

TENNESSEE REGULATORY AUTHORITY

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



460 James Robertson Parkway
Nashville, Tennessee 37243-0505

April 18, 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 thirty one (31) 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: 32

RECEIVED
2007 APR 18 PM 2:29
T.R.A. DOCKET ROOM

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/17/2007 3:59 PM
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION

APR 17 2007

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 17, 2007 at 15:41:17

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

01_whole: William H. Carothers, Jr.

02_streetaddress: 701 Mockingbird Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069-4129

06_County: Williamson

07_Home_Telephone: 615-791-0982

08_Work_Telephone: 615-385-2500

09_email: bill@omanco.com

10_Contact_time: Weekday between 8 AM & 4:30 PM

13_complaint_company: Lynnwood Utility Co.

14_contacted_util: No

15_complaint_descript: I am writing to ask you to deny the requested rate increase by Lynnwood. I have been a resident of Cottonwood Subdivision for 18 years and ever since the sewer system was sold and put under private ownership we have seen our rates escalate through the roof. Please do not let this keep on going up. We already have one of the highest rates in the state and do not need another increase.

William H. Carothers, Jr.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:53 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:35:50

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

01_whole: John Spelman

02_streetaddress: 505 Greenmeadow Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615 790 3061

09_email: jjs505@comcast.net

10_Contact_time: Evening

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood Utility is proposing a rate increase of our sewer services. We, in the Cottonwood subdivision, feel this increase is not justified. The proposed rate would be one of the highest in the country.

Thank you.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:21 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:03:13

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

01_whole: Marcie Angle

02_streetaddress: 1434 Mentelle Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-646-9550

08_Work_Telephone: same

09_email: marcieangle@comcast.net

10_Contact_time: Flexible

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: I see no reason for our sewer rates to increase; when they are already outrageous.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:53 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:34:58

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

01_whole: Ken Lewis

02_streetaddress: 101 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-6728

08_Work_Telephone: 615-400-7373

09_email: kenlewis@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: yes

15_complaint_descript: There is a proposed increase in rates that is absolutely unwarranted. This would put our rates as one of the highest in the country. It is a privately owned company that is trying to gouge us. We absolutely want the rate increase stopped.

Sincerely,
Ken Lewis

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:46 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:28:46

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

01_whole: Scott and Jenny Davis

02_streetaddress: 1001 Riverwood Place

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 599-7766

08_Work_Telephone: 383-9909

09_email: armstrong380@bellsouth.net

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: My complaint involves the proposed Lynwood Utility increase. One of the highest rates anywhere - and they continually do not meet the legal standards for their effluent!!! Basically what we have going on here is a very poorly managed plant - there has been little or no re-investment in it - and the owner is looking to squeeze the rate payers - not to improve the plant and make it compliant - but just to line his own pockets. This has been going on for years and needs to stop. Lynwood needs to operate legally (check with TDEC to review their record) for a couple of years - and if they can do that I might be more open to an increase - although it would still have to be smaller than the one proposed. I live on the Harpeth and I am outraged by what Lynwood has done to this river - and now they want a greater profit to continue the same old way. I don't think so. You all are mandated to provide some protection to folks like us and the resources important to our community - it's time you did so.

Scott Davis

RECEIVED
CONSUMER SERVICES DIVISION

APR 18 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:46 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:28:21

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

01_whole: Anthony J. Van Belkom

02_streetaddress: 217 Heather Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-6081

08_Work_Telephone: 615-791-5162

09_email: tvanbelkom@bellsouth.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: We do not want another rate increase. Our rates are one of the highest in the country already.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:44 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:26:25

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

01_whole: Sheri Hayes

02_streetaddress: 134 Riverwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: USA

07_Home_Telephone: 6154353040

09_email: shayes626@aol.com

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood Utility is planning to increase our rates at least 40% with no increase in service planned. we understand that the utility is owned by an individual and that this individual may just be increasing the rates to line his personal pocket with more cash and we are very much against this. It is not appropriate for an individual to profit to a great extent on a service that we cannot have the opportunity to chose our service provider and have market conditions dictate the price. Please do not allow this price increase to go through and force us to pay one of the highest sewer rates in the country.

