

VIA ELECTRONIC MAIL

October 14, 2020

Hon. Dr. Kenneth C. Hill
Chair
c/o Ectory Lawless, Dockets & Records Manager
Tennessee Public Utility Commission
Andrew Jackson State Office Building
502 Deaderick Street, 4th Floor
Nashville, TN 37243

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

Dear Chair Hill:

Tennessee-American Water Company ("Tennessee-American Water") would like to provide you with an update of the measures and activities we are taking to assist and keep our customers, employees, and communities safe and engaged during the COVID-19 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 current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities.

American Water Recognized for Excellence in Water Quality by Partnership for Safe Water

American Water recently received 28 Partnership for Safe Water awards. The awards, which honor the efforts in continuously optimizing water treatment plant and distribution operations and performance, were recently announced by the American Water Works Association.

**American Water Works
Association**

Tennessee American Water's Citico Treatment Plant was recognized for maintaining the Phase III Directors Award status for 20 years. Tennessee American Water upholds the highest standards in delivering clean, safe, high-quality drinking water to our customers while also providing water service that is reliable and affordable. [Read more here.](#)

**PARTNERSHIP
FOR SAFE WATER**

Celebrating Safety Week



This year, the National Safety Council is providing tools and activities that focus on the Fundamentals of Safety. Each day during the week of Oct. 26-30, Tennessee-American Water employees will receive an email with resources to bring awareness to safety in their everyday lives – both at work and at home. Workgroups across the company will be highlighted for safety milestones, training will be offered and presented by safety leads across the business, and, new this year, a Virtual Safety Summit will be held to engage employees and their families.

Bill Assistance Information as Normal Collection Process Resumes

As the collection process has resumed at Tennessee-American Water, consistent with the Commission's action of August 11, 2020, on September 1, 2020, we sent letters to customers in arrears to make them aware that we will resume charging late fees October 1, 2020.

Communications to customers have included customer bill assistance information and customer service contact information. Tennessee-American Water has to date and pledges to continue to assist our customers who are experiencing economic challenges make informed decision regarding options available to them to address outstanding balances. Customer options include flexible payment plans, budget billing and bill assistance for customers who qualify. Tennessee American Water recently made a contribution to the water bill assistance program, managed for the Company through the United Way of Greater Chattanooga 2-1-1 Help Center.

Customer communications for resumption of disconnections, dunning and late fees include:

- Customer Communications – Email, Letter, Website
- Bill Insert
- Social Media Assets – developed for various platforms (e.g., Facebook, Twitter & Instagram)
- Meetings with key stakeholders to make them aware of resumption process
- Informing sewer authorities of October 7th date that they may send over orders for disconnection of sewer non-pays
- Field service representatives have on-hand materials to provide to customers asking about payment information. This includes the attached payment card describing the different methods to make payments, including in-person locations with no fees. Also included is a handout in both English and Spanish describing payment plans, budget billing and the customer assistance program managed by the United Way of Greater Chattanooga 2-1-1. This information has been provided to various social service agencies and other stakeholders and is available on our website [here](#).

Disconnections for nonpayment resumed this week.



Requested Customer Data for Reporting Period

Attached please find a spreadsheet that details for the reporting period the:

- Aggregate number of customers disconnected for nonpayment of service by customer class;
- Aggregate number of customers who have entered a payment arrangement by customer class;
- Aggregate number and amount of delinquent customer accounts by customer; and the
- Aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

COVID-19

Additional Coronavirus Information

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)
- [Centers for Disease Control and Prevention](#)
- [World Health Organization](#)

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 grant.evitts@amwater.com.

