

# TENNESSEE REGULATORY AUTHORITY



February 18, 2011

RECEIVED  
2011 FEB 18 PM 4:07  
T.R.A. DOCKET ROOM

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

## **BY HAND DELIVERY**

Ryan L. McGehee, Esq.  
Assistant Attorney General  
Consumer Advocate and Protection Division  
Office of the Attorney General and Reporter  
426 5<sup>th</sup> Avenue N., 3<sup>rd</sup> Floor  
Nashville, Tennessee 37243

**RE: Response to Attorney General Third Records Request  
Pursuant to Tenn. Code Ann. § 65-4-118  
Docket No. 10-00189**

Dear Mr. McGehee:

Pursuant to your request of December 7, 2010, enclosed please find a compact disc containing copies of customer complaints filed with the Consumer Services Division of the Tennessee Regulatory Authority ("Authority") regarding Tennessee American Water Company from January 1, 2009 to the date of this letter, excluding those consumer complaints and comments already posted in the above styled rate case docket. As indicated in your request, these documents are being produced in accordance with Tenn. Code Ann. § 65-4-118 and should not be construed as an acknowledgment that such reports are subject to the Tennessee Public Records Act.

Because these consumer complaints contain personal identifying information, this documentation is being provided pursuant to and in accordance with the Protective Order entered in this docket. A compact disc of these complaints is on file with the Authority. Nevertheless, a redacted version of the complaints will be in the docket file. A copy of this letter, along with the compact disc, is being sent to one counsel for each party of record in Docket No. 10-00189. All parties are bound by the Protective Order in receiving and utilizing this documentation. Should you have any questions regarding this information, please do not hesitate to contact me.

Very truly yours,

*J. Richard Collier*  
J. Richard Collier  
General Counsel

Enclosure: One Compact Disc

c: Docket No. 10-00189  
Parties of Record in Docket No. 10-00189 (with compact disc)  
David Foster, Chief of Utilities Division  
Lisa Cooper, Chief Consumer Services Division

*Semi - TAW - ZW*

*09-0037*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 1/12/2009 8:21 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, January 12, 2009 at 07:53:42

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37406

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: AM

13\_complaint\_company: TN American Water Co

14\_contacted\_util: yes

15\_complaint\_descript: Tn American water co turned my water off well over a month ago. I have contacted them to get an adjustment on the water bill. They have not contacted me with an answer as to what I can do to get my water on. I have 3 young children and cannot continue to live in my home without water.

---

RECEIVED  
CONSUMER SERVICES DIVISION  
JAN 12 2009  
TN REGULATORY AUTHORITY

Sewing/Billing - TAW - JW  
09-0299

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 3/9/2009 10:14 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, March 09, 2009 at 21:46:45

next: /www/wwwroot/tra/response.htm

01\_whol [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37412

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: anytime

13\_complaint\_company: TN American Water

14\_contacted\_util: yes

15\_complaint\_descript: On Saturday, January 10, 2009, I discovered a severe water leak in my front yard. I immediately called TN American Water Co, to report the leak. Within a very short period of time, a local representative, Mr. Eady came and determined the leak to be between the meter and the pressure reducer box (approx. 4 feet apart). I pay for the Water Line Protection Service. Mr. Eady said that the repair would be covered and I would receive an adjustment once the repair was made. Once the leak information was verified with the Water Protection Service, the water protection service contacted the plumbing contractor, Chase Plumbing, to repair the leak. Coincidentally, that same day, 1-10-09, I received a \$195.16 water bill. My normal water bill including garbage, sewer, etc. is \$40-\$50.00. After several hours went by, I followed up with the Plumbing Service myself, and was told they would not be able to come to repair the leak until the following Monday, January 12, 2009. I tried to tell them and the water protection service about the severity of the leak as I was concerned about the water bill and was told, not to worry it would be adjusted, once the repair was made. The leak was finally repaired on Monday, January 12, 2009, and later that week, Thursday, January 15, 2009, I faxed a letter and a copy of the plumber bill to start the adjustment process. I received an addition bill for 454.95 that included the original 195.16 bill, minus a \$44.00 payment I made, and additional excessive water charges. The customer service department is horrible. I have made numerous phone calls. On one call, I was literally transferred to six different people. After all this time, on Saturday, March 6, 2009, I received notice from TN American Water, that they were giving me a mere 84.99 adjustment. I called customer service to file a dispute claim. I also followed up today, March 9, 2009, with a phone call. I first spoke with Chanel in customer service, who was of no assistance. She kept telling me that adjustme!

RECEIVED  
CONSUMER SERVICES DIVISION  
MAR 10 2009  
TN REGULATORY AUTHORITY

nt was i  
t. I asked to speak to a supervisor. She said that I had already received an adjustment and 9 out of 10, you re not going to get another one . Finally, Nicole, the supervisor, was on the phone telling me that I received a courtesy adjustment and they didn t have to give me one at all . I explained that if the water company had contracted a plumber who could have come the day I discovered the leak, that a great deal of the excessive water charges could have been avoided and I had no control over this. She said if you wreck your car, you don t get it fixed the same day. (a pathetic analogy). I couldn t believe I was hearing this from a customer service supervisor. She said they averaged my bills, which is bologna. I will fax two bills normal bills received prior to the leak. I received another bill today, March 9, 2009 for 366.05 (will fax), which includes the \$84.99 adjustment. I don t have this kind of money for a leak that could have been repaired sooner. This amount would pay for seven (7) normal months of water.

Please help,

TN American Water Co Acct #

[REDACTED]  
[REDACTED]  
[REDACTED]

-----

March 10, 2009

TN Regulatory Authority

The following addendums (copies of TN American Water bills) are part of the complaint (needing a real water adjustment due to leak) I submitted last night, Monday, January 9, 2009.

Thank you,

A large, thick black horizontal bar redacting the signature of the sender.

TN American Water

00026007030170000000000036605011



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]

002631 1 AT 0.348 2831/2831/002631 000 1 PCH05T



AMOUNT DUE	\$366.05
DUE DATE	Mar 24, 2009
Amount Paid	

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill,  
or to change your address or telephone number. Print information on reverse side.

**Customer Account Information**

For Service To:

Account Number:

Premises Number:

**Billing Period & Meter Information**

Billing Date: Mar 06, 2009

Rate Type: Residential

**Billing Summary**

Prior Balance	\$454.95
Balance from last bill	.00
Payments as of Mar 06, 2009. Thanks!	454.95
Total prior balance, Mar 06, 2009	
Adjustments	
Lk at Prop - Adj Fies	-84.99
Total adjustments, Mar 06, 2009	-84.99
Other Current Charges	
Late Payment Charge	3.95
Total other charges, Mar 06, 2009	3.95
Taxes	
Tennessee State and Local Tax	-7.86
Total taxes, Mar 06, 2009	-7.86
Total Current Charges	-92.85
TOTAL AMOUNT DUE	\$366.05

**Water Usage Comparison**

Monthly usage

**Messages from Tennessee American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* Kingwood Pharmacy 3824 Ringgold Rd.  
\*\* Belvoir Pharmacy 4501 Brainerd Rd. \* Electric Power Board 5736 Brainerd Rd.

SAVE A CHECK! SAVE TIME! SAVE POSTAGE! Sign up today to pay your bills through  
automatic bank draft. Call 1-866-736-6420.

**Customer Account Information**

For Service To:

Account Number:

Precise Number:

**Billing Period & Meter Information**

Billing Date: Dec 09, 2008

Billing Period: Nov 03 to Dec 05 (32 days)

Next reading on/about: Jan 05, 2009

Rate Type: Residential

Meter readings in current billing period:

Meter Number 079728800T is a 5/8 inch meter.

Present actual 255

Last actual 253

100 Cubic Feet used 2

1 cu. ft. = approx 7.50 gallons

Gallons used 1500

**Billing Summary**

Prior Balance

Balance from last bill

Payments as of Dec 08, 2008. Thank!

Total prior balance, Dec 08, 2008

Current Water Charges

Basic Service

Water Volume

Total water charges, Dec 09, 2008

Current Wastewater Charges

Sewer Service

Total wastewater charges, Dec 09, 2008

Other Current Charges

Customer Protection Service Line

Customer Protection Water Line

East Edge Garbage RES

Total other charges, Dec 09, 2008

Taxes

Tennessee State and Local Tax

Total taxes, Dec 09, 2008

Total Current Charges

TOTAL AMOUNT DUE

\$48.92

-48.92

.00

10.88

.40

11.28

9.26

9.26

7.00

5.00

10.00

22.00

1.04

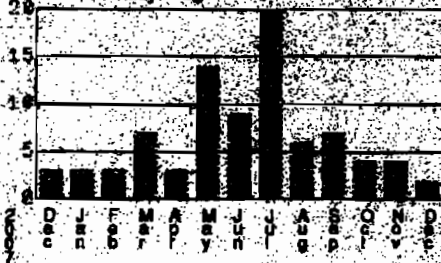
1.04

43.58

\$43.58

**Water Usage Comparison**

Monthly usage

**Messages from Tennessee American Water**

For your convenience, we have payment locations at: \* Kingwood Pharmacy 3824 Ringgold Rd.  
 \*\* Belvoir Pharmacy 4501 Brainerd Rd. \* Electric Power Board 5736 Brainerd Rd.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; ES Utilities Payment Center, 4733 Hwy 58; Komer Market, 2328 Rossville Blvd and local Sun Trust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount. Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

**Customer Account Information**

For Service To: [REDACTED]

Account Number: [REDACTED]

Premier Number: [REDACTED]

**Billing Period & Meter Information**

Billing Date: Nov 06, 2008

Billing Period: Oct 03 to Nov 03 (31 days)

Next reading on/before: Dec 04, 2008

Rate Type: Residential

Meter readings in current billing period:

Meter Number 079728600T is a 5/8-inch meter.

Present actual 253

Last actual 249

100 Cubic Feet used 4

1 cu.ft. = approx 7.50 gallons

Gallons used 3000

**Billing Summary**

Prior Balance

Balance from last bill

Payments as of Nov 06, 2008: Thanks!

Total prior balance, Nov 06, 2008

Current Water Charges

Basic Service

Water Volume

Total water charges, Nov 06, 2008

Current Wastewater Charges

Hampton San

Total wastewater charges, Nov 06, 2008

Other Current Charges

Customer Protection Sewer Line

Customer Protection Water Line

East Ridge Garbage RES

Total other charges, Nov 06, 2008

Taxes

Tennessee State and Local Tax

Total taxes, Nov 06, 2008

Total Current Charges

TOTAL AMOUNT DUE

\$115.51

-114.49

1.02

10.88

.81

11.69

13.13

13.13

7.00

5.00

10.00

22.00

1.08

1.08

47.90

\$48.92

**Water Usage Comparison****Messages from Tennessee American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* Kingwood Pharmacy 3824 Ringgold Rd.

\*\* Belvoir Pharmacy 4501 Brainerd Rd. \* Electric Power Board 5736 Brainerd Rd.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; ES Utilities Payment Center, 4739 Hwy 58; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.tawater.com](http://www.tawater.com). 000022/000002 PG04LD TAY01 1  
Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

PAW100

ATM

000



**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

March 12, 2009

COMPLAINANT: [REDACTED]

CALLED IN BY: Self

ADDRESS: [REDACTED]  
Cnattanooga, TN 37406

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Service – In February Ms. Lemon came home and noticed that her water had been sputtering and was an odd color. She immediately contacted the water company and was told that the meter had been replaced because the previous meter had been reading incorrectly. Ms. Lemon was told that her next bill would be higher, so she asked for an itemized statement of her account. Ms. Lemon states that they pay their bill consistently every month so she knew that the bill had been a little lower but not to what extent. Ms. Lemon received her first bill since the meter and it was for approximately \$200. When she contacted the water company to again request an itemized statement she was told that the current bill was the total due. Ms. Lemon would like to know why her bill is so high.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Patrice N. Barner

REFERRED BY:

*Bulking - TAW - ZW*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 3/19/2009 12:48 PM  
**Subject:** Consumer Complaint Questionnaire

09-0329

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, March 19, 2009 at 12:20:00

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Lookout Mtn

04\_State: Tn

05\_ZIP: 37350

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: allynh@comcast.net

10\_Contact\_time: any

13\_complaint\_company: water co

14\_contacted\_util: yes

15\_complaint\_descript: I realise that a leak on my property is my responsibility. It is the responsibility of the water co. to notify its customers of an abnormal meter reading. I should have been notified in October - a one hundred six dollar bill. After several calls the meter was checked on Dec 11. I was given a leak detector kit. I appreciate the adjustment. It is not enough. The waste water adjustment is not enough - what difference does it make if the leak persists for two months or two years - it did not get in the sewer system. Fax to follow with bills - thks. Allyn

---

RECEIVED  
CONSUMER SERVICES DIVISION

MAR 19 2009

TN REGULATORY AUTHORITY

Thank You

## Thank You

Below is what you submitted on Thursday, March 19, 2009 at 12:20:00 FAX 615-741-8953

next: /www/wwwroot/tra/response.htm

01\_whole [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Lookout Mtn

04\_State: Tn

05\_ZIP: 37350

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: any

13\_complaint\_company: water co

14\_contacted\_util: yes

15\_complaint\_descript: I realise that a leak on my property is my responsibility. It is the responsibility of the water co. to notify its customers of an abnormal meter reading I should have been notified in October - a one hundred six dollar bill. After several calls the meter was checked on Dec 11. I was given a leak detector kit. I appreciate the adjustment. It is not enough. The waste water adjustment is not enough - what difference does it make if the leak persist for two months or two years - it did not get in the sewer system Fax to follow with bills - thks. Allyn

RECEIVED  
CONSUMER SERVICES DIVISION  
MAR 19 2009  
TN REGULATORY AUTHORITY

*PLS - REPAIRED BY MAIL, E MAIL OR PHONE*

<http://ndwcb.state.tn.us/cgi-bin/formmail.cgi>

3/19/2009

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help Add exactly \$1.00

\* For your convenience, we have payment locations at three EPB locations, 10 W MLK Blvd, 5736 Brainerd Rd, 2124 N Point Blvd, Belfair Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd.

