

From: [REDACTED]
To: [Contact TPUC](#)
Subject: [EXTERNAL] TPUC Docket 24-00044
Date: Tuesday, February 11, 2025 6:39:47 PM

This Message Is From an Untrusted Sender

You have not previously corresponded with this sender.

Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security

Please review this comment opposing the Limestone Rate Increase

Re: TPUC Docket 24-00044

Notification

Limestone Customer Notification of their Proposed Rate Increase

We learned of the limestone proposed rate increase by word of mouth. Having missed the newspaper notification and there being no other communication, we were unaware of the public meeting held at Pickwick Landing State Park on January 30 on this matter. (Few individuals routinely comb the Limestone website for public notices).

We were not directly notified directly by Limestone about their proposed rate increase until a letter was received yesterday, February 10th, dated February 5. *Of note: a five day period from the date of the letter to receipt is intriguing in as much as our promptly mailed Limestone payments which are directed to a Texas location result in late fee penalties with a Limestone explanation of mail delays.* The letter received February 10th describes a conference call scheduled for February 12th to 'answer any question you may have regarding our service to your community.' The letter's Frequently Asked Questions section includes *The rate increase was made in July 2024. why am I just now hearing about it. The Answer states in summary: posted on website, newspaper notice, the February 12th letter.* **Please note that the Limestone website states that customers are always notified. In this case, phone calls and TPUC comments have identified the lack of notice, it appears that Limestone's interest in notifying the customers is less than robust.**

Rate Increase Amount

Another FAQ is *Why might the proposed rates be higher than those of neighboring municipalities? The Answer in summary is a smaller customer base.* **Please note that it does not mention the Limestone water rate from Savannah Utilities and contradicts their website proclamation that CSWR Limestone by being the 11th largest increases their customer base bringing value to their customers.**

Reasonability

The next two questions are closely related *How were the proposed rates determined and Who ensures Limestone's expenses and investments are reasonable? The answer includes 'Limestone Water is not seeking recovery for future projects-all infrastructure improvements included in this case are completed and in service.* **A business model increasing rates at the proposed magnitude for unlisted already accomplished improvements is baffling and unrealistic not to mention contrary to the CSWR service premises as listed on their website.**

The Limestone Answer states that *the TPUC review ensures that all expenses are justified and that rates reflect only the necessary costs of providing safe and reliable service.* **Given the enormous and unnecessary levy on customers and the Savannah Utilities rate to Limestone, we trust TPUC will easily deny the proposed rate increase.**

Request for Phone Participation Option for the February 13th session.

Again, **we request an opportunity to call into the TPUC public comment session on February 13th.**

Elizabeth Pendley

[REDACTED]
[REDACTED]
[REDACTED]

Sent from my iPad