

# TENNESSEE REGULATORY AUTHORITY

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



2007 APR 23 11:05 AM  
760 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
TRAN. DOCKET ROOM

April 23, 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 twenty three (23) complaints received by the Consumer Services Division voicing opinions regarding Lynnwood Utility Corporation's petition.

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

Attachments: 23

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 8:41 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 08:22:56

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

01\_whole: Gina Cavender

02\_streetaddress: 1300 Andrews Ct.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-1525

09\_email: gcavender@comcast.net

10\_Contact\_time: varies

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: No

15\_complaint\_descript: I understand that there is an upcoming hearing to review a proposed rate increase in sewer fees by Lynwood Utilities. These rates are already very high compared to other providers in this area. We moved here a year ago from a neighborhood just a mile south of here. I have been shocked at the increased amount we now pay for sewer fees. Please deny this company the request to charge us even more.

---

RECEIVED  
CONSUMER SERVICES DIVISION

APR 20 2007

TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 8:51 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 08:31:52

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

01\_whole: Randall Hayes

02\_streetaddress: 218 Countryside Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-7008

08\_Work\_Telephone: 615-794-7008

09\_email: na.bug@hotmail.com

10\_Contact\_time: anytime

13\_complaint\_company: Lynnwood Ulility & TRA

14\_contacted\_util: No

15\_complaint\_descript: I feel our rates should not be increased because the sewer fees imposed by Lynnwood Utility are already too high. Now with the expected 30% increase, approved by TRA, the fees will be outrageous. The rate is already among the highest in the country and the 30% increase will take us over that.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:09 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 08:46:08

---

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

01\_whole: Carla Perrin`

02\_streetaddress: 1403 Glade Court

03\_City: Franklin

04\_State: Tn

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 790 1103

09\_email: carlaperrin@aol.com

10\_Contact\_time: 12.00 noon

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: yes

15\_complaint\_descript:

This proposed increase is wrong, wrong, wrong. If we had somewhere else to go, we all would go - but there is nowhere to go. Being a monopoly is why they feel that they can do this. When you talk about increases, you think maybe 3%, but no they want 30% which is obscene. The fees are already too high - and not even a break in the summer when lawn care is necessary - lawn care water doesn't use the sewer. Please deny this increase because there is no valid reason for it and it is wrong, wrong, wrong. It's just plain greed.

---

RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:10 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 08:48:19

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

01\_whole: kristy hilty

02\_streetaddress: 510 greenmeadow dr

03\_City: franklin

04\_State: tn

05\_ZIP: 37069

06\_County: williamson

07\_Home\_Telephone: 615-794-9154

09\_email: hiltym@bellsouth.net

10\_Contact\_time: daytime

13\_complaint\_company: Lynwood Utility Corp.

14\_contacted\_util: No

15\_complaint\_descript: I am a resident of Cottonwood in Franklin and I am opposed to the sewer rate increase by Lynwood Utility Corporation. I don't think an increase is necessary.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:22 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 09:01:26

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

01\_whole: Jimmy Pritchett

02\_streetaddress: 404 Cotton Lane

03\_City: Franklin

04\_State: Tn.

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-4982

08\_Work\_Telephone: 615-477-4404

09\_email: jimmypritchett@comcast.net

10\_Contact\_time: 8 AM to 10PM any day

13\_complaint\_company: Lynnwood Utility Corporation

14\_contacted\_util: yes

15\_complaint\_descript: Lynnwood Utility Corporation is acting as a monopoly without any competition for sewer services in our neighborhood. Lynnwood was originally set up to serve the Cottonwood neighborhood but was bought out by a developer who has a history of irresponsible corporate behavior-not fulfilling his obligations and overcharging and overruns (Legends Ridge Subdivision.

Lynnwood raised rates three fold a few years back by changing from a flat rate to a use rate base on water useage, much of which does not enter the sewer system such as lawn watering, care washing, swimming pools, home maintenance,etc.

The owner appears to be using Lynnwood to personally profit agreeing to install sewer services into new neighbor hoods which creates need to upgrade the existing Lynnwood facilities and raises rates for existing customers.

Lynnwood was not originally designed for this purpose and the Cottonwood Home Owner's Association as original principal benefactor, should have been given opportunity to purchase Lynnwood when it was sold.

Please do not allow Lynnwood Utility to continue using the Tennessee Regulatory Agency as a tool to abuse their fiduciary responsibility to the public as originally set up in their charter and approval for operation as a "monopolistic" utility for our neighborhood.

Thank you,

**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**APR 20 2007**  
**TN REGULATORY AUTHORITY**

Jimmy Pritchett

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:41 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 09:23:29

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

01\_whole: Patti & Jim Hibbett

02\_streetaddress: 1314 Glade Drive

03\_City: Franklin

04\_State: Tenn.

