

**IN THE TENNESSEE PUBLIC UTILITY COMMISSION  
AT NASHVILLE, TENNESSEE**

<b>IN RE:</b>	)	
	)	
<b>TENNESSEE WATER SERVICE, INC.</b>	)	
<b>PETITION FOR APPROVAL OF ITS</b>	)	<b>DOCKET NO. 25-00031</b>
<b>2024 ANNUAL RATE REVIEW FILING</b>	)	
<b>PURSUANT TO TENN. CODE ANN. § 65-</b>	)	
<b>5-103(d)(6)</b>	)	
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**APPENDIX A**

**DIRECT TESTIMONY  
OF  
TIFFANY VAN HORN**

**ON BEHALF OF  
TENNESSEE WATER SERVICE, INC.**

May 30, 2025

1   **Q.     PLEASE STATE YOUR NAME, TITLE, AND BUSINESS ADDRESS.**

2   A.     My name is Tiffany Van Horn. I am the President of Tennessee Water Service, Inc.  
3           (“TWS” or “Company”), a subsidiary of Nexus Regulated Utilities, LLC. (“Nexus”). My  
4           business address is #2 N. Wolfscratch Drive, Jasper, GA 30143.

5   **Q.     PLEASE DESCRIBE YOUR DUTIES IN YOUR CURRENT POSITION.**

6   A.     As President, I am responsible for all aspects of the Company’s business, culminating in  
7           the ongoing provision of safe drinking water to all of our customers.

8   **Q.     PLEASE SUMMARIZE YOUR EDUCATIONAL AND PROFESSIONAL**  
9           **BACKGROUND.**

10  A.     I received my undergraduate degree in Business Administration with a Major in  
11           Accounting from Gonzaga University in Spokane. In 2007, I began working as the Support  
12           Services Manager in Alaska for what is now an affiliate of Nexus, and have held  
13           Management, Director, and Vice President roles prior to serving in my current role as  
14           President. Before 2007, I worked within the oil refining industry and public accounting  
15           industry.

16  **Q.     WHAT IS THE PURPOSE OF YOUR TESTIMONY IN THIS PROCEEDING?**

17  A.     The purpose of my testimony is to 1) describe the water service provided by TWS, 2)  
18           provide a status update on the system and its rebuild, and 3) explain the Company’s  
19           interactions and relationship with its customers.

20  **Q.     WOULD YOU BRIEFLY DESCRIBE THE COMPANY’S WATER OPERATIONS**  
21           **HERE IN TENNESSEE?**

1    **A.**     TWS is a public utility subject to the Commission's jurisdiction, providing water utility  
2           service to approximately 440 customers located in the Chalet Village North system in  
3           Sevier County. We deliver safe and reliable water service to our customers' homes through  
4           the pumping and treatment of ground water via our (2) public water supply wells as well  
5           as via an interconnect with the municipal system of the City of Gatlinburg. In November  
6           2016, Chalet Village suffered extensive damage in the wildfires that swept through the  
7           Great Smoky Mountains (the "Wildfire"). Prior to the Wildfire, the Company served  
8           approximately 564 customers and after the Wildfire, only 25 connections remained active,  
9           representing more than a 95% loss of customer base.

10   **Q.     PLEASE PROVIDE THE CURRENT OPERATIONAL STATUS OF THE TWS**  
11   **WATER SYSTEM.**

12   **A.**     Transparency, health, and safety are key priorities in our company's effort to provide a  
13           high-quality, reliable water supply. TWS continually strives to supply water that meets  
14           and/or exceeds all federal and state water quality regulations. TWS testing in 2024  
15           revealed no contaminants and no violations of drinking water regulations.

16           The system currently serves approximately 75% of the premises that were present prior to  
17           the Wildfire, and approximately double the active premises at the time of filing the  
18           Company's last rate case ("2019 case"). Construction activities and re-connections have  
19           continued since the 2019 case with a mix of full-time and seasonal occupancy. Despite the  
20           rapid increase in active connections over the past few years, the Company expects re-

connections of premises in the system to continue for the foreseeable future, though a timing and count of a final “plateau” of customer connections is unknown at this time.