Thank you.
Sheri Hayes

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:43 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:25:57

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

01_whole: Laura Sparer

02_streetaddress: 803 Shady Glen Ct

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 595-1363

08_Work_Telephone: 224-5179

09_email: shvitzy2@yahoo.com

10_Contact_time: email

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Protesting proposed rate hike.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:38 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:21:04

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

01_whole: Charles Reinhardt

02_streetaddress: 601 Countryside Ct

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

08_Work_Telephone: 615-456-2888

09_email: cbrj@comcast.net

10_Contact_time: 8am -5pm

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: TRA Docket No. 07-00007 refers. I am hereby filing my complaint against Lynwood Utility Corp. ("Lynwood") in respect to their rate increase petition. The increase is unreasonable and not substantiated. In fact, the rate as currently requested by Lynwood is on par with some of the highest in this country. I urge you to deny Lynwood's petition for a rate increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:19 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 07:01:49

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

01_whole: Paul Morris

02_streetaddress: 103 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-7707

08_Work_Telephone: 615-469-4664

09_email: pmorris@reconstruct.org

10_Contact_time: Anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I am against the proposed sewer rate increase

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:17 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 06:59:41

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

01_whole: Al and Melanie Stewart

02_streetaddress: 188 Cottonwood Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-595-0076

08_Work_Telephone: 615-509-6805

09_email: melaniestewart13@bellsouth.net

10_Contact_time: morning

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: This is in regard to the proposed rate increase for Cottonwood Homeowners. Several years ago our rates were increased to finance upgrades so that Lynnwood could accomodate new neighborhoods. Currently we pay sewer fees on all water used including that which never goes through the sewer lines (i.e. watering the grass). This form of double dipping is unfair and should be illegal. To make matters worse, now they want to increase our rates even more. The prices have become unreasonable and inflated to point of rediculous. And the worst part is that we have no recourse and no other source for service. They have a true monopoly, a captive audiance. We need some measure of protection from this form of stealing. Thank you, Al and Melanie Stewart

RECEIVED
CONSUMER SERVICES DIVISION

APR 18 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 7:17 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 06:59:37

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

01_whole: Carol Bryson

02_streetaddress: 713 Mockingbird Drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-8058

08_Work_Telephone: 615-218-1463

09_email: carolbrysonstamps@yahoo.com

10_Contact_time: any time

13_complaint_company: Lynwwod Utility

14_contacted_util: No

15_complaint_descript: I am writing to complain about the ever increasing sewer rates. It is not fair.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 6:49 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 06:30:52

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

01_whole: David Fleet

02_streetaddress: 170 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-8273

08_Work_Telephone: 615-591-6717

09_email: fleet@att.com

10_Contact_time: 8:00 a.m. - 5:00 p.m.

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I am writing to protest the sewer rate increase proposed by Lynnwood Utility. We are currently paying one of the highest rates in the country at \$5.77 per 1000 gallons. This is almost as much as I pay for clean water coming into my residence - also one of the highest rates in the country! Lynnwood has a long and storied history of mismanagement and using this business as a means to an end. It's time to stop balancing their poor decisions on the backs of rate payers. If they are unable to run the company effeciently, they need to get out of the business or subsidize it through their other interests. I'm asking the Tennessee Regulatory Authority to deny this rate increase. Thank you!

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 6:44 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 06:26:55

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

01_whole: Beverly Mahan

02_streetaddress: 416 Stable Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-6401

10_Contact_time: evenings

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Proposed rate increase is unnecessary , exhorbitant, and greedy: on of the
highest in the country.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 6:41 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 06:23:42

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

01_whole: Jeff Holley

02_streetaddress: 206 Cotton Lane

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-6712

08_Work_Telephone: 615-886-1151

09_email: jholley@teksystems.com

10_Contact_time: Weekdays 8-11am

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: I oppose the proposed sewer rate increase.

