

STATE OF TENNESSEE

Office of the Attorney General



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August 5, 2024

Kelly Cashman-Grams
General Counsel
c/o Tory Lawless – Docket Manager
Tennessee Public Utility Commission
502 Deaderick Street
Nashville, TN 37243

Electronically Filed in TPUC Docket
Room on August 5, 2024 at 1:42 p.m.

Re: Records Request Related to *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 Ms. Cashman-Grams:

Pursuant to Tenn. Code Ann. § 65-4-118(b)(2), the Consumer Advocate Division of the Tennessee Attorney General's Office ("Consumer Advocate") respectfully requests the Tennessee Public Utility Commission ("TPUC") to furnish the following records which the Consumer Advocate believes TPUC may possess that are needed for the Consumer Advocate's analysis in the above-referenced docket. The records requested are as follows:

1. Customer Complaints regarding Tennessee-American Water Company submitted to TPUC for the following years:
2019 to present.

The Consumer Advocate has filed an intervention in this docket. Thank you for your time and consideration of this matter. If you have questions regarding this request, please contact me at (615) 741-2357.

Respectfully,

A handwritten signature in blue ink that reads "William Babb".

William Babb
Consumer Advocate
Law Clerk

cc: All Parties of Record