

Electronically Filed in TPUC Docket Room on April 15, 2020 at 4:34 p.m.

April 3, 2020

**RE: COVID-19 Emergency Operational & Response Plan
Clarksville Gas & Water (City of Clarksville, TN)**

20-00047

The City of Clarksville's Gas, Water, and Wastewater/Sewer utilities are combined departmentally as "Clarksville Gas & Water" (CGW). Clarksville and CGW are committed to ensure the continuation of safe and reliable gas, water, and wastewater utility services and to the safety of city employees, our customers and the public. CGW issued multiple public notices as the situation changed. CGW's internal response plan was implemented in multiple phases and has not changed as of April 1, 2020:

- 1) Main CGW complex remains closed to all customers and visitors.
- 2) Drive through at 2215 Madison Street is open on Tuesdays and Fridays for contractors only.
- 3) Customer payment transactions can be completed via phone, online, night deposit, or regular USPS mail.
- 4) Employees remain at home, remain at home in an "on-call" status, work from home, and/or report to work, as determined by management, to perform essential duties.
- 5) Call center dispatches emergency calls to assigned personnel.
- 6) Water and wastewater treatment plants are staffed on a rotating shift, 24 hours a day for 7 days at a time.
- 7) Additional gas, water, and wastewater personnel will respond as needed.
- 8) Management staff (exempt) will work from home and/or report to work as discussed and determined by the General Manager to continue effective management of CGW.

As the national, state, and local governments respond to the changing conditions in response to the COVID-19 pandemic, Clarksville Mayor Joe Pitts and Montgomery County Mayor Jim Durrett have now directed citizens to shelter at home except when engaging in essential activities or services, practice social distancing and behave as if other people are infectious. The direct orders are part of a new round of coordinated local actions taken to reduce the spread of the COVID-19 pandemic. Essential activities and services are defined in the orders mainly as healthcare, public safety, utilities, government, communications and media, food production and distribution, vehicle fuel and support, and banking. Mayor Durrett issued his order Tuesday, March 31 and Mayor Pitts issued his Executive Order No. 3 after it was approved by the City Council to take effect at 12:01a.m. Wednesday, April 1, 2020. The orders remain in effect until April 8, at which time the orders can be extended in seven day increments.