

10-00189

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RECEIVED

2010 OCT -5 AM 10:27

JOSEPH C. WAGNER
DAVID E. NELSON, JR.
W. BRADLEY WEEKS
RICHARD C. WAGNER
MICHAEL A. WAGNER

W. R. WEEKS (1916-1966)

JAMES A. SHERRILL, (1902-1975)
W. R. WEEKS (1916-1966)

September 22, 2010

RECEIVED
CONSUMER SERVICES DIVISION

SEP 28 2010

TN REGULATORY AUTHORITY

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

Re: Proposed Rate Increase and Recent Incident

Dear Sirs:

In the September 18, 2010 edition of the Chattanooga Times, we noticed that Tennessee American Water Company is requesting from your agency, permission to raise water rates. In particular, our community, the Town of Lookout Mountain, would have an average rise in water bills of \$4.70 per month.

I thought I would bring to your attention a recent incident that leaves me, as a consumer, a bit cold towards TAWC and their advertised attempts at "conservation". I can appreciate why water is expensive on Lookout Mountain since it has to be pumped to the top of the mountain and stored before it is transmitted to the various consumers. What I can't understand is the clear disregard for conservation of the water resource.

On August 21, 2010, a Saturday morning, we awoke and noticed a water leak in the middle of the public street in front of our house. At 8:30 a.m. we notified the water company that we had a water leak and that it was substantial. We again called at 1:00 p.m. since nothing had been done. Shortly after that, a representative arrived and put up a "sawhorse warning of a dangerous situation". By then, water was flowing freely from not only the surface of the road, but from each side of the road. Many hundreds of gallons of water were escaping per hour. At 8:03 a.m. the next morning, Sunday morning, we had experienced a significant reduction in water pressure and a significant increase in the water that was pouring forth from the leak. We contacted Tennessee American once again and were assured that they were sending someone "right away". No one arrived. The next morning at approximately 8:30 a.m. a truck arrived and began to open the hole. Although the pavement had buckled and much of the gravel and base of the road had washed out by this time, not to mention the thousands of gallons of water that had escaped, TAWC as indicated by their

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driver, made the decision that it was more profitable not to send their contractor on weekend time.

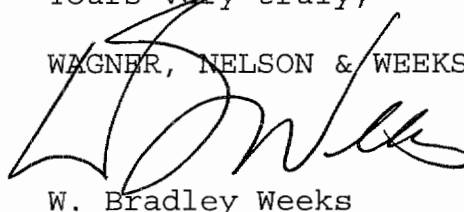
Clearly, TAWC made the decision to sacrifice the water for their own profitability. It is the water that we are paying for and when a leak occurs, it needs to be addressed immediately.

Our daughter, a civil engineer, has worked on brown water recycling in southern California and we know what a precious commodity water is although we are blessed with an abundance of it in our area. It was incredibly frustrating to view the inattention that the water company gave to this situation and then to read just a few weeks later that they are seeking a dramatic rate increase makes it even more disconcerting.

In conclusion, the leak was fixed, about five days later, shortly before the next weekend began! I hope that the regulatory authority takes performance and delivery of services into account when they set the rates.

Yours very truly,

WAGNER, NELSON & WEEKS

A handwritten signature in black ink, appearing to read 'W. Bradley Weeks', is written over the typed name.

W. Bradley Weeks

WBW/lb

cc: Tennessee American Water Co.
1101 Broad Street
Chattanooga, TN 37402

Greg Brown, Mayor
Town of Lookout Mountain
700 Scenic Highway
Lookout Mountain, TN 37350

TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION COMPLAINT

COMPLAINANT: Phyllis Jones
CALLED IN BY: Complainant
ADDRESS: 2727 Haywood Avenue
Chattanooga, TN 37415-5940
COUNTY: Hamilton
TELEPHONE NO: 423-266-7629
CONTACT NO.: 423-266-7629
COMPANY: Tennessee American Water Rate Case (Docket No. 10-0189)
COMPLAINT: rate increase is too much and unfair – quality of water is poor
CONTACTED:
INVESTIGATOR:
RECEIVED BY: kjm
REFERRED BY: