

# TENNESSEE REGULATORY AUTHORITY

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



2008 NOV 21 AM 7:44

T.R.A. DOCKET ROOM

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

November 21, 2008

## MEMORANDUM

To: Docket File

From: Carsie D. Mundy *CSM*  
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 eighteen (18) complaints received by the Consumer Services Division expressing opinions concerning Tennessee Wastewater System Inc.'s petition.

Attachments: 18

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/13/2008 7:45 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, November 13, 2008 at 19:18:22

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 14 2008

TN REGULATORY AUTHORITY

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

01\_whole: Barbara Adams

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: evening

13\_complaint\_company: Tennessee Wastewater Systems Inc

14\_contacted\_util: No

15\_complaint\_descript: We have been customers of Tennessee Wastewater Systems Inc, formerly On-Site Systems, since October 26, 2000. While their service has been excellent, rate increases have been too frequent. The first increase went into effect March 2002. Patsy McElroy, Office Manager, stated this increase was necessary because the company had received a substantial increase from the City of Clarksville for treatment services. The next increase was announced on February 3, 2004, again because of another rate increase from the City of Clarksville. In her letter dated February 3, 2004, Ms. McElroy states, "Once again, we are aware that sewer rates in your subdivision are extremely high and we will utilize every opportunity to lower these rates as soon as possible." The next letter dated March 30, 2006, stated that Tennessee Wastewater Systems would be submitting a petition to the Tennessee Regulatory Authority to proceed with construction of a new treatment facility which would result in lower rates. In light of the letter dated February 3, 2004, admitting their rates are too high and the fact that nothing has been accomplished as promised in the March 2006 letter, I do not believe Tennessee Wastewater Systems should be granted a fee increase. They should fulfill the promise to build a new treatment facility which would result in lower sewer fees. Again, I would like to emphasize that this company has provided good service. A rate increase is not warranted since, in their own words, a new plant would solve the rate increase problem, a new plant they have not completed. Thank you for considering my complaint.  
Barbara J. Adams

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/17/2008 11:28 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 17, 2008 at 11:01:47

---

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

01\_whole: Jim & CynthiaOwen

02\_streetaddress: [REDACTED]

03\_City: [REDACTED]

04\_State: Tn

05\_ZIP: [REDACTED]

06\_County: montgomery

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

13\_complaint\_company: Tn Wastewater

14\_contacted\_util: No

15\_complaint\_descript: Everything is going up and we already pay more than anyone else in the county.  
We do not want an increase in our bill.

Thank you  
Cynthia Owen

---

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 17 2008  
TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/16/2008 4:35 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, November 16, 2008 at 16:09:01

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Michael Beane

02\_streetaddress: [REDACTED]

03\_City: [REDACTED]

04\_State: TN

05\_ZIP: [REDACTED]

06\_County: Montgomery

07\_Home\_Telephone: [REDACTED]

10\_Contact\_time: any

13\_complaint\_company: Tn Wastewater Systems

14\_contacted\_util: yes

15\_complaint\_descript: It is ridiculous to average our sewage usage based solely on water use in the peak time of the summer months when water sprinklers are running, but when the toilets usage remains constant throughout the year. I end up paying for water twice based on this rule; it is a ripoff to the consumer. I got over it after complainig to TN Wastewater who told me its was a state regulation and they could do nothing; now Im being told there will be a rate hike. This is terrible, I already pay an outlandish amount for sewage cost which is based on the peak water (not necessarily sewage) use in the summer. Sewage should be a standard cost based on how much water one flushes or runs in the sink and shower based on how many heads are in a household. I get penalized for filling the pool or running the sprinklers.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/16/2008 3:58 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, November 16, 2008 at 15:32:10

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: John Williams

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: evening

13\_complaint\_company: TN Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: The future rate hike by the TN Wastewater is a bad idea. It seems that all of the utility companies are raising rates all at the same time and it is too much to bear for the average consumer. A lot of the wastewater that we are charged for is not treated by the TN Wastewater company anyhow. It is used for watering our yards, washing our cars and pressure washing different areas around our houses. We are charged for this cleanup of the water but it is a farce due to this water not going into the sewer system. Please refrain from being a lemming in the rate hike fad of 2009. JW

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/16/2008 3:57 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, November 16, 2008 at 15:30:30

