

19-00028

From: [Ectory R. Lawless](#)
To: [TPUC DocketRoom](#)
Subject: FW: [EXTERNAL] TN Water- Chalet Village North Gatlinburg
Date: Tuesday, June 08, 2021 10:43:48 AM

From: TPUC DocketRoom <TPUC.DocketRoom@tn.gov>
Sent: Tuesday, June 08, 2021 10:12 AM
To: Sharla Dillon; Ectory R. Lawless <Ectory.R.Lawless@tn.gov>; Dori Simpson <Dori.Simpson@tn.gov>
Subject: FW: [EXTERNAL] TN Water- Chalet Village North Gatlinburg

CONFIDENTIALITY NOTICE: The information in this email and in any attachments is confidential and may be privileged. If you are not the intended recipient, please destroy this message, delete any copies on your system and notify the sender immediately. You should not retain, copy or use this email for any purpose, nor disclose all or any part of its content to any other person.

From: Betsy Masters <betsymasters868@gmail.com>
Sent: Tuesday, June 8, 2021 9:53 AM
To: ConsumerComplaint TRA <ConsumerComplaint.TRA@tn.gov>; Phillip <pbmasters@bellsouth.net>
Subject: [EXTERNAL] TN Water- Chalet Village North Gatlinburg

I have spoken to the TN water service for the area that my home (716 Bear Walk Way) is located. I understand that the fires devastated the infrastructure and that a potential rate hike was determined by the commission as necessary. I would like to know when the rate increase will be removed from our current billing cycle. One primary reasoning behind the increase was that the area would not sustain appropriate growth as would be necessary to recoup the cost. I mentioned in my letter to the commission on 5/19/2019 that growth was occurring at a rampant rate in this specific area under the higher price demands. This trend of development continues today at an overwhelming rate. (Many previously vacant lots are now sitting with homes, and a large percentage of homes have been rebuilt.) I would beg for the commission to review the current statistics, as well as the amount of money that the company has been able to accumulate due to this massive influx of growth. I know that in reviewing the case in the past, a specific budget was given for this specific need. Has this budget requirement been met as of today?

It is my understanding that there was a potential for an increase over 3 years changing the base rate from \$25.00 to a possible \$95.00. We are currently paying \$50 and have been doing so since the increase went into effect in January 2020. As a household consumer, I know that prices typically do not drop once they increase such as this utility did. Will there be any reprieve in this price? From speaking to the company, it is my understanding that TPUC is the ultimate decision maker in this situation. Is this price increase being reviewed yearly and decisions made based on the information presented or is this increase expected to continue to climb and stay at this inflated price level?

I do not rent out my home on Bear Walk Way (716). Therefore, the price of this utility does impact my home budget drastically. My water bill has been higher than my power bill. Sadly enough, neighbors a mile or more away are paying around \$25 for their base water price.

Thank you for your time in reading this, as well as responding to the questions that I have presented. I look forward to hearing from you soon.

Mary Masters

716 Bear Walk Way

Gatlinburg, TN 37738

864-483-1561