

TENNESSEE REGULATORY AUTHORITY




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

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

April 19, 2007

MEMORANDUM

To: Docket File

From: Carsie D. Mundy 
Chief-Consumer Services Division

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

Attached are fifty six (56) 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: 56

REC'D
2007 APR 19 PM 2:50
T.R.A. DOCKET ROOM

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 12:19 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 12:01:12

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

01_whole: Daniel O'Lannerghty

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: 615-300-6533

09_email: olannerghty@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Dear Sirs,

I am writing you to protest the proposed rate increase for Lynwood Utility. I find it amazing that we already pay as much of a sewage fee as we do for actual water! The problem is exacerbated especially if water is used for the outdoors (lawn, garden) and it gets charged a sewage fee! Our water bills are high enough already!

Sincerely,

Danny O'Lannerghty

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 12:15 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:56:56

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

01_whole: David K. Johnson

02_streetaddress: 113 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-6230

09_email: davekjohnson@comcast.net

10_Contact_time: any

13_complaint_company: Lynwood Utility Corp.

14_contacted_util: No

15_complaint_descript: I wish to go on record as being against any rate increase of sewer rates for Lynwood Utility Corp. (TRA Docket Number 07-00007). Current rates are the highest I know of for similar services. Lynwood Utility Corp. was originally formed to serve the residents of the Cottonwood subdivision and subsequent expansions to add additional customers has places much of the burden to cover those expansion costs on the original customer base. It is unfair for us to pay, in essence, for other people's sewer service.

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 12:04 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:46:07

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

01_whole: Jim Redovian

02_streetaddress: 236 Countryside Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-7661

08_Work_Telephone: ^15-500-1575

09_email: jredo0909@aol.com

10_Contact_time: 8:30 AM-3:00PM

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: I do not see justification for Lynwood Utility Corporation to increase the sewer rates that are collected for services provided to the Cottonwood homeowner, which I happen to be one of. At this time, the proposed rate increase serves no additional value to what is being provided, and I cannot afford to continue to pay for service that is already one of the highest in the state of Tennessee.

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 11:52 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:34:35

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

01_whole: Laura Jennings

02_streetaddress: 224 Countryside Drive

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: (615)599-0373

08_Work_Telephone: same

09_email: lauraandkane@yahoo.com

10_Contact_time: after 6 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We are requesting that TRA not approve Lynnwood Utilities rate increase of 30%.
The rates are already extremely high! We are paying for their expansion to new subdivisions, when they
are already having problems servicing the ones now.

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 11:38 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:20:30

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

01_whole: Charles Crumpton

02_streetaddress: 407 Stable Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069-4138

06_County: Williamson

07_Home_Telephone: 615 790-1233

08_Work_Telephone: 615 591-2001

09_email: ctcrumpton@yahoo.com

10_Contact_time: 1 PM

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Lynnwood Utility has continued to propose and increase our rates in Cottonwood for the almost thirty years that we have lived here. During that time I have never seen an increase in service, only an increase in price. My understanding in the past has been that Cottonwood has taken on the cost of Lynnwood Utility ability to say that they have additional capacity to serve other areas at our expense. If they have a problem, maybe it is poor management and that is not a cost we should take on, ever. Please consider what we get for our cost and see how that compares to other similar areas.

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 11:33 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:15:38

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

01_whole: Mary K Anderson

02_streetaddress: 421 Stable Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-0479

08_Work_Telephone: 615-791-0590

09_email: mka161@aol.com

10_Contact_time: anytime

13_complaint_company: Lynnwood Utilities

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 amoung 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 buy the water.

