

TENNESSEE PUBLIC UTILITY COMMISSION

Kelly Cashman-Grams
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Nashville, TN 37243-0001

August 12, 2024

Electronically Filed in TPUC Docket
Room on August 12, 2024 at 2:27 p.m.

Via Email to 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. 24-00044, *In re Petition of Limestone Operating
Company, LLC to Increase Charges, Fees, and Rates, and for
Approval of a General Rate Increase and Consolidated Rates*

Dear Mr. Babb:

I am in receipt of your letter dated August 5, 2024, which requests a copies of all customer complaints against Limestone Operating Company, LLC 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 Limestone 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. 24-00044
Melvin Malone, Esq., melvin.malone@butlersnow.com
Katherine Barnes, Esq., katherine.barnes@butlersnow.com
David Woodsmall, dwoodsmall@cswrgroup.com

TPUC Utility Complaint Number 220018

Date Filed: 01/11/2022

First Name: Leslie

Last Name: H [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Water

Type Of Service (Internet, Cable, Phone, etc) Wastewater sewer

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I received notice from Limestone Water first week in January that it was the new sewer service provider for my area effective December 21 2021 formerly served by Cartwright Creek LLC. I made quarterly a payment to Cartwright Creek in the amount of 184.50 on December 15 2021 for January February and March 2022 which they cashed. Limestone states that Cartwright is responsible for refunding customer credits. Please advise on the status of this credit due and other credits that also due.

TPUC Utility Complaint Number 230502

Date Filed: 10/02/2023

First Name: Kevin

Last Name: M [REDACTED]

Address: [REDACTED]

City: [REDACTED]

State: TN

Zip Code: [REDACTED]

Phone Number: [REDACTED]

Email Address: [REDACTED]

Company That The Complaint Is Against: Limestone Water Uoc

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

Contacted Utility Regarding Complaint? Yes

Link To Additional Documents:

I originally contacted Limestone for service 7 21 23. As of today still no service It took one month just to get an application my check was deposited on 8 21 23. 2850 They issued a work order and the subcontractor didnt have the correct tap saddle Limestone refuses to return calls escalate send the part to the subcontractor. Im paying interest on a construction loan. Cant build my home. Any help is appreciated

TPUC Utility Complaint Number 230555

Date Filed:	11/30/2023
First Name:	Danielle
Last Name:	N [REDACTED]
Address:	[REDACTED]
City:	[REDACTED]
State:	TN
Zip Code:	[REDACTED]
Phone Number:	[REDACTED]
Email Address:	[REDACTED]
Company That The Complaint Is Against:	Limestone Cswr
Type Of Service (Internet, Cable, Phone, etc)	Sewer
Contacted Utility Regarding Complaint?	Yes
Link To Additional Documents:	

We started noticing a horrific sewage sulfur smell from our primary bathroom toilet about 1 year ago after Limestone replaced our grinder pump. The smell has worsened significantly over the last 5 months sometimes preventing us from using the toilet. Plumber has been to our home 6x. We have spent hundreds of dollars on the plumber and they believe the issue to be the grinder pump but Limestone is refusing to send a tech to my home and refusing to let me speak to a tech to explain the issue.