



Integrated Resource Management, Inc.
A Privately Owned Public Utility

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Weekly Report - August 5, 2020 - August 11, 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: 20th 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 August 10th, 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 for customers, there were no service calls this week. Only routine maintenance was performed for customers.

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, and a revision to the Docket on August 10, 2020. IRM has complied with these requests.

Current Information:

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

- **TPUC Order Dated, July 20, 2020**
- **TPUC Motion and Passing of a Policy Change on August 10, 2020`**

Respectfully submitted,



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