

May 22, 2026

VIA ELECTRONIC FILING

Electronically Filed in TPUC Docket Room on May 22, 2026 at 3:01 p.m.

Karen H. Stachowski, Esq.
Deputy Attorney General
Office of the Tennessee Attorney General
Consumer Advocate Division
P.O. Box 20207
Nashville, TN 37202-0207
Karen.Stachowski@ag.tn.gov

RE: *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 [Phase 2 Increase], TPUC Docket No. 24-00044*

Dear Ms. Stachowski:

I am writing in response to the Consumer Advocate Division's ("CAD") May 19, 2026, letter regarding Limestone Water Utility Operating Company, LLC's ("Limestone") customer Stone Brook Inn. Although the discovery phase has passed, Limestone is providing this response to the CAD as a cooperative courtesy.

Limestone employs a multi-channel approach to notify customers of past due balances and potential future service interruption, including mailed notices, email, text messaging, and automated telephone calls, *prior to* the implementation of its formal disconnection processes. One of these channels is a prerecorded call. This multi-channel approach provides Limestone more opportunities to work with its customers to resolve past due balances *before* Limestone is compelled to resort to the formal disconnection process outlined in its tariffs, consistent with Tennessee Public Utility Commission's ("TPUC" or "Commission") rules. These tools assist both Limestone and its customers by increasing the likelihood that customers are aware of delinquent balances and by encouraging customers to take advantage of the opportunity to cure *prior to* the implementation of our rules-compliant disconnection process.

When these good faith interventions are not successful in achieving customer compliance, service disconnections may be pursued as a last resort. Limestone follows all applicable Commission rules and its approved tariffs, including advance notice requirements and appropriate cure periods. Our compliance with the Commission's disconnections rules, along with Limestone's tariffs, is consistent across our Tennessee systems. In sum, only after the Company's compliance with the Commission's disconnections rules, and Limestone's tariff, would Stone Brook Inn have

*Neuhoff Building
1320 Adams Street, Suite 1400
Nashville, TN 37208*

MELVIN J. MALONE
615.651.6705
C 615.948.7801
melvin.malone@butlersnow.com

*T 615.651.6700
F 615.651.6701
www.butlersnow.com*

Karen H. Stachowski, Esq.

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its service discontinued. Again, under our communications protocol, the prerecorded message referred to in your letter would not, by itself, lead to a service disconnection.

In closing, Limestone values its customers and views service disconnection as a last resort. Past due balances are challenging for our customers. Our primary objective in these difficult circumstances is keeping the lines of communication open with our customers *prior to* the implementation of disconnection pursuant to our tariff. Limestone's multi-channel approach allows it to do that and provides its customers with additional opportunities to resolve past due balances.

Very truly yours,

BUTLER SNOW LLP

A handwritten signature in black ink, appearing to read 'Melvin J. Malone', is written over the typed name below.

Melvin J. Malone

cc: Russ Mitten,
Limestone Water Utility Operating Company, LLC