

From: [scott.horton](#)
To: [TPUC DocketRoom](#)
Subject: [EXTERNAL] Re: URGENT - IMMEDIATE RESPONSE REQUIRED
Date: Monday, March 23, 2020 8:42:54 AM

***** This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. *****

To Whom it May Concern,

Counce Natural Gas Co will continue to provide service to our customers. I will continue to be on call for emergency response as well as questions any customer may have regarding their bill or gas service. I have instituted a "no contact" rule to comply with federal and state guidelines. My office door is locked with a sign listing emergency and general information numbers. I am the only employee working from this office. No one is allowed into the office. Bill payments are made by drop box, mail, or direct payment to the bank in Counce, TN. In MS, the Public Service Commission has issued an order prohibiting service disconnect for 60 days. I will follow that order in TN as well. If you have any questions about this email, please call 662-808-3093. Thank you for your time and have a nice day.

Sincerely,

Scott Horton
Manager, Counce Natural Gas Co.

On Saturday, March 21, 2020, 12:54:33 PM CDT, TPUC DocketRoom <tpuc.docketroom@tn.gov> wrote:

This Request is being sent to all non-telecom TPUC-regulated utilities. The Commission has done its best to ensure that this Request is directly emailed to a person at each utility that should be equipped to respond to it. However, if you see that it someone else from your utility would be better suited to respond, please forward immediately.

We appreciate your understanding of the urgency of this Request as it relates to the pandemic outbreak of the coronavirus COVID-19 and the resulting state of public health emergency declared nationally and in the state of Tennessee by Governor Bill Lee on March 12, 2020. Thank you for your prompt attention and cooperation in this matter.

Tennessee Public Utility Commission