

July 30, 2024

Electronically Filed In TPUC Docket Room on July 30, 2024 at 4:34 p.m.

VIA ELECTRONIC FILING

Hon. David Jones, Chairman c/o Ectory Lawless, Docket Room Manager Tennessee Public Utility Commission 502 Deaderick Street, 4th Floor Nashville, TN 37243 TPUC.DocketRoom@tn.gov

RE: Petition of Tennessee-American Water Company to Modify Tariff, Change and Increase Charges, Fees, and Rates, and for Approval of a General Rate Increase, TPUC Docket No. 24-00032

Dear Chairman Jones:

Attached for filing please find *Tennessee-American Water Company's Responses to First Set of Discovery Requests of Utility Workers Union of America, AFL-CIO, and UWUA Local 121* in the above-captioned matter.

As required, the original plus four (4) hard copies will follow. Should you have any questions concerning this filing, or require additional information, please do not hesitate to contact me.

Very truly yours,

BUTLER SNOW LLP

Melvin J. Malone

clw

Attachments

cc: Bob Lane, TAWC
Shilina Brown, Consumer Advocate Division
Victoria Glover, Consumer Advocate Division
Phillip Noblett, City of Chattanooga
Frederick Hitchcock, City of Chattanooga
Scott Tift, UWUA

The Pinnacle at Symphony Place

150 3rd Avenue South, Suite 1600

Nashville, TN 37201

MELVIN J. MALONE 615.651.6705 melvin.malone@butlersnow.com

T 615.651.6700 F 615.651.6701 www.butlersnow.com

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION NASHVILLE, TENNESSEE

PETITION OF TENNESSEE- AMERICAN WATER COMPANY TO MODIFY TARIFF, CHANGE AND INCREASE CHARGES, FEES, AND RATES, AND FOR APPROVAL OF A GENERAL RATE INCREASE))))	DOCKET NO. 24-00032
GENERAL RATE INCREASE)	

TENNESSEE-AMERICAN WATER COMPANY'S RESPONSE TO FIRST SET OF DISCOVERY REQUESTS OF UTILITY WORKERS UNION OF AMERICA, AFL-CIO, AND UWUA LOCAL 121

Tennessee-American Water Company ("TAWC"), by and through counsel, hereby submits its Response to First Set of Discovery Requests propounded by Utility Workers Union of America, AFL-CIO, and UWUA Local 121 ("UWUA").

GENERAL OBJECTIONS

- 1. TAWC objects to all requests that seek information protected by the attorney-client privilege, the work-product doctrine and/or any other applicable privilege or restriction on disclosure.
- 2. TAWC objects to the definitions and instructions accompanying the requests to the extent the definitions and instructions contradict, are inconsistent with, or impose any obligations beyond those required by applicable provisions of the Tennessee Rules of Civil Procedure or the rules, regulations, or orders of the Tennessee Public Utility Commission ("TPUC" or "Authority").
- 3. The specific responses set forth below are based on information now available to TAWC, and TAWC reserves the right at any time to revise, correct, add to or clarify the objections or responses and supplement the information produced.

- 4. TAWC objects to each request to the extent that it is unreasonably cumulative or duplicative, speculative, unduly burdensome, irrelevant or seeks information obtainable from some other source that is more convenient, less burdensome or less expensive.
- 5. TAWC objects to each request to the extent it seeks information outside TAWC's custody or control.
- 6. TAWC's decision, now or in the future, to provide information or documents notwithstanding the objectionable nature of any of the definitions or instructions, or the requests themselves, should not be construed as: (a) a stipulation that the material is relevant or admissible, (b) a waiver of TAWC's General Objections or the objections asserted in response to specific discovery requests, or (c) an agreement that requests for similar information will be treated in a similar manner.
- 7. TAWC objects to those requests that seek the identification of "any" or "all" documents or witnesses (or similar language) related to a particular subject matter on the grounds that they are overbroad and unduly burdensome and exceed the scope of permissible discovery.
- 8. TAWC objects to those requests that constitute a "fishing expedition," seeking information that is not relevant or reasonably calculated to lead to the discovery of admissible evidence and is not limited to this matter.
- 9. TAWC does not waive any previously submitted objections to UWUA's discovery requests.

Responsible Witness: Grady Stout

Question:

- 1. For each calendar year since and including 2012, please provide a statement showing:
 - (a) the total numbers of operable and inoperable valves in the TAWC system (categorized by valve size and operability);
 - (b) the number of valves intended or planned by TAWC to be operated, inspected, maintained, and/or repaired during each year; and
 - (c) the number of valves in fact operated, inspected, maintained, and/or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. The Company further objects to subsection (a) of this request on the grounds that the terms "operable" and "inoperable" are vague and overly broad. Subject to and without waiving these objections, the Company responds as follows, beginning with the year 2020:

As part of the response for subsections (a) and (b), see Response Number 1 TAW Attachment to UWUA DR 1_001 for the number of valves by size for TAWC distribution valves and Key Performance Indicators or KPIs.

(A) Generally, and attempting in good faith to use the term set forth in subsection (a) of this request, the Company considers an "inoperable" valve as one that is broken. On the other hand, and again attempting in good faith to employ the term set forth in the request, the Company considers an "operable" valve as one that the Company can operate – open and close – and commence or shut down the water flow to said valve. Notwithstanding the above, some scenarios may not clearly fall within the foregoing parameters or the words "operable" or "inoperable." For

instance, a valve that has been paved over can be accessed and operated if necessary and thus would be considered operable. Further, a valve that is missing a part may also be considered operable, as the missing part can be easily repaired. Also, and again by way of example, there are circumstances in which a leaking valve might be considered "operable," and other situations in which a leaking valve could be considered "inoperable," largely depending on the type and size of the leak. The generation of the work orders described in this response comes from the Company becoming aware of a potential problem with a valve.

In 2024, the Company has 48 open work orders (work orders that have been identified with a potential issue but not yet worked to completion) for "inoperable" or broken valves. The Company also has open work orders for 76 valve leaks, 33 valve repairs, and 489 valve investigations. For 2024 completed work orders (work orders where the Company has taken an open work order and marked it complete) there is 1 broken valve, 1 repair, 1 leaking and 2 no issues, meaning these valves were identified as having a potential issue but upon further investigation no issues were discovered with the valves. The afore-referenced 2024 orders were initiated between January 1, 2020 to June 30, 2024.

In 2023, the Company had 1 work order completed for "inoperable" or broken valve. The Company also had works order completed for 6 valve leaks and 1 valve repair. There were also 11 No Issue Found-Valves, meaning these valves were investigated and no issues were discovered with the investigated valves.

In 2022 the Company had 2 work orders completed for "inoperable" or broken valves. The Company also had work orders completed for 8 valve leaks and 1 valve repair. There were also 15 No Issue Found Valves.

In 2021 the Company had 1 work order completed for "inoperable" or broken valve. The Company also had works order completed for 7 valve leaks,0 valve repairs. There were also 17 No Issue Found-Valves.

In 2020 the Company had 1 work order completed for "inoperable" or broken valve. The Company also had work orders completed for 0 valve leaks, and 12 valve repairs. There were also 11 No Issue Found-Valves.

(B) Internal Company goals have varied depending on a number of factors, including the needs of the Company, leadership changes, and leadership objectives. In some instances, annual goals may not have been identified or captured. The Company's current valve operation and inspection goal is to inspect all valves 16 inches and larger annually and to inspect all valves smaller than 16 inches every 6 years. Valves found either by operation and inspection or by reported problems to need maintenance are scheduled for maintenance or such maintenance is conducted at the time the issue is discovered if possible. The Company's readily accessible documentation of past leadership goals is in the attached Key Performance Indicators, which captures planned valve inspections. Please see attachment TAW_R_UWUADR1_001_073024_Response.

(C)

Year	Valves Inspected, Maintained, and Repaired		
2020	2467		
2021	1197		
2022	1637		
2023	2223		
2024*	2378		
*(through June 30 th see			
response to (a) above			
describing open work			
orders for further			
inspections)			

Responsible Witness: Grady Stout

Question:

2. For each calendar year since and including 2012, please provide all documents that support or relate to TAWC's response to UWUA Request 1, including any documents prepared by or for the Company that evaluate, assess, report upon, communicate to employees, or compile statistics relating to the Company's program for inspection and maintenance of valves. TAWC's response should include, for example, work orders, reports, or other documents that specify the number of valves intended or planned by TAWC for operation, inspection, maintenance, or repair during each year, and/or the number of valves in fact operated, inspected, maintained, or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company objects as overly broad and unduly burdensome to this request to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows:

See attachment TAW_R_UWUADR1_002_073024_Response with data on valve sizes, valve inspections, completed and open valve maintenance and repairs. The work orders are valve leak, valve repair, no issue found valve, valve investigation, and valve broken.

Responsible Witness: Grady Stout

Question:

3. For each calendar year since and including 2012, please provide all reports or other documents provided to the Company by any person (including TAWC or AWK employees, contractors, or other persons or entities), or provided by the Company to any such persons or entities, that address valves in need of repair and/or maintenance.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please see attachment TAW_R_UWUADR1_003_073024_Response_A for all workorders that address valves in need of repair and see attachment TAW R UWUADR1 003 073024 Response B for responsive documents.

From: <u>Joseph M Snyder</u>

To: Taylor T Simms; William L Blevins; Martin Berndt
Subject: FW: FW: 3800 Amnicola - Arcade Beauty
Date: Wednesday, January 3, 2024 3:00:16 PM

Attachments: image001.png

image002.png image003.jpg Arcade FS shut off.pdf

Importance: High

This this a signed letter by the customer to assist with shutting off their fire service valve for repairs.

Pete Couch w/ Chattanooga Fire Protection is the contact. His number is 470-336-9144.

Mark Snyder

Tennessee American Water Sr. Cross Connect Specialist 1500 Riverside Dr. Chattanooga, Tn. 37406 Office - (423)771-4701 Cell - (423)508-5497

From: Pete Couch <pete@chattanoogafire.com> Sent: Wednesday, December 6, 2023 8:14 AM

To: Joseph M Snyder < Mark. Snyder@amwater.com >; Jennifer Ponder

<Jennifer.Ponder@amwater.com>

Subject: FW: FW: Arcade

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is pete@chattanoogafire.com
"Think before you click!".

Mark,

Please see attached signed document for valve shut off located at 3800 Amnicola Hwy., Arcade Marketing. I do not have an schedule date when our underground crew will be available. I will know something first of next week when we can schedule for

Someone to shut off valve and perform the replacement of NRS valve & PIV.

Thanks,

Pete

From: Rundle, Mike < Mike.Rundle@arcadebeauty.com >

Sent: Thursday, November 30, 2023 4:49 PM

To: Pete Couch com>; Frank Nasto frank@chattanoogafire.com>;

Cc: Lovingood, Kelvin < kelvin.lovingood@ArcadeBeauty.com >; Adamo, Joe

<joe.adamo@ArcadeBeauty.com>

Subject: RE: FW: Arcade

Pete / Kelvin.

PLEASE move forward as rapidly as possible with this repair – we are working on site sale and it must be done.

Appreciate keeping me informed.

Thanks,



Mike Rundle, SPHR/SHRM SCP

Director of HR, North America t. 423.697.6503 c. 423.463.6289 mike.rundle@arcadebeauty.com 3800 Amnicola Highway . Chattanooga, TN . 37406 arcadebeauty.com



From: Pete Couch < pete@chattanoogafire.com > Sent: Tuesday, November 28, 2023 6:42 AM

To: Rundle, Mike < <u>Mike.Rundle@arcadebeauty.com</u>>; Frank Nasto < <u>frank@chattanoogafire.com</u>>

Cc: Lovingood, Kelvin < <u>kelvin.lovingood@ArcadeBeauty.com</u>>; Adamo, Joe

< ioe.adamo@ArcadeBeauty.com>

Subject: RE: FW: Arcade **Importance:** High

[EXTERNAL] This email was sent from someone outside of Arcade Beauty. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Mike,

From what I understand the valve they will shut off is your responsibility as well if it gets damaged.

Thanks,

Pete

From: Rundle, Mike < <u>Mike.Rundle@arcadebeauty.com</u>>

Sent: Monday, November 27, 2023 11:25 AM

To: Frank Nasto < frank@chattanoogafire.com ; pete@chattanoogafire.com ; pete@chatta

<joe.adamo@ArcadeBeauty.com>

Subject: RE: FW: Arcade

Good Day,

As I understand this – if the shut off/restoration damages our Sprinkler system it is our responsibility.

That I agree with.

However, if they find and shut off 'their valve' to our facility and it damages that valve then that is their liability not ours – please confirm.

Thanks,



Mike Rundle, SPHR/SHRM SCP

Director of HR, North America t. 423.697.6503 c. 423.463.6289 mike.rundle@arcadebeauty.com 3800 Amnicola Highway . Chattanooga, TN . 37406 arcadebeauty.com



From: Frank Nasto < frank@chattanoogafire.com>
Sent: Wednesday, November 22, 2023 7:01 AM

To: Rundle, Mike < <u>Mike.Rundle@arcadebeauty.com</u>>; <u>pete@chattanoogafire.com</u>

Subject: Re: FW: Arcade

[EXTERNAL] This email was sent from someone outside of Arcade Beauty. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Mike,

One of the first things TN American is requiring is the attached waiver to be signed. I have included Pete Couch in this response. He is our project manager that has been working with Kelvin on this. He will be able to answer any of your other questions.

On Tue, Nov 21, 2023 at 4:17 PM Rundle, Mike < Mike.Rundle@arcadebeautv.com > wrote:

Frank,

Hope you are doing well.

We are working towards selling our site and this issue with the double-check valve came to my attention.

This is very problematic for us and need to understand how we move this to completion.

Note: I ran into same problem with our St Elmo location years back so familiar with situation.

Need to know what steps we can take to push this along – do we have a repair/replacement for our isolation valve that is not working and do we have the parts to repair the double-

check valves.

This is an urgent item and hopefully we can get to resolution. All the best,



Mike Rundle, SPHR/SHRM SCP

Director of HR, North America t. 423.697.6503 c. 423.463.6289 mike.rundle@arcadebeauty.com 3800 Amnicola Highway . Chattanooga, TN . 37406 arcadebeauty.com



From: Lovingood, Kelvin < <u>kelvin.lovingood@ArcadeBeauty.com</u>>

Sent: Tuesday, November 21, 2023 9:18 AM

To: Rundle, Mike < <u>Mike.Rundle@arcadebeauty.com</u>>

Subject: FW: Arcade

FYI



Kelvin Lovingood

Maintenance Manager
t. 423.697.6594 c. 423.497.6678
kelvin.lovingood@arcadebeauty.com
3800 Amnicola Highway . Chattanooga, TN . 37406
arcadebeauty.com



From: Frank Nasto < rrank@chattanoogafire.com>

Sent: Tuesday, November 21, 2023 9:15 AM

To: TAWC - Cross Connection/AWWSC < tawc.crossconnection@amwater.com>

Cc: Mark Bowman <<u>mark@chattanoogafire.com</u>>; Lovingood, Kelvin

<kelvin.lovingood@ArcadeBeautv.com>

Subject: Re: Arcade

[EXTERNAL] This email was sent from someone outside of Arcade Beauty. Do not click links or open attachments unless you recognize the sender and know the content is safe.

Jennifer,

So I spoke with Pete and this is where we are at: You have located a valve, it has not been verified that it does shut off the fire service. Apparently someone with your valve division wanted the customer to sign a release that if the valve broke they were responsible for it. The customer is not willing to sign that. The backflow has yet to be repaired. I hope this information is helpful.

On Tue, Nov 21, 2023 at 8:07 AM TAWC - Cross Connection/AWWSC < tawc.crossconnection@amwater.com wrote:

Hi Mark,

Could you edit this test and resubmit? The value for the RP somehow got left off.

For the main fire service device that has failed for years... what is the status on that? I thought the valve had been located and the repair took place a while ago. Thanks

Jennifer Ponder (Raulston)

Senior Cross Connection Specialist

Tennessee American Water

1500 Riverside Drive

Chattanooga, TN 37406

P (423) 509-9269

From: Mark Bowman < <u>mark@chattanoogafire.com</u>>

Sent: Tuesday, November 21, 2023 7:46 AM

To: TAWC - Cross Connection/AWWSC < tawc.crossconnection@amwater.com>

Cc: frank@chattanoogafire.com; Lovingood, Kelvin <kelvin.lovingood@arcadebeauty.com>

Subject: Arcade

EXTERNAL EMAIL: The Actual Sender of this email is mark@chattanoogafire.com "Think before you click!".

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Thank You,



FRANK NASTO | DIVISION MANAGER

frank@chattanoogafire.com

1818 Broad St. Chattanooga, TN

office: 423-265-1772 direct: 423-541-6960 mobile: 423-260-0648

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Thank You,



FRANK NASTO | DIVISION MANAGER

frank@chattanoogafire.com

1818 Broad St. Chattanooga, TN

office: 423-265-1772 direct: 423-541-6960 mobile: 423-260-0648

St SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5) I. 2024 9:28:07 AM

Hopefully will be installed by lunchtime today.

From: Keith C Hillard <Keith.Hillard@amwater.com> Sent: Thursday, April 4, 2024 8:17 AM

To: Taylor T Simms < William. Simms @amwater.com>
Subject: FW: 2720 Ocoee St SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5)

Taylor, Will never contacted these guys, can you take a look at this please?

Keith Hillard

Keith Hillard Senior Manager of Operations Tennessee American Water 1490 Riverside Drive Chattanooga Tennessee, 37406 570-290-0908 Keith.Hillard@amwater.com

From: Kevin Kruchinski Kent: Thursday, April 4, 2024 8:14 AM
To: Keith C.Hillard Keith-Keith-Bamwater.com
Subject: RE: 2720 Ocoee St SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5)

Ok, thanks.

Kevin Kruchinski Engineering Manager, Project Delivery Tennessee American Water 1500 Riverside Dr. Chattanooga, TN 37406 O: 423-719-6113 M: 859-361-1770 E: Kevin.Kruchinski@amwater.com

?

From: Keith C Hillard «<u>Keith Hillard@amwater.com</u>»

Sent: Thursday, April 4, 2024 8:06 AM

To: Kevin Kruchinski «<u>Kevin Kruchinski@amwater.com</u>»; William L Blevins «<u>William Blevins@amwater.com</u>»

Subject: RE: 2720 Ocoee \$t SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5)

Yeah Kevin, Will spoke with him, Thanks

Keith Hillard

Keith Hillard Senior Manager of Operations Tennessee American Water 1490 Riverside Drive Chattanooga Tennessee, 37406 570-290-0908 Keith.Hillard@amwater.com

From: Kevin Kruchinski < Kevin.Kruchinski@amwater.com>

Set: Thursday, April 4, 2024 7:55 AM

To: Keith C Hillard keith. Hillard@amwater.com> Subject: Fwd: 2720 Ocoee St SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5)

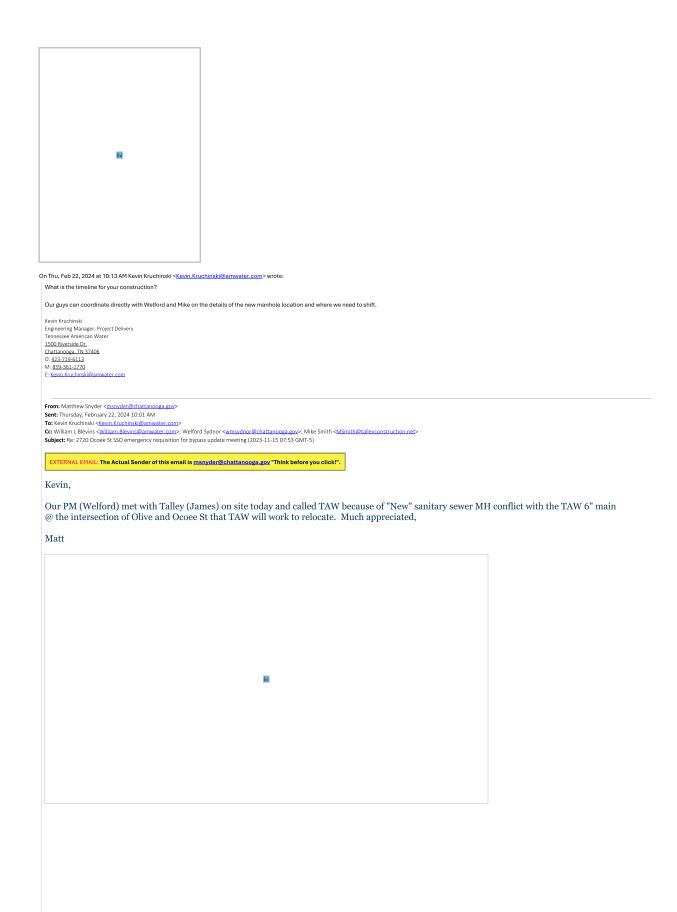
Did you guys respond to Matt or the contractor on this request?

