

From: [Contact TPUC](#)
To: [Ectory R. Lawless](#)
Subject: FW: [EXTERNAL] Lead Line Notices
Date: Wednesday, November 13, 2024 6:46:24 PM
Attachments: [Screenshot_20241113-180336.png](#)

24-00032

From: [REDACTED]
Sent: Wednesday, November 13, 2024 5:42 PM
To: DWRWater Compliance <DWRWater.Compliance@tn.gov>; Contact TPUC <Contact.TPUC@tn.gov>
Cc: [REDACTED]
Subject: [EXTERNAL] Lead Line Notices

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Tennessee American Water admits HALF of the printed notices they mailed out about lead in service lines were WRONG after customers noticed discrepancies between the letters received and the info on the utility's website. TAW does not say they will send corrected notices or explain the discrepancy. Does sending out inaccurate information fulfill the legal requirement to provide notice to customers?

You'd think a company that just asked for a 25% fee increase on top of their annual fee increase would have a better accuracy level than 50/50 when dealing with something as important as lead in children's drinking water.

<https://newschannel9.com/newsletter-daily/tennessee-utility-admits-to-error-in-letters-after-customers-point-out-discrepancies#>

When we reached out to TAW about this Wednesday, they told us...

“We have identified a discrepancy in approximately half of the 40,000 letters that were distributed to customers. Customers who identify a discrepancy between their letter and the online map should defer to the map which contains accurate data.”

This is a portion of the map used by Tennessee American Water details the status of homes in their service area.

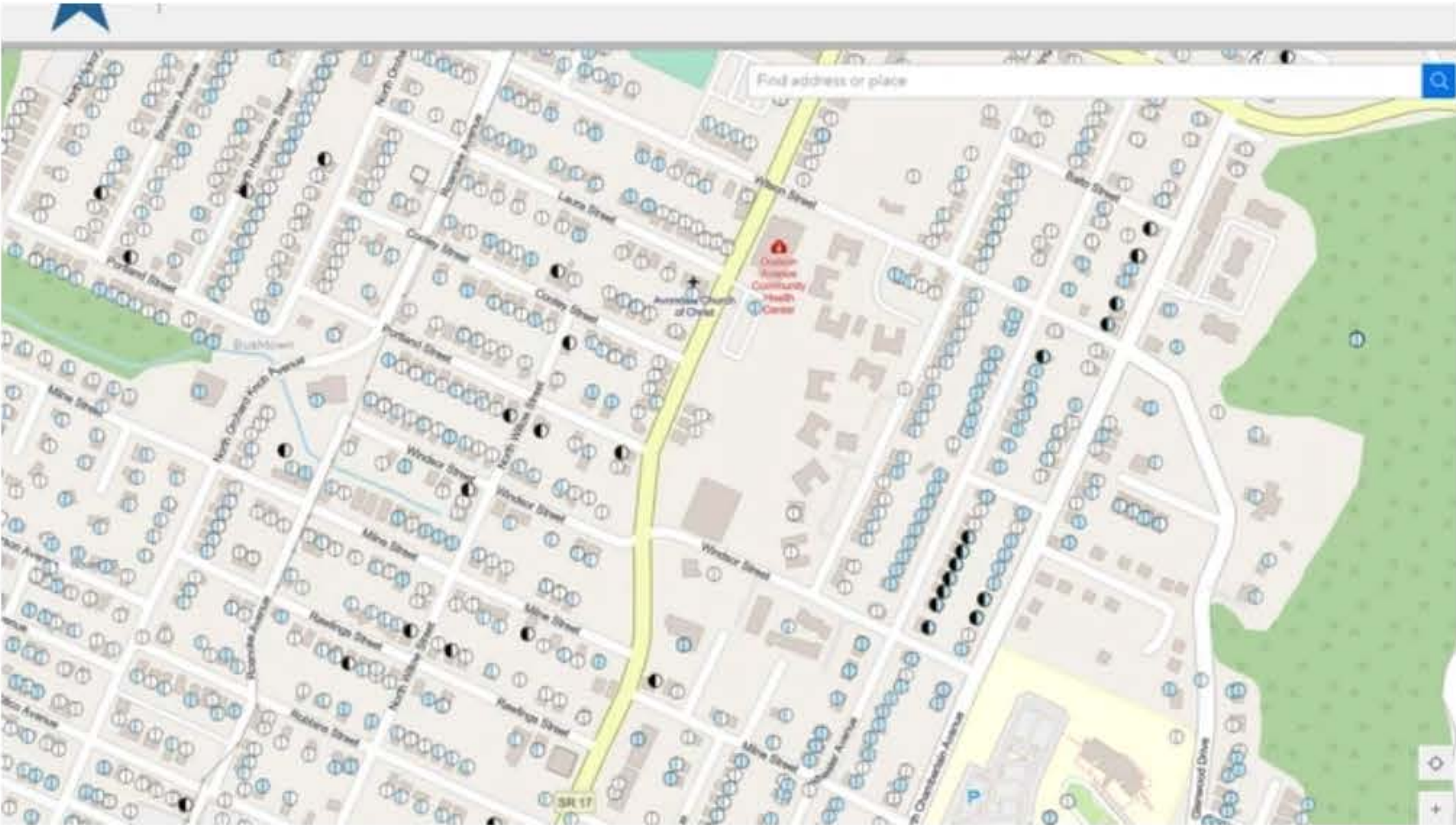


Image via TAW.

TAW says customers should rely on their online map for the most accurate data.