



July 28, 2020

Chairman Kenneth C. Hill  
Tennessee Public Utilities Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243-0001

Re: Docket Number 20-00047

Dear Chairman Hill:

Piedmont Natural Company, Inc. ("Piedmont") hereby files its ongoing response to the Tennessee Public Utilities Commission's ("TPUC") Ongoing Request For Information Related to Measures Taken During The Coronavirus COVID-19 Public Health Emergency. Our response is being filed electronically at [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov) as directed.

Piedmont continues to serve customers with safe and reliable natural gas service in the manner explained in prior responses, most specifically detailed in our response dated March 24, 2020. There have been no changes to the measures taken by Piedmont to relieve the burden on customers caused by this pandemic. We continue to focus on the health and safety of our customers, employees, and the general public. Employees continue to work from home as practicable. In circumstances where employees interface with customers or the public, they observe social distancing guidelines and utilize appropriate personal protective equipment. Piedmont's public facing Operations and Field Customer Service teams have generally returned to operating in a normal manner with the primary exception being the ongoing moratorium associated with the disconnection of natural gas service. Piedmont is aware that the TPUC has extended this moratorium through at least August 10, 2020 and awaits further direction from the Commission.

Please contact me at any time as needed.

Sincerely,

A handwritten signature in black ink that reads "Bruce P. Barkley".

Bruce P. Barkley  
VP – Rates and Natural Gas Supply  
704.731.4699  
[bruce.barkley@duke-energy.com](mailto:bruce.barkley@duke-energy.com)