



Integrated Resource Management, Inc.
A Privately Owned Public Utility

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Weekly Report - July 22, 2020 – July 27, 2020

Chairman Kenneth C. Hill
c/o Ectory Lawless
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243-0001 Sent Via Electronic Mail (.pdf scan): TPUC.DocketRoom@tn.gov

Re: 18th Weekly Report as per Docket # 20-00047:

Operation and Maintenance Inspection Schedule

**Pursuant to The Tennessee Public Utility Commission
REQUEST FOR INFORMATION RELATED TO MEASUREMENTS TAKEN
DURING CORONAVIRUS “COVID-19” PUBLIC HEALTH EMERGENCY
(“O&M Schedule”)**

Introduction:

IRM Utility, Inc. (“IRM”) has accomplished the goals for the requested plan as follows.

Facilitation:

All activities in the last week have been as per plans of the Amended O&M Schedule.

Education:

A weekly education meeting was held on July 23rd, 2020 at 9:30 AM EST, to review the weekly updates of Governor Lee’s Executive Orders among the other documents and resources. PPE has been distributed that was received.

IRM will continue to have ongoing safety meetings with the crew as this situation changes scope. Site meetings have been made with respect to the requirements of the “Tennessee Pledge”.

IRM Response to Covid-19:

Regarding non-routine maintenance, there was one service call this week. It was due to a rental cabin that was not in use for months. The STEP tanks had high Fats, Oils, and Grease (“FOG”) in the septic tank. With no introduction of hot water and flow the FOG set-up at ambient soil temperatures much like grease in a refrigerator. The STEP tanks

were pumped by a Tennessee Approved Septic Pumper and disposed of at a POTW plant.

Summary:

No danger to the environment has occurred and customer's systems are functional. **NO** disconnects have occurred by IRM Utility, Inc., as a result of late pays. Also, all late fees have been waived on late paying customers. Our commercial properties are opening rapidly now that vacations are occurring. Increased maintenance calls are expected. The sudden increase in Wastewater flows have caused excessive adjustment procedures across all Routine-maintenance of the systems IRM manages. It was noticed that grease had solidified due to the lack of hot water flow from commercial properties that were shut down for a few months. Pumping of the fats, oils, and grease have accomplished as needed by licensed pumping companies.

With regard to Office Start-up, IRM Utility, Inc. had one walk-in customer in which we met in the parking area with masks and gloves and respected the social distancing. All other correspondence has been via USPS Mail with the public. Office Staff of just 2 to 3 personnel abide by all requirements of office procedures for social distancing and safety precautions. Personnel meet for a few hours each week to assign work from home-based computers and record keeping. IRM is aware of the State of Tennessee guidelines on re-opening of businesses using a plan known as "Tennessee Pledge" with regard to these activities. Personnel temperatures are being taken daily for the review of a "fever" indicative of infection of any source or cause. No indications of fever have been reported.

As per TPUC's "Data Request" of June 30, 2019, and subsequently an Order Dated July 20, 2020, IRM will comply to all requests.

Current Information:

The review by IRM as was conducted by IRM s as follows:

- **TPUC Order Dated, July 20, 2020**

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Jeffrey W. Cox, Sr.", is written over a white background.

Jeffrey W. Cox, Sr., LPSS,
President of **IRM** Utility, Inc.
Certified B/NS and Collection System Operator
Microbiologist