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 11:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:14:29

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

01_whole: Jason Malone

02_streetaddress: 809 Edgewood Ct

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6157949355

09_email: jason.malone@sfgsolutions.com

10_Contact_time: anytime

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: Improvements to help a privately owned, for profit company expand its client base should not be subsidized by Cottonwood residents. Instead of gouging current customers, who coincidently have to deal with the unpleasant odors of said company's operations, it should seek alternative financing. A 30% increase is outrageous. There is no reason why our neighborhood should be subject to both poor service and above market 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: 04/18/2007 11:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:14:22

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

01_whole: Rob Dean

02_streetaddress: 304 Cotton lane

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-4211

08_Work_Telephone: 615-360-0040

09_email: grant1864@bellsouth.net

10_Contact_time: noon

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I, along with many other Cottonwood residents am protesting the proposed sewer rate increase by Lynwood Utility. Their rates are already too high and this rate increase would make our rates some of the highest in the country. Please do not grant this 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 11:23 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:05:11

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

01_whole: Ned

02_streetaddress: Hawn

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-6473

08_Work_Telephone: 615-300-3223

09_email: nedh@realtracs.com

10_Contact_time: 12:00

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I don't believe the rate increase is just. Why should we pay for increased usage on an existing system. Lynwood Utility will make up the difference by adding new customers. In my business I don't make everyone pay for my increase in customer level.

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 11:21 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 11:03:29

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

01_whole: susan stark

02_streetaddress: 190 riverwood dr

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-791-8900

09_email: susanbstark@comcast.net

13_complaint_company: lynwood utility co

14_contacted_util: No

15_complaint_descript: Dear Madame or Sir:

When I first moved into my home in Cottonwood Subdivision in 1993, my sewer rate was \$14.25 a month.

It is now as much as \$35-40. That is roughly a

250%+ increase. It is now based on water consumption, which includes water that never goes through the sewer system. And I actively conserve water. I do not waste. Enough is enough. I do not want an individual profitting from my needs...water and sewage is not a luxury. If this individual wants to make a lot of money, he should have invested elsewhere, not in a utility that serves the public.

When prices go up at normal retail stores, we can choose to shop at a different store, or perhaps live without the item. We do not have that option with our sewer company. Please do not allow the rates to be increased. Thank you. Susan Stark

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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 10:57 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 10:39:22

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

01_whole: William Foushee

02_streetaddress: 129 Riverwood Drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 595.1703

08_Work_Telephone: 550.2309

09_email: williamfoushee@gmail.com

10_Contact_time: any time

13_complaint_company: Lynwood Utility Company

14_contacted_util: No

15_complaint_descript: To whom it may concern:

It has come to our attention that Lynwood Utility Company is proposing a rate increase in sewer rates. We are strongly against this and would like our complaint filed with the proper authorities.

Thanks you.

William and Melisa Foushee

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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 10:27 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 10:09:41

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

01_whole: Steve Minucci

02_streetaddress: 607 Countryside Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-7787

08_Work_Telephone: 615-512-6436

09_email: steve_minucci@hotmail.com

10_Contact_time: 8-5 work

13_complaint_company: Lynwood

14_contacted_util: No

15_complaint_descript: Tennessee Regulatory Authority,

I am writing to ask your help in the massive increase to our sewer rates that has been proposed by the Lynwood Sewer Authority. The amount they are proposing is unconscionable and should be struck down by the State.

Please, please investigate this situation as it appears that you are our only hope.

Thank you,

Steve Minucci

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 10:21 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 10:03:16

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

01_whole: Michele Harnage

02_streetaddress: 238 Countryside Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-2530

08_Work_Telephone: 615-791-2530

09_email: harnage@comcast.net

10_Contact_time: evening

13_complaint_company: Lynwood Utility District

14_contacted_util: No

15_complaint_descript: They should not raise 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: 04/18/2007 10:13 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:55:33

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

01_whole: Taylor Morris

02_streetaddress: 400 Stable drive

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-1764

08_Work_Telephone: 615-783-1073

09_email: tmorris@eplushealthcare.com

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I am strongly opposed to the proposed rate increase for sewer services. Lynwood's rates are already too high and should NOT be allowed to go higher. Do not allow this company to fleece Cottonwood. Lynwood, and it's private owner, need to be held to greater accountability for their fiscal management and not simply pass higher rates on us!

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 9:59 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:41:54

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

01_whole: Robert Tims

02_streetaddress: 203 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6155916463

08_Work_Telephone: 6155916463

09_email: RLTims@gmail.com

10_Contact_time: Any

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: The proposed sewer rate increase is among the highest in the nation, and completely unnecessary.

