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T.P.U.C. DOCKET ROOM

19-00028

Date Form Submitted: 04/08/2019

First Name: Dean & Christy

Last Name: Cato

Address: 819 Cliff Branch Rd.

City: Gatlinburg

State: TN

Zip Code: 37738

Contact Phone Number: (865) 244-0343

Email Address: christyl202@yahoo.com

Company That Complaint Is Against: Tennessee Water Service

Type of Service (Internet, Cable, Phone, etc): Water provider

Have you contacted the utility regarding your complaint?: Yes

Description of Complaint: Received a other notice that TWS wants a rate increase to recover costs of damages due to the 2016 wildfire. Our home burned down. We had insurance to cover the loss. Did TWS not have insurance to cover their loss? Im sure they did!!! They already raised rates once in 2018! And this rate is ridiculous!!! I have heard several of my neighbors contemplating drilling/installing private water wells. If this is approved my family will do the same. This is unethical and disrespectful to customers.

Attach Supporting Document (jpg, gif, png, bmp, pdf):