

**From:** [REDACTED]  
**To:** [Limestone Water Support](#)  
**Cc:** [TPUC DocketRoom](#)  
**Subject:** [EXTERNAL] Re: Public Comment – Phase II Rate Increase (Docket 24-00044)  
**Date:** Tuesday, March 31, 2026 8:59:35 AM

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Dear Limestone Water Support,

Thank you for your response. However, it appears to be a general form letter and does not address the specific concerns outlined in my original message.

My concern is not about a general understanding of how utility rates work. Rather, it is about the **fairness and allocation of costs** being imposed on existing L [REDACTED] E [REDACTED] customers.

As I stated previously, my rates increased approximately 200% in 2024, and now an additional increase is being implemented under Phase II. This alone creates significant rate shock. However, what is more concerning—and was not addressed in your response—is I had already made substantial private infrastructure investments prior to Limestone’s involvement.

I incurred over \$21,000 in infrastructure-related costs in 2023, in addition to lost rental income. These were not optional upgrades—they were necessary to make the property functional. As a result, I am now effectively paying twice: once through private investment, and again through rapidly increasing utility rates tied to broader system costs.

Your response did not address:

- Whether L [REDACTED] E [REDACTED] customers are being asked to bear a disproportionate share of system-wide investment costs
- How costs specific to our community are being calculated and allocated
- Whether any consideration has been given to prior private investments made by homeowners

Providing a link to general rate information and offering payment plans does not address these concerns.

I am requesting a **specific and substantive response** to the issues raised above. If this cannot be provided at the customer support level, please escalate this matter to the appropriate regulatory or management team who can address cost allocation, rate justification, and fairness considerations.

I would also appreciate clarification on how customer concerns like mine are being incorporated into the decision-making process for Phase II rate implementation.

I look forward to your response.

Sincerely,

Sara Cisler

L [REDACTED] E [REDACTED] Property Owner

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**From:** Limestone Water Support <support@limestonewateruoc.com>

**Sent:** Saturday, March 28, 2026 5:03 AM

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** Re: Public Comment – Phase II Rate Increase (Docket 24-00044)

Response to Your Concern About Rate Changes

Dear, Sara Cisler

Thank you for reaching out and sharing your concerns about the proposed/implemented rate changes. We understand that any adjustments to rates can have an impact, and we appreciate the opportunity to address your concerns. Rate adjustments are carefully considered to ensure we continue providing safe, reliable, and high-quality wastewater services while maintaining and improving infrastructure. These changes are necessary to support system upgrades, regulatory compliance, and operational costs.

For detailed information on the rate structure, including how rates are determined and the factors influencing changes, we encourage you to review our rate and tariff details on our website at [Visit Us](#)

We truly value you as a customer and understand the importance of affordability. If you need assistance with managing your bill, we offer assistance programs, payment plans, or conservation tips if applicable. Please let us know if we can provide further support. Your concerns have been noted.

Best regards,

**Limestone Water Support**

**855-723-2450**

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**From:** [REDACTED]

**To:** support@limestonewateruoc.com; tpuc.docketroom@tn.gov

**Subject:** Public Comment – Phase II Rate Increase (Docket 24-00044)

**Date:** Wed, Mar 25, 2026, 02:59 PM

To Whom It May Concern,

I am a property owner in L [REDACTED] E [REDACTED] and am writing regarding Phase II of the Limestone Water rate increase in Docket 24-00044.

I understand the importance of maintaining safe and reliable water and wastewater service, and I recognize that utilities must invest in infrastructure. However, the scale and pace of the increases being imposed on existing customers in Lakeside Estates are deeply concerning.

Our rates increased by approximately 200% in 2024, and now, on the heels of that significant increase, customers are facing another increase as Phase II moves forward. This creates severe rate shock and a significant financial burden in a very short period of time.

In addition, many property owners had already made substantial private investments prior to Limestone's involvement. In my case, I incurred \$21,097 in infrastructure-related costs in 2023 at my property on N Bridge Lane, along with lost rental income during that time. These were necessary expenditures to make the property functional and habitable.

As a result, homeowners like me are effectively paying twice — first through major private investments, and then again through rapid utility rate increases tied to broader system acquisition and upgrade costs.

I respectfully ask the Commission to closely examine whether this Phase II increase is fair and reasonable for Lakeside Estates customers and whether these customers are being asked to bear costs that are disproportionate to the burden already incurred.

Specifically, I ask the Commission to consider:

- Slowing or moderating the Phase II increase to reduce rate shock
- Providing greater transparency into costs attributable to Lakeside Estates
- Evaluating whether existing customers are subsidizing system-wide investments
- Ensuring future increases are tied to clear cost justification, affordability, and fairness

Homeowners need confidence that these rates are based on clear, verifiable costs and that they are not being asked to absorb repeated increases without clear visibility into how those costs are being allocated to existing customers.

Thank you for your time and consideration.

Sincerely,  
Sara Cisler

L [REDACTED] E [REDACTED] Property Owner