

**In The Matter Of:**

*Before the Tennessee Public Utility Commission v.  
Petition of Limestone Water Utility Operating Company*

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*TRANSCRIPT OF PUBLIC COMMENTS HEARING  
April 8, 2026*

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*Original File 2026-04-08 TPUC 24-00044 - Public Comments.txt*

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**TRANSCRIPT OF PUBLIC COMMENTS HEARING - April 8, 2026**

BEFORE THE TENNESSEE PUBLIC UTILITY CONFERENCE

IN RE: PETITION OF )  
LIMESTONE WATER UTILITY )  
OPERATING COMPANY, LLC TO ) Docket 24-00044  
INCREASE CHARGES, FEES AND )  
RATES AND FOR APPROVAL OF A )  
GENERAL RATE INCREASE AND )  
CONSOLIDATED RATES. )

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TRANSCRIPT OF PUBLIC COMMENTS HEARING

Wednesday, April 8, 2026

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**TRANSCRIPT OF PUBLIC COMMENTS HEARING - April 8, 2026**

1 APPEARANCES:

2 For TPUC Staff: Ms. Monica Smith-Ashford  
3 Ms. Kelly Cashman-Grams  
4 Mr. Timothy Schwarz  
5 Mr. Tim Drown

6 For CAD: Ms. Karen Stachowski  
7 Ms. Shilina Brown

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Reported By:  
Jennifer B. Carollo, LCR, RPR, CCR

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1 (The aforementioned cause came on to be  
2 heard on Wednesday, April 8, 2026, by the Tennessee  
3 Public Utility Commission at the Williamson County  
4 Administrative Complex Auditorium, 1320 West Main  
5 Street, Franklin, Tennessee, beginning at 4:04 P.M.,  
6 before Chairman David F. Jones, Vice-Chairman John A.  
7 Hie, and Monica Smith-Ashford, the Administrative  
8 Judge, when the following proceedings were had,  
9 to-wit:)

10 MS. SMITH-ASHFORD: Okay. I think  
11 we'll go ahead and get started. We'll go ahead and get  
12 started.

13 Good afternoon. Today is April 8th,  
14 2026, and we are here for the public comment session in  
15 Docket No. 24-00044 in re: Petition of Limestone Water  
16 Utility Operating Company, LLC, to increase charges,  
17 fees, and rates and for approval of a general rate  
18 increase and consolidated rates, Phase 2, rate  
19 implementation.

20 I am Monica Smith-Ashford, the  
21 administrative judge in this matter. Public notice of  
22 this meeting was issued by the Commission on March 17th  
23 of 2026. Limestone also issued notice to its customers  
24 of this public comment session in various newspapers in  
25 its business office and on its website and via direct

1 notice via email and mail to its customer.

2 The purpose of this public comment  
3 session is for us to hear from you-all regarding  
4 Phase 2 of the rate increase implementation and any  
5 other issues of concern.

6 As mentioned in the Commission's  
7 notice, the total rate increase for Limestone was  
8 approved by the Commission on April 14, 2025, and to  
9 reduce the impact of the increase on customers, the  
10 Commission ordered that it be implemented in two  
11 phases. The first phase began May 1, 2025, and the  
12 second phase is set to begin May 1, 2026.

13 So currently the Commission is  
14 considering the implementation of Phase 2 of the  
15 previously approved rate increase. We cannot comment  
16 on this docket because it is ongoing and has not yet  
17 been considered by the Commission.

18 The hearing on the Phase 2  
19 implementation is scheduled for April 28th at 10 A.M.  
20 in Nashville at the Andrew Jackson State Office  
21 Building. There will be another opportunity for public  
22 comment during the hearing. You may also continue to  
23 file comments in the docket file.

24 Commission staff cannot comment on this  
25 matter or your remarks, but the Consumer Advocate or

1 company representatives may be able to answer questions  
2 you may have.

3 And now I will turn it over to Chairman  
4 Jones, chairman of the Commission, for a few comments.

5 CHAIRMAN JONES: Okay. Thank you,  
6 Monica.

7 Good afternoon. I'm David Jones, and I  
8 am chairman of the Public Utility Commission, and I'm  
9 here with one of my fellow commissioners, John Hie, who  
10 is vice chairman. It's our privilege to be here today.

11 First, I would like to introduce the  
12 Commission staff who are here. First, Monica  
13 Smith-Ashford, the Commission's administrative judge to  
14 my right.

15 Next, is Tim Schwartz. Tim is our  
16 director of communications, and Tim was in the back,  
17 but I don't see him at the moment.

18 And also Tim Drown, senior counsel with  
19 our legal department. I think Tim is out trying to  
20 show folks how to find the auditorium this morning --  
21 or this afternoon. They will be hear helping to keep  
22 the session orderly and productive.

23 Just a bit of information before we  
24 begin, the Commission is here simply to listen to you  
25 today, the citizens, businesses, and officials in the

1 utility service's territory. Our job is to listen  
2 carefully, but it's essential to understand that this  
3 is an ongoing administrative proceeding before the  
4 Commission so we cannot discuss your remarks today.

5 Limestone representatives should be  
6 here today and are available to answer questions and  
7 discuss any concerns you may have.

8 There's also representatives from the  
9 Attorney General's Consumer Advocate Division who may  
10 be able to assist you as well.

11 We welcome and encourage you to share  
12 your thoughts, concerns, and opinions as it relates to  
13 the service you received from Limestone and the  
14 implementation of Phase 2 of the rate increase.

15 The court reporter is transcribing your  
16 comments, which, while not binding as evidence will be  
17 considered by the Commission when making its decision.  
18 We appreciate your time today in participation of our  
19 public comment hearing.

20 Now, I will turn it back over to  
21 Ms. Smith-Ashford who will administer the session from  
22 this point on.

23 MS. SMITH-ASHFORD: Thank you. I will  
24 just go over a few housekeeping matters before we  
25 begin. There is a sign-up sheet in the back of the

1 room, and if you wish to speak, you can, please, sign  
2 the sign-in sheet. And when -- we'll just proceed down  
3 the sheet and call your name. When we call your name,  
4 please, come forward, and, please, spell -- state your  
5 name again and, please, state spell your last name and  
6 provide your address, and then you may begin to give  
7 your comments. This session is being transcribed and  
8 the transcript of your comments will go into the docket  
9 file and be made a part of the official record.

