

# TENNESSEE REGULATORY AUTHORITY



Sara Kyle, Chairman  
Eddie Roberson, Director  
Pat Miller, Director  
Ron Jones, Director

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

May 9, 2007

## MEMORANDUM

To: Docket File

From: Carsie D. Mundy *CSM*  
Chief-Consumer Services Division

Subject: *Petition of Lynnwood Utility Corporation to Change and Increase Rates and Charges*  
Docket No. 07-00007

Attached are seventeen (17) complaints received by the Consumer Services Division voicing opinions regarding Lynnwood Utility Corporation's petition.

Copy To: Mr. Donald L. Scholes  
Mr. Ryan McGehee

Attachments: 17

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 2:49 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 14:30:50

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next: /www/wwwroot/tra/response.htm

01\_whole: Donna Chester

02\_streetaddress: 172 Riverwood Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 595-7381

08\_Work\_Telephone: 202-2608

09\_email: chesterfamily@yahoo.com

10\_Contact\_time: Wed. and Thurs

13\_complaint\_company: HB and TS utility

14\_contacted\_util: No

15\_complaint\_descript: This utility plans to raise our rates by 30% this summer and it is already one of the most expensive utilities in the area.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 2:47 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 14:29:10

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next: /www/wwwroot/tra/response.htm

01\_whole: Mark Osburn

02\_streetaddress: 308 Heather Ct

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-2289

08\_Work\_Telephone: 615-790-8810

09\_email: mosburn@comcast.net

10\_Contact\_time: Weekdays-late afternoon or evening

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Lynwood Utility is asking for a 30% rate increase. This would make our sewer rates higher than our water rates. This seems absurd. What about the water that doesn't even enter the Lynwood system such as lawn watering and car washing.

Lynwood has had numerous violations over the years and this rate increase seems to be only a profit making venture to expand so Lynwood can add more additional customers as more new subdivisions are added in the area. Cottonwood residents have to contend with the odors and other problems associated with the utility being in our neighborhood. Please help us on this and vote NO for any increase.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 1:19 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 13:00:49

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next: /www/wwwroot/tra/response.htm

01\_whole: Hunter Murray

02\_streetaddress: 111 Cottonwood Circle

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615.794.2448

08\_Work\_Telephone: 615.301.1026

09\_email: hunter@northwindsearch.com

10\_Contact\_time: Afternoon Wednesday - Friday

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: We are being told that our rates will increase 30% this Summer for sewer. It is already much more expensive than what we paid in Nashville (Davidson County). The company doesn't seem to be run very well. This is based upon our homeowner assn. interactions with the company. I just believe that they could manage the company better vs. increasing the rates.

My fear is that they will raise the rates and we will see no improvements.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 1:35 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 13:16:36

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next: /www/wwwroot/tra/response.htm

01\_whole: Bridgett O'Lannerghy

02\_streetaddress: 162 Cottonwood Dr

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615 794 3095

08\_Work\_Telephone: 615 496 4568

09\_email: bridgett@cedarpartners.com

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Lynnwood wants 30% increase in fees for what?! Have they increased or improved services? Have they hired more employees to make their treatment plants more efficient? If the smell coming from the plant right behind my house is any indication, the answer to that question is no. Have they done one thing to improve the condition of the Harpeth River? Not according to the report I read recently. Lynnwood is the worst. Its "customers" are hostages. We have no choice. Septic tanks aren't allowed in our subdivision and not flushing the toilet isn't exactly an option in polite society. Please, TRA, enough is enough.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 1:56 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 13:38:14

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next: /www/wwwroot/tra/response.htm

01\_whole: Linda Crowther

02\_streetaddress: 1205 Gillette Ct.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-599-1725

08\_Work\_Telephone: same

10\_Contact\_time: anytime

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: We are opposed to the sewer rate increase that has been proposed by Lynnwood. We already pay an exorbitant amount for our sewer usage, particularly compared to the surrounding area, and we have no choice in the matter. More efficient management of resources or charging a tap fee for new construction appear to be better solutions to Lynnwood's desire for more money rather than gouging existing customers who are powerless to obtain sewer service elsewhere. Please protect the interests of the Cottonwood homeowners by denying Lynnwood's request for this sewer rate increase.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 2:10 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 13:52:00

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next: /www/wwwroot/tra/response.htm

01\_whole: William R. Smith Jr.

02\_streetaddress: 104 Riverwood Drive

03\_City: Franklin

04\_State: Tennessee

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 6157944454

09\_email: rsmith4390@aol.com

10\_Contact\_time: 6:00pm

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I am a resident of the Cottonwood Subdivision. I am concerned about Lynwood Utility wanting to raise their prices for sewer in my community. It hasn't been that long since they last raised their rates to double what we were paying before. Now they have all these other subs that they are servicing and want to raise their rates again. I don't feel that they need to raise the rates as much and they want to to gain a larger profit. There is no competition and we don't have a say in who we receive our sewer needs from. I feel you should deny their request for a rate increase.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 2:15 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 13:56:16

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next: /www/wwwroot/tra/response.htm

01\_whole: Jack Watkins

02\_streetaddress: 132 Riverwood Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 6157908960

08\_Work\_Telephone: 6155335957

09\_email: jack.watkins@gmail.com

10\_Contact\_time: Not Wednesdays

13\_complaint\_company: Lynwood Utility Company

14\_contacted\_util: No

15\_complaint\_descript: We have received notice of an impending rate hike of at least 30% and this is after we received a quadrupling of fees about 3 years ago. We are already paying some of the highest rates in Tennessee. Why arent they charging the NEW customers a tap fee that reflects what the real cost of adding them is?