Charlie's Jewelry, 401 Chickamauga Ave, ES Utilities Payment Center, 4733 Hwy 58, Komer Market, 2328 Rossville Blvd and local SunTrust banks.

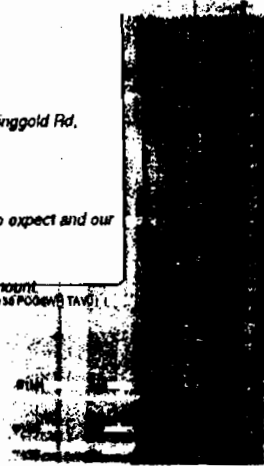
\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

\* Payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)



# STATEMENT

**HENSON PLUMBING**  
P.O. BOX 23  
LOOKOUT MOUNTAIN, TN 37350  
PHONE 820-1907

Date 1-1-09

**RETURN WITH YOUR REMITTANCE \$**

110.00

DATE	VOICE NUMBER	DESCRIPTION	CHARGE	CREDIT	BALANCE
					BALANCE FORWARD
		Fixed main Water Line going to house that was Busted in yard.			
		Material Used			
		1 3/4 Copper union			
		1 3/4 Female Adapter			
		1 3/4 OVC Adapter			
		1 3/4 OVC Adapter			
		Material & Labor			

**HENSON PLUMBING CO.** Thank You!

IN THIS COLUMN



# AMERICAN WATER

## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736 6420

AMN003 P0GJHY 000065X

02/09/2009

**Hamilton, A M**  
**507 Scenic Hwy**  
**Lookout Mountain TN 37350-1247**

Account Number  
Premise Number  
102 N Bragg Ave

Dear Customer:

We have considered your request for a courtesy adjustment to your account because of a leak at your property. We regret that after reviewing your account, we have determined that no credit will be issued.

According to our records, your account was issued a courtesy leak adjustment on January 27, 2009. At that time, you were advised that this type of adjustment is a one-time only courtesy.

Because we recognize the added financial burden that may have been imposed on you due to your leak, we do offer payment arrangements in these circumstances to satisfy any outstanding charges. If you wish to establish a payment plan, please call our office and speak with a customer service representative.

If you would like to discuss your account further, please call our customer service representatives at 1-866-736-6420.

Sincerely,

Customer Service

2/13/11  
B2C/CY-  
SPECIALIST

+ 46 OCT  
- 14 NOV

H

LEAK  
A.D.

→ 78 49  
TAM  
B2C/CY

01045P

LEAKADJI

005535 006636

32229620

Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420

  
AMERICAN WATER

01/23/2009

Hamilton, A M  
507 Scenic Hwy  
Lookout Mountain TN 37350-1247

Account Number [REDACTED]  
Premise Number [REDACTED]  
102 N. Broad St.

Dear Customer:

We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Friday, January 23, 2009 in the amount of \$81.24, which represents 12,750 excess gallons of water.

We trust you will find this adjustment satisfactory. If you are served by a Public Service District or Sanitary Board, we will also communicate this adjustment to the appropriate company for their consideration of a sewer adjustment.

Should you have any questions, please feel free to contact our Customer Service Department at 1-866-736-6420. Associates are available 24 hours per day, 7 days a week for your convenience.

Sincerely,

Customer Service

46 0.5  
+14 NW  
60 DEC  
+20  
80  
14  
1134

LKADIGEN

32620396

**For Service To:**

002150 1 AY D 24 2150/2150 002150 030 1 PCGWHI

**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880

\_\_\_\_\_

**RESEARCH DESIGN**

### Customer Account Information

### **Billing Summary**

~~\_\_\_\_\_~~ **Prior Balance**

Balance from last bill  
Payments as of Nov 24, 2008. Thanks!  
Total prior balance, Nov 24, 2008

**Current Water Charges**

Basic Service	12.21
Water Volume	<u>85.63</u>
Total water charges, Nov 24, 2009	97.84

-----Current Wastewater Charges-----

Hamilton SW	81.60
Total wastewater charges, Nov 24, 2008	81.60

## Taxes

Tennessee State and Local Tax	<u>9.05</u>
Total taxes, Nov 24, 2008	9.05

-----Total Current Charges----- 188.49

<b>TOTAL AMOUNT DUE</b>		<b>\$188.49</b>
-------------------------	--	-----------------

Month	Calls
Nov	7
Dec	7
Jan	10
Feb	6
Mar	5
Apr	8
May	9
Jun	10
Jul	17
Aug	8
Sep	8
Oct	14
Nov	24

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

**SAVE A CHECK! SAVE TIME! SAVE POSTAGE!** Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

**Give to Project Water Help - Add exactly \$1.00.**

\* For your convenience, we have payment locations at three EPB locations, 10 W MLK Blvd, 5736 Brainerd Rd, 2124 N Point Blvd, Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd,

Charlie's Jewelry, 401 Chickamauga Ave; ES Utilities Payment Center, 4733 Hwy 58; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

**If payment is not received by the due date, a penalty of 5.0% will be assessed on your current balance.**

**Customer Service & Emergencies: 1-866-736 6420 (24 Hours)**

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW:00

# WWTA

HAMILTON COUNTY WATER &  
WASTEWATER TREATMENT AUTHORITY

RECEIVED

Development Resource Center  
1250 Market Street, Suite 3050  
Chattanooga, TN 37402  
Tel: 423-209-7842  
Fax: 423-209-7843

Cleveland T. Grimes  
Executive Director

March 2, 2009

Attn: Special Accounts  
American Water  
PO Box 578  
Alton, IL 62002-0578

Subject: Sewer Bill Adjustment / [REDACTED]  
Premise Number [REDACTED]  
Account Number [REDACTED]

Special Accounts,

Based on the *Contract Billing Transactions* for the account of [REDACTED], please issue a sewer adjustment credit to this account in the amount of \$92.89.

If you have any questions or need additional information, please feel free to call.

Thank you in advance for your assistance.

Sincerely,



Terry L. Babcock  
WWTA  
Senior Account Clerk

Cc: A M Hamilton





Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]

002131 (AVG) 2131/2131/002131 007 1 PCD080

PA TN 37350-1247

AMOUNT DUE \$426.64

DUE DATE 12/23/08

Amount Paid

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

002131 (AVG) 2131/2131/002131 007 1 PCD080

☐ Please check here to add Project Water Help contribution to your monthly bill or to change your address or telephone number. Print information on reverse side.

### Customer Account Information

For Service To: A M Hamilton  
102 N Bragg Ave  
Account Number: 26-0095480-0  
Prefix Number: 26-0066207

### Billing Period & Meter Information

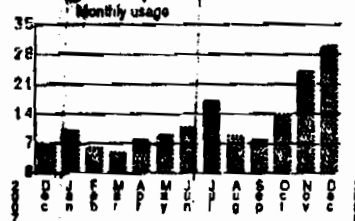
Billing Date: Dec 23, 2008  
Billing Period: Nov 19 to Dec 18 (29 days)  
Next reading off/about: Jan 20, 2009  
Rate Type: Residential

Meter readings in current billing period:  
Meter Number 081814516T is a 5/8-inch meter.  
Present-actual 482  
Last-actual 452  
100 Cubic Feet used 30  
1 cu.ft. = approx 7.50 gallons  
Gallons used 22500

### Billing Summary

Prior Balance	
Balance from last bill	\$188.49
Payments as of Dec 23, 2008. Thank!	.00
Total prior balance, Dec 23, 2008	188.49
Current Water Charges	
Basic Service	12.21
Water Volume	110.42
Total water charges, Dec 23, 2008	122.63
Current Wastewater Charges	
Hamilton Sewer	104.18
Total wastewater charges, Dec 23, 2008	104.18
Taxes	
Tennessee State and Local Tax	11.34
Total taxes, Dec 23, 2008	11.34
Total Current Charges	238.15
TOTAL AMOUNT DUE	\$426.64

### Water Usage Comparison



### Messages from Tennessee American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK | SAVE TIME | SAVE POSTAGE | Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd, 5736 Brainerd Rd, 2124 N Point Blvd, Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd, Charlie's Jewelry, 401 Chickamauga Ave, Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

\* Sunday, Jan. 4, 2009 at 5:30 p.m. on WTCI, Tennessee American Water will sponsor the Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

0002600954800000000000059291017



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250 7880

For Service To: [REDACTED]

AMOUNT DUE	\$592.91
DUE DATE	Feb 10, 2009
Amount Paid	

000158 1 AV 0 304 2 15092150002150 017 1 PC02710  
[REDACTED]

LOOKOUT MOUNTAIN TN 37350 1247

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

☐ Please check here to add Project Water Help contribution to your monthly bill.  
or to change email address or telephone number. Print and return to us, no money back.

**Customer Account Information**

For Service To: A M Hamilton  
902 N Bragg Ave  
Account Number: 26-0095480-0  
Premise Number: 26-0066207

**Billing Period & Meter Information**

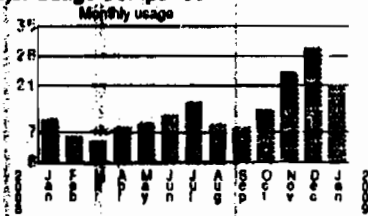
Billing Date: Jan 23, 2009  
Billing Period: Dec 18 to Jan 20 (33 days)  
Next reading on/about: Feb 19, 2009  
Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 081014518T is a 5/8-inch meter.  
Present actual 503  
Last actual 482  
100 Cubic Feet used 21  
1 ccf = approx 7.50 gallons  
Gallons used 15750

**Billing Summary**

Prior Balance	\$426.64
Balance from last bill	.00
Payments as of Jan 23, 2009, Thank!	426.64
Total prior balance, Jan 23, 2009	
Current Water Charges	12.21
Basic Service	73.24
Water Volume	85.45
Total water charges, Jan 23, 2009	
Current Wastewater Charges	72.92
Hamilton Sew	72.92
Total wastewater charges, Jan 23, 2009	
Taxes	7.90
Tennessee State and Local Tax	7.90
Total taxes, Jan 23, 2009	
Total Current Charges	166.27
TOTAL AMOUNT DUE	\$592.91

**Water Usage Comparison****Messages from Tennessee American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK! SAVE TIME! SAVE POSTAGE! Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd, 5736 Brainerd Rd, 2124 N Point Blvd; Belfair Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd.

Charlie's Jewelry, 401 Chickamauga Ave; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill.  
Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

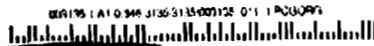
Visit us on the Internet at: [www.tajwc.com](http://www.tajwc.com)

0002600954800000000000051167037



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]



LOOKOUT MOUNTAIN TN 37350-1247

AMOUNT DUE \$511.67

DUE DATE

Amount Paid

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill  
or to change your address or telephone number. Print information on reverse side.

**Customer Account Information**

For Service To: A M Hamilton  
102 N Bragg Ave  
Account Number: 26-0095480-0  
Premise Number: 26-0066207

**Billing Period & Meter Information**

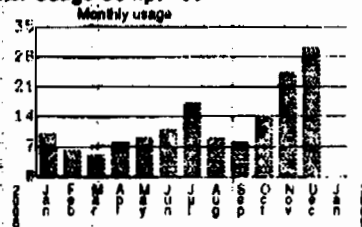
Billing Date: Jan 27, 2009

Rate Type: Residential

**Billing Summary**

-----Prior Balance-----  
Balance from last bill  
Payments as of Jan 27, 2009, Thanks!  
Total prior balance, Jan 27, 2009  
-----Adjustments-----  
Lk at Prop - Adj Res  
Total adjustments, Jan 27, 2009  
-----Taxes-----  
Tennessee State and Local Tax  
Total taxes, Jan 27, 2009  
-----Total Current Charges-----  
-----TOTAL AMOUNT DUE-----

\$592.91  
00  
592.91  
-74.36  
-74.36  
-6.88  
-6.88  
-81.24  
\$511.67

**Water Usage Comparison****Messages from Tennessee American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK! SAVE TIME! SAVE POSTAGE! Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at three EPB locations, 10 W MLK Blvd, 5736 Brainerd Rd, 2124 N Point Blvd, Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd, Charlie's Jewelry, 401 Chickamauga Ave, Korner Market, 2328 Rossville Blvd and local SunTrust banks.

\* You likely noticed a new logo at the top of your bill. Tennessee American Water is still your local water company but we have a new look. Our new brand represents the excellence you have come to expect and our commitment to protecting water, our most valuable resource. Visit us at [www.amwater.com](http://www.amwater.com).

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill.  
Customer Service & Financial Services: 1-866-736-6420 (Toll Free)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

PAW100

**For Service To:** [REDACTED]

002170 1 AV 0 134 21332133702133 007 1 PCGY05



LOOKOUT MOUNTAIN TN 37350-1247

DUE DATE Mar 16 2009

Amount Paid	
-------------	--

**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill, or to change your address or telephone number. Print information on reverse side.