05\_ZIP: 37069

06\_County: williamson

07\_Home\_Telephone: 615-794-0376

08\_Work\_Telephone: same

09\_email: phibbett@comcast.net

10\_Contact\_time: Day

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: yes

15\_complaint\_descript: This company is owned by one individual...I don't know if any homeowner pays the amount of money per month that we do...They hooked up newer subdivisions and passed the cost off on the Cottonwood Subdivision...We definitely need your help..If you will look into the history of Lynwood Utilities....you will definitely agree with us...Please....Please....we need you aid in the extremely important matter...Our monthly costs are wayyyyyyyyy out of line... Please....Please ....help us...Our Subdivision has tried to discuss with Lynwood Utilities and has not received successful results for our homeowners.

Kindly,  
Patti Hibbett  
Cottonwood Subdivision Resident for 24 years

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 10:43 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 10:24:59

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

01\_whole: Kelley O'Brien

02\_streetaddress: 1407 Glade Ct

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-9222

08\_Work\_Telephone: 615-429-3545

09\_email: kelleyobrien@workinstitute.com

10\_Contact\_time: any

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: No

15\_complaint\_descript: Once again Lynwood wants to raise the rates of sewer services to the residents of Cottonwood. The plant was built for Cottonwood (less than 400 homes) and now the owners have added two new subdivisions to the plant. (The new homes are multi-million dollar homes. Cottonwood homes average \$300,000.) Franklin city wants to add other older subdivisions who's septic systems are failing. Lynwood's motivation is to sell taps to more homes. They do not maintain the current system. There are constant foul odors. The plant is referred as the Poo Poo Palace because of the smell. If a house is for sale, it can't be shown during certain hours due to the smell. The owners must be stopped from further expansion as they cannot maintain the current system. My rates have increased over 400% since 2000. STOP THEM FROM RAISING RATES AGAIN! They also charge sewer fees for water that is used in the garden; water that is not processed thru the plant. How can that be? Is that legal?

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 11:51 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 11:33:29

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

01\_whole: Stan Kirk

02\_streetaddress: 1204 Gillette Court

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 6155997144

09\_email: stankirk@pobox.com

10\_Contact\_time: anytime

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: They want to raise our rates. Meanwhile they are giving us poorer service. The treatment plant has had a terrible odor coming from it several times lately, so bad that we would not go outside. And we are not very close to the plant.

Furthermore, this utility was established for Cottonwood Estates, as the company's own charter says, yet they have added service to other neighborhoods against the wishes of Cottonwood residents, and at significant cost to Cottonwood residents. Someone should go to jail over that one.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 12:21 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 12:03:08

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

01\_whole: John A. Duke

02\_streetaddress: 222 Countryside Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-2872

08\_Work\_Telephone: same

09\_email: jduke@abc-sg.com

10\_Contact\_time: anytime

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Lynnwood's \$1,000,000.00 system upgrade has yet to solve the odor problems that have been persistent for the past 20 years within Cottonwood Estates. Their request to raise rates 30% is outrageous for any excuse, especially when the upgrades have enabled them to add new customer taps rather than address the odors of river discharge. Our subsidising of new subdivisions with rate increases like the 400% in 2000 has us paying more for sewer than for water already.

I suggest that should TRA feel an increase warranted because there has not been one since 2000 that rationality prevail and you allow a reasonable 2-5% increase like any other for profit business would be allowed. Please ask yourself if you would accept such an increase to your personal laundry or grocery bills if you had a competitive choice. I think not! Cottonwood has no competitive choice.

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RECEIVED  
CONSUMER SERVICES DIVISION

APR 20 2007

TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 12:59 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 12:41:41

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

01\_whole: Margaret Underhill

02\_streetaddress: 408 Stable Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 645-599-0020

09\_email: mmu@iwon.com

10\_Contact\_time: any

13\_complaint\_company: Lynwood Utility

14\_contacted\_util: No

15\_complaint\_descript: As the sewer service to Cottonwood Estates is a State-granted monopoly, it is incumbent upon the TRA to protect the residents of Cottonwood from a corporation that is betraying the trust placed in it when awarded that monopoly. I ask that the TRA thoroughly investigate the request for yet another large increase in the sewer fee, keeping in mind the impact on the residents, the lack of any discernable benefit bestowed as a result of the fee increase, and the fact that the sewer fee is already among the highest in the country. Unless there is a corresponding benefit to the residents, and no subsidation of Lynwood Utility profits, I ask that the TRA refuse the requested increase.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 2:15 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 13:57:00

