

# TENNESSEE REGULATORY AUTHORITY

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



2007 APR 25 AM 7:51

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

T.R.A. DOCKET ROOM

April 25, 2007

## **MEMORANDUM**

To: Docket File

From: Carsie D. Mundy *CDM*  
Chief-Consumer Services Division

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

Attached are ten (10) 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: 10

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/20/2007 4:28 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, April 20, 2007 at 16:10:32

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

01\_whole: Debbie Priester

02\_streetaddress: 209 Heather Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-7365

08\_Work\_Telephone: 615-2757365

09\_email: the3priesters@aol.com

10\_Contact\_time: evenings

13\_complaint\_company: Lynwood Utilities

14\_contacted\_util: No

15\_complaint\_descript: As a resident of Cottonwood Estates I am requesting that TRA deny the 30% rate increase that Lynwood Utility is wanting to inflict on their customers. We do not have a choice of sewer facilities and do not have the option of taking our business elsewhere. In 2000, Lynwood Utility increased our rates by 400% which was outrageous! Now they propose a 30% increase. Again, this is outrageous! The residents of Cottonwood should not have to subsidize expansion of Lynwood Utility so that they can add new subdivisions to their service. The increase is to sell more taps fees not to improve the existing facilities. Lynwood Utility's rates are already among the highest in the country. The rate increase should be denied.

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

**APR 23 2007**

**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/20/2007 6:20 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, April 20, 2007 at 18:02:55

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

01\_whole: Jim Southerland

02\_streetaddress: 204 Countryside Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

07\_Home\_Telephone: 615-790-8823

08\_Work\_Telephone: 615-937-1589

09\_email: jim.southerland@comcast.net

13\_complaint\_company: Lynnwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: We don't want a rate increase and don't feel that it is necessary. The rates are now 3 or 4 times what they were when we moved into this neighborhood.

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TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/20/2007 8:17 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, April 20, 2007 at 19:58:55

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

01\_whole: Robert McCoy

02\_streetaddress: 203 Cottonwood Court

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615.794.1718

08\_Work\_Telephone: 615.382.1863

09\_email: ramccoy1@comcast.net

10\_Contact\_time: any

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: No higher sewer rates! Our rates are already among the highest in the country. We need relief, not additional charges. I typically pay \$70-80 per month on average, compared to a home we own in Davidson County where the utility bills are \$16 per month on average. This is extortion. I vehemently protest the rates going any higher.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/20/2007 10:34 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, April 20, 2007 at 22:16:33

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

01\_whole: Jackie Baggett

02\_streetaddress: 211 Countryside Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615.791.8415

08\_Work\_Telephone: 615.472.4071

09\_email: jlpb@comcast.net

10\_Contact\_time: Any time

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: Our neighborhood has been alerted that Lynnwood Utility is requesting approval to raise our sewer rates. If this comes to pass, I feel that our neighborhood will be victims of a monopoly. Proposing a 30% increase in sewer rates when our sewer rates are currently among the highest in the country is definitely taking advantage of consumers who have no other option available for sewer service. I could understand a 3% "cost of living" increase, but a 30%; how could that possibly be necessary?

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/21/2007 10:09 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, April 21, 2007 at 09:51:40

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

01\_whole: Mark Peterson

02\_streetaddress: 226 Countryside Dr.

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-790-2605

09\_email: mark\_a\_peterson@whirlpool.com

13\_complaint\_company: Lynnwood Utility

14\_contacted\_util: No

15\_complaint\_descript: I disapprove of Lynnwood raising my sewer rate by 30%. Let the new homeowners pay for this service with a tap fee. If the rates are raised by this amount, I will be paying more for sewage than water. I do quite a bit of watering of my yard and this is not even going to the sewage system so I will be paying for their service and not even using it. I have another choice? Quite a monopoly.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/21/2007 10:24 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, April 21, 2007 at 10:06:47

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

01\_whole: Kim Acree

02\_streetaddress: 213 Heather Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: (615) 790-0985