10 This session lasts until 7 P.M., and  
11 we'll probably take about two breaks over the course of  
12 the session. So with that, we will begin, and the  
13 first name on the list is Norman Nichols.

14 MR. NICHOLS: Good afternoon. My name  
15 is Norman Nichols, N-I-C-H-O-L-S. I live at 136 Sedona  
16 Woods Trail, Nolensville, Tennessee, in the Arrington  
17 Retreat Subdivision.

18 I guess I am upset with Limestone for a  
19 couple of reasons. Especially, this current price  
20 we're paying and the increase that's being proposed. I  
21 have lived in five Tennessee cities, three Mississippi  
22 cities, one Arkansas city, and one Georgia city. I  
23 have never paid more than half of what my normal water  
24 bill is for sewer system. My current water bill is  
25 running about 35 bucks a month, and I'm already paying

1 75 for wastewater, and it's fixing to go up to 124 or  
2 25 bucks which is the highest on the list of our sub --  
3 our subdivision is the highest on the list.

4 At the last rate increase, Limestone  
5 had Zoom meetings. In that Zoom meeting, it was  
6 brought up by myself and several people, most -- a lot  
7 of people are only two people in the household. And  
8 we're being charged the same rate as people with five  
9 people in the household or six people in the household.  
10 And they said, "We're going to look into that."

11 Well, the rate went in. I contacted  
12 Limestone. I also contacted the Public Service  
13 Commission. And the Public Service Commission told me  
14 to contact Limestone, which I did, and they said they  
15 had no control over their rates; that the Public  
16 Service Commission dictated what they were to charge,  
17 which I didn't think was right, and I still don't think  
18 is right. They said that the Public Service Commission  
19 approved the flat rate for our subdivision, and they  
20 couldn't change it unless the Public Service Commission  
21 let them change it. They couldn't change it to by  
22 person in the house or anything else.

23 But still, you know, to pay 125 bucks a  
24 month for wastewater when my water bill is 35, 36, it's  
25 ridiculous. It makes me want to move out of the

1 subdivision and move out of Williamson County and  
2 move -- maybe even move out of the State of Tennessee  
3 again. If that's how the Public Service Commission  
4 allows companies to make money off of people and not  
5 take care of the citizens. Again, that's really all I  
6 have to say is, you know, it's ridiculous.

7 I -- also, at the prices we're paying  
8 if their grinder pump goes down -- mine went down. I  
9 have heard now that you can just tell them you're not  
10 going to pay for it, and they can't do anything about  
11 it. But I paid 700 bucks to get the grinder repaired.  
12 So if I'm paying all of this money, why aren't they  
13 keeping up their equipment?

14 So, again, you know, I just think  
15 Limestone is ripping off, and, you know, I was very  
16 displeased with their customer service when I contacted  
17 them after they told us in the Zoom meeting that they  
18 were going to try to adjust the bill by people that  
19 live in the house or something else.

20 You know, I would make a suggestion  
21 that they charge by the gallons of water -- the  
22 wastewater that they treat. If they can't get it from  
23 the water department, they can put a meter on all of  
24 the grinder pumps and monitor how much water they're  
25 doing and charge by the household.

1           Again, I appreciate your time and look  
2 forward to what happens later.

3           CHAIRMAN JONES: Thank you.

4           MS. SMITH-ASHFORD: Thank you.

5           (Applause.)

6           MS. SMITH-ASHFORD: Glynn Taylor.

7           MR. TAYLOR: Thank you. My name is  
8 Glynn Taylor, T-A-Y-L-O-R. First name G-L-Y-N-N. I'm  
9 the president and one of the owners of Old Natchez  
10 Country Club. My business address is 115 Gardengate  
11 Drive, Franklin, Tennessee 37069.

12           I -- I am not going to -- I have  
13 already put stuff into the record and the Consumer  
14 Advocate Division has filed an affidavit on my behalf  
15 also. So I am not going to take you through all of the  
16 minutia of that. I really just wanted to have an  
17 opportunity to, you know, repeat a couple of real basic  
18 facts and our premiss which is that the consumer rate  
19 design does not work. It needs to be scrapped, and it  
20 needs to be replaced by something that is implementable  
21 and equitable. And to that end, we have submitted a  
22 plan that we believe will do that far better than the  
23 current plan.

24           Part of the reason that we say that it  
25 needs to be replaced is that it did not work, and I

1 think we are an absolute case study in how it did not  
2 work, and I don't think it's right. Prior to  
3 Limestone's acquisition, we paid like six oh nine a  
4 month for our wastewater services. When Limestone took  
5 over, Limestone unilaterally made the decision to  
6 change to \$37 a month and that's where it stayed for  
7 about four and half years. Okay.

8 Pursuant to approval of the tariff and  
9 the consumer -- the commercial rate portion of that in  
10 Phase 1, our monthly bill become \$14,000 a month.  
11 Okay? Just to review that. \$37 dollars. \$14,000.  
12 That gets your attention, and it got my attention a  
13 lot. And I probably became the number one consumer of  
14 the docket, the electronic docket. I'm glad it is  
15 there. I was able to really self-educate on a lot of  
16 aspects of this.

17 So ask yourself, how is it that our  
18 bill went from 37 to 14,000 dollars a month? Okay?  
19 And I immediately contacted Limestone. I pursued the  
20 process of trying to understand it and obviously trying  
21 to get it changed. Mostly what I heard initially from  
22 Limestone was that it was approved. It was approved.  
23 It was approved. It was approved. Mr. Consumer,  
24 that's what you need to know. It was approved -- your  
25 14,000-dollar bill. There you have it.

1           As we began to chip away a little bit  
2 more -- again, mostly to our own other self-discovery,  
3 we realized, oh, wait a minute; there's a process that  
4 was mentioned in a cover letter from their attorney  
5 that if you want to appeal your ERU, you can do that.  
6 So we went down that process. And, ultimately, we  
7 ended up with our bill being adjusted down to \$3300 a  
8 month. Okay? I still don't believe that that's  
9 accurate.

