

BAKER DONELSON

BAKER, DONELSON, BEARMAN, CALDWELL & BERKOWITZ, PC

633 CHESTNUT STREET · SUITE 1900 · CHATTANOOGA, TENNESSEE 37450
423.756.2010 · bakerdonelson.com

RYAN A. FREEMAN, ASSOCIATE
Direct Dial: 423.209.4181
E-Mail Address: rfreeman@bakerdonelson.com

20-00047

July 13, 2020

TPUC Staff
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243

VIA EMAIL

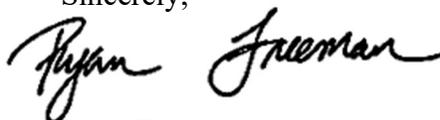
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

Dear TPUC Staff:

Pursuant to the Tennessee Public Utility Commission's formal request on March 19, 2020 for a public information filing with information on each utility's emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable service and to assist their customers, Tennessee Water Service, Inc. hereby files the fifteenth updated stakeholder letter with the requested information.

Please let us know if anything further is required.

Sincerely,



Ryan Freeman
For the Firm

RAF:kcw

Enclosure



July 9, 2020

RE: COVID-19 Response – Update #17

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this seventeenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 1, 2020. Below you will find several actions the Company has taken since our last update:

- **Regular Customer Communications** – Throughout the duration of the COVID-19 crisis, our Company has prioritized regular customer communication. The Company plans to send another direct communication to customers this week providing an update on actions taken to ensure we meet our commitment to providing safe and reliable service. The notice will also be posted on our website, our customer mobile application, MyUtilityConnect, and all social media channels. In addition to our direct customer communications, we continue to provide real time updates to customers via social media and our websites. As we move forward, we will continue providing customers with proactive communication to share important information and updates.
- **Operations Safety** – At the onset of the COVID-19 pandemic, the Company moved operations staff to physical distancing schedules that limit employee contact with one another while performing plant and systems operations and maintenance tasks. These schedules protect the health and safety of our employees and our customers. As our operations personnel continue to operate under these schedules, the Company’s Incident Command Team is working with local leaders to ensure operations personnel remain vigilant. Ensuring the health and safety of our operations employees during this time remains a top priority for the Company.

The Company continues to monitor the surging number of positive COVID-19 cases across the United States and will make science-based decisions before returning office and operations employees to normal operations.

We hope you find these continuing updates by the Company helpful and I invite you to email me at Donald.Denton@corix.com or call me at 704-995-7640 with any questions or concerns you may have.

Sincerely,

Donald Denton
President, Atlantic Business Unit
Corix Regulated Utilities