

# BAKER DONELSON

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20-00047

July 27, 2020

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

VIA EMAIL

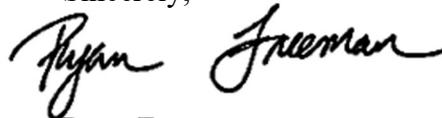
**Re: Ongoing Request for Information Related to Measures Taken During the  
Coronavirus COVID-19 Public Health Emergency**

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 seventeenth 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 24, 2020

**RE: COVID-19 Response – Update #19**

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this nineteenth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 17, 2020. Below you will find several actions the Company has taken since our last update:

- **Regular Customer Communications** –The Company plans to send a direct customer communication to all customers that will summarize the Company’s actions taken to ensure we meet our commitment of providing safe and reliable service while protecting the health and safety of our employees and the communities we serve. This letter will be physically mailed to customers. In addition to this communication, we continue to provide updates on our website and social media platforms. As the COVID-19 crisis continues, we will continue providing customers with proactive communication to share important information and updates.
- **Managing Operations Staff Schedules** – 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 while ensuring we are able to meet our commitment of providing safe and reliable service to our customers. As the Company’s operations staff continues to work under these conditions, the Company’s Incident Command team is working with local jurisdiction leaders to evaluate different ways to schedule operations staff to increase flexibility and reduce staff fatigue and stress. Protecting the physical, and mental, health and safety of our employees will continue to be our top priority as the COVID-19 crisis continues.

The Company continues to monitor COVID-19 cases in each jurisdiction and will continue to use a science-based approach to make decisions regarding the return of office and operations employees returning 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](mailto: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