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 9:59 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:41:42

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

01_whole: David Price

02_streetaddress: 161 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069-4192

06_County: Williamson

07_Home_Telephone: 615-790-6668

09_email: pricecd@comcast.net

10_Contact_time: e-mail

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I just learned of the request for a rate increase. Lynnwood Utility joined with HB & TS in billing and with their new structure our sewer bill increased dramatically. They expanded for Legends Ridge and other area construction on the backs of existing customers. I do not feel the present sewer rates are justified (charging based on water meter usage, which does not adequately reduce the bill for watering lawns and gardens. Therefore I strongly object to any further increase in the next several years!

David Price
Cottonwood Resident

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 9:59 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:41:08

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

01_whole: Jamie Carter

02_streetaddress: 131 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-591-2076

08_Work_Telephone: 615-804-6001

09_email: jamie1964@comcast.net

10_Contact_time: M-F workday hours

13_complaint_company: Lynwood Utility Corp.

14_contacted_util: No

15_complaint_descript: Our sewer rates here in Cottonwood are already very high and the proposed increase would make them one of the highest in the country. This is not fair or right and it must be stopped. Lynwood is a for profit comnay with a monopoly on our neighborhood and is attempting to squeeze as much out of Cottonwood homeowners as possible. The families here in Cottonwood can't afford it.

Please block this 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 9:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:14:40

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

01_whole: laura Zeitlin

02_streetaddress: 510 Arbor Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-4226

08_Work_Telephone: 615-604-5395

09_email: zeitlinl@realtracs.com

10_Contact_time: daytime

13_complaint_company: Lynnwood Utility District

14_contacted_util: No

15_complaint_descript: The neighbors in Cottonwood Subdivision do not want an increase in Sewer bills from the Lynnwood Utility District. We feel the price is already high and raising these fees would be a hardship for many in the development and also a negative for the home resale prices.

Thank you~

Laura Zeitlin home# 790-4226

RECEIVED
CONSUMER SERVICES DIVISION
APR 18 2007
TN REGULATORY AUTHORITY

TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION COMPLAINT

COMPLAINANT: Bob & Cindy Harrington

CALLED IN BY: Cindy Harrington

ADDRESS: 112 Cottonwood Circle
Franklin, TN 37069

COUNTY: Williamson

TELEPHONE NO.: 615-591-9524

CONTACT NO.: 615-478-5161

COMPANY: Lynwood

COMPLAINT: Complainants object to the proposed rate increases by Lynwood Utility Corporation.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Mary S. Kraycirik

REFERRED BY:

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:14:40

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

01_whole: laura Zeitlin

02_streetaddress: 510 Arbor Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-4226

08_Work_Telephone: 615-604-5395

09_email: zeitlinl@realtracs.com

10_Contact_time: daytime

13_complaint_company: Lynnwood Utility District

14_contacted_util: No

15_complaint_descript: The neighbors in Cottonwood Subdivision do not want an increase in Sewer bills from the Lynnwood Utility District. We feel the price is already high and raising these fees would be a hardship for many in the development and also a negative for the home resale prices.

Thank you~

Laura Zeitlin home# 790-4226

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 5:12 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 16:54:51

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

01_whole: Mike Bervoets

02_streetaddress: 134 Cottonwood Dr.

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 595-1168

09_email: Mbervoets@bellsouth.net

10_Contact_time: 10-2

13_complaint_company: Lynwood Utilities Dist.

14_contacted_util: yes

15_complaint_descript: Lynwood Util. Dist. is asking for a big price hike that we do not feel is justified.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:27 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:10:02

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

01_whole: Bonnie Young

02_streetaddress: 179 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-519-3033

08_Work_Telephone: 615-519-9443

09_email: bonnyoung@comcast.net

10_Contact_time: days

13_complaint_company: raise in rates and smell

14_contacted_util: No

15_complaint_descript: I don't see the reality that rates can/should be raise when our area takes the brunt of awful smells almost daily. YOu would ask we pay more for less...very wrong

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 3:03 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 14:45:11

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

01_whole: Charles Babcock

02_streetaddress: 176 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: US

07_Home_Telephone: 615-595-2806

08_Work_Telephone: 615.473.6926

09_email: tnriverfish@gmail.com

10_Contact_time: morning

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Rate increases are pending for Lynwood to its customers and this increase, according to my home owners association, is going to put us in the top tier of sewage costs in the nation. Please note that as a customer and resident this is not acceptable to me and my family. Thank you.