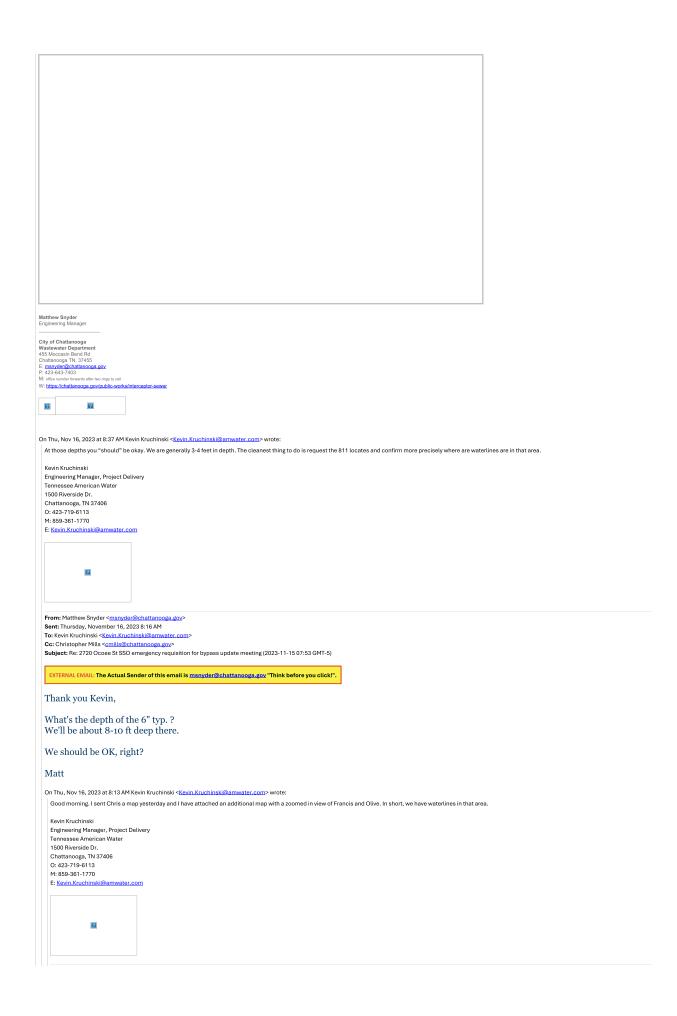
Kevin Kruchinski Kevin Kruchinski
Engineering Manager, Project Delivery
Tennessee American Water
1500 Riverside Dr.
Chattanooga, TN 37406
O: 423-719-6113 M: 859-361-1770

 ${\tt EXTERNAL\ EMAIL: The\ Actual\ Sender\ of\ this\ email\ is\ \underline{wmsydnor@chattanooga.gov}\ "Think\ before\ you\ click!".}$

Good morning at 2720 Ocoee St we have another conflict with the water main in the ditch line that is prohibiting us from sewer installation. I know your guys have been out there a couple of times are we greatly appreciate what you have already done We Are near the end of installation Thanks in advance for your help and response

Welford PM





nt: Thursday, N : Kevin Kruchin		023 8:00 AM hinski@amw	ga_gov> ater.com>; Christopher Mills < <u>cmills@chattanooga.gov</u> > requisition for bypass update meeting (2023-11-15 07:53 GMI	-5)	
XTERNAL EMAI	L: The Actual S	Sender of this	email is <u>msnyder@chattanooga.gov</u> "Think before you clic	k!".	
this proposed s	sewer in conflic	t with any TAV	V infrastructure? On Olive St @ Ocoee		
×					
att					
om: Matthew S ite: Wed, Nov 1 bject: Re: 2720 : Isidro Montes	ed message nyder <msnyde 2023,="" 2:31="" 5,="" <imonteso@e="" o="" ocoee="" ogle@chattano<="" p="" sso="" st="" th=""><th>r@chattanoo M emergency re chattanooga.g</th><th>equisition for bypass update meeting (2023-11-15 07:53 GMT-5</th><th>)</th><th></th></msnyde>	r@chattanoo M emergency re chattanooga.g	equisition for bypass update meeting (2023-11-15 07:53 GMT-5)	
. rum ogic s	Second Control	vgu.gv.			
			_		
Thank you	1		yder <msnyder@chattanooga.gov> wrote: gov) mentioned you in an action item in the following</msnyder@chattanooga.gov>		
Olive	Street Sewer Re	eroute Design			
2	?	2			
Notification	settings				
?	2				
1	comment				
	ro Monteso 1:36 AM, Nov 15 (ES)	T)			
			w @ebooker@chattanooga.gov		
If y		e provide me :	spot elevations at these 3 new manhole approx. locations for p	roposed rim elevations, I will c	omplete this proposed design.
Tha	ank you. Isidro				
	kinder@chatta signed to Kenne			hnote@chattanooga.gov @wm	nsydnor@chattanooga.gov @kaporter@chattanooga.gov @sbarbee@chattanooga.gov
	ro Monteso				
	2:07 PM, Nov 15 (ES)	T)			
	uld you shoot u	ıs a centerline	e at ~20 ft. intervals please?		
On Wed, Nov 1	5, 2023 at 1:42	PM Eric Book	er < <u>ebooker@chattanooga.gov</u> > wrote:		
Narramore,					
Please add th Thanks	nis to your surv	ey list.			
Eric					
Eric Boo	oker ring Manager				

City of Chattanooga
Public Works / Engineering
Development Resource Center
1250 Market Street, Suite 2100
Chattanooga, TN 37402
E: ebooker@chattanooga.gov
P: 423-643-6185
M: 423-290-5707

------ Forwarded message ------

From: Matthew Snyder < msnyder@chattanooga.gov

Date: Wed, Nov 15, 2023 at 11:01 AM

Subject: Fwd: 2720 Ocoee St SSO emergency requisition for bypass update meeting (2023-11-15 07:53 GMT-5)

Kenny/Booker,

2720 Ocoee St SSO at S137P028

Request for Survey and Estimate for repair; we will set a meeting with Talley to go over quotes (Welford)

Olive St (btw Francis and Ocoee)

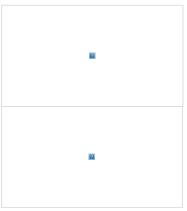
- Survey EP to EP please get measure downs (MHs S137P025 to P028 & Water Valves pls be sure to locate hydrant at corner of Francis & Olive St)
- $\bullet\,$ Pls look for Gas service and valves within limits and locate will have 811 locate within 3 days
- $\bullet \ \ Please \ shoot \ Storm \ Pipe \ invert \ in \ conflict; \ approx \ centerline \ on \ Survey \ see \ below \ for \ screen shot$

Proposed Sanitary Sewer Re-Route Design route: 3 MHs ~220 LF 8" avg depth 10 ft



24" Storm Pipe Conflict Olive St:

FACILITYID - D137P303 SUBTYPE - Pipe MATERIAL - RCON UPSTREAMINVERT - 867.15 DOWNSTREAMINVERT - 852.51 DEPTHUPSTREAM - 6.60 DEPTHDOWNSTREAM - 10.70 PIPEDIAMETER - 24"



- Get one call 811 to mark utilities (Eric Emry underway should be done between today and 11/18)
- Possible Waterline conflict in Olive St; Chris please get map from TAW of their facilities at this location request at TAW Qtr Mtg today see Hydrant and Valves
- See photos & Project Folder



Bypass plan underway:

- Sewer Maintenance: Clean and Re-CCTV from lower section S136M037 up to S137P027
- Kiosha/Sandy please confirm clear for OK to bypass send all clear to Welford for Bypass; Xylem ~400 LF Quote
- Welford please request 3 quotes from Talley, 1 for Re-Route option with Traffic control full closure, 1 for lower point repair, 1 for upper section and point repairs pls
- Request break out of Storm Pipe repair Quote on upper section quote for Stormwater Eng



Slope Failure signature is present so exercise extreme caution when loading 8-10 ft wide roadway with heavy equipment; CDOT it is reccomended to get geotech inclinometer measurements for movement (6 mo. min.) if the intention to open the road back up at some point is desired. We will return the road to existing condition patch after excavation.



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www.amwater.com

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From: Taylor T. Simms
To: Tyler Cross; William L. Blevins; Martin Berndt
Subject: RE: E Brainerd Valve Close for Interconnect Test
Thursday, January 4, 2024 8:27:04 AM
IMEG (2021) Log
Image(03.00)
Ima

Distribution Team, Do y'all need anything from ENGR to get rolling on a valve installation here at the Hurricane Creek / E Brainerd Interconnect ?

Any idea of a time frame?

Tyler K Cross, P.E.

Engineer Staff
Tennessee American Water Company
1500 Riverside Drive, Chattanooga TN 37403
O: 423-771-4704
Email: tyler.cross@amwater.com

From: Kevin Kruchinski < Kevin.Kruchinski@amwater.com >

Sent: Tuesday, January 2, 2024 10:47 AM

To: Tyler Cross <Tyler.Cross@amwater.com>; William L Blevins <William.Blevins@amwater.com>

Cc: Martin Berndt < Martin.Berndt@amwater.com > Subject: RE: E Brainerd Valve Close for Interconnect Test

Lets pursue the valve installation and cut our losses.

Tyler- Please coordinate with EUD to let them know we are going to need to install a valve prior to them proceeding with the vault installation.

Kevin Kruchinski
Engineering Manager, Project Delivery
Tennessee American Water
1500 Riverside Dr.
Chattanooga, TN 37406
O: 423-719-6113
M: 859-361-1770
E: Kevin Kruchinski@amwater.com



From: Tyler Cross < Tyler.Cross@amwater.com>

Sent: Tuesday, January 2, 2024 10:44 AM

To: Kevin Kruchinski < Kevin.Kruchinski@amwater.com >; William L Blevins < William.Blevins@amwater.com >

Cc: Martin Berndt < Martin.Berndt@amwater.com >
Subject: RE: E Brainerd Valve Close for Interconnect Test

There are two separation valves circled in Yellow:

A map of a city Description automatically generated

If we opened them we could feed some customers, but others would still be without water based on the static pressures available from East Ridge vs what Ryall Springs Booster is providing currently. The hydraulic model backs this up, but we could attempt to coordinate a field test; though I believe we'd be better off spending our time coordinating the new valve install.

Tyler K Cross, P.E.

Engineer Staff

Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403 O: 423-771-4704

Email: tyler.cross@amwater.com

From: Kevin Kruchinski < Kevin.Kruchinski@amwater.com >

Sent: Tuesday, January 2, 2024 10:32 AM

To: Tyler Cross Tyler Cross@amwater.com; William L Blevins William.Blevins@amwater.com Cc: Martin Berndt Martin.Berndt@amwater.com

Subject: RE: E Brainerd Valve Close for Interconnect Test

Any chance we have a valve closed that would be feeding Hurricane Creek or do you think it's just a flow issue?

Could we use the new valve machine to install an insertion valve in the green or red circles? Or would it be better to do a controlled shutdown and just cut in a valve in the green circle? Please advise on your preferred solution along with timeframe so we can coordinate with Eastside. They are pretty much ready to go but we are going to need to tap the brakes to get the valve installed.



Kevin Kruchinski Engineering Manager, Project Delivery Tennessee American Water 1500 Riverside Dr. Chattanooga, TN 37406 O: 423-719-6113 M: 859-361-1770 E: Kevin.Kruchinski@amwater.com



From: Tyler Cross < Tyler.Cross@amwater.com> Sent: Tuesday, January 2, 2024 10:03 AM

To: William L Blevins William.Blevins@amwater.com Cc: Martin Berndt Martin.Berndt@amwater.com; Kevin Kruchinski Kevin.Kruchinski@amwater.com Subject: RE: E Brainerd Valve Close for Interconnect Test

Thanks for the update Will.

The current plan is to set the vault in front of the Walgreen's ; drawn in yellow: An aerial view of a road Description automatically generated

If we're to get the water off so that Eastside can install the interconnect; we'll likely need a new valve installed on the 12" since we won't be able to keep Hurricane Creek in service otherwise

Tyler K Cross, P.E.

Engineer Staff

Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403 O: 423-771-4704

Email: tyler.cross@amwater.com

From: William L Blevins < William. Blevins@amwater.com> Sent: Tuesday, January 2, 2024 9:51 AM To: Tyler Cross < Tyler.Cross@amwater.com Cc: Martin Berndt < Martin.Berndt@amwater.com > Subject: RE: E Brainerd Valve Close for Interconnect Test

Good morning Tyler.

We were and those valves do kill the feed in Hurricane Creek. Or they at least hurt it enough where there are several houses that lose water. Where are they planning on tying in at? I saw a big blue box on the left side of the driveway, if that's the case wouldn't valve 27723 be all they needed?

From: Tyler Cross < Tyler.Cross@amwater.com> Sent: Friday, December 29, 2023 8:26 AM To: William L Blevins < William.Blevins@amwater.com> Cc: Martin Berndt < Martin.Berndt@amwater.com Subject: RE: E Brainerd Valve Close for Interconnect Test

Will, were you able to get the valve truck out to close these valves?

Tyler K Cross, P.E.

Engineer Staff

Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403

O: 423-771-4704

Email: tyler.cross@amwater.com

From: William L Blevins < William.Blevins@amwater.com> Sent: Wednesday, December 20, 2023 2:23 PM To: Tyler Cross < Tyler.Cross@amwater.com

Subject: RE: E Brainerd Valve Close for Interconnect Test

I can send someone out there in the morning.

From: Tyler Cross < Tyler. Cross@amwater.com > Sent: Wednesday, December 20, 2023 2:09 PM To: William L Blevins < William. Blevins@amwater.com > Subject: RE: E Brainerd Valve Close for Interconnect Test

Will that Is correct.

Eastside is supposed to be confirming with TDOT their location for the interconnect vault while we make sure we can back feed the Hurricane Creek area while the water is off.

Tyler K Cross, P.E.

Engineer Staff
Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403 O: 423-771-4704

Email: tyler.cross@amwater.com

From: William L Blevins < William.Blevins@amwater.com> Sent: Wednesday, December 20, 2023 2:06 PM To: Tyler Cross < Tyler.Cross@amwater.com > Subject: RE: E Brainerd Valve Close for Interconnect Test

I saw some locates out there. Are they finally going to do that?

From: Tyler Cross < Tyler.Cross@amwater.com> Sent: Wednesday, December 20, 2023 2:05 PM To: William L Blevins < William. Blevins@amwater.com> Subject: E Brainerd Valve Close for Interconnect Test

Will, can you have the valve crew run out and close two valves for an ENGR test shutdown? Should be Valves 27718 and 27719 here at the intersection of E Brainerd and Hurricane Creek Rd.

A screenshot of a map Description automatically generated	
_	

Tyler K Cross, P.E.
Engineer Staff
Tennessee American Water Company
1500 Riverside Drive, Chattanooga TN 37403
O: 423-771-4704
Email: tyler.cross@amwater.com

From: <u>Martin Berndt</u>

To: Tyler Cross; Taylor T Simms; William L Blevins

Subject: RE: Voice Mail (33 seconds)

Date: Thursday, March 7, 2024 11:13:23 AM

Hey Tyler,

I tried calling John yesterday and today with no luck. Did he give an address for the issue he wanted us to address?

Martin

From: Tyler Cross <Tyler.Cross@amwater.com> Sent: Wednesday, March 6, 2024 7:51 AM

To: Martin Berndt < Martin.Berndt@amwater.com>; Taylor T Simms

<William.Simms@amwater.com>; William L Blevins <William.Blevins@amwater.com>

Subject: RE: Voice Mail (33 seconds)

I did not receive the followup picture he mentioned.

Tyler K Cross, P.E.

Engineer Staff

Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403

O: 423-771-4704

Email: tyler.cross@amwater.com

From: Martin Berndt < Martin.Berndt@amwater.com >

Sent: Tuesday, March 5, 2024 5:05 PM

To: Tyler Cross <Tyler.Cross@amwater.com>; Taylor T Simms <William.Simms@amwater.com>;

William L Blevins < William.Blevins@amwater.com>

Subject: RE: Voice Mail (33 seconds)

Hey Tyler,

Do you happen to have the picture of it?

Martin

From: Tyler Cross < Tyler.Cross@amwater.com >

Sent: Tuesday, March 5, 2024 11:16 AM

To: Taylor T Simms < William L Blevins

< <u>William.Blevins@amwater.com</u>>; Martin Berndt < <u>Martin.Berndt@amwater.com</u>>

Subject: FW: Voice Mail (33 seconds)

Distribution Team, Can you reach out to John (423-280-3478) about a few valve boxes at the Moss's Landing/Waterstone Ridge development that we did a few years back? It is outside of the contractor's warranty timeframe so any additional work should be internal.

Tyler K Cross, P.E.

Engineer Staff Tennessee American Water Company 1500 Riverside Drive, Chattanooga TN 37403

O: 423-771-4704

Email: tyler.cross@amwater.com

From: +1 423-280-3478 <+14232803478>
Sent: Friday, March 1, 2024 12:40 PM

To: Tyler Cross < <u>Tyler.Cross@amwater.com</u>>

Subject: Voice Mail (33 seconds)

Hey Tyler, this is John Sheets with RP Homes. I'm calling about an issue that I've got out in Moss Landing. One of my superintendents reached out yesterday about we've got a couple of water main valves that ended up in a driveway, which isn't a big deal. We can pour up to them, but I need some advice on one of them that looks like it's kind of canted to the side. If you would, I'm going to shoot you a picture of it. If you would take a look at it and then give me a call and try to give me the best advice that came out. Appreciate it. Thank you.

You received a voice mail from +14232803478.

Thank you for using Transcription! If you don't see a transcript above, it's because the audio quality was not clear enough to transcribe.

Set Up Voice Mail

From: <u>Larry Stanley</u>

To: Taylor T Simms; William L Blevins; Martin Berndt

Subject: Valve Box Issue

Date: Wednesday, February 21, 2024 10:22:05 AM

Gentlemen,

One of our developers contacted Ray and reported a valve box that needs cleaned out, raised and the lid replaced. The valve is somewhere on 20th Street between Mitchell Avenue and Read Avenue. I looked at the map to get a valve number but there are a number of valves in that block. The valve appears to be full of asphalt but maybe the valve truck can vacuum it out.

From: Martin Berndt
To: Charles L Cofer

Cc: Faye J Williams; Nicholas Pickett; Leah T Morrison; Logan V Hindman; Keith C Hillard; Taylor T Simms

Subject: Water will be off on S St. Marks Ave **Date:** Tuesday, February 6, 2024 7:27:18 AM

Attachments: <u>image001.png</u>

Good morning,

The water will be off temporarily on S St. Marks between Mayfair Ave and Anderson Ave during the hours of 9:00am and 4:00pm. FRCC and the plant operator have been notified already. We are installing two new valves in this area today.

Thanks,

Martin Berndt

Field Operations Supervisor



(cell) 423.290.2628

martin.berndt@amwater.com

Responsible Witness: Grady Stout

Question:

4. For each of the documents provided in response to UWUA Request 3, please describe the actions that the Company took in response to each of those reports or other documents and provide all supporting documentation, including but not limited to reports showing the number and location of valves in need of repair that were in fact repaired and returned to service or alternatively were not repaired and returned to service.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows:

Please refer back to attachment TAW_R_UWUADR1_003_073024_Response. Please refer to completed date for when the work order was completed.

Responsible Witness: Grady Stout

Question:

- 5. For each calendar year since and including 2012, please provide a statement showing:
 - (a) the total numbers of operable and inoperable fire hydrants in the TAWC system (categorized by operability);
 - (b) the number of hydrants intended or planned by TAWC to be inspected, maintained, and/or repaired during each year; and
 - (c) the number of hydrants in fact inspected, maintained, and/or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. The Company further objects to subsection (a) of this request on the grounds that the terms "operable" and "inoperable" are vague and overly broad. The Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Year	In Service Hydrants	Out of Service Hydrants (on last day of the time period for that row)	Actual Inspections, Maintenance, and Repairs
2020	5,631	12	4,104
2021	5,733	19	5,728
2022	5,755	9	6,289
2023	5,776	25	6,254
2024 Jan-Jun	5,776	31	5,239

- (a) The Company does not define hydrants in terms of "operable" and "inoperable" but rather as "in service" or "out of service." It is common for hydrants to be placed "out of service" and put back "in service" within the year. Please see the above table for all TAWC hydrants categorized as "in service" or "out of service" as of 12/31 of each year, with the exception of 2024, which is counted through 6/30.
- (b) TAWC plans to inspect 100% of hydrants annually, and performs maintenance and repairs as needed.
- (c) Please see the above table for counts of annual hydrant inspections and repairs.

Responsible Witness: Grady Stout

Question:

6. For each calendar year since and including 2012, please provide all documents that support or relate to TAWC's response to UWUA Request 5, including any documents prepared by or for the Company that evaluate, assess, report upon, communicate to employees, or compile statistics relating to the Company's program for inspection and maintenance of fire hydrants. TAWC's response should include, for example, work orders, reports, or other documents that specify the number of hydrants intended or planned by TAWC for inspection, maintenance, or repair during each year, and/or the number of hydrants in fact inspected, maintained, or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

See attachment TAW_R_UWUADR1_006_073024_Response with data on "in service" hydrants, "out of service" hydrants, hydrant inspections, completed hydrant maintenance and repairs. The work orders are hydrant leaking, hydrant repair, no issue found hydrant, and hydrant investigation. The count of hydrants to be inspected each year is often counted as a snapshot of "hydrants due inspection" on January 1 of each year, but that count changes regularly as new hydrants are added to the system and old hydrants are retired.

Responsible Witness: Grady Stout

Question:

7. For each calendar year since and including 2012, please provide all reports or other documents provided to the Company by any person (including TAWC or AWK employees, contractors, fire departments, emergency personnel, municipalities, or other persons or entities), or provided by the Company to any such persons or entities, that address fire hydrants in need of repair and/or maintenance.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please see attachment TAW_R_UWUADR1_007_073024_Response_A for all work orders that were in need of repair. Also, please see attachment TAW_R_UWUADR1_007_073024_Response_B for all responsive documents.

From: <u>Michael Griffith</u>

To: Megan L Catalina; Abigayle Dylag; Keith C Hillard; Taylor T Simms; Sigrid Baker

Cc: <u>Larry Stanley</u>; <u>Josh Brown</u>; <u>Steven Betty</u>

Subject: Albany St

Date: Thursday, December 28, 2023 11:11:40 AM

Hello,

There are two new hydrants on Albany St that are in service and need to be added to maintenance schedule.

Albany@ Federal St. Static pressure 138 Albany@ Mt. Vernon Static pressure 122

Thanks,

Michael Griffith
CEI Level II Inspector
Michael.griffith01@amwater.com
423-240-5412

From: Randy Albright
To: TAWHydrants
Cc: Fire Supervisors
Subject: East Ridge

Date: Tuesday, September 5, 2023 4:50:50 PM

EXTERNAL EMAIL: The Actual Sender of this email is ralbright@eastridgetn.gov "Think before you click!".

Hydrants verified out of service in East Ridge as of 9/04/2023.

- -HER-6170, S. Seminole Dr. @ Shadowlawn
- -HER-6380, Altamaha St. @ Connell
- -HER-4161, Notre Dame Ave. @ S. Terrace
- -HER6493, Brookfield Ave. @ S. Terrace

Randy Albright
Deputy Chief
East Ridge Fire Rescue
City Safety Coordinator
ralbright@eastridgetn.gov

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From: Brent Sylar
To: TAWHydrants

Subject: Fire Hydrant"s in Red Bank

Date: Friday, March 1, 2024 7:17:12 AM

Attachments: <u>image001.jpg</u>

image002.jpg image003.jpg

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov "Think before you click!".

Just following up on where we stand on replacing the missing hydrants and repairing the damaged ones in the City of Red Bank.

