



VIA ELECTRONIC MAIL

July 20, 2020

Hon. Kenneth C. Hill
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 18, 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.

American Water Achieves Top Score on Disability Equality Index for Second Consecutive Year



American Water announced that it has been recognized as a top-scoring company, for the second consecutive year, on the [Disability Equality Index \(DEI\)](#), the most comprehensive disability



inclusion assessment tool designed and embraced by both business leaders and disability advocates.

This year, 247 businesses participated in the DEI, and American Water's top score of 100 percent earned the recognition of "Best Places to Work for Disability Inclusion." The inclusion criteria measured culture and leadership, enterprise-wide access, employment practices, community engagement, and supplier diversity.

Diversity and inclusion is just one of the areas in American Water's journey to be an industry leader across environmental, social and governance (ESG) factors. American Water's values and strategy are focused on making a positive impact for employees and all of the communities the company serves.

The DEI was created by the DEI Advisory Committee, a diverse group of business leaders, policy experts and disability advocates. The DEI, now in its sixth year, exists to help business impact the unemployment/underemployment of people with disabilities.

Globally, people with disabilities represent over one billion people. Disability is a natural part of the human experience and we cross lines of age, ethnicity, gender, gender identity, race, sexual orientation, socioeconomic status and religion.

Customer Service

Tennessee-American Water is continuing with the suspension of all billing-related service shutoffs; providing water service for customers who previously had water turned off due to non-payment; suspension of late fees; and continues to work with customers on payment arrangements if they are experiencing financial hardship. It is important to us that our customers know we care.

Pulse Survey 3



This week American Water launched its third Pulse Survey of employees across the business. The survey allows the company to touch base with employees, learn how they are and collect feedback on safety protocols that are in place and what the company can do to continue to support them. American Water will continue to assess the circumstances and modify its reintegration plan as appropriate, keeping safety at the forefront of all decisions.

2019 National Safety and People-Powered Awards



This week American Water announced the winners of the 2019 National Safety and People-Powered Awards in a live virtual ceremony. The company celebrated employees who have gone to great measures to demonstrate their commitment to safety and those who have made major contributions to our business, customers, and communities. The brief ceremony garnered over 1,300 viewers across the company.



CONTINUING TO KEEP SERVICE AND KEEP LIFE FLOWING – SOCIAL DISTANCING

Tennessee American Water continues to conduct its work in coordination and compliance with all federal, state, and local agencies and directives. As evolving conditions necessitate changes to our work practices and procedures, we will do so in a way so that we may continue to provide essential water and wastewater services.

Company employees remain hard at work. For the safety of customers, general public, and our company employees, we continue to follow social distancing recommendations issued by the Centers for Disease Control and Prevention. Some signage examples that are used in the field and offices are below:





REMINDER
CONTINUE PRACTICING THE FOLLOWING ACTIONS EVEN WHEN YOU LEAVE WORK.

Wash your hands or use hand sanitizer frequently (20 sec)

Wear face coverings around others

Practice social distancing (6 feet)

Cover coughs and sneezes and dispose of all tissues properly

Monitor yourself for symptoms

Clean and disinfect frequently

Doing our part to help stop the spread and protect you, our valued customers and employees.

AMERICAN WATER



STOP
Face coverings are required before entering the building.

For the health and safety of our employees, PLEASE do not enter if you or someone you live with is feeling sick.

UPON ENTERING PLEASE FOLLOW THESE PREVENTATIVE MEASURES

AMERICAN WATER APPLIES SOCIAL DISTANCING POLICIES

Doing our part to help stop the spread and protect you, our valued customers and employees.

AMERICAN WATER

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

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