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Sunbright, TN 37872

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July 15, 2020

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

Docket No. 20-00047

Re: RESPONSE OF B&W PIPELINE TO THE COMMISSION STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020

Dear Mr. Foster:

Attached are the responses of B&W Pipeline, LLC (B&W) to your discovery request of June 30, 2020.

Please feel free to contact me anytime if you have any questions regarding these responses.

Sincerely,

A handwritten signature in black ink, appearing to read "Frank Cash", written in a cursive style.

Frank Cash
Pipeline Manager

Cc: William H. Novak

**B&W PIPELINE
DOCKET 20-00047
RESPONSES TO THE COMMISSION STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020**

- 1. Should the moratorium on disconnects for nonpayment be lifted? If the moratorium should not be lifted at this time, when should the moratorium be lifted? Explain your answer.**

RESPONSE:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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

RESPONSE:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

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

RESPONSE:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 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:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 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:

**B&W PIPELINE
DOCKET 20-00047
RESPONSES TO THE COMMISSION STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020**

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 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:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

- 7. In the event the moratorium on customer disconnects for nonpayment is lifted, please describe the process you propose to use to commence disconnections for nonpayment. 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:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.

**B&W PIPELINE
DOCKET 20-00047
RESPONSES TO THE COMMISSION STAFF'S DISCOVERY REQUEST OF JUNE 30, 2020**

- 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:

Not applicable to B&W Pipeline. At this time, there has been no need for any special adjustments to our standard billing or operating procedures required because of the Covid-19 outbreak. As a result, B&W Pipeline expects to return to its regular billing and operating procedures upon the expiration or lifting of the public health emergency declaration.