10           And the essence of this and the reason  
11 that we believe that the plan should be scrapped as it  
12 is, is that -- the Commissioners may know, and I  
13 apologize; I've got to get a little bit in the weeds,  
14 but I won't try to go deeply into the weeds. But, you  
15 know, in the absence of flow data, Limestone presented,  
16 the Commission adopted this ERU methodology approach  
17 where they basically said, hey, look for a commercial  
18 business, we're going to take a combination of typical  
19 flow that we're going to pull out of a TDEC design  
20 textbook that's about 30 years old, and we're going to  
21 take that, and we're going to determine what a  
22 facility's overall wastewater flow is, and we'll divide  
23 that by the 300 units that's the typical residential  
24 flow and that's going to become the ERU, the equivalent  
25 residential unit. Okay? So that's what Limestone

1 presented to the Commission.

2           What they did not present to the  
3 Commission was any detail about how they were going to  
4 come up with the figure that they were going to pair  
5 with the flow rate from the chart. So in the case of  
6 the country club, the chart says -- I think it was a  
7 hundred gallons per day of typical flow. They --  
8 initially, when we started digging into it, they said,  
9 oh, yeah, your flow is 497 people at 50 gallons a day.  
10 And I said that's preposterous; we don't have 497.  
11 And, furthermore, how did you decide -- how did you  
12 come to know that we have 497 people here? They  
13 couldn't answer that question.

14           Finally, as we persisted and persisted,  
15 we ended up with speaking with Aaron Silas from  
16 Limestone who was involved -- from what I could gather,  
17 was mostly the designer of the ratepayer. And he said  
18 no, no, no, it's a hundred gallons per day and 250  
19 people. Notice both of those figures come to about  
20 25,000 gallons per day. Okay? But very different  
21 metrics.

22           So as we continue to ask how did you  
23 come up with -- how do you know how many people we had?  
24 Intuitively, we know it's not accurate. So eventually  
25 he said, well, we relied on publicly available

1 information. What publicly available information? He  
2 emailed it to me. It was the description of our  
3 facilities for our website. Okay. And from that,  
4 Limestone unilaterally decided, hey, I think they've  
5 got this many people.

6 My personal opinion is I think they  
7 took 25,000 gallons and just kept doing the math until  
8 they got to it. Okay?

9 So as we dug more and more into this,  
10 several things became really clear. As we found in the  
11 docket, there was one instance where there was a list  
12 of commercial customers and assigned ERUs that was  
13 submitted to the Commission or at least it was  
14 available through the docket. Once we had that, we  
15 could see every commercial customer, and we could see  
16 the ERUs assigned to them. And we could see that there  
17 were many people who had one ERU assigned, many  
18 commercial customers that had only one ERU assigned  
19 that, again, we know just from being in our own  
20 backyard could not have been accurate. They were as  
21 inaccurate as ours was at 83. Okay?

22 So we kept at it. We kept at it. And  
23 what was obvious to us from the start but ultimate --  
24 but Limestone was unwilling to accept the idea, we had  
25 our flow data. When Cartwright Creek was owned by

1 Shaffer systems, the director at the time, he would  
2 come by and he would get our water bills from us  
3 because we don't get water from Limestone. We get it  
4 from Harpeth Valley, and he would -- he would calculate  
5 our bill. That's the reason our bill was six oh nine,  
6 you know, because when there was a -- the metric was in  
7 place, and it was flat rate plus "x" amount per  
8 thousand gallons of use.

9 So I said, look, we -- we don't have to  
10 go through machinations of trying to figure out how  
11 many people are here and relying on some 30-year-old  
12 textbook to tell us what the typical flow per day is.  
13 We have our flow data. We have our incoming and  
14 sanitary water flow data. We can make a couple of  
15 basic assumptions about how much of that ends up in the  
16 sanitary wastewater system and be done with this.

17 And, furthermore, if you believe the  
18 chart from TDEC that says it's 300 gallons per person,  
19 then it has to be the case that our usage divided by  
20 that becomes our head count. Okay? But instead we  
21 spent a lot of time going back and forth because  
22 Limestone was very much committed, wed in fact, you  
23 know, to implementing this methodology. It's not  
24 accurate. It hasn't been implied accurately. If you  
25 think about it, the adjustment they gave us -- because

1 we're dealing with a fixed pie here. And -- I would  
2 pause for a moment and I would say I have -- I have no  
3 disagreement whatsoever with Limestone capturing this  
4 revenue. Cartwright Creek needs to be improved. I  
5 assume all of the other districts that they've got need  
6 to be improved, and we want to participate in that  
7 process. We just want to pay our fair share. And so  
8 the system they have right now -- so that's fine. They  
9 adjusted us, but what that means is because it's a  
10 fixed pie, they have to go capture the 63 ERUs that  
11 they reduced ours by and go get them from some place  
12 else.

13           Just think how fundamentally inaccurate  
14 that is, and how it -- it almost compounds the  
15 inaccuracy. If they started out with some other  
16 business that they did no due diligence or insufficient  
17 due diligence or inaccurate due diligence upon, and now  
18 they've got that number. Now, they're going to go  
19 adjust it not -- not for anything that that business  
20 did, but they're going to go adjust it because we spoke  
21 up, and we basically caused them to adjust ours.

22           The other part of -- there's many  
23 reasons this is a bad system -- bad methodology. One  
24 of the additional reasons is that it purveys -- it  
25 provides a perverse incentive for people who have

1 inaccurately low ERUs to say nothing. Right? If -- if  
2 I'm a business, and Limestone did no due diligence on  
3 me, and they just assigned me one ERU, I am going to  
4 stay quiet. Okay. But when their slice of the pie is  
5 too small, everybody else's slice of the pie is too  
6 big. Okay.

7                   So sure they worked with us. You know,  
8 it was a tough back and forth, but they ultimately  
9 lowered ours from 83 to 63, but think about the  
10 disincentive that all of the other people who have  
11 inaccurately low ERU counts -- they have no incentive  
12 to speak up, and, therefore, they will not be  
13 considered in the adjustment process.

14                   So I could go on; you know, other  
15 things that are inaccurate about it. Other things that  
16 are poor about it. I don't think Limestone has the  
17 resources or the will to go do the real due diligence  
18 that's required. I think it is a system that allows  
19 them almost complete control over commercial -- the  
20 ability to carve it up and that's part of the reason  
21 that makes it so unnecessary. They're going to get the  
22 revenue. That's not -- that's not in question. It's  
23 just, are they going to slice the pie in a way that's  
24 accurate and that's fair and that can be implemented  
25 over time?

