

TENNESSEE PUBLIC UTILITY COMMISSION



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

March 23, 2020

PUBLIC NOTICE OF THE VOLUNTARY SUSPENSION OF SERVICE DISCONNECTIONS FOR NON-PAYMENT BY TPUC-REGULATED UTILITIES DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY

The Tennessee Public Utility Commission issues this public notice to acknowledge and commend the private investor-owned public utilities that have notified the Commission that it has *voluntarily suspended disconnections for nonpayment during the public health emergency*, which was declared on March 12, 2020, by Governor Bill Lee as a result of the pandemic outbreak of novel coronavirus COVID-19:

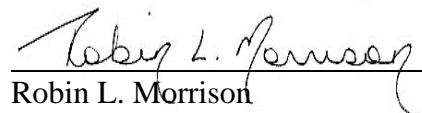
Atmos Energy Corporation
Piedmont Natural Gas Company
Tennessee-American Water Co.
Tennessee Wastewater Systems, Inc.

Chattanooga Gas Company
Counce Natural Gas Company
Tennessee Water Service

Many of these utilities have also agreed to waive late fees, charges related to reconnection, and offer financial assistance and payment plans. The Commission continues to monitor this situation closely and asks that all its regulated utilities, especially those providing gas, electric, water, and wastewater services, at a minimum, commit to voluntarily suspending disconnections for nonpayment. These essential services are crucial to the health, safety and welfare of the public, especially during this difficult and unprecedented time.

If you need assistance or want to learn more, please contact your utility to find out what steps it is taking to mitigate the impact of COVID-19 on its customers. 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.

FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:


Robin L. Morrison
cc: TPUC Service List