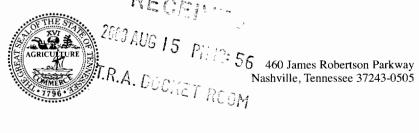
TENNESSEE REGULATORY AUTHORITY

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



August 15, 2008

MEMORANDUM

To:

Docket File

From:

Carsie D. Mundy

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 support of Tennessee American Water's petition.

Attachments: 1

TENNESSEE REGULATORY AUTHORITY

CONSUMER SERVICES DIVISION COMPLAINT

Date: 8/15/08

COMPLAINANT:

Helen C. Madaris

CALLED IN BY:

Self

ADDRESS:

6919 Robinson Drive

Chattanooga, TN 37421

COUNTY:

Hamilton

TELEPHONE NO.: 423-296-6343

CONTACT NO.:

423-266-6918

COMPANY:

Tennessee American Water Co.

COMPLAINT: Ms. Madaris believes a proposed rate increase by Tennessee American Water is justified. She believes the city of Chattanooga wants to take over Tennessee American Water; if that happened rates would increase dramatically. Consumer thinks water rates are more reasonable under private ownership than they would be if owned by the city.

CONTACTED:

INVESTIGATOR:

RECEIVED BY:

Mary S. Kraycirik

REFERRED BY:

Printing Authorization # PS-0336 (Rev. 3-04)