

# TENNESSEE PUBLIC UTILITY COMMISSION

Kelly Cashman-Grams  
General Counsel  
(615) 770-6856



Andrew Jackson State Office Bldg.  
502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, TN 37243-0001

August 12, 2024

Electronically Filed in TPUC Docket  
Room on August 12, 2024 at 2:23 p.m.

*Via Email to [william.babb@ag.tn.gov](mailto:william.babb@ag.tn.gov)*

Mr. William Babb  
Law Clerk  
Office of Tennessee Attorney General and Reporter  
Consumer Advocate Division  
P.O. Box 20207  
Nashville, Tennessee 37202

RE: Response to Request for Records under Tenn. Code Ann. § 65-4-118  
Docket No. 24-00032, *In 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*

Dear Mr. Babb:

I am in receipt of your letter dated August 5, 2024, which requests a copies of complaints against Tennessee-American Water Company received by the Commission since 2019. As requested, the complaints are attached. An electronic copy of this letter is being sent to opposing counsel of record and TAWC representatives below. Should you have any questions concerning this information, please do not hesitate to contact me.

**FOR THE TENNESSEE PUBLIC UTILITY COMMISSION:**

  
\_\_\_\_\_  
Kelly Cashman Grams, General Counsel

cc: TPUC Docket No. 24-00032  
Melvin Malone, [melvin.malone@butlersnow.com](mailto:melvin.malone@butlersnow.com)  
Katherine Barnes, [katherine.barnes@butlersnow.com](mailto:katherine.barnes@butlersnow.com)  
Bob Lane, [bob.lane@amwater.com](mailto:bob.lane@amwater.com)

TPUC Utility Complaint Number 190017

Date Filed: 01/14/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

TN American Water Acct [REDACTED] My Client [REDACTED] I am an attorney for [REDACTED] serves as  
manager for the property located at [REDACTED] the Property . Tenant [REDACTED] the  
Tenant . The Tenant was responsible for the Utilities. Tenant vacated. TNAW transferred service to [REDACTED] and billed [REDACTED] for one  
year before sending notice of bills. [REDACTED] requested investigation. TNAW did not investigate. refused to adjust bill.

TPUC Utility Complaint Number 190022

Date Filed: 01/18/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have a bill for 539 and I have a shut-off notice for Tuesday and they back dated me from 2017 saying my water meter was stuck Ive been around to the agency for help but cant get any I just need sometime paying it I mean I dont have 539 before Tuesday also the agency says that they cant help me because its from 2017 not current just please help me I dont want my water getting shut-off I have two small children PLEASE HELPPP!!!

TPUC Utility Complaint Number 190023

Date Filed: 01/18/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have a bill for 539 and I have a shut-off notice for Tuesday and they back dated me from 2017 saying my water meter was stuck Ive been around to the agency for help but cant get any I just need sometime paying it I mean I dont have 539 before Tuesday also the agency says that they cant help me because its from 2017 not current just please help me I dont want my water getting shut-off I have two small children PLEASE HELPPP!!!

## TPUC Utility Complaint Number 190036

Date Filed: 01/30/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I moved back in October 2018 to a new apartment in the same building. However my bill was still being sent to my old apartment without my knowledge. The unfortunate way I discovered this was when my water was cut off. I hadnt notice I wasnt receiving the bill until this situation and I had called and spoke with their customer service reps. So I got penalized for a mistake that was out of my control. I would have been paying the bill if I had been receiving the bill like normal.

## TPUC Utility Complaint Number 190411

**Date Filed:** 03/29/2019

**First Name:** [REDACTED]

**Last Name:** [REDACTED]

**Address:** [REDACTED]

**City:** [REDACTED]

**State:** TN

**Zip Code:** [REDACTED]

**Phone Number:** [REDACTED]

**Email Address:** [REDACTED]

**Company That The Complaint Is Against:** Tn American Water Company

**Type Of Service (Internet, Cable, Phone, etc)** Water

**Contacted Utility Regarding Complaint?** Yes

**Link To Additional Documents:**

[See PDF Complaint](#)

Contact Phone Number\*



xxx-xxx-xxxx (area code required)

Email Address\*



Company That Complaint Is Against\*

Tennessee American Water Company

Type of Service (Internet, Cable, Phone, etc)

Water



Have you contacted the utility regarding your complaint?

☒ Yes☐ No

Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

As of 11/2017 and prior -my water bill was in the range of \$20 to \$30 with an exception in 2 summer months! The water used 3 units to 8 units! Dec 2017 the water usage went up to 16 units! And remained above 10,000 gallons a month! And obviously this affects the sewer bill as well! The same 2 people have been at this address for 17 years! We have no pool! We have checked for leaks by the water co and an outside source! Both said there was no leak! They have changed the meter 3 times! To my knowledge! They have no reason for this and don't seem to care! The company is based out of St. Louis, MO. 9/500 So my problem is basically what they said!

Thank you for help you can provide,



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

 No file chosen

File uploads may not work on some mobile devices.

## TPUC Utility Complaint Number 190416

Date Filed: 04/04/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

In August of last year a TAW employee replaced the meter in front of our house. We moved in to this home in January 2018 and paid what we were billed for water. Then after the new meter we were back-billed to the time when we moved in. We had a leak and fixed it in October but TAW billed us for this extraordinary usage going back months. They have never provided any tariff or other information to back up their claim. Once fixed our usage dropped from 12400 to less than 6200 gal month.



## TPUC Utility Complaint Number 190451

Date Filed: 05/06/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water.

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

At [REDACTED] we have had a water sewer leak since October 2018..The water company has refused to send anyone out to inspect and repair any outdoor leaks. There are no leaks what so ever in the home..It is coming from outside under ground. Our bill each month has been as high as 500 month. We set up monthly installments of 17 month..Tennessee American Water just shut our water off until we pay them over 110.00 still they refuse to send anyone out to this residence to repair the leaks

## TPUC Utility Complaint Number 190455

Date Filed: 05/10/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: American Water Works D b a Tenness

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents: [https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/503719184/33195133\\_american\\_water\\_works\\_](https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/503719184/33195133_american_water_works_)

While out of town during the last week of April and the first few days of May my water service was terminated despite my bill being current. We now know that an independent contractor was converting meters from analog to digital in our subdivision. My letter to Ms. [REDACTED] CEO of American Water Works fully describes the incompetency of their customer support system and their inability to solve the problem. Please refer to the attached copy for details.

[REDACTED]

May 10, 2019

[REDACTED]

Ms. Susan N. Story, President  
American Water Works, Inc.  
1 Water Street  
Camden, NJ 08102

CERTIFIED MAIL  
RETURN RECEIPT REQUESTED

Dear Ms. Story:

My home is at [REDACTED]. It is in the County, although I am copying this letter to both Andy Berke, Mayor of Chattanooga and Jim Coppinger, Hamilton County Mayor.

