

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the entities (“the Utility” or “the Utilities”) below pursuant to Tenn. Code Ann. § 7-82-701 *et seq.*

Town of Atwood

City of Bolivar

City of Charlotte

City of Gallaway

City of Gleason

Town of Henning

Town of Mason

City of Rives

Saltillo Utility District

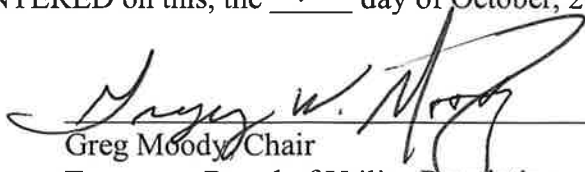
Town of Stanton

Town of Whiteville

The Utilities have failed to resolve their Annual Information Report non-compliance with the Board. The Board orders as follows:

1. By December 31, 2026, the Utilities shall file their Annual Information Report with Board staff or otherwise resolve the Annual Information Report non-compliance to the satisfaction of Board staff.

ENTERED on this, the 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the entities (“the Utility” or “the Utilities”) below pursuant to Tenn. Code Ann. § 7-82-701 *et seq.*

Iron City Utility District

Jackson County Utility District

City of McEwen

West Point Utility District

Fall Creek Falls Utility District

New Market Utility District

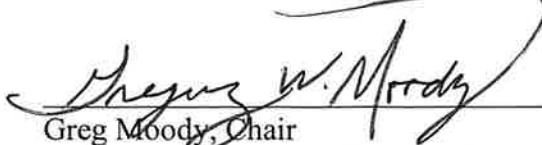
North Stewart Utility District

Crockett Mills Utility District

The Utilities have come into compliance as it relates to their Annual Information Report. The Board orders as follows:

1. The Utilities are officially released from the Board’s oversight as it relates to their Annual Information Report case.

ENTERED on this, the 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the financial distress status of the following entities (the “Entities”) pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* The Board finds that the Entities have complied with prior directives of the Board and have shown in consecutive audits positive changes in net position.

Benton-Decatur Special Sewer District

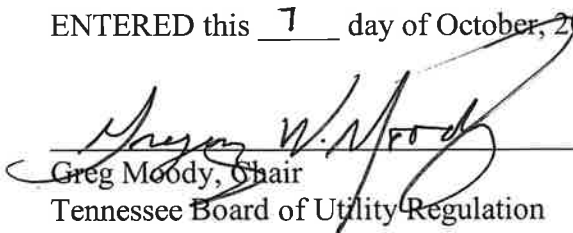
Town of Gordonsville

City of Harriman

Town of Rutledge

Based on Board staff recommendations, the Board orders the Entities be released from Board oversight as it relates to their financial distress pursuant to Tenn. Code Ann. § 7-82-701 *et seq.*

ENTERED this 7 day of October, 2026.



Greg Moody, Chair

Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

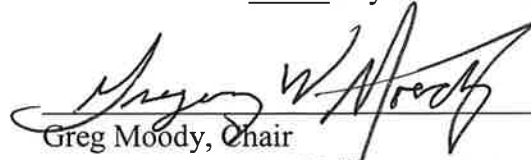
On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the financial distress status of the following entities (the “Entities”) pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* The Board finds that the Entities have complied with prior directives of the Board and have shown progress in correcting their financial distress.

Town of Mount Carmel

Town of Ridgely

Based on Board staff recommendations, the Board orders the Entities be placed into the update cycle as it relates to their financial distress case.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the entities (the “Entities”) below for late audits pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* Board staff updated the Board of the Entities’ compliance with prior Board directives.

Town of Big Sandy

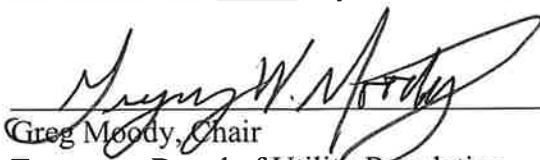
City of Decherd

Town of Gibson

Based on staff representations and recommendations, the Board orders as follows:

1. The Entities shall be released from the Board’s oversight and their cases are closed.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the training requirement compliance status of the following entities (the “Entity” or the “Entities”) pursuant to Tenn. Code Ann. §§ 7-82-701 *et seq.*

Town of Bulls Gap

City of Camden

Clearfork Utility District

City of Cookeville

Town of Cumberland Gap

City of Jellico

Town of Mount Carmel

City of Tennessee Ridge

Board staff indicated that the Entities have complied with the Board’s directives. The Entities have provided Board staff with proof of their governing body members training. The Board orders the Entities are released as it relates to their compliance status with training requirements.

ENTERED this 1 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

MULTIPLE ENTITIES

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TENN. CODE ANN. § 7-82-702(a)(6)

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the following utilities (the “Entities”) for their water loss compliance pursuant to Tenn. Code Ann. § Tenn. Code Ann. § 7-82-702(a)(6). The Board finds that the Entities have taken the necessary measures to remedy the noncompliance pursuant to Tenn. Code Ann. § 7-82-702(a)(6).

Bon De Croft Utility District

Town of Byrdstown

Mooresburg Utility District

City of South Pittsburg

Based on Board staff’s representations and recommendations, the Board orders as follows:

1. The Entities are released from the Board’s oversight for water loss; and,
2. Board staff shall close the Entities’ water loss cases.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

CITY OF FRIENDSVILLE

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TENN. CODE ANN. § 7-82-703

ORDER

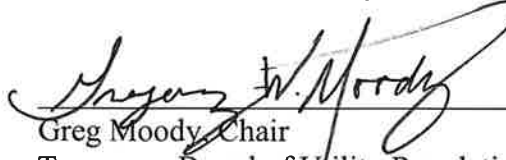
On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the financially distressed status of the City of Friendsville (the “Entity”), pursuant to Tenn. Code Ann. § 7-82-703. The Entity came under the Board’s oversight in 2026 as its sewer system reported a negative statutory net position for fiscal years 2025 and 2024. The Entity reported that its sewer system is made up of 95 customers and the Entity’s role is limited to a collection system only.

Based on Board staff’s representations and recommendations, the Board orders as follows:

1. The Entity shall have the Tennessee Association of Utility Districts, or another qualified expert as approved by Board staff, perform a rate study that includes the following:
 - a. A review of the capitalization policy, including any recommended modifications;
 - b. A review of the debt management policy, including any recommended modifications;
 - c. The creation of a five-year capital asset budget, to be taken from the current capital asset list and to include future anticipated needs;
 - d. A review of relevant utility fees including but not limited to connection or tap fees, including any recommended modifications; and,
 - e. Verification that all governing body members of the utility are in compliance with all relevant training requirements.
2. By December 31, 2026, the Entity shall provide Board staff with the copy of the contract between the Entity and the qualified expert who is to perform the tasks in provision 1.

3. By April 30, 2027, the Entity shall provide Board staff with the completed rate study and either proof of implementation of the resulting recommendations or a proposed plan of implementation.
4. Board staff is given the authority to grant up to two extensions of up to six months of the foregoing deadlines upon a showing of good cause by the Entity.
5. Board staff is further given the authority to work with the Entity to find low cost options in carrying out this order.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

CITY OF LEXINGTON

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TENN. CODE ANN. § 7-82-703

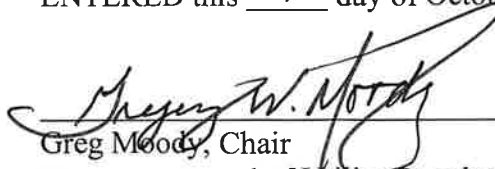
ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the financially distressed status of the City of Lexington (the “Entity”), pursuant to Tenn. Code Ann. § 7-82-703. The Entity has been under the Board’s oversight since fiscal year 2025. In response to the Board’s questionnaire, the Entity reported that it has a plan to address its financial distress by increasing a portion of its rate structure that has not been increased in over 20 years and by implementing operational changes to reduce costs. Board staff believes that the recently completed rate study by Jackson Thornton CPA will suffice in correcting the Entity’s current rates, fees, policies, capital needs, and financial condition, and will address the Entity’s financial distress.

Based on Board staff’s representations and recommendations, the Board orders as follows:

1. The Entity is placed into the update cycle. The Entity shall respond to Board staff requests for information to monitor the Entity’s progress until formally released from Board oversight.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

c. A comprehensive review of all policies governing the management, administration, and oversight of the Entity, including but not limited to financial controls, procurement practices, governance structure, and operational decision-making processes, to ensure adequate financial oversight and accountability of the Entity's operations;

d. The creation of a five-year capital asset budget, to be taken from the current capital asset list and to include future anticipated needs;

e. A review of relevant utility fees including but not limited to connection or tap fees, including any recommended modifications; and,

f. Verification that all governing body members of the utility are in compliance with all relevant training requirements;

g. A review of the leak adjustment policy, including any recommended modifications or adoption of such policy, should one not exist;

h. A cost-of-service analysis of the Entity's water and sewer operations sufficient to determine the cost of providing service to each applicable customer class and whether existing rates adequately recover those costs; and

i. A justification for the inside-city and outside-city rates based on cost-of-service principles, including any recommended modifications to the rate structure to ensure compliance with this order and to obtain information relevant to the ordered study.