RECEIVED
CONSUMER SERVICES DIVISION

APR 18 2007

TN REGULATORY AGENCY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 12:34 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 00:01:46

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

01_whole: Edward Dittmar

02_streetaddress: 105 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-2702

08_Work_Telephone: same

09_email: edittmar@comcast.net

10_Contact_time: after 3 pm daily

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I am against a rate increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/17/2007 11:03 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 17, 2007 at 22:44:53

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

01_whole: Scott Burnette

02_streetaddress: 175 Cottonwood Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615 595-9356

08_Work_Telephone: 615 503-9700

09_email: burnettescott@bellsouth.net

10_Contact_time: weekdays before 1pm at home

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: I would like to know why the proposed increase (RE: TRA Docket No. 07-00007)
will be so high. Is it true
this will make it one of the highest rates in the country?

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/17/2007 10:57 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 17, 2007 at 22:39:23

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

01_whole: Greg Ericson

02_streetaddress: 150 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-8506

08_Work_Telephone: 615-838-8797

09_email: gmericson@excite.com

10_Contact_time: 7:00 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: Our sewer rate now is higher than anywhere else!! We definitely do NOT need yet another increase in sewer rates!!

RECEIVED
CONSUMER SERVICES DIVISION

APR 18 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/17/2007 7:04 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 17, 2007 at 18:46:06

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

01_whole: Robert S. Bennett

02_streetaddress: 302 Cypress Court

03_City: Franklin

04_State: TN

05_ZIP: 27069-4142

06_County: Williamson

07_Home_Telephone: 615-790-2409

08_Work_Telephone: 615-5872010

09_email: rbennet8@comcast.net

10_Contact_time: 4-5pm

13_complaint_company: Lynnewood Utility

14_contacted_util: No

15_complaint_descript: The company is raising the rates with no justification. We do not even get to average our winter usage during the summer. When we water the garden, we pay for sewer usage that we do not use. They are the ones trying to expand their business so let the utility owners pay for the expansion.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:21 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:03:48

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

01_whole: frank

02_streetaddress: thomas

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 794-0765

08_Work_Telephone: 255-7722

09_email: fgjj@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Lynwood Utility , a private utility, has proposed an exorbitant increase of up to on our sewage and water rates. We respectfully object to such an increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:31 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:12:56

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

01_whole: Charlotte 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: 9:00 - 4:00

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Although Tyler Ring has been very courteous and informative, we do not feel the rate increase should be passed on to Cottonwood homeowners. We do not want to continue to subsidize in the form of rate increases the increased development tying into the system.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:14:16

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

01_whole: Lance McKerley

02_streetaddress: 144 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-7065

08_Work_Telephone: 615-595-1444

09_email: lmckerley@comcast.net

10_Contact_time: 8 a.m. Monday through Friday

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: My complaint concerns Lynwood Utility's proposed rate increase. This increase would make our neighborhood's rates among the most expensive in the nation and we feel it is not warranted.

RECEIVED
CONSUMER SERVICES DIVISION

APR 18 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:34 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:16:29

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

01_whole: Mike Smith

02_streetaddress: 606 Williamsburg Drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: (615) 790-2134

08_Work_Telephone: (615) 468-2223

09_email: RindasMike77@yahoo.com

10_Contact_time: daytime before or after lunch

13_complaint_company: Lynwood Utilities

14_contacted_util: No

15_complaint_descript: My complaint is a proposed rate increase. For years we had a set rate for sewer cost in our neighborhood depending on the number of bedrooms in your home. Then the utility was purchased and expanded to take on other neighborhoods. Once that happened the cost was determined by water usage. That is fine. The interesting thing is that our water rate had to increase to keep from being lower than our sewer rate. Now another significant rate hike is proposed. I believe the hike is excessive and needs to be stopped. Thank you.

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:35 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:17:04

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

01_whole: Barry Campbell

02_streetaddress: 1505 Country Club Place

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6157944955

08_Work_Telephone: 6158746473

09_email: ccampbellps@comcast.net

10_Contact_time: weekday 3 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: rate increase ;they have spent money on upgrades however they also added
several areas to such as Legends Ridge that were not originally part of the service area

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:42 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:24:35

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

01_whole: Diana Mosteller

02_streetaddress: 179 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-2402

08_Work_Telephone: 615-3702-2404

09_email: scimosteller@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Lynwood Utility is raising our prices to the highest in the nation. Please review and stop this motion.