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Rafael V. Gonzalez

02\_streetaddress: [REDACTED]

03\_City: [REDACTED]

04\_State: TN

05\_ZIP: [REDACTED]

06\_County: Montgomery

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: In these difficult economic times it would be unconscionable to consider a rate increase given the fact that we are paying a very high rate already in South Ridge for our services.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/16/2008 1:17 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, November 16, 2008 at 12:50:50

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Marin Marinau

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: TN wastewater

14\_contacted\_util: No

15\_complaint\_descript: What the heck!!!!!!!!!! Recently TN wastewater has ask for a rate hike increase that will affect South Ridge neighborhood. Tn wastewater is already charging 2.5 times the amount of the water bill. TN wastewater sewage bill in this neighborhood is already the highest in the county. I strongly oppose this rate increase for the sewage. For the last five years the sewage bill by TN wastewater was supposed to decrease since we are paying the highest rate. Is this ever going to happen??

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/15/2008 8:24 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, November 15, 2008 at 19:57:46

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Donna Woodie

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: evening

13\_complaint\_company: TN Wastewater

14\_contacted\_util: No

15\_complaint\_descript: rate increase

---



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/15/2008 6:58 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, November 15, 2008 at 18:32:30

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Lorraine Logue

02\_streetaddress: [REDACTED]

03\_City: [REDACTED]

04\_State: Tennessee

05\_ZIP: [REDACTED]

06\_County: Montgomery

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: morning

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I pay a lot for sewer in South Ridge. The rate hike they are proposing is not reasonable. I disagree strongly to this rate hike!

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/15/2008 1:12 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, November 15, 2008 at 12:46:01

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Charity MacDonald

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: evening

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

14\_contacted\_util: No

15\_complaint\_descript: I disagree with the proposed rate hike to the Tn regulatory commission. Currently I am paying far greater rates than any other place I have lived. I disagree with the proposed hike and feel that my voice should be heard along with my neighbors. Thank you.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/15/2008 12:33 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, November 15, 2008 at 12:06:29

---

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 17 2008  
TN REGULATORY AUTHORITY

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

01\_whole: Jennifer Wellington

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: Tn Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I am currently the Homeowner Association President of South Ridge Subdivision. I urge you on behalf of myself and the other residents not to allow the increase proposed by Tn Wastewater. We already pay extremely high waste removal rates. With the sewer rates being directly tied to water usage, my household has paid up to \$125.00/month during the summer months. This seem extremely high, considering most of that is run-off for lawn care and doesn't enter the waste removal system. Also, an average family in the sub-division pays roughly \$60- \$80 per month, which is extremely high already. A new rate increase of this type would have a severe impact on the residents of South Ridge in increasingly difficult economic times. I once again urge you not to pass this rate increase.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/17/2008 7:45 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 17, 2008 at 07:19:02

---

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

01\_whole: Mark Cook

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: 7:30AM-4:30PM

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I understand that this company is once again requesting a rate increase for South Ridge Subdivision. I adametely oppose this rate increase. We already pay close to \$100/month for sewer-only!!! I would imagine that this is one of the higher rates within the state. This company continues to provide false hope in that they are exploring an off-site treatment area to reduce costs, but they have been promising this for years and I believe it is just a ploy to quiten the residents of South Ridge. I doubt that they have ever planned to do this.

I don't see why they need a rate increase. I doubt that their operating costs have increased. We have added more consumers to their system without having to expand any of their infastructure.

Thank you for your consideration.

Mark T. Cook

---

**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**NOV 17 2008**  
**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/16/2008 7:33 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, November 16, 2008 at 19:06:32

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 17 2008

TN REGULATORY AUTHORITY

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

01\_whole: Timothy Lee

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: evenings

13\_complaint\_company: TN Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I am opposed to the rate increase that TN Wastewater is requesting for the Southridge subdivision in Montgomery County. The current rates are already higher than anywhere else in the County. TN Wastewater already is charging us for services that they are not providing, to wit: rates are based on water usage, not the amount of waste water processed. This method does not take into account water used for purposes other than for sewage, ie. water used for watering lawns, pools, ponds and washing cars. There has been no increase in the level of service provided, as there have been no significant equipment increases as promised by the company and the company does not deal with solid waste. At this time there is no justification for a rate increase to be imposed on the homeowners and residents of Southridge.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/17/2008 2:08 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 17, 2008 at 13:41:56

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 18 2008

TN REGULATORY AUTHORITY

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

01\_whole: Stephanie Lanham

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: between 6-8 pm

13\_complaint\_company: TN Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I am against the rate increase. Currently, we pay more for sewage than we do for the actual water. I would be against the hike increase.