Respectfully,



Brent Sylar

Fire Chief City of Red Bank 3105 Dayton Blvd.

Red Bank, TN 37415 Office: 423.269.7939 Fax: 423.870.9975

Cell: **423.443.8468**

www.redbanktn.gov





 From:
 Brent Sylar

 To:
 TAWHydrants

 Subject:
 FW: Hydrant issue

Date: Thursday, June 20, 2024 9:08:07 AM

Attachments: <u>image001.jpg</u>

image002.jpg image003.jpg

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov "Think before you click!".

I received this complaint on this hydrant.

The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Respectfully,



Brent Sylar

Fire Chief City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415

Office: 423.269.7939 Fax: 423.870.9975 Cell: 423.443.8468

www.redbanktn.gov





From: Evan Rose <erose@redbanktn.gov>
Sent: Wednesday, June 19, 2024 11:58 AM

To: Brent Sylar

bsylar@redbanktn.gov>; Eddie Iles <eiles@redbanktn.gov>

Cc: Larry Olivier <lolivier@redbanktn.gov>; Corey Johnson <cjohnson@redbanktn.gov>

Subject: Hydrant issue

Completed Sta. 2's hydrants today and ran into an issue with a hydrant. The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Thanks,

Lieutenant Evan Rose Red Bank Fire Cell- (423)595-4424 Work - (423)877-7252 From: Martin Berndt
To: Kristen Wheeler
Subject: FW: Fire hydrant down

Date: Monday, July 22, 2024 6:38:10 PM

From: Faye J Williams < Faye. Williams@amwater.com>

Sent: Friday, December 1, 2023 8:33 AM

To: Martin Berndt < Martin. Berndt@amwater.com>

Subject: RE: Fire hydrant down

Thank you!

From: Martin Berndt < Martin.Berndt@amwater.com >

Sent: Friday, December 1, 2023 7:33 AM

To: Faye J Williams < <u>Faye.Williams@amwater.com</u>>

Subject: Re: Fire hydrant down

Thanks. We will check it out.

From: Faye J Williams < Faye. Williams@amwater.com>

Sent: Friday, December 1, 2023 7:22:12 AM

To: Martin Berndt < Martin.Berndt@amwater.com >

Subject: Fire hydrant down

Good Friday morning,

Yep, I'm getting started early. Denise Hayes (retiree) called me yesterday afternoon to report that the fire hydrant at Crabtree & S Seminole is still down. Just passing the message along.

Have a great day!

Faye J. Williams
New Services
Tennessee American Water
7 Wiehl St.
Chattanooga, TN 37403
423.771.4766

From: Martin Berndt
To: Kristen Wheeler

Subject: FW: Flushing a fire hydrant / 2nd shift / 59 Apollo Rd, Lookout Mountain, GA 30750

Date: Monday, July 22, 2024 6:28:07 PM

Attachments: image001.png image002.png

From: Martin Berndt

Sent: Wednesday, May 29, 2024 3:40 PM

To: Kathryn A Robinson < Kathryn. Robinson@amwater.com>

Subject: RE: Flushing a fire hydrant / 2nd shift / 59 Apollo Rd, Lookout Mountain, GA 30750

It was completed earlier today by Colby Fillman. Is there a Mapcall work order I can have Colby complete? Also, there was no air in the water that came out during the flush according to him.

From: Kathryn A Robinson < Kathryn.Robinson@amwater.com >

Sent: Wednesday, May 29, 2024 3:37 PM

To: Martin Berndt < <u>Martin.Berndt@amwater.com</u>>

Subject: Flushing a fire hydrant / 2nd shift / 59 Apollo Rd, Lookout Mountain, GA 30750

Hi, Martin.

Jeff Jones had this on this book to complete today, but Korey needs to complete tonight. It's a fire hydrant flush.

Thomas Jones / 210014364555 59 Apollo Way , Lookout Mtn , GA

Order Comments:

WQ:FLUSH

05/28/2024 07:45:38 EST (CLINEC)

Business Partner : 1101424605 Customer Name : Thomas Jones

Notes: Appearance Related Concerns(Cloudy Water)water is cloudy hasbeen since saturday- throughout the house- has flushed the

lines and not helped any. she said that the same issue happened about ayear ago

Premise: 9260075590

Preferred contact method flag: Phone

Premise Address: 59 Apollo Way, Lookout Mtn, GA 30750

City : Lookout Mtn State : GA

Is the issue related to the appearance of water:X

Customer Telephone: (706) 820-2911

Customer Mail Address:59 Apollo Way , Lookout Mountain, GA, US, 30750-4159

Please select the color of water you are seeing?:Cloudy Water

Has there been any recent plumbing work?:no

How long have you experienced this issue?:Days

Are you experiencing this in all Faucets/taps?:yes

Are you experiencing this issue in Hot, Cold or Both.?:both Dropped to2nd shift tech..assumed it was Jeff S and it was Korey O FSR Koreystated he was advised that this flush will be done tomorrow Redate,.....jdj/frc

Thank you,

Operations Specialist | Tennessee American Water
O: 423.771.4740 | C: 423.973.1140 | kathryn.robinson@amwater.com
www.tennesseeamwater.com



From: Martin Berndt
To: Kristen Wheeler
Subject: FW: Hydrant issue

Date: Monday, July 22, 2024 6:25:50 PM

Attachments: <u>image004.png</u>

From: Martin Berndt < Martin.Berndt@amwater.com>

Sent: Thursday, June 20, 2024 12:40 PM

To: Brent Sylar
bsylar@redbanktn.gov>; TAWHydrants <TAWHydrants@amwater.com>

Subject: RE: Hydrant issue

I will have someone check this out.

Thanks,

Martin Berndt

Field Operations Supervisor

TENNESSEE

AMERICAN WATER

(cell) 423.290.2628

martin.berndt@amwater.com

From: Brent Sylar < bsylar@redbanktn.gov>
Sent: Thursday, June 20, 2024 9:08 AM

To: TAWHydrants < <u>TAWHydrants@amwater.com</u>>

Subject: FW: Hydrant issue

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov
"Think before you click!".

I received this complaint on this hydrant.

The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Respectfully,

Brent Sylar

Brent Sylan

Fire Chief

City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415 Office: 423.269.7939

Fax: 423.870.9975 Cell: 423.443.8468 www.redbanktn.gov





From: Evan Rose < erose@redbanktn.gov > Sent: Wednesday, June 19, 2024 11:58 AM

To: Brent Sylar < bsylar@redbanktn.gov >; Eddie Iles < eiles@redbanktn.gov >

Cc: Larry Olivier < lolivier@redbanktn.gov>; Corey Johnson < cjohnson@redbanktn.gov>

Subject: Hydrant issue

Completed Sta. 2's hydrants today and ran into an issue with a hydrant. The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Thanks,

Lieutenant Evan Rose Red Bank Fire Cell- (423)595-4424 Work - (423)877-7252 From: Martin Berndt
To: Kristen Wheeler

Subject: FW: Out of Service Hydrant

Date: Monday, July 22, 2024 6:24:28 PM

Attachments: <u>image004.png</u>

From: Brent Sylar

Sent: Thursday, June 20, 2024 10:30 AM

To: Martin Berndt <Martin.Berndt@amwater.com>; TAWHydrants <TAWHydrants@amwater.com>

Subject: Re: Out of Service Hydrant

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov
"Think before you click!".

Great, thanks for the update. I just drove by and it appears to be upright again.

Respectfully,

Brent Sylar
Fire Chief / Building Inspector
City of Red Bank
3105 Dayton Blvd.
Red Bank, TN 37415
Office: 4232697939

Fax: 4238709975 Cell: 4234438468

From: Martin Berndt < Martin.Berndt@amwater.com >

Sent: Thursday, June 20, 2024 9:40:41 AM

To: Brent Sylar < bsylar@redbanktn.gov>; TAWHydrants < TAWHydrants@amwater.com>

Subject: RE: Out of Service Hydrant

Brent,

I sent someone over there this morning and they should be addressing this one.

Thanks,

Martin Berndt

Field Operations Supervisor

TENNESSEE

AMERICAN WATER

(cell) 423.290.2628

martin.berndt@amwater.com

From: Brent Sylar < bsylar@redbanktn.gov>
Sent: Thursday, June 20, 2024 9:09 AM

To: TAWHydrants < <u>TAWHydrants@amwater.com</u>>

Subject: Out of Service Hydrant

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov
"Think before you click!".

The hydrant located at Dayton Blvd and E. Euclid Ave has been run over and broken off at the base. It is O/S.

Respectfully,

Brent Sylar

Fire Chief

City of Red Bank
3105 Dayton Blvd.

Brent Sylan

Red Bank, TN 37415 Office: 423.269.7939

Fax: 423.870.9975 Cell: 423.443.8468

www.redbanktn.gov





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www.amwater.com

From: <u>Dan Peterson</u>

To: William L Blevins; Keith C Hillard

Cc: Grady Stout

Subject: Fwd: [cfdwatersupply] Hydrant #HCH-4871 OOS

Date: Monday, April 15, 2024 9:37:18 AM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Will, Please see the info on the hydrant below, which is OOS and has a leak below ground level per the reporting officer.

----- Forwarded message -----

From: **Robert Roark** <<u>rproark@chattanooga.gov</u>>

Date: Sat, Apr 13, 2024 at 6:04 PM

Subject: [cfdwatersupply] Hydrant #HCH-4871 OOS

To: <<u>cfdwatersupply@chattanooga.gov</u>>

Cc: Christopher Newby < cnewby@chattanooga.gov >, Tiffany Bird

<tbird@chattanooga.gov>, Raymond Reed <rreed@chattanooga.gov>, Matthew Martin

<mmartin@chattanooga.gov>, Dave Matthews

Sirs,

While performing hydrant testing, hydrant #HCH-4871 was placed out of service. There is a significant leak below ground level once the stem is opened.

--

Capt. Robert Roark
Chattanooga Fire Dept.
Quint 10 - Blue Shift
O: (423) 643-7110

rproark@chattanooga.gov M: (423) 284-0748 From: <u>Dan Peterson</u>

To: <u>Douglas E Wagner; William L Blevins; Keith C Hillard</u>

Subject: Fwd: [cfdwatersupply] OOS HCH-2366 **Date:** Friday, December 29, 2023 1:24:27 PM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Please see email below.

----- Forwarded message -----

From: Alex Tyler < atyler@chattanooga.gov >

Date: Fri, Dec 29, 2023 at 4:05 AM

Subject: [cfdwatersupply] OOS HCH-2366

To: cfdwatersupply < cfdwatersupply @chattanooga.gov>

Hydrant HCH-2366 at 3176 New York Ave. was hit by a vehicle and is lying on the ground. No water from the main escaped.

35°04'05.9"N 85°13'54.7"W

Thanks,

--

Alex Tyler

Lieutenant

City of Chattanooga

Fire Department

E: atyler@chattanooga.gov

P: 843-814-5824



From: Randy Albright
To: TAWHydrants
Cc: Fire Supervisors
Subject: Hydrant Inspection

Date: Friday, May 3, 2024 10:53:51 AM

EXTERNAL EMAIL: The Actual Sender of this email is ralbright@eastridgetn.gov "Think before you click!".

Here are the results from our latest hydrant inspection performed by our crews in April 2024.

- H-5030 Ealy Rd. @ East Ridge Ave.-Hydrant Missing
- H-6378 Dugan St. @ Stateline Rd. NO Hydrant, active water leak, we have received calls to the station by the resident at this location with complaints of sever sogginess in his yard from the leak and has been out for some time now.
- H-6479 South Terrace @ Brookfield AVE. Hydrant Missing
- H-1160 Hillsdale Dr. (Between Shallowford Rd & Brookwood Dr.) Steamer Cap Seized
- H-1166 Hillsdale Dr. (@ 102 Hillsdale) Steamer needs Grease
- H-324 Ringgold Rd. (Between Marlboro & Cemetery Rd.) Needs Grease
- H-326 Ringgold Rd. & Marlboro Needs Grease
- H-6200 Ringgold Rd. & South Moore Rd. Needs Grease
- H-4863 Sharondale Rd. @ Madonna AVE. Needs Grease BAD
- H-6468 Anderson AVE. @ S. Lovell (Between Moore Rd. & S. Saint Marks Ave.) Needs Grease
- H-3159 Merrill St. (Between Ringgold Rd. & Court Dr.) Needs Grease
- H-3828 Lazard St. (a) Tombras Ave. Needs Grease
- H-2799 1515 McBrien Rd. (Between Ringgold Rd. & Clemons Rd.) Needs Grease
- H-4080 McBrien Rd. (Between Rose St. & Lazard St.) Needs Grease
- H-7672 McBrien Rd. @ Bennett Rd. Needs Grease
- H-7822, Renau Way-Needs Grease
- H-7790, 5322 Connell St-Needs Grease
- H-2460 5736 Ringgold Rd-Needs Grease
- H-7260 Yale St. at Graston Ave.-Needs Grease
- H-4342 Navajo @ Engert-Leaning to one side.
- H-6782 Navajo @ Conner St.-Needs Grease
- H-6456 Donaldson @ Pinellas Ln.-Leaking
- H-4074 Gleason Dr.-Needs Grease
- H-6875 Sheridan Ave.-Needs Grease
- H-4273 Brockhaven Rd.-Needs Grease
- H-6497 S. Seminole @ Mosely Cir.-Steamer cap is cross threaded.
- H-4283 Ringgold Rd. @ Bales Ave.-Leaking and will not shut off all the way.
- H-3752 3805 Fountain Ave.-Needs Grease
- H-4864 833 Belvoir Ave.-Needs Grease

Needs grease is an indication that the hydrant was moderate to severely difficult to turn on or off. Let me know if you have any questions or concerns.

Randy Albright
Deputy Chief
East Ridge Fire Rescue

City Safety Coordinator

ralbright@eastridgetn.gov

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From: <u>Dan Peterson</u>

To: <u>William L Blevins</u>; <u>Kristen Wheeler</u>

Subject: Hydrant Issues

Date: Wednesday, July 19, 2023 9:41:21 AM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

There are two priority hydrants that need repair.

The first is hydrant HCH-6254 in the East Lake Courts. It apparently was hit by a car. The hydrant barrel is in the East Lake Courts Maintenance shop. This is a priority due to the dense population of the Courts area coupled with limited ingress to the area affected.

The other hydrant is HCH-978 and is right behind Fire Hall #1. This hydrant is hard to open and is leaking at the stem.

I have added both of these hydrants to the shared list.

Also, Hydrant HCH-861 does not appear to be repaired. I didn't see that one in its former location prior to construction. I could have missed it but I didn't see it yesterday. I've kept this on the list for now.

Finally, and we may have spoken about this previously, are there going to be additional hydrants in the area where hydrant HCH-6424 is planning to be retired?

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: <u>Dan Peterson</u>

To: William L Blevins; Keith C Hillard
Cc: Grady Stout; cfdwatersupply
Subject: Hydrant Laid Over / OOS

Date: Thursday, April 11, 2024 10:38:49 AM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Hydrant HCH-6977 at 3751 Hughes Ave. (just north of W. 38th St.) is laid over on the ground and is OOS. Thanks for your assistance!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



 From:
 Dan Peterson

 To:
 William L Blevins

 Cc:
 Keith C Hillard

 Subject:
 Hydrant OOS

Date: Monday, September 25, 2023 4:21:48 PM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Good afternoon,

The following hydrant was found unusable when our crews had a car fire on the 5th floor of a parking garage. They said it's not connected and the hydrant can rotate from the base, so I've marked it OOS on the shared sheet.

• HCH-1389 E. 8th St. @ Cherry St.

Thanks!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: Dan Peterson
To: William L Blevins
Cc: Keith C Hillard
Subject: Hydrant Repair

Date: Monday, October 2, 2023 7:51:13 AM

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Good morning,

The hydrant at Wilcox Blvd. and North Chamberlain Ave. was reported at City Council last week to be leaning. The citizen has asked that it be straightened out and tested. Thanks!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: <u>Dan Peterson</u>
To: <u>William L Blevins</u>

Cc: Keith C Hillard; cfdwatersupply
Subject: Hydrant Status Updates

Date:Tuesday, February 13, 2024 2:37:38 PMAttachments:TAWC Hydrants OOS - Need Repair.xlsx

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Good afternoon, I hope you guys are doing well!

I have one hydrant to report OOS to you and also am requesting an update on the hydrant status of the hydrants found on the shared sheet, attached below for convenience.

The hydrant out of service is HCH-3593 at 718 Runyan Drive. The hydrant is missing.

Please at your earliest convenience provide an update on the hydrants that are on the attached sheet. Some have been OOS for quite some time. If you know of other hydrants that are OOS that aren't on this list, please let me know asap so I can let our crews know. As always, thanks for your help!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: <u>Dan Peterson</u>

To: <u>Grady Stout; William L Blevins; Keith C Hillard</u>

Cc:cfdwatersupplySubject:Hydrant Status

Date:Thursday, March 28, 2024 4:29:49 PMAttachments:TAWC Hydrants OOS - Need Repair (1).xlsx

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Sirs,

I hope you all are doing well and have a great weekend! I've attached an excel sheet with the OOS or maintenance needed hydrants that I have. Could you please provide an update on any hydrant repairs / replacements and if they're back in service? Thanks!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: <u>Larry Stanley</u>
To: <u>Abigayle Dylag</u>

Cc: Josh Brown, Keith C Hillard; Kristen Wheeler; William L Blevins; Taylor T Simms; Martin Berndt

Subject: New Fire Hydrant In Service

Date: Tuesday, September 19, 2023 9:23:52 AM

To All,

We have checked the new fire hydrant that was installed in the Cummings Highway Development at 4328 Cummings Highway and it is ready to be put into service with the Chattanooga Fire Department.

4328 Cummings Highway @ Cummings Highway

Distribution, the hydrant needs to be serviced.

Thanks, Larry

From: <u>Dan Peterson</u>

To: <u>Douglas E Wagner; William L Blevins; Keith C Hillard</u>

Cc: <u>cfdwatersupply</u>

Subject: OOS Hydrant Update Request

Date:Tuesday, October 31, 2023 10:29:41 AMAttachments:Hydrant Deficiencies 10-31-2023.xlsx

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Good morning,

Could you please let me know the status of the following hydrants that I don't have a record of having been put back in service or repaired yet? Please find attached a spreadsheet with this info as well.

- HCH-1394 OOS over a year (10/18/2022)
- HCH-978 hard to open / leaks right behind Station 1; reported to me by several captains going back to 07/14/2023
- HCH-8012 05/07/2023
- HCH-1404 was reported back in service in July but was noticed to be bagged not long ago
- HCH-1476 10/17/2023
- HCH-4496 doesn't drain and will freeze in winter 10/12/2023
- HCH-2491 10/18/2023
- HCH-295 main leak 10/03/2023
- HCH-303 10/16/2023
- HHM-7799 04/28/2023 (not technically in the city limits but we would use this hydrant on a fire in this unincorporated area.

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street

Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166



From: Randy Albright
To: TAWHydrants
Subject: Out of Service

Date: Monday, August 7, 2023 9:52:55 AM

EXTERNAL EMAIL: The Actual Sender of this email is ralbright@eastridgetn.gov "Think before you click!".

As of last check these are the hydrants out of service in East Ridge. South Seminole @ Shadowlawn Dr. HER-6170 6510 Ringgold Rd. HER-5080 Altamaha St. @ Connell St. HER-6380

Oddly enough these are all the result of a vehicle strike.

Randy Albright
Deputy Chief
East Ridge Fire Rescue
City Safety Coordinator
ralbright@eastridgetn.gov

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From: Martin Berndt

To: Randy Albright; TAWHydrants
Subject: RE: East Ridge Update

Date: Wednesday, March 20, 2024 4:08:09 PM

Attachments: <u>image001.png</u>

Thanks Randy. I will share this with the rest of our team and get working on these.

Martin Berndt

Field Operations Supervisor



(cell) 423.290.2628

martin.berndt@amwater.com

From: Randy Albright <ralbright@eastridgetn.gov>

Sent: Wednesday, March 20, 2024 3:59 PM

To: TAWHydrants <TAWHydrants@amwater.com>

Subject: East Ridge Update

EXTERNAL EMAIL: The Actual Sender of this email is ralbright@eastridgetn.gov "Think before you click!".

Hydrants that are showing out of service in East Ridge as of last check:

- -Dugan St. @ Stateline Rd.-HER6378
- -Ealy Rd. @ East Ridge Ave.-HER5030
- -Schmidt Rd.@ Lazard St.-HER6538

Randy Albright
Deputy Chief
East Ridge Fire Rescue
City Safety Coordinator
ralbright@eastridgetn.gov

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From: rich7721

To: <u>Jason F Campbell; Taylor T Simms</u>
Subject: RE: fire hydrant installations

Date: Wednesday, June 26, 2024 3:13:54 PM

EXTERNAL EMAIL: The Actual Sender of this email is rich7721@comcast.net "Think before you click!".

Great thanks, I will review and have a great 4th

Sent from my Verizon, Samsung Galaxy smartphone

----- Original message -----

From: Jason F Campbell < Jason.Campbell@amwater.com>

Date: 6/26/24 12:22 PM (GMT-06:00)

To: rich7721@comcast.net, Taylor T Simms < William.Simms@amwater.com>

Subject: fire hydrant installations

Rich.

Below is a list we have of the last few fire hydrants installed out at Jasper Highlands. Please look over the list and if you have any other hydrants you'd like installed just let us know. Taylor is helping out with operations out at the Highlands.

440 Pappy Road
115 Kimball Pointe
Intersection of Raulston Falls and Pine Knot Pass
Intersection of Crockett Pointe and Honeybee Court

Intersection of Crockett pointe and Boone Pass

Intersection of Whiskey Way and Volunteer Street

Jason Campbell

Senior Supervisor Operations

Tennessee American Water

2400 Hwy. 283

Whitwell, TN 37397

Office- (423) 771-4746

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From: <u>Martin Berndt</u>

To: <u>Brent Sylar; TAWHydrants</u>
Subject: RE: Hydrant issue

Date: Thursday, June 20, 2024 12:40:32 PM

Attachments: image004.png

image005.jpg image006.jpg image007.jpg

I will have someone check this out.

Thanks,

Martin Berndt

Field Operations Supervisor



(cell) 423.290.2628

martin.berndt@amwater.com

From: Brent Sylar

Sent: Thursday, June 20, 2024 9:08 AM

To: TAWHydrants <TAWHydrants@amwater.com>

Subject: FW: Hydrant issue

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov
"Think before you click!".

