

# TENNESSEE REGULATORY AUTHORITY

Tre Hargett, Chairman  
Eddie Roberson, Director  
Sara Kyle, Director  
Mary Freeman, Director



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2008 AUG 12 PM 2:21  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
T.R.A. DOCKET ROOM

August 12, 2008

## MEMORANDUM

To: Docket File

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

Subject: *Petition Of Tennessee American Water Company To Change And Increase Certain Rates And Charges So As To Permit It To Earn A Fair And Adequate Rate Of Return On Its Property Used And Useful In Furnishing Water Service To Its Customers*  
Docket No. 08-00039

Attached is a copy of a complaint received by the Consumer Services Division voicing opposition to Tennessee American Water's petition.

Attachments: 1

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 8/11/2008 3:27 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, August 11, 2008 at 15:01:24

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

01\_whole: Mr & Mrs Frank Lala

02\_streetaddress: 3967 A Webb Road

03\_City: Chattanooga

04\_State: Tennessee

05\_ZIP: 37416

06\_County: Hamilton

07\_Home\_Telephone: (423) 499-6255

08\_Work\_Telephone: None (Retired)

09\_email: f1a1a@bellsouth.net

10\_Contact\_time: Evening

13\_complaint\_company: Tennessee American Water Company

14\_contacted\_util: No

15\_complaint\_descript: Always raising prices now wants 23% increase. Stop this outrages company

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