

TENNESSEE REGULATORY AUTHORITY

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



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2007 MAR -7 PM 1:26
460 James Robertson Parkway
Nashville, Tennessee 37243-0505

T.R.A. DOCKET ROOM

March 7, 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 four (4) complaints received by the Consumer Services Division voicing opposition to Lynnwood Utility Corporation's petition.

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

Attachments: 4

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: Mon, Mar 5, 2007 3:56 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, March 05, 2007 at 15:39:16

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

01_whole: Robert Flowers, Jr

02_streetaddress: 213 Countryside Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-9445

08_Work_Telephone: 615-300-9543

09_email: bflowers@impactfinancial.com

10_Contact_time: anytime

13_complaint_company: Lynnwood Utility and TRA

14_contacted_util: yes

15_complaint_descript: The sewer fees imposed by Lynnwood Utility are already too high and now with the expect 30% increase, approved by TRA, is outrageous and down right theivery. The rate is already among the highest in the country and the 30% increase will take us over that. It will cost more to remove water from our home then it does to by the water.

This is wrong!

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MAR 05 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: Sat, Mar 3, 2007 10:37 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, March 03, 2007 at 10:20:20

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

01_whole: Richard

02_streetaddress: Connors

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-9876

10_Contact_time: any

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: Lynnwood sent a reason for increasing our sewer fees because 1. Operating expenses have increased, 2. \$1,000,000 upgrade, 3. Last increase 2000.

My response is there operating expenses increased because they expanded the existing facility to sell sewer taps fees. 2. The \$1,000,000 upgrade was to sell more sewer taps fees not for improving the existing facility. If they just improved the existing facility it would have cut the \$1,000,000 down to around \$350,000. 3. The owners were interested in selling taps not raising our fees because the real money was selling tap fees.

I feel there should be no increases in our fees.

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: Fri, Mar 2, 2007 10:16 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, March 02, 2007 at 09:59:44

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

01_whole: TOM WHITE

02_streetaddress: 103 COTTONWOOD CIRCLE

03_City: FRANKLIN

04_State: TN

05_ZIP: 37069

06_County: WILLIAMSON

07_Home_Telephone: 6155992634

08_Work_Telephone: 6157910171

09_email: MRFEDEX@BELLSOUTH.NET

10_Contact_time: ANY TIME

13_complaint_company: LYNNWOOD UTILITY

14_contacted_util: No

15_complaint_descript: Our neighborhood was notified that Lynnwood Utility is attempting with TRA approval to raise the neighborhood sewer rates by 30%! Since we, Cottonwood Estates, does not have another choice in a sewer provider we are faced with a monopoly that can raise rates at a level with no competition to keep the increases reasonable or even necessary. I request the TRA to not grant the 30% increase and consider an increase more in line with normal business practices (3-5%). Any other business raising rates 30% would lose lots of customers. We don't have that option as a consumer. Thanks. Tom

Thank you.

Tom White

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: Fri, Mar 2, 2007 1:08 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, March 02, 2007 at 12:50:58

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

01_whole: Gary Pitcher

02_streetaddress: 109 Gillette Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-1785

08_Work_Telephone: 615-391-2668

09_email: gpitcher@frpbooks.com

10_Contact_time: anytime by email

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: Odors and improper discharge into Harpeth River from sewage treatment plant have been ongoing problems for 20 years. Once again Lynnwood is applying for a rate increase of 30%. My rates increased in 2000 by 400% because they needed to pay for newer the subdivisions being added to an already old and outdated facility. Cottonwood homeowners should not have to continue to subsidize new subdivisions added by the same developers that purchased the Lynnwood facility to accomodate the subdivisions of Ledgens Ridge and River Landing

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