

TENNESSEE REGULATORY AUTHORITY

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



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NOV -6 AM 11:15

460 James Robertson Parkway
Nashville, Tennessee 37243-0505

November 6, 2008

MEMORANDUM

To: Docket File

From: Carsie D. Mundy 
Chief-Consumer Services Division

Subject: *Petition of Tennessee Wastewater Systems, Inc. For Approval to Amend Its Rates and Charges*
Docket No. 08-00202

Attached is a complaint received by the Consumer Services Division voicing opposition to Tennessee Wastewater System Inc.'s petition.

Attachments: 1

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <ConsumerComplaint.TRA@state.tn.us>
Date: 11/5/2008 2:55 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, November 05, 2008 at 14:29:19

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

01_whole: Kathy O'Gwin

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: TN

05_ZIP: [REDACTED]

06_County: Montgomery

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 9 am - 6 pm

13_complaint_company: Tennessee Wastewater Systems

14_contacted_util: yes

15_complaint_descript: I recently read in the Clarksville Leaf-Chronicle of TN Wasterwater's petition to TRA to increase our sewer rates. I was outraged. TN Wastewater has received a myriad of complaints from the residents of South Ridge subdivision, where I live. There was even a large article in the Leaf-Chronicle regarding the exorbitantly high rates charged for sewage disposal to residents of South Ridge. Now TWW is requesting that TRA allow them to raise these outrageously high rates. For the 7 yrs. I've been living in South Ridge TWW has promised a new treatment facility and lower rates. They said we would have that facility within 3 yrs. in 2001. We are no closer to that today than then. It is common for a family of 3 to pay \$80 per month for the services of TWW. Anyone of normal intelligence knows they are making a large profit, and I do not believe their request is just or reasonable. All of our budgets are suffering due to increased energy costs, food costs, lose of 401K funds, job cutbacks, etc. For TRA to allow TN Wastewater to increase its already exorbitant rates would surely make me question the extent to which they researched this request. Please compare what we pay to what residents of the city of Clarksville pay before you make a decision. If the TRA will look into the rates being charged to resident of South Ridge I am sure the agency will see that Tn Wasterwater's request is unjust and unreasonable and deny the request.

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CONSUMER SERVICES DIVISION

NOV 05 2008

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