1           In an earlier life, I went to graduate  
2 school and got a master's degree in public policy. I  
3 did a little bit of work in that area. I'm a bit of a  
4 spreadsheet junkie. I submitted as part of my stuff a  
5 plan that's based on going back and really in context  
6 is much like the residential plan. Let's go back and  
7 look at what people were paying prior to, and Limestone  
8 can get that information. I find it hard to believe  
9 that it wouldn't have been a part of any basic due  
10 dilligence that they did as they acquired the various  
11 utility districts that they did. They can take that;  
12 use it as a -- as a pro rata starting point, and then  
13 basically apply it to the revenue increase that the  
14 Commission has already approved. Again, no grievance  
15 whatsoever with the amount of the increase that the  
16 Commission has approved; just how are we going to slice  
17 it up fairly?

18           And, you know, if you look -- I would  
19 just encourage the Commission to look really hard at  
20 that list of commercial customers and ask the really  
21 hard questions as to how really just a handful of us  
22 ended up with these incredibly large ERUs and others  
23 with just one, one, one, one, one. And along with -- I  
24 could list others, the businesses that probably weren't  
25 even included. So I think if you do that, you will

1 come to the conclusion that this plan is, you know, not  
2 well implemented. It's not leading to good results,  
3 and it needs to be scrapped in favor of something. If  
4 it was based on historical billings, it would be a  
5 really simple concept. Whatever you are contributing  
6 to your utility district's, you know, overall share of  
7 revenue, that's what you would be contributing going  
8 forward. And, you know, that's got to be better than a  
9 commercial customer being subjected to a \$14,000  
10 increase. That's bad.

11 So, anyway, I thank you for your time.

12 CHAIRMAN JONES: Thank you.

13 MR. TAYLOR: And I look forward to  
14 trying to work as much as I can to put a better plan in  
15 place on the commercial rate side. Thank you.

16 MS. SMITH-ASHFORD: Thank you.

17 (Applause.)

18 MS. SMITH-ASHFORD: Next, we have Drew  
19 Torres.

20 MR. TORRES: Good Afternoon. Drew  
21 Torres, T-O-R-R-E-S, 2134 Hartland, H-A-R-T-L-A-N-D,  
22 Road, Franklin, Tennessee.

23 So, thank -- first of all, thank y'all  
24 for your service and for doing this today. As  
25 Williamson County Commissioner for District 8, I wanted

1 to address the ongoing issues with the Limestone  
2 wastewater system and the associated rate increase,  
3 increases affecting our residents in the Grassland and  
4 specifically the River Rest Neighborhood.

5                   The frequent sewage leaks, overflows  
6 into local creeks and persistent infrastructure  
7 failures have created real hardships for families  
8 impacting public health, quality of life, and our  
9 environment. While I understand that rate adjustments  
10 are being implemented to fund necessary upgrades and  
11 operations, many hardworking residents, including those  
12 on fixed incomes are struggling with this additional  
13 burden of higher bills without any reliable  
14 improvements in service. I will continue to advocate  
15 strongly for accountability from CSWR, also known as  
16 "Limestone," and through our regulatory agencies at the  
17 state. We need enforceable timelines for repairs, full  
18 transparency on how ratepayer dollars are being spent,  
19 and protections to ensure existing customers are not  
20 subsidizing growth. Our residents deserve safe,  
21 dependable sewer service, and fair rates. I will keep  
22 pushing for real solutions that prioritize fixing these  
23 problems.

24                   Respectfully, I ask for the Commission  
25 to consider a delay in implementing Phase 2 rate

1 increase. Thank you.

2 (Applause.)

3 CHAIRMAN JONES: Thank you.

4 MS. SMITH-ASHFORD: Thank you. Carolyn  
5 Masters.

6 MS. MASTERS: I'm Carolyn Masters,  
7 M-A-S-T-E-R-S. I live at 509 Emerson Hill Road in  
8 Nolensville, and I'm just frustrated because my  
9 water -- my wastewater is going up 40 percent. I'm on  
10 a fixed income. I think that that's going to cause  
11 people to have to do different things, and I just --  
12 the rate -- the increase, I'm not getting anything for  
13 this. My -- I have been there 11 years. Cartwright  
14 Creek has never come out to my house for anything, and  
15 it seems like we are paying for Limestone's other  
16 neighborhoods to be done. And is there no way to meter  
17 the wastewater that we use? Every place else we have  
18 lived has metered it. And we're paying the same for  
19 wastewater as we're paying for drinking water and that  
20 just doesn't seem right.

21 And I would ask for this increase not  
22 to go through, Phase 2. Thank you.

23 CHAIRMAN JONES: Thank you.

24 (Applause.)

25 MR. MASTERS: My name is Robert

1 Masters, R-O-B-E-R-T M-A-S-T-E-R-S. I live at 509  
2 Emerson Hill Road. That's E-M-E-R-S-O-N. And that  
3 was it, I think, wasn't it? The information you  
4 needed?

5 CHAIRMAN JONES: Can you get a little  
6 closer to the mic, please, sir.

7 MR. MASTERS: Yes, sir. I apologize.  
8 I'm in my 12th year of fighting Parkinson's. So my  
9 voice is a little low, and I move a little slow, but  
10 I'm doing all right.

11 My issue is as we said, we got the  
12 letter in, and we began to look at it, it didn't  
13 seem -- what didn't seem right to us is the source of  
14 the funding and where the funding was going, and so we  
15 still have that question. We want to know how somebody  
16 decided that they could get the money from I suppose  
17 Cartwright and nobody account for it? Nobody has said,  
18 hey, here's what this cost us and this is what we -- we  
19 had for costs and things like that. It would just be  
20 helpful to know that so that you could understand, you  
21 know, okay, this is why it's happened. And if that  
22 were to happen, the thing that I would come to the  
23 higher Commission would be to say, why are you giving  
24 these people this money? You -- here's the need.  
25 Somebody has got to pay the bill. The guy that's

1 paying the bill had no control or say-so in the bill  
2 that's being presented to the people who live in this  
3 community. And so whatever you can do to help, we  
4 would appreciate it.

5 That's all I've got. Thank you.

6 CHAIRMAN JONES: Thank you.

7 MS. SMITH-ASHFORD: Thank you.

8 (Applause.)