2. By December 31, 2026, the Entity shall provide Board staff with the copy of the contract between the Entity and the qualified expert who is to perform the tasks in provision 1.

3. By April 30, 2027, the Entity shall provide Board staff with the completed rate study and either proof of implementation of the resulting recommendations or a proposed plan of implementation.

4. Board staff is given the authority to grant up to two extensions of up to six months of the foregoing deadlines upon a showing of good cause by the Entity.

5. Board staff is authorized to issue subpoenas, compel the production of documents, and require testimony from the Entity's officials, employees, contractors, or any other relevant parties as necessary to ensure compliance with this order and to obtain information relevant to the ordered study.

6. Board staff is authorized to perform an administrative review of the Entity to ensure that the details of the investigative report above did not and does not impact the Entity's operations.

ENTERED this 7 day of October, 2026.

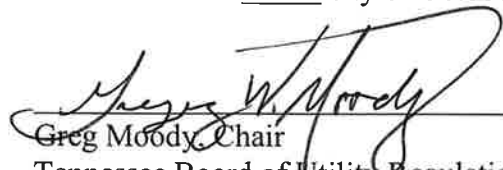


Greg Moody, Chair
Tennessee Board of Utility Regulation

- a. A review of the capitalization policy, including any recommended modifications;
- b. A review of the debt management policy, including any recommended modifications;
- c. The creation of a five-year capital asset budget, to be taken from the current capital asset list and to include future anticipated needs;
- d. A review of relevant utility fees including but not limited to connection or tap fees, including any recommended modifications;
- e. Verification that all governing body members of the utility are in compliance with all relevant training requirements;
- f. A review of the leak adjustment policy, including any recommended modifications or adoption of such policy, should one not exist; and,

- g. A justification of the inside-city and outside-city limits rates, including any recommended modifications to the rate structure.
2. By December 31, 2026, the Entity shall provide Board staff with the copy of the contract between the Entity and the qualified expert who is to perform the tasks in provision 1.
 3. By April 30, 2027, the Entity shall provide Board staff with the completed rate study and either proof of implementation of the resulting recommendations or a proposed plan of implementation.
 4. Board staff is given the authority to grant up to two extensions of up to six months of the foregoing deadlines upon a showing of good cause by the Entity.
 5. Board staff is authorized to issue subpoenas for the Entity's governing body and manager to appear in person before the Board during its next meeting following any non-compliance with this order.

ENTERED this 7 day of October, 2026.

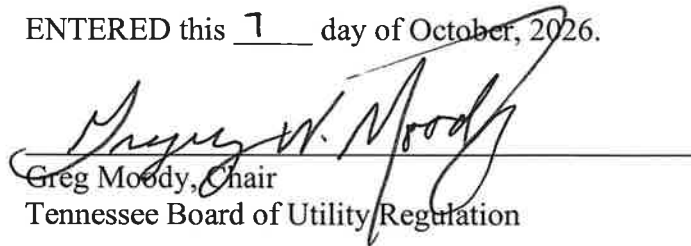


Greg Moody, Chair
Tennessee Board of Utility Regulation

1. The Entity shall provide Board staff with formal documentation showing whether Hillsville Utility District will accept ownership or operation responsibility for the water system and whether that ownership or operation responsibility includes depreciation, or documentation identifying the alternative owner and operator for the water system and its depreciation.

2. The Entity shall provide Board staff with an executed transfer, service, or operating agreement identifying responsibility for water assets, metering, billing, collections, operation and maintenance, regulatory compliance, and future capital costs.
3. The Entity shall provide clarification of the effect of the water ownership decision on the sewer financial projections and revised projections if the underlying assumptions change.
4. Final documentation concerning the proposed conveyance of the sewer system to any other entity.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

**MENAKA AMBARISHAN &
MOHANA NARASIMHAMURTHY
And
NOLENSVILLE-COLLEGE GROVE
UTILITY DISTRICT**

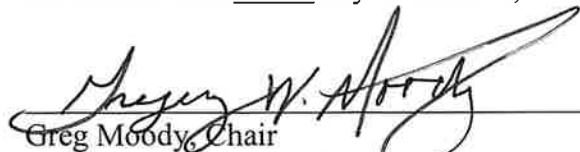
TENN. CODE ANN. § 7-82-702

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) conducted an informal hearing regarding a dispute between Menaka Ambarishan and Mohana Narasimhamurthy (“the Customers”) and the Nolensville-College Grove Utility District (“the Entity”), pursuant to Tenn. Code Ann. § 7-82-702.