### Billing Summary

-----Prior Balance-----  
Balance from last bill  
Adjustments  
Payments as of Feb 24, 2009. Thanks!  
Total prior balance, Feb 24, 2009

-----Current Water Charges-----

Basic Service  
Water Volume  
Total water charges, Feb 24, 2009

-----Current Wastewater Charges  
Hamilton SW  
Total wastewater charges, Feb 24, 2011

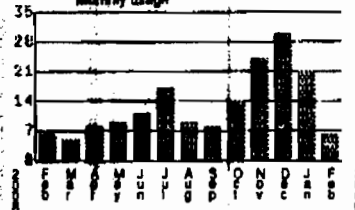
~~Other Current Charges~~  
Late Payment Charge  
Total other charges, Feb 24, 2009

**Taxes**  
Tennessee State and Local Tax  
Total taxes, Feb 24, 2009

~~-----~~ **Total Current Charges** ~~-----~~

**TOTAL AMOUNT DUE**

Monthly usage



**The due date pertains to current charges only. Any past due balance should be paid immediately.**

**For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.**

**SAVE A CHECK | SAVE TIME | SAVE POSTAGE | Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.**

**Give to Project Water Help - Add exactly \$1.00.**

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlo's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd and local SunTrust banks.

**If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.**

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.waterpaynybill.com](http://www.waterpaynybill.com). A service fee will apply.

**Customer Service & Emergencies: 1-866-736-6420 (24 Hours)**

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

Billing - TAW - ZW  
09-0347

Consumer Complaint Questionnaire

RETURN TO

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tra](http://www.state.tn.us/tra). Under "Links" click on Consumer Services. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name [REDACTED]

Address [REDACTED]

City Chattanooga County Hamilton State 37411 ZIP 37411

Home Phone [REDACTED] Work/Contact Phone ( ) [REDACTED]

E-mail Address [REDACTED]

Is this complaint for your home or business phone number? [REDACTED]

What company is your complaint against? Tennessee America Water write Phone # Here

Have you contacted the utility regarding your complaint? Yes

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

I have recieved two water bills in one month  
and will also recieve another Next month.

I am a retired person on a Fixed income I can  
not budget For bill changes and increaces.

Why can they not bill on a set date every month?

0002600618405000000000003309010



**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]

002189 1 AV 0.324 2189/2189/002189 007 1 PCH2MS



CHATTANOOGA TN 37411-1209

ACCOUNT NUMBER	[REDACTED]
AMOUNT DUE	<b>\$33.09</b>
DUE DATE	<b>Mar 31, 2009</b>
Amount Paid	
Please return this portion with check ▼ Payable to the address below ▼	

**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill,  
or to change your address or telephone number. Print information on reverse side.

**Customer Account Information**

For Service To: Retha Mae Jewsome  
4610 MARIA ST  
Account Number: 26-0061840-5  
Premise Number: 26-0042773

**Billing Period & Meter Information**

Billing Date: Mar 13, 2009  
Billing Period: Feb 09 to Mar 10 (29 days)  
Next reading on/about: Apr 08, 2009  
Rate Type: Residential

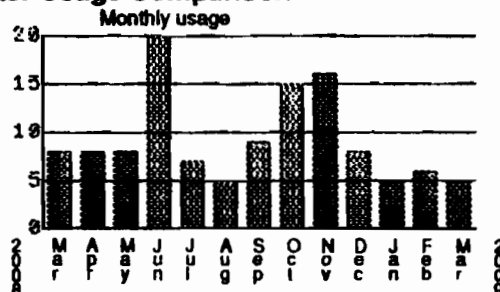
**Meter readings in current billing period:**

Meter Number 081812579T is a 5/8-inch meter.

Present-actual 108  
Last-actual 103  
100 Cubic Feet used 5  
1 cu.ft. = approx 7.50 gallons  
Gallons used 3750

**Billing Summary**

—Prior Balance—	
Balance from last bill	\$39.95
Payments as of Mar 13, 2009. Thanks!	-39.95
Total prior balance, Mar 13, 2009	.00
—Current Water Charges—	
Basic Service	10.88
Water Volume	4.02
Total water charges, Mar 13, 2009	14.90
—Current Wastewater Charges—	
Chatt. Sewer	16.81
Total wastewater charges, Mar 13, 2009	16.81
—Taxes—	
Tennessee State and Local Tax	1.38
Total taxes, Mar 13, 2009	1.38
—Total Current Charges—	33.09
—TOTAL AMOUNT DUE—	<b>\$33.09</b>

**Water Usage Comparison****Messages from Tennessee American Water**

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through

For Service To: [REDACTED]

Account Number: [REDACTED]

Premise Number: [REDACTED]

### Billing Period & Meter Information

Billing Date: Feb 12, 2009

Billing Period: Jan 08 to Feb 09 (32 days)

Next reading on/about: Mar 10, 2009

Rate Type: Residential

### Meter readings in current billing period:

Meter Number 081812579T is a 5/8-inch meter.

Present-actual 103

Last-actual 97

100 Cubic Feet used 6

1 cu.ft. = approx 7.50 gallons

Gallons used 4500

### Billing Summary

#### Prior Balance

Balance from last bill

Payments as of Feb 12, 2009. Thanks!

Total prior balance, Feb 12, 2009

#### Current Water Charges

Basic Service

Water Volume

Total water charges, Feb 12, 2009

#### Current Wastewater Charges

Chatt. Sewer

Total wastewater charges, Feb 12, 2009

#### Taxes

Tennessee State and Local Tax

Total taxes, Feb 12, 2009

#### Total Current Charges

#### TOTAL AMOUNT DUE

\$33.09

-33.09

.00

10.88

7.22

18.10

20.17

20.17

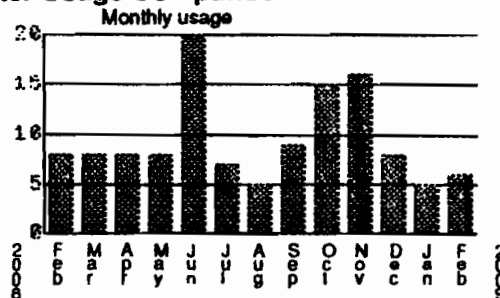
1.68

1.68

39.95

\$39.95

### Water Usage Comparison



### Messages from Tennessee American Water

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

002556/002556 PCGV8C TAV01 1

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

FAW100

Semi - TAW - JW  
FILE NO. 09- 0364

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

DATE: 04/03/09

COMPLAINANT: [REDACTED]

CALLED IN BY: [REDACTED]

ADDRESS: [REDACTED]

COUNTY: Hamilton

TELEPHONE NO. [REDACTED]

CONTACT NO. [REDACTED]

COMPANY: Tennessee American Water Company

COMPLAINT: Poster Teague is starting a new church center at the above address, but Tennessee American Water Company will not reconnect the water service because the former owner, [REDACTED] still owes between \$136.00 and \$156.00. Even though he has electric and telephone service the water company still refuses to connect service until the old bill is paid in full.

CONTACTED: Tennessee American Water Company

INVESTIGATOR:

RECEIVED BY: BC

REFERRED BY: telephone



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 4/8/2009 12:53 PM  
**Subject:** Consumer Complaint Questionnaire

*Billing - TAW - JW*  
*09-0389*

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, April 08, 2009 at 12:25:02

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: CHATTANOOGA

04\_State: TN

05\_ZIP: 37421

06\_County: HAMILTON

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: evening

13\_complaint\_company: TENNESSEE AMERICAN WATER COMPANY

14\_contacted\_util: yes

15\_complaint\_descript: IN 2000 WATER WAS TURNED ON UNDER MY SS# UNDER SOMEONE ELSE'S NAME. TAWC ASKED FOR DOCUMENTATION BUT THE GIRL REFUSED TO SUPPLY IT - TAWC TURNED SERVICE ON ANYWAY, ADMITTINGLY KNOWING IT WASN'T ME ORDERING THE SERVICE! I DIDNT KNOW UNTIL 2004. THOUGHT IT WAS RESOLVED BUT IN 12/07 I HAD TO PAY THE BILL TO MOVE INTO AN APT. TAWC SAID PAY IT & I WOULD BE REIMBURSED. THEY NEVER DID. NOW I HAVE SERVICE WITH TAWC & THEY STILL REFUSE TO REIMBURSE THAT \$73. TODAY THEY TURNED MY SERVICE OFF - HOWEVER, I WILL NOT PAY \$73 ON THIS ACCOUNT. I WILL PAY EVERYTHING OVER \$73, BUT I WON'T EVER AGAIN PAY THE MONIES THAT I WAS NOT RESPONSIBLE FOR TO BEGIN WITH.

---

Serru - TAW - JW

FILE NO. 09- 0455

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

May 5, 2009

COMPLAINANT: [REDACTED]  
CALLED IN BY: [REDACTED]  
ADDRESS: [REDACTED]  
Chattanooga, TN 37407  
COUNTY: Hamilton  
TELEPHONE NO.: [REDACTED]  
CONTACT NO.: [REDACTED]  
COMPANY: Tennessee American Water

COMPLAINT: Billing/Service – Customer had an outstanding bill at the [REDACTED] address. Ms. Reid went and paid the outstanding bill in full that was in her name at the existing address. However, before the water company would turn the water back on they demanded that she pay her ex-boyfriends bill at another address. Ms. Reid is no longer with the boyfriend and had the landlord write a letter stating that he does not reside at the home. Ms. Reid has 4 children and needs water service. She feels like she should not have to pay her boyfriends bill in order to get service.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Patrice N. Barner

REFERRED BY:

Tennessee Regulatory Authority (TRA)  
Eddie Roberson, Interim Chairman

7 pages

Search

For Residents  
For Visitors  
For Business  
For TRA Information  
For TRA Divisions  
For TRA Services  
For Filing a Complaint  
Newsroom  
Sitemap  
Contact Us

Related Topics

- TRA Consumer Services
- Do Not Call Complaint
- Do Not Fax Complaint

## Tennessee Regulatory Authority Utility Complaint Form

Submit below or print and return to:  
Consumer Services Division, Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
FAX: 615-741-8953

If you are registering for the Do Not Call Program please click here

Consumer Utility Complaint Questionnaire	
Your name	[REDACTED]
Address	[REDACTED]
City	Ooltewah
State	TN
Zip	37363
County	Hamilton
Home Telephone	[REDACTED]
Work/Contact Telephone	[REDACTED]
Email Address	[REDACTED]
Best time and day to be contacted	[REDACTED]
Company that complaint is against	TAWC
Have you contacted the utility regarding your complaint?	Yes - No

Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

Evidence suggests that TAWC damaged my sewer line while repairing a water leak in one of their lines.

Submit Complaint

Please note that all complaints submitted to the Tennessee Regulatory Authority are subject to the Public Records Act.



From Governor  
Paul Bradson's Desk

- Bradson's Website
- Health Care for Kids



TN.GOV Services

- Renew Driver's License
- One Stop Business Registration

More

TN.GOV Services TN.GOV Directory Web Policy Accessibility Awards Survey

Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, TN 37242 (601) 342-8359 jrwilco.johnson@tn.gov

ADDRESS:

PURCHASED: June, 1999 as investment property, rental since October 1999

COMPLAINT: Some time before October 2006, I reported to TAWC that they had a water leak in the road in front of this dwelling. They repaired the leak and patched the road over their repair. Since the time that they repaired that leak, I have had to have Roto Rooter come out 4 times to unstop my main sewer line that goes out under the road where they have patched it. Evidence strongly suggests that they damaged my sewer line while repairing their water leak.

I have been a customer of Roto Rooter for various rental units since 1983. Roto Rooter records will verify that there has not been a call to this address from 1999 until after the TAWC repaired their leak. What follows below is a small history of activities involved in this issue.

There is a sewer cleanout in the front yard of this dwelling. Each of the times it has been augured, approximately the same amount of cable is run out. Enough cable to reach somewhere under the big patch in the road in front of this dwelling.

After the 4<sup>th</sup> stoppage, March 8, 2009, I petitioned TAWC about my concern that they had broken my sewer line when they were repairing their water leak. They passed me off to their Insurance carrier (Travelers Insurance) and subsequently an agent of that company contacted me. His name is Melissa Todd at 615-660-6226. She requested that I fax to her all my documentation concerning my issue. My records consisted of the 4 bills that I had from Roto Rooter from 10-06 through 3-09 for a total expense of \$600.00. The agent responded to me that TAWC would not acknowledge responsibility for my problem. But she did allow that if I could produce proof of the stoppage by using a camera through my sewer line that we may have grounds for a discussion. So I hired Roto Rooter to run a camera down the sewer line. Unfortunately, a very short distance from the front yard sewer cleanout, there apparently is some standing water in the line that prevented the camera from sending pictures to the monitor. Therefore, we only had pictures of 4-5 feet of this line, which is not as far as the road where the blockage is located. Nevertheless, the Roto Rooter technician ran the camera into the sewer line until it was stopped by an obstruction. The distance readout in feet from the cleanout coincided with the patch in the road at the front of the property. The technician left the camera in the line where it stopped and took another piece of equipment that could electronically detect where the camera was located under ground. He crisscrossed the large patched area in the road with the device which was beeping louder or softer as he got closer or further away from the camera under the street. He pinpointed exactly where the camera was located and the device readout said it was 3'11" under the pavement. He spray painted an X on the pavement where the blockage is and the depth of the blockage. Incidentally the blockage is under the patch that TAWC put in the road a few years ago.

I faxed the new information to the insurance agent and waited for a reply. The reply came back that because the Roto Rooter technician could not produce a picture due to the water in the line, they were not willing to accept any responsibility for my troubles. The camera run cost an additional \$190.00.

The insurance agent suggested that I hire a plumber to repair the line and I could call TAWC to be present when the digging is in progress and only then would they determine

if they were liable for the crushed sewer line. Roto Rooter came out and gave an estimate of \$3988 to dig up and repair the sewer line. They also called to have the other utilities marked in the vicinity. The marking of the location of the water line is directly on top of the X that Roto Rooter painted on the road to show where the camera pinpointed the obstruction in my sewer line.