9 MS. SMITH-ASHFORD: Tim, do we have  
10 anyone else signed up on the list after Carolyn  
11 Masters?

12 (List provided to Judge Smith-Ashford.)

13 MS. SMITH-ASHFORD: Autumn Moore.

14 MS. MOORE: Good afternoon, Chairman  
15 Jones, Commission. It's been a -- I'm on my toes. I  
16 feel a little short. It's been a minute since I saw  
17 you last February in 2025. I was at the hearing in  
18 Nashville, and I brought my kids. We had a civil civic  
19 lesson. So thank you for that.

20 I am just going to share a few of the  
21 issues I had -- that I shared before at the TDEC public  
22 hearing and then a few extra things because I do think  
23 there is some overlap with regard to Limestone as a  
24 company. So I'll start with -- I'll just go in order.

25 The compliance issues. I referenced at

1 that meeting that there were several compliance issues  
2 on the TDEC data viewer regarding overflow incidences  
3 that had not been self-reported but that had been  
4 reported by basically customers walking through the  
5 facilities. I have on that record six different  
6 incidences. I still have yet to see or hear from the  
7 compliance department what has -- like, what changes  
8 have been made to ensure that Limestone is  
9 self-reporting when there is a leak or an issue. I  
10 have not heard anything about that --

11           Regarding their collections system,  
12 which as we know, wastewater is a unified system. You  
13 can't have a plant if you have nothing coming into it,  
14 and you can't have a collection system if there's not a  
15 plant to send things to. And those two items seem to  
16 be separate in the discussion, and our biggest concern  
17 is we have all of these leaks that have happened. We  
18 had a massive leak last July where over 300,000 gallons  
19 of raw sewage spilled into Cartwright Creek and the  
20 Harpeth River, and still I don't know what  
21 ramifications have actually been -- what penalties have  
22 actually been administered to ensure that they are a  
23 faithful company using their funds appropriately.

24           With regard to their community  
25 involvement, we heard from the gentleman at Old Natchez

1 Country Club, and I echo the same sentiment. We have  
2 had very little outreach from Limestone. I know that  
3 they said that they posted a notice in the paper, which  
4 I -- they did, and then an email to -- to their  
5 customers with a small link regarding their public  
6 notice for tonight on their rate increase. However, we  
7 did not receive -- and maybe it got lost in the mail.  
8 And I know there are several of us in River --

9 I'm so sorry. I completely forgot. My  
10 name is Autumn Moore, M-O-O-R-E. I got a little  
11 excited. I live at 1005 Boxwood Drive in Franklin,  
12 Tennessee. I am in the River Rest Neighborhood. I  
13 serve currently as the River Rest HOA president, and we  
14 have been there for about five years.

15 Right. So community involvement.  
16 We -- we would be happy to discuss and be open to  
17 working with them, helping them. What was I going to  
18 say? I am going to read this.

19 Josiah Cox, president of CSWR said a  
20 couple of things at the TDEC public hearing at the end  
21 of the Q&A that need to be addressed. Regarding the  
22 reason for the UV technology and the height of the  
23 tower, he asserted that because they are increasing  
24 capacity, they do not have the acreage to go wider, so  
25 they went taller. I can guarantee as the residential

1 community that sits adjacent to the facility, if we had  
2 been invited to the conversation, there would have been  
3 sufficient interest to investigate selling off a  
4 portion of our common space next to the plant to allow  
5 for a wider location -- or for a wider footprint with a  
6 shorter height.

7           Regarding the postage of the notice,  
8 they posted a sign back on their property that was well  
9 over a half mile from the public road and when proposed  
10 to move it, they said, "We didn't know where to put  
11 it." But -- but by that point, we had had plenty of  
12 conversation with them. They knew how to get ahold of  
13 me or other people in the neighborhood. They could  
14 have simply asked where would you have liked them to  
15 put that public notice sign. It wouldn't have taken  
16 much to figure that out.

17           Regarding Recreation Road and the  
18 Treatment Plant Road, when we have asked them about  
19 repairing the potholes that were damaged -- so where we  
20 are, Recreation Road that runs into treatment plant  
21 road, runs from the main public access road, all the  
22 way back to their plant; that road is private. It's  
23 our responsibility as a neighborhood to maintain that  
24 road. It runs by our pool, our pickleball courts, our  
25 playgrounds. The kids ride their bikes around there.

1 So it's a necessary access point for them to get to  
2 their plant, but it also is a community point of  
3 connection.

4 And when we said, "Would you mind  
5 patching the potholes in the road prior to any kind of  
6 construction on a new plant so that no one is wrecking  
7 their car, wrecking their bike, getting hurt"; they  
8 continued to delay, delay, delay.

9 They said, "Yeah, yeah. We'll -- we'll  
10 look into it. We'll look into it, and we'll get to  
11 it."

12 I mean, this was a year-long  
13 conversation that I had between Limestone and asking  
14 about this -- these potholes. And I said, "We don't --  
15 we're not asking for a complete road repair. We  
16 understand that's cost prohibitive. We just want some  
17 patching."

18 And they came back and said, "It's  
19 going to be \$114,000 to patch or to redo the road, but  
20 if you want us to do that, we can. It's just going to  
21 take another rate case and probably lead to a rate  
22 increase."

23 We weren't asking for a road redo. We  
24 are eventually when they're done with their  
25 construction because the road, again, is mostly our

1 cars, our bikes. The damage predominately comes from  
2 their large -- large-axled sludge trucks using the  
3 road, and they're proposing to use that road twice a  
4 day, five times a week with this new plant increase  
5 that they have approached TDEC for.

6 What kind of attitude is that towards  
7 your customers? You want -- we're asking for a  
8 simple -- oh, and then they did do a patch job. They  
9 came in a few days after the public hearing and did a  
10 patch. So thank you for making sure that we have a  
11 safe place to ride our bikes, drive our cars, and be.

12 It was discouraging to have that tone;  
13 to have the implication of if you want a new road,  
14 you're going to pay for it in a rate increase. That  
15 just doesn't feel like a good community spirit nor  
16 justifiable. We're already being asked to pay for a  
17 new facility. We're being asked to increase for our  
18 costs for what feels like unjustifiable --  
19 unjustifiably.

