

Cartwright Creek, L.L.C.
6545 Cox Road
College Grove, TN 37046
615-261-8600

July 10, 2020

Mr. David Foster
Director of Utilities
Tennessee Public Utilities Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

Re: Docket No. 20-00047, Emergency Petition to Suspend Service filed by the Consumer Advocate Unit of the Financial Division of the Office of the Tennessee Attorney General

Dear Mr. Foster,

The following are Cartwright Creek, LLC responses to the questions in your June 30, 2020 letter regarding customer disconnects for non-payment.

- 1. Should the moratorium on disconnects for non-payment be lifted? If the moratorium should not be lifted at this time, when should the moratorium be lifted? Please explain your answer.*

Response: Cartwright Creek currently has no opinion on the lifting of the disconnect moratorium. No customer has indicated that delinquency is due to the Covid-19 crisis.

- 2. Did you continue to accrue late charges for delinquent accounts during the moratorium period?*

Response: Yes.

- 3. Should late charges accrued during the moratorium period be billed to delinquent customers once the moratorium is lifted?*

Yes. If the delinquency is not due to the Covid-19 crisis, the late charges should be paid just as they would be at other times. Note that no customer has indicated that delinquency is due to the Covid-19 crisis.

4. *If late charges accrued during the moratorium period are not collected from delinquent customers, do you plan to seek recovery of such charges from customers through other means? If so, please describe the mechanism you propose to recover late charges accrued during the moratorium period.*

Response: Cartwright Creek is not able to answer this question at this time. It depends upon how long the moratorium lasts and the past due amounts.

5. *For each customer class, please provide the (i) total number, (ii) aggregate amount excluding late charges, (iii) aggregate amount of accrued late charges, and (iv) average days overdue of delinquent accounts for each month beginning January 2020 through the most recent month the information is available at the time of your response.*

Response: As of July 8, Cartwright Creek has approximately 30 customers with past due balances over 30 days, ranging from \$25 to \$1800, including late charges. The total delinquent amount over 30 days is \$3,980, including late charges. (30-60 days \$925; 60-90 days \$684, over 90 days \$2,372). No customer has indicated that a delinquency is due to the Covid-19 crisis.

6. *For each customer class, please provide the aggregate amount of delinquent customer accounts written off to bad debt expense for each month beginning January 2020 through the most recent month the information is available at the time of your response.*

Response: There have been no write-offs of customer accounts for bad debt in 2020.

7. *In the event the moratorium on customer disconnects for non-payment is lifted, please describe the process you propose to use to commence disconnections for non-payment. Notwithstanding current Commission rules and company tariffs, please include in your description the length of customer notice that should be given prior to disconnection of service, as well as availability of customer service representatives to address customer concerns or complaints regarding disconnection or potential disconnection of their service.*

Response: Cartwright Creek will follow the process described in its tariff for both notices and disconnection once the moratorium is lifted. These procedures include multiple written notices and a disconnection notice over an approximate two-month period. If the customer contacts Cartwright Creek after any of these notices, the Company will delay the disconnect so that a payment plan can be worked out. The

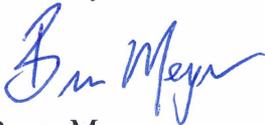
Company has a dedicated voice mail line and email for customer billing questions, which our accountant responds to within 24 hours.

8. *In the event the moratorium is lifted and the customer is unable to promptly pay overdue amounts to bring their account current within a reasonable notice period, please describe the programs, arrangements, or payment plans, if any, that you would propose to permit customers to maintain their service while paying past due balances over a reasonable time. Please state whether you would propose to apply late charges, or assess interest charges, on the unpaid balances of such arrangements provided the customer is keeping their payments current.*

Response: Cartwright Creek allows customers to pay past due balances over time on a case by case basis negotiated with the customer. Late charges may be included.

Please contact me if you have any questions.

Sincerely,



Bruce Meyer
Operations Manager

Copies: Mr. Henry Walker
Mt. Hal Novak