The substance of the Customers’ complaint relates to charges from the Entity stemming from an alleged leak on the Customers’ property. The Board reviewed the evidence provided by the Customers and the Entity. The Board spent considerable time talking about the size of the meter itself and the likely length of time the leak occurred. The Board determined that the evidence provided was enough to make a decision and did not request to hear from the Customers nor the Entity. The Board also noted that the Entity did offer a payment plan to the Customers to deal with the large bill. The Board found that the Entity properly followed their policies. The Entity is not required to take any action in this matter. This matter is DISMISSED.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

OCOEE UTILITY DISTRICT

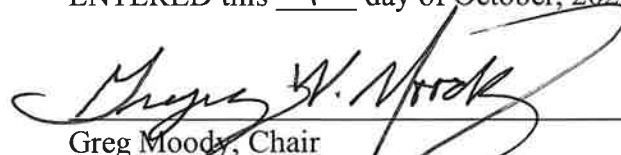
TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the financial distress status of Ocoee Utility District (the “Entity”) pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* The Board reviewed information provided by Board staff as it relates to the Entity’s financial distress status. The Board also heard public comment as it relates to the Entity from two members of the public, who were opposed to the Board releasing the Entity from the Board’s oversight. The Board heard public comment from the Entity’s attorney in support of the Board releasing the Entity from the Board’s oversight. Following the public comment period, the Board discussed the matter and determined that the Entity should be released from Board’s oversight as it relates specifically to their financial distress case. Upon further discussion, the Board determined that the Entity’s debt issuance limitations should be lifted, and the Entity’s administrative review case should be closed.

The Board orders the Entity is released from Board oversight as it relates to their financial distress pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* The Board further orders that the Entity is no longer restricted on issuing debt or receiving grants without the Board staff’s express consent, and the Entity’s administrative review case is closed.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

SOUTH FORK UTILITY DISTRICT

TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the South Fork Utility District (“the Entity”) related to their current financial and managerial status. Board staff provided the Board with a summary of the history of the Board’s interactions with the Entity, the Entity’s update in management structure following an agreement with Inframark, LLC, and the Entity’s financials as reported for the first and second quarters of 2026. Board staff then noted that the Entity has failed to submit its most recent annual audit by the applicable deadline.

Based on Board staff’s representations and recommendations, the Board orders as follows:

1. Board staff and counsel are ordered to subpoena the Entity’s Board of Commissioners and the acting manager of the Entity to appear at the next regularly scheduled TBOUR meeting to answer questions relating to their current financial and managerial status.
2. The Entity shall cooperate with Board staff as they prepare a report for the Board demonstrating the changes at the Entity since the Entity last appeared on the Board’s agenda.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

LISA SNELL

And

TOWN OF ENGLEWOOD

TENN. CODE ANN. § 7-82-702

ORDER

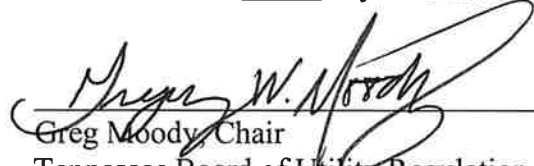
On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) conducted an informal hearing regarding a dispute between Lisa Snell (“the Customer”) and the Town of Englewood (“the Entity”), pursuant to Tenn. Code Ann. § 7-82-702. The Board had previously heard this complaint and requested more information.

The substance of the Customer’s complaint relates to charges from the Entity stemming from a leak on the Customer’s property. The Board reviewed the newly gathered evidence that was provided by the Customer and the Entity. The Board had significant discussion about the meters, the timeframe of the leak, and whether the Entity’s policy allows for an application of the policy on two separate bills related to the same incident. The Board does not have the authority to order reimbursements for the Customer. The Board noted that the policy in question is no longer in effect and has since been amended with a new policy. The Board orders the following:

1. The Entity shall cooperate with Board staff’s requests in review of their leak adjustment policy, at the time of this incident, to make sure that the policy was appropriately applied to the Customer’s case.
2. If Board staff determines that it was not appropriately applied, the Board recommends that the Entity appropriately remedy the situation with the Customer by applying the policy for the duration of the leak incident rather than on one billing cycle. However, the Board notes it does not have jurisdiction to order a reimbursement for the Customer’s previously paid bill.

