



Integrated Resource Management, Inc.
A Privately Owned Public Utility

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Weekly Report - July 28, 2020 – August 4, 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: 19th 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 CORONOVIRUS “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 31st, 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 were three service calls this week. One was an odor report from an unknown area. Rental Cabin Managers do not realize that when many gallons of water enter a tank at one time, the equivalent volume of air or gasses exit out of roof vent stacks. The cabins are 20 feet apart and have ten to thirty plus

occupants. Thermal inversions of atmospheric temperature can hold gasses in lower areas. Never the less, IRM made an emergency call to check tanks and lid gaskets for safety purposes. The systems were operational. The gaskets were changed since Technicians were there. Since the weather changed, there have been no further complaints. The second site was a valve box that had been damaged by traffic. This was in a no traffic area and barricades were placed to remedy this situation. The third incident was a service connect that had developed a small spray crack and this was repaired and replaced in one day. There was no major leak, just the sound of the spray. The system was cut-off during repair so there were very few gallons of wastewater that percolated into the soil.

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.

With regard to Office Start-up, IRM Utility, Inc. had no walk-in customers. 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 has complied with this request.

Current Information:

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

- **TPUC Order Dated, July 20, 2020**
- **No additional information other than Web-Articles**

Respectfully submitted,



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