



March 26, 2020

Dear Tennessee Public Utility Commission,

## **TENNESSEE AMERICAN WATER RESPONSE TO COVID-19**

At Tennessee American Water we work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. We wanted to inform you of measures we are taking to assist our customers and employees during the COVID-19 crisis.

### **WE HAVE A PLAN**

Tennessee American Water has activated our business continuity plan to strengthen our ability to continue to provide reliable, high-quality service to our customers, deliver water services that meets all federal and state drinking water standards, and protect our employees and customers during this public health crisis while at the same time complying with the state and local orders.

### **WE WON'T SHUT OFF OUR CUSTOMERS' WATER**

Given the importance of personal hygiene in preventing the spread of the coronavirus, we have suspended billing-related service shutoffs. We will continue to evaluate this suspension period and remain in compliance with state orders. Please note that water service may be temporarily interrupted for planned and unplanned work that may be performed. However, customers will receive advance notice of any planned service interruptions, and we will strive to keep interruptions to a minimum.

Tennessee American Water has turned water service back on for customers who were previously shutoff for non-payment. This includes customers whose water service was turned off for non-payment of sewer service, even if Tennessee American Water is not the sewer service provider. For customer safety and the safety of our employees, we are requesting that customers do not approach our employees while they are performing their work. We are requesting that customers follow social distancing recommendations issued by the Centers for Disease Control and Prevention.

### **WE'RE WORKING WITH OUR CUSTOMERS**

Tennessee American Water has also suspended late fees until further notice. If customers experiencing a financial hardship, were instructing them to call us at 800-272-1325 to discuss their eligibility to enter into a payment arrangement.

### **WE'VE IMPLEMENTED SOCIAL DISTANCING**

For employee and customer safety, customers can pay online or by phone or through their bank's bill payment process. Customers may also pay by visiting [www.tennesseeamwater.com](http://www.tennesseeamwater.com).

We have suspended all non-emergency in-home appointments, and will limit the amount and nature of contact with customers during all field appointments. For emergency in-home appointments, we have established a protocol that includes a pre-work customer questionnaire.



Again, for customer safety and the safety of our employees, we are requesting that customers do not approach our employees while they are performing their work. We are requesting that customers follow social distancing recommendations issued by the Centers for Disease Control and Prevention. These requests are being made through our customer service center and our field service representatives upon arrival at work locations. The questionnaire informs whether it is necessary to proceed with the work and how best to ensure appropriate measures are taken to protect the health and safety of our employees and customers.

We are also reminding customers to update their emergency contact information on their Tennessee American Water account - MyWater account.

Tennessee American Water has also implemented social distancing measures for its employees.

- Employees who can perform their jobs remotely have been instructed to work from home. This will remain in effect until April 30, but we will continue to assess and adapt our measures as appropriate.
- In addition to providing our field employees performing essential work with appropriate personal protective equipment, we're taking measures to limit their interaction, including but not limited to:
  - Conducting virtual safety meetings
  - Staggering shift start times
  - Having only one employee per vehicle
  - Limiting access to treatment plant control rooms to plant operators
  - Creating back up treatment plant control rooms
- All employees are required to report personal domestic travel in addition to international travel to American Water's safety hotline to assess whether or not self-quarantine measures are warranted.

### **WE'RE PROVIDING OUR EMPLOYEES TARGETED GUIDANCE**

Tennessee American Water has issued over 20 directive and guidance documents to continue to protect the health and safety of our employees and facilities, including but not limited to:

- Coronavirus FAQs
- Cyber awareness
- Temporary additional benefits
- Meetings directives
- Contractor travel and working guidance
- Enhanced facility cleaning
- Enhanced vehicle cleaning
- Travel precautions
- Message to customer prior to entering premises
- Guidelines for remote work and checklist



## WE HAVE DRINKING WATER SAFETY INFORMATION

For additional information about the coronavirus and drinking water and wastewater, please visit:

- [Environmental Protection Agency - Americans can continue to use and drink water from their tap as usual](#)
- [World Health Organization - Water treatment practices effective against COVID-19, WHO says](#)

## WE CARE

American Water and the American Water Charitable Foundation announced a \$100,000 contribution to Feeding America to support food banks across the country. The Foundation will also match employee donations to Feeding America, or other eligible organizations, up to \$1,000 per employee, in accordance with its matching gift guidelines.

Sincerely,

Darlene Williams