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20-00047

August 24, 2020

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

VIA EMAIL

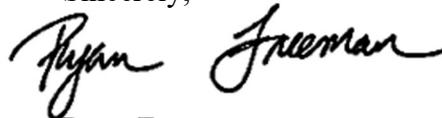
**Re: Ongoing Request for Information Related to Measures Taken During the
Coronavirus COVID-19 Public Health Emergency**

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 twenty-first 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 19, 2020

RE: COVID-19 Response – Update #23

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twenty-third update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated August 12, 2020. Below you will find several actions the Company has taken since our last update:

- **Customer Payment Arrangement Planning** – In preparation for an expected increase in customers who need to set up deferred payment arrangements, the Company has prioritized planning the implementation of payment arrangements in accordance with applicable regulatory orders and directives. Customer Service Representatives are being trained to ensure they are prepared to help our customers set up payment arrangements. We continue communicating our plans to our customers through various channels so they are aware and able to contact our Contact Center as needed.
- **Personal Protective Equipment (PPE) Procurement** – As the COVID-19 situation has evolved we have developed a procurement plan to ensure our operations staff has sufficient PPE on hand to continue performing their essential duties. The Company secured a centralized inventory of PPE that can be shipped to jurisdictions as needed and continues to leverage purchasing agents within each jurisdiction to procure PPE locally. Providing our operations staff with the proper PPE is vital to ensuring that we are able meet our commitment of providing safe and reliable service to our customers, while protecting the health of our employees and the communities we serve.

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