My conclusion is this. My sewer line is ~ 4ft under ground. The TAWC line is not nearly that deep and when they refilled the area to be patched and tamped it, they were unaware or uncaring that my clay sewer line was under the area that they were compacting. Therefore, they crushed my sewer line to some degree and this roughness allows some flow through the break but still causes some sewage to stop up at times.

As an aside. I have been using Roto Rooter at several of my rental properties since 1983. If there had been sewer line clogged at this address before TAWC did the road repair, that information would be available from Roto Rooter. They tell me that they have only 4 records for this property and only since 2006.

My contention is as follows.

TAWC caused the blockage in my sewer line. TAWC should be reimburse me for all Roto Rooter charges to attempt to clear the line of blockages and to run the camera down the line.

TAWC should pay all charges to repair the line to good working condition using the contractor of their choice.

I would like a third party (neutral observer) be present when digging is in progress to observe and arbitrate a fair solution to this problem. \$4800 is a very large sum to me and I feel like I am the victim in this situation.

Below is my name and mailing address and phone number to reach me day or night.

[REDACTED]

TO ROOTER SEWER SERVICE  
P.O. BOX 9283  
EAST RIDGE TN 37412  
Tel: 423-855-1212  
Fax: 706-891-0416

I N V O I C E

Invoice #: 210899  
Inv. Date: 04/08/09

[REDACTED]

Service at: [REDACTED]

CAMERA SEWER LINE LINE IS STOPPED UP AGAIN TRACE LINE AND  
LOCATE LINE MARK IN STREET

190.00

SUBTOTAL 190.00

TOTAL 190.00

SERVICE CHARGE of 1 1/2% per month (APR 18%) on all invoices over 30 days old.

-----  
(Please detach and return with your payment)

[REDACTED]

Invoice #: 210899  
Inv. Date: 04/08/09

BALANCE DUE: 190.00

4 p.d. [REDACTED] [REDACTED] May 04 09 10:09p

ROTO ROOTER SEWER SERVICE  
PO BOX 9283  
EAST RIDGE TN 37412  
Tel: 423-855-1212  
Fax: 706-891-0416

I N V O I C E

Invoice #: 210382  
Inv. Date: 03/02/09

  
SEWASH TN 37363

Service at: 

CLEAN SEWER LINE FROM CLEANOUT LINE HAS PROBLEMS IN STREET	125.00
SUBTOTAL	<u>125.00</u>
TOTAL	<u>125.00</u>

SERVICE CHARGE of 1 1/2% per month (APR 18%) on all invoices over 30 days old.

-----  
(Please detach and return with your payment)

  
COLEMAN TN 37363

1914 E 26TH ST

Invoice #: 210382  
Inv. Date: 03/02/09

BALANCE DUE: 125.00

ROTO ROOTER SEWER SERVICE  
PO BOX 9283  
EAST RIDGE TN 37412  
Tel: 423-855-1212  
Fax: 706-891-0416

I N V O I C E

Invoice #: 203369  
Inv. Date: 08/04/08


  
COLTEWAH TN 37363

Service at: 

CLEAN SEWER LINE	LINE HAS PROBLEMS AT STREET DID GET OPEN	125.00
	SUBTOTAL	<u>125.00</u>
	TOTAL	125.00
	RECEIVED	125.00
	BALANCE DUE	**PAID**

SERVICE CHARGE of 1 1/2% per month (APR 18%) on all invoices over 30 days old.

-----  
(Please detach and return with your payment)

  
COLTEWAH TN 37363

1914 E 26TH ST

Invoice #: 203369  
Inv. Date: 08/04/08

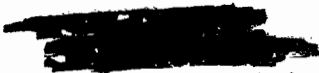
BALANCE DUE: 0.00



ROTO ROOTER SEWER SERVICE  
PO BOX 9283  
EAST RIDGE TN 37412  
Tel: 423-855-1212  
Fax: 706-891-0416

I N V O I C E

Invoice #: 195182  
Inv. Date: 12/06/07

  
COLEMAN TN 37363

Service at: 


CLEAN SEWER LINE GOT MUD ON CABLE  
REPLACE FLUIDMASTER  
PARTS

125.00  
14.95

SUBTOTAL	139.95
TOTAL	139.95
RECEIVED	139.95
BALANCE DUE	**PAID**

SERVICE CHARGE of 1 1/2% per month (APR 18%) on all invoices over 30 days old.

-----  
(Please detach and return with your payment)

  
COLEMAN TN 37363

1914 E 26TH ST

Invoice #: 195182  
Inv. Date: 12/06/07

BALANCE DUE: 0.00

ROTO ROOTER SEWER SERVICE  
PO BOX 9283  
EAST RIDGE TN 37412  
Tel: 423-855-1212  
Fax: 706-891-0416

I N V O I C E

Invoice #: 180508  
Inv. Date: 10/09/06

  
COOLTEWAH TN 37363

Service at: 

CLEAN SEWER LINE  
BAD PLACE UNDER STREET

125.00

SUBTOTAL 125.00


TOTAL 125.00

RECEIVED 125.00

BALANCE DUE \*\*PAID\*\*

SERVICE CHARGE of 1 1/2% per month (APR 18%) on all invoices over 30 days old.

-----  
(Please detach and return with your payment)

  
COOLTEWAH TN 37363

1914 E 26TH ST

Invoice #: 180508  
Inv. Date: 10/09/06

BALANCE DUE: 0.00

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 5/13/2009 5:09 PM  
**Subject:** Consumer Complaint Questionnaire

*Sevin - TAN - ZW*  
*09-0488*

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, May 13, 2009 at 16:40:59

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Lookout Mountain

04\_State: TN

05\_ZIP: 37350

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: M-F after 6pm EDT

13\_complaint\_company: Tennessee American Water Co

14\_contacted\_util: yes

15\_complaint\_descript: I came home from work today and discovered my water had been turned off. After contacting Tennessee American Water Company I discovered that my bill had not been paid. This morning my wife had just paid the next month's bill which we had just been received and noticed that the bill was past due. We included the total amount in the payment.

My complaint is against the policy of the company. I NEVER received any notification that a shutoff would occur. When the shutoff did occur no notification was left. There were no phone calls or mailings to indicate the service was to be disconnected.

I have been a customer of this utility for 30+ years. I have never had a late payment with this company. To charge a consumer for a reconnect fee when they NEVER inform the consumer their account is late is wrong and criminally negligent. The management of this company needs to understand their responsibility to the community. Disconnecting service to a customer without notification could make the company liable for the consequences of their actions when the customer has health issues or dies as a result of their actions.

Perhaps the city of Chattanooga made a grave mistake when they did not take over this company a few years ago. I understand now part of the reasons for their actions.

The company should provide a full refund for the cost to reconnect plus a written apology for the

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 14 2009  
TN REGULATORY AUTHORITY

inconvenience their actions have caused.

Those of us who work for a large federal electric utility would never take such actions against our customers. Our customers have a choice, but the customers of the Tennessee American Water Company do not.

My account number with Tennessee American Water Company is

\_\_\_\_\_

Senin TAW - JC

Carol Humble CSID: 741-7491 06/30/2009, 12:41, p 3

09-0622

Consumer Complaint Questionnaire

**RETURN TO**  
Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

RECEIVED  
CONSUMER SERVICES DIVISION  
JUL 01 2009  
TN REGULATORY AUTHORITY

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tra](http://www.state.tn.us/tra). Under "Links" click on Consumer Services. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name [REDACTED]

Address [REDACTED]

City Chattanooga County Hamilton State TN ZIP 37412

Home Phone [REDACTED] Work/Contact Phone [REDACTED]

E-mail Address [REDACTED]

Is this complaint for your home or business phone number? Home ( )

What company is your complaint against? Tennessee American Water Write Phone # Here

Have you contacted the utility regarding your complaint? Yes.

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

Called on 6/21/09 to 1-866-736-6420 put in information.  
Computer stated \$5.59 as current charges. Said nothing  
about past due amount. Came home on 6/29/09. Had  
no water. When called company @ 1-866-736-6420 spoke  
with Tiffany - stating it had been cut off for non-payment.  
I had not received disconnect notice. Was only 1 month  
past due to the date! I ended up had bill of 118.64 but  
with 2.50 chg for phone payment + 2.50 charge for using Visa -  
(debit card) - but then ended up paying  
\$136.19 - where did the other \$12.25 come from?  
(please see other sheet)

Printing Authorization # PS-0367

We ended up having to stay at hotel and eat out - By the way I have 3 year old + 9 year old - how would you like to have no water with small children?

Tiffany then stated that the water could not be turned on till 6/30 because "it is past the 3:00 cutoff". So then she read me the liability rules for the water to be turned ~~off~~ on if no one at home. I accepted the responsibility.

On 6/30/09 at 12:00 my husband went home to check the water. Still no water.

I called 1-866-736-6420 + gave them my acct#. Tiffany stated that when they went to turn on - meter was running. I told her that I had agreed to liability but she stated they would not turn on water with meter running. I asked what was I suppose to have done?

Tiffany stated "Turn off the main switch". I was not told this the night before.

I then asked if someone could come turn it on if my husband met them. She stated yes (after 4 1/2 minutes of checking) I gave her my husband's cell phone

# and she said the person would give him 30 minutes notice before arriving. My husband received the call but then the driver said she didn't have 30 min. So she was already on the way. When the driver arrived, my husband told her of the trouble getting the water turned back on - the driver stated, "It should not have been that hard".

~~Aug 1st pm~~

Here is a list of problems:

- 1) How can they turn water off without disconnect notice or call?
- 2) ~~How~~ Why is water turned off after only 1 month past due when I have been a reliable customer for 16 years?
- 3) Why can they turn off water without anyone home but can't turn it back on?
- 4) Your computer phone service needs to give full info including past due amounts.
- 5) How about giving calls/answering machine messages before disconnect?
- 6) How about call if unable to turn my water on when they came 1<sup>st</sup> time.

000260074742400000000000011894014



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]

002220 1 AV 0.336 2220/2220/002220 .008 1 PCHFRV



CHATTANOOGA TN 37412-3925

ACCOUNT NUMBER [REDACTED]	
AMOUNT DUE	\$118.94
DUE DATE	Jun 29, 2009
Amount Paid	
Please return this portion with check ▼ Payable to the address below ▼	

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill,  
or to change your address or telephone number. Print information on reverse side.

900/400

07/01/2009 WED 9:30 FAX



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

CHATTANOOGA TN 37412-3925



Please check here to add Project Water Help contribution to your monthly bill  
or to change your address or telephone number. Print information on reverse side.

### Customer Account Information

For Service To: [REDACTED]

Account Number: [REDACTED]

Premise Number: [REDACTED]

### Billing Period & Meter Information

Billing Date: Jun 10, 2009

Billing Period: May 07 to Jun 05 (29 days)

Next reading on/about: Jul 07, 2009

Rate Type: Residential

Meter readings in current billing period:

Meter Number 086988107T is a 5/8-inch meter.

Present-actual 19

Last-actual 12

100 Cubic Feet used 7

1 cu.ft. = approx 7.50 gallons

Gallons used 5250

13394  
136.19  
4487130613

### Billing Summary

Prior Balance

Balance from last bill

Payments as of Jun 10, 2009. Thanks!

Total prior balance, Jun 10, 2009

Current Water Charges

Basic Service

Water Volume

Total water charges, Jun 10, 2009

Current Wastewater Charges

Hamilton Swr

Total wastewater charges, Jun 10, 2009

Other Current Charges

WWTA Private Sewer Line Fee

East Ridge Garbage RES

Late Payment Charge

Total other charges, Jun 10, 2009

Taxes

Tennessee State and Local Tax

Total taxes, Jun 10, 2009

Total Current Charges

TOTAL AMOUNT DUE

\$52.44

.00

52.44

10.88

10.43

21.31

24.31

24.31

8.00

10.00

.91

18.91

1.97

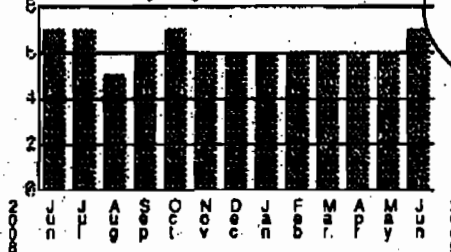
1.97

65.59

\$118.94

### Water Usage Comparison

Monthly usage



1-800-628-6301

1-615-741-2904

800-342-8359

### Messages from Tennessee American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* Kingwood Pharmacy 3824 Ringgold Rd.  
\*\* Belvoir Pharmacy 4501 Brainerd Rd. \* Electric Power Board 5736 Brainerd Rd.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through  
automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736  
Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522.  
Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

002230/002220 PCHFRV TAY01 12

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW100AM1341

A1M4

1473

005/005

07/01/2009 WED 9:30 FAX

*Billing TAWC - TW*  
*09-0691*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 7/23/2009 3:16 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, July 23, 2009 at 14:46:37

---

next: /www/wwwroot/tra/response.htm

01\_whole: [REDACTED]

02\_streetaddress: [REDACTED]

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37406

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

08\_Work\_Telephone: same

09\_email: [REDACTED]

10\_Contact\_time: any

13\_complaint\_company: TAWC

14\_contacted\_util: yes

15\_complaint\_descript: I am not disputing the billing. I am disputing the policy TAWC has about reinstating services. While I take responsibility for being late with my payment, despite TAWC getting my payment via mail it has taken more than 24 hours to get the payment posted (it actually still is not posted) and despite being received by the date given TAWC turned off my water, and refuses to turn it back on without a fee. With a pending payment, I feel this is unreasonable. I have had such issues with TAWC in the past, and am very frustrated there is no other option in our area for water services to help create and maintain a competitive market for customer policy and price. Since TAWC has a monopoly in this area they have no incentive to change professional policy in regards to customer complaints.

