

TENNESSEE REGULATORY AUTHORITY



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

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

May 7, 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

Michael Lee
05/07/07
11:00 AM

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: 05/07/2007 1:33 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, May 07, 2007 at 13:14:36

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

01_whole: Sarah Sherck

02_streetaddress: 302 Cotton Lane

03_City: Franklin

04_State: TN

05_ZIP: 37069

07_Home_Telephone: 6155959324

08_Work_Telephone: 6154673449

09_email: ssherck@avondalepartnersllc.com

10_Contact_time: evening

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Lynnwood Utility is proposing to raise rates by 30% for current users. Lynnwood has a captive user base and is incentivized to operate at minimum cost while maximizing profits through rate increases and addition of taps. These interests are inherently in conflict with the interests of current customers, as well as environmental concerns. I feel the TRA should deny the rate increase and force the utility to be turned over to municipality control. Currently, Cottonwood residents are captive have no alternative but to use Lynnwood's service. This monopoly, combined with the inherent conflicts of interest, result in a unfairly disadvantaged client base. The TRA is literally the only defense we have against this rate increase. Please help the residents of Cottonwood.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/05/2007 1:12 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, May 05, 2007 at 12:53:43

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

01_whole: D.Whelan

02_streetaddress: 129 Cottonwood dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 599-4094

10_Contact_time: anytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: The rate increase is way too high of an increase since we have not heard of any additional services for the money.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/04/2007 9:40 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, May 04, 2007 at 09:22:13

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MAY 04 2007

TN REGULATORY AUTHORITY

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

01_whole: Danny & Helen Babb

02_streetaddress: 133 Cottonwood Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-794-2520

08_Work_Telephone: 615-794-2520

09_email: dnbabb@aol.com

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: We are filing our complaint against the exhorbitant and unjustified rate increase requested by Lynwood Utility. Based on our most recent HB&TS bill, a sewer rate increase of only 15% would result in our sewer charges being more than our water costs! Cottonwood houses the sewer facility, suffers the foul odors emitted and has evidently subsidised the expansion of the sewer plant. Please examine all of the facts, look at Lynwood's history of violations and noncompliance, review all proposals for new service and STOP Lynwood's attempts to violate the public trust placed in a utility. We have no options for another provider and are counting on TRA to protect our interests.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/04/2007 8:00 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, May 04, 2007 at 07:42:09

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

01_whole: Claire Cook

02_streetaddress: 116 Cottonwood Drive

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615 591 2384

08_Work_Telephone: 615 261 8582

09_email: cookcp29@comcast.net

10_Contact_time: 10:00 am

13_complaint_company: Lynnwood Utility Corp

14_contacted_util: No

15_complaint_descript: Lynnwood Utility is proposing raising rates drastically in the Cottonwood Subdivision in Franklin. I am opposed to this as we already pay high rates and our family can't afford an increase.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 05/02/2007 3:34 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, May 02, 2007 at 15:15:39

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

01_whole: Eric Van Zee

02_streetaddress: 104 Cottonwood Cir

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-591-4071

08_Work_Telephone: 615-496-4492

09_email: jennericvz@juno.com

10_Contact_time: anytime via email

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: Faul Odor from our water

Lynnwood is attempting to raise our rates by 30%! Our rates are already high this increase appears to be a result of newer subdivisions being added; if Lynnwood cannot handle these additions then they should not have agreed to accomdate them. This should have been worked out with the developers to incur the added cost. Cottonwood homeowners should not have to pay these excessive higher fees. We have no other options for sewer and water. Please help!

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/30/2007 9:22 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, April 30, 2007 at 21:04:11

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

01_whole: William E. Young

02_streetaddress: 605 Williamsburg Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 790-0441

09_email: byoung30@bellsouth.net

10_Contact_time: any time

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Proposed increase in sewer rates.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/29/2007 4:09 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, April 29, 2007 at 15:51:08

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

01_whole: Benny Hauk

02_streetaddress: 107 Cottonwood Dr

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 6155917486

09_email: benny.hauk@gmail.com

10_Contact_time: evening

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: A 30% increase is unwarranted for fees that are already so incredibly high. Fees to remove water should not be higher than the price of the water in the first place - the investments being made by Lynnwood are do to increased number of taps, not an increase in value or unforeseen maintenance given to existing customers. Despite their reasons, this increase appears completely profit-motivated.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/28/2007 5:00 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, April 28, 2007 at 16:42:16

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

01_whole: Carl and Chris Sutton

02_streetaddress: 174 Riverwood Dr

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-7906287

08_Work_Telephone: 9489435

09_email: casutton1566@yahoo.com

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: This company is owned by a single person and we have no recourse but to bear the brunt of this tremendous increase for sewage. This will be combined with our water company which is HB&TS Utility Co and both utilities are on one bill. This increase will make it one of the highest in the COUNTRY which doesn't make sense, since this one individual is trying to make a killing off of the residents. Please help!

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APR 30 2007
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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/26/2007 9:09 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, April 26, 2007 at 20:50:48

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

01_whole: Brenda Anderson

02_streetaddress: 820 Highgrove Circle

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 794-9333

08_Work_Telephone: 794-9333

09_email: brendajanderson@comcast.net

10_Contact_time: Mon-Fri. 9:00-4:00

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: I have received an email from other concerned citizens that Lynwood Utility Corporation plans to increase their rates. I have lived in several cities including Memphis, TN, Marietta, GA, Savannah, GA & Chattanooga, TN. and have never incurred such high sewer rates as in Franklin, TN. I cannot understand why we are subject to such high rates (especially when other areas of Williamson County not serviced by Lynwood do not pay such high rates). This matter needs to be addressed and at the least, the rates should decrease instead of increase.

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APR 27 2007
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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 04/25/2007 8:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, April 25, 2007 at 08:14:37

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

01_whole: Tammi Towns Ogle

02_streetaddress: 508 Arbor Drive

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: 615-591-3386

08_Work_Telephone: 615-337-5685

09_email: ttogle@bellsouth.net

10_Contact_time: anytime

13_complaint_company: Lynwood Utility Corporation

14_contacted_util: No

15_complaint_descript: Cottonwood's sewer rates are already unreasonably high. I see no need for or value in a sewer rate increase. Most of the residents of Cottonwood live on a fixed income. An increase in sewer rates would place a financial hardship on many of the residents.

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APR 25 2007
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