

From: [REDACTED]
To: [Karen H. Stachowski](#)
Subject: Fw: TPUC File No. 26-0164 (Jay Patel for Stonebrook Inn)
Date: Friday, April 17, 2026 2:21:10 PM
Attachments: [image001.png](#)

24-00044

FYI

----- Forwarded Message -----

From: Carlos Black <carlos.black@tn.gov>
To: [REDACTED]
Cc: ConsumerComplaint TRA <consumercomplaint.tra@tn.gov>
Sent: Thursday, April 16, 2026 at 03:28:18 PM CDT
Subject: TPUC File No. 26-0164 [REDACTED]

[REDACTED]

I am writing you regarding the April 13, 2026, billing complaint that you filed against Limestone Utility Operating Company (“Limestone”) regarding what you perceive to be excessive and unjustified sewage billing charges, etc. I spoke with you today by telephone at approximately 12:50pm and informed you of the Limestone response to your complaint. You indicated that you believed the response was unfair, the Limestone billing practices was not correct, and you requested that I provide you with the Limestone response to your complaint in writing and/or via email.

On April 15, 2026, I received correspondence from Limestone stating they reviewed your concern regarding sewer billing for [REDACTED]. The Limestone response state that [REDACTED] consists of 19 air-conditioned accommodations, each with full bathroom facilities and the ability to house multiple guests. Additional research confirmed that each accommodation sleeps approximately 3, and they used a 2.5 guest per accommodation count to get the 8 Equivalent Residential Units (“ERUs”). That results in an estimated capacity of approximately 50 guests. The Limestone response state that per the Tennessee Public Utility Commission (“TPUC”) approved rate structure, sewer billing for this system is based on ERU’s, not metered water usage, and each guest is assigned 0.167 ERUs. Using the estimated capacity of 50 guests, this results in approximately 8 ERUs (50 × 0.167).

According to the Limestone response, your account is billed for 8 ERUs, and the charges are correct as rendered. Occupancy assumptions are based on [REDACTED] published room configurations and stated sleeping capacity, which reflect design capacity rather than actual nightly usage. Limestone’s response state because this is a TPUC approved flat rate structure, water usage, including the reported average of approximately 14,387 gallons per month, is not

used to calculate sewer charges. [REDACTED]
[REDACTED].

The TPUC attempts to mediate complaints between consumers and utilities with an outcome that will be fair and satisfactory to all parties. [REDACTED], please continue to communicate with Limestone to address your billing complaint's concerns or issues, if needed.

If you have questions, or if I may be of further assistance, please feel free to contact me anytime.

Carlos C. Black, M.B.E.

Utility Rate Analyst

Tennessee Public Utility Commission

502 Deaderick St, 4th Floor

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Nashville, TN 37243

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Do the best you can, where you are, with what you have, now.



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