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 3:35 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 15:17:52

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

01_whole: J. Thomas Korey

02_streetaddress: 139 Riverwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-2855

08_Work_Telephone: 615-509-0220

09_email: toal612@aol.com

10_Contact_time: 2 to 5 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Concerning TRA Docket No. 07-00007. I do not feel the proposed rate increase of Lynnwood Utility is justified for the residents of Cottonwood Subdivision. It is not believed that the private owners of Lynnwood Utility have a justified basis upon which the rate should be increased.

Please deny the petition for the rate increase.

S/ J. Thomas Korey

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 3:39 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 15:21:31

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

01_whole: Alice R. Korey

02_streetaddress: 139 Riverwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-2855

08_Work_Telephone: 615-337-8635

09_email: toal612@aol.com

10_Contact_time: 2 to 5pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Concerning TRA Docket No. 07-00007. I do not feel the proposed rate increase of Lynnwood Utility is justified for the residents of Cottonwood Subdivision. It is not believed that the private owners of Lynnwood Utility have a justified basis upon which the rate should be increased.

Please deny the petition for the rate increase.

S/ Alice R. Korey

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 3:41 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 15:23:17

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

01_whole: Melissa Arend

02_streetaddress: 211 Hetaher Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-275-5095

09_email: grohmelissa@yahoo.com

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: Being a new resident in Cottonwood I have only recently found out about the proposal to increase our sewer costs by 30%. we moved from the other side of Franklin to Cottonwood and were amazed at our already extremely high sewer costs. So a 30% increase is outrageous. This is nothing short of a sewer monopoly in which the residents of Cottonwood are being held prisoners. I am against the proposed increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 4:32 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 16:14:46

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

01_whole: Phil Proctor

02_streetaddress: 185 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-0002

09_email: pmproctr@comcast.net

10_Contact_time: evening

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We are against the proposed sewer rate increase. Since the expansion of the treatment plant in Cottonwood, we have had continued problems with odor after we were assured that it would take care of that problem. We know several people who lived near the plant that moved because of that. Since we are already paying a high rate, I can't justify an increase when Lynnwood has done nothing to rectify the problem in Cottonwood.

Thanks,
Phil Proctor

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 5:18 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 17:00:33

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

01_whole: Thomas Zigler

02_streetaddress: 149 cottonwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 615-794-1134

08_Work_Telephone: 615-351-7565

09_email: tzfamily@comcast.net

10_Contact_time: after 4pm

13_complaint_company: lynwood Utilities

14_contacted_util: No

15_complaint_descript: Lynwood Utilities is attempting to have a drastic increase in sewer rates. This is just a veiled attempt to get current customers to foot the bill for Lynwood utilities to be able to fund their growth as a company. Typically companies must fund their own growth and hopefully an increase in income is generated by that growth. But apparently Lynwood Utilities thinks that because they have a monopoly on sewer services in Cottonwood estates that they can make their current customers fund any growth they desire in addition to paying for the current sewer service. Lynwood says they have not had an increase since 2000. Well that is because the one in 2000 was so huge (400%) that they did not need to have any further increase. Even the price of gasoline hasn't gone up as much as these sewer rates. I'm already forced to pay for sewer that I do not use every time I water my lawn or wash my car because the sewer usage is derived from water consumption rates. I've heard of double dipping before but never in a sewer. Obviously something about this arrangement stinks.

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 6:39 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 18:21:02

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

01_whole: Chip Higgins

02_streetaddress: 903 Hawthorne Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: (615) 791-5896

08_Work_Telephone: (615) 790-5117

09_email: higgins5@comcast.net

10_Contact_time: no time better than another

13_complaint_company: Lynnwood Utility District

14_contacted_util: No

15_complaint_descript: I have been made aware that Lynnwood Utility is proposing a 30% rate increase for our sewer service. Our rates were jacked sky-high just a few years ago. We still get a nasty odor around our neighborhood on a regular basis and my toilets are not working any better now than they were then. The proposed increase is an outrage. Just because we have no other options does not mean we can be gouged, especially when there is no improvement in service. Please decline this request!