I received this complaint on this hydrant.

The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Respectfully,



Brent Sylar

Fire Chief City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415 Office: 423.269.7939 Fax: 423.870.9975

Cell: 423.443.8468

www.redbanktn.gov





From: Evan Rose < erose@redbanktn.gov>
Sent: Wednesday, June 19, 2024 11:58 AM

To: Brent Sylar < bsylar@redbanktn.gov >; Eddie Iles < eiles@redbanktn.gov >

Cc: Larry Olivier < ! Corey Johnson < ciohnson@redbanktn.gov>

Subject: Hydrant issue

Completed Sta. 2's hydrants today and ran into an issue with a hydrant. The new...ish hydrant located at Ormand and Paulmar Hill only had 40 psi on it. Might want to inquire about that because it definitely doesn't match up to the other hydrant pressures nearby.

Thanks,

Lieutenant Evan Rose Red Bank Fire Cell- (423)595-4424 Work - (423)877-7252 From: Keith C Hillard

To: Randy Albright; TAWHydrants

Cc: <u>Fire Supervisors</u>
Subject: RE: Hydrant List

Date: Wednesday, November 29, 2023 11:31:08 AM

Thanks Randy, we will get someone out to check on them.

Thank You,

Keith Hillard

Senior Manager of Operations Tennessee American Water 1490 Riverside Drive Chattanooga Tennessee, 37406 570-290-0908 Keith.Hillard@amwater.com

From: Randy Albright <ralbright@eastridgetn.gov> Sent: Wednesday, November 29, 2023 10:51 AM To: TAWHydrants <TAWHydrants@amwater.com>

Cc: Fire Supervisors <Fire_Supervisors@eastridgetn.gov>

Subject: Hydrant List

EXTERNAL EMAIL: The Actual Sender of this email is ralbright@eastridgetn.gov "Think before you click!".

After the most recent district hydrant inspection in the City of East Ridge below are the hydrants marked as out of service or having issues:

- -Ealy Rd. @ East Ridge Ave. HER-7822
- -Dugan St. @ Stateline Rd. HER-6378, leaking water
- -S. Seminole Dr. @ Moseley Cir. HER-6497, steamer cap seized
- -S. Seminole Dr. @ Crabtree Dr. HER-7777

Randy Albright
Deputy Chief
East Ridge Fire Rescue
City Safety Coordinator
ralbright@eastridgetn.gov

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permanently delete and destroy the original and any copies of the information.

From: Keith C Hillard

To: Martin Berndt; Randy Albright; TAWHydrants

Subject: RE: Hydrant Out of Service

Date: Thursday, April 4, 2024 9:39:46 AM

Attachments: <u>image001.png</u>

Thanks Martin

Keith Hillard

Senior Manager of Operations Tennessee American Water 1490 Riverside Drive Chattanooga Tennessee, 37406 570-290-0908 Keith.Hillard@amwater.com

From: Martin Berndt < Martin.Berndt@amwater.com>

Sent: Thursday, April 4, 2024 9:39 AM

To: Randy Albright <ralbright@eastridgetn.gov>; TAWHydrants <TAWHydrants@amwater.com>

Subject: RE: Hydrant Out of Service

Morning,

I'll get someone over there soon.

Thanks,

Martin Berndt

Field Operations Supervisor



(cell) 423,290,2628

martin.berndt@amwater.com

From: Randy Albright < ralbright@eastridgetn.gov>

Sent: Thursday, April 4, 2024 9:32 AM

To: TAWHydrants < <u>TAWHydrants@amwater.com</u>>

Subject: Hydrant Out of Service

EXTERNAL EMAIL: The Actual Sender of this email is <u>ralbright@eastridgetn.gov</u> "Think before you click!".

Reported this morning, the hydrant a Dupont St. and Mcbrien Rd. was laid over in the yard and out of service. Unknown cause currently. HER-7677.

Randy Albright
Deputy Chief
East Ridge Fire Rescue
City Safety Coordinator
ralbright@eastridgetn.gov

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From: Keith C Hillard

To: <u>Brent Sylar</u>; <u>Sigrid Baker</u>; <u>TAWHydrants</u>

Subject: RE: Hydrant Question

Date: Wednesday, July 3, 2024 1:49:46 PM

Attachments: <u>image001.jpg</u>

image002.jpg image003.jpg

Hi Brent,

I will have someone look at it over the next few days and see if there is something we can get done with it.

Thanks

Keith Hillard

Senior Manager of Operations Tennessee American Water 1490 Riverside Drive Chattanooga Tennessee, 37406 570-290-0908 Keith.Hillard@amwater.com

From: Brent Sylar

Sent: Wednesday, July 3, 2024 1:45 PM

To: Sigrid Baker <Sigrid.Baker@amwater.com>; TAWHydrants <TAWHydrants@amwater.com>

Subject: Hydrant Question

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov "Think before you click!".

Sigrid, would it be possible to have a conversation about a particular hydrant causing all kinds of problems in Red Bank? I'm not sure who to ask. I am attaching some photos of the one in question. I was wondering if we could get it moved from down in the ditch and away from the kudzu? This is located at East View Court and Crerar St.

Respectfully,



Brent Sylar

Fire Chief City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415 Office: 423.269.7939 Fax: 423.870.9975 Cell: 423.443.8468 www.redbanktn.gov





From: rich7721@comcast.net

To: <u>Jason F Campbell; Taylor T Simms; RICHARD HAHN; Lowell Hardin</u>

Subject: Re: Jasper Highlands fire hydrant installations **Date:** Thursday, July 11, 2024 10:10:29 AM

EXTERNAL EMAIL: The Actual Sender of this email is rich7721@comcast.net "Think before you click!".

Jason / Taylor, please see the listing below for 6 new hydrants.

Summit way 2 hydrants (no hydrants are located on this street).

Location JF-533

Location JF-506

Seclusion St and Bent Fork RD. intersection 1 hydrant

Location JF480/479 or

Location JF479/465

Crockett Point (past Arrowhead going out) 1 Hydrant

location JF-154, 155, or 156. 158 would be better if possible.

Crockett Point (before Honeybee) 1 hydrant

location JF-612, 613, or 614

Volunteer St 1 hydrant

Location JF-355, 356, or 357 This is a preexisting request that wasn't installed These locations all have structures that fall outside of the 1000-foot radius according to the coverage maps and if installed would complete coverage for these areas.

Richard J Hahn 908-208-2711 From: Brent Sylar

To: <u>Martin Berndt; TAWHydrants</u>
Subject: Re: Out of Service Hydrant

Date: Thursday, June 20, 2024 10:30:43 AM

Attachments: <u>image001.jpg</u>

image002.jpg image003.jpg image004.png

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov "Think before you click!".

Great, thanks for the update. I just drove by and it appears to be upright again.

Respectfully,

Brent Sylar Fire Chief / Building Inspector City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415 Office: 4232697939

Fax: 4238709975 Cell: 4234438468

From: Martin Berndt < Martin.Berndt@amwater.com>

Sent: Thursday, June 20, 2024 9:40:41 AM

To: Brent Sylar
bsylar@redbanktn.gov>; TAWHydrants <TAWHydrants@amwater.com>

Subject: RE: Out of Service Hydrant

Brent,

I sent someone over there this morning and they should be addressing this one.

Thanks,

Martin Berndt

Field Operations Supervisor



(cell) 423,290,2628

martin.berndt@amwater.com

From: Brent Sylar

Sent: Thursday, June 20, 2024 9:09 AM

To: TAWHydrants <TAWHydrants@amwater.com>

Subject: Out of Service Hydrant

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov
"Think before you click!".

The hydrant located at Dayton Blvd and E. Euclid Ave has been run over and broken off at the base. It is O/S.





Brent Sylar

Fire Chief
City of Red Bank
3105 Dayton Blvd.
Red Bank, TN 37415
Office: 423.269.7939

Fax: 423.870.9975
Cell: 423.443.8468
www.redbanktn.gov





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From: <u>Michael Griffith</u>

To: Megan L Catalina; Abigayle Dylag; Sigrid Baker; Keith C Hillard; Taylor T Simms

Cc: <u>Larry Stanley</u>; <u>Steven Betty</u>; <u>Josh Brown</u>

Subject: Re: Curve St Hydrant

Date: Thursday, November 30, 2023 11:25:17 AM

100 on static. My bad

Get Outlook for iOS

From: Michael Griffith

Sent: Thursday, November 30, 2023 10:30:44 AM

To: Megan L Catalina < Megan. Catalina@amwater.com>; Abigayle Dylag

<a href="mailto: , Keith C Hillard , Keith C Hillard

<Keith.Hillard@amwater.com>; Taylor T Simms <William.Simms@amwater.com>

Cc: Larry Stanley <Larry.Stanley01@amwater.com>; Steven Betty <Steven.Betty@amwater.com>;

Josh Brown < Josh. Brown@amwater.com>

Subject: Curve St Hydrant

Hello

The new FH @ Curve St and Chestnut Ln is in service.

Distribution please add to maintenance schedule.

Static pressure 120

Thanks

Get Outlook for iOS

From: <u>Dan Peterson</u>
To: <u>William L Blevins</u>

Cc: Keith C Hillard; cfdwatersupply

Subject: Re: Hydrant Status

Date: Friday, December 15, 2023 10:02:08 AM

Attachments: <u>~WRD0003.jpg</u>

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Will.

Are there any updates to this hydrant list? Also, I drove past a bagged hydrant on N. Concord Rd. just north of E. Brainerd Rd. - I don't have the hydrant number for it yet. But could you get me a status update on that as well, as I was not aware that hydrant was OOS? Thanks!

On Wed, Nov 29, 2023 at 1:36 PM Dan Peterson < dpeterson@chattanooga.gov > wrote: | Will,

I hope you're feeling better! Here's the link: <u>TAWC Hydrants OOS - Need Repair.xlsx</u>

On Wed, Nov 29, 2023 at 12:04 PM William L Blevins < <u>William.Blevins@amwater.com</u>> wrote:

Sorry for the late response. I was off last week then got sick and today is my first day back.

Can you send me a link to the spreadsheet? They re arranged some things on our end and I can't find it.

Thanks

From: Dan Peterson < dpeterson@chattanooga.gov >

Sent: Tuesday, November 21, 2023 8:01 AM

To: William L Blevins < <u>William.Blevins@amwater.com</u>>

Cc: Keith C Hillard < Keith. Hillard @amwater.com >; Douglas E Wagner

<<u>Douglas.Wagner@amwater.com</u>>; cfdwatersupply <<u>cfdwatersupply@chattanooga.gov</u>>

Subject: Hydrant Status

EXTERNAL EMAIL: The Actual Sender of this email is **dpeterson@chattanooga.gov** "Think before you click!".

Hey Will,

Just checking in to see if there are any updates to the hydrants on the shared list?

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street

Chattanooga, TN 37406

E: <u>dpeterson@chattanooga.gov</u>

P: 423-643-5682 M: 423-242-3166

W: www.chattanooga.gov/fire-department



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 From:
 Dan Peterson

 To:
 William L Blevins

 Cc:
 Keith C Hillard; cfdwatersupply

Subject: Re: Hydrant Status

Date: Monday, December 18, 2023 8:21:51 AM

Attachments: image001.jpg image002.png

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Will, I had in mind HCH-4747, on N. Concord Rd. between Lolita Lane and Rocky Trail. This is the one that I found bagged. On Fri, Dec 15, 2023 at 10:46 AM William L Blevins < William.Blevins@amwater.com > wrote: Dan, I'll look on there and update it. We've been working on nothing but emergency main breaks for the last couple of weeks. Are you referring to HCH-4461?

From: Dan Peterson < dpeterson@chattanooga.gov > Sent: Friday, December 15, 2023 10:02 AM

To: William L Blevins < <u>William.Blevins@amwater.com</u>>

Cc: Keith C Hillard < Keith. Hillard@amwater.com >; cfdwatersupply < cfdwatersupply@chattanooga.gov >

Subject: Re: Hydrant Status

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Will,

Are there any updates to this hydrant list? Also, I drove past a bagged hydrant on N. Concord Rd. just north of E. Brainerd Rd. - I don't have the hydrant number for it yet. But could you get me a status update on that as well, as I was not aware that hydrant was OOS? Thanks!

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Sorry for the late response. I was off last week then got sick and today is my first day back.

Can you send me a link to the spreadsheet? They re arranged some things on our end and I can't find it.

Thanks

From: Dan Peterson < dpeterson@chattanooga.gov > Sent: Tuesday, November 21, 2023 8:01 AM

To: William L Blevins < William Blevins@amwater.com>

Cc: Keith C Hillard Keith.Hillard@amwater.com; Douglas E Wagner Douglas.Wagner@amwater.com; cfdwatersupply

<<u>cfdwatersupply@chattanooga.gov</u>>

Subject: Hydrant Status

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Hey Will,

Just checking in to see if there are any updates to the hydrants on the shared list?

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga Fire Department 910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166

W: www.chattanooga.gov/fire-department



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From: Brent Sylar

To: TAWHydrants; Monique M Spear
Subject: Red Bank Fire Hydrant Issues for 2024
Date: Friday, June 21, 2024 12:49:08 PM

Attachments: <u>image001.jpg</u>

image002.jpg image003.jpg

LETTERHEAD TAWC.doc

Importance: High

EXTERNAL EMAIL: The Actual Sender of this email is bsylar@redbanktn.gov "Think before you click!".

Attached are our discrepancies we found this year.

Thank you for your prompt service on repairing these.

Respectfully,



Brent Sylar

Fire Chief City of Red Bank 3105 Dayton Blvd. Red Bank, TN 37415

Office: 423.269.7939

Fax: 423.870.9975 Cell: 423.443.8468 www.redbanktn.gov





From: <u>Larry Stanley</u>

To: Martin Berndt; Taylor T Simms; William L Blevins

Cc: <u>Keith C Hillard</u>; <u>Ray Eslinger</u>

Subject: Shutdown On O"Neal Street @ E. 5th Street

Date: Tuesday, December 26, 2023 12:01:09 PM

To All,

We need to have the water turned off on O'Neal Street between E. 5th Street and Oak Street so we can kill the 2" main on O'Neal Street Wednesday 12/27/23. We will need the 8" valve number VCH-1898 at E. 5th Street and Central Ave. and the 8" valve number VCH-4395 at E. 5th Street and O'Neal Street closed. If this doesn't get the water off, then we will need a 2" valve number VCH-17368 that looks east on Oak Street from O'Neal Street closed. If you have any questions, please fill free to call me. Thanks, Larry

From: <u>Michael Griffith</u>

To: <u>Abigayle Dylag; Keith C Hillard; Martin Berndt; William L Blevins</u>

Cc: <u>Steven Betty; Larry Stanley; Josh Brown</u>

Subject: Sims Dr

Date: Friday, April 26, 2024 11:01:17 AM

Abby/Keith

The new hydrant on Sims Dr is in service. Static pressure is 70.

Please add hydrant to maps and maintenance schedule.

Thanks

Get Outlook for iOS

From: Michael Griffith

To: Megan L Catalina; Abigayle Dylag; Sigrid Baker; Keith C Hillard; Taylor T Simms; William L Blevins; Martin Berndt

Cc: <u>Steven Betty; Larry Stanley; Josh Brown</u>

Subject: Teakwood Dr FH

Date: Monday, December 4, 2023 11:08:48 AM

Hello

The fire hydrant at dead-end of Teakwood Dr is in service. Static pressure 98 lbs

Distribution please add to maintenance schedule.

Thanks

Get Outlook for iOS

From: <u>Dan Peterson</u>

To: <u>Grady Stout; William L Blevins; Keith C Hillard</u>

Cc:cfdwatersupplySubject:Update on Hydrants

Date:Monday, June 24, 2024 9:13:46 AMAttachments:TAW OOS Spring 2024.xlsx

EXTERNAL EMAIL: The Actual Sender of this email is dpeterson@chattanooga.gov "Think before you click!".

Good morning!

I hope you all had a great weekend! Could you please update the attached list as soon as possible regarding repairs / replacements of the hydrants on the attached sheet? Thanks!

Respectfully,

Dan Peterson

Captain, Research & Planning / Water Supply Officer

City of Chattanooga

Fire Department

910 Wisdom Street Chattanooga, TN 37406

E: dpeterson@chattanooga.gov

P: 423-643-5682 M: 423-242-3166

W: www.chattanooga.gov/fire-department



TENNESSEE AMERICAN WATER COMPANY TENNESSEE PUBLIC UTILITY COMMISSION DOCKET NO. 24-00032 FIRST DISCOVERY REQUEST OF THE UWUA

Responsible Witness: Grady Stout

Question:

8. For each of the documents provided in response to UWUA Request 7, please describe the actions that the Company took in response to each of those reports or other documents and provide all supporting documentation, including but not limited to reports showing the number and location of hydrants in need of repair that were in fact repaired and returned to service or alternatively were not repaired and returned to service.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please refer back to attachment TAW_R_UWUADR1_007_073024_Response_A in discovery response number 7 where complete and incomplete hydrant work orders have been listed. Also, please refer back to attachment TAW_R_UWUADR1_006_073024 in discovery response number 6 where out of service hydrants have been listed.

TENNESSEE AMERICAN WATER COMPANY TENNESSEE PUBLIC UTILITY COMMISSION DOCKET NO. 24-00032 FIRST DISCOVERY REQUEST OF THE UWUA

Responsible Witness: Grady Stout

Question:

- 9. For each calendar year since and including 2012, please provide a statement showing:
- (a) the total number of customer meters in service in the TAWC system and the total number of such meters that have exceeded the manufacturer's recommended replacement date and/or are otherwise obsolete or inoperable;
- (b) the number of meters intended or planned by TAWC to be inspected, replaced, and/or repaired during each year; and
- (c) the number of meters in fact inspected, replaced, and/or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

The Company's meter manufacturers do not provide a replacement date for meters.

Year	Meters in Service	Planned Meter Changes	Meter changes completed planned & repaired
2020	88,470	7,964	8,070
2021	89,061	6,285	7,376
2022	90,051	5,329	5,330

2023	90,656	7,587	14,109
2024	92,457	2,547	2,415

Tennessee American currently operates on a 12-year replacement plan for meter sizes 5/8", 3⁄4" and 1". For 1 1⁄2" and 2-inch meters, Tennessee American is currently on a 5-year replacement plan. Lastly for 3" meters and larger, we test annually and service or replace the meters based on test results or length of service.

The above table is responsive to subsections (a), (b), and (c).

TENNESSEE AMERICAN WATER COMPANY TENNESSEE PUBLIC UTILITY COMMISSION DOCKET NO. 24-00032 FIRST DISCOVERY REQUEST OF THE UWUA

Responsible Witness: Grady Stout

Question:

10. For each calendar year since and including 2012, please provide all documents that support or relate to TAWC's response to UWUA Request 9, including documents prepared by or for the Company that evaluate, assess, report upon, communicate to employees, or compile statistics relating to the Company's program for inspection, replacement, or repair of meters. TAWC's response should include, for example, work orders, reports, or other documents that specify the number of meters intended or planned by TAWC for inspection, replacement, or repair during each year, and/or the number of meters in fact inspected, replaced, or repaired during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please see attached attachments TAW_R_UWUADR1_010_073024_ Attachment_1 through TAW_R_UWUADR1_010_073024_ Attachment_8.



Customer Service

February 24, 2023

2022 Overview

	Meters Changed	2,217	0	39	99	217	14	33	16	2	2,604
LOS Program	End of December	2,210	28	<i>L</i> 9	139	119	71	65	22	4	
LOS Pr	Beginning of January End of December	4,427	28	106	205	336	85	86	38	9	
	Meter	2/8"	3,4"	"T	1 1/2"	2"	3"	4"	9	8	

Changed approximately 6,500 meters in 2022



2023 Meter Changes

nts	Frequency	12 years	12 years	12 years	5 years	5 years	Test	Test	Test	Test
LOS Requirements	Number of Units	6,640	35	232	235	215	87	86	38	7
C	Meter	18/9	3/4"	1	1 1/4"	2"	3"	4"	9	8

EOY	Status				Complete AMR					
Complete AMR by EOY	Number of Units	3,912	6	25	0	0	0	0	0	0
Comp	Meter	2/8"	3/4"	1"	1 %"	2"	3"	4"	9	8
	I	<u> </u>	l	l						

Total Amount: 7,587

Total Amount: 3,946

Total Meter Changes for 2023: 11,533*



2

2023 Meter Changes

TAW

Meter	Number of Units	Cost Per Unit	Total Costs
2/8″	5,000	\$275	\$1,375,000
34"	25	908\$	\$7,650
1"	255	\$360	\$91,800
1 1/2"	240	\$542	\$130,080
2"	250	\$200	\$175,000
	5,770		\$1,779,530

Contractor Estimate

s Total Costs /8")	\$1,806,000
Cost of Materials (based on 5/8")	\$211
Cost of Labor Per Unit (quote)	\$47
Number of Units	2,000

2023 Budget: \$3,006,067

2023 Estimate: \$3,585,530





TENNESSEE AMERICAN WATER COMPANY TENNESSEE PUBLIC UTILITY COMMISSION DOCKET NO. 24-00032 FIRST DISCOVERY REQUEST OF THE UWUA

Responsible Witness: Grady Stout

Question:

11. For each calendar year since and including 2012, please provide all reports or other documents provided to the Company by any person (including TAWC or AWK employees, contractors, or other persons or entities), or provided by the Company to any such persons or entities, that address meters in need of replacement and/or repair.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Attached you will find the Cellular Coverage Analysis (CCA) from meter vendors. Please see attachments TAW_R_UWUADR1_011_073024_ Attachment_1 through TAW_R_UWUADR1_011_073024_ Attachment_7.



R900 Cellular Coverage Analysis

Customer Name: American Water Services, TN

Report Date: December 19th, 2023

Revision: 1

Cellular Coverage Analysis Data:

From location information provided by the American Water Services, TN, a request was submitted to Neptune's cellular carrier partners to confirm LTE-M coverage. The map below represents the results provided by the carriers.

Carrier Results Summary:

The coverage analysis indicates that there is adequate cellular coverage for 99.38% of the evaluated locations to support a deployment of Neptune's R900 cellular endpoints.

