

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

July 20, 2020

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

VIA EMAIL

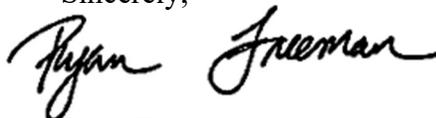
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

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 sixteenth 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 17, 2020

RE: COVID-19 Response – Update #18

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this eighteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 9, 2020. Below you will find several actions the Company has taken since our last update:

- **Health and Safety Policy Updates** – When the COVID-19 crisis began in March, the Company began developing health and safety policies for our employees to ensure proper measures were taken to limit COVID-19 transmission within our organization and the communities we serve. Over the past several months, the Company has continually reviewed the policies to ensure they are updated to reflect any updated guidance provided by public health organizations. This week, the Company’s self-screening policy was updated to reflect new symptoms that the Center for Disease Control (CDC) included in their self-screening guidance. The Company’s mask policy was also updated to include more detailed information regarding care for reusable masks. As the situation progresses, we will continue reviewing all policies to ensure they are in alignment with guidance from public health organizations.
- **Personal Protective Equipment (PPE) Procurement** – As states have opened, there has been a noticeable spike in positive COVID-19 cases in certain areas. In response to these spikes, we have developed a plan to continue procuring proper PPE to ensure our operations staff has enough on hand to continue performing their essential duties. The Company secured a centralized inventory of PPE that can be shipped to jurisdictions as needed and continues to leverage purchasing agents within each jurisdiction to procure PPE locally. Providing our operations staff with the proper PPE is vital to ensuring we are able meet our commitment of providing safe and reliable service to our customers, while protecting public health.

Due to the surging number of positive COVID-19 cases across the United States, the Company has extended its Remote Working Policy until December 31, 2020. The Company will continue to make science-based decisions regarding the return of 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