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**VIA ELECTRONIC MAIL**

April 2, 2020

Hon. Robin Morrison  
Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building

502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

**Re: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY  
("TAWC") DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING THE  
CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Dear Chair Morrison:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the week ending April 4, 2020, in response to the Commission's Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our March 24, 2020, and March 26, 2020, filings are ongoing.

The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

Tennessee-American Water has three areas of focus during its response to the COVID-19 pandemic:

- The care and safety of its employees
- The safety of its customers and the communities it serves
- The execution of its business continuity plans

We wanted to continue to inform you of the measures we are taking to assist our customers, employees, and communities during the COVID-19 crisis.



## **CUSTOMER SERVICE**

For Tennessee-American Water's customers, given the importance of personal hygiene in preventing the spread of the coronavirus, starting on March 12, 2020, the company: suspended all billing-related service shutoffs; reinstated water service for customers who previously had water turned off due to non-payment; suspended late fees; and continues to work with customers on payment arrangements if they are experiencing financial hardship. Tennessee-American Water's voluntary actions align with the Commission's Order of March 27, 2020, in Docket 20-00047.

## **CUSTOMER AND EMPLOYEE SAFETY**

Tennessee-American Water has implemented several safety measures to reduce exposure to and the spread of COVID-19.

We are reminding customers online and through social media that for their safety and the safety of our employees that they follow social distancing recommendations issued by the [Centers for Disease Control and Prevention](#), and ask customers not approach our employees when they are seen working in the field.

Tennessee-American Water employees who can perform their jobs remotely have been instructed to work from home. The company has suspended all non-emergency, in-home appointments and limited the amount of contact with customers during field appointments. Tennessee-American Water field employees are being provided with appropriate personal protective equipment related to COVID-19. The company is limiting each company vehicle to one employee and limiting access to treatment plant control rooms. Tennessee-American Water is also providing employees additional guidance on many aspects of their jobs related to the pandemic, including social distancing, so they may continue to conduct their work safely.

Finally, at the corporate level, American Water has launched a medical advice hotline, allowing employees to seek medical advice, exercise planning and talk about mental health matters. The hotline was established in an effort to provide employees an additional resource to help employees and their families manage through this challenging time.

## **WATER SYSTEMS**

Tennessee-American Water remains committed to ensuring the delivery of safe, reliable water. That includes continued operation of drinking water treatment barriers, which provide an added layer of protection that includes filtration and disinfection of our surface water supplies (e.g. those from lakes, reservoirs or rivers) and disinfection of our groundwater sources (e.g. underground wells). While COVID-19 has not been found in drinking water, these treatments are effective in removing and/or inactivating viruses. Tennessee-American Water continues to meet all current federal and state drinking water requirements and is safe to drink during this time.

With hand hygiene at the top of everyone's minds and toilet paper in high demand, many households are increasing their use of sanitizing wipes and "flushable" wipes. Tennessee-



American Water is reminding customers through direct emails and social media platforms to not flush wipes down the toilet. Messaging includes: Flushing wipes, paper towels, or other paper products not intended for use in wastewater systems, down the toilet can lead to sewer backups and in-home plumbing issues which may be expensive to repair. Even wipes labeled as “flushable” or “biodegradable” can cause backups for sewer utilities and headaches for homeowners. Tennessee-American Water is also providing the following video link [“12 Things That Should Never Go Down Your Drain”](#) for more tips.

Tennessee-American Water is grateful to the Commission for its leadership and stands ready to answer any questions you may have. Please feel free to contact me at 423-771-4792 or [darlene.williams@amwater.com](mailto:darlene.williams@amwater.com).

Respectfully submitted,

A handwritten signature in black ink that reads "Darlene L. Williams". The signature is written in a cursive style.

Darlene Williams  
President  
Tennessee-American Water

