

TENNESSEE REGULATORY AUTHORITY



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19 AUG 18 AM 8:06

I.R.A. DOCKET ROOM

460 James Robertson Parkw
Nashville, Tennessee 37243-05

MEMORANDUM

TO: Docket File

DATE: 09-00034

FROM: Lisa Cooper
Chief, Consumer Services Division

DOCKET: 09-00034

IN RE: *PETITION OF LYNWOOD UTILITY CORPORATION TO CHANGE AND INCREASE RATES AND CHARGES*

Attached are fifty two (52) complaints received by the Consumer Services Division voicing opinions regarding Lynwood Utility Corporation's filed *PETITION*.

Cc: Parties of Record

Attachments: (52)

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/13/2009 8:07 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, August 13, 2009 at 19:37:10

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

01_whole: Samantha Jay

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: TN

05_ZIP: 37069

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: morning

13_complaint_company: Lynwood Utility District

14_contacted_util: No

15_complaint_descript: In certain areas of our neighborhood there is a sewage odor that continues to an issue. As

well, I would like to voice opposition to the 33% rate increase Lynwood is proposing! This increase will be the third one in two years. This rate increase is for profit only....not for new equipment. Thank you!

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/14/2009 11:07 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, August 14, 2009 at 10:37:21

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

01_whole: Myron Frey

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: after 6:00 p.m.

13_complaint_company: Lynwood Utility District

14_contacted_util: No

15_complaint_descript: Three rate increases in two years. No new equipment purchased or added services. This increase is purely profit!!!! Water/Sewerage bill already at ridiculous levels.

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CONSUMER SERVICES DIVISION
AUG 17 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/4/2009 5:26 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 04, 2009 at 16:56:44

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

01_whole: Thomas Zigler

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Afternoon and evening

13_complaint_company: lynnwood sewage treatment

14_contacted_util: No

15_complaint_descript: I would like to voice my opposition to the 33% rate increase that Lynnwood is trying to get. It would be the third increase in two years and during these difficult financial times it would be unreasonable and unfair to increase lynnwoods profits while putting an excessive financial burden on the customers. Please do not vote for this increase.

Thank you.

Tom Zigler

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TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/4/2009 6:42 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 04, 2009 at 18:00:52

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

01_whole: steve patrick

02_streetaddress: 16 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: Williamson

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: sewage utility

14_contacted_util: No

15_complaint_descript: It smells and we continue to have rate increases.

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AUG 05 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/4/2009 11:52 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 04, 2009 at 11:22:57

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AUG 04 2009

TN REGULATORY AUTHORITY

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

01_whole: Gary Pitcher

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: g [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: Cottonwood subdivision residents have continually born the burden of continually rising rates in spite of ongoing issues (pungent /repulsive odors) and effluent violations into the Harpeth river. The sewage treatment plant has never been capable of handling the original Cottonwood residents and the continued addition of Ledgens Ridge and River Landing. WE DO NOT DESERVE ANOTHER INCREASE !!!!!!!

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/4/2009 11:32 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 04, 2009 at 11:03:12

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AUG 04 2009
TN REGULATORY AUTHORITY

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

01_whole: Rich Gootee

02_streetaddress: 16 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: W [REDACTED]

07_Home_Telephone: 4 [REDACTED]

08_Work_Telephone: 2 [REDACTED] 8

09_email: r [REDACTED]@ [REDACTED]

10_Contact_time: before 5pm

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: Treatment facility odor continues in spite of multiple rate increases...I am opposed to the current proposed rate increase...please do not approve.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/3/2009 3:54 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, August 03, 2009 at 15:24:33

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

01_whole: Craig Stahl

02_streetaddress: 13 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: 9-5

13_complaint_company: Lynwood Sewer Utility

14_contacted_util: yes

15_complaint_descript: 33% rate increase, the 3rd one in 2 years. They are not buying new equipment...just raising rates.