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:44 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:26:53

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

01_whole: Bill Mosteller

02_streetaddress: 179 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-2402

09_email: scimosteller@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Please stop the utility company from the proposed OUTRAGEOUS INCREASE.

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TN REGULATORY COMMISSION

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:49 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:31:31

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

01_whole: Jeff San George

02_streetaddress: 216 Countryside Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-394-8124

08_Work_Telephone: 615-394-8124

09_email: sangeorgej@yahoo.com

10_Contact_time: evenings

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Lynwood utility is proposing a significant rate increase for sewage handling. It is my opinion that a rate increase of 34.85% is both unjustified and unwarranted. I would ask that the company records be opened and examined by an independent 3rd party auditor. The business could then be compared to equivalent service providers that service customers in similar situations. By doing so the residence and school system of Williamson County being served can be assured of fair and equitable rates.

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TN REGULATORY AUTHORITY

Respectfully

Jeff San George
216 Countryside Drive
Franklin, TN 37069

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:51 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:32:52

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

01_whole: Dean & Kristy Phillips

02_streetaddress: 101 Cottonwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-0907

08_Work_Telephone: 615-377-6163 x224

09_email: kphillips@motorcarparts.com

10_Contact_time: after 6pm @ home

13_complaint_company: Higherr Sewer Tax

14_contacted_util: yes

15_complaint_descript: I would like to file a complaint against the higher rate... one of the highest in the country! PLEASE do NOT raise our sewer

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:04 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:46:16

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

01_whole: faye washington

02_streetaddress: 191 cottonwood dr.

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-591-0414

08_Work_Telephone: 512-1544

09_email: faye0405@aol.com

10_Contact_time: before 9pm

13_complaint_company: lynnwood sewer

14_contacted_util: No

15_complaint_descript: the rates for the sewer are at an all time high as it is. Our water bill which includes the sewer are rediculussy high. In additdon, the sewer building in our neighborhood sends a horrific smell throughout the neighborhood. I really feel for the properties on that side of the subdivision.

Maybe what they need is better management of the funds they do have and not ask us to provide more.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/17/2007 9:05 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 17, 2007 at 20:47:30

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

01_whole: William H. Hardwick

02_streetaddress: 215 Countryside Drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069-4150

06_County: Williamson

07_Home_Telephone: 615-791-0985

08_Work_Telephone: 615-566-6234

09_email: whhardwick1@comcast.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 the residents in Cottonwood Estates do 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.

Odors and improper discharge into Harpeth River from the Lynnwood sewage treatment plant have been ongoing problems for 20 years. My rates increased in 2000 by 400% because they needed to pay for the newer 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 accommodate the sub-divisions of Legend s Ridge and River Landing. Despite their stated reasons for the proposed increase; the reality is that the increases are requested to support additional sewer tap fees. The sewer fees imposed by Lynnwood Utility are already too high and now if the expected 30% increase is approved by TRA, the rate will surely be among the highest in the country. I filed a complaint with the TRA when the first increases were proposed in 2000, and I am protesting again. I hope that, this time, you will listen to and protect the consumer from such outrageous business practices.

I request the TRA not grant the 30% increase in rates proposed by Lynnwood Utility.

With this complaint, I submit a request for information under the provisions of the Public Records Act. I know that all complaints can be viewed. I would like to view all documentation submitted in support of the proposed 30% rate increase for Lynnwood Utility. I also request, under the provisions of the Public

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Records Act a listing of all owners of and investors in Lynnwood Utility.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:55 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 08:37:30

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

01_whole: Henry Rodriguez

02_streetaddress: 142 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-0519

08_Work_Telephone: 615-885-9056 x1427

09_email: henryr@logansroadhouse.com

10_Contact_time: 8-5 Tu-F

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Price increase, to be one of the highest in the nation.

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