It is a story of the what I would term disgusting and extremely disrespectful customer service that my wife incurred last week. If I were the CEO of a business for which an event such as what we experienced took place, I would start by terminating the person most responsible for what you will read and continue downward in the organization until it also eliminated the lowest direct supervisor of the customer service division.

As I have little doubt that our experience reflects what many others have endured, I would encourage the two Mayors to begin whatever actions they might initiate to bring water service under the jurisdiction of a local public works organization. I am also filing a complaint about our experience with the Tennessee Public Utility Commission, a copy of which is enclosed.

Our disabled daughter, her husband, their disabled son and a granddaughter live with us. We were on vacation in Daytona Beach, FL last week and planning on returning home on Friday. Thursday evening around 8:00 P.M., we got a call from our daughter that our water service had been cut off. I quickly gained access to a computer and logged into my account to check my billing status, somewhat assured that it should be current as it is on automatic payment. The account was current. That knowledge began a series of calls to the customer service number listed on your website. Immediately, I found out that answering was discontinued at 7:00 P.M. and would not be available until 7:00 A.M. the following morning.

Now, if you think answering begins at the appointed time, you should start making a series of calls yourself as we did not reach a "live" person until around 8:00 A.M. EDT. Thus, a series of approximately six calls took place over the next 5-6 hours as we were travelling home with absolutely no resolution.

Late Thursday afternoon, once the water service had been terminated, our daughter went to a next-door neighbor who told her that she had seen a Tennessee American Water vehicle at our meter around 4:00 P.M. that afternoon.

The saga begins with the first call when we were told by a customer service (ha, ha, ha) representative that our service had been terminated due to a water main break in Lookout Valley, which is approximately thirty miles from our residence. Even after telling such person that our neighbor had water service and we didn't, they rigidly "stuck to their script," and I mean script.

As I needed to drive, I terminated that call had my wife recall a few minutes later. Having been the CFO of several large organizations and with a history of problem solving, I told her to begin asking to speak with a supervisor when she got the same answer as I first got. Needless to say, the supervisor stuck to the script that the problem was a broken main thirty miles away, after having been repeatedly told that our neighbors had service.

One call was terminated as service was last between cell towers, yet, for about the next four calls that my wife made, the same script was maintained. Even after she asked for a problem-solving supervisor on more than one occasion. About one-half of the customer service reps to whom we spoke were barely civil and most wanted to argue, despite the facts that we conveyed.

I refrained from having my son-in-law go to the meter on Thursday evening to check the direction of the cutoff valve as I was concerned that there might be type of lock that would create a legal problem if it were broken. During his lunch break on Friday, he came home, and I sent him to the meter with a "T" to check the valve status. Should I give you the answer now as to what he found, or should I keep you in a suspense for a while similar to the agony that we had to endure.

Oh well, guess what – the Tennessee American employee that our neighbor had seen at the meter on Thursday had been there to convert it from an analog to a digital meter, **AND – HAD NOT TURNED THE VALVE BACK TO THE ON POSITION!**

Now, my daughter's family endured nearly twenty-four hours without water service and my wife and I spent approximately six hours of telephone time dealing with customer service people who either couldn't or wouldn't address the facts and solve the problem.

Ms. Story, I think that you would agree with me that this whole "mess" might be summarized as insensitive to the customer's needs and knowledge, complete corporate irresponsibility and, in my opinion, negligence on both the part of the technician and the entire customer service staff.

In Tennessee, one can file a claim in Small Claims Court for up to \$25,000 for a wide variety of issues, including shoddy workmanship. My son-in-law expended gas money making a trip of two to get water to fill the commode tanks, my wife and I spent several hours of what might have been enjoyable travel time dealing with your less than appropriately responsive staff, and needless to say, the aggravation that we endured. The prospect of filing some type of claim certainly lures me.

Once again as I previously stated, a copy of this letter goes to both local Mayors and the Tennessee Public Utilities Commission.

Sincerely,

A large black rectangular redaction box covering the signature of the sender.

cc: Honorable Jim Coppinger, Hamilton County Mayor  
Honorable Andy Berke, Mayor of Chattanooga  
Tennessee Public Utilities Commission

## TPUC Utility Complaint Number 190459

Date Filed: 05/13/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

My complaint involves the amount that was waived on my water bill following a leak that was discovered. I was told that up to 55 of the bill could be waived by entering my billing address. The bill is high due to the leak but it seems discriminatory to me that some areas receive more concessions than others.

TPUC Utility Complaint Number 190482

Date Filed: 06/11/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

for lease or anyting and all they did was come out and look at my meter I will mail in my bill or email it if an email is sent to me

## TPUC Utility Complaint Number 190534

Date Filed: 07/12/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We Were Set To Close On A Construction Loan To Build A Home On Our Land. Our Closing Is Postponed Indefinitely Because The Water Co Will Not Promise Service Until They Do A Pressure Test. I Called Them Last Week And They Closed Out The Request On A Misunderstanding Then I Spoke With A Local Worker Who Said They Would Be Out The Next Day 7 11 In The Morning To Do The Test. Never Showed But Found Out Later That It Had Been Don. They Are Not Responding To Multiple Messages. Neighbors Are Saying They Have Refused Meters To 3 Land Owners



## TPUC Utility Complaint Number 190590

Date Filed: 08/22/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

For the second time this summer we have had no water. This time it has been 24 hours without water. I have called the water co 3 times. Last night at 7 pm this morning at 8 am and this afternoon at 3 pm. I received the same answer every time. The repair is estimated to take 8 to 12 hours. I hope you can imagine how frustrating and pathetic this type of customer service and communication is. We all deserve better for the money we have to pay.



## TPUC Utility Complaint Number 190611

Date Filed: 09/13/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

There is little to no water today in Chattanooga where I live due to a water main break last night. I actually live in the City of Red Bank which is surrounded by Chattanooga. Schools and businesses are closed which is an additional major disruption. Can TPUC do anything to keep this type of incident from occurring again? Is this an infrastructure investment problem or a TN American Water management problem? Thanks!

## TPUC Utility Complaint Number 190612

Date Filed: 09/13/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

its seems as though there was a water main break that initially happened the night of 9-12-19 and now business are our of water and forced to close and we have had several press confrences over this and it seems not enough is being done just talked about i am sincerly concerned with the way and the length of time that this repair is taking and will take.