Respectfully submitted,

Grant Evitts
Interim President
Tennessee-American Water

**TENNESSEE AMERICAN WATER COMPANY
DOCKET NO. 20-00047
COVID-19 MONTHLY COMPLIANCE REPORT
TENNESSEE PUBLIC UTILITY COMMISSION**

Responsible Witness: Elaine Chambers

Question:

10/15/2020 - TPUC COVID-19 Monthly Compliance Report

Please provide the relevant information below for the preceding reporting periods:

1. The aggregate number of customers disconnected for nonpayment of service by customer class.
2. the aggregate number of customers who have entered a payment arrangement by customer class.
3. the aggregate number and amount of delinquent customer accounts by customer class.
4. the aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

Response:

Please refer to the Company's attachment: TAW_R_TNPUCRPT_20201015.

Tennessee-American Water Company
Docket 20-00047 COVID Monthly Report

	Jan-20	Feb-20	Mar-20	Apr-20
Count -Customers Disconnected for Nonpayment				
Residential	2,365	1,713	480	-
Commercial	167	85	32	-
Industrial	2	1	-	-
Sale for Resale	-	-	-	-
Other Public Authority	-	-	-	-
Private Fire	-	-	-	-
Company Account	-	-	-	-
Total	2,534	1,799	512	-

	Jan-20	Feb-20	Mar-20	Apr-20
Count - Customers with Payment Arrangement				
Residential	281	209	115	52
Commercial	6	2	1	-
Industrial	-	-	-	-
Sale for Resale	-	-	-	-
Other Public Authority	-	-	-	-
Private Fire	-	-	-	-
Company Account	-	-	-	-
Total	287	211	116	52

	Jan-20	Feb-20	Mar-20	Apr-20
Count - Delinquent Customer Accounts				
Residential	6,582	5,709	6,518	7,212
Commercial	279	245	286	400
Industrial	4	-	2	3
Sale for Resale	-	-	-	-
Other Public Authority	3	2	5	6
Private Fire	26	48	39	32
Company Account	-	-	-	-
Total	6,894	6,004	6,850	7,653

	Jan-20	Feb-20	Mar-20	Apr-20
Amount - Delinquent Customer Accounts				
Residential	\$439,888	\$396,134	\$437,098	\$524,839
Commercial	77,454	50,702	55,776	75,879
Industrial	40,192	-	57	1,234
Sale for Resale	-	-	-	-
Other Public Authority	565	561	789	982
Private Fire	58,526	74,754	67,716	65,616

Company Account

Total	\$616,626	\$522,151	\$561,436	\$668,550
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	Jan-20	Feb-20	Mar-20	Apr-20
Count - Customer Accounts Written Off				
Residential	672	460	557	589
Commercial	32	29	39	25
Industrial	-	1	2	-
Sale for Resale	-	-	-	-
Other Public Authority	-	1	-	-
Private Fire	-	2	-	1
Company Account	-	-	-	-
Total	704	493	598	615

	Jan-20	Feb-20	Mar-20	Apr-20
Amount - Customer Accounts Written Off				
Residential	\$57,873	\$23,308	\$45,107	\$18,180
Commercial	3,647	6,803	15,575	15,115
Industrial	0	2	418	0
Sale for Resale	0	0	0	0
Other Public Authority	0	60	0	0
Private Fire	0	(2,210)	0	2,206
Company Account	0	0	0	0
Total	\$61,520	\$27,963	\$61,100	\$35,501

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
-	-	-	-	-	4,558
-	-	-	-	-	284
-	-	-	-	-	3
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	4,845

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
25	24	34	39	91	870
-	2	-	-	-	11
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-
-	-	-	-	-	-
25	26	34	39	91	881

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
7,164	6,783	7,454	7,884	7,886	63,192
410	338	349	394	404	3,105
5	7	10	6	7	44
-	-	-	-	10	10
11	27	14	11	-	79
105	73	43	145	-	511
-	-	-	-	106	106
7,695	7,228	7,870	8,440	8,413	67,047

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
\$572,956	\$600,355	\$698,791	\$797,575	\$872,689	\$5,340,324
87,574	71,213	78,178	82,684	89,497	668,956
436	1,966	14,763	2,018	2,231	62,898
-	-	-	-	1,788	1,788
1,750	2,947	785	601	-	8,981
110,625	93,441	78,327	148,496	-	697,501