3. If Board staff determines that the policy was appropriately applied, the Board does not recommend any action by the Entity.
4. Upon completion of the review and recommendation made, this matter is CLOSED.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

BEFORE THE TENNESSEE BOARD OF UTILITY REGULATION

IN THE MATTER OF:

TOWN OF HUNTLAND

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TENN. CODE ANN. § 7-82-701 *et seq.*

ORDER

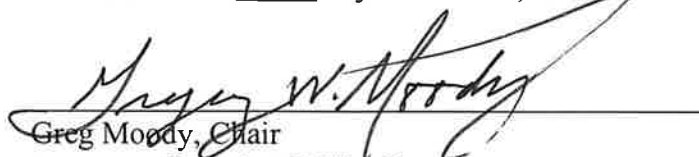
On September 10, 2026, the Tennessee Board of Utility Regulation (“the Board”) reviewed the status of the Town of Huntland (the “Entity”), pursuant to Tenn. Code Ann. § 7-82-701 *et seq.* The Board had previously ordered the Entity to complete a feasibility study evaluating the potential for regionalization with surrounding utility systems. The Entity complied with that directive and submitted a Regionalization Opportunities Assessment prepared by the Water Finance Exchange (“WFX”). The assessment evaluated the Belvidere Rural Utility District, the City of Winchester, and the Lincoln County Board of Public Utilities. The assessment specifically recommends that the Entity meet with the City of Winchester to evaluate the feasibility of contracted operations or consolidation of the wastewater system. The Entity and the City of Winchester have had productive discussions regarding the possibility of consolidating.

Board staff noted that the assessment prepared above noted a number of managerial and financial-capacity concerns. Board staff highlighted that the Entity lacks a comprehensive customer service policy, did not have a completed asset management plan, relies on contractors for essential functions, and lacks completed management documents needed for long-term asset and customer service planning. The Vice Mayor of Huntland, Harry Allen, made some comments related to the Entity’s management doing their best, and the Board was appreciative of those comments and the effort of the Entity to operate the best it could.

Based on Board staff’s representations and recommendations, the Board orders as follows:

1. The Entity is designated as an “ailing utility system” as defined in Tenn. Code Ann. § 7-82-704(a)(2)(C) due to its inability to correct an oversight in its operational management due to staffing limitations, lack of a completed asset-management plan, and reliance on outside contractors for essential functions leading to repeated harm to the utility system.
2. The Board finds that the April 17, 2026, WFX Regionalization Opportunities Assessment, when considered with the prior rate study and findings made during the Entity’s administrative review, favors further consideration of a merger or consolidation of the Entity’s wastewater system with the City of Winchester.
3. Pursuant to Tenn. Code Ann. § 7-82-704(b)(2), Board staff, acting as representative of the Board, shall schedule and conduct a public hearing within the service area of the Entity’s wastewater system. The purpose of the hearing shall be to notify customers of the potential merger or consolidation and to receive comments from customers, local officials, the City of Winchester, and other affected parties.
4. Board staff may obtain additional information from the Entity, the City of Winchester, and other appropriate parties concerning customer rates, outstanding indebtedness, assets and liabilities, staffing, operations, capital needs, and the anticipated effect of a merger on the customers of both utility systems.
5. Following the public hearing, Board staff shall report the comments received and any supplemental evidence to the Board so that the Board may conduct the informal hearing and make determinations as required by Tenn. Code Ann. § 7-82-704(c)-(f).

ENTERED this 7 day of October, 2026,


Greg Moody, Chair
Tennessee Board of Utility Regulation

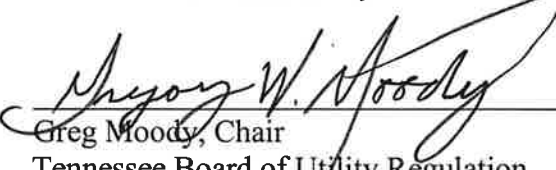
IN THE MATTER OF:

And

TENN. CODE ANN. § 7-82-702

1. The Entity shall take no action against the Customer related to the disputed charges until the Board conducts an informal hearing and issues a final order regarding the matter.
2. The Entity shall provide Board staff a formal response to the customer complaint by October 23, 2026.
3. If the Entity does not provide a response by the date specified in this order, Board staff will open an administrative review of the Entity related to this matter. The Board may draw negative conclusions as it relates to the missing or unprovided information.
4. Nothing in this order prohibits the Entity and the Customer from mutually agreeing to resolve this matter prior to an informal hearing conducted by the Board.

ENTERED this 7 day of October, 2026.



Greg Moody, Chair
Tennessee Board of Utility Regulation