## TPUC Utility Complaint Number 190613

Date Filed: 09/15/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Tennessee American water has not been timely and notices regarding the safety of the water to their customers. When water began to flow again it wasnt until hours after that Tennessee Waters put in boil advisory into effect allowing multiple Chattanooga residence to drink the water in an unsafe manner. American Water guaranteed an update every 6 hours to their consumers which they have not met. They have been neglected and providing timely feedback necessary updates and transparent communicat

TPUC Utility Complaint Number 190621

Date Filed: 09/23/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[See PDF Complaint](#)

## Consumer Complaint Questionnaire

### RETURN TO

Tennessee Public Utility Commission  
Consumer Services Division  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243  
(615) 741-2904  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.tn.gov/tpuc](http://www.tn.gov/tpuc) Under "File A Complaint" click on Online Utility Complaint. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name \_\_\_\_\_

Address \_\_\_\_\_

City \_\_\_\_\_

Home \_\_\_\_\_

E-mail Address \_\_\_\_\_

Is this complaint for your home or business phone number? Home

Write Phone # Here

What company is your complaint against? TN American Water

Have you contacted the utility regarding your complaint? Yes

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

The TN water came out + said  
July - End of July - Water ran -  
all day & night -  
The cost are so outrageous

## TPUC Utility Complaint Number 190682

Date Filed: 11/01/2019

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee-american Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

While having major bathroom renovation work done at my home we discovered that the shutoff valve at the meter was broken and we cannot shut the water off to the house to complete the plumbing. We have been over three weeks with no bathroom no shower NO TOILET in our home. I have made repeated calls and pleas to the TAWC with their response being Well do it when we can. No timeline no callback no explanation. This is completely unacceptable.

## TPUC Utility Complaint Number 200024

Date Filed: 01/21/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents: [https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/573936824/33195133\\_document-water\\_](https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/573936824/33195133_document-water_)

I noticed increased water bills in December 2019 and January 2020. TN Water checked the meter but would not tell me anything more. A plumber who I hired confirmed no leak. The meter is clearly faulty. I am not getting any helpful resolution on this problem.

## TPUC Utility Complaint Number 200057

Date Filed: 03/09/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Service

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

The water pressure going to my house is three times the normal amount at over 150 psi. As a result the water line going to the house broke resulting in a leak. At three times the normal pressure the line to burst and it caused three times the amount of water to leak out of the line. I never noticed any difference in water pressure inside the house. I did notice water running down my neighbors yard. I fixed to leak and the water company charged me too much.



## TPUC Utility Complaint Number 200276

Date Filed: 07/07/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water Company

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents: [https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/632924708/33195133\\_202007071](https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/632924708/33195133_202007071)

We own a rental property of 6 units. On our May statement TAWC transferred 290.69 from one apt account on to another. I called to inquire and was told the amount was accrued in July 2016. I have been asking for an itemization of that amount because that apartment is small and the water bill is rarely over 20. Also we have received correspondence over the years with no mention of any past due. Can you provide some assistance please?

## TPUC Utility Complaint Number 200315

Date Filed: 08/12/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

My wife [REDACTED] and I live at [REDACTED]. Tennessee American Water changed the water meter at the curbside about one week ago. Since then we have had intermittent low water pressure and sometimes no water. We have called every day and are promised that a plumber will come to the house and resolve the problem. No one has come. Are you able to coerce them to provide an acceptable level of service? I may be forced to call a plumber and pay for the service.

## TPUC Utility Complaint Number 200371

Date Filed: 09/09/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TE

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tawc

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Was informed today via the internet that they were gonna go up on the sewer bill again. Im sending in this complaint because my bill is already double what my water bill is. This is ridiculous we are all having a hard time paying our bills right now an now this. Please consider not doing the increase right now.

## TPUC Utility Complaint Number 200416

Date Filed: 10/27/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water utility

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

On Saturday 10/24 at approx 2:00 a.m. TN American Water disrupted service due to a problem at [REDACTED] causing the water to be muddy with a great deal of sputtering and shaking of pipes due to air in the lines. There was never a boil water notice explanation or contact from the Co. Although an inconvenience the greatest concern is that in the three houses nearest the excavation live a mentally retarded lady a disabled man and an elderly lady with dementia. Please

# TPUC Utility Complaint Number 200423

Date Filed: 11/02/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water Service

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

TN America Water Company is Charging two people for one meter at the same property address. I sold my house and closed on Aug 25th. The new owner has all the utilities changes to his name on the closing day. All my bills are on auto pay so I didnt realized that I was still paying for TAW until last month. I contacted TAW they said my account wasnt close that was why I am still receiving bills. I explained to them that I had sold the house and new owner have his account but they didnt care.

## TPUC Utility Complaint Number 200428

Date Filed: 11/03/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Last year I got a bill for over 1000. I never had a leak. There is only me and my daughter living in our house. Our bill was never close to 30. I had all my pipes checked and we never had a leak. I was told that the bill would be corrected. The bill was never corrected. I was told to just continue to pay the regular bill. On June 28 2020 a tree fell on our house. We have been living in a hotel since that date. I have had a hard time receiving mail because the mailbox is blocked by fallen tre

## TPUC Utility Complaint Number 200434

Date Filed: 11/10/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee Water

Type Of Service (Internet, Cable, Phone, etc) Water utilities

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Our water was shut off yesterday at some point before 7 am with no warning. We had no sign of anyone coming by to turn off the water. When we called to figure it out they said there wasnt an account for our address. But neither our landlord or us as residents of the home usions water for the past year and a half lease began May 2019 were billed. Nor was the water ever turned off over the past year and a half. Now theyre saying they will back bill us from the start of our lease or no water

## TPUC Utility Complaint Number 200463

Date Filed: 12/22/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

the natural resources were taken away from Private American Nationals who domicile on the land of Tennessee in its Constitutional capacity. The Americans have been without water for 4 days. TAW intentionally obstructed by force against religious property. deceptive business practices have been taken. it is against public health and safety and also inhumane to be without water. Article 1 Section 10 18 USC 247 15 USC 1692 Title X Public Health Service Act Her 192 Public Law 73-10 EO 13892



## TPUC Utility Complaint Number 200464

Date Filed: 12/22/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

the natural resources were taken away from Private American Nationals who domicile on the land of Tennessee in its Constitutional capacity. The Americans have been without water for 4 days. TAW intentionally obstructed by force against religious property. deceptive business practices have been taken. it is against public health and safety and also inhumane to be without water. Article 1 Section 10 18 USC 247 15 USC 1692 Title X Public Health Service Act Her 192 Public Law 73-10 EO 13892

## TPUC Utility Complaint Number 200473

Date Filed: 12/30/2020

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I normally pay 15 a month for water. I was in the hospital for a month and when I came home my water was off. My water was off. I had a bill in the mail in early December said I owe 400 back year 2018. I called them and they insisted I owed that back in that year. I ask them why my bill was 15 all this time then you say I owe 400 back 2018. Please help me .I feel I have been done wrong.

