

TENNESSEE REGULATORY AUTHORITY

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



RECEIVED

2007 JUN 11 10 5 11

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

TELEPHONE (615) 741-2904

June 11, 2007

MEMORANDUM

To: Docket File

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

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

Attached are seventeen (26) 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: 26

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 06/06/2007 12:22 AM
Subject: Consumer Complaint Questionnaire

26

Below is the result of your feedback form. It was submitted by
() on Tuesday, June 05, 2007 at 23:56:55

RECEIVED
CONSUMER SERVICES DIVISION

JUN 06 2007

TN REGULATORY AUTHORITY

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

01_whole: Nancy Darr

02_streetaddress: 108 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-1689

09_email: darrn@mail.belmont.edu

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood Utility raised our sewer rates a few years ago several fold. Prior to the rate increase our sewer bills were 16.00 per month, and after the increase they have been over \$100.00 per month. Lynwood Utility is requesting another rate increase, which is excessive when one considers the very large rate hike a few years ago.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 06/02/2007 8:55 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, June 02, 2007 at 08:36:43

RECEIVED
CONSUMER SERVICES DIVISION

JUN 04 2007

TN REGULATORY AUTHORITY

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

01_whole: Kim Lynch

02_streetaddress: 126 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood Utility's fees are already outrageous. I don't see how they can charge us homeowners an increase in fees without there being any increase in service from them.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 06/03/2007 6:48 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, June 03, 2007 at 18:29:28

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

01_whole: stephen mackey

02_streetaddress: 302 Heather Ct

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 5917796

08_Work_Telephone: 5843134

09_email: stackey@bellsouth.net

10_Contact_time: morning

13_complaint_company: lynwood utility

14_contacted_util: No

15_complaint_descript: Please help our community and vote no concerning the 30% increase in sewer rates. Our rates are already among the highest in the area and I view this proposed increase as a veiled attempt to pay for new development outside of our neighborhood. These rates are higher than our WATER rates!!

RECEIVED
CONSUMER SERVICES DIVISION

JUN 04 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/30/2007 8:22 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 30, 2007 at 20:03:36

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

01_whole: Nancy Tuberty

02_streetaddress: 172 Cottonwood Dr

03_City: Franklin

04_State: Tn.

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-0121

09_email: NancyTuberty@aol.comany9

10_Contact_time: 9:00am-6:pm

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: I have lived in front of the Lynwood Site for almost 30 years. Over the years there have been lots of engineering changes to the plant. Some of them have been made to allow more hook-ups and updates. The smell from this plant has been slightly troublesome over the years, but during the last few months, the smell has caused us to move indoors and have to close our windows on beautiful days. We are outdoors people and this is just not fair to us. Now we understand that we are going to be hit with yet another rate hike. I just don't see why we should have to pay for more bad engineering. I have been around other treatment plants in other areas that handle much more affluent than Lynwood and there has never been any odor from them. I also have been told that a plant that is in proper working order should not have any odor. This is just not the case here. Please do not let these people add on more usage without complying with the rules. A rate hike to pay for bad managing and bad engineering for the third time is ridiculous.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 31 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/30/2007 4:43 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 30, 2007 at 16:24:41

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

01_whole: Rebecca Haskins`

02_streetaddress: 314 Cotton Ln

03_City: Franklin

04_State: Tn

05_ZIP: 37069

07_Home_Telephone: 595-4277

09_email: beccahaskins@yahoo.com

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: We strongly oppose a rate increase. The rates are high enough for the quality of service provided.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 31 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/12/2007 11:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, May 12, 2007 at 23:18:31

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

01_whole: Danya Feinstein

02_streetaddress: 102 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 794-6007

08_Work_Telephone: 371-6046

09_email: dfeins6738@comcast.net

10_Contact_time: night

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I am writing to protest the 30% rate increase requested by Lynnwood Utility. Our rates are already higher than most surrounding areas and the existing service is poor. Our subdivision has been plagued for many years with a foul odor and while we have received many promises to rectify this, all we have received are rate increases. Lynnwood Utility should be held accountable for explaining why they cannot provide sewer service for rates comparable to utility districts in nearby areas. The obvious reason appears to be the cost they have incurred from adding so many new customers to a system that was originally developed for Cottonwood only. Two of the subdivisions added to this system were developed by the owner of Lynnwood Utility!(Legends Ridge and Rivers Landing) To approve this exhorbitant request would be to increase Lynnwoods profit margin at the expense of the residents of Cottonwood.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 12 2007
TN REGULATORY AUTHORITY

07-0359
CH

Tennessee Regulatory Authority

Utility Complaint Form

RECEIVED
CONSUMER SERVICES DIVISION

MAY 21 2007

Submit below or print and return to:
Consumer Services Division, Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243-0505
FAX: 615-741-8953