---

Billing TAW-JW

**Consumer Complaint Questionnaire**

09-0822

(NRL)

**RETURN TO**

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tra](http://www.state.tn.us/tra). Under "Links" click on **Consumer Services**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name **[REDACTED]**

Address **[REDACTED]**

City Chattanooga County Hamilton State TN ZIP 37405

Cell Phone **[REDACTED]** Work/Contact Phone

E-mail Address **[REDACTED]**

Is this complaint for your home or business phone number? No ( )  
Write Phone # Here

What company is your complaint against? Tennessee American Water

Have you contacted the utility regarding your complaint? Yes

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

A leak adjustment request was forwarded to Tennessee American Water asking that they consider making an adjustment to our water bill due to an invisible leak which was discovered by a Water Company employee (see the adjustment request attached). Tennessee American Water acknowledged our request and credited the account for \$190.32 (see attached letter dated 8/7/2009), representing 57,750 gallons of water which I understand is also 50% of the units over the amount of our average month unit usage (our average is 6 units, overage was 154 units). However, I believe we went above and beyond the normal course of action to cease all further waste of water as soon as the leak was discovered. As you will note from the attached adjustment request, the employee was asked to turn off the water at the meter so that no further waste was incurred and a plumber was called immediately. The repair was made the same day. Therefore I am asking that an additional adjustment to our account be considered.



AMERICAN WATER

## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420

AMW003 PQJST 00007214

07/27/2009

Chattanooga TN 37405-3626

Account Number:  
Premise Number:  
1104 Mississippi Ave

### LEAK ADJUSTMENT REQUEST

Dear Customer:

Thank you for contacting us to let us know your leak has been repaired. We are providing this letter in response to your request for a billing adjustment. Before we can process your request, we do need some additional information to determine if the excess water use and cause of the leak are within our company's guidelines for billing adjustments. Please complete the information below and return to us with your repair receipts within 15 days.

If your situation meets our guidelines for adjustment, a credit will be applied to your account based on a portion of the excess water used. Excess water use is defined as the amount of use above the normal consumption for your property.

In areas where we bill for wastewater on behalf of another entity, such as a municipality or wastewater authority, restrictions may exist that prevent us from issuing a wastewater adjustment due to water leaks.

Your request will be processed within 30 business days upon receipt of the additional information and repair receipts. A letter will be mailed to you with the results of our investigation. Thank you for assisting us with the processing of your leak adjustment request.

Date leak was found:

July 27, 2009

Date repairs were made:

July 27, 2009

Who made the repair:

Keefe Plumbing & Heating (Please include repair receipts)

Please provide location and description of leak:

Leak was found about two feet from the meter just on the other side of a retaining wall. Leak was not visible and was discovered by Tennessee American Water when the meter readings went drastically beyond normal usage. We asked the water employee to turn off the water at the meter so as to reduce any further waste. We immediately contacted a plumber who completed

Return completed information and repair receipts within 15 days to: the work that day.

American Water  
Attn: Billing Department  
PO Box 578  
Alton, IL 62002

or by fax to: 1-618-433-4569

**JOB WORK ORDER**

**KEEFE PLUMBING & HEATING CO., INC.**

P.O. Box 852  
Hibson, Tennessee 37343  
875-5272

**21113**

*HEEC*  
PHONE  
HSC-16  
CUSTOMER ORDER NO.

BILL TO: [REDACTED]  
ADDRESS: [REDACTED]  
CITY: [REDACTED]  
STATE: [REDACTED]  
ZIP: [REDACTED]  
JOB NAME AND LOCATION: 37405  
JOB PHONE: [REDACTED]  
NAME: [REDACTED]  
DATE ORDERED: 7/27/09  
DATE PROPOSED: [REDACTED]  
ORDER TAGS: 113  
DATE ORDERED: 7/27/09  
DATE PROPOSED: [REDACTED]  
□ AM  
□ PM

☒ TOTAL AMOUNT DUE ☐ TOTAL BILLING ☐ DAY WORK ☐ CONTRACT ☐ EXTRA

DESCRIPTION OF WORK: UNDERGROUND LEAK? WATER  
MAN TOLD THEM THEY WERE LOSING A LOT  
OF WATER, NOTHING VISIBLE

Tommy  
Terri

HOURS	LABOR	AMOUNT		
	•			
	•			
	•			
	•			
	•			
			TOTAL MATERIALS	65 00
			Service Call	36 00
			EQUIPMENT	
			SUB-CONTRACT	
			TOTAL LABOR	656 25
			TOTAL	755 25

I hereby acknowledge the satisfactory completion of the above described work. I also agree to pay the balance of 25% of the total amount due within 30 days of the date of completion of the work. I understand that the balance of the total amount due will not be paid until the work is completed to my satisfaction. I understand that the balance of the total amount due will not be paid until the work is completed to my satisfaction. I understand that the balance of the total amount due will not be paid until the work is completed to my satisfaction.

8/1/09  
8/1/09

0002601584556000000000049093014



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To: [REDACTED]

001266 1 AV 0.336 1266/1266/001266 005 1 PCJ45V



CHATTANOOGA TN 37405-3626

AMOUNT DUE	\$490.93
DUE DATE	Aug 17, 2009
Amount Paid	

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill,  
or to change your address or telephone number. Print information on reverse side.

**Customer Account Information**

For Service To: [REDACTED]

Account Number: [REDACTED]

Premise Number: [REDACTED]

**Billing Period & Meter Information**

Billing Date: Jul 29, 2009

Billing Period: Jun 24 to Jul 27 (33 days)

Next reading on/about: Aug 24, 2009

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number 074421244T is a 5/8-inch meter.

Present-actual 935

Last-actual 775

100 Cubic Feet used 160

1 cu.ft. = approx 7.50 gallons

Gallons used 120000

**Billing Summary****Prior Balance**

Balance from last bill

Payments as of Jul 29, 2009. Thanks!

Total prior balance, Jul 29, 2009

**Current Water Charges**

Basic Service

Water Volume

Total water charges, Jul 29, 2009

**Current Wastewater Charges**

Chatt. Sewer

Total wastewater charges, Jul 29, 2009

**Taxes**

Tennessee State and Local Tax

Total taxes, Jul 29, 2009

**Total Current Charges****TOTAL AMOUNT DUE**

\$54.44

-54.44

.00

10.88

387.87

398.75

55.30

55.30

36.88

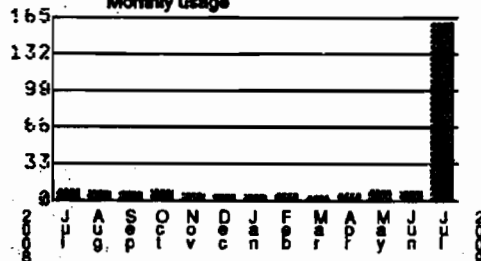
36.88

490.93

\$490.93

**Water Usage Comparison**

Monthly usage



Messages from Tennessee American Water

## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420



08/07/2009

[REDACTED]  
Chattanooga TN 37405-3626

Account Number: [REDACTED]  
Premise Number: [REDACTED]

Dear Customer:

We have investigated your account and concluded that you are entitled to a credit adjustment. Your account was adjusted on Friday, August 7, 2009 in the amount of \$190.32, which represents 57,750 excess gallons of water.

We trust you will find this adjustment satisfactory. If you are served by a Public Service District or Sanitary Board, we will also communicate this adjustment to the appropriate company for their consideration of a sewer adjustment.

Should you have any questions, please feel free to contact our Customer Service Department at 1-866-736-6420. Associates are available 24 hours per day, 7 days a week for your convenience.

Sincerely,

Customer Service

1.462

FILE NO. <sup>09-0871</sup>~~00-~~

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

**DATE: 9-14-09**

**COMPLAINANT:**

**CALLED IN BY: self**

**ADDRESS:**

**COUNTY: Hamilton**

**TELEPHONE NO.:** -

**CONTACT NO.: same**

**COMPANY: TN American Water Company**

**COMPLAINT:** Ms. Allen states that she received a water bill for this month in the amount of \$100.47. Her bill usually runs about \$30.00 to \$40.00 a month. She also ~~starts~~ <sup>states</sup> that she just paid \$115.00 which was for 3 months. She wants to know how her bill could be so much for one month.

**COMPANY REPRESENTATIVE CONTACTED:**

**INVESTIGATOR: Jean Curran**

**RECEIVED BY: JC**

**REFERRED BY: Telephone**

Printing Authorization # PS-0336



Misc. TAW - MB  
09-1082

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 11/4/2009 7:16 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, November 04, 2009 at 06:45:39

next: /www/wwwroot/tra/response.htm

01\_whole

02\_streetaddress:

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37404

06\_County: Hamilton

07\_Home\_Telephone:

08\_Work\_Telephone:

09\_email:

10\_Contact\_time: anytime

13\_complaint\_company: Tennessee American Water

14\_contacted\_util: yes

15\_complaint\_descript: Tennessee American Water has been working on a water main break for 7-10 days. Although the break does not make it so that water cannot be supplied to our home, they are working to isolate the leak by turning water off to local homes. We do not have an issue with that, but are not at all satisfied with the way they are handling this situation.

They turned the water off all day on Fri Oct 30th. When we called customer service to find out details on what was going on, we were told that there was a main break on our street and that they had no information on when the water would be back on. Having two small children in need of evening baths, dirty dishes, dirty bottles, unwashed clothes, etc, lacking water for an entire day is more than a minor inconvenience. We pressed for additional information, the representative said that she "could not control water main breaks". We were not asking her to "control water main breaks", but merely wanted accurate information about the situation and when we could expect to have the water service returned. After walking the entire street and finding no break, we spoke with a water representative driving in a truck, and was told that the information we were given was incorrect. The main break was not on our street, but an adjacent street. The water service was restored in the middle of the night.

They again cut the water off to our residence on Tuesday November 3rd. Once again, there was no warning given, no courtesy call asking us to prepare for a day long water outage, no communication from the water company. A warning would have at least given the opportunity to prepare for the outage by drawing extra water, washing dishes, bathing children, finishing laundry, etc. The water was out for the

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 04 2009  
TN REGULATORY AUTHORITY

entire day. Once again, customer service had inaccurate information on problem and had inaccurate information on when water service would be returned.

This type of service is not acceptable.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 12/3/2009 12:48 PM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

DEC 03 2009

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, December 03, 2009 at 12:17:04

---

next: /www/wwwroot/tra/response.htm

01\_whole

02\_streetaddress:

03\_City: Chattanooga

04\_State: Tennessee

05\_ZIP: 37421

06\_County: Hamilton

07\_Home\_Telephone:

08\_Work\_Telephone.

09\_email:

10\_Contact\_time: Anytime

13\_complaint\_company: Tennessee American Water

14\_contacted\_util: yes

15\_complaint\_descript: Basically for the last two and a half years we have had \$25 water bills each month. One

day our apartment maintenance came in without a call from us. Tennessee American Water told them they had mixed our meter reading up with a neighbors for the past six months. Maintenance came because they thought there was a leak in our place, which there was, and fixed it promptly. Now TAW says that we owe them back payment for at least six months while this mix up had been going on. We are not trying to dispute that we had used the water. We are disputing the fact that if we had received the correct bill the first month and it was high, we would've known there was a problem and gotten it fixed asap. Instead, we were lead to believe everything was fine for six months until TAW came to collect from us payment that had been a mistake on their end. If you can help us we would appreciate it. Thank you for your time.

---

Attn : Mary

- goes along with  
complaint form + email  
from -

**Customer Account Information**

For Service To:

Account Number:

Premise Number:

**Billing Period & Meter Information**

Billing Date: Oct 26, 2009

Rate Type: Residential

**Billing Summary**

-----Prior Balance-----

Balance from last bill

Payments as of Oct 26, 2009. Thanks!

Total prior balance, Oct 26, 2009

-----Total Current Charges-----

-----TOTAL AMOUNT DUE-----

\$142.44

-22.92

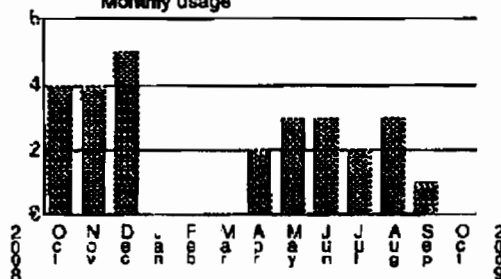
119.52

.00

\$119.52

**Water Usage Comparison**

Monthly usage

**Messages from Tennessee American Water**

The due date pertains to current charges only. Any past due balance should be paid immediately.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd and local SunTrust banks.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

002889/002869 PC/JRRY TAT01 I

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW100

2542



AMERICAN WATER

## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420

AMW003 POJXZQ 00004845

11/18/2009

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Chattanooga

Account Number.  
Premise Number

Dear Customer:

This letter is in reference to an inquiry of Friday, October 23, 2009 regarding the above account.

We have investigated your concerns and determined that your charges and account balance are correct as rendered for the service period of Monday, March 30, 2009 to Wednesday, September 16, 2009.

Should you need more information or wish to discuss the details of our investigation, please contact our Customer Service Center at 1-866-736-6420 for assistance.

Please contact us to discuss extended payment terms if the amount of this charge creates a financial hardship and you are unable to remit full payment. Associates are available to assist you 24 hours a day, 7 days a week.

Sincerely,

Customer Service

*Semin-TAW-ZW*

*09-1196*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 12/16/2009 4:12 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, December 16, 2009 at 15:41:33

---

next: /www/wwwroot/tra/response.htm

01\_whole...

