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20-00047

August 3, 2020

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

VIA EMAIL

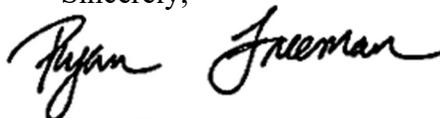
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

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 eighteenth 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 30, 2020

RE: COVID-19 Response – Update #20

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twentieth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 24, 2020. Below you will find several actions the Company has taken since our last update:

- **Continued Adherence to Updated Policies** – As local jurisdictions have re-opened, we continue to stress the importance of adhering to the Company’s updated operations policies and procedures in order to protect the health and safety of our employees and the communities we serve. Our Incident Command Team continues to monitor federal, state, and local orders to ensure our essential operations staff is in compliance with all applicable guidance. We will also continue to monitor the impact of re-opening states. The Company will continue to prioritize the health and safety of our employees and the communities we serve by making science-based decisions regarding the return to normal operations.
- **COVID-19 Financial Tracking** – As the COVID-19 situation moves forward, the Company continues to track all costs incurred and revenues lost related to COVID-19. All costs will be accounted for in compliance with the applicable regulatory orders and directives within each jurisdiction. The Company’s regulatory team will continue working with jurisdiction finance teams to monitor all regulatory action related to COVID-19 to ensure we remain in compliance with updated direction.

We hope you find these continuing updates by the Company helpful and I invite you to email me at 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