

From: [Contact TPUC](#)
To: [Ectory R. Lawless](#)
Subject: FW: [EXTERNAL] Docket No. 24-00073
Date: Monday, November 25, 2024 8:07:25 AM

From: Gmail - [REDACTED]
Sent: Friday, November 22, 2024 3:13 PM
To: Contact TPUC <Contact.TPUC@tn.gov>
Cc: [REDACTED]
Subject: [EXTERNAL] Docket No. 24-00073

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To whom it may concern,

We are property owners at [REDACTED] We recently received notification that IRM Utility has proposed a 29% price increase for monthly wastewater services at our residence. This letter is to **strongly OPPOSE this petition (Docket No. 24-00073)**. IRM has sited rising operating costs as reason for the increase, however, we are uncertain what operations they consider to justify this 29% increase. Our community is a private residential wastewater system where each homeowner paid 100% of the cost for their system (~\$9000 for us in 2014 for equipment only), in addition to 100% of the cost of site work and installation of the equipment (another ~\$9000). The company has provided no services for us other than a few random inspections of our system in the last 10 years. Our community has asked IRM repeatedly for an inspection frequency/schedule, but we have received no information or follow up on what or when inspections are performed. We were told this happens quarterly for each residence, but there is zero evidence that is occurring. Additionally, we have requested that IRM leave a business card when they visit a residence so we at least know they came to inspect, but that has never happened either. They may have visited our property, but there is no record of their visit and, to our knowledge, no service or maintenance has EVER been performed. We feel the 29% increase is exorbitant and unjustified, especially considering we incurred an ~70% increase from IRM ~8 years ago. Following the last increase, many promises were made by IRM (Jim Cox) regarding inspections, maintenance, and communications, but none of those promises have been honored. Being charged ~\$75 per month for residential wastewater alone is excessive. Homeowners should not once again shoulder the "increase in operating costs" when we feel this company provides little to no services to support their current monthly service fee. For these reasons **we respectfully request that IRM's joint petition for residential wastewater service rate increases be DENIED.**

Acknowledgement of receipt of this communication is requested.

Thank you for your consideration in this matter. We would be happy to discuss further and/or answer any questions you may have.

Sincerely,

David and Sheryl Lambdin

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]