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AUG 03 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/3/2009 2:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, August 03, 2009 at 14:29:05

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CONSUMER SERVICES DIVISION

AUG 03 2009

TN REGULATORY AUTHORITY

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

01_whole: Bobby Freeman

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynnwood Water & Sewage

14_contacted_util: No

15_complaint_descript: The odor from the facility continues to be an issue for our entire neighborhood and they are proposing a 33% rate increase. This increase appears to only be for profit and does not include any upgrades or new equipment for the facility. Lynnwood holds a monopoly on a service we obviously need and they seem to be taking advantage of it.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/3/2009 10:55 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, August 03, 2009 at 10:25:00

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

01_whole: Diane Wright

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any time

13_complaint_company: Lynwood Utility Company

14_contacted_util: No

15_complaint_descript: Lynwood Utility unfortunately has a monopoly on sewage in this area and is raising the price by 30% again. This is not for equipment, but for profit as we have been told. We have a man from our home owners' association that is our representative and attends the meetings. Lynwood seems to not care that they are in violation of numerous environmental citations, they do not care that there is a significant odor problem (which we have been begging them to work on for years) or leakage at the plant that affects the houses nearby and the Harpeth River (which has been discussed for a long time also). In this day and age when there is such an emphasis on keeping our environment clean it is disconcerting that we are dealing with a company that it is getting away with no responsibility to the community. In this rate increase there is no plan to address any of the problems. That is why it seems Lynwood Utility is in a sense thumbing its nose at the authorities. We desperately need your help fighting this problem to keep our neighborhood sanitary and the rates competitive with government utilities. We should not be held hostage by a private company. Please help us.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/3/2009 9:48 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, August 03, 2009 at 09:18:35

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

01_whole: John Dunavan

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: M-F, 8-6

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: Over multiple years the Lynnwood waste-water treatment plant behind the Cottonwood subdivision has grown increasingly pungent while the owner/operator has become more belligerent about complaints. On any day there is an inversion layer, a prevailing wind from the west, or during the evening as the cool air moves in from the Harpeth River it carries the aroma of waste. Which also generates concerns about water quality downstream of the plant's return line. We do not open the windows of our home, or spend many days/evenings in our yard, or paddle our canoe in the Harpeth near the plant. It is not unusual to have human waste back up in the storm drains nearest the plant after a heavy rain - leaving toilet paper and fecal matter in the neighborhood common area. Neighborhood dogs then frequent the drains to leave their own waste. With the TRA's permission the facility has been expanded and has increased the level of tie-ins - making the problem worse. With the TRA's permission our sewerage rates have been increased "to install an abatement program" that has shown no sign of improvement - if it exists at all. We now pay the highest sewerage rate in the state - higher than our prices. Long-term residents of the neighborhood indicate that there is no historical precedent - there are no complaints about the previous operator. The current operator - a construction contractor - appears to be using the facility as a cash-cow during a down-time in his primary business. There is no evidence any of the additional fees assessed have gone into any kind of improvement scheme. The neighborhood is fed up with complaining - attending public meetings, hearings, filling out online forms - there appears to be no result. Please let me know what else we can do to improve our quality of life and protect our property value? Has anyone from the TRA actually made a field inspection or spoken with the residents? Has the EPA actually taken samples from the river - or simply relied on the far!

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cical "s
elf-reporting" mechanism? My family and I would appreciate any help.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/3/2009 9:48 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Monday, August 03, 2009 at 09:18:48

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

01_whole: Steve Stamps

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: NOON - 4:30 PM

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We do not need any water rate increases at this time. Too many of us aren't employed right now, including me. My wife and I are barely able to make our basic monthly bills and this increase would kill us.

We have to watch/budget every dollar very carefully and I suggest that Lynnville Utility do the same rather than ask for a rate increase.

Please help us "little people".

Thank you.