Total population size: 97,389

- o 49 of 97,389 locations could not be evaluated due to invalid coordinates.
- o 99.38% (96,739 of 97,340 locations) are expected to have adequate coverage.
 - 94,522 of the 96,739 support the deployment of Neptune's FirstNet cellular endpoint
 - 2,210 of the 96,739 support the deployment of Neptune's Verizon cellular endpoint
- 0.62% (608 of 97,340 locations) are inconclusive.

Locations that have inconclusive coverage may still support the use of Neptune's R900 cellular endpoint. Further evaluation would be needed to confirm these locations.

Coverage Analysis and supporting documentation contains Proprietary and Confidential information not to be provided without written agreement and use only pursuant to company direction. Analysis is not based on MIU specifications. LTE-M data is subset of LTE data and are used for IoT purposes only. Coverage is based on stationary on-air outdoor predictions and are not guaranteed. Actual coverage may differ and may be affected by terrain; weather; foliage; buildings; other construction; high-usage periods; customer equipment; and other factors. Indoor uses would be worse depending on the building construction. Coverage may include products not yet released. Any service locations and area not included in this study will require additional coverage analysis. Field evaluation results were performed within specific period and coverage can vary due to same factors as the analysis and network status.

www.neptunetg.com PAGE 1 OF 1



ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/6/2024

Project: AWTN D705 JasperHighlands Revision: 1.0

SUMMARY INFORMATION

Endpoint Type: ORION Cellular Endpoint with connectivity to M2M cellular networks, Insufficient

Service Area (square miles): 1

Total Endpoints: 442

REQUEST INFORMATION

Solution Architect: Jan Boyer, Jose Pulido

Account Manager:

INFORMATION PROVIDED

FILE NAME DATE RECEIVED

Coverage Request Form:

Endpoint Locations: CCA PremiseExtract 20231012 TN Badger.xlsx 10/12/2023

ANALYSIS COVERAGE AREA

Analysis is based on GPS coordinates provided by Tennessee American Water. A map of the provided endpoint locations is shown below.

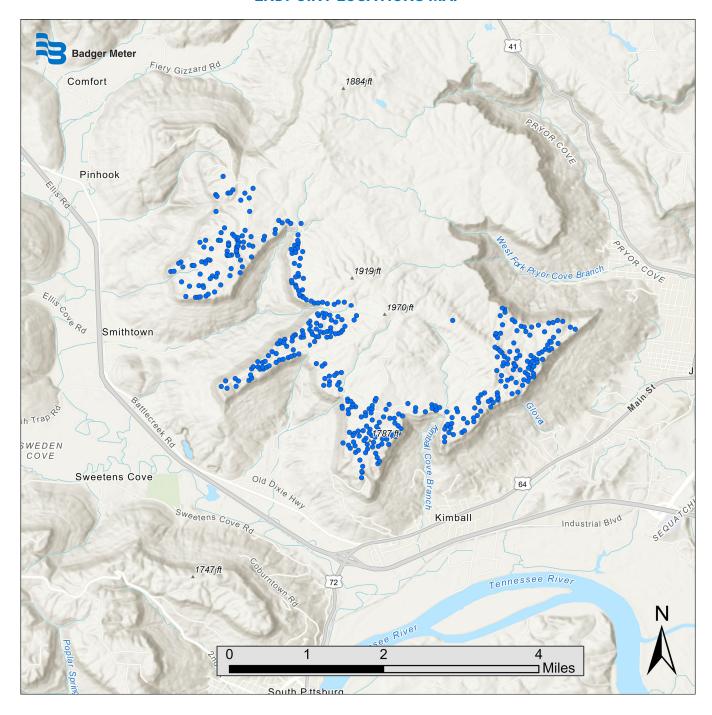


ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN **Date Issued:** 2/6/2024

Project: AWTN D705 JasperHighlands Revision: 1.0

ENDPOINT LOCATIONS MAP





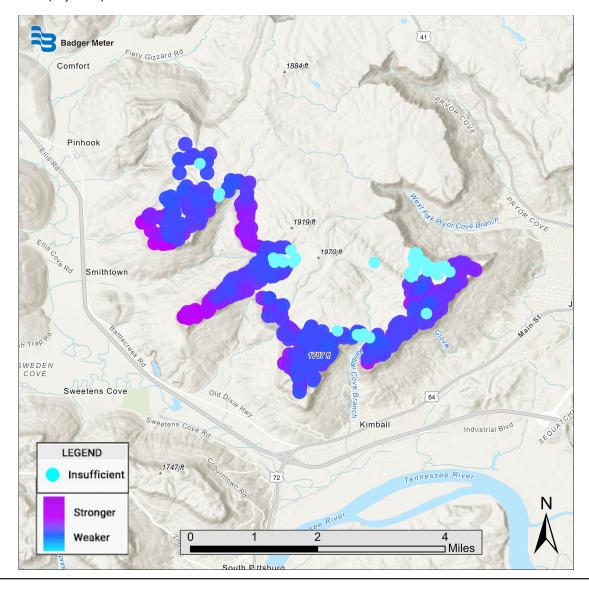
ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/6/2024

Project: AWTN D705 JasperHighlands Revision: 1.0

CELLULAR COVERAGE ANALYSIS

- This cellular coverage analysis has been run to determine connectivity of our providers M2M solutions which include both LTE-M and NB IoT networks. ORION Cellular Endpoints provide connectivity to both LTE-M and NB IoT networks.
- Using information provided from our carrier partners, this service area has M2M network coverage that will support our ORION Cellular endpoints in some, but not all areas. Approximately 92% of locations evaluated are expected to have coverage, and coverage appears to be insufficient in approximately 8% of the locations evaluated. It is recommended to have these areas with insufficient coverage reevaluated after a period of 12 months as the M2M cellular network is rapidly evolving.
- The map below provides an illustration of that coverage. Further guidance as to the placement of endpoints by type will be provided as deployment plans are refined.





ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/6/2024

Project: AWTN D705 JasperHighlands Revision: 1.0

ASSUMPTIONS MADE

- Submitted information including but not limited to street addresses, service area, GPS coordinates, and meter locations are accurate.
- If GPS coordinates or a GIS shapefile are not provided for endpoint locations, street addresses are geocoded into decimal-degree latitude and longitude using ESRI's StreetMap Premium for ArcGIS North America HERE address locaters.
- Data from third party providers such as USGS National Elevation Dataset (NED), USGS National Land Cover
 Database (NLCD), Tele-Atlas municipal boundaries, cellular providers, and the RF propagation software used by
 Badger Meter is accurate.
- ORION endpoints are installed and maintained according to "ORI-UM-00025 ORION Water Endpoint Installation Manual" using a Badger Meter approved endpoint installation kit in a location that allows two-way communication between the endpoint and the cellular network.
 - o Pit or vault installations are through a non-metal pit lid and the pit or vault lid is at or above grade
 - $\circ \quad \text{Indoor installations are mounted as high as possible in the floor joists above grade on an exterior wall}\\$

CLARIFICATIONS

- The ORION cellular coverage analysis is subject to change for reasons which may include but are not limited
 to; consultation with the customer, site visit by Badger Meter authorized personnel, and the availability of new
 or updated information.
- · Cellular coverage within the utility service area is required to deploy ORION cellular endpoints.
- Review the cellular coverage analysis with your Badger Meter representative in order to understand how it may
 be used by the utility as a tool to deploy the system.
- All endpoints are to be installed in compliance with the published ORION installation guidelines which can be found at www.badgermeter.com
- Cellular endpoint type recommended is specific to the latitude and longitude for each location.

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www.badgermeter.com



ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D704 Sequatchie Valley, Whitwel Revision: 1.0

SUMMARY INFORMATION

Endpoint Type: ORION Cellular Endpoint with connectivity to M2M cellular networks, Insufficient

Service Area (square miles): 84

Total Endpoints: 3,242

REQUEST INFORMATION

Solution Architect: Jan Boyer, Jose Pulido

Account Manager:

INFORMATION PROVIDED

FILE NAME DATE RECEIVED

Coverage Request Form:

Endpoint Locations: CCA PremiseExtract 20231012 TN Badger.xlsx 10/12/2023

ANALYSIS COVERAGE AREA

Analysis is based on GPS coordinates provided by Tennessee American Water. A map of the provided endpoint locations is shown below.

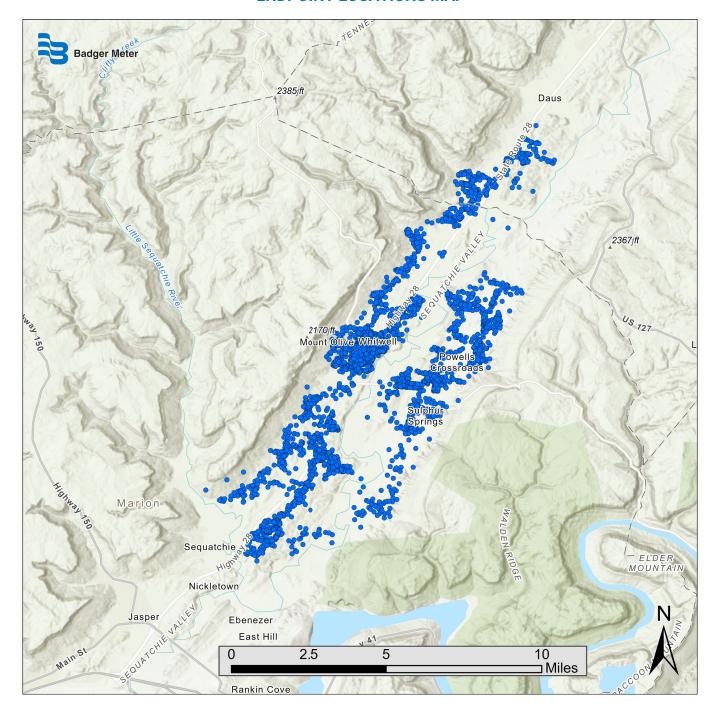


ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN **Date Issued:** 2/5/2024

Project: AWTN D704 Sequatchie Valley, Whitwel Revision: 1.0

ENDPOINT LOCATIONS MAP





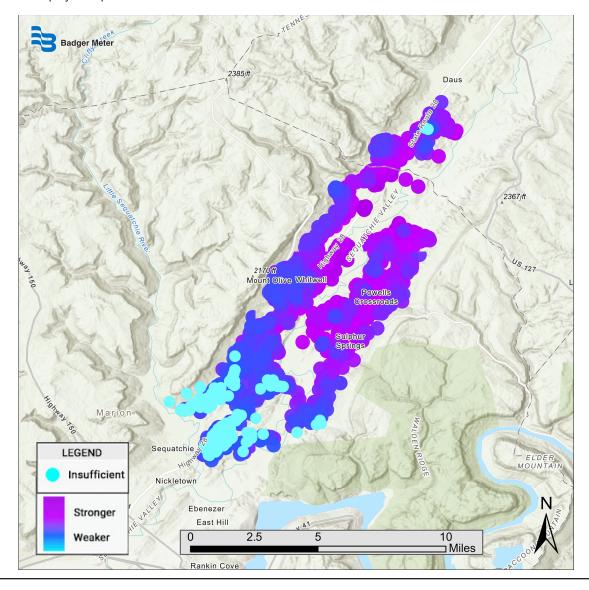
ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D704 Sequatchie Valley, Whitwel Revision: 1.0

CELLULAR COVERAGE ANALYSIS

- This cellular coverage analysis has been run to determine connectivity of our providers M2M solutions which include both LTE-M and NB IoT networks. ORION Cellular Endpoints provide connectivity to both LTE-M and NB IoT networks.
- Using information provided from our carrier partners, this service area has M2M network coverage that will support our ORION Cellular endpoints in some, but not all areas. Approximately 93% of locations evaluated are expected to have coverage, and coverage appears to be insufficient in approximately 7% of the locations evaluated. It is recommended to have these areas with insufficient coverage reevaluated after a period of 12 months as the M2M cellular network is rapidly evolving.
- The map below provides an illustration of that coverage. Further guidance as to the placement of endpoints by type will be provided as deployment plans are refined.





ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D704 Sequatchie Valley, Whitwel Revision: 1.0

ASSUMPTIONS MADE

- Submitted information including but not limited to street addresses, service area, GPS coordinates, and meter locations are accurate.
- If GPS coordinates or a GIS shapefile are not provided for endpoint locations, street addresses are geocoded into decimal-degree latitude and longitude using ESRI's StreetMap Premium for ArcGIS North America HERE address locaters.
- Data from third party providers such as USGS National Elevation Dataset (NED), USGS National Land Cover
 Database (NLCD), Tele-Atlas municipal boundaries, cellular providers, and the RF propagation software used by
 Badger Meter is accurate.
- ORION endpoints are installed and maintained according to "ORI-UM-00025 ORION Water Endpoint Installation Manual" using a Badger Meter approved endpoint installation kit in a location that allows two-way communication between the endpoint and the cellular network.
 - o Pit or vault installations are through a non-metal pit lid and the pit or vault lid is at or above grade
 - o Indoor installations are mounted as high as possible in the floor joists above grade on an exterior wall

CLARIFICATIONS

- The ORION cellular coverage analysis is subject to change for reasons which may include but are not limited to; consultation with the customer, site visit by Badger Meter authorized personnel, and the availability of new or updated information.
- · Cellular coverage within the utility service area is required to deploy ORION cellular endpoints.
- Review the cellular coverage analysis with your Badger Meter representative in order to understand how it may
 be used by the utility as a tool to deploy the system.
- All endpoints are to be installed in compliance with the published ORION installation guidelines which can be found at www.badgermeter.com
- Cellular endpoint type recommended is specific to the latitude and longitude for each location.

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ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 1/18/2024

Project: AWTN D701 Chatanooga Revision: 1.0

SUMMARY INFORMATION

Endpoint Type: ORION Cellular Endpoint with connectivity to M2M cellular networks, Insufficient

Service Area (square miles): 190

Total Endpoints: 93,430

REQUEST INFORMATION

Solution Architect: Jan Boyer

Account Manager:

INFORMATION PROVIDED

FILE NAME DATE RECEIVED

Coverage Request Form:

Endpoint Locations: CCA PremiseExtract 20231012 TN Badger.xlsx 10/12/2023

ANALYSIS COVERAGE AREA

Analysis is based on GPS coordinates provided by Tennessee American Water. A map of the provided endpoint locations is shown below.

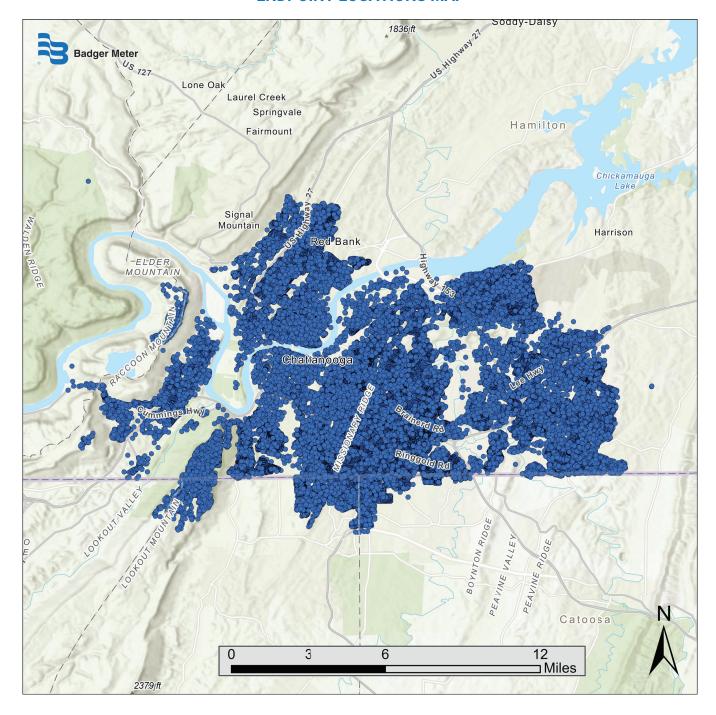


ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 1/18/2024

Project: AWTN D701 Chatanooga Revision: 1.0

ENDPOINT LOCATIONS MAP





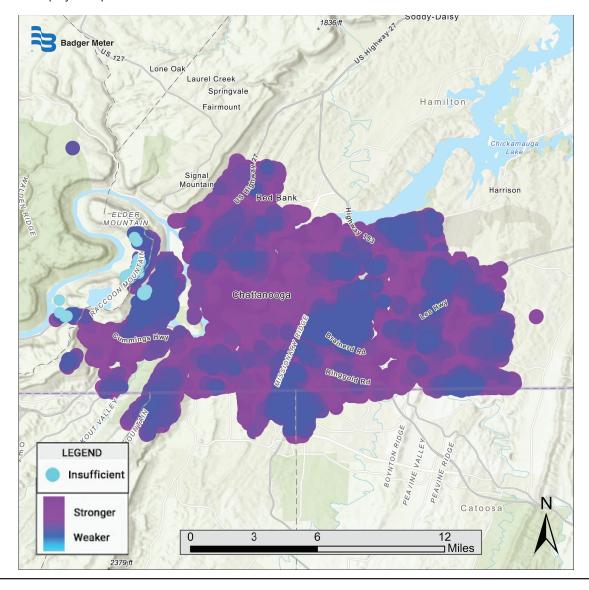
ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 1/18/2024

Project: AWTN D701 Chatanooga Revision: 1.0

CELLULAR COVERAGE ANALYSIS

- This cellular coverage analysis has been run to determine connectivity of our providers M2M solutions which include both LTE-M and NB IoT networks. ORION Cellular Endpoints provide connectivity to both LTE-M and NB IoT networks.
- Using information provided from our carrier partners, this service area has M2M network coverage that will support our ORION Cellular endpoints in some, but not all areas. Approximately 99.96% of locations evaluated are expected to have coverage, and coverage appears to be insufficient in approximately 0.04% of the locations evaluated. It is recommended to have these areas with insufficient coverage reevaluated after a period of 12 months as the M2M cellular network is rapidly evolving.
- The map below provides an illustration of that coverage. Further guidance as to the placement of endpoints by type will be provided as deployment plans are refined.





ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 1/18/2024

Project: AWTN D701 Chatanooga Revision: 1.0

ASSUMPTIONS MADE

- Submitted information including but not limited to street addresses, service area, GPS coordinates, and meter locations are accurate.
- If GPS coordinates or a GIS shapefile are not provided for endpoint locations, street addresses are geocoded into decimal-degree latitude and longitude using ESRI's StreetMap Premium for ArcGIS North America HERE address locaters.
- Data from third party providers such as USGS National Elevation Dataset (NED), USGS National Land Cover
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- ORION endpoints are installed and maintained according to "ORI-UM-00025 ORION Water Endpoint Installation Manual" using a Badger Meter approved endpoint installation kit in a location that allows two-way communication between the endpoint and the cellular network.
 - o Pit or vault installations are through a non-metal pit lid and the pit or vault lid is at or above grade
 - $\circ \quad \text{Indoor installations are mounted as high as possible in the floor joists above grade on an exterior wall}\\$

CLARIFICATIONS

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- · Cellular coverage within the utility service area is required to deploy ORION cellular endpoints.
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- All endpoints are to be installed in compliance with the published ORION installation guidelines which can be found at www.badgermeter.com
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ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D702 Suck Creek Revision: 1.0

SUMMARY INFORMATION

Endpoint Type: ORION Cellular Endpoint with connectivity to M2M cellular networks, Insufficient

Service Area (square miles): 6

Total Endpoints: 276

REQUEST INFORMATION

Solution Architect: Jan Boyer, Jose Pulido

Account Manager:

INFORMATION PROVIDED

FILE NAME DATE RECEIVED

Coverage Request Form:

Endpoint Locations: CCA PremiseExtract 20231012 TN Badger.xlsx 10/12/2023

ANALYSIS COVERAGE AREA

Analysis is based on GPS coordinates provided by Tennessee American Water. A map of the provided endpoint locations is shown below.

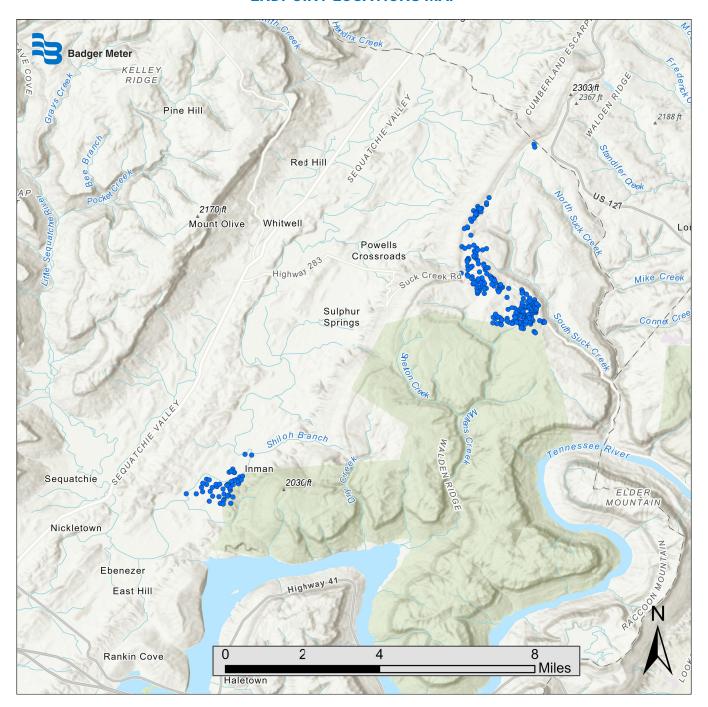


ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN **Date Issued:** 2/5/2024

Project: AWTN D702 Suck Creek Revision: 1.0

ENDPOINT LOCATIONS MAP





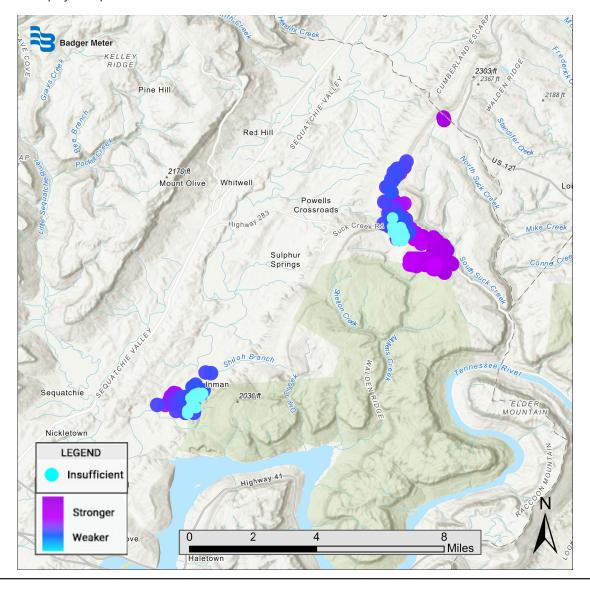
ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D702 Suck Creek Revision: 1.0

CELLULAR COVERAGE ANALYSIS

- This cellular coverage analysis has been run to determine connectivity of our providers M2M solutions which include both LTE-M and NB IoT networks. ORION Cellular Endpoints provide connectivity to both LTE-M and NB IoT networks.
- Using information provided from our carrier partners, this service area has M2M network coverage that will support our ORION Cellular endpoints in some, but not all areas. Approximately 88% of locations evaluated are expected to have coverage, and coverage appears to be insufficient in approximately 12% of the locations evaluated. It is recommended to have these areas with insufficient coverage reevaluated after a period of 12 months as the M2M cellular network is rapidly evolving.
- The map below provides an illustration of that coverage. Further guidance as to the placement of endpoints by type will be provided as deployment plans are refined.