02\_streetaddress

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37415

06\_County: Hamilton

07\_Home\_Telephone

08\_Work\_Telephone

09\_email:

10\_Contact\_time: any

13\_complaint\_company: Tennessee American Water

14\_contacted\_util: yes

15\_complaint\_descript: My landlord is responsible for the water bill. According to the Tennessee American Water, the complex's water was shut off for non-payment by the landlord, However, I was not informed of this by either the landlord or the utility.

I believe that they are required to notify me prior to shutoff. I have no way to know for certain if this was due to non-payment as the complex will not tell me if that is the case.

---

RECEIVED  
CONSUMER SERVICES DIVISION

DEC 17 2009

TN REGULATORY AUTHORITY

Billing JM

09-1229

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 12/28/2009 3:15 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, December 28, 2009 at 14:43:37

**RECEIVED**  
**CONSUMER SERVICES DIVISION**

**DEC 29 2009**

**TN REGULATORY AUTHORITY**

next: /www/wwwroot/tra/response.htm

01\_whole:

02\_streetaddress:

03\_City: East Ridge

04\_State: Tennessee

05\_ZIP:

06\_County: Hamilton

07\_Home\_Telephone:

08\_Work\_Telephone: same

09\_email:

10\_Contact\_time: Midday

13\_complaint\_company: Tennessee American Water

14\_contacted\_util: yes

15\_complaint\_descript: My husband and I signed a lease to move into the apartment located at on November 15, 2009. From that date until November 22, 2009 we were moving boxes into the apartment but were still residing in our previous apartment in Cleveland, tn. On November 22, we discovered that the water service was already turned on. I assumed that it was left on by the previous tenant. We spent our first full day in the apartment on November 23, 2009. I called Tennessee American water the next day to let them know that we needed to change the account over to my name. They came out to read the meter the next day, November 25, and found the reading to be 71. I received a bill on approximately December 21 for my water service. This initial bill indicated water usage of about 750 gallons for the time period between November 25 and December 7 (12 days). On December 26, 2009, I received an "adjusted" bill for 5250 gallons. The alleged time period for this bill was November 15th to December 7th. Therefore the company is stating that I used 4500 gallons of water over a period of 10 days during which time I was unaware that the water was even turned on, and no one was in the apartment. When I called the customer service number to get an explanation I was told that there would be no adjustment in my bill because I was legally responsible for water usage beginning on the date of my lease. I have no problem taking responsibility for water usage after November 15th. What I have a problem with is the fact that they do not know what the meter said on November 15th. The last reading they have is from October 30, on which the reading was 65. Therefore, they are asking (actually demanding me) to be responsible water usage from the 30th of October, which I most certainly am not responsible for. I was told several times on the phone that I probably had a leak of some sort but if this were the case, I would have continued to use water at the same rate and my bill would be for approximat



ely 10,0

00 gallons of water for those 22 days. Obviously that is absurd. I would gladly pay an adjusted bill for those extra ten days if it were calculated based on my current usage. There is NO WAY I used 4500 gallons of water in 10 days of not living here, when I only used 750 gallons in the 12 following days. I don't deny that someone used all that water but I can say with complete confidence that it was used prior to November 15th and, therefore, prior to my assumption of responsibility.

---

Samir - TAW - JM  
FILE NO. ~~09~~  
10-0007

TENNESSEE REGULATORY AUTHORITY

CONSUMER SERVICES DIVISION COMPLAINT

DATE: January 4, 2010

COMPLAINANT:

CALLED IN BY: Self

ADDRESS:

COUNTY: Hamilton

TELEPHONE NO.

CONTACT NO.

COMPANY: TN American Water Co.

COMPLAINT: Complainant awoke in the middle of the night to sounds of moving water. She determined the break to be outside at the water main. She was unable to locate an emergency telephone number to call and report the problem. The problem was later reported to 911 emergencies who contacted the company. Someone was later dispatched to take care of the problem. Ms. McGinnis spoke to one of the individuals dispatched to the site and confirmed there is no emergency contact number for a consumer to contact the company. Complainant feels that the water company should list their emergency contact telephone number for customers to report this type problem.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Zenobia Wade

REFERRED BY: Phone

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

Date: 2/23/10

COMPLAINANT:

CALLED IN BY: self

ADDRESS:

Chattanooga, TN

Chattanooga, TN

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Ms. Strong moved several months ago to a new address. She called Tennessee American Water before moving and notified them. Tennessee American Water continued to bill her at her former address. Complainant called Tennessee American Water after not receiving a bill at her new address. She also sent a copy of her new lease. Ms. Strong called again and requested to be contacted by a supervisor after two months had passed and she had not received a water bill. This morning complainant's water was disconnected for nonpayment. Ms. Strong called Tennessee American Water this morning and paid the balance in full; she was told it would tomorrow (February 24<sup>th</sup>) before service would be restored. Complainant is on house arrest and cannot leave her home except to go to work. She also has four young children. Ms. Strong requests our assistance in getting her service turned back on today (February 23<sup>rd</sup>).

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

*Yus - TAW- ZW*  
*10-0208*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 3/5/2010 11:01 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, March 05, 2010 at 10:29:16

next: /www/wwwroot/tra/response.htm

01\_whole:

02\_streetaddress:

03\_City: Chattanooga

04\_State: TN

05\_ZIP:

06\_County: Hamilton

07\_Home\_Telephone:

08\_Work\_Telephone:

09\_email: kentnliz@comcast.net

10\_Contact\_time: anytime

13\_complaint\_company: Tennessee American Water - Chattanooga, TN

14\_contacted\_util: yes

15\_complaint\_descript: Dear Interested Parties:

During the Hard Freeze in Chattanooga (12/28-1/15), we now know there was a Major Main-Line Water Line Break on Saratoga Ln-Chattanooga, TN 37421. It was at the end of the Main Line on our Street as we are in a Culdesac. Our Property and our Backyard Neighbor's Property were both affected directly. A Heavy Constant Amount of water began flowing on our property onto our Neighbor Behind Us (

r notified the City of Chatt. Public Works plus Tenn. Am. Water Company that a Heavy Amount of Water was coming off our property onto their Patio, flowing under a Storage Shed and some got into their Basement Garage. When the Water became Puddles, it had Frozen Solid in their backyard and on their Patio.

A Tenn. American Company Rep. came to my house and viewed the Heavy Water Discharge several Feet from the edge of my Driveway and at the Base of an Oak Tree. This was the Beginning of Week 1/11. He must have suspected a Main Line somewhere as in a couple days there were 2 guys drilling holes around our Culdesac. My wife asked them what they were doing and they stated "we're looking for a water leak".

I am most disturbed that this Utility didn't take any Positive Action to remedy our Situation (Stop the Leak) until Feb. 3. We now know that this Heavy Leak was flowing onto Our Property well into the 6th Week 24 Hours A Day. Their remedy during all this time was that Their Customer at .n had to find a way to Divert the Water Flow away from My Neighbor (also a Water Company Customer).

RECEIVED  
CONSUMER SERVICES DIVISION

MAR 05 2010

TN REGULATORY AUTHORITY

This Supporting Information is Quite Lengthy and I need to know who to Fax it to the Attention Of.

I set up a Sump Pump to Operate 24 Hrs A Day to Divert the Water Flow. I also Hired a Contractor to dig a French Drain to permanately Divert the Run-Off. He finished his Work 7 Days before Tenn. Am. Water "Found Their Leak" and Patched It.

My Main Question here is - Why did Their Customer have to do all the Work in Diverting This Water which was Their Problem? I only asked to be reimbursed for my Expenses and They Refused My Claim. That's Over \$2500. This was an Unnecessary Expense on my part.

I would prefer to talk to One of Your Associates in East Tenn. I would be glad to meet with them, at any time. Again, I have Other Supporting Info., Expense Invoices, Etc. for your Rep. to Review.

Thanks for your time.  
Sincerely,

---

*Servu - TAW - Jm*  
*10-0270*

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 3/24/2010 1:25 PM  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

MAR 24 2010

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, March 24, 2010 at 12:52:35

next: /www/wwwroot/tra/response.htm

01\_whole:

02\_streetaddress:

03\_City: CHATTANOOGA

04\_State: TN

05\_ZIP:

06\_County: HAMILTON

07\_Home\_Telephone:

08\_Work\_Telephone:

09\_email:

10\_Contact\_time: via email anytime

13\_complaint\_company: TENNESSEE AMERICAN WATER

14\_contacted\_util: yes

15\_complaint\_descript: I moved into my apartment at \_\_\_\_\_ St, Chattanooga, TN \_\_\_\_\_ on January 7, 2010. My landlord took care of sending a FAX to the Tennessee American Water(TAW) (which I have a date-stamped copy). This FAX included my name, phone number, address, his company name, business phone number, his name and a copy of my lease.

Because my landlord did not sign the lease TAW denied the application. The claim that they called my number, ONCE, but it was busy. I must question the truth behind this statement as my cell phone would not ring busy, the call would be transferred to my voice mail. Again, TAM claims they only called ONCE. Even if they had received a busy signal it only seems customary that they would attempt to contact me again given then nature of the issue.

Even though the service was never "officially" turned on, it was physically turned on. I have two witnesses, including my landlord, to prove that a representative from TAW came to the property to remove the lock and turn on the service.

Almost three months later, today, March 24, 2010, I woke up to find

that my water was shut off. When I called TAM to find out why, that's when I learned the information that I just presented to you.

No other attempts were made to notify me, or my landlord, that the application was denied. Clearly they knew my phone number, they had my landlord's name and work number (provided on the FAX cover letter) and they knew my home address. Even still, I was home this morning when the representative came to turn the service off. No attempt was made to knock on my door.

I have been advised that service will be turned back on but not today and have not been promised a date when it will be turned back on. I understand that they have a "policy" against same day service. However, considering their lack of previous service I would think that an exception could be made. Clearly TAW is only interested in their own interests and have concerns with providing any type of customer service!

I have HIV and I need things to be clean and free of bacteria. Not having water, and no source to provide me with water, is endangering my already compromised immune system. This is NOT acceptable!

Thank you for taking the time to hear my complaint!

Sincerely,

cc: Tennessee American Water

---

*Semi - TAW - Jm*

FILE NO. 10- 0274

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

DATE: 03/25/2010

COMPLAINANT:

CALLED IN BY:

ADDRESS:

Chattanooga, TN

COUNTY

Hamilton

TELEPHONE NO.

CONTACT NO.

COMPANY:

Tennessee American Water

COMPLAINT:

Mrs. Benton questions whether her water meter is being read, since it is completely under water and the water does not drain from the recess where it is located. She does not suspect that the line to the house has a leak, but the meter may. She has reported this a number of times, but no one responds.

CONTACTED:

Tennessee American Water

INVESTIGATOR:

RECEIVED BY:

BC

REFERRED BY:

telephone

Printing Authorization # PS-0336



*Billings TAW- MB*

FILE NO. 10-0408

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

COMPLAINANT:

CALLED IN BY:

ADDRESS:

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.

COMPANY: Tennessee American Water

COMPLAINT: Ms. Strong called to say that she hasn't received a water bill since March 2010 (filed a previous complaint in this office in February). She contacted the water company and they are still sending her bills to her former address-. They told her that she is up for disconnection due to an outstanding balance, but she feels it's unfair since she hadn't received a bill at her current address.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Monique Brazelton

REFERRED BY: self

JM

10-0489

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

Date: 5/28/10

COMPLAINANT:

CALLED IN BY: self

ADDRESS: Chattanooga, TN

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Complainant received a bill in the amount of \$531.77 which was due on April 19<sup>th</sup>. Her previous bills have usually not exceeded \$90. Ms. Rodriguez states that Tennessee American Water sent someone out to check for leaks, but none were found. Complainant is scheduled for disconnection on June 2<sup>nd</sup>. She seeks an explanation for the sharp increase in this bill.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Sewer - TAW - Jm

File No. 10-0634

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

Date: 7/1/10

COMPLAINANT:

CALLED IN BY: self

ADDRESS:

old:

Chattanooga, TN

Chattanooga, TN 37406

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Complainant moved into her present residence on Monday, June 28<sup>th</sup>. The water was turned off. On Tuesday, June 29<sup>th</sup>, Ms. Wilson attempted to get her water transferred to her new address. On Wednesday, June 30<sup>th</sup>, complainant was told the former tenant owed a bill and she must show proof it is not hers. Ms. Wilson faxed her lease and received a fax confirmation of successful transmission; she called TAW and was told they did not receive her fax. She re-faxed and was once again told her fax was not received. This happened a total of four times. Finally, complainant called and was told someone was looking at her information. At 6:45 pm she received a call back and was told that the only page they had was her cover page. Ms. Wilson faxed the information again. This time she talked with Carr, who said the lease has no apartment number and no signature page with phone numbers on it. Ms. Wilson states that her account was in good standing at her former residence. She requests to have her water turned on ASAP.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Tennessee Regulatory Authority (TRA)  
Mary W. Freeman, Chairman

10-0723

Search

For Residents  
For Visitors  
For Business  
For TRA Information  
For TRA Divisions  
For TRA Services  
For Filing a Complaint  
Energy Conservation  
Just for Kids  
Newsroom  
TRA Site Map  
Contact Us

## Related Topics

- [TRA Consumer Services](#)
- [Do Not Call Complaint](#)
- [Do Not Fax Complaint](#)

## Tennessee Regulatory Authority Utility Complaint Form

Submit below or print and return to:  
Consumer Services Division, Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
FAX: 615-741-8953

If you are registering for the Do Not Call Program please [click h](#)

Consumer Utility Complaint Questionnaire	
Your name	
Address	
City	Chattanooga
State	Tennessee
Zip	
County	Hamilton
Home Telephone	
Work/Contact Telephone	
Email Address	
Best time and day to be contacted	Any day 8AM-9PM EST
Company that complaint is against	Tennessee American Water
Have you contacted the utility regarding your complaint?	<input checked="" type="checkbox"/> Yes    No

Below, please describe your complaint briefly. Please mail or fax copies of any documents such as bills, that our office would need to file your complaint. (Note: If your complaint is a billing dispute, we will be unable to process your complaint without a copy of the bill)

Submit Complaint

Please note that all complaints submitted to the Tennessee  
Authority are subject to the Public Records Act.