TN REGULATORY AUTHORITY

If you are registering for the Do Not Call Program please [click here](#)

Consumer Utility Complaint Questionnaire	
Your name	Rebecca C. O'Steen
Address	154 Cottonwood Dr.
City	Franklin
State	TN
Zip	37069
County	Williamson
Home Telephone	615-791-0693
Work/Contact Telephone	N/A
Email Address	osteen90@bellsouth.net
Best time and day to be contacted	any trime
Company that complaint is against	Lynnwood Sewer
Have you contacted the utility regarding your complaint?	Yes No

Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

As a resident of Cottonwood S/D I do not think that residents of Cottonwood should have a rate increase because of expansion expense for sewer access by other subdivisions when our subdivision receives no additional benefits. Let the new expansives be paid for by those who benefit from the added service.

(What Cottonwood needs is irradiation of the very offensive odor we have to put up with from the sewage treatment facility.)

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/25/2007 11:08 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, May 25, 2007 at 22:49:32

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

01_whole: John Coke

02_streetaddress: 703 Mockingbird Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6155997577

08_Work_Telephone: 6157141183

09_email: jkcoke@mindspring.com

10_Contact_time: evenings

13_complaint_company: Lynwood Utilities

14_contacted_util: No

15_complaint_descript: I am writing to express opposition to the proposed sewer rate increase filed by Lynwood Utility. We moved to Franklin, TN, Cottonwood Subdivision from Davidson County in October 2002. One of the first things we noticed was how much higher our water bill was - nearly 4 times higher! We do not have a choice in sewer service. I do not see how this increase will add value to our service in Cottonwood. The rate increase should be denied.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 29 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/21/2007 10:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, May 21, 2007 at 22:18:50

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

01_whole: James A Savage

02_streetaddress: 132 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-8720

08_Work_Telephone: 615-255-8548

09_email: james.savage@comcast.net

10_Contact_time: day

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Lynnwood Utility's proposed 30% increase is outrageous. This is the second time I have experienced their efforts to push through a ridiculously high price increase like this. The last one linked their rates to water usage without ever showing a correlation between the two. What about basing their rates on costs - real costs - plus an allow profit. And, hold them to their promises - no more promising to limit connections and then adding entire subdivisions. In the past Lynnwood has attempted to circumvent safe levels of effluent that are dumped into the Harpeth river. They have taken months and months to fix problems in the neighborhood that resulted in noxious odors. This is not a company that can be trusted. They don't even have a contact person listed on their billing with HB&TS. Please stop this madness - do not allow Lynnwood to get away with this exorbitant price increase. Thank you for your consideration.

RECEIVED
CONSUMER SERVICES DIVISION

MAY 22 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/28/2007 10:23 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, May 28, 2007 at 10:04:16

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

01_whole: Rex Martin

02_streetaddress: 405 Martin Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-595-1931

08_Work_Telephone: 901-277-3139

09_email: remartin@follargeneral.com

10_Contact_time: 6pm M-F at home

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: I am very upset about the pending sewer rate increaes in our area.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 29 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/24/2007 10:15 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, May 24, 2007 at 09:56:20

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

01_whole: John and Kacie Dunavan

02_streetaddress: 170 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6157915646

08_Work_Telephone: 6156877276

09_email: dunavan@mac.com

10_Contact_time: night

13_complaint_company: Lynnwood Utility Corp

14_contacted_util: No

15_complaint_descript: We live in Cottonwood subdivision and no one else in the neighborhood is as close to the utility plant as we are. The Lynnwood Utility plant is in our backyard. To be quite honest this plant does not need to be charging higher rates and they do not need to be adding new taps. It is obvious they are unable to efficiently operate the facility at its current capacity. They have attempted numerous strategies to manage the waste operation and have consistently failed to meet the obligations they promised to the community. Evidence of this is found virtually every day by the putrid odor of inadequately treated waste coming off the processing tanks and the pump facility. They have consistently indicated to the community that they are attempting experimental strategies to eliminate these problems. None have worked. My family is unable to open exterior windows or enjoy our yard on any given day or night due to the odor coming from this plant.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 24 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/23/2007 2:55 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 23, 2007 at 14:36:43

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

01_whole: Mr. and Mrs. O'Donnell

02_streetaddress: 604 Countryside Ct.

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615.595.7860

09_email: odonnell510@comcast.net

10_Contact_time: daytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: We have been notified that we will see a 30% increase in sewer rates in Cottonwood. We see absolutely no reason for this increase and DO NOT WANT ONE!