ORION® Cellular Coverage Analysis (CCA)

Customer: Tennesse American Water - TN Date Issued: 2/5/2024

Project: AWTN D702 Suck Creek Revision: 1.0

ASSUMPTIONS MADE

- Submitted information including but not limited to street addresses, service area, GPS coordinates, and meter locations are accurate.
- If GPS coordinates or a GIS shapefile are not provided for endpoint locations, street addresses are geocoded into decimal-degree latitude and longitude using ESRI's StreetMap Premium for ArcGIS North America HERE address locaters.
- Data from third party providers such as USGS National Elevation Dataset (NED), USGS National Land Cover
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 Badger Meter is accurate.
- ORION endpoints are installed and maintained according to "ORI-UM-00025 ORION Water Endpoint Installation Manual" using a Badger Meter approved endpoint installation kit in a location that allows two-way communication between the endpoint and the cellular network.
 - o Pit or vault installations are through a non-metal pit lid and the pit or vault lid is at or above grade
 - o Indoor installations are mounted as high as possible in the floor joists above grade on an exterior wall

CLARIFICATIONS

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Responsible Witness: Grady Stout

Question:

12. For each of the documents provided in response to UWUA Request 11, please describe the actions that the Company took in response to each of those reports or other documents and provide all supporting documentation, including but not limited to reports showing the number and location of meters in need of replacement or repair that were in fact either replaced or repaired or alternatively were not replaced or repaired.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Based on the Cellular Coverage Analysis (CCA) results, this document was used to assist the Company in determining which meter vendor would be selected going forward.

Please refer back to attachments TAW_R_UWUADR1_010_073024_ Attachment_1 through TAW_R_UWUADR1_010_073024_ Attachment_8 and attachments TAW_R_UWUADR1_011_073024_ Attachment_1 and TAW_R_UWUADR1_011_073024_ Attachment_7. The Length of Service (LOS) report shows what the company intends to replace the remainder of 2024. The pending order report will show the meters that still need to be repaired as of 7/23/24.

Responsible Witness: Grady Stout

Question:

- 13. For each calendar year since and including 2012, please provide a statement showing:
- (a) the total number of leak inspections and/or repairs the Company intended or planned to perform during each year on TAWC infrastructure (including water mains, service lines, and other infrastructure other than valves, fire hydrants, or customer meters);
- (b) the number of such planned leak inspections and/or repairs the Company in fact performed during each year; and
- (c) separately, the number of unplanned leak inspections and repairs that TAWC performed as a result of emergency water main breaks or other infrastructure failures during each year.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

- a) The Company investigates or responds to leaks or potential leaks as the Company becomes aware of the leaks.
- b) See response a.
- c) Please see the table below. For the purpose of this response, the Company is defining "unplanned leak inspections and repairs" to be the work orders for all leak investigations that resulted in the following: Leak in meter box, inlet, leak survey for service lines, no issue found- main, no issue found- service, service line repair, and main break repair. For 2024 the data represents the time period January 1, 2020, through June 30, 2024.

Year	Number of completed work orders for TAWC
2020	663
2021	601
2022	557
2023	464
2024	275

Responsible Witness: Grady Stout

Question:

14. For each calendar year since and including 2012, please provide all documents that support or relate to TAWC's response to UWUA Request 13, including any documents prepared by or for the Company that evaluate, assess, report upon, communicate to employees, or compile statistics relating to the Company's program for leak inspections and repairs. TAWC's response should include, for example, work orders, reports, or other documents that specify the number of TAWC water main or other infrastructure leaks that TAWC intended or planned to repair during each year; the number of intended or planned infrastructure leak repairs that TAWC in fact performed during each year; and/or the number of unplanned repairs of infrastructure leaks that TAWC performed during each year as a result of emergency water main breaks or other infrastructure failures.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please See attached TAW_R_UWUADR1_014_073024_Response for all completed work orders. Due to its format, this file is provided in Excel format only.

Responsible Witness: Grady Stout

Question:

15. For each calendar year since and including 2012, please provide all reports or other documents provided to the Company by any person (including TAWC or AWK employees, contractors, or other persons or entities), or provided by the Company to any such persons or entities, that address TAWC water mains or other infrastructure in need of repair and/or maintenance.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please refer to the attached TAW_R_UWUADR1_015_073024_Response. Due to its format, this file is provided in Excel format only.

Responsible Witness: Grady Stout

Question:

16. For each of the documents provided in response to UWUA Request 15, please describe the actions the Company took in response to each of those reports or other documents and provide all supporting documentation, including but not limited to reports showing the number and location of any TAWC water mains in need of repair that were in fact repaired and returned to service or alternatively were not repaired and returned to service.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please refer to response in UWUA DR 1-15. If the work order was completed, then the work was done and if the work order was not completed then the work has not been completed.

Responsible Witness: Grady Stout

Question:

- 17. For each calendar year since and including 2012, please provide a statement of and documents showing:
- (a) the total number of new service installations requested by TAWC customers and/or scheduled by TAWC during each year (categorized by residential, commercial, or other); and
- (b) the number of such new service installations in fact completed during each year and the corresponding backlog of new service installations still unfulfilled at the end of each such year. TAWC's response should include all documents prepared by or for the Company during any such years that evaluate, assess, report upon, or compile statistics relating to TAWC's progress in completing new service installations.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request as overly broad and unduly burdensome to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

a) New Service installations are not categorized by residential or commercial. TAWC categorizes New Service Installation by single ("residential"), Commercial and Industrial ("commercial"). Below is the number of New Service installation (NSI) work orders requested by year for categories single, commercial/Industrial (comm/ind), other and unassigned. Depending on where the request for a new service is in the process, the category could be unassigned in our system.

New Installations Requested *does not include requests that were cancelled

Year	Single	Comm/Ind	Other	Unassigned
2020	457	60	7 9	8
2021	819	62	100	22
2022	881	64	107	54
2023	1119	59	180	78
2024	422	24	105	269

b) Completed NSI work orders for each year and NSI work orders still unfulfilled at the end of each such year, i.e. the total number of unfulfilled new service installations as of June 30, 2024, is 505. These work orders include requests from developers that are not yet ready for installation by field crews.

Year	Number completed		Number Backlog	
2020	-	595		9
2021		972		40
2022		1031		115
2023		1333		218
2024		533		505

Please see attached TAW_R_UWUADR1_017_073024_Response for both sections.

Responsible Witness: Robert Prendergast

Question:

18. With reference to TAWC's response to Discovery Request 1-20 from the Consumer Advocate Division, please supplement TAWC's response by providing the year-end number of TAWC employees for each calendar year since and including 2012, categorized by union hourly employees, non-union hourly employees, and exempt employees.

Response:

Please see the table below for the year-end number of TAWC employees for each calendar year since and including 2012.

Yearend Employment	Union	Non- Union Hourly	Exempt
2012	42	5	15
2013	42	11	17
2014	46	13	19
2015	50	13	20
2016	54	14	21
2017	61	14	22
2018	71	16	24
2019	70	14	23
2020	73	13	25
2021	67	14	25
2022	64	14	24
2023	64	14	23

Responsible Witness: Grady Stout

Question:

19. With reference to the testimony of Grady Stout at 37: 5-16 and 38: 1-6, please provide a full and detailed explanation of the extent to which TAWC's current staffing level does not "support completion of all necessary day-to-day work," and provide all documents prepared by or for TAWC since November 1, 2012 that evaluate, assess, report upon, communicate to employees, or compile statistics relating to the efficiencies and/or relative costs to the Company of "internal [versus] contract labor and straight time versus overtime."

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. Further, the Company also objects to this request to the extent it seeks or refers to "all" such documents. Subject to and without waiving these objections, the Company responds as follows:

As referenced in the question, on page 38 of my Direct Testimony I state that "As of December 31, 2023, TAWC has 101 full time employees. Because this staffing level didn't, and does not, support completion of all necessary day-to-day work, we utilize contracted labor and contractors in order to maintain appropriate service levels." The question also references pages 37 and 38 of my Direct Testimony where I explain that the Company constantly evaluates the right mix of internal and contract labor to determine the best solution for the unique and changing challenges we face to complete all necessary day-to-day work and to ensure the provision of safe and adequate utility services. The growth of our customer base and system growth, new and evolving regulatory requirements, and natural workforce attrition, among other things, have impacted our ability to support completion of all necessary day-to-day work at December 31, 2023, staffing levels.

Please refer to attachment TAW_R_UWUADR1_010_073024_ Attachment_8_2023 Goals Mgmt Presentation.

Responsible Witness: Grady Stout

Question:

20. With reference to the testimony of Grady Stout at 38: 7-18 and 39: 1-5, please provide a full and detailed assessment of the impacts that failure to fill the forecasted staffing level of 117 full- time employees would have on TAWC's ability to "maintain the company's current level of operations while also managing increased organic customer growth and increased water regulation" or to otherwise provide safe and reliable water utility services to TAWC customers.

Response:

On pages 37 and 38 of my Direct Testimony, I explain that the Company constantly evaluates operations' labor needs to determine the best solution for the unique and changing challenges we face to complete all necessary day-to-day work and to ensure the provision of safe and adequate utility services. In determining appropriate staffing levels, we take care in our aim to have sufficient staff, balanced against the cost of having more staff than required. This strategic balancing, coupled with internal efficiencies and the natural attrition of employees and the time required to fill vacant positions, does not always result in the Company continuously employing the full number of employees allotted. Under this approach, the Company has continued to provide adequate service levels and safe and reliable utility services given the revenues available from current rates. The Company's customer base and system growth, new and evolving regulatory requirements, and natural workforce attrition have placed pressure on our current staffing level. In order to maintain an appropriate level of service going forward, the Company needs 117 full-time employees and an appropriate rate of return to be able to employ this level of employees.

As set forth on pages 38 and 39 of my Direct Testimony, the forecasted staffing level seeks to maintain the company's current level of operations, while also managing increased organic customer growth and increased water regulation. Since 2012 the company has added 11,449 customers organically (meaning new customers connecting to the company's existing footprint). The rate at which the company is adding customers has also increased over the last eleven years (450 customers added in 2013, 964 customers added in 2018, and 1652 customers added in 2023). An increasing customer base brings more infrastructure improvement projects, customer inquiries, meter readings, and water quality testing. Increasing state and federal regulations are also adding to the Company's workload. Recognizing the foregoing, a failure to appropriately plan for sufficient staffing needs will impact Company operations.

Responsible Witness: Grady Stout

Question:

21. With reference to the testimony of Grady Stout at 38: 7-18 and 39: 1-5, please categorize how many of the total forecasted 117 full-time TAWC employees will be union hourly employees, non-union hourly employees, and exempt employees, and identify the specific job classifications TAWC expects to fill for the additional full-time employees in the Company's forecasted 117 full-time employee staffing level over the current staffing level.

Response:

Please see the chart below. This chart represents the Company's current information, which is subject to changes and modifications due to the needs of the business.

Job Title	Union Y or N	Hourly / Salary
Capital Program Coordinator	N	S
Dir Engineering	N	S
Engineer	N	S
Engineer	N	S
Staff Engineer	N	S
Engineering Clerk U121	Υ	Н
Engineering Project Manager	N	S
Manager, Engineering Project Delivery	N	S
Engineering Specialist	N	Н
Mgr Automation & Controls (SCADA)	N	S
Laborer U121	Υ	Н
Laborer/Process Tech Apprentic U121	Υ	Н
Laborer/Relief Process Tech U121	Υ	Н
Laborer/Relief Process Tech U121	Υ	Н
Laborer/Relief Process Tech U121	Υ	Н
Process Technician U121	Υ	Н
Process Technician U121	Υ	Н
Process Technician U121	Υ	Н
Process Technician U121	Υ	Н
Supvr Production	N	S

Master M Mechanic U121	Υ	Н
Master M Mechanic U121	Υ	Н
Master M Mechanic U121	Υ	Н
Master M Mechanic U121	Υ	Н
Master M Mechanic U121	Υ	Н
Master M Mechanic U121	Υ	Н
Mgr Opns	N	S
Operations Specialist	N	Н
Production Clerk U121	Υ	Н
Manager WQ & Env Compliance	N	S
Sr Cross Connect Specialist	N	Н
Sr Cross Connect Specialist	N	Н
Sr WQ & Env Compliance Specialist	N	S
Sr WQ & Env Compliance Specialist	N	S
Field Service Person U121	Υ	Н
Field Service Person U121	Υ	Н
Field Service Records Spec U121	Υ	Н
Field Service Records Spec U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
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Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Field Service Rep U121	Υ	Н
Meter Repairer U121	Υ	Н
Mgr Opns	N	S
Operations Specialist	N	Н
Supvr Field Operations	N	S

Supvr Field Operations	Ν	S
Mgr External Affairs (Corp)	Ν	S
Exec Asst (N)	Ν	Н
President (Medium States)	Ν	S
Director, Business Development	Ν	S
Business Specialist, Business Development	N	S
Sr Specialist Health & Safety	Ν	S
Distribution Clerk U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Heavy Equipment Operator U121	Υ	Н
Supvr Field Operations	Ν	S
Supvr Field Operations	Ν	S
Supvr Field Operations	Ν	S
Operations Specialist	Ν	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Wkr CDL U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Truck Driver/Utility Worker U121	Υ	Н
Senior Manager of Operations	N	S
VP Operations (medium state)	N	S
Maint Service Specialist	N	Н
Chief Operator Lead Plant Operator	N	H
Technician Production (N)	N	H
	. •	

Technician Production (N)	N	Н
Technician Production (N)	N	Н
Technician Production (N)	N	Н
Sr Supervisor Production	N	S
Sr Supt Opns	N	S
Utility Technician	N	Н

Responsible Witness: Grady Stout

Question:

22. Please provide all documents referenced, utilized, or generated by TAWC in evaluating, assessing, or preparing its forecasted 117 full-time employee staffing level for the Attrition Year, including all work papers, other supporting documentation, and communications between TAWC and any other persons or entities (including TAWC or AWK employees).

Response:

To the extent this request seeks "all" such documents, the Company objects to this request on the grounds that it is overly broad and unduly burdensome. Subject to and without waiving this objection, the Company responds as follows:

Verbal communications and internal discussions were had to evaluate, assess, and prepare the staffing level. Please see the Direct Testimony of TAWC Witness Grady Stout and the Company's Response to Question No. 21. There are no additional documents to produce other than those submitted with the petition and those already provided in discovery.

Responsible Witness: Grady Stout

Question:

23. Please provide all documents prepared by or for TAWC since November 1, 2012 that contain any evaluation or assessment of the safety, adequacy, or efficiency of the services furnished by the Company. Please include in TAWC's response any documents submitted by or for TAWC to the Commission, prepared by or for TAWC for internal use, or sent by TAWC to or received from **AWK**, the Commission, or any other person or entity.

Response:

The Company objects to this request on the grounds that it is overly broad and unduly burdensome as to the time period requested. Any attempt to provide the requested information prior to the 2020 timeframe would require substantial resources and even still would not be possible due to various information systems retirements, changes and new integrations over the years. The Company also objects to this request to the extent it seeks or refers to "all" such documents. The Company also objects to the request to the extent that it calls for the production of documents protected from disclosure by the attorney-client privilege and by the work product doctrine. Subject to and without waiving these objections, the Company responds as follows, beginning in 2020:

Please see attachment

TAW_R_UWUADR1_023_073024_Attachment_1_Operational_Scorecards for safety specifically. Please also see attachment

TAW_R_UWUADR1_023_073024_Attachment_2_Job Observations for the Company's Job Site Safety Observations. Also, please see attachment TAW R UWUADR1 023 073024 Attachment 3 COVID.

With respect to the privilege and work product claims, the protected document is being withheld, but non-privileged information regarding O&M expenses on a per customer basis, as well as efficiency more generally, is provided by Company Witness Grady Stout at pages 26-37 of his Pre-filed Direct Testimony, by Company Witness Robert Lane at pages 10-11 of his Pre-filed Direct Testimony, and in attachment TAW R UWUADR1 023 073024 Attachment 4.



GOAL	APP	January	February	March	April	May	June	July	August	September	October	November	December
		Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target
Safety			1	l e		1							
ORIR	Υ	0.00 0.61	0.00 0.61	0.00 0.61	0.00 0.61	0.00 0.61	0.00 0.61	- 0.61	- 0.61	- 0.61	- 0.61	- 0.61	- 0.61
DART	Υ	0.00 0.29	0.00 0.29	0.00 0.29	0.00 0.29	0.00 0.29	0.00 0.29	- 0.29	- 0.29	- 0.29	- 0.29	- 0.29	- 0.29
Job Observations		8.60 5.00	7.88 5.00	8.54 5.00	7.97 5.00	7.65 5.00	8.04 5.00	- 5.00	- 5.00	- 5.00	- 5.00	- 5.00	- 5.00
Vehicle Incident Rate (Total)		15.07 5.79	0.00 5.79	5.10 5.79	7.50 5.79	5.87 5.79	4.85 5.79	- 5.79	- 5.79	- 5.79	- 5.79	- 5.79	- 5.79
Vehicle Incident Rate (Preventable)		0.00 4.19	9.77 4.19	0.00 4.19	0.00 4.19	0.00 4.19	0.00 4.19	- 4.19	- 4.19	- 4.19	- 4.19	- 4.19	- 4.19
SIF		0.00 -	0.00 -	0.00 -	0.00 -	0.00 -	0.00 -						
SIF-P		0.00 -	0.00 -	0.00 -	0.00 -	0.00 -	0.00 -						
Pre-Job Briefings (T&D)		89% 95%	94% 95%	95% 95%	96% 95%	96% 95%	97% 95%	- 95%	- 95%	- 95%	- 95%	- 95%	- 95%
PSM/RMP Requirements		0 0	0 0	0 0	0 0	0 0	0 0	- 0	- 0	- 0	- 0	- 0	- 0
OSHA Required Safety Training		Reporting Begins	June 2024				88% 100%	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%
Near Miss Reporting		0.36 0.33	0.53 0.67	1.45 1.00	1.80 1.33	2.11 1.67	2.46 2.00	- 2.33	- 2.67	- 3.00	- 3.33	- 3.67	- 4.00
Near Miss Corrective Actions		100% 99%	99% 99%	100% 99%	100% 99%	98% 99%	100% 99%	- 99%	- 99%	- 99%	- 99%	- 99%	- 99%
Certified Safe Worker						63% 30%	70% 45%	- 60%	- 75%	- 90%	- 90%	- 90%	- 90%
Confined Space Entry Form Completion		Projected TBD											
LOTO Form Completion		Projected TBD											
OSHA Required Safety Training		100%	100%	100%	100%	100%	88% 100%	100%	100%	100%	100%	100%	100%
Facility Inspection		Projected TBD											
Employees with 16+ Hours		Under Review											
Employees with Repeat 16+ Hours		Under Review											
Environmental & WQ													
NOVs - Compliance	Υ	0 0	0 0	0 0	0 0	0 0	0 0	- 0	- 0	- 0	- 0	- 0	- 0
NOVs - Water Quality	Υ	0 0	0 0	0 0	0 0	0 0	0 0	- 0	- 0	- 0	- 0	- 0	- 0
Dry Weather Sanitary Sewer Overflows													
≤ 20% MCL Action Plans		0 0	0 0	0 0	0 0	0 0	0 0	- 0	- 0	- 0	- 0	- 0	- 0
Environmental Permits		0 0	0 0	0 0	0 0	0 0	0 0	- 0	- 0	- 0	- 0	- 0	- 0
Licensed Operator of Record		100% 100%	100% 100%	100% 100%	100% 100%	100% 100%	100% 100%	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%
NOVs - Environmental Impact		Projected TBD											
Sample Schedule Adherence		Projected TBD											

