



Electronically Filed in TPUC Docket
Room on September 4, 2026 at 8:24 a.m

[EXTERNAL] Re: Docket No. 26-00067 | 211 designations for Chester, Decatur, Hardin, and Henry Counties from United Way of Greater Nashville to United Way of West Tennessee

From Victoria Jackson <vjackson@unitedway.tn.org>

Date Thu 9/3/2026 8:58 PM

To Grace Vinson <Grace.Vinson@tn.gov>

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Good evening, Grace,

Thank you for reaching out this afternoon in regards to my petition to the Tennessee Public Utility Commission.

Please find my responses to your inquiry below:

This petition would transfer authority for four counties, which would bring the total to 14 of the 15 counties. Is this correct and there would be one remaining county to transfer to cover the entire region or are you the current provider for 11 of the counties? If there is one remaining county to transfer, which county is that?

Yes, this upon approval of this petition, United Way of West Tennessee would have 211 designation/authority for 14 of the 15 counties in our service area. The remaining county (Lake) that we're missing is under the United Way of the Mid-South, and I have not secured documentation to transfer that county to our jurisdiction but I am still actively in the process of pursuing this matter.

To clarify that statement, is United Way of West Tennessee 211 currently providing call taking services to Chester, Decatur, Hardin and Henry Counties, and this transfer petition seeks to obtain the 211 designation for these 4 counties for which it currently answers calls??

Correct, United Way of West Tennessee 211 is currently providing 211 resource and referral service for Chester, Decatur, Hardin, and Henry counties as we receive them. We are simply asking that the designation be transferred to us.

I hope that I answered the inquires sufficiently. If any additional information is needed, please let me know and I'll be happy to provide what I can.



VICTORIA JACKSON

Chief of Staff - 211 Operations Coordinator

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A quick note: Sometimes my best time to catch up on emails is outside of traditional business hours. While that works well for me, I certainly don't expect it to work for you. Please don't feel any pressure to respond right away. I'll appreciate your response whenever it's convenient for you.

From: Grace Vinson <Grace.Vinson@tn.gov>

Sent: Thursday, 03 September 2026 15:54:20

To: Victoria Jackson <vjackson@unitedway.tn.org>

Subject: Docket No. 26-00067 | 211 designations for Chester, Decatur, Hardin, and Henry Counties from United Way of Greater Nashville to United Way of West Tennessee

Hi Ms. Jackson,

Thank you for taking my call today. As we discussed, if you can respond to the following via E-mail as soon as possible, we would appreciate it. We are working on a condensed timeline to get this on our September agenda.

In response to your petition to transfer and augment the 211 designations for Chester, Decatur, Hardin, and Henry Counties from United Way of Greater Nashville to United Way of West Tennessee, Commission Staff is seeking additional clarification on two items related to your original petition.

1. On page one of your petition, item one of the Introduction indicates that United Way of West Tennessee 211 is the current provider for 10 of the 15 counties in the West Tennessee Region. This petition would transfer authority for four counties, which would bring the total to 14 of the 15 counties. Is this correct and there would be one remaining county to transfer to cover the entire region or are you the current provider for 11 of the counties? If there is one remaining county to transfer, which county is that?
2. On page two of your petition, under section two, Technical Ability, you state that you currently provide 211 service to all 15 counties in the service area. To clarify that statement, is United Way of West Tennessee 211 currently providing call taking services to Chester, Decatur, Hardin and Henry Counties, and this transfer petition seeks to obtain the 211 designation for these 4 counties for which it currently answers calls??

We appreciate your help and response.



Grace Vinson, MBA | Regulatory Operations Manager

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