20 Five. The legal expenses. I saw in  
21 the docket that they had submitted the legal expenses  
22 for 2024 and 2025 totaling -- and I could be wrong --  
23 but totaling \$489,397.26. And I'm just curious --  
24 that's a question more for, is that cost allowed to be  
25 absolved -- or be absorbed into the rate case? Are we

1 responsible as customers to pay for their legal fees?

2 And I thought about this today because if I were in

3 their position coming before TPUC for a rate increase,

4 I would -- I would want a lawyer. I would want to have

5 the proper paperwork. I would want to have my ducks in

6 a row and my -- you know, my T's crossed and my I's

7 dotted, but it seems unreasonable that a private

8 company that's operating a public utility gets all of

9 the say in who they are serving. Butler Snow is a

10 really prestigious law firm. They're not inexpensive.

11 And, again, it seems like an un -- going back to

12 community involvement. Who else can they use? Does it

13 have to be so expensive to get all of this paperwork

14 together to come to present to you for a rate increase?

15 Six. I want to thank you for the

16 questions you had for Limestone regarding their water

17 usage clarification with Aqua as well as their

18 commer -- your clarification for their commercial rates

19 for the Limestone facility in Grassland. I echo those

20 sentiments. It seems like a big difference to go from

21 21 million being presented as a projection to the

22 actual 14 million they were saying for Aqua, that

23 property. We would like to know an answer to that.

24 Seven. Landscaping costs. Okay. So

25 we're working on as a HOA determining how much we -- so

1 the lower soccer field in our property is where a lot  
2 of these leaks have one run into. It no longer can be  
3 used. It often smells like sulfur and sewer because of  
4 either affluent discharge or active -- and active  
5 sewage overflow. We pay \$33,000 annually for our  
6 landscaping contract. And we're working to figure out  
7 with the landscaping company how much of that is  
8 allocated to that field that we don't use or can't use  
9 because we're concerned about contamination and safety.

10 So we're -- by the time, we are at the  
11 hearing at the end of the month, I will hopefully have  
12 data already submitted to you about how that's  
13 affecting us as a community and our own budget.

14 And then, lastly, I just want to say  
15 thank you. We are a community-minded neighborhood.  
16 We're thankful that we have Grassland wastewater  
17 facility because without it, we wouldn't have River  
18 Rest and with it the enjoyment of our facilities, the  
19 Har -- Cartwright Creek and Harpeth River, and I do ask  
20 you to delay this Phase 2 installment until there's  
21 sufficient evidence that they are as a company  
22 responsible with how they're spending their money.

23 Oh, I would like to also ask for some  
24 proof about how they're allocating their funds for the  
25 collection system. There was some -- their lack of

1 transparency is really frustrating. I think as a  
2 community we would support and we understand that the  
3 facility needs upgrading and needs replacing, but our  
4 collection system is entirely missing from this picture  
5 and when -- when asked about it, the information I got  
6 finally came from the operators on site saying what  
7 they spent and what they installed. It would be great  
8 to hear from Limestone specifically what they have done  
9 for the collection system and what they plan to do to  
10 make sure that it's finished somewhere in the plant  
11 because it's being missed from TDEC and hopefully  
12 won't -- you guys are tasked to figure out if that's  
13 being handled appropriately. Thank you.

14 CHAIRMAN JONES: Thank you.

15 MS. SMITH-ASHFORD: Thank you.

16 (Applause.)

17 MS. SMITH-ASHFORD: And I have a Mary.  
18 I'm not sure of the last name. Is there a Mary?

19 MS. OGLES: That's me. Hello. Can you  
20 hear me okay? Mary Jane Ogles, O-G-L-E-S. I live on  
21 Boxwood Drive. I hate public speaking, so I am going  
22 to try to make this quick.

23 But I am also on the HOA with Autumn as  
24 secretary, and we have been working with Limestone  
25 since they took over, and, basically, I am just going

1 to sum this up pretty quick. But I vote for you to  
2 hold off on the rate increase because they have not  
3 fulfilled any of their promises. They have had very  
4 poor communication, if any, and the quality of service  
5 is service lacking.

6 We have had several spills. A lot of  
7 pollution. We had this room packed for the TDEC  
8 hearing stuff, and we had a lot of people planning to  
9 attend the next one. The time wasn't great for a lot  
10 of people during the week, but, hopefully, the next  
11 meeting on the 28th, we'll have a bigger showing. But  
12 I just want to represent our community and the people  
13 that can't be here that this is just very unjust and  
14 unethical what Limestone is doing. And I know that  
15 they're new to Tennessee, and I would just really  
16 appreciate if you just showed them what Tennessee  
17 stands for, and that they can't get away with taking  
18 advantage of their citizens; that's it. Thank you.

19 MS. SMITH-ASHFORD: Thank you.

20 CHAIRMAN JONES: Thank you.

21 (Applause.)

22 MS. SMITH-ASHFORD: Commissioner Barb  
23 Sturgeon.

24 MS. STURGEON: Yeah. Thank you.

25 Commissioner Barb Sturgeon. I live at 5521 Iron Gate

1 Drive. And I have been a commissioner since 2014, and  
2 I would say Cartwright Creek has been -- and slash  
3 Limestone has been an issue for years. And, initially,  
4 I was very excited when Limestone bought it because I  
5 thought finally we were going to get it fixed so then  
6 it provides proper service to the Grassland area. They  
7 made a lot of promises about getting people on service  
8 who needed it. And I actually facilitated a couple of  
9 community meetings with them where they spoke to the  
10 community, and then they just kind of evaporated for  
11 two years. And where they could have been working  
12 those two years to correct the collection system that's  
13 the source of a lot of our bad service, they just  
14 didn't do anything. And they are now back talking  
15 about making changes, making improvements, but that's  
16 once they get their rate increase.

17 So I don't think they've been good  
18 faith players so far. I wouldn't have said that four  
19 years ago, but today I am saying they make -- they set  
20 a lot of expectations and didn't fulfill them. There's  
21 been a lot of substandard operating. They haven't  
22 taken a proactive approach to that, and now they want a  
23 rate increase. And I'm, like, how do you hold them  
24 accountable? They're not -- they're private. They're  
25 not public. And TPUC and TDEC are the only entities

1 that can hold these people accountable.