2024 Performance Scorecard -TN Monthly GoalsReporting Org: TN (YTD)

GOAL	APP	January	February	March	April	May	June	July	August	September	October	November	December
		Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target	Result Target
Meter to Bill		I											
Inactives with Consumption		2.13 1.56	2.34 1.55	1.88 1.53	1.62 1.52	0.95 1.51	0.80 1.49	- 1.48	- 1.47	- 1.45	- 1.44	- 1.43	- 1.41
Zero Consumption		0.36 0.30	0.34 0.29	0.26 0.28	0.15 0.27	0.06 0.26	0.05 0.25	- 0.24	- 0.23	- 0.22	- 0.21	- 0.20	- 0.19
Consecutive Estimates		1.81 1.87	2.59 1.80	2.21 1.74	2.08 1.67	1.66 1.61	2.27 1.54	- 1.48	- 1.42	- 1.35	- 1.29	- 1.22	- 1.16
Shut Off Orders - Water		100% 90%	100% 90%	100% 90%	100% 90%	100% 90%	100% 90%	- 90%	- 90%	- 90%	- 90%	- 90%	- 90%
Shut Off Orders - Sewer		100% 100%	100% 100%	100% 100%	100% 100%	100% 100%	100% 100%	- 100%	- 100%	- 100%	- 100%	- 100%	- 100%
Overall Meter Reading		99.0% 98.0%	98.9% 98.0%	98.8% 98.0%	98.9% 98.0%	98.9% 98.0%	98.8% 98.0%	- 98.0%	- 98.0%	- 98.0%	- 98.0%	- 98.0%	- 98.0%
BPEM Service Order Completion Rate		Projected TBD											
Uncollectible Rate		Projected TBD											
Asset Management			1	· 	<u> </u>	· !	1	- 	- 				
Non-Revenue Water %		25% 26%	25% 26%	25% 26%	24% 26%	26% 26%	27% 26%	- 26%	- 26%	- 26%	- 26%	- 26%	- 26%
Unaccounted for Water %		Projected TBD											
Master Meter Plans Worked		Projected TBD											
Digital As Builts		38% 85%	42% 85%	39% 85%	59% 85%	61% 85%	64% 85%	- 85%	- 85%	- 85%	- 85%	- 85%	- 85%
Digital As Builts - Office		13% 95%	15% 95%	18% 95%	13% 95%	11% 95%	13% 95%	- 95%	- 95%	- 95%	- 95%	- 95%	- 95%
Hydrant Inspections		5% 0%	18% 2%	30% 5%	44% 16%	60% 28%	77% 42%	- 55%	- 67%	- 79%	- 91%	- 97%	- 100%
Valve Inspections		10% 0%	32% 2%	45% 5%	59% 16%	71% 28%	76% 42%	- 55%	- 67%	- 79%	- 91%	- 97%	- 100%
Lead Service Line Inventory		Projected TBD											
Lead Service Line Replacement		Projected TBD											
Work Order Approvals (T&D)		5.20 7.00	5.32 7.00	3.80 7.00	3.29 7.00	3.12 7.00	3.05 7.00	- 7.00	- 7.00	- 7.00	- 7.00	- 7.00	- 7.00
LOS Replacements - Current Year	r	2.2% 8.3%	4.0% 16.7%	4.5% 25.0%	5.0% 33.3%	9.0% 41.7%	26.0% 50.0%	- 58.3%	- 66.7%	- 75.0%	- 83.3%	- 91.7%	- 100%
LOS Replacements - Backlog		3.0% 4.2%	4.0% 8.0%	5.4% 12.5%	27.0% 16.7%	32.0% 20.8%	42.0% 25.0%	- 29.2%	- 33.3%	- 37.5%	- 41.7%	- 45.8%	- 50.0%
Master Meter PM Plans		Projected TBD											
Dam Inspections		Projected TBD											
Outage - Duration		Projected TBD											
Outage - Customers Impacted		Projected TBD											
Meter Install Quality		Projected TBD											
Accounted for Water Loss		Projected TBD											
Process Safety Management (Training)		Projected TBD											
Infrastructure Leak Index (ILI)		Projected TBD											



2024 Performance Scorecard -TN Monthly GoalsReporting Org: TN (YTD)

GOAL	APP	Janu	uary	Febi	ruary	Ma	arch	Aŗ	oril	IV	lay	Ju	ine	Ju	ıly	Au	gust	Sept	ember	Oct	ober	Nove	ember	Dece	ember
		Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target	Result	Target
Engineering																									
YTD CapEx (Millions)		3	2	3	5	5	11	6	14	11	17	14	20	-	-	-	-	-	-	-	-	-	-	-	-
Water Efficiency - System Delivery per Customer		Projecto	ed TBD																						
Energy Efficiency - Green House Gas Reduction		Project	ed TBD																						
Resiliency - Utility Resilience Index		Projecto	ed TBD																						
PFAS Facilities Online		Projecto	ed TBD																						
Gaseous Chemicals Removal		Projecto	ed TBD																						
YTD CapEx (Large IP Project)		Project	ed TBD																						
YTD CapEx (Additionals to State Budgets		Projecto	ed TBD																						

OPERATIONAL METRICS SCORECARD

TN December 2023

Area	Measure	Target	MTD Target	MTD Actual	YTD Target	YTD Actual	YE Target	YE Forecast
	ORIR	0.62 ORIs per 100 Employees per Year	0.62	0.00	0.62	1.01	0.62	0.62
	DART	0.30 DART Incidents per 100 Employees per Year	0.30	0.00	0.30	0.00	0.30	0.30
ΤL	Near Miss Reporting	1 per Employee per Quarter	0.33	0.26	4.00	4.05	4.00	4.00
SAFETY	Near Miss Corrective Actions	99% Completed Within 30 Days (1 Month in Arrears)	99%	100%	99%	99%	99%	99%
	Job Observations	Average 3 per Front-Line Leader per Month	3.00	3.63	3.00	3.26	3.00	
	Pre-Job Briefings (T&D)	100% Completion	100%	93%	100%	91%	100%	100%
	NOVs - Compliance	≤ 6 NOVs by Year-End	0	0	0	0	0	
EXCELLENCE ONMENTAL)	NOVs - Water Quality	≤ 2 NOVs by Year-End	0	0	0	0	0	
	≤ 20% MCL Action Plans	Zero Overdue Determinations	0	0	0	0	0	
OPERATIONAL (WQ & ENVIRO	Environmental Permits	Zero Expired Permits	0	0	0	0	0	
OPERA'	PSM/RMP Requirements	Zero Program Elements Expired	0	0	0	0	0	
	Licensed Operator of Record	100%	100%	100%	100%	100%	100%	100%
	Overall Meter Reading	≥ 99% Actual Reads	99%	99%	99%	99%	99%	99%
NCE	Large Meter Reading (>1")	100% Actual Reads	100%	98%	100%	97%	100%	1.00
EXCELLENCI CASH	Inactives with Consumption	No Aged Cases ≥ 6 Months	0	136			0	
ATIONAL EXCELI METER TO CASH	Zero Consumption	No Aged Cases ≥ 6 Months	0	27			0	
OPERATIONAL METER TO	Consecutive Estimates	No Aged Cases ≥ 3 Months	0	167			0	
OPE	Shut Off Orders - Water	100% Worked Before Expiry	100%	100%	100%	99%	100%	100%
	Shut Off Orders - Sewer	100% Worked Before Expiry	100%	100%	100%	100%	100%	100%
	Non-Revenue Water %	YOY Improvement or No Change (12-Month Rolling)	0%	-4%	0%	-4%	0%	
NCE	Digital As Builts	Available for 80% of Completed Work Orders	80%	38%	80%	57%	80%	80%
EXCELLENCE AGEMENT	Hydrant Inspections	100% Completed by Year-End	3%	0%	100%	100%	100%	100%
NAL E	Valve Inspections	100% Completed by Year-End	3%	5%	100%	39%	100%	100%
OPERATIONAL EXCELLEN ASSET MANAGEMENT	Work Order Approvals (T&D)	100% Approved ≤ 7 Days After Completion (T&D)	100%	78%	100%	69%	100%	100%
OPE	LOS Replacements - Small	100% Completed by Year-End	508	21	4,062	4,046	4,062	4,062
	LOS Replacements - Large (>1")	100% Completed by Year-End	132	0	261	214	261	261
	Regrettable Turnover	1.0% Regrettable Turnovers per 12-Month Avg. Headcount	1.0%	2.0%	1.0%	2.0%	1.0%	1.0%
	Overall Diversity - Women	25% of Total Active Employees are Female	0%	16%	0%	16%	0%	
PLE	Overall Diversity - Ethnic/Racial	21% of Total Active Employees are Ethnic/Racial	0%	16%	0%	16%	0%	
PEOPLI	Mgmt Diversity - Women	28% of Total Active Management are Female	0%	20%	0%	20%	0%	



TN KPI Scorecard 2023													
Strategy	2023 Goal	Target	January	February	March	YTD Results							
Safety & People	ORIR	0	0	0	0	0							
	DART	0	0	0	0	0							
	Report Only (First Aid)	Monitor	1	0	1	2							
	Near Misses	1/Employee/Quarter	34	35	34	103							
	Job Observations/ Dist	15	15	15	15	45							
	Job Observations/ Meter	15	16	17	20	53							
	Job Site Checklist	100% of Required Work Orders	76%	82.7%	78%	79%							
	Training	25 hours/Employee (50% by July 1; 100% by Sep 1)	1%	1%	7%	1%							
	Cyber Security Awareness Learn Class	100% by Sep 1	9%	12.5%	24%	9%							
	OSHA Required Courses	100% [reporting capabilities]	TBD	TBD	TBD								
	Certified Safe Worker	100% of Non-Union Employees	0%	0%	0%	0%							
Strategy	2023 Goal	Target			Q1	YTD Results							
Customer	External Benchmark - Customer Satisfaction	Top Half			Top Half								
	CX Performance Score for Non- Residential Customers	65 or higher											
	CX Performance Score for residential customers	15			36.6	36.60							
Strategy	2023 Goal	Target				YTD Results							
Environmental Leadership	WQ NOVs	0	0	0	0	0							
Strategy	2023 Goal	Target				YTD Results							
Technology & Operational Efficiency	Operational Efficiency	39.2%	32.4%	37.60%	42.00%	37.3%							
	Labor Capex %	36.7%	35.6%	37.7%	37.5%	36.9%							

Uncollectibles	0.7	-0.04%	0.76%	0.63%	0.45%
NRW Chattanooga	25.1%	14.2%	26.7%	29.3%	23.40%
NRW SV	45.2%	44.9%	50.3%	51%	48.73%
Overall Meter Reading %	100.00%	98%	98%	98%	98%
Large Meter Meter Reading %	100.00%	97%	96%	97%	97%
Estimate orders	100% Completed by Expiration	98.68%	96.72%	100%	98%
Inactives With Consumption	100% Completed by Expiration	100%	100.0%	99.19%	100%
Consecutive Zeros	100% Completed by Expiration	100%	100%	99.18%	100%
Water nonpays	100% Completed by Expiration	100%	99.2%	99.82%	100%
Sewer nonpays	99% Completed by Expiration	99.03%	99.75%	100%	100%
LOS Meters	7587	93	143	286	522
AMR	100%	89% (9,363)	90% (8,926)	91% (8,265)	91%
Hydrant Inspections	100%/ 5437	11% (580)	15% (236)	21% (341)	21.00%
Valve Inspections	100%/ 2401	7% (171)	11% (109)	12.83% (71)	13%
Organic Growth (Chatt)	Monitor	105	96	104	305
Supervisor Approvals	Monitor	35%	99%	84%	73%

				Chatt	tanoog	a KPI S	Scoreca	ard 202	23							
Strategy	2023 Goal	Target	January	February	March	April	May	June	July	August	September	October	November	December	YTD Results	
Safety & People	ORIR	0	0	0	0	0	12.09	0	0	0	0	0			1.2	Safety L
	DART	0	0	0	0	0	0	0	0	0	0	0			0	Safety I
	Report Only (First Aid)	Monitor	1	0	0	0	2	0	0	0	0	1			4	Safety I
	Vehicle Incidents	Monitor	0	0	1	2	0	0	0	1	0	0			4	Safety
	Near Misses	1/Employee/Quarter	34	35	34	7	14	31	18	43	78	13			307	MapCa
	Job Observations/ Dist	15/month	15	15	15	16	17	27	11	22	15	23			176	MapCa
	Job Observations/ Meter	15/month	16	17	20	27	49	22	25	15	29	16			236	MapC
	Job Site Checklist	100% of Required Work Orders	76%	82.7%	78%	93.0%	81.7%	97.5%	84%	82%	92.60%	94.80%			86%	Ī
	Training	25 hours/Employee (50% by July 1; 100% by Sep 1)	1%	1%	7%	31%	47%	72%	77%	81%	98%	99%			99%	AOF D
	Cyber Security Awareness Learn		9%	12.5%	24%	54%	55%	61%	88%	100%	100%	100%			100%	
	Class															Learn
	OSHA Required Courses	100% [reporting capabilities]	TBD	TBD	TBD	TBD	TBD	TBD	76%	77%	81%	80%			81%	Safety
	Certified Safe Worker	100% of Employees	0%	0%	0%	0%	20%	33%	37%	43%	43%	90%			90%	Learn
Strategy	2023 Goal	Target			Q1			Q2			Q3			Q4	YTD Results	
Customer	External Benchmark - Customer Satisfaction	Top Half			Top Half			Bottom half			Top half				Top Half	EA/Sea
	CX Performance Score for Non- Residential Customers	65 or higher														EA/Sea
	CX Performance Score for residential customers	15			36.6			15.2							15.20	EA/Sea
Strategy	2023 Goal	Target													YTD Results	
ironmental Leadership	WQ NOVs	0	0	0	0	0	0	0	0	0	0	0			0	WQ lea
Strategy	2023 Goal	Target													YTD Results	
hnology & Operational Efficiency	Operational Efficiency (TN)	39.2%	32.4%	37.60%	42.00%	37%	37%	23%	25.0%	26.0%	38.8%	38.0%			33.7%	P&L
	Labor Capex % (TN)	36.7%	35.6%	37.7%	37.5%	35%	37%	25%	27.0%	35%	43%	38%			35.1%	P&L
	Uncollectibles (TN)	0.7	-0.04%	0.76%	0.63%	0.62%	1.30%	0.77%	1.37%	0.86	0.67				17.60%	P&L
	NRW Chattanooga	25.1%	14.2%	26.7%	29.3%	38.7%	13.5%	14.8%	19.4%	24.20%	16.70%	22.60%			22.01%	Rev A
	Overall Meter Reading %	100.00%	98%	98%	98%	98%	98%	98%	98%	99%	99%	99%			98%	SAP A
	Large Meter Meter Reading %	100.00%	97%	96%	97%	97%	97.00%	97.00%	97%	98%	98%	98%			97%	SAP A
	Estimate orders	100% Completed by Expiration	98.68%	96.72%	100%	96.3%	100%	100%	100%	100%	100%	100%			99%	Orders
	Inactives With Consumption	100% Completed by Expiration	100%	100.0%	99.19%	97.99%	98.52%	100%	99%	99%	100.0%	100%			99%	Orders
	Consecutive Zeros	100% Completed by Expiration	100%	100%	99.18%	95.38%	98.48%	100.00%	100%	99%	100%	99.54%			99%	Orde
	Water nonpays	100% Completed by Expiration	100%	99.2%	99.82%	88.92%	99.43%	99.07%	100%	100%	100.00%	100%			99%	Orde
	Sewer nonpays	99% Completed by Expiration	99.03%	99.75%	100%	98.22%	99.9%	100.00%	100%	100%	99.9%	100%			100%	Orde
	LOS Meters	7587	93	143	286	206	463	281	264	508	1598	3019			6861	Sum

AMR	100% (0)	89% (9,363)	90% (8,926)	91% (8,265)	91% (7878)	92% (7316)	92% (7074)	92% (6699)	93% (6457)	94% (4966)	99% (242)		92%	SAP Report
Hydrant Inspections	100%/ 5437	11% (580)	15% (236)	21% (341)	26% (282)	31% (360)	35% (148)	40% (132)	44% (435)	61% (775)	88% (1700)		89.00%	Asset Inspection Dashboard
Valve Inspections	100%/ 2401	7% (171)	11% (109)	12.83% (71)	15% (60)	18% (86)	23% (140)	24% (41)	25% (56)	25% (6)	25% (34)		25%	Asset Inspection Dashboard
Organic Growth (Chatt)	Monitor	107	97	106	50	163	74	156	136	152	78		1119	MapCall
Supervisor Approvals	Monitor	35%	99%	84%	82%	96%	52%	95%	78%	90%	71%		78%	MapCall

	Sequatchie Valley KPI Scorecard 2023														
Strategy	2023 Goal	Target	April	May	June	July	August	September	October	November	December	YTD Results			
Safety & People	ORIR	0	0	0	0	0	0	0	0			0			
	DART	0	0	0	0	0	0	0	0			0			
	Report Only (First Aid)	Monitor	0	0	0	0	0	0	0			0			
	Near Misses	1/Employee/Quarter	4	3	6	0	4	29	3			61			
	Job Observations	3 per supervisor	1	1	7	0	4	5	5			37			
	Job Site Checklist SV	100% of Required Work Orders	26%	88.20%	84.60%	63.6%	83%	84.20%	75%			65.64%			
	Job Site Checklist SC	100% of Required Work Orders	100%	100%	100%	66.7%	67%	100.00%	NA			70%			
	Training	25 hours/Employee (50% by July 1; 100% by Sep 1)	18%	36%	50%	50%	60%	100%	100%			36%			
	Cyber Security Awareness Learn Class	100% by Sep 1	45%	45%	50%	100%	100%	100%	100%			100%			
	OSHA Required Courses	100% [reporting capabilities]	TBD	TBD	TBD	TBD	89%	84%	84%			89%			
	Certified Safe Worker	100% of Non-Union Employees	0%	36%	70%	80%	90%	100%	100%			90%			
Strategy	2023 Goal	Target										YTD Results			
Environmental Leadership	WQ NOVs	0	0	0	0	0	0	0	0			0			
Strategy	2023 Goal	Target										YTD Results			
Technology & Operational Efficiency	Operational Efficiency (SV)	86.0%	58%	132%	96%	87%	75.0%	56.0%	81.0%			83.6%			
	Labor Capex % (SV)	17.0%	20%	14%	19%	14%	22%	19%	14%			17.4%			
	Uncollectibles (SV)	0	0%	0%	0%	0%	0	0				0.00%			
	NRW SV	45.2%	41.8%	54.4%	38.2%	51.1%	48.00%	44.90%	49.50%			47.41%			
	NRW SC	12.7%	38.8%	38.3%	27.8%	25.4%	34.50%	29.60%	31.20%			36.84%			
	NRW JH	20.6%	14.2%	47.3%	33.2%	12.8%	3.10%	24.70%	19.30%			25.71%			
	Overall Meter Reading % (SV, SC, JH)	100.00%	99%/98%/94%	99%/99.5%/99%	99%/100%/98%	99%/99%/97%	99%/99%/97%	99%/99%/96%	99%/100%/97%						
	Large Meter Meter Reading % (SV, SC, JH)	100.00%	100%/100%/100%	100%/100%/100%	100%/100%/100%	100%/100%/100%	97%/100%/100%	100%/100%/100%	94%/100%/100%						
	Estimate orders	100% Completed by Expiration	100%	100%	100%	100%	100%	100%	100%			100%			
	Inactives With Consumption	100% Completed by Expiration	100.00%	100.00%	100%	100%	100%	100%	100%			100%			
	Consecutive Zeros	100% Completed by Expiration	100%	100%	100%	100%	100%	100%	100%			100%			
	Water nonpays	100% Completed by Expiration	100%	100%	88%	100%	100%	100%	100%			99%			

	Hydrant Inspections	100%/ 324	44% (21)	61% (60)	97% (118)	97% (0)	97% (0)	100% (10)	100% (0)		100.00%
	Valve Inspections	100%/ 265	57% (5)	69% (36)	74% (13)	74% (0)	74% (0)	74% (0)	74% (0)		76%
	Organic Growth (Chatt)	Monitor	7	6	7	7	5	5	7		62
	Supervisor Approvals	Monitor	100%	100%	70%	95%	77%	43%	88%		87%

Strategy	2022 Goal	Target	Jan	Feb	March	Apr	May	June	July	August	September	October	November	December	YTD Results
Safety & People	ORIR	≤.70	0	0	0	0	0	0	0	0	24.75	0	0	0	2.77
	DART	≤ 0.33	0	0	0	0	0	0	0	0	12.38	0	0	0	1.39
	Report Only	Monitor Only	1	0	0	1	0	0	0	0	5	0	0	0	7
	Near Misses	225 (19/mo)	15	28	16	17	6	30	29	25	14	25	6	18	229
	Job Observations/ Dist	15/mo	15	15	20	15	15	4	3	21	18	15	15	16	156
	Job Observations/ Meter	15/mo	12	11	15	1	7	27	1	15	17	39	55	50	250
	Job Site Checklist	Monitoring Main Break Work Orders % of total with Job Site Checklist	92%	100%	100%	100%	100%	100%	100%	100%	100.00%	100.00%	100.00%	100.00%	99%
	Training	100% of Employees with at least 25 hours completion by Aug 1	0	1%	5%	8%	19%	35%	36%	90%	92%	98%	99%	99%	99%
	Cyber Security Awareness Learn Class	100% of employees to take this class	0	45%	49%	62%	69%	72%	73%	77%	78%	88%	99%	100%	100%
	Osha Required Courses	90%	88%	88%	88%	90%	87%	84%	88%	90%	90%	90%	88%	88%	90%
		100% of Management Employee Certified by July 1	0	0	42%	50%	51%	43%	42%	53%	81%	95%	95%	99%	81%
Strategy	2022 Goal	Target			Q1			Q2			Q3			Q4	YTD Results
Customer	External Benchmark - Customer Satisfaction	Top Half			Top half			Top half			Top Half			Top Half	Top Half
	CX Performance Score for Non- Residential Customers	65													56
	CX Performance Score for residential customers	15			15			11.4			11.3			24.3	15.20
Strategy	2022 Goal	Target													YTD Results
Environmental Leadership	WQ NOVs	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Strategy	2022 Goal	Target													YTD Results
Technology & Operational Efficiency	Operational Efficiency	42%	37%	44.70%	46.50%	39%	37%	40%	36%	44.0%	42.0%	38.0%	47.0%	62.7%	42.5%

