

# TENNESSEE PUBLIC UTILITY COMMISSION



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

March 19, 2020

## **ONGOING REQUEST FOR INFORMATION RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Since the pandemic outbreak of novel coronavirus COVID-19, leaders at the national, state, and local levels have acted to implement various emergency measures meant to prevent and contain the spread of the virus. Continued access to critical utility services is a matter of national security and vital to the public health, safety, and welfare. The Tennessee Public Utility Commission continues to closely monitor the measures taken by its regulated private investor-owned utilities to mitigate the impact of COVID-19 on the communities and customers they serve while ensuring uninterrupted safe and reliable utility service.

Utility operators have briefed the Commission on their plans and voluntary actions taken to date to maintain business continuity, ensure safe and reliable service, and assist customers during the current national and state public health emergency. The Commission is pleased to support and facilitate, as needed, the continued implementation of such measures designed to assist our utilities and their customers throughout this unprecedented and difficult time. We appreciate the utilities that have quickly initiated contact and continue to keep the Commission informed as this situation evolves.

It is the Commission's mission and statutory charge to ensure the safe and reliable provision of public utility services, at just and reasonable rates, to the citizens of Tennessee. As such, the Commission issues this formal request to its regulated public utilities, including gas, electric, water, and wastewater/sewer, to report to the Commission on an ongoing basis their 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 during this time. An initial public information filing is due by Tuesday, March 24, 2020 with subsequent updates to be filed weekly with the Commission by email to [TPUC.DocketRoom@tn.gov](mailto:TPUC.DocketRoom@tn.gov). These filings will be required throughout the State's ongoing public health emergency declared by Governor Lee.

We appreciate the diligence and cooperation of all our utilities, and wish you, your employees, customers, and communities, continued safety, wellness, and 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