2 I can beg and plead and do conference  
3 calls, and they can lie to me and there's nothing I can  
4 do. So I am just asking for you-all to figure out a  
5 way to make sure that they do an adequate job of  
6 providing a service for the Grassland community. We  
7 need them. I mean, I don't like it, but we need them.

8 So, anyway, those are my comments. I  
9 don't know if legally you can, but I would say, yeah,  
10 hold back on the rate increase until we get some proof  
11 that they're going to do what they say they're going to  
12 do. Thank you.

13 CHAIRMAN JONES: Thank you.

14 PUBLIC COMMENTER: And thank you for  
15 your service.

16 CHAIRMAN JONES: Thank you.

17 MS. SMITH-ASHFORD: Thank you.

18 (Applause.)

19 MS. SMITH-ASHFORD: I don't think we  
20 have anyone else on the list right now, signed up. Is  
21 there anyone else who would like to come forward at  
22 this time to make their comment even if you didn't sign  
23 your name on the list?

24 MS. STACHOWSKI: I'm not making a  
25 comment. I just want to let everyone know -- my name

1 is Karen Stachowski. I am with the Tennessee Attorney  
2 General's office. I am with the Consumer Advocate  
3 Division and Shilina Brown is in the back with me. So  
4 if you are a customer and you have some questions about  
5 the process today or -- I can give you my card or --  
6 and you can email me or call me. Feel free to come  
7 back and talk to us.

8 (Applause.)

9 MS. SMITH-ASHFORD: Thank you, Karen.

10 So the way we generally do these public  
11 comment sessions is it's not a formal program, but it's  
12 just an opportunity for you-all to voice your opinions,  
13 and we're here for the entire time from 4 until 7. And  
14 we'll have people come in -- and I say come in; they  
15 may desire to speak, and we'll be here to listen. And  
16 so right now we have exhausted the names on the list.  
17 And so we'll just wait and see if any other people come  
18 forward to speak or come in who would like to make  
19 comment.

20 MS. OGLES: Could I add to mine?

21 MS. SMITH-ASHFORD: Sure.

22 MS. OGLES: As much as I hate being up  
23 here.

24 MS. SMITH-ASHFORD: Please just repeat  
25 your name again.

1 MS. OGLES: Mary Jane Ogles, 1014  
2 Boxwood Drive, Franklin, Tennessee. That's O-G-L-E-S.

3 I just wanted to add to kind of an  
4 example of when we had this room packed at the last  
5 hearing with TDEC, Limestone got up, and they all  
6 walked out. They didn't listen to one of our concerns  
7 and that is what we are up against.

8 So I know they have Aaron Silas here  
9 representing them, and I'm not sure quite how this  
10 goes, but I just feel like we are not heard from --  
11 from them at all, and they showed that clearly when  
12 they all walked out. And the only reason why they  
13 patched the road is because the camera crew chased them  
14 down, and then it was like a really public thing, and  
15 the patch job is better than nothing, but not that  
16 great. And I just kind of wanted to add that; that  
17 that's what we're up against for the record.

18 MS. SMITH-ASHFORD: Thank you.

19 (Applause.)

20 MR. BULLARD: May I speak?

21 MS. SMITH-ASHFORD: Sure. Sure.

22 PUBLIC COMMENTER: My name is Gary  
23 Bullard, B-U-L-L-A-R-D. I live at 1118 Blue Springs  
24 Road in River Rest. We have been in the River Rest  
25 Subdivision since 1979, and when we moved into that

1 subdivision we were told that that sewage treatment  
2 plant was only for us, only for River Rest. We had no  
3 idea that it was going to be first across the street  
4 with that new subdivision they put over there or they  
5 would add the schools. And they're looking at adding  
6 200 acres of development at Snead and Hillsboro Road  
7 that apparently when you look at their information on  
8 their website about that property, they've already sold  
9 20 taps out of that proposed subdivision up there at  
10 Snead and Hillsboro Road. So the fact that they've  
11 expanded the coverage in all -- into all of these  
12 different facilities and different people and places,  
13 it is just not what was first represented back in '79.

14 In addition to that as we deal with  
15 Limestone and their billing processes, we would like to  
16 pay by check. We send the check 10, 12 days before it  
17 is due, and they claim that they didn't get it in time  
18 to post it to the billing, and they keep hitting us  
19 with late charges, and they keep hitting us with late  
20 charges, and they keep hitting us with late charges.  
21 And we know that those checks have made it there in  
22 time for them to process those checks.

23 So just the overall attitude and  
24 treatment that they have over their people that are  
25 supposedly relying on their service is deplorable. It

1 is not fair. Thank you.

2 MS. SMITH-ASHFORD: Thank you.

3 (Applause.)

4 (Pause in proceedings.)

5 MS. SMITH-ASHFORD: I'm sorry. I'm  
6 sorry. Can we have -- can we quiet down the room some,  
7 please, so we can hear the speaker?

8 MS. MOORE: My name is Autumn Moore,  
9 M-O-O-R-E, again. 1005 Boxwood Drive. I just wanted  
10 to ask a clarifying question for the hearing on  
11 April 28th in Nashville. Will that be only for public  
12 comment as well, or will we also be able to sit in and  
13 listen in on -- so last February, we were able to  
14 listen to testimony from Limestone and from the  
15 Attorney General's office. Is that how it will also  
16 be?

17 MS. SMITH-ASHFORD: Yes. That will be  
18 the actual hearing on the merits, and at some point  
19 during that hearing, there will be a call for public  
20 comment. But that will be the actual presentation of  
21 the proof, the evidence, opening statements, witnesses.  
22 So that will be like you saw it back in February.

23 MS. MOORE: Thank you.

24 MS. SMITH-ASHFORD: Cayce Anderson.

25 MS. ANDERSON: Hi. This is actually my

1 first time on this side of it because I am with the  
2 City of Franklin and just with working here, we do all  
3 of our public meetings in here.

