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20-00047

August 10, 2020

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

VIA EMAIL

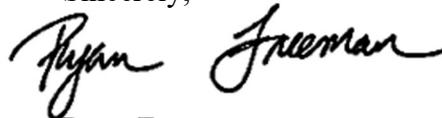
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

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 nineteenth 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



August 6, 2020

RE: COVID-19 Response – Update #21

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twenty-first update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated July 30, 2020. Below you will find several actions the Company has taken since our last update:

- **Continued Tracking of COVID-19 Case Data** – Throughout the course of the COVID-19 pandemic, the Company’s Incident Command team has made science-based decisions to protect the health and safety of our employees and the communities we serve. As the situation continues to evolve, the Company will prioritize monitoring COVID-19 case data and guidance from public health organizations in determining our next steps in response to the pandemic. We believe that this science-based approach will ensure we continue to meet our commitment of providing safe and reliable service to our customers while protecting public health.
- **Flushing Guidance for Customers** – As a result of the COVID-19 pandemic, many of our customers may have temporarily closed businesses, churches, school buildings, or a vacation/rental homes. Water that is held in unused pipes while the buildings are closed can become stagnant, and since stagnant water is a potential health risk and can impact water quality, it is necessary to systematically flush plumbing. The Company has begun providing flushing instructions for potentially impacted customers to ensure water is safe prior to use.

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