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 3:13 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 14:54:34

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next: /www/wwwroot/tra/response.htm

01\_whole: Denise Gilreath

02\_streetaddress: 189 Riverwood Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 794-7111

09\_email: dgilreath@comcast.net

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Please do not approve the Lynnwood Utilities rate increase of 30%. This increase promises no return on service and will make us pay more for sewer than we pay to use the water!

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 6:23 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 18:04:00

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next: /www/wwwroot/tra/response.htm

01\_whole: Julie Brown

02\_streetaddress: 608 Williamsburg Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-8416

09\_email: jules@juliebrowinteriors.com

10\_Contact\_time: evenings

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Lynnwood Utility's proposed rate increase of already too high rates is unjust. The rate hike only benefits Lynnwood Utility's profit margins. The cost of increasing the number of taps and any upgrades necessary for the increase load of new developments should not be paid for by the residents of Cottonwood and the existing customers of Lynnwood Utilities. It should have been negotiated with the builders/developers. Cottonwood already gets the raw end of the deal because it houses the sewer facility and gets to smell the foul odors of the plant. We are relying on the TRA to step in and prevent this exhorbitant rate hike.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 6:56 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 18:38:30

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next: /www/wwwroot/tra/response.htm

01\_whole: Bob Ogle

02\_streetaddress: 508 Arbor Drive

03\_City: Franklin

04\_State: Tennessee

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-591-3386

08\_Work\_Telephone: 615-337-5923

09\_email: ttogle@bellsouth.net

10\_Contact\_time: any time

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I'm told Lynwood Utility has applied for a 30% rate increase. This is an outrageous request. Their rates are already significantly higher than City of Franklin rates. Their last rate increase was prior to construction of the River Landings neighborhood. Plant capacity issues should be funded through tap fees. With the additional users that have come online since their last rate increase, their operating costs per user should be decreasing. I strongly urge you to look closely at the management of this monopoly. If this rate request is not denied, our water and sewer costs will rival our electricity costs. Thank you for your consideration.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 8:27 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 20:09:03

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next: /www/wwwroot/tra/response.htm

01\_whole: Duane Thompson

02\_streetaddress: 709 Mockingbird Drive

03\_City: Franklin

04\_State: Tn

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-8244

08\_Work\_Telephone: 615-498-6657

09\_email: sdthompson709@aol.com

10\_Contact\_time: evening

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Lynwood is requesting a rate increase that is not needed. When they added on other neighborhoods, ( Lynwood Downs,etc.) We were told that in no way would it increase our rates. Now they want to increase the rates to pay for the improvements that were made to add these new subdivisions on.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 9:04 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 20:45:43

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next: /www/wwwroot/tra/response.htm

01\_whole: Patricia Osburn

02\_streetaddress: 308 Heather Court

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-2289

08\_Work\_Telephone: 615-790-8810

09\_email: trishaosburn@comcast.net

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript:

Lynwood Utility is proposing a 30% increase in its sewer fees. This increase is excessive to say the least.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 9:15 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 20:57:11

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next: /www/wwwroot/tra/response.htm

01\_whole: Steve Stamps

02\_streetaddress: 167 Riverwood Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-4461

08\_Work\_Telephone: 615-969-2670

09\_email: wsstamps@comcast.net

10\_Contact\_time: Weekends or Nights

13\_complaint\_company: HB & TS Utility

14\_contacted\_util: No

15\_complaint\_descript: The utility should look for ways to reduce expenses rather than ask for a rate increase of this high amount. It's just a hunch but I don't feel any other regulated utility in the State has ever asked for this much of an increase.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 9:17 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 20:58:45

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next: /www/wwwroot/tra/response.htm

01\_whole: John Yarborough

02\_streetaddress: 807 Shady Glen Ct

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamsom

07\_Home\_Telephone: 6157943381

09\_email: johnyarborough@yahoo.com

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: This is against the large and questionable rate increase requested by Lynnwood Utilities. They are virtually a monopoy and we need the TRA to step in to protect Cottonwood from such a large increase without additional or improved services.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 10:18 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 21:59:38

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next: /www/wwwroot/tra/response.htm

01\_whole: Williams

02\_streetaddress: 1007 Whalley CT

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-5194

09\_email: pamela\_throws@comcast.net

10\_Contact\_time: 9:00-2:00

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I am filing this complaint regarding the 30% rate increase being proposed by Lynnwood Utility, which I believe is exorbitant, particularly in light of the fact that we already pay a very high sewage fee. If my understanding of the situation is accurate, and we, the Cottonwood homeowners, are picking up the tab for the newer, more affluent neighborhoods being developed in this area, the rate increase is not only exorbitant, but it borders on criminal, or incredibly unfair at best. Factor in the problems that the neighborhood has with the Lynnwood plant (the odors) and the fact that Lynnwood has a monopoly on sewer service, and it shouldn't be hard to understand why the residents of this lovely, modest community might find the proposed increase an outrage. It is outrageous. Please reject this increase.

Sincerely,  
Pamela Williams

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/09/2007 7:55 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, May 09, 2007 at 07:36:56

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next: /www/wwwroot/tra/response.htm

01\_whole: Michelle Anderton

02\_streetaddress: 609 Countryside Ct.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 591-6608

09\_email: rmamba@comcast.net

10\_Contact\_time: any

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Against 30% rate increase. Already charging way too much for the water and sewer services. Their proposed price increase does nothing to benefit those of us currently utilizing their utilities.

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MAY 09 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 05/08/2007 2:19 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, May 08, 2007 at 14:01:05

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next: /www/wwwroot/tra/response.htm

01\_whole: Laura Jean

02\_streetaddress: 710 Mockingbird Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-591-2670

09\_email: klcjean@hotmail.com

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

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