Steve Stamps, Cottonwood Subdivision

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/2/2009 10:11 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, August 02, 2009 at 09:42:09

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

01_whole: Kevin Allan

02_streetaddress: 10 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: evening weekdays

13_complaint_company: Lynwood

14_contacted_util: No

15_complaint_descript: It is my understanding that our water utility is requesting a 30%+ rate increase. If so, I highly object. It is unconscienable in an economy like this for a company to request such an increase. Especially a company that has failed for years to reduce the noxious, offensive stench their operations create, lowering property values for the homes nearby. If they need to improve their bottom line I suggest they do it the way the rest of us are doing it-- by improving efficiency and reducing expenses. And delivering a higher quality service would be appreciated too. Lynwood thinks that because it's customers don't have any freedom to chose a different water utility, they can do what they want. Please don't allow this extortion to take place. Thank you.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 4:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 16:28:41

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AUG 03 2009
TN REGULATORY AUTHORITY

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

01_whole: J. Thomas Korey

02_streetaddress: 13 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 3-4 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We have been advised that there is a 33% sewage rate increase by Lynnwood Utility. We also understand there is no plan to use any portion of this increase for new or updated equipment. It appears all of the increase is for profit only. It is requested that the necessary steps be taken to audit this company in order to have it in compliance with State rules and/or regulations. I would be happy to work with the State in any way during planned audits.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:07 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 22:38:10

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

01_whole: Lisa Smith

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: I live in Cottonwood. Our homeowners association has informed us that Lynnwood Utilities is asking for a 33% rate increase. This is the 3rd rate increase in 2 years. This is not for new equipment but only for profit. Now I am all for someone making profit but it is not fair for Cottonwood Homeowners because we have no other choice but to use Lynnwood. We are at their mercy. They have a monopoly because we have no other options. Please do not let them take advantage of hard working people in this hard economic times. They should be ashamed of themselves for taking advantage of this community. Thank you.

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AUG 03 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 9:00 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 20:31:12

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

01_whole: Jane Melrose

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: lynnwood

14_contacted_util: No

15_complaint_descript: There is always an odor near the plant. I feel for the people living close. Also, I am opposed to the 33% rate increase. The sewer rate is already too high.

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AUG 03 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 8:16 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 19:47:04

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

01_whole: Richard Connors

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Increase Lynwood Utilities

14_contacted_util: No

15_complaint_descript: I heard they want to increase our rates and I am totally against.

RECEIVED
CONSUMER SERVICES DIVISION
AUG 03 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 3:54 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 15:24:40

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TN REGULATORY AUTHORITY

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

01_whole: Courtney Ashburn

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: n/a

08_Work_Telephone: n/a

09_email: [REDACTED]

10_Contact_time: through e-mail only

13_complaint_company: sewage compnay

14_contacted_util: No

15_complaint_descript: We completely object to the 33% rate increases that are about to be inflicted upon us. Our community has had no new equipment and ongoing odor issues which seem to negate any reasons for rate increases.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 4:19 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 15:49:50

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JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Christy Witt

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: Lynwood Utility District

14_contacted_util: No

15_complaint_descript: Count our household against any pending rate hike, especially in this economy!!

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 7:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 19:07:47

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AUG 03 2009

TN REGULATORY AUTHORITY

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

01_whole: Clark Colvard

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 10-2

13_complaint_company: H.B & T.S. Utility Dist. Williamson County

14_contacted_util: No

15_complaint_descript: 33% RATE INCREASE!!! Will be the 3rd rate increase in 2 years.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 5:20 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 16:50:43

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

01_whole: William E. Young

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Mornings

13_complaint_company: Odor; increase in fees

14_contacted_util: No

15_complaint_descript: The Cottonwood subdivision is dealing with an obnoxious odor! It needs to be corrected!

Also, the rate increase for the community sewer service is atrocious!

Thanks for responding.

RECEIVED
CONSUMER SERVICES DIVISION
AUG 03 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 2:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 14:07:59

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

01_whole: hillary wellons

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: sewage

14_contacted_util: No

15_complaint_descript: As a Cottonwood resident, I, as well as the other residents, are concerned about the increases of our sewage rates over the past two years and have discovered that there are plans to increase it again. We are opposed to this, as well as the constant sewage smell that imminates in our neighborhood. Please do not increase our rates and please take care of the smell!

thank you,
hillary wellons

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 3:24 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 14:54:47

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

01_whole: Dan Majors

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED],

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Days

13_complaint_company: Lynnwood Utilities

14_contacted_util: yes

15_complaint_descript: Our privately owned and managed neighborhood sewer system continues to emit foul odors despite 2 rate hikes in 2 years. We are being threatened with a 33% rate hike with no improvement to our system. Please help us to stop this. It is the wrong time, economically speaking, for a rate hike of this magnitude.