Friday, July 23, 2010

RE: Consumer Utility Complaint,  
against Tennessee American Water

Consumer Services Division, Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

Dear Sir or Madam,

My 4-year old daughter and I moved into the house on \_\_\_\_\_ in late September of 2009. Our water consumption has always been modest and we have not experienced any leaks in the house or on the property.

We received a bill from Tennessee American Water in early February 2010 for \$362.13; this of course, was shocking because every monthly statement prior to this (as well as every statement following this) has totaled approximately \$60-\$65. After getting this bill, I remembered that there had been an emergency repair made to a pipe which had burst in the street in front of our house on January 19th. So, when I called Tennessee American Water to dispute the charges, I mentioned the pipe bursting. I was told that my account would be put on hold while they investigated the charges.

The next month (March), we were never advised of any findings on why we were charged \$362.13 and so our bill reflected a past due amount of this plus the current charges of approximately \$60. Naturally, I called customer service and they said they would, once again, put my account on hold while the charges were investigated. The next month (April) was the exact same situation, nothing had been done. When I spoke with customer service, they said the same thing that had been told to me in February and in March. All the while, I paid the current charges of approximately \$60.

On April 29<sup>th</sup>, I received a letter from the dispute department of Tennessee American Water saying that it has been determined that the charges are correct for the service period of 12/23/09 through 1/26/10. I called customer service again to argue this and was told that apparently I had a leak. My counter argument was that if indeed I had had a leak that I would still have a leak and therefore my water usage would not have gone back to normal every month subsequent to January 2010. I have made no repairs because there was nothing to repair. On May 19<sup>th</sup>, I received a disconnection notice at which point I called again and spoke with customer service. I went over the course of events yet again with a representative and she said she thought it was awfully strange this 'coincidence' of the pipe bursting on 1/19/10 then I receive an exceptionally high bill for that time, then subsequent monthly bills reflect water usage back down to normal amount every month. She said she would send this issue to the dispute department again. She said it could take a few weeks before receiving a letter determining the outcome. She explained that when a situation like this occurs sometimes an

'unexplained water usage' credit will be issued. I set up a payment plan with them in the meantime to prevent the water being turned off. In the bills I received after this date, there was no indication of the extra payment from the payment plan; I took that to mean that while the claim is in dispute, the payment required is just current charges.

On July 9<sup>th</sup>, I received a second disconnection notice. Once I spoke with customer service, they told me I was in default of the payment plan and was required to pay \$332.79 before July 15<sup>th</sup> to prevent disconnection of my water. I paid this on Monday, July 12<sup>th</sup> through a SunTrust bank and called Tennessee American Water the following day to report the payment and give the transaction number.

Sincerely,



Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To:

CHATTANOOGA TN

ACCOUNT NUMBER	
AMOUNT DUE	\$362.13
DUE DATE	Feb 15, 2010
Amount Paid	

Please return this portion with check  
▼ Payable to the address below ▼

Tennessee American Water  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill,  
or to change your address or telephone number. Print information on reverse side.

### Customer Account Information

For Service To:

Account Number:

Premise Number:

### Billing Period & Meter Information

Billing Date: Jan 28, 2010

Billing Period: Dec 23 to Jan 26 (34 days)

Next reading on/about: Feb 23, 2010

Rate Type: Residential

### Meter readings in current billing period:

Meter Number: a 5/8-inch meter.

Present-actual 357

Last-actual 314

100 Cubic Feet used 43

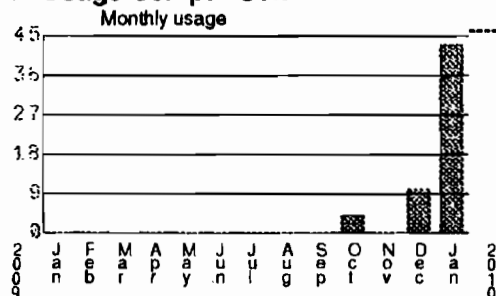
1 cu. ft. = approx 7.50 gallons

Gallons used 32250

### Billing Summary

-----Prior Balance-----	
Balance from last bill	\$122.57
Payments as of Jan 28, 2010. Thanks!	-122.57
Total prior balance, Jan 28, 2010	.00
-----Adjustments-----	
WWTA Pvt Swr Line Credit	-1.07
Total adjustments, Jan 28, 2010	-1.07
-----Current Water Charges-----	
Basic Service	12.33
Water Volume	124.29
Total water charges, Jan 28, 2010	136.62
-----Current Wastewater Charges-----	
Hmtl Cnty/Red Bank Swr	193.20
Total wastewater charges, Jan 28, 2010	193.20
-----Other Current Charges-----	
Red Bank Garbage	12.00
WWTA Private Sewer Line Fee	8.00
Late Payment Charge	.75
Total other charges, Jan 28, 2010	20.75
-----Taxes-----	
Tennessee State and Local Tax	12.63
Total taxes, Jan 28, 2010	12.63
-----Total Current Charges-----	361.38
-----TOTAL AMOUNT DUE-----	\$362.13

### Water Usage Comparison



### Messages from Tennessee American Water

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK ! SAVE TIME ! SAVE POSTAGE ! Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd and local SunTrust banks.

\* Save time by paying this bill online. At [amwater.com/myh20](http://amwater.com/myh20), you can manage your account, pay your bill and more. Visit [amwater.com/myh20](http://amwater.com/myh20) to learn more.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)



**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880

For Service To:

ACCOUNT NUMBER	
AMOUNT DUE	<b>\$385.60</b>
DUE DATE	<b>Jul 19, 2010</b>
Amount Paid	
Please return this portion with check ▼ Payable to the address below ▼	

CHATTANOOGA TN

**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880



☐ Please check here to add Project Water Help contribution to your monthly bill, or to change your address or telephone number. Print information on reverse side.

### Customer Account Information

For Service To:

Account Number:

Premise Number:

### Billing Period & Meter Information

Billing Date: Jun 29, 2010

Billing Period: May 26 to Jun 24 (29 days)

Next reading on/about: Jul 26, 2010

Rate Type: Residential

### Meter readings in current billing period:

Meter Number is a 5/8-inch meter.

Present-actual 383

Last-actual 379

100 Cubic Feet used 4

1 cu.ft. = approx 7.50 gallons

Gallons used 3000

### Billing Summary

#### —Prior Balance—

Balance from last bill

Payments as of Jun 29, 2010. Thanks!

Total prior balance, Jun 29, 2010

#### —Current Water Charges—

Basic Service

Water Volume

Total water charges, Jun 29, 2010

#### —Current Wastewater Charges—

Hmtl Cnty/Red Bank Swr

Total wastewater charges, Jun 29, 2010

#### —Other Current Charges—

Red Bank Garbage

WWTA Private Sewer Line Fee

Total other charges, Jun 29, 2010

#### —Taxes—

Tennessee State and Local Tax

Total taxes, Jun 29, 2010

#### —Total Current Charges—

#### —TOTAL AMOUNT DUE—

\$401.47

-68.68

332.79

10.88

.81

11.69

20.04

20.04

12.00

8.00

20.00

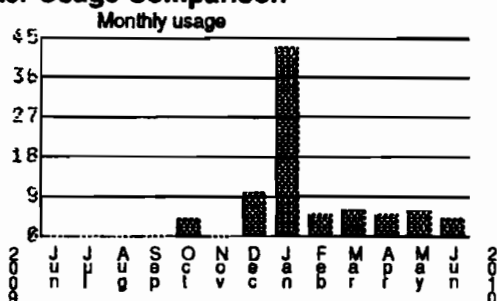
1.08

1.08

52.81

**\$385.60**

### Water Usage Comparison



### Messages from Tennessee American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd and local SunTrust banks.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)





## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420

AMW003 POKZBP 00003637

04/23/2010

Chattanooga TN

Account Number:  
Premise Number:

Dear Customer:

This letter is in reference to an inquiry of Wednesday, April 7, 2010 regarding the above account.

We have investigated your concerns and determined that your charges and account balance are correct as rendered for the service period of Wednesday, December 23, 2009 to Tuesday, January 26, 2010.

Should you need more information or wish to discuss the details of our investigation, please contact our Customer Service Center at 1-866-736-6420 for assistance.

Please contact us to discuss extended payment terms if the amount of this charge creates a financial hardship and you are unable to remit full payment. Associates are available to assist you 24 hours a day, 7 days a week.

Sincerely,

Customer Service

## Tennessee American Water

P.O. Box 578, Alton IL 62002  
1-866-736-6420



06/11/2010

Chattanooga TN

Account Number:

Premise Number:

Chattanooga TN

Dear Customer:

It is important to us, as we know it is to you, that your concerns with a higher than expected water billing be reviewed as quickly as possible. When you recently asked about a credit adjustment to your account because of unexplained usage, we investigated your situation immediately.

We are sorry to say that we cannot issue a credit adjustment in this case. Credits are issued only when the amount of water lost because of a hidden leak. Our investigation determined that this was not the case. It has been determined that the leak in question was due to a main break which would not have affected your meter readings.

If you have any questions about your account, please call us at 1-866-736-6420 and speak with a customer service representative. Call when it is convenient for you, we are available 24 hours a day to assist you.

You may be able to save time by managing your account with My H2O Online, the customer self-service section of our Web site. You can check your account balance, pay your bill, or schedule some service appointments from the comfort of your home. You also can sign up for our free and convenient EFT program that automatically pays your bill directly from your bank account. Please visit [www.amwater.com/myh2o](http://www.amwater.com/myh2o).

Sincerely,

Billing Department

**FINAL NOTICE PRIOR TO DISCONNECTION**

NOTICE DATE: 07/06/2010

Your bill for \$332.79 is overdue. Because your bill is overdue we will shut off water on or after Thursday, July 15, 2010.

\*\*\* TO STOP THE SHUT OFF, YOU MUST DO ONE OF THE FOLLOWING AT ONCE. \*\*\*

Pay the total amount overdue or contact our office at 1-866-358-3429 if your payment has been made or if you have any questions concerning your service bill.

For authorized payment agent locations, call Customer Service at:  
1-866-358-3429

If your water service is shut-off, a disconnect/reconnect charge of \$15.00 in addition to the amount due above, is required before your service will be restored.

If you have any questions or need more information, please call us. Our customer service representatives are on duty 24 hours a day, 7 days a week to assist you.

Sincerely Yours,  
Tennessee American Water

7/13 Spoke w/ Donna @ 11:35 AM  
to give her transaction #  
for payment made @ SunTrust  
bank for \$332.79 on 7/12.

Office hours: 24 hours a day, 7 days a week  
Customer Service: 1-866-358-3429  
Visit us on the INTERNET at: <http://www.tawc.com>

From: Nobody <nobody@ag03uw21.state.tn.us>  
To: <consumercomplaint.tra@tn.gov>  
Date: 10/25/2010 2:07 PM  
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, October 25, 2010 at 13:32:09

*Handwritten:* Betting - TAW - MB  
10-1085  
RECEIVED  
CONSUMER SERVICES DIVISION

OCT 25 2010

TN REGULATORY AUTHORITY

next: /www/wwwroot/tra/response.htm

01\_whole: 1

02\_streetaddress

03\_City: Lookout Mtn

04\_State: TN

05\_ZIP:

06\_County: Hamilton

07\_Home\_Telephone:

08\_Work\_Telephone: 4

09\_email:

10\_Contact\_time: 9-5 M thru F

13\_complaint\_company: Tenn Amer Water

14\_contacted\_util: yes

15\_complaint\_descript: I contacted TAW about a our most recent bill. We noticed a substantial increase from the month before. We disputed amount to TAW. TAW sent up inspector who left a note saying we had a leak and he also left a leak detection kit on door. We used tablets, no leak. We had house inspected as suggested in TAW inspection kit by licensed Tenn plumber, no leak. Contacted TAW again to dispute amount. Were told bill was correct and we could make arrangements for payment of balance. Asked to speak with supervisor, no one has called.

Reviewed bills for this year and last year and there has been an slow and steady increase which I had failed to notice. There are only 2 people in house since 2005, we have no pool and we do not have an irrigation system. We do not use the water volume amounts that we have been charged for. We think problem began in 2007 when water company replaced meter/main that was in our yard.

We have also checked with neighbors and our bill is substantially higher than similar situated neighbors, ie - 2 adults, no irrigation system, no pool, etc. We feel we are being overcharged and have gotten no relief from Tenn Amer. Water Co who incidentally is requesting a rate increase in Hamilton County.

We would appreciate your help.

Thank you

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 04 2010  
TN REGULATORY AUTHORITY

---

# Account Information

For Service To:

Account Number:

Premise Number:

## Billing Period & Meter Information

Billing Date: Oct 25, 2010

Billing Period: Sep 20 to Oct 20 (30 days)

Next reading on/about: Nov 18, 2010

Rate Type: Residential

## Meter readings in current billing period:

Meter Number 1/8-inch meter.

Present-actual 434

Last-actual 422

100 Cubic Feet used 12

1 cu.ft. = approx 7.50 gallons

Gallons used 9000

## Billing Summary

Prior Balance

Balance from last bill

Payments as of Oct 25, 2010. Thanks!

