

September 4, 2026

Electronically Filed in TPUC Docket
Room on September 4, 2026 at 1:32 p.m.

VIA ELECTRONIC FILING

Hon. Herbert H. Hilliard, Chairman
c/o Ectory Lawless, Docket Manager
Tennessee Public Utility Commission
502 Deaderick Street, 4th Floor
Nashville, TN 37243
TPUC.DocketRoom@tn.gov

**RE: *Petition to Obtain Information from Limestone Water Utility Company
Pertaining to Commercial Customer Disconnections,
TPUC Docket No. 26-00059***

Dear Chairman Hilliard:

In response to the *Consumer Advocate's Request for Information from Limestone Water Utility Operating Company Pertaining to Commercial Customer Disconnections*, please find Limestone Water Utility Operating Company, LLC's ("Limestone" or "Company") responses below. Please note that this response contains **CONFIDENTIAL INFORMATION** that is being submitted **UNDER SEAL** as **CONFIDENTIAL INFORMATION**.

(1) *Stone Brook Inn (Shiloh Falls SOP-94011).*

a. *Has Limestone installed or does it have exclusive rights to use a cutoff valve in the water line between the water meter and the premises as contemplated in TPUC Rule 1220-04-12-.14(1)(a)?*

Response: The Company's tariff and applicable TPUC wastewater regulations authorize the use of a water-line cutoff valve as one mechanism for enforcing wastewater service obligations. The Company has not conducted a system-wide inventory to determine whether a cutoff valve exists at every individual customer location. Existing facilities vary by system and installation history. In addition, no cutoff valves have been installed pursuant to the evaluation referenced in the Company's August 14, 2026, response to the Consumer Advocate Division in the above-captioned matter.

b. *Provide a copy of executed agreement between Limestone and the First Utility District of Hardin County, which provides water service Stone Brook Inn, to terminate the water services for Stone Brook Inn, a Limestone wastewater customer as contemplated in TPUC Rule 1220-0-12-14(a).*

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Response: No such agreement exists.

- c. Provide a copy of the written notice of the termination of wastewater service to Stone Brook Inn.*

Response: No such written notice has been sent.

2. Shiloh Falls (SOP-94011) Other Than Stone Brook Inn

- a. Provide a list of commercial customers who have received pre-recorded calls regarding termination of Limestone's wastewater service.*

Response: Please see **CONFIDENTIAL Attachment A**, which includes all commercial customers who have received pre-recorded phone calls regarding delinquencies. **Attachment A** contains **CONFIDENTIAL INFORMATION** and is being submitted **UNDER SEAL** as **CONFIDENTIAL INFORMATION**. For ease of reference, please see Limestone's May 22, 2026, response to the Consumer Advocate Division (attached).

- b. Provide copies of the written notices of the termination of wastewater service to commercial customers issued since April 28, 2026.*

Response: No such notices have been sent.

Responses Applicable to Requests Nos. 3 Through 8:

The requests contained in Sections 3 through 8 seek substantially identical information for the Aqua, Arrington Retreat, The Grasslands, Hideaway/Troubadour, Hardeman Springs, and Lakeview Estates/DSH systems. Except for the identity of the wastewater system and any system-specific responsive documents, Limestone's responses are the same for each system. Accordingly, Limestone incorporates the following responses to Requests 3(a)-(d), 4(a)-(d), 5(a)-(d), 6(a)-(d), 7(a)-(d), and 8(a)-(d).

Response to Subpart (a):

The Company's tariff and applicable TPUC wastewater regulations authorize the use of a water-line cutoff valve as one mechanism for enforcing wastewater service obligations. The Company has not conducted a system-wide inventory to determine whether a cutoff valve exists at every individual customer location. Existing facilities vary by system and installation history. In addition, no cutoff valves have been installed pursuant to the evaluation referenced in the Company's August 14, 2026 response to the Consumer Advocate Division in the above-captioned matter.

Response to Subpart (b):

No such agreement exists.

Hon. Herbert H. Hilliard, Chairman

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Response to Subpart (c):

Please see **CONFIDENTIAL Attachment A**, which includes all commercial customers who have received pre-recorded phone calls regarding delinquencies.

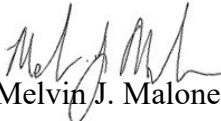
Response to Subpart (d):

The Company has not issued written notices of termination of wastewater service to commercial customers in the identified systems since April 28, 2026. Accordingly, there are no responsive documents to produce. While customer billing statements may reflect past-due balances and delinquency information, the Company has not issued separate written termination notices.

As required, copies will be mailed to your office. Should you have any questions concerning this filing, or require additional information, please do not hesitate to contact me.

Very truly yours,

BUTLER SNOW LLP


Melvin J. Malone

clw

Attachment

cc: Russ Mitten, Central States Water Resources
Karen H. Stachowski, Consumer Advocate Division
Vance L. Broemel, Consumer Advocate Division

Attachment A

[CONFIDENTIAL]

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

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Karen H. Stachowski, Esq.

May 22, 2026

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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 dark ink, appearing to read 'Melvin J. Malone', is written over the printed name.

Melvin J. Malone

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

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing was served via U.S. Mail or electronic mail upon:

Karen H. Stachowski, Esq.
Deputy Attorney General
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Vance Broemel, Esq.
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This the 4th day of September, 2026.



Melvin Malone