

From: Stone Brook Inn <stonebrookinn@yahoo.com>
Sent: Thursday, April 23, 2026 4:37 PM
To: Karen H. Stachowski <Karen.Stachowski@ag.tn.gov>
Subject: Fw: TPUC File No. 26-0164 ([REDACTED] for Stonebrook Inn)

Electronically Filed in TPUC Docket Room on April 24, 2026 at 9:27 a.m.

Hello Ms. Karen,

24-00044

FYI

Jay

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

From: Carlos Black <carlos.black@tn.gov>
To: stonebrookinn@yahoo.com <stonebrookinn@yahoo.com>
Cc: ConsumerComplaint TRA <consumercomplaint.tra@tn.gov>
Sent: Wednesday, April 22, 2026 at 03:50:57 PM CDT
Subject: TPUC File No. 26-0164 ([REDACTED] for Stonebrook Inn)

[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.

On April 15, 2026, I received correspondence from Limestone stating they reviewed your concern regarding sewer billing for Stone Brook Inn (Account No. [REDACTED]). The Limestone response state that Stone Brook Inn 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 Stone Brook Inn’s 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. The Limestone response concluded by stating your current balance is \$2,666.01, due April 30, 2026, and reflects unpaid past due charges.

On April 16, 2026, I spoke with you 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 were not correct, and you requested that I provide you with the Limestone response to your complaint in writing and/or via email.

On April 20, 2026, I received an email from you disagreeing with the Limestone response to your complaint and seeking the TPUC's intervention and assistance to mediate your complaint. And on April 21, 2026, I spoke with you again by telephone regarding your complaint and the response. [REDACTED], Directors and Deputy Directors from the TPUC's Consumer Services Division, Utilities Division, and Legal Division have all reviewed your billing complaint and the Limestone response.

[REDACTED] the TPUC attempts to mediate complaints between consumers and utilities with an outcome that will be fair and satisfactory to all parties. However, in some cases, our mediation efforts are not successful. Unfortunately, with your complaint, we were not successful in our efforts to resolve the situation with Limestone to your satisfaction.

Since you are appearing before or participating in the TPUC Conference Hearing on Tuesday, April 28, 2026, I am closing your file based upon this information because there was no Limestone tariff violation and I would advise you to 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

Andrew Jackson State Office Building

Nashville, TN 37243

Phone: 615-770-6870

Email: carlos.black@tn.gov

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



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