Total prior balance, Oct 25, 2010

Current Water Charges

Basic Service

Water Volume

Total water charges, Oct 25, 2010

Current Wastewater Charges

Hamilton Swr

Total wastewater charges, Oct 25, 2010

Other Current Charges

WWTa Private Sewer Line Fee

Total other charges, Oct 25, 2010

Taxes

Tennessee State and Local Tax

Total taxes, Oct 25, 2010

Total Current Charges

TOTAL AMOUNT DUE

\$252.67

-52.67

200.00

12.21

36.06

48.27

41.67

41.67

8.00

8.00

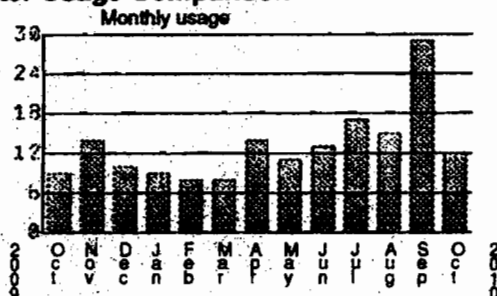
4.47

4.47

102.41

\$302.41

## Water Usage Comparison



## Messages from Tennessee American Water

The due date pertains to current charges only. Any past due balance should be paid immediately.

SAVE A CHECK I SAVE TIME I SAVE POSTAGE I Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW100

002172/002172 PCMOSEN TAV01 1

**Customer Account Information**

For Service To:

Account Number:

Premise Number:

**Billing Period & Meter Information**

Billing Date: Sep 24, 2010

Billing Period: Aug 19 to Sep 20 (32 days)

Next reading on/about: Oct 20, 2010

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number IT is a 5/8-inch meter.

Present-actual 422

Last-actual 393

100 Cubic Feet used 29

1 cu.ft. = approx 7.50 gallons

Gallons used 21750

**Billing Summary****Prior Balance**

Balance from last bill

\$140.86

Payments as of Sep 24, 2010. Thanks!

-140.86

Total prior balance, Sep 24, 2010

.00

**Current Water Charges**

Basic Service

12.21

Water Volume

106.29

Total water charges, Sep 24, 2010

118.50

**Current Wastewater Charges**

Hamilton Swr

100.70

Total wastewater charges, Sep 24, 2010

100.70

**Other Current Charges**

Customer Protection Sewer Line

9.00

Customer Protection Water Line

5.50

WWTA Private Sewer Line Fee

8.00

Total other charges, Sep 24, 2010

22.50

**Taxes**

Tennessee State and Local Tax

10.97

Total taxes, Sep 24, 2010

10.97

**Total Current Charges**

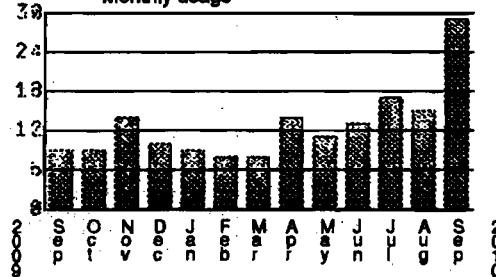
252.67

**TOTAL AMOUNT DUE**

\$252.67

**Water Usage Comparison**

Monthly usage

**Messages from Tennessee American Water**

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK! SAVE TIME! SAVE POSTAGE! Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd; 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd; Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* Copies of your annual water quality report (Consumer Confidence Report) can be obtained by visiting our website or contacting our Customer Service Center (phone number and website address print at the bottom of this bill).

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service &amp; Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW100

B1M4

371

**Customer Account Information**

For Service To:

Account Number: :

Premise Number: :

**Billing Period & Meter Information**

Billing Date: Aug 24, 2010

Billing Period: Jul 21 to Aug 19 (29 days)

Next reading on/about: Sep 21, 2010

Rate Type: Residential

Meter readings in current billing period:

Meter Number is a 5/8-inch meter.

Present-actual 393

Last-actual 378

100 Cubic Feet used 15

1 cu.ft. = approx 7.50 gallons

Gallons used 11250

**Billing Summary****Prior Balance**

Balance from last bill

\$156.82

Payments as of Aug 24, 2010. Thanks!

-156.82

Total prior balance, Aug 24, 2010

.00

**Current Water Charges**

Basic Service

12.21

Water Volume

48.45

Total water charges, Aug 24, 2010

60.66

**Current Wastewater Charges**

Hamilton Swr

52.09

Total wastewater charges, Aug 24, 2010

52.09

**Other Current Charges**

Customer Protection Sewer Line

9.00

Customer Protection Water Line

5.50

WWTa Private Sewer Line Fee

8.00

Total other charges, Aug 24, 2010

22.50

**Taxes**

Tennessee State and Local Tax

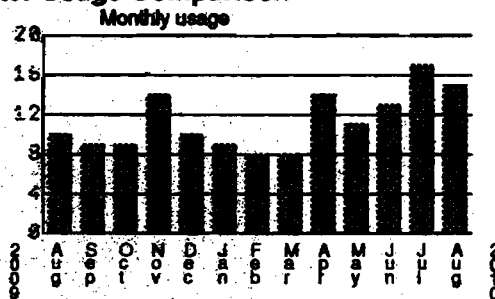
5.61

Total taxes, Aug 24, 2010

5.61

**Total Current Charges**

140.86

**TOTAL AMOUNT DUE****\$140.86****Water Usage Comparison****Messages from Tennessee American Water**

For your convenience, we have payment locations at: \* SunTrust Bank 26 branches.

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd;

Charlie's Jewelry, 401 Chickamauga Ave; Komer Market, 2328 Rossville Blvd and local SunTrust banks.

\* Copies of your annual water quality report (Consumer Confidence Report) can be obtained by visiting our website or contacting our Customer Service Center (phone number and website address print at the bottom of this bill).

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

002176/002175 PCLQAS TAY01 1

Customer Service &amp; Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW100

B1M4

390



# **MEMO**

**To: Mary S. Kraycirik/Consumer Services Division**

**From: .**

**Date: November 1, 2010**

**Subject: Tennessee American Water/ Bill Dispute**

---

**Please find enclosed a copy of our most recent bill of October 25, 2010, the bill in dispute of September 24, 2010, and the bill from the month before dated August 24, 2010 for your comparison.**

**I have also pulled all our water bills going back to 2007. Two (2) years have some bills missing since we spent from July 26, 2007 thru June 2008 in Baltimore, MD as we recovered from my kidney transplant. I believe those missing bills were paid by our eldest daughter while we were at Johns Hopkins Hospital.**

**Our bills have steadily increased even though there are only two (2) members of our household as both our daughters are married and have their own homes. We also have no watering system for our yard nor do we have a swimming pool. Our water bills have gone from a monthly average of \$57.78 in 2007 to \$143.93 for 2010.**

**Additionally, we had a licensed plumber, as we were advised to by the Water Company, check all our water lines in our home for leaks on October 6, 2010. He found no leaks even though the water company's inspector who we never saw or spoke to said we had a leak the day before on October 5, 2010. We have known this plumber for at least thirty (30) years. We also know that the Water Company did some repair work on the water main in our side yard in 2009.**

**Contact telephone numbers: Home /  
Cell**

**We certainly appreciate the Authority's help. I believe we can also furnish our bills going back even further than 2007. It would just require me going through several boxes of records at the office.**

*Belling  
MB*

File No. 10- 1096

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

Date: 11/8/10

COMPLAINANT:

CALLED IN BY: self

ADDRESS: East Ridge, TN :

COUNTY: Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Complainant's roommate moved out last week. The service was in the roommate's name, : left an unpaid bill of approximately \$578 and service was disconnected today, November 8th. , states she does not know the whereabouts of at the present time and refuses to pay a bill that is in the name of another person. She has been denied service until the bill is paid or until arrangements are made to pay it off. would like to set up a new account in her name.

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Jm

## DEC 30 2010

**RETURN TO**  
**Tennessee Regulatory Authority**  
**Consumer Services Division**  
**460 James Robertson Parkway**  
**Nashville, TN 37243-0505**  
**Facsimile (615) 741-8953**

Printing Authorization # PS-0367

AMOUNT DUE	\$22.40
DUE DATE	Jan 10, 2011
Amount Paid	

**Tennessee American Water**  
PO Box 371880  
Pittsburgh PA 15250-7880



### Customer Account Information

**Premiere Number:** 2

**Rate Type: Residential**

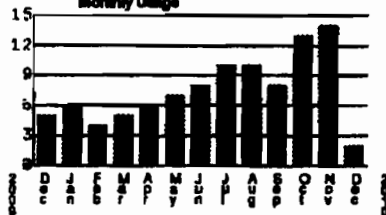
Last-actual!	0
--------------	---

Gallons used 1500

**~~-----~~TOTAL AMOUNT DUE**

**\$22.40**

**Monthly usage**



**SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through**





Bahmy-TAW-MB

11-0095  
RECEIVED

CONSUMER SERVICES DIVISION

JAN 21 2011

TN REGULATORY AUTHORITY

**Consumer Complaint Questionnaire**

**RETURN TO**

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.tn.gov/tra](http://www.tn.gov/tra). Under "Links" click on **Consumer Services**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City Chattanooga County Hamilton State TN ZIP \_\_\_\_\_

Home Phone (423) 266-7629 Work/Contact Phone ( ) \_\_\_\_\_

E-mail Address \_\_\_\_\_

Is this complaint for your home or business phone number? Home Write Phone # Here \_\_\_\_\_

What company is your complaint against? Tennessee American Water

Have you contacted the utility regarding your complaint? Yes, More than once

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

I am being overcharged for water. Dec. 2009  
3 people lived at this address and you can  
see by the bill. This Dec 2010 only 1 person  
was using water here. You can see the water usage  
dropped so much. I notified them by Oct 15  
that only 1 person lived at this address +  
Please read the meter because the water  
usage will be going down. I feel they  
are overcharging + must not be reading the  
meter. Thank You Phyllis L. Jones

Printing Authorization # PS-0367



**Customer Account Information**

For Service To:

Account Number

Premise Number:

**Billing Period & Meter Information**

Billing Date: Dec 30, 2010

Billing Period: Nov 24 to Dec 27 (33 days)

Next reading on/about: Jan 25, 2011

Rate Type: Residential

**Meter readings in current billing period:**

Meter Number: a 5/8-inch meter.

Present-actual: 357

Last-actual: 351

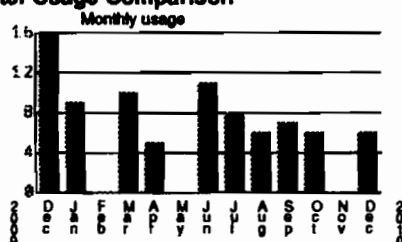
100 Cubic Feet used: 6

1 cu.ft. = approx 7.50 gallons

Gallons used: 4500

**Billing Summary**

Prior Balance	\$27.43
Balance from last bill	-27.43
Payments as of Dec 30, 2010, Thanks!	.00
Total prior balance, Dec 30, 2010	
Current Water Charges	
Basic Service	10.88
Water Volume	7.22
Total water charges, Dec 30, 2010	18.10
Current Wastewater Charges	
Chatt. Sewer	21.99
Total wastewater charges, Dec 30, 2010	21.99
Taxes	
Tennessee State and Local Tax	1.68
Total taxes, Dec 30, 2010	1.68
Total Current Charges	41.77
TOTAL AMOUNT DUE	\$41.77

**Water Usage Comparison****Messages from Tennessee American Water**

SAVE A CHECK / SAVE TIME / SAVE POSTAGE / Sign up today to pay your bills through automatic bank draft. Call 1-866-736-6420.

Give to Project Water Help - Add exactly \$1.00.

\* For your convenience, we have payment locations at: three EPB locations, 10 W MLK Blvd; 5736 Brainerd Rd, 2124 N Point Blvd; Belvoir Pharmacy, 4501 Brainerd Rd, Kingwood Pharmacy, 3824 Ringgold Rd; Charlie's Jewelry, 401 Chickamauga Ave; Korner Market, 2328 Rossville Blvd.

\* The Chattanooga City Council recently voted to increase sewer charges by 2.75 percent as of Oct 1. If you have questions concerning the increase, please contact the City of Chattanooga at 423-757-5026.

If payment is not received by the due date, a penalty of 5.0% will be assessed on your current bill amount.

\* Customers may use their credit card, debit card or pay by electronic check only by calling toll free: 1-866-271-5522. Customers may also pay on-line at [www.water.paymybill.com](http://www.water.paymybill.com). A service fee will apply.

Customer Service & Emergencies: 1-866-736-6420 (24 Hours)

Visit us on the Internet at: [www.tawc.com](http://www.tawc.com)

RAW 100AM468

001752/001752 POMCDH TAV01 12

A184

1300

*Billing - TAW - JM*

File No. 11- 0165

**TENNESSEE REGULATORY AUTHORITY  
CONSUMER SERVICES DIVISION COMPLAINT**

Date: 2/11/11

COMPLAINANT:

CALLED IN BY: self

ADDRESS:

East Ridge, TN

COUNTY:

Hamilton

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Tennessee American Water

COMPLAINT: Complainant received a bill for \$211.99 in September. This bill was past due but she managed to pay it by selling personal items. ; did not receive a bill for the next two months; her water was turned off in December. Complainant received a bill in the mail the same day of the cut off. This bill was for \$155.36, which she could not pay. She called Mr. Ngusha at Tennessee American Water, who set up a payment arrangement. On January 2<sup>nd</sup> id \$55.36. The next bill was to be paid in full, with an additional \$16.67. In the month of January her water bill was \$128.37. Complainant had to borrow money to pay this amount. disputes the amount of the \$128.37 bill. She requests a credit of \$64 for the January bill, which she has already paid.

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY: