

From: [Jimmie Hughes](#)
To: [Ectory R. Lawless](#)
Subject: FW: Docket No. 19-00028
Date: Monday, May 20, 2019 10:37:56 AM

5/20/2019 10:37 AM

Please add the attached utility consumer complaint to docket number 1900028

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From: Betsy Masters [mailto:betsymasters868@gmail.com]
Sent: Sunday, May 19, 2019 3:40 PM
To: Contact TPUC
Subject: Docket No. 19-00028

5/19/2019

To whom it may concern,

As a homeowner at Chalet Village North in Gatlinburg, I am greatly distressed by the recent news of the looming water price increase. The purpose of this letter is to voice my dire concern over what my family feels will be a grave injustice to not only our immediate family but also to our heirs in which we intend to pass on this home and property to.

The wildfires of 2016 wreaked havoc on many aspects of lives in Chalet Village. I venture to say that not many things will ever be the way they were prior to the fires. As families all over the mountain started at ground zero, most of them reached out to their local insurance agent for help. Many of whom had paid for years on policies only to realize they were under-insured. There was not enough money to cover the cost of the structures and content that once was their life. This fails to mention the loss of family heirlooms and other sentimentally valued items that no amount of money could replace.

Much like the people all over Gatlinburg the days following the fires, we would hope that Tennessee Water Services would first reach out to their catastrophic insurance policy to supersede the cost that this fire produced. Policies such as this do exist and would be used to pay for the damages sustained from the fire mentioned in the letter that was sent to customers. By utilizing this policy, the TWS would relieve the burden from those property owners who are already feeling the bitter sting of this natural disaster, yet continuing moving forward in small strides.

Chalet Village is continuing to grow. Unfortunately, I cannot provide specific numbers, but I can drive down the road and see new homes going up every day. The homes that are being built are larger than those that were previously there and will potentially lead to higher water consumption due to rentals and large family groups. With consistent growth in the subdivision, I would question the need for a substantial, indefinite increase in the water bill base pay. It makes very little sense to suggest that the base bill will increase so dramatically when growth is imminent in the community. To suggest that the homeowners pay for the company's loss would indicate that TWS is in fact a cooperative program and not a corporation as stated in the petition.

Please consider the following points:

1. Since your letter stated that the company was \$600,000 in debt from the fire, I would suggest that each tap be charged a base price such as \$1000 over the course of three years. This would accumulate the money that you need and not punish the people indefinitely.

2. Instead of an increase in cost phased over time, that will last indefinitely, charge the normal base fee and usage. Additionally, add a fee for Capital Improvements and show on the monthly bill how the collection process is progressing. As all the money is collected, STOP collecting the extra fee and resume the base fee and usage fee only.
3. Previous customers who have had their water tap suspended should be sent a notice that they should begin paying the base fee only and stay current. If they choose not to pay this and wait to turn the tap on when they decide to build, the tap fee will be assessed at \$1500 or standard tap fee.

It is my strong opinion for reasons stated above, that the proposed water base fee hike is unfair and might even be considered a form of extortion. My family is in the process of building a home in Chalet Village where we plan to build memories with our family and friends. Please help us keep our mountain home dream alive by being sensible about the actions of this bill. It isn't just about us. It's about our future generations who plan to live and invest in Tennessee. Thank you for taking the time to read this letter!

Phillip and Betsy Masters