As non-city residents we already pay more for water and sewer then our neighbors in Fieldstone Farms. Lynwood needs to learn how to run their business or sell it to the city of Franklin so residents do not have to pay the price for their incompetence!

Sewer rate Increase Stinks!

RECEIVED
CONSUMER SERVICES DIVISION
MAY 23 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/22/2007 12:55 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 22, 2007 at 12:36:44

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

01_whole: Martine Kendall

02_streetaddress: 513 Arbor Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-3558

08_Work_Telephone: 615-397-8113

09_email: accesstina@aol.com

10_Contact_time: any time

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood Utility already charges their average residential consumer significantly more than any other for-profit sewer company in Tennessee. Their financial problems are the result of unacceptable business practices and total lack of regard for the impact on their customers.

Please deny Lynwood Utility's request for ANY rate increase until their restated financials depreciating capital expenditures have been submitted and undergone intense scrutiny; they have restuctured their debt and are no longer paying (what appears to be) usury rates on it; and the consumer protection people have determined that the consumers are indeed protected against having to pay for any past-present-future unwarranted expenditures by this company.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 22 2007
TN REGULATORY AUTHORITY

From: Roger Day <rogerday@bellsouth.net>
To: <jessica.johnson@state.tn.us>
Date: 05/09/2007 9:51 PM
Subject: Complaint about Lynnwood Utility

I am a Cottonwood resident and I do not feel that an increase by HB&TS and a 30% increase by Lynnwood is too much. Our rates have significantly increased by Lynnwood already. We are charged for sewer for all water we receive even if it is not used by sewer. This should be taken into account already, especially in the summer when much of the water is used to water the grass, etc.

THank you
Jodie Day

RECEIVED
CONSUMER SERVICES DIVISION
MAY 22 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/19/2007 9:25 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, May 19, 2007 at 09:06:53

RECEIVED
CONSUMER SERVICES DIVISION

MAY 21 2007

TN REGULATORY AUTHORITY

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

01_whole: Amy Dixon

02_streetaddress: 140 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-9679

08_Work_Telephone: 615-516-0726

09_email: dixonamy@aol.com

10_Contact_time: 6-9pm

13_complaint_company: Lynwood Utility Corp.

14_contacted_util: No

15_complaint_descript: I strongly object to the petition of Lynwood Utility Corporation to increase rates by 34.85%. That is an unconscionable gouging of the customers it serves, and because it is a monopoly, we have no competitor or alternative provider of this utility. It baffles me why we Cottonwood residents are being asked again (like Legends Ridge and River Landing) to pay for the 200-300 new homes a developer desires to add to the system. This is in addition to the Williamson County plan for Lynwood to provide service to older homes whose septic systems are failing. Our system struggles as it is to maintain its mediocre level of service. Please put yourselves in our position and disallow this increase.
Amy Dixon

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/18/2007 11:06 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, May 18, 2007 at 10:47:47

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

01_whole: Betty Vilt

02_streetaddress: 163 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-8593

08_Work_Telephone: 615-236-4100

09_email: bjevilt@msn.com

10_Contact_time: work 9-5

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Strongly opposed to 30% increase in rate hike. I do not feel this is necessary especially since it will also affect the sewer bill.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/15/2007 10:34 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 15, 2007 at 22:16:10

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

01_whole: Steven Heileman

02_streetaddress: 178 Cottonwood Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-5330

08_Work_Telephone: 615-418-6574

09_email: gatorheileman@comcast.net

10_Contact_time: after 4:00 p.m.

13_complaint_company: Lynwood Utility Corp.

14_contacted_util: No

15_complaint_descript: I am strongly opposed to the proposed sewer rate increase requested by Lynwood Utilities. I see no value in this proposal and do NOT want this increase. Thank you for your time.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 16 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/15/2007 8:09 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 15, 2007 at 19:51:07

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

01_whole: Linda Goodwin

02_streetaddress: 900 Hawthorne Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-591-6926

09_email: linda.goodwin1@comcast.net

10_Contact_time: after 6:00 p.m.

13_complaint_company: Lynnwood Utility Corporation

14_contacted_util: No

15_complaint_descript: It is my understanding that Lynnwood Utility Corporation is proposing to raise my sewer rate by 30%. As a resident of Cottonwood, we were assured that our sewer rate would not substantially increase when our treatment plant was sold. My water and sewer bill has gone from \$15.00 a month to over \$60.00 a month. This is for a family of two (2). When does this end? When I lived in metro my water and sewer was less than \$30.00 a month and they seem to be able to keep their plants operating and lay more line etc. Please do not permit Lynnwood to raise this rate again.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 16 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/13/2007 7:25 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, May 13, 2007 at 19:06:30

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

01_whole: Pete Aberg

02_streetaddress: 137 Cottonwood

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-5852768

09_email: abergs@comcast.net

13_complaint_company: Tennessee Regulatory Authority

14_contacted_util: No

15_complaint_descript: A proposed 30% increase in our services from Lynwood Utility is ridiculous! HB&TS announced increases in our water rates too! What is going on? This is absolutely going to hurt us, big time. Us folks in Cottonwood cannot handle these types of increases! Our income doesn't nearly increase this much and we have families to feed. This really is NOT fair for us at all.... A well established neighborhood with sewer rates being hit with these types of increases is robbery.

