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20-00047

October 15, 2020

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

VIA EMAIL

**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 September 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	7
4	Amount of Delinquent Accounts by Customer Class	\$ 882.99
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	-

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Please let us know if anything further is required.

Sincerely,

A handwritten signature in black ink that reads "Ryan Freeman". The signature is written in a cursive, flowing style.

Ryan Freeman
For the Firm

RAF:kcw

Enclosure



October 14, 2020

RE: COVID-19 Response – Update #29

The Corix Group of Companies, which includes Tennessee Water Service (the “Company”), is providing this twenty-ninth update regarding actions taken by the Company to address the COVID-19 outbreak since our most recent correspondence to you, dated September 23, 2020. Below you will find several actions the Company has taken since our last update:

- **Customer Communication: Criticality of Keeping Accounts Current** – Thousands of households and businesses across our service areas have benefited from our suspension on disconnections and late fees, and now we are working hard to ensure customers are prepared as we plan our return to standard billing and payment practices. The Company is sending a direct customer communication this week to urge customers to remain current with outstanding balances or contact our Contact Center to set up a deferred payment arrangement if they are currently unable to make the full payment as we move closer towards returning to normal billing operations. As the COVID-19 crisis continues, we will continue to provide customers with information via proactive communication to share important information and updates.

- **Customer Financial Assistance** – 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 the flexible payment arrangements required to avoid disconnection of critical water and/or wastewater service. We continue communicating available options to customers through various channels to ensure they are aware of and able to access support via our Contact Center as needed.

- **COVID-19 Safety Policy Adherence** – Throughout the COVID-19 crisis, the Company’s Incident Command Team has continued to track COVID-19 case data in all of our local jurisdictions. Over the past several weeks, the data has reflected a relatively steady state of positive COVID-19 cases. In response to this trend, we have determined it best to keep office-based staff working remotely where possible, and to maintain our



Tennessee
Water Service™

existing Physical Distancing Schedules for operations staff required to work in the field. We have also reinforced the importance of continued adherence to all COVID-19 health and safety policies instituted by the Company to ensure the health and safety of our employees and the communities we serve. We will continue to make evidence-based decisions in determining our future courses, including any return to normal operations.

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