

BAKER DONELSON

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September 15, 2020

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

VIA EMAIL

20-00047

Re: Monthly 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 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. ("TWS") hereby files the monthly updated stakeholder letter with the requested information.

Pursuant to the Tennessee Public Utility Commission's August 10, 2020 Order, TWS also lists below the requested information regarding disconnections, delinquent accounts, and bad debt expense for the month of August 2020.

Request #	Request	Response
1	Number of Customers Disconnected for Non-Payment by Customer Class	-
2	Number of Customers who Entered Into Payment Arrangement by Customer Class	-
3	Number of Delinquent Accounts by Customer Class	6
4	Amount of Delinquent Accounts by Customer Class	\$ 1,799.32
5	Number of Accounts Written Off to Bad Debt Expense by Customer Class	-
6	Amount of Accounts Written Off to Bad Debt Expense by Customer Class	-

Please let us know if anything further is required.

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Sincerely,

A handwritten signature in black ink that reads "Ryan Freeman". The signature is written in a cursive style with a large, stylized "R" and "F".

Ryan Freeman
For the Firm

RAF:kcw

Enclosure



September 9, 2020

RE: COVID-19 Response – Update #26

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twenty-sixth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated September 2, 2020. Below you will find several actions the Company has taken since our last update:

- **Essential Operations Continuity Plan Updates** – As we move into Fall and Winter, the Company’s Incident Command Team is working with all local jurisdictions to ensure that Essential Operations Continuity Plans are up to date and that we are prepared for any potential large-scale absenteeism in the workplace. Essential Operations Continuity Plans include (i) securing mutual-aid arrangements, (ii) ensuring sufficient chemical supplies and critical spare parts inventories are on hand, and (iii) identifying appropriately licensed personnel or contractors who are available to mobilize quickly to augment the Company’s workforce.
- **COVID-19 Financial Tracking** – As the COVID-19 situation moves forward, the Company continues to track all costs incurred and revenues lost as a result of COVID-19. All costs will be accounted for in compliance with the applicable regulatory orders and directives within each jurisdiction. The Company’s regulatory team will continue working with jurisdictional finance teams to monitor all regulatory action related to COVID-19 to ensure we remain in compliance with updated direction and that customers remain informed.
- **Customer Assistance** - We continue to advise customers to stay current with their bills to avoid large balances as we move through the COVID-19 crisis. Customers are able to call our Contact Center to setup deferred payment arrangements to assist with any financial hardships they may have encountered due to COVID-19. We are happy to work with all customers to address their specific situation.

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