Labor Capex %	37%	31%	36%	39%	36%	43%	42%	43%	35%	38%	36%	34%	32%	37%
Uncollectibles	0.7	true-up ***	0.7	0.5	0.5	0.6	0.9	0.7	0.6	0.9	0.9	0.31	0.7	0.58 YTD
NRW Chattanooga	27%	26%	28.5%	35.4%	23.1%	34.5%	26.7%	9.1%**	35.80%	13.60%	26.00%	25.8%	45.70%	27.1%
NRW SV	50%	50%	44.6%	38%	41.6%	47.2%	38.1%	38.5%	47.80%	46.70%	50.50%	51.80%	61.30%	43.5%
Overall Meter Reading %	≥ 99%	98%	99%	99%	99%	99%	98%	98%	98%	99%	99%	99%	99%	99%
Large Meter Meter Reading %	≥ 99%	97%	97%	97%	93.00%	94%%	94.00%	91%	99%	98%	97%	97%	97%	96%
Estimate orders	100% completed by expiration	23%	58%	65%	83%	60% (90)	61% (20)	74% (26)	100% (361)	100% (117)	98% (87)	99% (82)	98.4% (62)	
Inactives With Consumption	100% completed by expiration	59%	73.0%	99.40%	100.00%	85% (556)	94% (240)	99% (104)	100% (346)	99.2% (244)	97% (201)	100% (248)	78.3% (183)	
Consecutive Zeros	100% completed by expiration	24%	59%	76.13%	94%	84% (386)	91% (149)	98% (120)	99% (250)	100% (340)	100% (206)	97% (208)	100% (138)	
Water nonpays	100% completed by expiration	72% (520)	72% (430)	89.6% (606)	92% (451)	96% (785)	89% (368)	99.7% (464)	99.5% (405)	99.49% (387)	100% (349)	99.4% (867)	73.1% (1264)	
Sewer nonpays	95% completed by expiration	93% (755)	94% (853)	97% (734)	92% (757)	99% (700)	94% (931)	97% (558)	97.5% (928)	99.44% (99.8% (889)	99.5% (660)	96% (477)	
LOS Meters	5331	48	137	336	340	343	813	359	55	32	106	37	9	2615
AMR	TBD % By 2022	86% 11,764	87% 11,659	87% 11,472	87% 11,130	88% 10,590	89% 9,946	89% 9,779	89% 9,662	89% 9,609	89% 9,537	89% 9,452	89% 9,407	89%
Hydrant Inspections	5304	217	455	116	82	125	340	411	313	368	342	2632	388	5789
Valve Inspections	TBD	39	150	135	162	93	126	145	226	114	83	71	24	1368
Organic Growth	monitor	32	89	64	87	56	93	109	82	74	95	67	39	887

true-up - pleae reach if you have any questions and Sonal can explain it. Thanks Sonal

^{**} July had a couple of bills that wer overbilled and were incorrect. Per Kristen's email on NRW, her and Sonal said it was probably more like 17.4% this month. This should true up in August but of course will be higher in August

Strategy	2021 Goal	Target	Jan	Feb	March	Apr	May	June	July	August	September	October	November	December	Updated	Frequency	Owner	YTD Results
Safety & People	ORIR	≤ .79							0	0	0	0	0	0	1/3/2022	8th business day	Jerry	0
	DART	≤ 0.50							0	0	0	0	0	0	1/3/2022	8th business day	Jerry	0
	Recordable Incidents	Monitor Only							0	0	0	0	0	0	1/3/2022	8th business day	Jerry	0
	Near Misses	225 (19/mo)	7	27	12	12	14	7	17	22	30	15	68	7	1/3/2022	5th business day	Jerry	236
	Job Observations/ Dist	15/mo	0	0	0	0	0	0	0	3	21	20	12	10	1/3/2022	2	Kristen	56
	Job Observations/ Meter	15/mo							0	0	0	0	3	0	1/3/2022	2		3
	Job Site Checklist	Monitoring Main Break Work Orders % of total with Job Site Checklist	33.33%	37.00%	38.10%	23.10%	20.00%	38.50%	42.10%	26.90%	75.00%	100.00%	100.00%	100.00%		5th business day	Kristen	48.55%
	Training	100% of Employees with at least 25 hours							96%	96%	98%	98%	98%	98%	1/3/2022	5th business day	Erica	96%
	CPR	100% of Management Certified and 75% of All others Certified							100%	100%	100%	100%	100%	100%	1/3/2022	5th business day	Jerry	100%
	Certified Safe Worker	100% of Employees Certified							73%	73%	73%	73%	75%	75%	1/3/2022	5th business day	Jerry	73%
Strategy	2021 Goal	Target													Updated	Frequency		Q2 Results
Customer	External Benchmark - Customer Satisfaction	Top Half								_					1/14/2022	Quarterly AW G	Daphne	Top Half Achieved
	Service Quality-FSR Perf	Monitor Only							89%	86%	71%	70%	73%		12/1/2021	Monthly	Daphne	
	CX Performance Score	68%							71%			57%	Q4	50%	1/14/2022	Quarterly	Daphne	58%
Strategy	2021 Goal	Target													Updated	Frequency		YTD Results
Environmental Leadership	WQ NOVs	0	0	0	0	0	0	0	0	0	0	0	0	0	1/4/2022	2	Kitty	0
	WQ Notifications	Monitor Only	3	10	8	19	8	14	15	13	6	9	15	14	1/4/2022	2	Kitty	134
Strategy	2021 Goal	Target													Updated	Frequency		YTD Results
Operational Efficiency	Operational Efficiency	42%	49.00%	43.00%	49.00%	42.00%	40.00%	40.00%	39%	37.0%	53.0%	40.0%	48.0%	67.0%	1/14/2022	10th business da	Sonal	45%
	Labor Capex %	36%	32%	33%	35%	35%	35%	38%	34%	40%	37%%	40%	38%	34%	1/10/2022	10th business da	ay of the month	36%
	NRW Chattanooga	26%	31.30%	29.80%	33.50%	23.60%	31.50%	22.10%	18.10%	22.80%	16.80%	22.90%	27%	26%	1/14/2022	10th business da	Kristen	26%
	NRW SV	46%	52.10%	48.30%	54.40%	52.40%	47.50%	45.60%	39.80%	49.70%	48.50%	53.60%	55.20%	57.70%	1/14/2022	10th business da		50.4%
	Non-estimated meter readings (All Meters)	≥ 99%	98.00%	98.00%	98.00%	98.00%	98.00%	98.00%	98%	98%	98%	98%	99%	99%	1/4/2022	10th business da	Drew	98%
	Non-estimated meter readings (Large Meters Only)	≥ 99%	96.00%	95.00%	96.00%	96.00%	96.00%	96.00%	96%	96%	97%	96%	97%	98%	1/4/2022	10th business da	Drew	96.3%
	Sewer Non Pay	≥ 98%	99.50%	96.26%	95.98%	96.98%	76.02%	98.01%	98.7%	95%	99%	96%	96%	98%	1/7/2022	15th business da	Leah	95.5%
	Consecutive Estimates	847	80	93	134	132	138	155	167	175	148	196	176	158	1/7/2022	10th business da		1752
	Inactives With Consumption	60% completed by expiration	47.0%	45.0%	46.00%	43.00%	9.00%	37.00%	64%	60%	59%	53%	61%	68%	1/7/2022	10th business da		44.7%

Consecutive Zeros	40,831	4729	5306	5103	4245	3659	3356	3262	3,313	3,175	3,588	3,909	4,454	1/4/2022	Drew	48099
Hydrant Inspections	5038	474	812	631	557	765	586	258	233	447	275	98	12	1/3/2022	Kristen	5148
Valve Inspections	4079	114	140	183	157	32	124	76	26	40	87	46	24	1/3/2022	Kristen	1049
Large Valve Project	431						113	22	38	31	12	28	12	1/3/2022	Kristen	256
LOS Meters	6285	217	188	272	329	387	578	414	780	817	805	388	105	1/3/2022	Drew	5280
AMI-Large Meters	4" or greater (minus Sensus)													1/7/2022	Leah	52
AMR-require box only	By 2022								4464	4456	4425	4473	4350	1/7/2022	Leah	4350
AMR - Require meter change	By 2022 (Meter Changes required by 2023)								9260	8497	7837	7515	7415	1/7/2022	Leah	7415
Active Leaks	Monitor Only (from MapCall)	25	24	27	26	32	37	37	39	47	38	38	49	1/3/2022	Kristen	34

Electronically Filed in TPUC Docket Room on April 15, 2021 at 12:02 p.m.



VIA ELECTRONIC MAIL

April 15, 2021

Hon. Dr. Kenneth C. Hill Chair c/o Ectory Lawless, Dockets & Records Manager Tennessee Public Utility Commission Andrew Jackson State Office Building 502 Deaderick Street, 4th Floor Nashville, TN 37243

Re: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY ("TENNESSEE-AMERICAN WATER") DOCKET NO.: 20-00047 RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY

Dear Chair Hill:

Tennessee-American Water Company ("Tennessee-American Water") would like to provide you with an update on the activities we are taking to keep our customers, employees, and communities informed, engaged and safe during the COVID-19 health emergency. At Tennessee-American Water, we are proud to provide safe, clean and reliable water service. Our safety and our customers are our priority, and we are here to assist during these challenging times.

COVID-19 Relief



Tennessee-American Water's customers may be eligible for utility assistance through COVID relief. Customers may apply for past due utility expenses to cover up to 12 months dating back to March 13, 2020 through current past due account. The funds are available on a first-come, first served basis through Tennessee Housing Development Agency. We are committed

to our customers and that's why we have communicated this relief through various channels.

Requested Customer Data for Reporting Period

Attached please find a spreadsheet that details for the reporting period the:

- Aggregate number of customers disconnected for nonpayment of service by customer class;
- Aggregate number of customers who have entered a payment arrangement by customer class:
- Aggregate number and amount of delinquent customer accounts by customer; and the



Jean a. Entle

- Aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

Tennessee-American Water is grateful to the Commission for its leadership and stands ready to answer any questions you may have. Please feel free to contact me at 423-771-4792 or grant.evitts@amwater.com.

Respectfully submitted,

Grant A. Evitts

President

Tennessee-American Water

TENNESSEE AMERICAN WATER COMPANY DOCKET NO. 20-00047 COVID-19 MONTHLY COMPLIANCE REPORT TENNESSEE PUBLIC UTILITY COMMISSION

Responsible Witness: Elaine Chambers

Question:

04/15/2021 - TPUC COVID-19 Monthly Compliance Report

Please provide the relevant information below for the preceding reporting periods:

- 1. The aggregate number of customers disconnected for nonpayment of service by customer class.
- 2. the aggregate number of customers who have entered a payment arrangement by customer class.
- 3. the aggregate number and amount of delinquent customer accounts by customer class.
- 4. the aggregate number and amount of customer accounts written off to bad debt expense, or allowance for bad debt, by customer class.

Response:

Please refer to the Company's attachment: TAW R TNPUCRPT 20210415.

Count -Customers Disconnected for Nonpayment			1						0	-			 		ZUZI IOTAI
Residential Commercial Industrial	7,685 454 4	716 41	524 26	619 24											1,859 91 -
Sale for Resale Other Public Authority Private fire Commany Account															
	8,143	757	250	643											1,950
Count - Customers with Payment Arrangement	1 0 7 0	170	011	191											707
nesidential Commercial	1,848	1/8	158	TOT											49/
Industrial Sale for Resale	Η '														
Other Public Authority	•														
Private Fire Company Account															
	1,872	181	158	161					•						200
Count - Delinquent Customer Accounts															
Residential	84,444	6,743	5,757	5,137											17,637
Commercial Industrial	4,062	301	33	4											6
Sale for Resale Other Public Authority	- 114	19	-	ď											٠ ٪
Private Fire	894	74	113	62											249
Company Account tal	- 89,573	7,139	6,140	5,437										•	18,716
Amount - Delinquent Customer Accounts Residential	\$ 7,577,682	706,337	608,929	493,936											\$ 1,809,202
Commercial	868,500	56,701	56,403	38,985											152,089
Industrial Sale for Resale	81,605	30	2,694	642											3,366
Other Public Authority Private Fire	15,526	7,180	12 155.029	642											7,834
Company Account	. 2 200 851			\$ 651 930 \$,	Į	Į	Ş	v	v	,	,	Į	, ; 2 362 513
	169,607,8 ¢	000,5L3			•	·	· ^	· ^	· ^	۰	٠	۰ '		·	215(505,2 ¢
Count - Customer Accounts Written Off Residential	5,496	334	476	662											1,472
Commercial	261	14	21	28											93
Industrial Sale for Resale	Г														
Other Public Authority	4														
Private Fire															
tal	5,771	348	497	720											1,565
Amount - Customer Accounts Written Off															
Residential	\$ 307,379	\$ 22,775	\$ 74,295	\$ 114,359											\$ 211,429
Commercial Industrial		1,394	1,3/1	25,540											
Sale for Resale															
Other Public Authority Private Fire	\$ 1,466 \$ (4)														, , & &
	•														v

From: Kathryn A Robinson <Kathryn.Robinson@amwater.com> On Behalf Of Darlene L Williams

Sent: Friday, March 13, 2020 7:13 AM

To: Ashlee Hatfield <<u>Ashlee.Hatfield@tn.gov</u>>; <u>earl.taylor@tn.gov</u>; <u>Tim.Schwarz@tn.gov</u>>; <u>robin.morrison@tn.gov</u>; <u>robin.morrison@epbfi.com</u>; Melvin Malone <<u>Melvin.Malone@butlersnow.com</u>>; Elaine K Chambers <<u>Elaine.K.Chambers@amwater.com</u>>; Daphne Kirksey <<u>Daphne.Kirksey@amwater.com</u>>; Grady Stout <Grady.Stout@amwater.com>; kelly.grams@tn.gov; monica.smith-ashford@tn.gov

Subject: Updated Message - About the Coronavirus and Your Drinking Water

Hello,

Please read the attached important message about the Coronavirus and your drinking water. Please share with your fellow Commissioners and Staff. Please feel free to contact me with any questions.

Thank you,

Darlene L. Williams

President

Tennessee American Water

Office: 423-771-4792 Mobile: 813-426-7434

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March 13, 2020

Dear Tennessee Public Utility Commission,

About the Coronavirus and Your Drinking Water

At Tennessee American Water, the health and safety of our customers, communities and employees is our top priority. We provide an essential service that it is critically important and much like many other companies in the U.S. and across the globe, Tennessee American Water has established coronavirus preparedness plans.

To minimize the risk of exposure to the coronavirus (COVID-19), we have initiated our business continuity plans to help provide additional stability to our operations that include water services to homes and businesses.

Tennessee American Water continues to monitor situational updates provided by the Center for Disease Control, World Health Organization and Johns Hopkins University as well as other state and federal organizations. We are continuously evaluating the situation and latest developments to determine how we can adopt and amend measures, as necessary, to support our customers and communities we serve and our employees.

It is important for you to know that Tennessee American Water's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. **Our water meets all current federal and state drinking water requirements.**

For additional information about the coronavirus and drinking water and wastewater please visit:

- Environmental Protection Agency Americans can continue to use and drink water from their tap as usual
- World Health Organization Water treatment practices effective against COVID-19, WHO says

In an effort to keep our customers safe during the coronavirus pandemic, Tennessee American Water will be placing a moratorium and discontinuing service shut offs at this time. We will continue to evaluate this moratorium as more information becomes available. Additionally, Tennessee American Water will begin the restoration of service to previously shutoff customers. The restoration may take some time, but we will work as quickly and safely as possible. If a customer has had their service turned off prior to March 12, 2020, we will restart their service.

Tennessee American Water has been focused on two high priorities as the spread of the coronavirus has evolved - the health and safety of our employees and the health and safety of our customers. As such, Tennessee American Water will also be suspending all non-essential field appointments and will limit the amount and nature of contact with customers during all emergency field appointments.



For additional information about the coronavirus, please visit:

- Center for Disease Control and Prevention
- World Health Organization

Darler L. Williams

As always, thank you for your trust in Tennessee American Water as we continue to provide you with safe, clean, reliable water services.

Sincerely,

Darlene Williams

WE KEEP LIFE FLOWING™



March 26, 2020

VIA ELECTRONIC FILING

TPUC.DocketRoom@tn.gov

Hon. Robin L. Morrison, Chairman c/o Ectory Lawless, Docket Room Manager Tennessee Public Utility Commission 502 Deaderick Street, 4th Floor Nashville, TN 37243

RE: In Re: Emergency Petition To Suspend Service Disconnections Filed By The Consumer Advocate Unit Of The Financial Division Of The Office Of The Tennessee Attorney General, TPUC Docket No. 20-00047

Dear Chairman Morrison:

Please find attached for filing the Comments of Tennessee-American Water Company in the above-captioned docket.

As required, an original of this filing, along with four (4) hard copies, will follow. Should you have any questions concerning this filing, or require additional information, please do not hesitate to contact me.

Very truly yours,

BUTLER SNOW LL

Melvin J. Malone

clw

Attachments

cc: Elaine Chambers, TAWC

Daniel P. Whitaker III, Assistant Attorney General, Financial Division, Consumer Advocate Unit Interested Parties

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION NASHVILLE, TENNESSEE

IN RE: EMERGENCY PETITION TO)	
SUSPEND SERVICE)	
DISCONNECTIONS FILED BY THE)	
CONSUMER ADVOCATE UNIT OF)	DOCKET NO. 20-00047
THE FINANCIAL DIVISION OF THE)	
OFFICE OF THE TENNESSEE)	
ATTORNEY GENERAL)	

COMMENTS OF TENNESSEE-AMERICAN WATER COMPANY

In response to the Tennessee Public Utility Commission's ("Commission" or "TPUC") Notice of Special Commission Conference to be held electronically on March 27, 2020, Tennessee-American Water Company ("Tennessee American," "TAWC" or "Company") submits these initial comments.

- 1. Recognizing the challenging circumstances related to the COVID-19 pandemic, TAWC proactively activated its business continuity plan and implemented several essential measures for the health, safety and well-being of its customers, employees and the public. Among those measures, which apply to both residential and commercial customers, are a moratorium on any billing related disconnections of service, the timely re-connection of any previous disconnections of service and the suspension of late fees until further notice. These and other related measures were communicated to the public at large. TAWC notified the Commission that these measures had been undertaken and implemented in a letter dated March 16, 2020.
- 2. In response to the Commission's *Ongoing Request for Information Related to Measures Taken During the Coronavirus COVID-19 Public Health Initiative*, TAWC submitted its first report, attached hereto as **Exhibit A**, on March 24, 2020. In its report, the Company, among

other things, outlined the essential measures previously implemented, along with subsequent

action, to ensure the safety and well-being of its customers and the public.

3. TAWC shares the concerns expressed by Governor Lee, Attorney General Slatery

and the Commission in relation to COVID-19 and is committed to the health, safety and well-

being of utility customers, as well as the public. TAWC will evaluate its suspensions during this

pandemic and comply with any state orders.

4. TAWC appreciates and values the Commission's leadership during this most

difficult time.

This the 26th day of March 2020.

RESPECTFULLY SUBMITTED,

MELVIN J. MALONE (BPR-#013874)

Butler Snow LLP

150 3rd Avenue South, Suite 1600

Nashville, TN 37201

melvin.malone@butlersnow.com

(615) 651-6705

Attorneys for Tennessee-American Water Company

Dated: March 26, 2020

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served via U.S. Mail or electronic mail upon:

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This the 26th day of March 2020.

Melvin J./Malone

EXHIBIT A



VIA ELECTRONIC MAIL

March 24, 2020

Hon. Robin Morrison Chair c/o Ectory Lawless, Dockets & Records Manager Tennessee Public Utility Commission Andrew Jackson State Office Building 502 Deaderick Street, 4th Floor Nashville, TN 37243

Re: INFORMATIONAL FILING OF TENNESSEE-AMERICAN WATER COMPANY ("TAWC") RELATED TO MEASURES TAKEN DURING THE CORONAVIRUS COVID-19 PUBLIC HEALTH EMERGENCY

Dear Chair Morrison:

On behalf of Tennessee-American Water Company ("TAWC") please find the attached sent in response to the Commission Request for Information dated March 19, 2020.

The attached supplements the previous information provided to the Commission outlining preparedness steps TAWC had taken related to COVID-19.

If you have any questions regarding the enclosed material, please feel free to contact me at 859-268-6309 or elaine.k.chambers@amwater.com.

Respectfully submitted,

Elaine K. Chambers /s/

Elaine K. Chambers American Water Director, Rates and Regulatory

Enclosure

Coronavirus Preparedness Measures



As requested by the Tennessee Public Service Commission on March 19, 2020, Tennessee American Water Company ("TAWC") submits the following information describing our emergency operational and response plans, measures that have been instituted to the ensure the continuity of safe and reliable service and how we are assisting our customers during this time. This information supplements the previous information provided to the Commission outlining preparedness steps TAWC had taken related to COVID-19.

Business Continuity Plan

TAWC has activated our Business Continuity Plan to strengthen our ability to provide reliable, high-quality service to our customers, continue to deliver water and wastewater services that meets all federal and state drinking water standards, and protect our employees and customers during this public health crisis.

TAWC has been focused on two high priorities as the spread of the coronavirus as evolved - the health and safety of our customers and the health and safety of our employees.

TAWC has suspended all non-emergency in-home appointments and will limit the amount and nature of contact with customers during all emergency field appointments.

TAWC has established a temporary work from home directive for those positions that do not require an individual to be present at a location to complete the responsibilities of their roles. We have also instituted best practices, including social distancing and cleaning in accordance with recommended guidance.

TAWC has suspended all employee travel as well as employee attendance at conferences and meetings.

TAWC has temporarily prohibited external visitors.

Customer Assistance

In an effort to keep our customers safe during the coronavirus pandemic, TAWC has suspended billing-related service shutoffs. We will continue to evaluate this moratorium as more information becomes available. Additionally, TAWC is in the process of restoring service to previously shut-off customers.

In addition to suspending shut-offs and the restoration of previously shut-off customers, TAWC has also suspended late fees until further notice.

TAWC is working with customers who are experiencing hardships including offering financial assistance and payment programs.

Water Safety

TAWC's drinking water treatment barriers provide protection that includes filtration and disinfection of our surface water supplies (e.g., those from lakes, reservoirs, or rivers) and disinfection of our ground water sources (e.g., underground wells). These treatments are effective in removing and/or inactivating viruses. Our water meets all current federal and state drinking water requirements.

We recognize that we have a very important role during this crisis - water service for hygiene, hospitals, sanitation, and fire protection. We'll continue to evaluate federal, state, and local requirements and guidance and make changes as needed and we will update the Commission on an ongoing basis as requested.

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION NASHVILLE, TENNESSEE

PETITION OF TENNESSEE-)	
AMERICAN WATER COMPANY TO)	
MODIFY TARIFF, CHANGE AND)	DOCKET NO. 24-00032
INCREASE CHARGES, FEES, AND)	DOCKET NO.21 0002
RATES, AND FOR APPROVAL OF A)	
GENERAL RATE INCREASE)	

VERIFICATION

COUNTY OF Hamilton)

I, ROBERT C. LANE, being duly sworn, state that I am authorized to testify on behalf of Tennessee-American Water Company in the above-referenced docket, that if present before the Commission and duly sworn, verifies that the data requests and discovery responses are accurate to the best of my knowledge.

ROBERT C. LANE

Sworn to and subscribed before me this 30 day of July, 2024.

Notary Public

My Commission expires: 10/20/2024

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served via U.S. Mail or electronic mail upon:

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Union Counsel

This the 30th day of July 2024.

Melvin J. Malone