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/18/2008 12:43 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, November 18, 2008 at 12:16:54

---

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 18 2008  
TN REGULATORY AUTHORITY

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

01\_whole: Marvin H. Phibbs

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 Mon thru Fri

13\_complaint\_company: TWW,Smyrna, TN

14\_contacted\_util: No

15\_complaint\_descript: I have been notified that TWW Sys.Inc. is asking for a rate increase (pending your approval), of approx. 43 % to the sewer rates in Southridge Subdivision, Hwy 12, Clarksville, Tn. I would submit to you that the rates are high enough! Services and maintenance do NOT merit this increase. My exhibit "A" will show that TWW's rate on 1500 gallons processed is within pennies of DOUBLE the Clarksville Gas & Water utility billing...I cannot imagine another increase of this magnitude.....I live on Social Security and draws from my IRA....Please do NOT allow this increase to an already exorbitant rate. I will be mailing my Exhibit "A" as soon as possible (11-19-08)...thank you, and respectfully submitted, Marvin H. Phibbs

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/17/2008 3:54 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 17, 2008 at 15:27:26

---

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

01\_whole: Byon Brock

02\_streetaddress: [REDACTED]

03\_City: [REDACTED]

04\_State: Tn.

05\_ZIP: [REDACTED]

06\_County: Montgomery

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: mornings

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: We have lived in this subdivision since April 2003. We have been promised a rate reduction when the new wastewater facility to collect sewage was completed. We have received no rate reduction or current information as to the status of receptor. There is talk of a rate increase - what's going on?

---

RECEIVED  
CONSUMER SERVICES DIVISION  
NOV 18 2008  
TN REGULATORY AUTHORITY



**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/17/2008 9:09 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, November 17, 2008 at 20:42:36

---

RECEIVED  
CONSUMER SERVICES DIVISION

NOV 18 2008

TN REGULATORY AUTHORITY

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

01\_whole: paul pulley

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: 9am to 8pm

13\_complaint\_company: tennessee wastewater systems, inc

14\_contacted\_util: yes

15\_complaint\_descript: i object any rate increases that tennessee wastewater is proposing. houses in the southridge subdivision was built under the contract that this company would build a treatment plant within a short period of time and the excessive rates we now pay would decrease. its been 5 years and this has never happened. this company needs to finish their first project before they ask for raises. i have documents supporting the above and expect a treatment plant to be built and rates to decrease if not i can take this farther. the builder derick comperry should be held liable for this to be completed also. thanks paul

---

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/19/2008 2:32 PM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, November 19, 2008 at 14:05:58

---

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

01\_whole: Terry Milliken

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: 9:00am

13\_complaint\_company: TN Wastewater

14\_contacted\_util: No

15\_complaint\_descript: Please investigate the history of this rate increase that is proposed for the South Ridge sewer system. The rates are already extremely high and have been since the system was put in place in 1997. The homeowners have been told the rates will go down as the number of homes increase. Check the growth of the neighborhood since 1997. Compare the number of homes then and now with the rates being charged. The reason for rate increases have always been blamed on the rate TN Wastewater in charged to treat the sewage by Clarksville Gas and Water. Ask what the average bill is and why? You may be shocked by the average.

---

**RECEIVED**  
**CONSUMER SERVICES DIVISION**  
**NOV 19 2008**  
**TN REGULATORY AUTHORITY**

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/19/2008 9:10 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, November 19, 2008 at 08:44:12

---

**RECEIVED**  
**CONSUMER SERVICES DIVISION**

**NOV 19 2008**

**TN REGULATORY AUTHORITY**

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

01\_whole: Tamara Almeyda

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: 4:15 to 5 pm, Mon - Fri

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I do not agree with the proposed rate increase. We are currently paying based on the amount of water used versus the amount of waste processed, thus, it appears we are paying for treatment of water they do not actually process. This is a considerable portion of my bill each month based on watering my yard especially in the fall when I have my yard re-seeded.

---