## TPUC Utility Complaint Number 210026

Date Filed: 01/19/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I had an emergency in Nov 22 2020 and I was told a vendor would contact me and they did but they couldnt come out until a week later . I was told by a customer service rep tht I could pay for a company to come out and fix the issue amd tht I would get reimbursed however since nov 22 I have had to call day after day to see when I would receive my refund . Ive asked each rep to escalate and let me speak with a manager and no one would even be available . There is more

# TPUC Utility Complaint Number 210137

Date Filed: 02/09/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) WATER

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

I Do Not Have Water Service At My Residence. I Previously Filed Complaints Against Thunder Ent. The Original Owner Of The Water System. Tn Amer. Has Now Purchased The Water System. I Have Requested Water Service From Tn Amer. Currently There Is No Water Pipe Or Water Meter On My Property. Generally There Is A Water Meter Box In The Front Yard Of The Residences For Easy Meter Reading. Tn Amer Has No Hook Up Fee. Tn Wants Me To Pay To Have It Brought Here In Front Or Trench 250 Ft Off My Lot.

## TPUC Utility Complaint Number 210213

Date Filed: 04/06/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) WATER

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

In December 2020 there was a problem with the meter and I contacted TAWC who in turn sent a service man out. He changed the saddle however the next morning water was running all over the yard. I called East Brainerd Plumbing who discovered that in changing the saddle the TAWC service person had cracked a pvc male adapter. I've attempted several times to contact TAWC but have never received a call back. East Brainerd Plumbing made the repair and I need to be reimbursed.

TPUC Utility Complaint Number 210296

Date Filed: 07/13/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address:

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[See PDF complaint](#)

Consumer Complaint Questionnaire

2/0296

**RETURN TO**  
Tennessee Public Utility Commission  
Consumer Services Division  
502 Deaderick Street, 4th Floor  
Nashville, TN 37243  
(615) 741-2904  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.tn.gov/tpuc](http://www.tn.gov/tpuc) Under "File A Complaint" click on **Online Utility Complaint**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name

Address

City

Home

E-mail Address DO NOT USE

Is this complaint for your home or business phone number? NA ( ) Write Phone # Here

What company is your complaint against? TENNESSEE AMERICAN WATER

Have you contacted the utility regarding your complaint? YES

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

PRICE GOUGING AND ABUSIVE CIVIL PROCESS

PLEASE ACKNOWLEDGE OR COMMUNICATE RECEIPT OF COMPLAINT

WITHIN 15 DAYS OF JULY 15, 2021 BY MAIL TO THE ADDRESS HERE

PROVIDE AS

THANK YOU!

## TPUC Utility Complaint Number 210322

Date Filed: 08/07/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Paper Bill dated June 22nd due July 14 on line showed nothing due when I went to pay on 12th. Paid on 13th to prevent claim I had not paid and cutoff. New July 23 bill in dispute having compound errors by amwaterrates in service charge amount of useage Capital Recovery Riders billed since Feb 23 Billing. The meter reading To Date on previous bill 06 21 2021 was changed 06 20 2021 on new bill. Water Company has not given reply to billing errors. I mailed letter to Alton III.



TPUC Utility Complaint Number 210335

Date Filed: 08/17/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Co

Type Of Service (Internet, Cable, Phone, etc) WATER COMPANY

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

WATER CUT OFF.... TRYING TO GET TURNED BACK ON. BEEN TOLD I HAVE NEVER HAD WATER NEED DEED TO PROPERTY NEED A SIGNED LEASE OR I HAVE NOT PAID THE SEWER TAX THE SEWER TAX PEOPLE TELL ME I HAVE A CREDIT BALANCE OR ONE PERSON CALLED GOT DISCONNECTED AND THEY NEVER CALL BACK. VERY POOR CUSTOMER SERVICE. I HAVE SERIOUS HEALTH PROBLEMS ITS A PROBLEM GOING TO GET A COPY OF DEED TO THE PAPER STORE TO GET A LEASE.....JUST ON HASSLE AFTER ANOTHER. CAN SOMEONE HELP [REDACTED]

## TPUC Utility Complaint Number 210362

Date Filed: 09/10/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We are prevented from starting service because the utility claims there is prior usage. Tennessee American claims they knowingly allowed usage when they didnt have anyone to bill. It makes absolutely no sense at all. They shouldve turned off the service when the prior tenant moved out. The unit has been vacant. We dont know how that is our responsibility. We need to start service immediately and prepare for a new tenant. This is causing harm to our business.

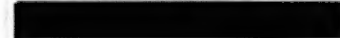
## TPUC Utility Complaint Number 210374

Date Filed:	09/20/2021
First Name:	[REDACTED]
Last Name:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	TN
Zip Code:	[REDACTED]
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Company That The Complaint Is Against:	Tenn. Amer. Water
Type Of Service (Internet, Cable, Phone, etc)	Water
Contacted Utility Regarding Complaint?	Yes
Link To Additional Documents:	

[See PDF complaint](#)

**Contact Phone Number\***

xxx-xxx-xxxx (area code required)

**Email Address\*****Company That Complaint is Against\***

Tennessee American Water

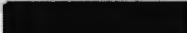
**Type of Service (Internet, Cable, Phone, etc)**

Water

Have you contacted the utility regarding your complaint?

☒ Yes ☐ No

Below, please describe your complaint briefly. Please email (ConsumerComplaint.TRA@tn.gov) or fax (615-741-8953) copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

We moved into our current address 19 June of this year. We received a very large water bill on 21 July, followed by a similarly large bill from Chattanooga Wastewater (they are enclosed). Receiving a normal sized bill from them today, I asked why they hadn't given me a leak adjustment for the 21 July bill. They replied that the state wouldn't let them do that (regarding the leak source). I find that difficult to believe. Regards, 

49/500

All complaints submitted to the Tennessee Public Utility Commission are subject to the Public Records Act.

**Submit Form**

## TPUC Utility Complaint Number 210402

Date Filed: 10/25/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

My August bill charged me for 65 units each unit equals 100 gallons out to 340 units which was way more than our use. In order to keep my money they then did some financial manipulation to make it that they can justify their billing. My October bill now is charging me for 24 units 300 to 324 but Im already paid to 340 units. Numerous calls to TAW have gotten me no where.

## TPUC Utility Complaint Number 210443

Date Filed: 12/01/2021

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

There was an issue with my billing that resulted in my services to be disconnected. I realized quickly and was able to get someone out to turn it back on but I was astounded that no one contacted me before services were disconnected. I was told that they should have emailed me but I had no email no phone call no notification. My bill was only 5 days overdue in the amount of 50 and they disconnected on me during a pandemic without notice. When questioned they had no answers.

