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STATE OF TENNESSEE

Office of the Attorney General



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May 19, 2026

Melvin Malone, Esq.
Butler Snow LLP
1320 Adams Street, Suite 1400
Nashville, Tennessee 37208
Email: melvin.malone@butlersnow.com

RE: TPUC Docket No. 24-00044. Petition Of Limestone Water Utility Operating Company, LLC To Increase Charges, Fees and Rates, and For Approval of a General Rate Increase and Consolidated Rates

Dear Mr. Malone:

Mr. Jay Patel with Stone Brook Inn contacted the Consumer Advocate Division about a pre-recorded message he received from Limestone providing notice that his wastewater service will be disconnected. The message stated that Limestone representatives would be in the area at an unspecified time in the future to disconnect the service.

Considering this customer complaint, and concerns there are similarly situated commercial customers receiving pre-recorded calls, the Consumer Advocate has a few information requests for the Company regarding the wastewater systems subject to this Docket. Please respond to the following:

1. Stone Brook Inn (Shiloh Falls SOP-94011).
 - a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the First Utility District of Hardin County, which provides water service Stone Brook Inn, to terminate the water services for Stone Brook Inn, a Limestone wastewater customer as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a copy of the written notice of the termination of wastewater service to Stone Brook Inn.

2. Shiloh Falls (SOP-94011) other than Stone Brook Inn.
 - a. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - b. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
3. Aqua (SOP-92082).
 - a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
4. Arrington Retreat (SOP-04019).
 - a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
5. The Grasslands (NPDES TN0027278).
 - a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
6. The Hideaway/Troubadour (SOP-0790).
 - a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).

- c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
7. Hardeman Springs (SOP-17002).
- a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.
8. Lakeview Estates/DSH (SOP-07073).
- a. Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-0-12-14(a)?
 - b. Provide a copy of executed agreement between Limestone and the applicable water utility to terminate the water services to Limestone's commercial wastewater customers as contemplated in TPUC Rule 1220-0-12-14(a).
 - c. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.
 - d. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.

The Consumer Advocate requests no information regarding Chapel Woods (NPDES TN0062073) commercial customers since it has no such customers per the filings by Limestone in this Docket. However, if this is incorrect, please let us know.

We appreciate your time and attention to this matter. If you have any questions or concerns, feel free to contact me at the above address or at karen.stachowski@ag.tn.gov.

Sincerely,



Karen H. Stachowski
Deputy Attorney General

cc: Tory Lawless, TPUC
Monica Smith-Ashford, Esq., TPUC
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