

RECEIVED
2008 NOV 10 PM 3:10
T.R.A. DOCKET ROOM

Memorandum

To: Docket 08-00197

From: Vicky Nelson, Executive Administrative Assistant
to Director Eddie Roberson

Subject: Public Citizen Complaint on High Energy Costs

Date: November 10, 2008

Ms. Elizabeth Gantham of 1200 Jefferson Avenue, Maryville, TN 37804, 865.681.5900, called to complain about the high cost of heating her home. Ms. Gantham is 59 years old and on disability. She resides in a small, one-bedroom, Section 8 house. Ms. Gantham heats her home with natural gas and has applied for LIHEAP assistance for 2009. She is a customer of Atmos Energy and stated that she is having a terrible time paying her heating bill and doesn't know how she will do it if the rates go up.