

TENNESSEE AMERICAN WATER COMPANY
Docket No. 06-00290
DIRECT TESTIMONY
DAVID BENNETT

1. **Question:** Please state your name and business address.

Response: David Bennett, Maintenance Supervisor for the City of Chattanooga, Tennessee, Department of Parks and Recreation, Watkins Street, Chattanooga, TN.

2. **Question:** How does TAWC serve the Parks and Recreation Department?

Response: The Parks and Recreation Department operates swimming pools, recreation centers, golf courses, and a number of ball and soccer fields and parks. The Department is also responsible for the maintenance of the 21st Century Waterfront. I am responsible of about 64 buildings.

3. **Question:** Is the City a major customer of TAWC?

Response: Yes, I have TAWC's response to Data Request No. 19 which indicates that the City is the 13th and 14th largest customer of TAWC.

4. **Question:** Do you have any responsibilities with respect to the Tennessee American Water Company ("TAWC")?

Response: Yes, I am the primary person in the Parks and Recreation Department responsible for arranging needed repairs from TAWC.

5. **Question:** How would you contact TAWC before they establish the call center in 2003?

Response: I would call them locally. I had a good working relationship with local TAWC personnel and they were responsive to our needs for repairs, etc.

6. **Question:** Did that change with the implementation of the call center?

Response: Yes, now we have to call an 800 number to request emergency or non-emergency repairs. When you call the automated telephone service system for TAWC, it may take ten (10) to fifteen (15) minutes of waiting before speaking to a human being on the phone; the human being you are speaking with is located in another state and is not familiar with Chattanooga.

7. **Question:** Has that proved to be a satisfactory method of requesting repairs?

Response: No it has not.

8. **Question:** Can you give an example?

Response: The South Chattanooga Recreation Department experienced water leaking in the vault at the meter. I personally called and reported this problem to the Call Center and requested a repair of the leak if it was on their side of the meter. I left my phone number with the Call Center and asked them to call me and let me know what they found. I had to follow-up on this call two more times. The Call Center never responded to any of my three calls, the leak got worse, and, ultimately, I decided to repair the leak with City personnel.

9. **Question:** Can you give any other examples of problems associated with the call center?

Response: I have called the Call Center to report water meters needing repair and the personnel there have told me that they did not show a meter at the location that I called about. In general, the Call Center operators are not familiar with Chattanooga.

10. **Question:** Do you have an opinion as to whether the responsiveness of TAWC to request for repairs was better before or after the implementation of the call center?

Response: Yes, it is my opinion that we received much better service from TAWC before it implemented the call center.

11. **Question:** Does this conclude your testimony?

Response: Yes.

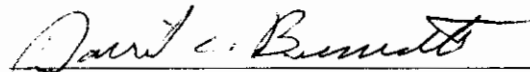
TENNESSEE REGULATORY AUTHORITY

STATE OF TENNESSEE

COUNTY OF HAMILTON


BEFORE ME, the undersigned authority, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared, **David Bennett**, who, being by me first duly sworn deposed and said that:

He is appearing as a witness on behalf of the City of Chattanooga, Tennessee, before the Tennessee Regulatory Authority, and if present before the Authority and duly sworn, his testimony would set forth in the annexed transcript consisting of two pages.



David Bennett

SWORN TO AND SUBSCRIBED
BEFORE ME THIS 28 DAY OF
FEBRUARY, 2007.


NOTARY PUBLIC

My Commission Expires: 12 Aug - 07

