



VIA ELECTRONIC MAIL

April 17, 2020

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

**Re: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY
("TAWC") DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING
THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY**

Dear Chair Morrison:

Tennessee-American Water Company ("Tennessee-American Water") submits this update for the week ending April 18, 2020, in response to the Commission's Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Emergency.

At Tennessee-American Water our employees work hard every day to deliver clean, safe, reliable, and affordable water services because our customers deserve nothing less. The emergency operational and response measures detailed in our earlier filings are ongoing.

The current health emergency is a fast-moving event and we continue to assess, evolve, adapt and execute on our daily operations.

We welcome the opportunity to continue to inform you of the measures we are taking to assist our customers, employees, and communities during the COVID-19 crisis.

CUSTOMER SERVICE

For Tennessee-American Water's customers, given the importance of personal hygiene in preventing the spread of the coronavirus, starting on March 12, 2020, the company: suspended all billing-related service shutoffs; reinstated water service for customers who previously had water turned off due to non-payment; suspended late fees; and continues to work with customers on payment arrangements if they are experiencing financial hardship. Tennessee-American Water's voluntary actions align with the Commission's Order of March 27, 2020, in Docket 20-00047.

Tennessee-American Water is also reminding customers to take advantage of online account management and paperless billing - MyWater. With the current health environment, promoting



social distancing is important. This is an appropriate and secure alternative for customers to manage their accounts today and after the health emergency has passed.

A few things customers can do through their online My Water account include:

- View and pay bills and receive billing alerts
- Enroll in our Paperless Billing and Auto Pay programs
- Check account balance
- Update contact information
- Sign up to receive emergency and non-urgent alerts by email, phone and text
- Track water use

In addition, with much of the United States now staying at home, residential water use could increase. That's why Tennessee-American Water is educating customers on wise water use and conservation both inside and outside the home with simple tips like:

- Run dishwashers and clothes washers only when they are full
- Check your toilet, faucets, and pipes for leaks
- Turn off the water while brushing teeth
- Use a broom instead of a hose to clean sidewalks, driveways, or patios
- Use a bucket of soapy water instead of a running hose when washing your car

WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Wash only full loads of laundry** or use the appropriate load size selection.

For more tips, visit amwater.com.



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Wait for a full load of dishes.** This can eliminate one load of dishes per week.

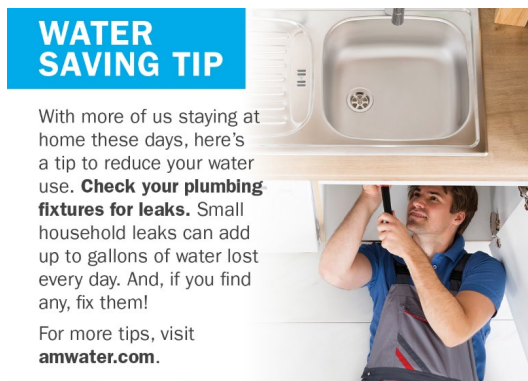
For more tips, visit amwater.com.



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Check your plumbing fixtures for leaks.** Small household leaks can add up to gallons of water lost every day. And, if you find any, fix them!

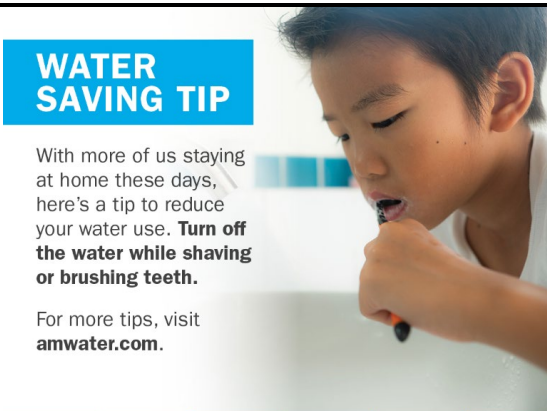
For more tips, visit amwater.com.



WATER SAVING TIP

With more of us staying at home these days, here's a tip to reduce your water use. **Turn off the water while shaving or brushing teeth.**

For more tips, visit amwater.com.





UPDATED WORK FROM HOME DIRECTIVE

Based on the current situation, mandates that vary state by state, and predictions regarding peak COVID-19 conditions, American Water is extending its current work from home and essential employee directives until May 31st.

American Water believes the extension is necessary in order to keep our employees and customers safe. The company will continue to assess this date and adapt as the situation develops.

CUSTOMER AND EMPLOYEE SAFETY

We continue to remind customers online and through social media that for their safety and the safety of our employees that they follow social distancing recommendations issued by the Centers for Disease Control and Prevention, and ask that customers not approach our employees when they are seen working in the field.

HARD AT WORK FOR CUSTOMERS AND COMMUNITIES

The American Water Central Lab processed over 2,400 samples in March, a 27 percent increase over the same period last year -- this is just an example of how the company continues doing the essential work necessary to keep water quality and safety flowing for our customers.

Tennessee-American Water is grateful to the Commission for its leadership and stands ready to answer any questions you may have. Please feel free to contact me at 423-771-4792 or darlene.williams@amwater.com.

Respectfully submitted,

Darlene Williams
President

Tennessee-American Water