

BEFORE THE TENNESSEE PUBLIC UTILITY COMMISSION

NASHVILLE, TENNESSEE

September 10, 2025

IN RE:)	
)	
TENNESSEE WATER SERVICE, INC. PETITION TO)	DOCKET NO.
ESTABLISH A DOCKET AND EXTEND THE DUE DATE)	25-00031
FOR FILING ITS PETITION FOR APPROVAL OF 2025)	
ANNUAL RATE REVIEW FILING)	

ORDER GRANTING ELECTRONIC PARTICIPATION IN HEARING

This matter is before the Administrative Judge upon the *Motion for Witness to Appear and Participate by Video/WEBEX at Hearing* (“*Motion*”) filed by Tennessee Water Service, Inc. (“TWS”) on September 9, 2025. In its *Motion*, TWS seeks permission for its witness, Tiffany Van Horn, to participate via video/WebEx in the hearing in the above-captioned matter to be held during the regularly scheduled Commission Conference beginning at 10:00 a.m. (CDT) on September 15, 2025. TWS requests that its witness be allowed to appear and testify electronically because Ms. Van Horn will be unable to appear in person on the date of the Hearing and personal appearance would be unduly burdensome.¹

Under the Tennessee Uniform Administrative Procedures Act, decisions involving electronic participation in a hearing are within the Administrative Judge’s discretion:

(c) In the discretion of the administrative judge or hearing officer and agency members and by agreement of the parties, all or part of the hearing may be conducted by telephone, television or other electronic means, if each participant in the hearing has an opportunity to participate in, to hear, and, if technically feasible, to see the entire proceedings while taking place.²

¹ In addition, TWS states its witness, Andrew Dickson, will be completely unavailable during the Hearing but Dante DeStefano will be available via WebEx to respond to any questions regarding the financial analysis or other information in the Petition.

² Tenn. Code Ann § 4-5-312(c) (2021).

In accordance with the above-referenced statute and considering that the request was timely filed and that personal appearance by the witness would be burdensome, the Administrative Judge grants TWS's *Motion*, subject to compliance with the following conditions:

1. Petitioner's attorney shall appear personally at the Hearing to present and facilitate questioning of the Petitioner's witness.

2. The Petitioner's attorney shall provide the Administrative Judge with the witness's correct email address so that the WebEx video link can be emailed to the witness prior to the Hearing.

3. The witness should join the WebEx videoconference link at least five (5) minutes before the Commission Conference begins, turn his camera off, and mute the microphone until this docket is called.

4. The witness shall have the technological resources to access the WebEx videoconferencing platform so that the witness can be seen and heard clearly via the provided WebEx link for the Hearing.

5. If the witness is unable to comply with these conditions or technological difficulties prevents the use of the WebEx videoconferencing platform for the Hearing, the Hearing may have to be postponed.

IT IS THEREFORE ORDERED THAT:

1. Subject to the conditions set forth in this Order, Tennessee Water Service, Inc.'s witness may appear and participate electronically in the hearing to be held on September 15, 2025, at 10:00 a.m. (CDT).

2. To avoid disruption of other matters scheduled for the consideration of the Commission, persons authorized to participate electronically shall join the WebEx

videoconferencing link at least **five (5) minutes before the start time set for the Commission Conference**. The Commission Conference will begin promptly.


Monica Smith-Ashford, Administrative Judge

cc: Interested Parties
Original in Docket File