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 6:50 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 18:32:33

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

01_whole: Mark King

02_streetaddress: 120 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-8038

08_Work_Telephone: 615-251-2018

09_email: mok54321@comcast.net

10_Contact_time: 10 am at work phone

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: Their proposed rate increase is out of line and out of order. Please stop this highway robbery.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:14 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 19:56:49

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

01_whole: Brad Jensen

02_streetaddress: 503 Arbor Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6157919964

08_Work_Telephone: 6157919964

09_email: jbradjensen@comcast.net

10_Contact_time: evenings

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Lynnwood utility has proposed a 30% increase to our utility bills. While I understand the potential need to increase rates to keep up with costs, this increase is extreme and follows a very large increase in the rates that we had to absorb in 2000. As consumers, we have no choice in services, so I respectfully request the TRA to step in and represent the Tennessee citizens impacted by this requested increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 8:56 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 20:38:35

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

01_whole: Patti Castle

02_streetaddress: 805 Shady Glen Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615 790-5399

08_Work_Telephone: 615 390-9394 or home

09_email: patticastle@aol.com

10_Contact_time: Monday and Fridays

13_complaint_company: Lynwood Utilities (sewer)

14_contacted_util: No

15_complaint_descript: Our sewer rates have have incresed very dramatically over the last few years and now it is about to increase significantly again. I understand it will be one of the highest in the nation. Our sewer provider is owned by an individual, not a municipality. We are basically over the barrel and have no options, but to continually pay more. Yet, we still endure sewer smells from the plant often. The sewer plants constantly wants to increase its capacity to add new neighborhoods to its service, but it is our neighborhood bearing the costs of this and housing the actual facility.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:08 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 20:50:14

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

01_whole: Sadie Cost

02_streetaddress: 408 Cotton Lane

03_City: Franklin

04_State: Tn.

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: (615)794-4528

09_email: jeffreysadie@bellsouth.net

10_Contact_time: any time

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Our sewer fees with Lynnwood Utility are already exorbitant. There is no reason for us to be paying more when we are already paying way too much. They are getting away with robbing us blind!!

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:27 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 21:09:40

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

01_whole: Betsy Welch

02_streetaddress: 105 Riverwood Drive

03_City: Franklin

04_State: tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-8905

08_Work_Telephone: 615-504-6264

09_email: 2bets@comcast.net

10_Contact_time: night`

13_complaint_company: Lynwood Utility District

14_contacted_util: No

15_complaint_descript: I am writing in regards to the rates Charged by Lynwood Utility District. The rates are extremely high. Plus there is no allownace for accidental leaks or lawn watering. I would be totally against any rate increase. Thanks for your help!

Betsy Welch

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:59 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 21:40:49

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

01_whole: Craig Stahl

02_streetaddress: 198 Cottonwood Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-9599

09_email: ruggo59@hotmail.com

10_Contact_time: days

13_complaint_company: Lynwood Utilities

14_contacted_util: No

15_complaint_descript: I am against the proposed sewer increases in Cottonwood subdivision.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 10:14 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 21:56:48

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

01_whole: Martin Coyne

02_streetaddress: 514 Arbor Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6157949719

08_Work_Telephone: 6156420387

09_email: mc@coyne7.com

10_Contact_time: AM

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: On Docket 070007

Lynwood is requesting a 30% increase. The reasons provided are more about growth for their business than serving or upgrading the infrastructure. They are interested in ROI not serving the public good. If they want to grow their base, great - they can invest their own funds for that opportunity. My real objection though is to YOU - the TRA. Lynwood has consistently ignored your authority. Examples like being late on Financial Security regs. Not reporting ownership changes. Dumping sewage in the Harpeth River. Raising rates 400% a few years ago and not investing in the plant. Now 30% more. And you as Regulators have not insured that the consumers have any viable competitive option to correct. So now we have an unchecked monopoly. Please do your job and exert your authority. Protect the consumers.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 10:42 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 22:23:37

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

01_whole: M. Melissa Lewis

02_streetaddress: 101 Riverwood

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 794-6728

08_Work_Telephone: 794-6728

09_email: melissalewis@comcast.net

10_Contact_time: 4:00

13_complaint_company: Lynwood Utility District

14_contacted_util: yes

15_complaint_descript: I am opposed to such a substantial rate hike.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 10:57 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 22:39:47

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

01_whole: Julie Ecrement

02_streetaddress: 199 Riverwood Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-300-7267

09_email: juliee68@cs.com

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I am a resident of Cottonwood Subdivision and I see no reason that we should have to incur a rate increase, especially since Lynwood has been in violation with TRA many times.