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

01\_whole: John Lynch

02\_streetaddress: 129 Cottonwood Circle

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-4253

08\_Work\_Telephone: 615-221-4412

09\_email: jlynch@pathgroup.com

13\_complaint\_company: Lynnwood Utility District

14\_contacted\_util: No

15\_complaint\_descript: I do not believe that long term residents (personally 21 years in Cottonwood) should be forced to pay increased sewer rates when we are already probably paying one of the highest rates, if not the highest in the area. My understanding is that a lot of the costs have resulted from the developers desire to connect new subdivisions into a system which was not designed for the number of houses they want to add. This system was built and designed for the Cottonwood Subdivision about 30 years ago. Any upgrades required to handle additional capacity should not be the responsibility of existing residents. This should clearly be a developer cost and should be absorbed by the developers and/or new residents being connected. My combined water and sewer bill already averages between \$100 and \$130/month which is outrageous for a family of 3.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 2:30 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 14:12:35

---

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

01\_whole: terry robbins

02\_streetaddress: 1311 glade drive

03\_City: franklin

04\_State: tn

05\_ZIP: 37069

06\_County: williamson

07\_Home\_Telephone: 615-595-6936

09\_email: tbonemom@comcast.net

10\_Contact\_time: any

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I am concerned about the rate increase of 30 % that Lynnwood Utility has proposed for the summer. It seems a little high. I understand operating expenses increase but I don't agree with piling it all on at one time. It would have been easier to take had it been done in smaller increments. We are a small neighborhood and it seems like we are paying for some of the larger, surrounding neighborhoods being added to the plant's workload. just concerned and thought someone might want to know,  
Terry Robbins

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 3:14 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 14:56:18

---

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

01\_whole: John

02\_streetaddress: 110 Riverwood Drive

03\_City: Franklin

04\_State: TN.

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-794-8295

08\_Work\_Telephone: 615-532-6748

09\_email: john.gerdes@state.tn.us

10\_Contact\_time: Noon

13\_complaint\_company: Lynwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: Cottonwood resident wanting to stop the sewer increase that Lynwood has asked for. We feel the new rate is exorbitant. More time needs to be given in order for them to justify the increase and answer the questions that now exist.

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**RECEIVED**  
**CONSUMER SERVICES DIVISION**

**APR 20 2007**

**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 3:52 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 15:33:56

---

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

01\_whole: Jennifer Mckerley

02\_streetaddress: 144 Cottonwood Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-599-70-65

08\_Work\_Telephone: 615-423-7065

09\_email: jenmckerley@comcast.net

10\_Contact\_time: anytime

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: No

15\_complaint\_descript: About 5 years ago Lynwood Utility raised its rates from a flat 16.95/month to correlating the sewer bill with water consumption. This increased my sewer bill to about 50.00/month. I don't understand why there needs to be another increase in rates. The inflation rate, wage rates, regulation costs, and cost of other inputs does not justify this increase.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 6:47 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 18:29:40

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

01\_whole: Lloyd F. Shaver,Jr.

02\_streetaddress: 111 Cottonwood Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-0371

09\_email: docshaver@comcast.net

10\_Contact\_time: 10am-2pm

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: No

15\_complaint\_descript: Lynwood Utilities is planning to increase the cost of sewer service. Since the existing rate is one of the highest in the country this increase is not acceptable.

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RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 6:55 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 18:37:14

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

01\_whole: Barbara Reed

02\_streetaddress: 140 Cottonwood Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-791-6046

08\_Work\_Telephone: 615-838-3070

09\_email: aarbbr@comcast.net

10\_Contact\_time: After 3:00 pm

13\_complaint\_company: Lynnwood Utility Corp.

14\_contacted\_util: No

15\_complaint\_descript: Docket No. 07-00007 I have been informed that Lynnwood Utility is petitioning the TRA to raise its rates by 30% for Cottonwood Estates Neighborhood. This rate increase is too high and is unreasonable!! We have no other choice but to do business with Lynnwood for our sewer business. I think they are asking us to fund their expansion of business with River Landing and Legends Ridge. I am requesting a reasonable rate increase of 5%. Thank you!!

---

RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 6:59 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 18:40:46

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

01\_whole: Sharon Yokley

02\_streetaddress: 107 Riverwood Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 6157942230

08\_Work\_Telephone: 2916365, EXT.202

09\_email: sgyokley@comcast.net

10\_Contact\_time: anyday, after 5:30

13\_complaint\_company: Lynnwood Utilities Corp.

14\_contacted\_util: No

15\_complaint\_descript: We don't need a raise in the sewer fees.

---

RECEIVED  
CONSUMER SERVICES DIVISION

APR 20 2007

TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 8:42 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 20:24:05

---

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

01\_whole: Kelly Curry

02\_streetaddress: 176 Riverwood Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-791-6676

08\_Work\_Telephone: 615-351-4916

09\_email: kcurrytn@comcast.net

10\_Contact\_time: Anytime

13\_complaint\_company: Lynnwood Utility Company

14\_contacted\_util: No

15\_complaint\_descript: Lynnwood Utility's proposed 30% rate increase is not justified. They are for profit company that has a monopoly. The proposed rate increase would make our monthly sewer fees the highest in the country. We have been at their mercy for to long.