## TPUC Utility Complaint Number 220064

Date Filed: 02/10/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tawc

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

TAWC water meter change out Aug 2021. Before changing water usage consistently between 30k - 40k per billing cycle. After reported usage began escalating from 60k to 70k and then to 98k. Problem reported December 2021. A rep came out Jan. 6 and read the data report. VM was left saying it was a toilet issue yet he turned in a report saying there were no problems found. we checked toilets-ok Now getting TAWC bills since Jan for a canning co in PA. Called for follow up w no response.

## TPUC Utility Complaint Number 220134

Date Filed: 03/04/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) WATER

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am reaching out to you because I am disabled I am just waiting to get approved for benefits. However I can not work a job because of my disability. I have tried to let the TN AMERICAN WATER Company know about my situation. I have THDA working on my application so that I can get help with my water bill. But my water is cut off. Because THDA will help me for 1 year.



## TPUC Utility Complaint Number 220181

Date Filed: 04/11/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Complainant states there is a constant stream of water rushing down his street. This has been going on for almost two weeks. He called Tennessee American Water two times but the problem persists. [REDACTED] believes a broken water main is the source of the problem. Complainant requests that repairs be made soon. Complaint taken over the phone by [REDACTED]

## TPUC Utility Complaint Number 220185

Date Filed: 04/12/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TE

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: American Water And City Of Chattanooga

Type Of Service (Internet, Cable, Phone, etc) Water and waste

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

My water has been shut off without notice on 3/30/22. I have 7 children oldest is 8 youngest is 1. We have been harvesting water from the gutters into our childrens pool and pumping into a container. We shower at relatives homes. We are a christian ukrainian family that want what is right and fair. We dont want free. Its not about money but truth. We wanted to house refugee ukrainians at my home for 6 months but cant any more. The sewer co. Was not being fair that led up to this situation. God bless

## TPUC Utility Complaint Number 220190

Date Filed: 04/23/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Requested service for water service to be turned off 4 22 temporarily for a plumbing repair spoke with a representative [REDACTED] beforehand to ensure that the water could be turned back on as long as I called before 5 pm. I called at 3 30 and scheduled an appointment which associate [REDACTED] confirmed. I received a voicemail from [REDACTED] in Illinois that the cutoff time was 3 pm and they refused to provide me with water an essential service home until Monday 4 25. Still no water now.

## TPUC Utility Complaint Number 220214

Date Filed: 05/27/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Moved into my house August 2021. Normal Bills for August and September 15 -19 Octobers bill - 183 with the sewer bill to match. Bills of comparable sizes since October 2021 to May 2022. Notified both WWTa and American Water of said issue in October and following months. They changed the meter 12-28-21. Issue remains. Both companies insist that the usage of 20K - gallon usage month is accurate. American Leak Detection Company confirms there is no leak on my property.

## TPUC Utility Complaint Number 220219

Date Filed: 06/06/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We have been constructing a convenience store fueling station for months now with it scheduled to open this June. We have been trying to get Tennessee American Water Company to ship and install water meters for months now with zero compliance or work from there end. A payment was received by them and permits issued on 3 9 for main and 3 16 for irrigation meters but no work has been done and both meters should have been connected and installed at the beginning of May.

## TPUC Utility Complaint Number 220255

Date Filed: 07/06/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Hi I recently purchased a home with my daughter in May 2022 I called the water company to switch on my daughter name. She was not next to me i was told to add my name and later i can add her or change the name since we are both on the title. One time fee 15 new service. I asked when i add my daughter if i have to pay extra I was told no. Today I called and got different information . I cant add my daughter on account.and i will have to start a new service on her name another 15 not good

## TPUC Utility Complaint Number 220273

Date Filed: 07/15/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

This company is my water provider in the Jasper Highlands Subdivision. They have a policy of charging their customers a minimum fee of 52.15 no matter if you use a single drop of water for a billing period. Water companies should only be allowed to charge for actual water used. This practice should be illegal. This is on top of the already high cost of what they call a capital recovery cost of that averages 20 per billing period. My minimum bill including taxes is 75 per month.

## TPUC Utility Complaint Number 220327

Date Filed: 08/16/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

In March of this year 2022 I received a water bill that states we used 295200 gallons in one month. We did not have a pipe leak we saw no water anywhere on our property. We did not have any pressure change in the house. We can not account for all of that water. We should have seen it or noticed a pressure change. I contacted Tennessee American Water about this issue. They only sent someone out to do a meter reading and when contacted again did the same thing and just keep saying meter is fine.



TPUC Utility Complaint Number 220361

Date Filed: 08/29/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: NY

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Bill dated 7 5 22 re account [REDACTED] for [REDACTED] was paid by JP Morgan Chase N.A. which confirmed that vendor received payment electronically on 7 13. Final turn-off notice dated 8 17 and effective 8 29 was received by mail on 8 20. A vendor employee denied receipt of payment. Post office confirmed delivery of duplicate payment by check on 8 26. Today vendor employee acknowledge receipt of 7 13 payment. When I asked about the 8 26 payment he disconnected

## TPUC Utility Complaint Number 220362

Date Filed: 08/30/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Called multiple times since April 2022 to set up water on my new home. Ive only been able to reach a rep 3 times each giving a different story about when I would be able to get service. Twice I was told I would get an application but never did. One said I could get service in a few days but when I was finally able to get someone that sent me the application I was told it would take 16 weeks to process my application. Im trying to move into my home in less than a month but may not have water.

## TPUC Utility Complaint Number 220395

Date Filed: 09/15/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

I ordered a water meter for my residence last May. I paid 680.50 for the installation to TAWC on May 29 2022. There has been no contact since except one email saying it could take 6-8 weeks for the installation. It has been much longer twice as long. If I phone the recording says my wait time will be..... an inordinately long wait for customer service. but I phoned numerous times to no avail. The suggested placement location has been marked since June and 811 has marked the utilities.

## TPUC Utility Complaint Number 220396

Date Filed: 09/15/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

On behalf of my client [REDACTED] of Lookout Mountain TN. We have tried numerous times to get ahold of TN AM. Water. We are attempting to get a separate water meter installed that will be used for irrigation. They have delayed our project 6 months and do not respond to phone or email

## TPUC Utility Complaint Number 220409

Date Filed: 09/30/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Water was shut off due to non-pay to Sewer company. Water company will not turn water back on because it is the weekend. Sewer company sent notice of payment to water company prior to 4 00 but because my call wasnt received until after 4 00 due to hold times I could not be put on the reconnect list and now without water until Monday this is FRIDAY I have children and elderly in the home. The CSR [REDACTED] sp was great and tried but management would not allow reconnect.

## TPUC Utility Complaint Number 220503

Date Filed: 10/27/2022

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Co.

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

A renter is being charged for 20000 gallons of water. No leaks were found by either a plumber or landlord and a Tenn. American Water Co. Representative informed the consumer that no alerts were detected for leaks. The consumer requests the TPUCs assistance with her billing complaint.