Thank you for your kind consideration.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 3:26 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 14:56:52

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

01_whole: Angela M. Phelps

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: evening

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I oppose the proposed rate increase. The service we receive is adequate at best. There is a constant odor that is awful. They do not deserve another increase, on top of the one they received last year, no changes have been made that have changed or improved their service to us. They have a monopoly here in the Cottonwood neighborhood and we are unfortunately stuck with them. We should not have to continue to pay more for their services, particularly when we have no other options to take our business to.
Thank you.

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 2:25 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 13:55:32

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Charles Reinhardt

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 8:30 - 4:00

13_complaint_company: Lynwood Utilities

14_contacted_util: No

15_complaint_descript: Lynwood Utility is asking for a 33% rate increase. This would be the third increase in two years. I just don't believe it is justified

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 1:11 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 12:42:05

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Glenn Acree

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Monday A.M. at work

13_complaint_company: Lynnwood Utility Corp

14_contacted_util: No

15_complaint_descript: Lynnwood Utility Corp is planning to increase rates an additional 33%. This would be the 3rd increase in 2 years. There continues to be a problem with odor related to the sewage treatment, especially for the residents of Cottonwood that live in the rear portion of the subdivision and for those using the pool and clubhouse areas. In spite of these problems, the rate increase is not to improve equipment or make repairs, but to increase profits for the utility.

Rates for sewage treatment have risen significantly since Lynnwood has taken over the utility. During the present difficult economic time, it seems inappropriate for such an increase to take place adding an additional burden to the homeowners with no benefit to services.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 1:14 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 12:45:23

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

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

01_whole: laura zeitlin

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: day

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: We are upset with the constant smell and raised utility rates for our neighborhood, Cottonwood. I am a real estate agent and this odor affects our property values and the liability that it causes from disclosing an adverse fact in the development. We do not a raise in rate and want the foul odor addressed. Thank you!
Laura Zeitlin

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 2:11 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 13:42:05

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

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

01_whole: Minucci

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

13_complaint_company: Lynwood

14_contacted_util: No

15_complaint_descript: This is a complaint regarding both the odor that continues in Cottonwood and to voice opposition to the 33% rate increase.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 1:36 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 13:06:20

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Julie Dunn

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: I am making a complaint regarding the odor from Lynnwood Utility and the 33% rate increase.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:53 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 12:23:37

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

01_whole: mike hutchins

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: evening 7 pm

13_complaint_company: lynwwod utility

14_contacted_util: No

15_complaint_descript: Oder coming form the facility and we are opposed to the most recent proposed rate hike. THE WATER BILLS ARE ALREADY HIGH ENOUGH.

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 1:03 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 12:33:20

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Marlei Olson

02_streetaddress: 2 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: n [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynnwood

14_contacted_util: No

15_complaint_descript: I understand that our sewage rates are going to increase again! I already significantly higher sewage rates than my friends in Davidson County. For a single mom with 3 children, just paying for water and sewage is getting to be ridiculous. Please do not allow our rates to be raised again!

Kind regards,

Marlei Olson

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:52 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 12:22:41

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

01_whole: Gale Parkes

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: They are asking for another rate increase, which too much. There continues to be an odor problem even though they say that it has been taken care of.

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:26 AM
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AGENCY

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 10:57:16

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

01_whole: Charles Babcock

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: Lynnwood

14_contacted_util: No

15_complaint_descript: There is a rate increase that is scheduled for Lynnwood and there is a hearing scheduled for later in August. Lynnwood had made initial improvements but didn't seem to complete (since there is still an odor) them and has let the general appearance degrade. It is my understanding that the increase is not intended to improve the service of the location but simply profit. This certainly seems unacceptable since they haven't completed the issues addressed before the last two rate increases (both within the last two years). If they fall under a regulatory board and we have no choice in vendors shouldn't the profit also be monitored?