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/19/2007 7:01 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 19, 2007 at 06:43:14

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

01_whole: Kristine Donahue

02_streetaddress: 209 Cottonwood Ct

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-595-8886

09_email: kldonahue@comcast.net

10_Contact_time: any

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: Increase in sewer rates for Cottonwood residents

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/19/2007 7:17 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 19, 2007 at 06:59:12

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

01_whole: Brian & Claudia Wadzinski

02_streetaddress: 111 Riverwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615.591.1913

08_Work_Telephone: 615.343.2080

09_email: sold@bellsouth.net

10_Contact_time: any

13_complaint_company: Lynwood Utility District

14_contacted_util: yes

15_complaint_descript: As homeowners in the Cottonwood neighborhood we strongly oppose another rate increase that unfairly burdens our neighborhood.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/19/2007 7:30 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 19, 2007 at 07:12:54

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

01_whole: John Holzapfel

02_streetaddress: 189 Cottonwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-7291

08_Work_Telephone: 615-350-8900

09_email: holz@email.com

10_Contact_time: anytime

13_complaint_company: 30% rate increase

14_contacted_util: No

15_complaint_descript: I understand that rate increases are sometimes proper, but I can't understand a 30% increase. Since we have no other choice in this type of utility, I feel like Lynnwood is trying to railroad this through. The size of this increase is wrong and there is no way to justify such a massive increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/19/2007 7:34 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 19, 2007 at 07:16:48

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

01_whole: Michael Guido

02_streetaddress: 509 Greenmeadow Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-0038

08_Work_Telephone: 615-498-1265

09_email: prministry@aol.com

10_Contact_time: daytime

13_complaint_company: Lynwood Utility Corp

14_contacted_util: yes

15_complaint_descript: We do not want a sewer rate increase. We pay enough to live in the Williamson County area... Mr. Michael R. Guido

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/19/2007 7:37 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 19, 2007 at 07:19:17

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

01_whole: Celeste A. Guido

02_streetaddress: 509 Greenmeadow Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615.790.6858

08_Work_Telephone: 615.207.1239

09_email: prministry@aol.com

10_Contact_time: daytime

13_complaint_company: Lynwood Utility Corp

14_contacted_util: yes

15_complaint_descript: We do not need to be paying anything additional to the sewer company -- we pay too much already.

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:46 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:28:37

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

01_whole: Mike Jay

02_streetaddress: 603 Williamsburg Dr.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-1838

08_Work_Telephone: 615-665-9786

09_email: mike@propermgmt.com

10_Contact_time: anytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: As a resident of Cottonwood, I see no value in an increased sewer rate and do not want the increase.

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:47 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:29:35

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

01_whole: Bob and Jeri Sutton

02_streetaddress: 304 Heather Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-591-9486

09_email: suttonnash@comcast.net

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: I have strong concerns that the request by Lynwood Utility Corp. to raise its sewer rates on Cottonwood Homeowners may be approved without significant review or explanation which in turn may adversely affect Cottonwood residents and also set an unfettered precedent for future decisions by the Tennessee Regulatory Authority. I would hope that the TRA will take seriously such concerns already submitted such as:

1. Extreme Rate Increase request of 30% (TN,Regional, National comparisons)
2. Potential Conflict of Interest between developers and Lynwood Utility.
3. Environmental record
4. Seemingly conflicting facts regarding rate increase justification due to necessary improvements versus accommodation for new residential taps.
5. Reasonable rates by "For Profit" utility companies where no competition exists.

