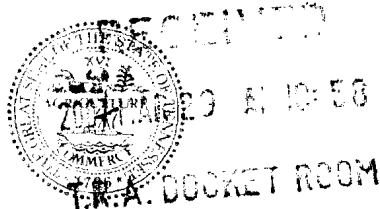


TENNESSEE REGULATORY AUTHORITY

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



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

March 29, 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 is a complaint received by the Consumer Services Division voicing opposition to Lynnwood Utility Corporation's petition.

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

Attachments: 1

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: Fri, Mar 9, 2007 11:36 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, March 09, 2007 at 11:19:31

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

01_whole: Thomas Mahan

02_streetaddress: 416 Stable Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-6401

08_Work_Telephone: 615-777-6400

09_email: tommahan@workinstitute.com

13_complaint_company: Lynwood Utility and HBTS

14_contacted_util: yes

15_complaint_descript: It is my understanding that Lynwood Utilities is arguing for a rate increase. It is my experience that Lynwood Utilities increasingly become more and more distracted with other investments and less and less concerned with existing and historical mission. I do not object to Lynwood Utility growth, I do object to having to fund their investment decisions. Assuming they can justify an increase based on reasonable and responsible expenses, the increase should be in based on an actual cost of living figure, probably in the 3% range.

Likewise, an expectation by HBTS of a mirrored increase is irresponsible and (as many utilities act these days) bordering on criminal.

It is time for the Utility companies to start operating like businesses and for Utility leadership to assume responsibility for bad decisions, including their own construction projects and irresponsible increasing their operating expenses without controls. I deeply object to current Utility Company thinking it is okay to continually pass liability for their bad business decisions back to the consumer.

Utility companies obviously require additional regulatory control -- too bad they can't just choose to do the right thing.

RECEIVED
CONSUMER SERVICES DIVISION

MAR 12 2007

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