



*Integrated Resource Management, Inc.*  
*A Privately Owned Public Utility*

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## Monthly Report - August 11, 2020 - September 15, 2020

Chairman Kenneth C. Hill  
c/o Ectory Lawless  
Tennessee Public Utility Commission  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243-0001

Sent Via Electronic Mail (.pdf scan): [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov)

Re: 21<sup>st</sup> 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 month have been as per plans of the Amended O&M Schedule of the initial request.

### **Education:**

A weekly education meeting was held to review the weekly updates of Governor Lee's Executive Orders among the other documents and resources.

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 only a few services responses this month. None were of a hazardous nature and addressed immediately. 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 now vacations are slowing down. Increased maintenance calls have occurred but not of an emergency basis. The sudden change in Wastewater flows have caused excessive adjustment procedures across all Routine-maintenance of the systems IRM manages.

With regard to Office normal operations procedures, 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 and 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 meetings, business operations, and employing the "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 Order Dated July 20, 2020, and a revision to this 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,

A handwritten signature in blue ink, appearing to read "Jeffrey W. Cox, Sr.", with a long horizontal flourish extending to the right.

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