Thank you.
Bob and Jeri Sutton

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:57 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:39:30

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

01_whole: Tom McWatters

02_streetaddress: 1312 Glade Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-0197

08_Work_Telephone: 615-783-2520

09_email: tmcwatters@ars.com

10_Contact_time: Anytime

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I used to be on the Cottonwood Homeowners Association Board. When Legends Ridge was proposed, we were told by representatives from the Lynnwood Utility, that Cottonwood's rate would not go up. We were told that the homeowners at Legends Ridge would absorb any rate increases. I also remember that the same thing was promised when River Landing was added to Lynnwood. This increase goes against what the Cottonwood Homeowners were promised when we agreed to let Lynnwood add these other subdivisions to their network

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:40:22

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

01_whole: JK Kelly

02_streetaddress: 107 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 591-0557

08_Work_Telephone: 400-1076

09_email: j_kelly28@msn.com

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: No rate increase since May 10, 2000. It seems fair to review for a rate increase but 34.87% stricks me as too much. I propose for no more than a 13.76% increase which will provide an extra ~\$80,000. Sincerely, JK (Jeff Kelly)

RECEIVED
CONSUMER SERVICES DIVISION
APR 19 2007
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 1:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:40:31

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

01_whole: Kyle Peterson

02_streetaddress: 303 Cypress Ct.

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-9331

08_Work_Telephone: 615-594-8910

09_email: peterson_kyle_l@lilly.com

10_Contact_time: 8 a.m. to 5 p. m.

13_complaint_company: Lynnwood Facility

14_contacted_util: No

15_complaint_descript: Lynnwood Utility has been a source of frustration since moving to Cottonwood in 1994. Shortly after moving in, the utility increased their rates (from a cost per bathroom) to a cost per gallon. This was a logical move, but resulted in a huge increase in our sewer bill (around \$16/mo. to equivalent of our water bill. Such an increase back then was enormous. Now they want an additional %30?? For what? To subsidize their growth? To cover future expenditures for expansion? To make up for the loss of growth projected from less than anticipated residential taps that have not materialized? Why should we bear the brunt of their mis-management poor planning?

Please do not allow this increase. If this increase were to be made in the private sector, Lynnwood would go out of business. Being a utility, this is the equivalent of predatory pricing, and our only recourse is your good judgement.

Kyle L. Peterson

RECEIVED
CONSUMER SERVICES DIVISION

APR 19 2007

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 2:05 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 13:47:05

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

01_whole: Paul Mills

02_streetaddress: 143 Riverwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-791-8112

08_Work_Telephone: 615-791-8910

09_email: rtcstudio@comcast.net

10_Contact_time: Anytime via email

13_complaint_company: Lynwood Utility Corp. and TRA

14_contacted_util: No

15_complaint_descript: Cottonwood Estates already has one of the highest utility rates in the country. Lynwood is asking for an unprecedented 30% increase. They also have a monopoly on our services because we have no choice to use any other service provider. This is not fair, and I respectfully ask that their request be denied.

Thanks

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 2:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 14:19:09

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

01_whole: A Phelps

02_streetaddress: 135 Cottonwood Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-599-1582

09_email: bamphelps@comcast.net

10_Contact_time: anytime

13_complaint_company: Lynnwood Utilitiy

14_contacted_util: No

15_complaint_descript: Our sewer rates are already MUCH higher than those of the people on the Franklin City water and sewer. We should not be paying more than they are in the first place, little lone have our rates increased even higher. This for profit company is making plenty, they should have regulations and limits placed on them to keep them "competitive" with the city plants.

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 2:50 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 14:32:37

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

01_whole: Richard and Kaye Horsfall

02_streetaddress: 131 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-7085

08_Work_Telephone: 615-260-5947

09_email: rahorse@comcast.net

10_Contact_time: evenings

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: We have been residence of Cottonwood for over 20 years and have lived with the continuous bad odors coming from the Lynnwood Facility and the fear that the new growth in grassland would overload the facility's capacity. We accepted the poorly justified past increase but this latest increase is beyond our understanding. I am sure that nearly 100% of Cottonwood would file this complaint if they were aware of how to address the problem.

You have our complaint now.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 2:53 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 14:35:09

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

01_whole: gillian tucker

02_streetaddress: 174 cottonwood drive

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: williamson

07_Home_Telephone: 595-2265

08_Work_Telephone: same

09_email: tuckergillian@comcast.net

10_Contact_time: after 5 p.m.