## TPUC Utility Complaint Number 230013

Date Filed: 01/09/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee America Water And Sewer

Type Of Service (Internet, Cable, Phone, etc) Water and sewer

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

For several weeks now I have been contacting Tennessee American water & the sewer company regarding outlandishly high readings on my meter. I informed them there was service work on my road in front of my house & up the hill perpendicular to my house where the entire road was dug up and closed down from Halloween to Thanksgiving where they replaced water lines. They bled the lines at my meter to ensure their work was up to quality standard. Meter does not reflect water usage at my home. Help.

## TPUC Utility Complaint Number 230057

Date Filed: 01/17/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Co

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Consumer want to file an unlawful price discrimination complaint against Tenn. America Water Co. under federal antitrust laws etc. because he is being overcharged for water usage.



## TPUC Utility Complaint Number 230058

Date Filed: 01/17/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tenn. American Water Co

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Consumers billing complaint is that hes charged 5 times the normal rate of water relative to neighboring communities in his area. He feels that Tenn. American Water Co is overcharging him.

## TPUC Utility Complaint Number 230061

Date Filed: 01/19/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We in Jasper Highlands Jasper are all filing complaints wondering why we have to pay 4-5 times more for our monthly water bills. Others in the county pay far less and others on top of mountains pay way less as well. You will be receiving multiple complaints Im sure. 52 a month just to have water is high. Others are 10 in Jasper and 15 in Marion. It definitely doesnt make sense at all. Thank you for your time.

TPUC Utility Complaint Number 230072

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

I would like to file a formal complaint against TAW. Im a resident of Jasper Highlands. My complaint is that we are being charged 4-6x more than the areas base rate we are charged 52.15 and 4x higher for the price per thousand gallons of water 13.10 . Lookout Mountains base rate is 15.66 and 2.17 per thousand gallons of water. They are at the same elevation as the Highlands. Highlands residents should not have to pay these unfair rates. Can someone look into this and get back to me.

TPUC Utility Complaint Number 230073

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Why are we in Jasper Highland community being charged almost 5 times what other people in the area are charged for water. I under stand this may be against Federal Law to treat me so different than others in the same area. Please investigate. Thank You

## TPUC Utility Complaint Number 230074

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

The water company is over-charging residents at Jasper Highlands JH . This is a fact and has been researched and proven. JH customers are being charged 4 to 5 times that of ALL other customers for the same water and this includes other area mountain residents non-JH . This is clearly unfair and is against the law. I am a property owner at JH cannot afford these rates and just want to be treated fairly like all other customers.

## TPUC Utility Complaint Number 230075

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The Tennessee American Water Company has been and is currently overcharging residents of Jasper Highlands Development the majority of which are retired for their access to and use of water. For example jasper Highland residents are being charged at least 3x more for the use of the first 2500 gallons of water and 6x more for every 1000 gallon thereafter as compared to a similar mountain top community on Lookout Mountain. Additional examples of similarly situated customers exists.

TPUC Utility Complaint Number 230077

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Cost. Way to high

## TPUC Utility Complaint Number 230078

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have had been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion County. I have even been charged 76 for no water used at all. In 1 years time while our home was under construction we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. Thank you for your time.



## TPUC Utility Complaint Number 230079

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have had been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion County. I have even been charged 76 for no water used at all. In 1 years time while our home was under construction we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. Thank you for your time.

## TPUC Utility Complaint Number 230080

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have had been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion County. I have even been charged 76 for no water used at all. In 1 years time while our home was under construction we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. Thank you for your time.

## TPUC Utility Complaint Number 230081

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have had been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion County. I have even been charged 76 for no water used at all. In 1 years time while our home was under construction we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. Thank you for your time.

## TPUC Utility Complaint Number 230082

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have had been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion County. I have even been charged 76 for no water used at all. In 1 years time while our home was under construction we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. Thank you for your time.

## TPUC Utility Complaint Number 230083

Date Filed: 01/24/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We have been building a home and have now moved in. We are located in Jasper Highlands community. Our water pricing is extremely more costly then anywhere else in Marion county and surrounding counties. I have been charged 76 for no water used many times. In 1 years time we used 104 gallons of water. We have been charged 951! I have saved every bill. It is disgraceful that a company would price gauge a specific community just because they can. This is completely unfair for our community!

## TPUC Utility Complaint Number 230084

Date Filed:	01/25/2023
First Name:	[REDACTED]
Last Name:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	TE
Zip Code:	[REDACTED]
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Company That The Complaint Is Against:	Tennessee Water
Type Of Service (Internet, Cable, Phone, etc)	Water
Contacted Utility Regarding Complaint?	No
Link To Additional Documents:	

We live in a community called Jasper Highlands. This is a mountain top community. We are charged an additional fee for our water being pumped up the mountain. Neighboring mountain top communities are not charged this fee. Why are we being singled out?

## TPUC Utility Complaint Number 230085

Date Filed:	01/25/2023
First Name:	[REDACTED]
Last Name:	[REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	TN
Zip Code:	[REDACTED]
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Company That The Complaint Is Against:	Tennessee Water
Type Of Service (Internet, Cable, Phone, etc)	Water
Contacted Utility Regarding Complaint?	No
Link To Additional Documents:	

Cost of water in Jasper Highlands subdivision. Jasper TN

## TPUC Utility Complaint Number 230086

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Cost of water in Jasper Highlands Jasper TN



## TPUC Utility Complaint Number 230087

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I live in the Jasper Highlands Development. Our water service prices are much higher than the surrounding area and areas similar to our development i.e. Lookout Mountain. The base price and additional 1000 gallon price we pay for water vs other mountain-top communities local to us is unfair and price gouging. We were supposed to be allowed to voice concerns when the Jasper Highlands water was bought from [REDACTED] or whatever his company is called when the TPUC held their virtual meeting due to covid back in 2020 2021 but due to technical difficulties none of us were able to voice our concerns and TPUC made their decision without our input.

## TPUC Utility Complaint Number 230088

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The base price and additional 1000 gallon price we pay for water vs other mountain-top communities local to us is unfair and price gouging. We were supposed to be allowed to voice concerns when the Jasper Highlands water was bought from Thornton Enterprises or whatever his company is called when the TPUC held their virtual meeting due to covid back in 2020 2021 but due to technical difficulties none of us were able to voice our concerns and TPUC made their decision without our input.

TPUC Utility Complaint Number 230089

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Residents of the Jasper Highlands development in Marion County are charged exorbitant water rates far in excess of those charged by TN American Water for other towns in Marion County or even similar nearby mountains such as Signal Mountain. This is so egregious that it is clearly price gouging and needs to be investigated by TPUC. Other residents have addressed this directly with TN American Water and it is clear they will continue the current rates unless forced to change by TPUC.

