



VIA ELECTRONIC MAIL

July 10, 2020

Hon. Robin Morrison
Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th Floor
Nashville, TN 37243

Re: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY (“TENNESSEE-AMERICAN WATER”) DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY

Dear Chair Morrison:

Tennessee-American Water Company (“Tennessee-American Water”) submits this update for the week ending July 11, 2020, in response to the Commission’s Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our earlier filings are ongoing.

The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities.

Tennessee American Water Community Advisory Board Meets Virtually

Tennessee American Water hosted a meeting with its Community Advisory Board (CAB) virtually. We shared information about our response to COVID-19 as it relates to the safety of employees and customers as well as the decision to suspend shut-offs.

The CAB is a body committed to continuously improving the relationship between Tennessee American Water and the communities we serve. The purpose of the CAB is for a cross-section of customers to engage with Tennessee American Water leadership for open dialogue and to learn from each other. The make-up of the voluntary board is a diverse group of residential

customers, representatives of various government functions, education, environmental organizations and business. The members serve for one year.



COVID-19

American Water Work-From-Home Directive

Tennessee-American Water continues its conservative path forward maintaining its work-from-home and essential employee directives through September 7. The company will continue to assess this date and adapt as the situation develops.

Additional Coronavirus Information

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

Respectfully submitted,



Darlene Williams
President
Tennessee American Water