

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION  
NASHVILLE, TENNESSEE  
September 6, 2025

Electronically Filed in TPUC Docket  
Room on September 6, 2025 at 9:56 a.m.

IN RE:

AQUA GREEN UTILITY INC. PETITION ) Docket No.  
TO AMEND ESCROW CAP. ) 25-00029

Questions for the Attorney General Consumer Advocate please answer completely.

1. How do you think a homeowner would feel knowing they have to wait to get permission for the utility to replace their pump?
2. If permission is asked for using funds from escrow to replace pumps, how long will it take to get an answer?
3. What if it's a holiday weekend?
4. Do you think it's OK for customers to wait not using a toilet, take a shower, do laundry, etc.?
5. If they use water, where will it go?
6. Will it spill out on the ground causing a health hazard?
7. Will it backup inside their home causing damage and stinking up there home?
8. Will the utility be liable for any damage?
9. Will the utility be liable for any contracted disease?
10. How many times in the past 3 years has the consumer advocate intervened with a utility using their escrow account?
11. How long did that intervention take, minimum?
12. What percentage of request do you intervene on?
13. If a repair person waits and has to return, are your actions, by trying to be able to intervene, not running up my customers' cost for no good cause?
14. What degree of knowledge does the Consumer advocate possess? Do you know how long the warranty is on a pump?
15. How long is the warranty for a control component?
16. When does the warranty for a pump start?
17. How quickly can a pump be acquired?
18. How long does it sometimes take to get a pump?
19. Can you give examples of when we should not replace a defective pump?
20. Can you give examples of scheduled pump maintenance?
21. Can you give examples of when we should not replace a defective control component?
22. Can you give examples of scheduled control component maintenance?
23. What scheduled maintenance can you give an example of?

Dart Kendall



President Aqua Green Utility