TPUC Utility Complaint Number 230090

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

The company is in violation of unfair business practices by charging the residents of Jasper Highlands as much as 6 times what they are charging those who live in a similar condition ie. Lookout Mountain .

## TPUC Utility Complaint Number 230091

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Our community is being charged significantly overcharged for water. 75 minimum up to 2500 gallons whether you use any or not and in increments of 1000 beyond that. Others Signal and Lookout mountain pay 20 of what we pay for the same water....

TPUC Utility Complaint Number 230094

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Watee

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Excess charges for water.

TPUC Utility Complaint Number 230095

Date Filed: 01/25/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Water bills are excessively high compared to same water services on other mountain top communities.

TPUC Utility Complaint Number 230096

Date Filed: 01/26/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

It appears that all of the properties in the Jasper Highlands including mine are being overcharged 3 to 4 times the amount for both the minimum monthly charge and the cost for water above the minimum monthly charge as compared to other publically posted water rates by Tennessee American for nearby communities with similar elevation and delivery issues.



## TPUC Utility Complaint Number 230099

Date Filed: 01/26/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The home is under construction. The water is turned off the amount of water used in this billing cycle 12 8 22 - 1 9 23 is 0 gallons. This location has sceptic system so no sewer charges just water. The bill for this time period is 77.02 This is a crazy amount of money for no water used.

## TPUC Utility Complaint Number 230101

Date Filed: 01/26/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

Attached is my most recent bill from Tennessee American Water for you to validate the tariffs billed. However this is not the issue nor the complaint. The community of Jasper Highlands is being grossly overcharged for water services. When contacting Tennessee American Water a subsidiary of American Water AWK the largest water utility in the United States I have been told the excessive charges for our water are due to delivering water to a mountain top community and the infrastructure costs

## TPUC Utility Complaint Number 230102

Date Filed: 01/26/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We lived in the Jasper Highlands development in Jasper TN from 1 2020-3 2022. During that time we were also subjected to the excessive fees charged by the water company. As with the other complaints filed we too do not believe it was handled properly. [REDACTED] the developer continues to be allowed to operate with others water company unethically. He did the same with the internet company he owned charged 800 for hookup and then sells the company w o refunding to those who paid.

## TPUC Utility Complaint Number 230103

Date Filed: 01/26/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We are getting charged way too much for our water! Neighboring communities that are similar to ours are paying much less every month for their water service from the same company. The amount we are being overcharged is criminal and it needs to stop! Not only must the rate be lowered but we should be getting a rebate on the excess that weve been charged since we moved in May 2020. Thank you.

## TPUC Utility Complaint Number 230137

Date Filed: 02/17/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Tennessee American Water is practicing unlawful price discrimination under the Federal Anti Trust Law and it is illegal to do this. We live in Marion County TN and they are charging us 13.10 gallon for water. Other communities including the towns of Kimball S. Pittsburg and Jasper pay 2- 3 gallon. Lookout Mountain which is also at a higher elevation pays the same as other communities I have mentioned. Only Jasper Highlands is being illegally charged. They are impossible to work with.

## TPUC Utility Complaint Number 230311

Date Filed: 04/19/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

After over a week of calling I cannot get TAWC to locate the meter to turn it on. It is likely locked but since it communicates by radio frequency and is believed by TAWC to be on the property they have not located it. [REDACTED] went out dug a hole and told me it was under the hole. I dug out the hole and a 10 foot diameter at the hole... no meter. I want TAWC to show me where the meter is so I can turn on the water. I spoke with [REDACTED] locally.

## TPUC Utility Complaint Number 230325

Date Filed: 05/08/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[See PDF Complaint](#)

[REDACTED]  
[REDACTED] (area code required)

Email Address\*

[REDACTED]

Company That Complaint Is Against\*

**Tennessee American Water**

Type of Service (Gas, Electric, Water, etc)

**Water**

Have you contacted the utility regarding your complaint?

☒ Yes      ☐ No

Below, please describe your complaint briefly. Please email (ConsumerComplaint.TRA@tn.gov) or fax (615-741-8953) copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

**See attached bill.**

**See attached letter of complaint. This is my fourth complaint over the last two years, yet the company refuses to test my meter. It is physically impossible for me to consume the volume of water I am being billed for and my wastewater bill, based on consumption, is equally as ridiculous.**

**I am seeking a full refund of both, with the legal rate of interest for the last year after the defective meter is confirmed.**

61/500

All complaints submitted to the Tennessee Public Utility Commission are subject to the Public Records Act.

Submit Form





# TPUC Utility Complaint Number 230428

Date Filed: 07/31/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I purchased a new home at the address above. I contacted TAW concerning the low water pressure at this location. TAW came out and told me the water pressure was low and someone would be contacting me about the problem. The pressure is only 38 PSI. TAW told me the problem is the residual pressure at my meter is only 10 PSI and should be 20 PSI. TWA has now blocked my phone number and never called me back. I now have no way of getting in touch with them to find out how or when it will be fixed.

TPUC Utility Complaint Number 230462

Date Filed: 08/22/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

They pulled my meter! I dont owe a bill. They canceled my account when I tell them not to do that I live there Im ignored. Theyve told me I dont live in my home theyve come out and cut off my water numerous times prior. Every time I call someone tells me something different. Just want to be a paying customer.

TPUC Utility Complaint Number 230505

Date Filed: 10/03/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

My water was shut off by request of the City of Chattanooga due to non-payment of a sewage bill. I did not know this swage account had existed. Tennessee American Water has shut off my water supply to my entire home without any notice.

TPUC Utility Complaint Number 230509

Date Filed: 10/10/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Co.

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The Tennessee American Water Co. is charging a 1.95 per month fee to use a credit for automatic payment. This is not mentioned until you have already filled out all your information including your credit card info. We have automatic payments for power and internet with no fee. I feel like this fee should not be charged.

## TPUC Utility Complaint Number 230521

Date Filed: 10/23/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tn American Water

Type Of Service (Internet, Cable, Phone, water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have a water line break that no one can find. I have been without water for over a week. The meter is at least 310 feet down the ridge and the line goes through a field of Kudzu and through other peoples property to the street below me. I asked TN Am if they would move my meter to my street in front of my property so I could lay a new line. They stated there is no main on my street in order to do this. What are my rights to water closer to my property or assistance with getting water?

## TPUC Utility Complaint Number 230539

Date Filed: 11/03/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

We are having a discrepancy over my mothers bill. I called 877-222-4554 and 866-736-6420 no representative did i speak to about this issue. We need a supervisor to call about this problem and where can you sit down and talk to a human being in the Chattanooga TN Area? She is on a program budget and we are having problems with this problem. The problem is with the 43.98 that my mother paid then they asked for 14.67 more dollars to make 58.65 for some reason.