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:26 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 10:57:00

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Brenda C. Crews

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynnwood Utility Corp Sewage Systems

14_contacted_util: No

15_complaint_descript: Lynnwood Utility Corp Sewage Systems is planning a 33% rate increase for Cottonwood

customers with no newly purchased equipment cost to my knowledge. Also there is an noxious odor at times in Cottonwood that has not been dealt with.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:01 AM
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 10:32:17

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

01_whole: Kacie Dunavan

02_streetaddress: 110 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: d [REDACTED]

10_Contact_time: day

13_complaint_company: Lynwood Utility Company

14_contacted_util: No

15_complaint_descript: This complaint is two fold. First, the odor coming from the Lynwood utility sewage treatment plant remains a consistent issue. Supposedly, a past rate increase was to purchase equip that would take care of this issue. It has not. Second, this will be the third rate increase in two years. Lynwood has a monopoly on sewage disposal for our neighborhood...we have no other choice for a provider which kind of holds the consumers in Cottonwood hostage doesn't it? We have the highest sewage rate. A 33% increase is absurd.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:28 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 10:58:52

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Denise Gilreath

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: The odor in Cottonwood from the facility continues to be an issue. I would also like to voice opposition to the proposed 33% rate increase. This increase will be the third one in two years. This rate increase is for profit only....not for new equipment. If this requested increase is approved, the average sewage rate for Cottonwood will climb to \$60-\$90 since it is tied to my water usage. Unfortunately for Cottonwood consumers Lynnwood holds a monopoly on a service that we need. We do not have the ability to comparison shop for a better price.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:34 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:04:58

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

01_whole: Doug and Dana Kahan

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Daytime

13_complaint_company: Lynnwood

14_contacted_util: No

15_complaint_descript: This complaint is for the odor that still comes from the plant and also for a 33% rate increase that should not happen. From what we know this increase is just for profit. Since they haven't addressed the odor and the increase is for profit only - I think someone needs to look into this.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:35 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:05:36

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

01_whole: George Martin

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: day

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: My understanding is that I am going to be hit with the 3rd rate increase in the last two years.

I would like to attend the hearing to voice my concerns about the proposed 33% rate hike, find out what their plans are for continuing to add more homes on to this facility, and what has been done to eliminate the odors emitting from this area on a regular basis.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:04 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:34:54

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Kip Kerlin

02_streetaddress: 51 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: all day

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Our rates are scheduled to increase 33%. "IF" they were doing a major upgrade of the facilities it would be almost agreeable BUT they are not. PROFIT motive ONLY! The increase is not justifiable.

Kip Kerlin

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:48 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:18:46

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Brad Taylor

02_streetaddress: 1 [REDACTED].

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: W [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: 9-5

13_complaint_company: Lynwood

14_contacted_util: yes

15_complaint_descript: I strongly oppose the 33% increase in our rates. This increase will be the third in two years. There is also an offensive odor that has not been dealt with. We are not receiving good service and are being over charged!!

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 11:44 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:13:20

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

01_whole: Max Hixon

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Ordor from the sewage plant is still bad after Lynnwood has made many attempts to correct. This continuing problem affects the quality of life in the area this sewage plant serves, especially the homes located on Gillette Dr and other near by streets in Cottonwood and River Landing subdivisions. Some days I can smell the ordor and I live over 1/2 mile from the sewage plant.

Also it is difficult to understand the need for a rate increase for the third time in as many years when this problem continues and the rate increase is only for increase profits.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:05 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:36:06

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

01_whole: David Perdue

02_streetaddress: 2222 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Lynnwood Utilities

14_contacted_util: yes

15_complaint_descript: Aweful smell coming from 'plant' in Cottonwood Subdivision. Lynwood does nothing about this terrible smell ruining our neighborhood. Lynwood Utility has propped a price increase - the 3rd in two years - not for new equipment, but for profit only. Please help us wityh our outragous water bills and the smell.