				117,818	117,818
\$773,341	\$769,922	\$870,844	\$1,031,374	\$1,084,023	\$6,898,266

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
624	551	383	350	252	4,438
23	24	13	12	12	209
-	-	-	-	-	3
-	-	-	-	-	-
1	1	-	-	-	3
-	-	-	-	-	3
-	-	-	-	-	-
648	576	396	362	264	4,656

May-20	Jun-20	Jul-20	Aug-20	Sep-20	YTD Total
\$31,946	\$41,419	\$11,839	\$16,310	\$11,215	\$257,197
2,847	14,161	1,488	4,154	663	64,453
0	0	0	0	0	420
0	0	0	0	0	0
(60)	755	0	0	0	755
0	0	0	0	0	(4)
0	0	0	0	0	0
\$34,733	\$56,335	\$13,327	\$20,464	\$11,878	\$322,821



PAYMENT OPTIONS


TENNESSEE
AMERICAN WATER

WE KEEP LIFE FLOWING™

PAY YOUR WAY: CHOOSE FROM **5** CONVENIENT OPTIONS

At Tennessee American Water, we offer the following convenient ways to pay your monthly water bill.



Automatic Payment & Paperless Billing: With Auto Pay, your bill will be paid on time, every time, directly from your checking or savings account. You can also enroll in paperless billing. Sign up today through MyWater at amwater.com/myaccount. Be sure to have your account number handy.



Pay Online: Visit amwater.com/billpay*. Be sure to have your 16-digit account number handy.



Pay by Mail: Use the envelope provided with your bill and send your payment with the payment stub to: Tennessee American Water, P.O. Box 6029, Carol Stream, IL 60197-6029. No cash, staples or paper clips, please.



Pay by Phone: If you do not have questions about your bill, you can call **1-855-748-6066** to pay by phone using your Visa or MasterCard.* Be sure to have your account number handy.



Pay In Person: Please see the reverse for a partial list of authorized locations accepting Tennessee American Water bill payments. For a full list, please call us or visit tennesseeamwater.com and click on Customer Service & Billing.

*NOTE: Our payment partner, Paymentus, charges \$1.95 per transaction for e-check, credit card and debit card payments. Want to avoid the transaction fee? There is no charge to pay by e-check through MyWater. Visit amwater.com/myaccount to register.

PAY IN PERSON AT LOCAL PAYMENT LOCATIONS

Tennessee American Water has agreements with several authorized payment locations across the state. Please note that this list changes periodically. Customers are encouraged to call the location first to ensure they still accept payments for Tennessee American Water. Please note, these locations DO NOT accept payments by mail.

Below is a partial list of Pay in Person Locations. To find a location nearest to you, visit tennesseeamwater.com and click on Customer Service & Billing.

WALMART

501 Signal Mountain Road, Chattanooga, TN 37405

Phone: 1-423-661-8504

Hours: M–F 8:00 a.m. to 7:00 p.m.; Saturday 8:00 a.m. to 5:00 p.m.; Sunday closed

Fee: \$0

NOTE: All Walmart stores accept Tennessee American Water payments

KORNER MARKET

2328 Rossville Boulevard, Chattanooga, TN 37408

Phone: 1-423-521-7930

Hours: Daily 8:00 a.m. to midnight

Fee: \$0

LATINO SERVICE

1601 E 23rd Street, Chattanooga, TN 37404

Phone: 1-423-661-8504

Hours: M–F 8:00 a.m. to 5:00 p.m.; Saturday and Sunday closed

Fee: \$0

CITY OF WHITWELL

13671 Hwy 28, Whitwell, TN 37397

Phone: 1-423-899-7021

Hours: Daily 8:00 a.m. to 9:00 p.m.

Fee: \$0

HOW TO REACH US

Contact our Customer Service Center:

1-866-736-6420

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



TENNESSEE
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