

# TENNESSEE REGULATORY AUTHORITY

RECEIVED

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



2008 DEC -5 PM 2:53

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

T.R.A. DOCKET ROOM

December 5, 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 is one (1) complaint received by the Consumer Services Division expressing an opinion concerning Tennessee Wastewater System Inc.'s petition.

Attachments: 1

Miss. - TWS - COM

08-0766

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <ConsumerComplaint.TRA@state.tn.us>  
**Date:** 11/4/2008 10:04 AM  
**Subject:** Consumer Complaint Questionnaire

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CONSUMER SERVICES DIVISION

NOV 04 2008

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, November 04, 2008 at 09:37:31

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

01\_whole: Ricardo Gallegos

02\_

03\_

04\_State: Tn

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone:

08\_Work\_Telephone:

09\_email:

10\_Contact\_time: anytime

13\_complaint\_company: TN Wastewater Systems Inc

14\_contacted\_util: yes

15\_complaint\_descript: Tennessee Wastewater Systems Inc. (TWSI) filed a petition seeking to amend its rates and charges for residential, and non- cabin commercial, and access fee customers.

The purpose of this letter is to bring to your attention several items of interest that are not sitting well with me, especially the rate increase. I do not speak for the residents of Southridge subdivision in Clarksville Tn, but I am sure they feel the same.

Nine years ago we were promised lower rates by TWSI, then operating as On-Site Systems. The lower rates were to come from the construction of a private pumping station that would get us out of the control of the City of Clarksville Water Department. As recent as March 2006 we were informed that TWSI had finally worked through the bureaucracy and had submitted the petition to the TRA. We have also been told that the petition was approved, however TWSI has yet to construct the pumping station. I believe that nine years is sufficient time to get this project completed (copy faxed). It is TWSI responsibility to provide the best customer service available to its customers, reference paragraph 3 of TWSI petition. What are the operating expenses for Southridge verses the income from its residents? From me alone TWSI has taken in over \$745.00 a year, plus over \$60 for a replacement lid for my tank. From Southridge alone I estimate over \$75,000. What positive action has TWSI taken for its residents of Southridge?

Back in 2006 TWSI received a decrease in rate from the City of Clarksville and to my knowledge there has been no increase.

Just a couple of months ago TWSI went on a fishing expedition here at Southridge. All residents received letters informing them that a new contract needed to be signed because there was no contract on file(copy faxed). Also the \$60 disconnect/reconnect fee was mentioned and I interpreted as that I would have to send TWSI a signed contract and \$60. I called TWSI and spoke to a young lady in customer service and to Matt Pickney VP regarding this letter. Mr Pickney told me that the mailing was done by accident and that the computer had sent a letter to everyone. When I asked about sending out a retraction, I received an unsatisfactory answer which led me to believe that this was a fishing expedition to see how many customers would actually bite and send a new contract and \$60. If TWSI sent the letter to Southridge residents, I am sure TWSI sent the same letter to other communities that they service. I strongly believe that this action warrants an audit/investigation.

Has TWSI out grown its original business plan that it developed as ON-SITE SYSTEMS? Has there been an independent audit performed? What is ADENUS Technologies role in TWSI? Did the money problems exist before the merger/takeover of Onsite and Adenus? I can not believe that with so many well educated people running this company such a shortfall in revenues to cover all the costs of doing business could not have been foreseen in the original business plan. Why has On-site/TWSI not amended the business plan in 9 years? Does it take 9 years to discover that the operation is not generating sufficient funds?

Respectfully,

Ricardo Gallegos



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