---

RECEIVED  
CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 8:46 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 20:28:09

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

01\_whole: Sherry Mackey

02\_streetaddress: 302 Heather Ct

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615 591 7796

08\_Work\_Telephone: 615 591 7796

09\_email: mackb12@bellsouth.net

10\_Contact\_time: daytime

13\_complaint\_company: Lynwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: I am complaining about the planned rate increase which I think is too high. The sewer rates are high enough already. Please do not approve this rate increase because it will place an unfair burden on us.

---

**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**APR 20 2007**  
**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 8:50 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 20:32:36

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

01\_whole: Tina Christiianse

02\_streetaddress: 1202 Gillette Court

03\_City: Franklin

04\_State: tn

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-48104104

08\_Work\_Telephone: 615-768-2409

09\_email: Tkay1202@yahoo.com

10\_Contact\_time: any

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: yes

15\_complaint\_descript: Our neighborhood association has contacted Lynnwood Utility about this rate increase to no avail. My rates have already increased 3 times what they were a few years ago. I understand also that the Legend's Ridge residents are not having to pay any sewer costs and that we are picking up the tab for them because of a clause the builder put in their contracts. This is outrageous. Please help us

---

RECEIVED  
CONSUMER SERVICES DIVISION

APR 20 2007

TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:02 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 20:43:52

---

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

01\_whole: Richard Taylor

02\_streetaddress: 1302 Glade Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615 790 6385

08\_Work\_Telephone: 615 253 3123

09\_email: rgtaylor@comcast.net

10\_Contact\_time: Mon to Wed 8 :00 to 11:00 am

13\_complaint\_company: Lynwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: This response is to complain about the proposed excessive 30% rate increase  
Lynwood Utility is requesting to be placed on existing customers. This increase will result in the some of  
the highest sewer rates in America just because Lynwood Utility wants to build more sewer capacity not  
for existing customers but to serve new customers building new homes in the area.

The cost of adding new sewer capacity should not be forced on the existing customers this cost should  
be fully billed to new customers. We have no other recourse than you the Tennessee Regulatory  
Authority to intervene and do what is right and fair to the citizens of Tennessee. Lynwood Utility must  
be asked to fully explain their past investments and their planned investments to show how much is spent  
on necessary maintenance (to service existing customers) and how much is being spent to service new  
homes. During the past few years our sewer rates were raised 400% of which it has been said that 70%  
of this rate increase was used to increase sewer capacity for servicing new homes and only 30% was  
spent on necessary maintenance. The 70% should have been fully charged to new customers not to  
existing customers. Please insist that Lynwood Utility fully disclose their financial plans and their rate  
structures so that you can do what is fair for billing existing customers their fair share and not to subsidize  
the utility's growth for new customers. I will be glad to appear in person to explain this position.

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**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**APR 20 2007**  
**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/19/2007 9:54 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, April 19, 2007 at 21:36:47

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

01\_whole: Ronald G. Elmore

02\_streetaddress: 1405 Glade Court

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-6906

08\_Work\_Telephone: 615-478-3745 (cell)

09\_email: renaldo9@bellsouth.net

10\_Contact\_time: evenings

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I am writing to protest Lynnwood Utility's proposed rate increase, docket number 07-00007. My sewer rates in Cottonwood more than doubled a few years ago when Lynnwood combined with HB and TS to include their sewer charges with the water bill, and based the amount of the sewer bill on the water usage. Lynnwood also expanded to provide service to Legends Ridge around this same time period.

Cottonwood residents already have some of the highest water rates in the state and probably the highest sewer rates. My average monthly water bill is over \$40 and my average monthly sewer bill is over \$35. This is for a 1500 square foot, 2 bathroom house with three full time residents.

I know of no plausible justification for another increase at this time, and I request the Tennessee Regulatory Authority not "rubber stamp" the requested increase.

Thank you for your consideration in this matter.

Ronald G. Elmore

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CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/20/2007 8:20 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, April 20, 2007 at 08:02:43

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

01\_whole: Hal Garrett

02\_streetaddress: 318 Cotton Lane

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-0856

08\_Work\_Telephone: 615-347-9491

09\_email: hal.garrett@comcast.net

10\_Contact\_time: Friday after 12:00pm

13\_complaint\_company: Lynwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: There is a proposal on the TRA docket by Lynwood Utility to increase their sewer rates. This increase is excessive and needs to be rejected. Thanks.

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CONSUMER SERVICES DIVISION  
APR 20 2007  
TN REGULATORY AUTHORITY