



Appalachian Power  
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**VIA EMAIL (TPUC.DocketRoom@tn.gov)**

April 14, 2020

**20-00047**

Robin Morrison, Chair  
c/o Ectory Lawless, Dockets & Records Manager  
Tennessee Public Utility Commission  
Andrew Jackson State Office Building  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243

**Re: UPDATE TO INFORMATIONAL FILING OF APPALACHIAN POWER COMPANY AND KINGSPORT POWER COMPANY d/b/a AEP APPALACHIAN POWER DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Dear Chair Morrison,

On behalf of Appalachian Power Company (APCo) and Kingsport Power Company d/b/a AEP Appalachian Power (KgPCo), we transmit the following weekly status report as required by Commission Order dated March 31, 2020.

If you have any questions regarding the enclosed material, please feel free to contact me at ekkeeton@aep.com.

Sincerely,

Eleanor K. Keeton  
Regulatory Consultant  
Regulatory Services-VA/TN

Enclosures

**BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION**

**NASHVILLE, TENNESSEE**

IN RE: INFORMATIONAL FILING OF )  
APPALACHIAN POWER COMPANY AND )  
KINGSPORT POWER COMPANY )  
d/b/a AEP APPALACHIAN POWER ) DOCKET NO.: 20-00047  
RELATED TO MEASURES TAKEN DURING )  
THE CORONAVIRUS COVID-19 PUBLIC )  
HEALTH EMERGENCY )

Come Appalachian Power Company (“APCo”), the wholesale supplier of power to Kingsport Power Company d/b/a AEP Appalachian Power (“KgPCo”), and KgPCo, and submit herewith their weekly filing concerning their emergency operational and response plans and all measures that have been instituted to ensure the continuity of safe and reliable services and to assist their customers:

1. APCo and KgPCo understand the critical nature of the services they provide and are committed to the health and safety of their customers, communities and employees. They prepare for all types of emergencies, but have updated their plans for the COVID-19 pandemic. They are closely monitoring the situation and don’t anticipate COVID-19 will disrupt their ability to provide electric service for their customers
2. APCo and KgPCo have taken significant steps to keep their employees healthy and ensure they can still serve their customers. Their line workers and other employees critical to maintaining service are working in smaller teams, adjusting work schedules, practicing social distancing, wearing facial coverings when physical distancing is not possible, monitoring themselves for any symptoms and taking other prevention measures recommended by the CDC. All employees who can are working from home to help prevent the spread of the virus.
3. In its Order dated March 31, 2020, the Commission affirmed the U.S. Homeland Security Cybersecurity and Infrastructure Agency’s designation of electric utilities and utility personnel and services as essential critical infrastructure. As such, APCo and Kingsport employees and contractors are considered critical responders able to travel as necessary to maintain essential electric service. We also are working to make sure that equipment suppliers and support industries essential to our business can continue operating.
4. APCo and KgPCo are continuously educating their employees about COVID-19 and collaborating with other companies in their industry, government experts and public health agencies to adjust their response. They are also continually monitoring and working to heighten employee and customer awareness of scams

as well as cyber security risks.

5. Because APCo and KgPCo know that many of their customers are facing unusual financial hardships, they have temporarily suspended all service disconnections for non-payment. Since March 12, approximately 3,000 impacted customers have not had their service disconnected as a result of the Company's actions.
6. APCo and KgPCo are urging customers to try to keep their accounts current, and are working to develop payment arrangement plans for affected customers once the moratorium is lifted. If a customer is having trouble paying their bill, they should contact them by phone or through Facebook or Twitter to discuss payment options.
7. The American Electric Power Foundation is donating \$1.5 million in emergency funds to support basic human needs and help address the hardships faced by customers and communities. Nearly 70 individual grants have been made to nonprofit organizations across the AEP service area. Of that, \$288,000 is going to Virginia, West Virginia and Tennessee organizations, including food banks and special community response funds established by local United Ways.
8. APCo and KgPCo have restricted outside visitors to all of their facilities (with the exception of delivery trucks), restricted all business travel that is not business critical and restricted participation in face-to-face meetings – both internally and hosted by outside groups.
9. APCo and KgPCo are monitoring any coronavirus tests, diagnoses and exposures of their employees and their household members, as well as personal international travel and international visitors staying in their homes. Some team members will be asked to self-monitor or self-quarantine depending upon their exposure.
10. This is a rapidly evolving situation. APCo and KgPCo are following recommendations from the Centers for Disease Control and Prevention and continually reviewing their responses and the guidance they are providing to their employees.
11. Line crews are prepared to restore power in the event of a storm. The line crews will continue to perform their jobs as normal and will work to limit their potential exposure by social distancing and other strategies. APCo and KgPCo will continue to monitor their crew levels and are making plans to adjust resources to continue business operations if employees become ill. The goal is to keep all crews, their families, and customers safe and healthy.

12. All of the decisions APCo and KgPCo have made are with the health and safety of their employees as a first priority. Their employees are dedicated individuals who understand the critical nature of the service provided. Employees who must report to work are being instructed on how they can keep themselves healthy. By asking employees who can to work from home, APCo and KgPCo are limiting the exposure of employees who must report to a work location.

Respectfully submitted,

Appalachian Power Company  
And Kingsport Power Company  
d/b/a AEP Appalachian Power

By: -  \_\_\_\_\_

TITLE: Regulatory Consultant

DATE: April 14, 2020