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A PROFESSIONAL LIMITED LIABILITY COMPANY

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May 30, 2008

VIA HAND DELIVERY

filed electronically in docket office 5/30/2008

Chairman Eddie Roberson, PhD
c/o Ms. Sharla Dillon
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

Re: *Petition of Tennessee American Water Company To Change And Increase Certain Rates And Charge So As To Permit It To Earn A Fair And Adequate Rate Of Return On Its Property Used And Useful In Furnishing Water Service To Its Customers*
Docket No. 08-00039

Dear Chairman Roberson:

Enclosed please find an original and seven (7) sets of copies of Tennessee American Water Company's Supplemental Response to the Question 9 by the City of Chattanooga, dated May 12, 2008. In addition, a compact disk has been provided with a pdf image of the response. This response was inadvertently omitted from Tennessee American Water Company's initial responses filed May 28, 2008.

Please return three (3) copies of this Response to me, which I would appreciate your stamping as "filed," by way of our courier.

Should you have any questions concerning any of the enclosed, please do not hesitate to contact me.

With kindest regards, I remain

Very truly yours,

R. Dale Grimes eme

R. Dale Grimes

Enclosures

Chairman Eddie Roberson, PhD

May 30, 2008

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cc: Hon. Ron Jones (*w/o enclosure*)
Hon. Sara Kyle (*w/o enclosure*)
Hon. Tre Hargett (*w/o enclosure*)
Ms. Darlene Standley, Chief of Utilities Division (*w/o enclosure*)
Richard Collier, Esq. (*w/o enclosure*)
Mr. Jerry Kettles, Chief of Economic Analysis & Policy Division (*w/o enclosure*)
Ms. Pat Murphy (*w/o enclosure*)
Timothy C. Phillips, Esq. (*w/enclosure*)
David C. Higney, Esq. (*w/enclosure*)
Henry M. Walker, Esq. (*w/enclosure*)
Michael A. McMahan, Esq. (*w/enclosure*)
Frederick L. Hitchcock, Esq., (*w/enclosure*)
Mr. John Watson (*w/o enclosure*)
Mr. Michael A. Miller (*w/o enclosure*)

Tennessee-American Water Company Report on Field Service Operations

Service Metric		January	February	March	April	May	June	July	August	September	October	November	December	Total		
4 A	Number of Service Orders Worked Monthly	2005	4,971	4,326	5,162	4,556	4,680	5,113	4,506	4,698	5,051	6,356	6,022	5,726	61,167	
		2006	6,053	6,838	7,540	6,687	7,900	7,419	7,235	7,391	6,786	6,783	6,852	7,064	84,328	
		2007	7,909	6,378	7,290	6,831	8,006	7,994	7,243	8,446	7,516	8,124	6,931	6,333	89,003	
		2008	8,258	7,093	6,507	7,758										29,616
4 B	Appointments-% appointment orders on time	2005	99.13%	99.40%	99.40%	99.78%	99.72%	99.73%	99.71%	99.49%	99.49%	99.56%	99.55%	99.60%		
		2006	99.77%	99.65%	99.83%	99.82%	99.84%	99.69%	99.82%	99.82%	99.86%	99.82%	99.68%	99.89%		
		2007	99.76%	99.78%	99.73%	99.87%	99.69%	99.84%	99.38%	99.38%	99.96%	99.77%	99.64%	99.70%		
		2008	99.70%	99.69%	99.89%	99.91%										
4 C	# appointments missed	2005	43	26	31	10	13	14	13	24	26	28	27	23		
		2006	14	24	13	12	13	23	13	13	10	27	12	21	8	
		2007	19	14	20	9	25	13	45	88	32	32	19	25	19	
		2008	25	22	7	7										
4 D	Total # of Meters in Accounts (Active & Inactive) (Also incl. Meters in Shop)	2005	78,179	78,179	78,338	78,553	78,756	79,025	79,223	79,508	79,736	80,082	80,433	80,712		
		2006	81,095	81,502	82,152	82,551	83,353	83,993	84,278	85,084	85,654	85,654	85,940	86,436	86,777	
		2007	87,464	87,819	88,465	89,484	89,872	89,905	89,923	89,936	89,971	89,971	89,983	89,997	90,825	
		2008	93,181	93,221	93,760	94,393										
b.	# of meters read	2005	76,487	49,215	77,762	67,879	68,344	76,572	60,764	65,048	73,466	69,736	66,204	41,313		
		2006	97,287	67,283	86,674	64,483	88,653	80,139	67,114	71,229	83,391	68,968	78,873	70,170		
		2007	80,378	70,389	74,207	71,046	70,418	72,853	75,370	81,464	68,778	81,708	71,828	71,968		
		2008	82,129	75,145	65,140	78,261										
c.	# meters estimated	2005	9,108	8,364	8,990	6,166	3,420	4,131	3,099	3,032	8,412	9,449	3,797	6,046		
		2006	6,413	1,875	1,112	798	1,172	882	733	700	817	2,390	3,024	1,134		
		2007	1,077	716	822	535	540	412	476	606	456	468	568	497		
		2008	583	475	368	516										
d.	% of meters estimated	2005	10.64%	14.53%	10.36%	8.33%	4.77%	5.12%	4.85%	4.45%	10.27%	11.93%	5.42%	12.77%		
		2006	6.18%	2.71%	1.27%	1.22%	1.30%	1.09%	1.08%	0.97%	0.97%	0.87%	3.69%	1.58%		
		2007	1.32%	1.01%	1.10%	0.75%	0.76%	0.56%	0.63%	0.53%	0.74%	0.66%	0.57%	0.78%	0.69%	
		2008	0.70%	0.63%	0.56%	0.66%										
e.	# of meters not billed:	2005	0	0	0	0	0	0	0	0	0	0	0	0		
		2006	0	0	0	0	0	0	0	0	0	0	0	0		
		2007	0	0	0	0	0	0	0	0	0	0	0	0		
		2008	1	1	0	0	0	0	0	0	0	0	0	0		
	for 3 months	2005	0	0	0	0	0	0	0	0	0	0	0	0		
		2006	0	0	0	0	0	0	0	0	0	0	0	0		
		2007	0	0	0	0	0	0	0	0	0	0	0	0		
		2008	0	0	0	0	0	0	0	0	0	0	0	0		
	for 6 months	2005	0	0	0	0	0	0	0	0	0	0	0	0		
		2006	0	0	0	0	0	0	0	0	0	0	0	0		
		2007	0	0	0	0	0	0	0	0	0	0	0	0		
		2008	0	0	0	0	0	0	0	0	0	0	0	0		
	for 12 months	2005	0	0	0	0	0	0	0	0	0	0	0	0		
		2006	0	0	0	0	0	0	0	0	0	0	0	0		
		2007	0	0	0	0	0	0	0	0	0	0	0	0		
		2008	0	0	0	0	0	0	0	0	0	0	0	0		

