

From: [REDACTED]
To: [TPUC DocketRoom](#)
Subject: [EXTERNAL] Docket Number 24-00044
Date: Wednesday, February 19, 2025 5:40:34 PM
Attachments: [Limestone Rate Increase Letter.pdf](#)

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1. During the hearing today Aaron Silas wasn't clear on the number of times the flyers were mailed to customers, just that a flyer was mailed to their 2,000 accounts. I wanted to submit for public record if it is not already included, a copy of the notice sent to the Grassland community. It is the ONLY flyer we received in regards to the rate increase and hearing.

I have a handwritten note that says "Typo?" because when I was first learning of this and joined the zoom meeting that Limestone held on Tuesday, February 11th, it was announced there would be a second public comment on Thursday February 13th. I first assumed they must have made a mistake in their letter, but I then learned that the hearing notice that was announced was in fact the February 18th date. I cannot find where the February 13th day was shared except for during the zoom meeting.

2. I did venture again to their website today, I am the unusual sort of customer that does occasionally visit their site and see what advisories are current across the state. Not once has it been flagged on the opening page that a new regulatory notice is available to read. On the contrary, there is a headline regarding advisories, which pop up current water boiling advisories for example. 3 pages in I did find the notice they said they posted.



LIMESTONE WATER

Utility Operating Company

A CSWR Managed Utility

February 5, 2025

Dear Valued Limestone Customer:

On July 15, 2024, Limestone Water Utility Operating Company filed a request for approval with the Tennessee Public Utility Commission (TPUC) to adjust water and wastewater utility rates. The proposed adjustments reflect approximately \$9.5 million spent to acquire, upgrade, and invest in infrastructure critical to the health and well-being of communities across the state. Rate adjustments encompass not only the ongoing provision of service and treatment of your water and wastewater, but they allow us the ability to continue operating the facilities including the commission of site, equipment, and system upgrades to meet or exceed quality standards and safeguard communities.

Typo?? New rates may only go into effect after the TPUC completes its review process and approves the new rates; this review process provides an opportunity for customers to participate by submitting written comments or presenting oral comments at a TCUP meeting scheduled for Tuesday, February 18, 2025.

We've scheduled a ZOOM conference meeting on Tuesday, February 11 from 4 pm to 5:30 pm CST to answer any questions you may have regarding our service to your community. You may join this meeting by phone or on video using the following link: bit.ly/LimestoneGrp1.

Whether we are maintaining current facilities or investing in upgrades to meet the challenges of tomorrow, our dedication remains steadfast. We take our partnership with you seriously, and as we move into the future together, we look forward to continuing our mission of delivering safe, reliable, and environmentally responsible water resources and innovative solutions that enhance your quality of life.

Sincerely,

Limestone Water Utility Operating Company



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FREQUENTLY ASKED QUESTIONS

Q: Why might the proposed rates be higher than those of neighboring municipalities?

A: Comparing Limestone Water's rates to those of municipal systems can be misleading. Municipalities often have larger customer bases, which allow costs to be spread across more people, keeping individual bills lower. In contrast, Limestone serves smaller communities, where the cost of maintaining infrastructure, treatment facilities, and professional operations is similar to that of a larger system but must be recovered from fewer customers. This results in higher average bills.

Q: This rate request was made in July 2024. Why am I just hearing about it now?

A: A summary of our proposed rate adjustment was posted on our website when the request was filed in July 2024. Also, a legal notice was published in local newspapers recently, and included both the January 30, 2025, date of the first Public Comment Hearing, as well as the February 18, 2025, hearing date. This additional notice is part of our ongoing efforts to ensure customers are informed and have the opportunity to participate in the regulatory process.

Q: How were the proposed rates determined?

A: The proposed rates are based on a thorough analysis of the costs required to provide safe and reliable water and wastewater service. This includes:

- Operating expenses such as professional operations staff, system maintenance, and customer service resources.
- Infrastructure investments to upgrade and improve facilities in the communities we serve.
- Regulatory compliance to ensure all systems meet or exceed safety and environmental standards.

Q: Who ensures that Limestone Water's expenses and investments are reasonable?

A: The rate approval process includes a detailed review by the Tennessee Public Utility Commission (TPUC) and other entities, including a consumer advocate that represents customer interests. This review ensures that all expenses are justified and that rates reflect only the necessary costs of providing safe and reliable service. Additionally, Limestone Water is not seeking recovery for future projects—all infrastructure improvements included in this case are already completed and in service.

Q: Where can I find more information?

A: You can learn more about the proposed rate adjustment, including details on specific improvements and the new rates, by visiting the TPUC docket at:

<https://share.tn.gov/tra/dockets/2400044.htm>