13_complaint_company: Lynnwood utility

14_contacted_util: No

15_complaint_descript: We do not want to see a rise in the sewer rate. The rate is already too high. We also live directly behind the plant and smell a chemical odor and/or sulfur smell about 8 times a month. It is usually in the early to late evening--sometimes starting in the late afternoon. Some weeks the smell goes on for several evenings at a time. We are concerned for the health of our children.
Thank you, Gillian and Richard Tucker

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 3:01 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 14:43:47

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

01_whole: Geinger Hill

02_streetaddress: 508 Greenmeadow Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-790-3747

08_Work_Telephone: 615-391-2653

09_email: geinger@comcast.net

13_complaint_company: Lynwood 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, 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. 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.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 9:53 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 09:35:26

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

01_whole: Lisa Turner

02_streetaddress: 200 Countryside Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-595-6259

09_email: turnersfour@comcast.net

10_Contact_time: evening

13_complaint_company: Lynwood Utility - Sewer

14_contacted_util: No

15_complaint_descript: The privately held sewage company that operates in our area (Lynwood Utility) is going to raise our rates to national record highs in order to pay for increasing capacity at their treatment facility and we believe that is not fair. We are lodging a formal complaint so that this does not happen to us.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/18/2007 10:40 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 18, 2007 at 22:22:46

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

01_whole: Stephen Clinton

02_streetaddress: 603 Countryside Court

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: Our neighborhood of Cottonwood Estates has been notified of a proposed sewer rate increase of 34.85% by Lynwood Utility Corporation. I am writing to strongly urge the Tennessee Regulatory Authority to reject this request by Lynwood. Please note the following reasons for rejecting the proposed rate increase:

1. A rate increase of 34.85% is excessive and far beyond reason. If a rate increase is granted by the TRA, it should be in a more reasonable range of 3%-4%.
2. Cottonwood Estates and the other Lynwood customers are served by a single-service provider who is seeking excessive rate hikes. If a private business were to attempt to pass on a 34.85% rate increase, they would lose many of their customers and would be out of business in a relatively short time. Utilities should be required to show fiscal responsibility and not overly burden customers for Utility issues.
3. In 2000, it is understood Lynwood's rates were allowed to be increased four-fold and Lynwood was given permission for \$1,000,000 in financing for capital improvements. Many understand the high rate increase and the additional funding were not used for repairing/upgrading the existing plant but were instead used to add more taps (with more associated tap fees available for Lynwood), with Cottonwood Estates, probably the largest and most established customer of Lynwood, bearing the burden of the development of the subdivisions of Legends Ridge and River Landing. Some argue that proper upgrades and repairs to the plant several years ago would have prevented some of the recent and anticipated upgrades now used by Lynwood as a basis for a rate hike.
4. Lynwood documents filed in conjunction with their rate hike request reference they have been approached by a developer about a possible new subdivision of approximately 350 homes that has not yet been approved. Do either of the owners of Lynwood or its parent company have ownership in the development company seeking the new development?
5. Lynwood documents filed in conjunction with their rate hike request indicate the existing plant may add 550-650 new customers with the majority of the capital required to add capacity to the plant being provided by the developer of the possible new subdivision and by Williamson County for the existing Williamson County residents now served by septic systems who may be added to the Lynwood system. However, from a cursory review of some of the several hundred pages of documents filed thus far for this issue, it appears a significant part of the rate hike request includes expansion of the existing plant to serve

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the expanded customer base. Has there been a misunderstanding of some of the documentation provided, or is there a possibility of double payment for the same thing?

6. The existing plant is in the backyard of some Cottonwood residents and has for years produced undesirable odors. Expanding the plant capacity to serve probably 600-700 new customers (by the time non-developed lots in Legends Ridge and River Landing are finished and the other noted new customers are added) will likely increase the size of the plant and the associated headaches for those living nearby.

This situation is just not right.

7. At some time fairly recently, HB&TS water bills incorporated sewer bills and tied to the two rates together. I have not seen any mention of an associated HB&TS rate hike request, but this would seem to be a logical progression that the TRA may wish to consider in evaluating this issue.

Thank you to the Tennessee Regulatory Authority for your consideration and support. Please do the right thing and reject the requested rate hike.
