

# TENNESSEE REGULATORY AUTHORITY

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



2008 NOV 14 AM 10:22

T.R.A. DOCKET ROOM

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

November 14, 2008

## MEMORANDUM

To: Docket File

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

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

Attached are five (5) complaints received by the Consumer Services Division expressing opinions concerning Tennessee Wastewater System Inc.'s petition.

Attachments: 5

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/7/2008 7:04 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, November 07, 2008 at 18:37:43

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

01\_whole: Harry Imoto Jr.

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: Thursdays at work 0630-300

13\_complaint\_company: TN Wastewater Systems, Inc.

14\_contacted\_util: yes

15\_complaint\_descript: I have been living in Southridge Subdivision in Montgomery County since 2001. Every year since 2001, the residents of our subdivision receive a letter from TN Wastewater Systems informing us they are in the process of building a sewage treatment plant so our wastewater bill will go down since we pay the highest rate in the county. Subsequently we receive letters stating they have raised our rates because the county has raised their taxes and the process of building a sewage treatment plant is still in the works. I know things don't always go that fast but for 7 years we have been lied to and our rates (the only ones in the county) still go up. We also by no choice of our own pay for waste water for washing the cars and watering the lawns when in reality TN Wastewater does not treat this water as it is absorbed into the ground (bill is based on amount of water used by the water company). That being said, they want to raise the rates again. Minimally it seems as though they are at least being paid for water that is not being treated and also they are lying to the residents of Montgomery County and specifically Southridge Subdivision since we are the only ones in the county that are forced to utilize them. In these times of severe financial distress it would seem appropriate to at least provide stipulations that the company must not charge residents for a service not used i.e watering grass and washing cars. It is time the big companies take a little responsibility for thier actions. Please do not approve the petition for TN Wastewater to raise their rates in Montgomery County and hold them responsible for their actions and promises. The dockett number is 08-00202. In advance, thank you for your time and I hope that the decision is at least delayed so the TRA can do a survey etc.

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NOV 10 2008  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/11/2008 10:46 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, November 11, 2008 at 22:20:29

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

01\_whole: Raymond J Andreno

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: anytime

13\_complaint\_company: Tennessee Wasterwater System Inc.

14\_contacted\_util: No

15\_complaint\_descript: I am questioning the validity of the proposed rate increase the Tennessee Wastewater System In.c is requesting for the South Ridge subdivision. They were approved a couple of years ago to install a large retention pond with a fixed rate to be assessed to all homeowners, which has not materialized to date. Aside from that approval by the TRA, they are now requesting a rate increase, but do not give a breakdown of where the increased costs occurred or will occur. The amount of work required in the South Ridge Subdivision is minimal, with only the liquid part of the waste being transferred, via underground pipe, to a transfer point on highway 12 ( Ashland City Road) and McAdoo Creek Road. From there, the liquids are then transferred to the City of Clarksville. The fact that TWS has not had an increase in 9 years is not justification enough to warrant an increase, without giving a complete detailed breakdown, preferably by an outside accountant firm, of why the increase is needed. It would appear that this is the need to be greedy and the desire to increase profitability to further the owners of the entity. I pray upon the TRA to request a Due Diligence action against the books of the entity, with a review by the consumers involved in all of their subdivisions affected, especially ours in South Ridge. Given the significance of this increase on the homeowners without valid justification will add an additional burden to the homeowners.

I would appreciate your reply.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/12/2008 5:05 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, November 12, 2008 at 16:39:10

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**NOV 13 2008**

**TN REGULATORY AUTHORITY**

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

01\_whole: Irene M. 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: morning before noon

13\_complaint\_company: TN Wastewater Systems, Inc.

14\_contacted\_util: yes

15\_complaint\_descript: I learned recently of TN Wastewater's petition before the TRA for a rate increase effective December 2008. As a senior citizen on a fixed income with rates already increased on my gas and electricity and soaring prices at the grocery store (not to mention the all-around bad economic situation), I find this requested rate increase unjust and unreasonable. If I water my lawn and garden adequately during the summer months and find it necessary to do a few extra loads of laundry, with TWW's exorbitant rates, my bill with only one person in the household can easily reach \$60 to \$80 per month. Residents of South Ridge subdivision were promised a new treatment facility with reduced rates at a neighborhood association meeting in 2002, when the head of TWW (Mr. Pickney) met with us and heard numerous complaints from neighbors about their exorbitant sewer fees. Now it is almost 2009 and instead of news about the long-awaited facility, we are learning through a notice in the Leaaf-Chronicle that TWW wants to raise our rates. I know I speak for every citizen in South Ridge when I ask the TRA to do that which is just and equitable and deny TWW's request.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/13/2008 9:10 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, November 13, 2008 at 08:43:14

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

01\_whole: Chris Pittman

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: work 8-5

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I am an attorney and the Vice President of the South Ridge Homeowners Association in Clarksville. We are customers of Tennessee Wastewater and pay a very high cost for our services, including waste disposal. I, individually, and on behalf of the Association, oppose the proposed price increase, which may increase rates by as much as \$35 per month per household. We have close to 200 houses, which would require our association members to pay more than \$75,000.00 per year more to TN Wastewater. Such a substantial increase is not warranted and would severely impact our residents. I strongly urge the Authority to reject this proposal. Please contact me with any questions.

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**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/13/2008 9:31 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, November 13, 2008 at 08:59:00

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

01\_whole: William H. & Virginia C. Sims

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: 8:00 A.M. - 8:00 P.M.

13\_complaint\_company: Tennessee Wastewater Systems Incorporated

14\_contacted\_util: yes

15\_complaint\_descript: The TWSI is proposing a 43% increase in the rates that they now charge the residents of South Ridge, located in Montgomery County. We have resided in this development since March 1, 2004, and there have been no improvements in the wastewater treatment process in that time, even though we were promised that vastly improved system would be completed by the Fall of 2007. To date, the TWSI has not been able to even gain property rights to cross which would get to a holding pond at a point very near the Cumberland River.

The 43% increase that they are proposing now is a vastly exxagerated need for their operations. With just my wife and I living in our home, the typical wastewater charges per month run approximately \$45 per month. Compare this to the City of Clarksville wastewater treatment charges!!

An independent audit of the TWSI financial records should be required to determine exactly what their costs and profit per year have been for the past 8 years.

Thank you very much for representing our interests in this venture.

William H. and Virginia C. Sims

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