Tennessee American - Closed Service Orders

Sorted by Order Year, Order Month, Order Type

Service Order Type	Description	July - Dec	Jan - Dec	Jan - Dec	Jan - Dec	Jan - Dec
		Total 2003	Total 2004	Total 2005	Total 2006	Total 2007
BDIAL	Bad Dial, local ops only	0	0	0	260	5,692
BILRD	Read (Billing)	1,209	2,523	1,838	1,800	2,292
CBLOX	Curb Box Locate	0	5	17	8	21
CFBNP	F/Bill Acct For Non-Pay (Coll)	633	2,365	3,332	3,775	3,668
CKMTR	Check Meter Non-Emergency	0	0	211	775	1,416
DEMOA	Demolition Active Account	90	10	1	0	-
DEMOC	Demolition Closed Account	6	6	2	1	-
DIST	Dist - Inspect Pit/Curb Box	954	2,316	4,584	4,612	4,343
EMERG	Emergency (No Wtr, Leak, etc.)	741	1,970	2,633	2,648	2,986
EST	Read - Consec Est/Remote Rds	494	487	920	389	83
FLDSV	Field Service	2,468	1,758	0	0	-
FORCE	Force Off	3,080	6,369	7,207	7,318	7,308
FRRMV	Final Read and Remove Meter	62	120	114	123	182
HILOW	ReRead and/or Inspect for Leak	1,217	2,299	3,343	2,702	2,299
IACWC	Inactive With Consumption	678	1,210	1,956	2,828	2,848
LCBOX	DIST Locate/Repair Curb Box	0	34	75	26	34
MCPER	Meter - Periodic Change Out	0	1,251	4,266	14,354	9,450
MCSPT	Mtr Chg Scheduled Periodic Tst	0	0	0	6	20
MREDT	Local Ops Only - Read MR Edit	0	0	0	3,357	6,395
MCPTC	Mtr Periodic Chg - Contractor	0	0	1	0	1
MTEST	Meter Test	177	32	101	96	35
MTRCH	Meter Change-out	589	1,521	1,887	1,736	5,334
MTRXL	Large Meter Change Out 2" & UP	0	1	1	1	3
NDNP	Next Day Non-Pay Turn-On	0	159	971	2,085	2,852
NPOFF	Shut Off For NonPay	1,743	5,503	7,482	11,243	11,405
NSI	New Service Inquiry	9	24	5	14	296
OFF	Final Read For Account	4,178	9,251	8,289	8,363	8,073
OFFBK	T/Off Account for Bankruptcy	9	82	72	33	59
OFFSN	Turn Off Seasonal Sprinkler	0	81	187	203	232
ON	Turn On Water	7,349	16,190	16,518	17,239	15,785
ONCL	Water On - Close Order Only	0	438	1,023	1,388	1,437
ONAFS	Turn On Advance Fire Service	31	74	64	62	76
ONNP	Turn On After Non-Pay Shut Off	720	2,074	2,385	4,183	4,523
ONNPS	Turn On After Non-Pay Sewer	0	2	0	0	-
ONSET	Set Meter/Turn On	391	924	1,187	1,397	1,402
ONSN	Turn On Seasonal/Sprinkler	0	15	179	203	250
OPER	Local Operations Only	173	1,913	2,975	662	339
OP2CR	2 man crew/local ops only	0	0	0	2	4
POST	Post Property for Nonpay	0	2	8	4	-
REM	Read to Stop Remote	0	4	5	12	16
REMOV	Remove Meter ONLY	275	565	1,595	2,149	2,273
RPOFF	Turn Off for Customer Repairs	0	106	121	120	137
RPON	Turn On After Customer Repairs	0	162	452	520	738
RSFLW	Service Only Connect	0	0	110	210	155
SEWER	Insp Sewer Clean Out/Back Up	0	0	0	1	1
SVCOF	Service Only Disconnect	0	8	6	3	17
SVCON	Service Only Connect	10	50	2	10	398
TAPNM	Tap-No Meter Set	57	171	79	4	-
TAPSM	Tap-Set Meter	560	1,419	1,328	1,363	1,081
UREMV	Undated Remove					1
WLPP	Water Line Protect - field svc	0	5	2	0	-
WTRQ	Wtr Quality Complaint/Pick Up	52	130	133	151	136
ZERO	3 Consecutive Mths of 0 Usage	0	1,162	605	2,924	4,416
UEST	Undated Estimated Order					38
CKHYD	Check Fire Hydrant					4
PRSSR	Pressure Test					224
ONCFB	On/Closed Final Bill					922
		27,955	64,791	78,272	101,363	111,700