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**Subject:** Tennessee American water Company Rates and Useage

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T.R.A. DOCKET ROOM

I could not attend the public meetings held in Chattanooga but I am a Tennessee American water company Customer for over 25 years. My issue stems from the President John Watson's' letter of August 2008 where he states the average bill is \$16.54. My bill Account#26-0009986-1 for last month was \$35.78 not including \$3.31 tax. This is 3 times the average bill. There are two people in our household. We had service checked today and no leaks. Water company says that we do not have an abnormal use. So does the normal house have less than two people?

With a \$16.54 average bill and a \$10.42 base rate that is only \$6.12 for water use. Based on my use age rate that would amount to a little over 2000 gallons per month for average use. There leak detection book says 40% of useage is for tolets. They say 100 gallons a day or 3000 gallons per month. But that is more than the total useage of 2000 gallons per month.

I suspect that the average bill number is wrong or then customer service charge has volume charges in it. If this is the case, is not this a precendent. All cost of service studies I have seen state that this is a per customer charge and should not include variable charges.

I doubt the reliability of the information i have been sent since it does not yield consistent results. The truth may be I actually use less than the average customer. Retired on fixed income. Use less than a working family with at home kids. But here I am being asked whether I favor a 20% rate increase which for me is more like \$8 per month not \$3.65 per month?. Well, no I am not since i do not think that they have been truthful. The numbers do not match. I already feel i am over paying for the services I receive.

The customer service charge seems to high but I do not know what the electric, phone, and gas customer service charges are. By the way, I hope they are not literally using 7.5 gallons to convert cubic feet to gallons. For Round off that would be fine for approximation but not billing, especially on millions of gallon!

Would be grateful for an explanation of these differences and lowering of rates not an increase!