08\_Work\_Telephone: same as above

09\_email: kimaecree@netzero.com

10\_Contact\_time: late afternoon

13\_complaint\_company: Lynwood Utility Corporation

14\_contacted\_util: No

15\_complaint\_descript: I understand that Lynwood Utility has filed for a rate increase and I feel I must inform you of our history with this company. We moved to Franklin, TN, Cottonwood subdivision, in August of 1997. At that time we paid a water & sewer bill of \$17 a month to H.B. & T.S. Utility. This \$17 monthly charge continued through March 2000. After that time the rate structure was changed to a rate of \$5.77 per 1000 gallons. My water/sewer bill in April 2000 was \$68.66, a substantial increase from the \$17 monthly charge. I have not retained all of my old bills but by July 2004 we were paying \$102.41 a month for water & sewer. The charge for 8100 gallons of water was broken down to \$46.74 for sewer (\$5.77 per 1000 gallons) and \$50.96 for water plus \$4.71 in taxes. Our monthly water bill has averaged \$100 a month for the last several years. We are a family of four (three for nine months of the year with a son at college) with no yard sprinkler system and very conservative water use. Prior to moving to TN, we lived in Atlanta, GA and Winston-Salem, NC and never had water & sewer charges anywhere close to what we pay here. I cannot understand how a rate increase could be warranted or approved. Thank you for your thoughtful consideration of this matter.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/21/2007 7:55 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, April 21, 2007 at 19:37:31

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

01\_whole: Duane Thompson

02\_streetaddress: 709 Mockingbird Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 6157948244

08\_Work\_Telephone: 6154355275

09\_email: sdthompson709@aol.com

10\_Contact\_time: 4pm

13\_complaint\_company: Lynwood Sewer

14\_contacted\_util: No

15\_complaint\_descript: Lynwood has proposed a 30% sewer hike that we do not agree with or believe is necessary.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/21/2007 8:28 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, April 21, 2007 at 20:10:23

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

01\_whole: Jim Frost

02\_streetaddress: 702 Mockingbird Drive

03\_City: Franklin

04\_State: TN

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-595-6523

08\_Work\_Telephone: 615-781-3000

09\_email: jkdfrost@bellsouth.net

10\_Contact\_time: Mondays or Tuesdays

13\_complaint\_company: Lynnewood Utility

14\_contacted\_util: No

15\_complaint\_descript: I am writing to express my opposition to the proposed rate hikes for Lynnewood Utility. When my family moved here from Davidson Co. one of the first things I noticed was how much higher my water bill was. These rates are already too high and I see no reason to justify the increase.

Jim Frost

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/22/2007 10:24 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, April 22, 2007 at 22:06:05

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

01\_whole: Matt Huesmann

02\_streetaddress: 809 Highgrove Circle

03\_City: Franklin

04\_State: Tn

05\_ZIP: 37069

06\_County: Williamson

07\_Home\_Telephone: 615-791-5097

08\_Work\_Telephone: 615-791-0195

09\_email: matt.huesmann@comcast.net

10\_Contact\_time: anytime

13\_complaint\_company: Lynwood Utility Corp

14\_contacted\_util: yes

15\_complaint\_descript: Lynwood Utility is trying to raise rates for our neighborhood. Their service has been nearly 2-3 times the price of all other areas of sewer service in williamson county. Their service is in my opinion very unprofessional. They have no offices, no phone numbers for contact. Their smell of sewer regularly drifts through the neighborhood. Their complaints are sluffed off on Franklin City Water to handle. If you call the billing dept of Franklin City, they respond with "All we do is the billing". How can the residents of Lynwood Sewer be increased and charged for such a terrible already exhorantant service from a company that is little more than a PO box. I believe the people of Lynwood area have reached their peak with this situation and some accountability by the Sewer company is warranted long before the residents are charged even more. Thank you.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 04/23/2007 7:16 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, April 23, 2007 at 06:58:35

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

01\_whole: Reba 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: daveandreba@comcast.net

10\_Contact\_time: anytime

13\_complaint\_company: Lynnwood Utilities Coporation

14\_contacted\_util: No

15\_complaint\_descript: I do not want a rate increase.

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