**Q. PLEASE SUMMARIZE THE COMPANY’S CUSTOMER RELATIONS ACTIVITIES SINCE THE 2019 CASE.**

**A.** TWS maintains regular communication with our customers through email, voice reach phone messaging, social media, and the Tennessee Water Service website. In addition, several on-site meetings with the TWS management team and the Homeowners Association Board (“HOA Board”) members and community manager have been held over the past couple of years. The main goal of our meetings was to focus on enhancing the relationship with the HOA Board and the community after the Wildfire, creating a dialogue that allows for open and upfront communication. Topics shared with the HOA Board included updates on the status of the repairs and restoration activities, any customer issues, company news and the opportunity for the HOA Board to ask questions of the team. Our dedicated field team is onsite and available to provide the best possible customer service to the Chalet Village community. In a recent meeting with the HOA Board, they gave accolades to our onsite team for providing excellent customer service. Customers have noted that the frequent interaction and availability to answer any questions has been a tremendous help and is well received in the community.

**Q. THE COMPANY WAS AUTHORIZED TO UPDATE ITS RATE STRUCTURE IN THE LAST ARM FILING. CAN YOU PLEASE DESCRIBE THE FEEDBACK**

1           **THE COMPANY HAS RECEIVED FROM CUSTOMERS REGARDING THESE**  
2           **TARIFF CHANGES?**

3   **A.**     The Company implemented the new rate structure in late 2024 and has received minimal  
4           feedback from customers. TWS remains open to continued discussion with the HOA on  
5           operational and tariff considerations in the future.

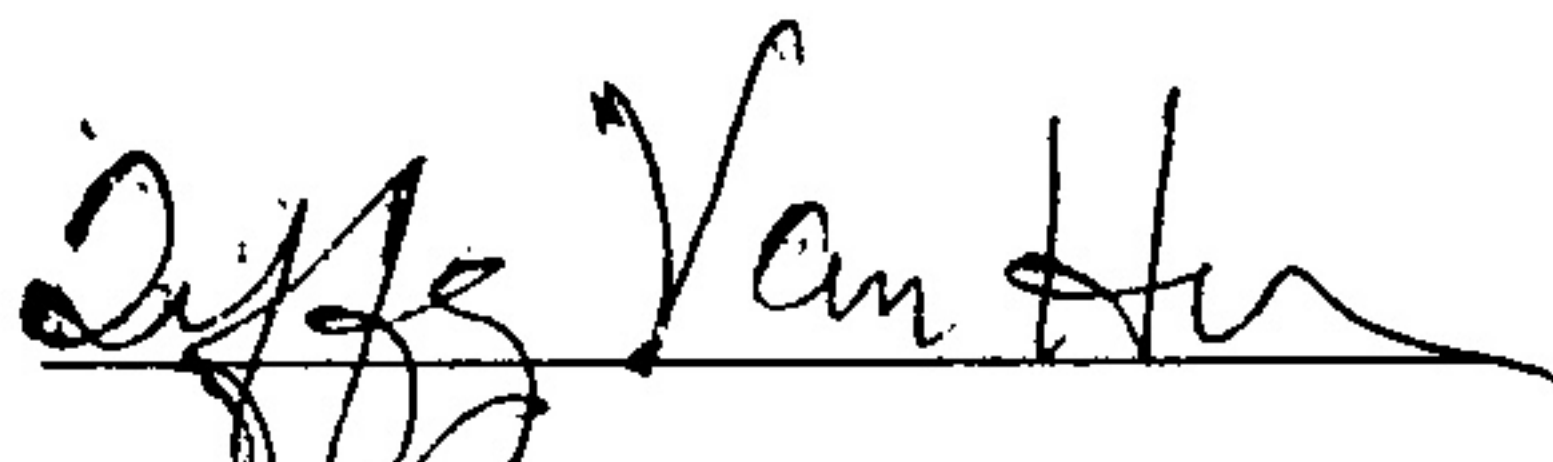
6   **Q.**     **DOES THIS CONCLUDE YOUR TESTIMONY?**

7   **A.**     Yes, it does. However, I reserve the right to update or amend this testimony upon receipt  
8           of additional data or other information that may become available.

STATE OF Georgia  
COUNTY OF Paulding

BEFORE ME, the undersigned, duly commissioned and qualified in and for the State and County aforesaid, personally came and appeared Tiffany Van Horn, being by me first duly sworn deposed and said that:

On behalf of Tennessee Water Service, Inc., I am authorized to testify in the above referenced docket and that my testimony and information therein is true and correct to the best of my knowledge, information, and belief.

  
Tiffany Van Horn

Sworn and subscribed before me this 29 day of May, 2025.



My Commission Expires:

April 3, 2027

Notary Public