TPUC Utility Complaint Number 230546

Date Filed: 11/21/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have called 3 times asking to speak to supervisor I have gone to the admin office I have written emails no response. I have notes and email. complaint 1. Faulty and then changed meter and then meter lost... meter Reading of almost 12 times my normal usage and they confirmed no leak 2. no response from supervisors I want to hear from AW co. Our account adjusted my money refunded and late charges reversed. Regarding account [REDACTED]

TPUC Utility Complaint Number 230547

Date Filed: 11/21/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED] Dear Tennessee Public Utility Commission Re Tennessee American Water Account [REDACTED]

[REDACTED] I am writing this letter requesting help with an issue that was made by Tennessee American Water. I have not had any success mitigating by myself despite my many attempts to offer the opportunity for them to remedy the issue. On 10-25-2023 at 6 48am I received an email attached stating that th



TPUC Utility Complaint Number 230549

Date Filed: 11/27/2023

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

[REDACTED] Dear Tennessee Public Utility Commission Re Tennessee American Water Account  
[REDACTED] I am writing this letter requesting help with an issue that was made by Tennessee American Water. I have  
not had any success mitigating by myself despite my many attempts to offer the opportunity for them to remedy the issue. On  
10-25-2023 at 6 48am I received an email attached stating that th

## TPUC Utility Complaint Number 240019

Date Filed: 01/18/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Hamilton

Type Of Service (Internet, Cable, Phone, etc) Water Waste Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

See Attached Documentation. Bill received for water waste water for use PRIOR to service being in our name. Mailed Certified Letters to both entities. No response from either. TAWC has since transferred this amount that we DID NOT CONSENT TO

## TPUC Utility Complaint Number 240030

Date Filed: 01/23/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water tnaw

Type Of Service (Internet, Cable, Phone, etc) water

Contacted Utility Regarding Complaint? No

Link To Additional Documents:

quick note best contact is through email. I rarely answer the phone because of Spam Telemarketing For the 3rd time in three years we have had to go without water for more than 24 hours because on the poor decisions of TnAW. 1st time affected most of Chattanooga for 2 days then twice in our area. In my 53 years this is the only times ever that this has happen to me or my family. It is time for this company to hand over the reins to another company or the city. Thanks.

## TPUC Utility Complaint Number 240060

Date Filed: 02/15/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, WATER

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

WATER SMART METER REFUSED FOR YEARS. WE REFUSED IT DUE TO HEALTH RISKS SURROUNDING SMART METERS OF ANY KIND AND THE RADIATION THAT COMES OFF OF THEM AND HAS EFFECTS ON MEDICAL DEVICES THAT ARE IN MY BODY AND OTHER FAMILY MEMBERS!! Plus the meter caused the bill to go from 20 to 70 a MONTH?! TN AMERICAN WATER RETURNED THE OLD ONE. BUT TODAY THEY RETURNED CUT OUR LEGAL DOCUMENTATIONS FOR NO SMART METERS ON OUR PROPERTY AND INSTALLED A NEW ONE AS WE ARGUED AGAINST IT!!!

## TPUC Utility Complaint Number 240066

Date Filed: 02/23/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, Water): Water.

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

The Shutoff valve on the utility side of the meter has a continuous leak. This leak caused the sidewalk to sink over time. This instability caused by the leak caused the pigtail by the sidewalk to tear apart leaking 46 gallons of water an hour since August 2023. I have paid over 1200 in excess water bills plus 3000 to fix repair the pigtail leak created by the leaking valve. This will occur again if Tennessee American Water doesn't replace the leaking valve. I am emailing documentation.

## TPUC Utility Complaint Number 240099

Date Filed: 03/22/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

Due to TAWC estimating my meter reading I was billed about 17.00 too much from WWTa that bases on what TAWC reports to them. The next month TAWC showed that I used 1 gallon of water daily. WWTa charges at least a monthly minimum charge so it did not balance out. I call TAWC monthly and they promise to contact WWTa to correct this overcharge but they have not. Today I asked for a Supervisor and I was told they do not have a phone number.

## TPUC Utility Complaint Number 240123

Date Filed: 04/30/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee Water Company

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have a rental thats been refurbished. Two years ago we had a freeze. I just purchased the property at [REDACTED]. At the time when we had the freeze the property was just sitting. Yes I did turn water on thinking the contractors might need it. The pipes burst . And yes gallons of water went into the ground. I didnt know until I went over to property. The bill at my rental property came over 3000 dollar bill. . I have a renter in there now so the bill there is in there name. We have 2 properties. One that was vacant for years before our purchase [REDACTED] and our current living home [REDACTED]. We received a outrageous bill from our Vacant home close to 3000. we contacted the water company to resolve. the forward that bill to our living resident and now our water has been shut off due to use not being able to pay that forward bill in its entirety. Please Help!

## TPUC Utility Complaint Number 240125

Date Filed: 05/01/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

We have 2 properties. One that was vacant for years before our purchase [REDACTED] and our current living home [REDACTED]. We received a outrageous bill from our Vacant home close to 3000. we contacted the water company to resolve. the forward that bill to our living resident and now our water has been shut off due to use not being able to pay that forward bill in its entirety. Please Help!



## TPUC Utility Complaint Number 240128

Date Filed: 05/04/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email: [REDACTED]

Company That The Complaint Is Against: Tennessee Water Company

Type Of Service (Internet, Cable, Phone, Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I have a rental thats been refurbished. Two years ago we had a freeze. I just purchased the property at [REDACTED]. At the time when we had the freeze the property was just sitting. Yes I did turn water on thinking the contractors might need it. The pipes burst . And yes gallons of water went into the ground. I didnt know until I went over to property. The bill at my rental property came over 3000 dollar bill. . I have a renter in there now so the bill there is in there name. major pro

## TPUC Utility Complaint Number 240167

Date Filed: 06/27/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Water

Type Of Service (Internet, Cable, Phone, etc) Water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I am demanding additional clarification including documentary evidence along with the required computational procedures used as fiduciary. It seems that Tennessee American Water TAW has made it their job to manipulate the procedural regulation language to fit their narrative. By failing to properly apply extension of credits in accordance with the consumer credit account requirements and displaying my outstanding balance as a positive amount - TAW has effectively created a false credit bala

## TPUC Utility Complaint Number 240168

Date Filed: 06/28/2024

First Name: [REDACTED]

Last Name: [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Tennessee American Waterand Chatta

Type Of Service (Internet, Cable, Phone, etc) Water and waste water

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I paid my water bill through my bank account bill pay option that says it was paid on the 21st and they still cut my water off saying it was none payment plus Chattanooga waste water charging me more than the gallons used so at the very least Chattanooga american water and Tennessee American water are to slow in receiving mailed check from my initial payment was on time and they didnt go through their mail to find it