



VIA ELECTRONIC MAIL

July 24, 2020

Hon. Dr. 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 Hill:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the week ending July 25, 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.

HYDRATING IN THE SUMMER HEAT

As the temperatures increase Tennessee-American Water has been promoting hydration tips on social media platforms.



IT'S HOT OUT THERE!

Be sure to keep yourself (and your pets) hydrated!



HYDRATE!

It's hot out there! Quench your thirst with cool refreshing water. Add a few slices of fruit or vegetables. Healthy. Cool. All natural!



HYDRATION TIP #001

SUMMER'S HERE. DRINK 1.5X MORE WATER THAN USUAL.



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 services.

Company employees remain hard at work. For customers, general public safety and the safety of company employees, we continue to follow social distancing recommendations issued by the Centers for Disease Control and Prevention.



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](#)

Tennessee-American Water is grateful to the Commission for its leadership and stands ready to answer any questions you may have. Please feel free to contact me at 423-771-4792 or darlene.williams@amwater.com.

Respectfully submitted,



Darlene Williams
President
Tennessee-American Water