

## Darlene Standley - Tennessee Wastewater Increase

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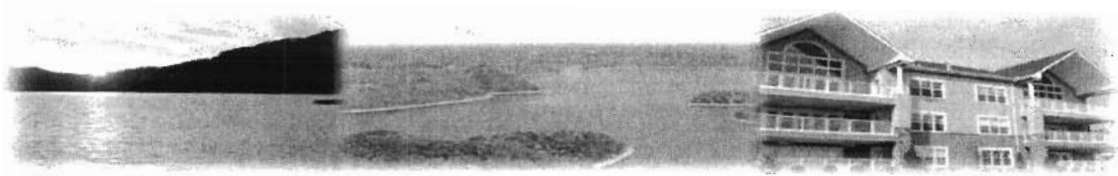
**From:** "Gina Butler" <g\_butler@blomand.net>  
**To:** <darlene.standley@tn.gov>, <eddie.roberson@tn.gov>, <jean.a.stone@tn.gov>, <vicky.nelson@tn.gov>, <sara.kyle@tn.gov>, <mary.w.freeman@tn.gov>  
**Date:** 5/15/2009 8:59 AM  
**Subject:** Tennessee Wastewater Increase  
**CC:** ""Bailey, Bill"" <rbailey@finsvcs.com>, <jamoffet@bellsouth.net>, ""Jeff Ebel"" <jeffebel@earthlink.net>  
**Attachments:** Tennessee Reg Authority Letter 5-14-09.doc

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Attached is a letter from the Board of Directors of Highland Cove Condominiums concerning the proposed sewer increase to Tennessee Wastewater. Your consideration in this matter would be greatly appreciated.

Sincerely,  
Highland Cove Condominiums HOA

# *Highland Cove Condominiums HCA*



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May 13, 2009

Tennessee Regulatory Authority  
Att: Darlene Standley, Mary Freeman, Sara Kyle, Eddie Robinson  
460 James Robertson Parkway  
Nashville, TN 37243

Re: Proposed 70% increase- Tennessee Wastewater

Dear TRA Directors:

The Board of Directors at Highland Cove Condominiums attended the hearing on May 4<sup>th</sup>, 2009, concerning the proposed rate increase that Tennessee Wastewater has requested.

We were disturbed at the testimony, in part, by Mr. Pickney, as at least two points were falsely stated under oath.

- 1) Mr. Pickney stated that Tennessee Wastewater advised Highland Cove Board of Directors that they would like to meet concerning the maintenance records. To date, the only letter or correspondence that we have received from them was the reply dated March 11, 2009, concerning the letter that we filed with the Tennessee Regulatory Authority about the increase. Even in that correspondence Tennessee Wastewater did not mention the records or agree, still yet, to produce the records. After various requests from our property administrator and maintenance personnel, we are now convinced that the records do not exist.
- 2) In the testimony by Mr. Pickney, he stated that the system was checked once every 3 months. Later, in the testimony by a Tennessee Wastewater representative, he stated that the system at Highland Cove was checked once a month.  
The service tech told Highland Cove maintenance that the system is checked once a year.

It seems as if there is either a communication breakdown, or false information is being given to Tennessee Regulatory Authority. Consumer trust, at this point, has been highly violated. Please request the service records for Highland Cove, so that you can verify how little work is being performed for such a huge increase. Highland Cove should not be assessed an increase (and should be decreased), based on the current usage of less than 1200 gallons per building per month, as these are 2<sup>nd</sup> homes for all but 3 owners.

We sincerely appreciate your consideration in this matter.

Best regards,

Highland Cove Board of Directors

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