Pete Aberg

RECEIVED
CONSUMER SERVICES DIVISION
MAY 14 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/09/2007 11:41 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 09, 2007 at 11:21:27

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

01_whole: steve and jennifer sweet

02_streetaddress: 163 riverwood dr

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-599-4469

08_Work_Telephone: 615-330-6457

09_email: ssweet@realtracs.com

10_Contact_time: 9am-6pm

13_complaint_company: Lynnwood

14_contacted_util: No

15_complaint_descript: As a resident of Cottonwood I am very concerned about Lynnwood's request to increase our sewer rates by 30%. This would make our waste water charge more than our water charge per month and put us at one of the highest rates in the country. Please carefully review their request if you deem an increase is supported, only allow a reasonable rate increase. Thanks. Steve

RECEIVED
CONSUMER SERVICES DIVISION
MAY 09 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/09/2007 5:14 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 09, 2007 at 16:56:22

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

01_whole: don smith

02_streetaddress: 146 riverwood drive

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 790-6735

08_Work_Telephone: 790-4644

09_email: ddawgsmith@comcast.net

10_Contact_time: after 9 a.m.

13_complaint_company: lynnwood utility

14_contacted_util: No

15_complaint_descript: i am apposed to the pending rate increase for lynnwood utility

don smith

RECEIVED
CONSUMER SERVICES DIVISION
MAY 10 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/09/2007 9:46 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 09, 2007 at 21:27:48

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

01_whole: Richard Peabody

02_streetaddress: 1317 Glade Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-3854

08_Work_Telephone: 615-438-0051

09_email: rpeabody@practicalmedical.net

10_Contact_time: anytime

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: I feel that the sewer rates are definitely high enough now. We have no sewer relief from outdoor irrigation.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 10 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/11/2007 9:10 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, May 11, 2007 at 20:51:44

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

01_whole: Peggy Poag

02_streetaddress: 1107 Greenleaf Way

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-794-0585

08_Work_Telephone: 615-496-4243

09_email: popoag@comcast.net

10_Contact_time: weekdays after 5:00 or weekends

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: They are proposing a 30% increase in rates which I feel is too much.

RECEIVED
CONSUMER SERVICES DIVISION
MAY 14 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/10/2007 11:56 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, May 10, 2007 at 11:37:25

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

01_whole: Ann Morton

02_streetaddress: 1400 Glade Court

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-1667

08_Work_Telephone: N/A

09_email: mortona1956@bellsouth.net

10_Contact_time: 12:00pm-2:00pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We have lived in Cottonwood subdivision for 18 years. The proposed increase of 30% in our sewer rates is absolutely ridiculous. Our rates are already higher than others. Please do not let this happen!

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CONSUMER SERVICES DIVISION
MAY 10 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/15/2007 12:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 15, 2007 at 12:40:16

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

01_whole: Cindy Lees

02_streetaddress: 1307 Glade Drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-0605

08_Work_Telephone: 615-255-2555

09_email: clees@nprjlaw.com

10_Contact_time: 8 - 4

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I do not think that Lynwood Utility needs a higher sewer rate. Please vote NO!
Our sewer rates are already some of the most expensive in the area. The treatment plant regularly smells
up the neighborhood and they certainly haven't done anything to improve the condition of the Harpeth
River. Also, Lynwood has had numerous violations over the years and still we see no improvement. Too
bad we have no choice in which utility district we use.

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CONSUMER SERVICES DIVISION
MAY 15 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/15/2007 11:08 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, May 15, 2007 at 10:50:06

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

01_whole: Allen Putman

02_streetaddress: 401 Woodhaven Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-8462

08_Work_Telephone: 615-504-7322

09_email: putmana10@bellsouth.net

10_Contact_time: after 5:00pm

13_complaint_company: Lynnwood Utility Corporation

14_contacted_util: No

15_complaint_descript: My sewer rates have increased 300% in the 9 years that I have lived at my current address. Any proposed rate increases at this time would be unwarranted.

It appears to me that homes that are currently on the system are paying for current or future expansion of the facility. At the very least rate increases should be limited to new subscribers.

Thank you,
Allen Putman

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