4           So -- but I live down in Chapel Hill.  
5 It is an hour drive to get up here if I did not work in  
6 this city. So the, in my opinion, lack of availability  
7 to come in to make public comment, especially for maybe  
8 those who are working who work down in that area and  
9 have to make the drive up here. I at least could not  
10 find anywhere to send an email with any public comments  
11 or anything like that. So I am just going to also say  
12 that the transparency is a little bit lacking with  
13 being able to find information and get clarifying  
14 information. If you're a regular person trying to find  
15 information on the rates and getting reason as to what  
16 these rates are for and these increases, it makes it  
17 very hard to find that information and to receive the  
18 first notification that just said this is where the  
19 public hearing is. This is the website address to go  
20 find some more information, and then the second notice  
21 that actually gave the rate increases. Just I want to  
22 say the lack of public knowledge and public  
23 notification and transparency is a little disheartening  
24 to know exactly what's going to be going on.

25           So I know that there's a meeting in

1 Nashville towards the end of the month for more of a  
2 public hearing, but I am not opposed to the rate  
3 increases if we understood why that they were there. I  
4 know it sounds like it's for kind of recovery, but what  
5 else are we getting out of this?

6 Maybe I'm just not finding that  
7 information clearly, but just the lack of transparency  
8 is very disheartening to hear about. So that's all I  
9 wanted to say.

10 CHAIRMAN JONES: Thank you.

11 MS. SMITH-ASHFORD: Thank you.

12 (Applause.)

13 MS. SMITH-ASHFORD: I think this is a  
14 good time to mention that if you would like to submit  
15 written comments or even if you spoke here today and  
16 you would like to submit your comments in writing, you  
17 can file them with TPUC in the TPUC docket file.

18 It's -- you can submit emails to: [Contact.tpuc@tn.gov](mailto:Contact.tpuc@tn.gov)  
19 and reference Docket No. 24-00044. And you can email  
20 your comments, and they will be placed in the docket  
21 file.

22 And also, Ms. Anderson, maybe if you --  
23 perhaps the Consumer Advocate could help point you in  
24 the direction as far as finding additional information.  
25 There's a lot of information on our website, but a lot

1 of times it could be -- there's a lot of filings on the  
2 website. So it could be hard to find that information.  
3 And so maybe if you could talk to one of the  
4 representatives from the Consumer Advocate's office  
5 they could help find the information or provide you  
6 with the information that you need.

7 MS. ANDERSON: I appreciate that.

8 Thank you.

9 (Pause in proceedings.)

10 MS. LANIER: I am just coming up here  
11 with a question before I leave. My name is Shannon  
12 Lanier. I live at 1116 Blue Springs Road and -- in the  
13 River Rest. I want to reiterate what everyone else  
14 here is saying.

15 I have been in -- I have lived there  
16 for just about 30 years, and I have seen the rate  
17 increase. I am now down to one person in my house.  
18 I'm paying the same as five people in some other house.  
19 Which is -- I would do that for the greater good of the  
20 neighborhood. I don't necessarily agree with the  
21 dollar amount that they charge right now because I am  
22 not seeing anything positive come from it. I have not  
23 seen one thing different over 30 years. It's the same.  
24 I have seen spills. I have seen a soccer field we  
25 can't use. I have seen roads that are dangerous. I

1 see nothing positive out of Limestone right now.

2 So I would just like to see something  
3 positive. I would like to get a dialogue with them.  
4 But I just wanted to make sure that you knew that the  
5 people of River Rest are really frustrated, upset, and  
6 know that other folks are not paying a  
7 hundred-and-some-odd dollars or eventually pay a  
8 hundred-and-some-odd dollars for sewage. It's crazy,  
9 yeah. 30? Yeah. 40? Possibly. 120 something?  
10 That's outrageous.

11 So I don't know; that's just my two  
12 cents, and I appreciate you being here and talk --  
13 letting me talk. So thank you.

14 MS. SMITH-ASHFORD: Thank you.

15 (Applause.)

16 MS. SMITH-ASHFORD: Okay. We're back  
17 on the record. I'm Monica Smith-Ashford, the  
18 administrative judge in this matter. It is now about 7  
19 P.M., and we are going to conclude our Franklin public  
20 comment hearing in Docket No. 24-00044.

21 During the hearing on the merits that  
22 is scheduled for April 28, 2026, at 10 A.M. Central in  
23 Nashville, there will be additional opportunities for  
24 the public to comment. Comments can also be filed in  
25 the docket file by emailing: [Contact.tpuc@tn.gov](mailto:Contact.tpuc@tn.gov) and

1 referencing Docket No. 24-00044.

2 I would like to thank Chairman Jones  
3 and Commissioner Hie for being here today to hear from  
4 the people from Limestone. I also want to thank Tim  
5 Schwarz and Tim Drown for being here during this. In  
6 addition, I would also like to thank the people from  
7 Limestone and the Consumer Advocate's office for being  
8 available to the members of the public. And if there's  
9 nothing else, we're adjourned.

10 (Proceedings concluded at 6:55 P.M.)

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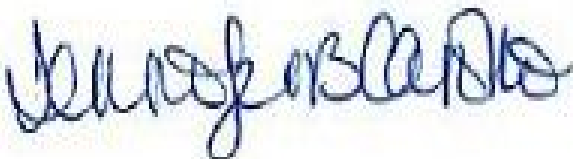
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REPORTER'S CERTIFICATE

I, Jennifer B. Carollo, Licensed Court Reporter, Registered Professional Reporter, and Certified Court Reporter for the State of Tennessee, hereby certify that I reported the foregoing proceedings at the time and place set forth in the caption thereof; that the proceedings were stenographically reported by me; and that the foregoing proceedings constitute a true and correct transcript of said proceedings to the best of my ability.

I FURTHER CERTIFY that I am not related to any of the parties named herein, nor their counsel, and have no interest, financial or otherwise, in the outcome or events of this action.

IN WITNESS WHEREOF, I have hereunto affixed my official signature on this 20th day of April, 2026.



JENNIFER B. CAROLLO, LCR, RPR, CCR

LCR No. 432, Expires 6/30/2026

	25:21,22;34:8; 39:25;40:21	37:7,17	39:11;43:22	based (2) 19:5;20:4
<b>\$</b>	<b>add (4)</b>	<b>agencies (1)</b> 21:16	<b>Aqua (2)</b> 30:17,22	<b>basic (3)</b> 11:17;16:15;19:9
<b>\$114,000 (1)</b> 28:19	36:20;37:3,16;38:5	<b>ago (1)</b> 34:19	<b>area (3)</b> 19:3;34:6;40:8	<b>basically (5)</b> 13:17;17:21;19:13; 25:4;32:25
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