

# TENNESSEE PUBLIC UTILITY COMMISSION



Andrew Jackson State Office Bldg.  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243-0001

March 17, 2020

## **PUBLIC NOTICE OF UTILITY ACTION TO ASSIST CONSUMERS DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

The Tennessee Public Utility Commission issues this public notice in order to commend investor-owned utilities that are taking swift action to assist Tennessee consumers during the public health emergency declared as a result of the pandemic outbreak of novel coronavirus COVID-19. On March 12, 2020, Governor Bill Lee issued Executive Order No. 14 instituting emergency measures aimed to prevent and contain the spread of COVID-19. A national public health emergency has also been declared by Donald J. Trump, President of the United States.

Over the last several days, many of its regulated utility companies have informed the Commission of actions they are taking to mitigate the impacts of COVID-19 on utility employees and customers while ensuring uninterrupted operations for the continuity of safe, reliable service in their service communities. We are especially pleased to support our utilities that are taking additional, voluntary actions to assist customers during this difficult time. Such actions include suspending disconnections for nonpayment; reconnecting recently disconnected customers at no charge; suspending or waiving late fees; offering financial assistance and levelized or budget-billing programs.

If you need assistance or want to find out more, please contact your utility to find out ways that it may be able to help. Our Consumer Services Division is also happy to assist you in resolving any concerns that you may have about your utility service. Please go to our website at: <https://www.tn.gov/tpuc/divisions/consumer-services-division-csd.html> or call (800) 342-8359.

Finally, throughout this time of uncertainty, we strongly encourage all our regulated utilities to do all that they can to help, and expect them to stay in frequent contact and keep the Commission informed of measures that they are taking to assist their employees, customers, and communities, while ensuring to meet their duty of providing continuous safe and reliable service.

We wish you safety, wellness, and continued good health.

**FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:**

A handwritten signature in black ink, appearing to read "Robin L. Morrison", is written over a horizontal line.

Robin L. Morrison  
cc: TPUC Service List

Telephone (615) 741-2904, Toll-Free 1-800-342-8359, Facsimile (615) 741-5015

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