Lynwood Utiolities needs to add meters to our water lines instead of just guessing what to charge by using a percentage of our water usage. Not taking into consideration lawn irrigation, washing cars etc. We over pay to stink! Please Help!

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:05 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:35:53

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

01_whole: Mark Osburn

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: After 4:00 PM

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: The Lynnwood Utility Co. has a monopoly on sewer service in the Cottonwood subdivision. We have lived in Cottonwood for over 25 years. The smell at the part of the neighborhood where the treatment plant is located is terrible. They are now asking for a rate increase of about 33 %. This would be the third rate increase in 2 years, if granted. I fell this rate increase is unjustified and it is purely profit motivated. If Lynnwood could do something about the smell it might be different, but they never have.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:06 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:37:06

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Chris Sutton

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: same as above

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: This is in reference to the proposed increase of water and sewage rates Lynwood Utility is trying to impact on the residents of Cottonwood. An increase of any kind is unacceptable since this is going to be used to profit only the company. This community is home to people who are raising children, retired people and no, this is not a community of wealthy families. Many of us have lived here for years, including myself who moved here in 1978.

Please consider this supposed rate of 33% totally unfair and NOT necessary.

Thank you,

Chris and Carl Sutton

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:28 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:58:56

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

01_whole: Kim Acree

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: After 5:00

13_complaint_company: Lynnwood Utility/HB&TS Utility

14_contacted_util: No

15_complaint_descript: We have received information from the Cottonwood Homeowners Association that Lynnwood Utility has asked for approval for a 33% rate increase. I have voiced concerns before to the TRA regarding the water/sewer rates in our community. I already pay over \$100 a month for water/sewer. We are a normal family of four with no unusual water usage. We have had our water valve fixed at the street so we have lower water pressure already along with low-flow valves on the shower heads. When we moved to Cottonwood in 1997 our monthly water/sewer bill was a fixed \$17. We do not have a choice in water/sewer service in our area. Please do not approve this rate increase!!!!

RECEIVED
CONSUMER SERVICES DIVISION
JUL 31 2009
TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:14 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:44:44

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

01_whole: elliott douglass

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3[REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: lynnwood

14_contacted_util: yes

15_complaint_descript: odor in neighborhood and proposed rate increase of 33%

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/31/2009 12:09 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 31, 2009 at 11:39:39

RECEIVED
CONSUMER SERVICES DIVISION

JUL 31 2009

TN REGULATORY AUTHORITY

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

01_whole: Lisa and Kevin Allan

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: evening weekdays

13_complaint_company: Lynwood

14_contacted_util: No

15_complaint_descript: We as residents of Cottonwood subdivision object to the 33% rate increase for odor control. This increase will be the third one in two years. This rate increase is for profit only....not for new equipment. The average sewage rate for Cottonwood will climb to \$60-\$90 depending on our water usage if this requested increase is approved. Unfortunately for Cottonwood consumers Lynwood holds a monopoly on a service that we need. We do not have the ability to comparison shop for a better price. In these tough times, this rate increase is absolutely unacceptable and unwarranted. The services we pay for should be efficient, modern, and up to code. We should not have to pay for odor control - a problem that is caused by out-dated equipment.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/2/2009 11:01 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, August 02, 2009 at 22:31:31

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

01_whole: Jim Redovian

02_streetaddress: 23 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Anytime

13_complaint_company: Lynwood Utility

14_contacted_util: yes

15_complaint_descript: I am concerned about their proposed 33% rate increase that would be the third such increase in the last 24 months. As a father of 4 children, my water bill cannot continue to climb without my having the ability to shop for competitive rates. Enough is enough already.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/2/2009 10:11 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, August 02, 2009 at 21:41:50

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

01_whole: Stephen Clinton

02_streetaddress: 2 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: weekday 9-4

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: I am writing to file a complaint against what I understand is yet another sewer rate increase requested by Lynnwood Utility. I have written previously to protest other Lynnwood Utility rate increases as the rate increases have continued price gouging of my family and of our community, Cottonwood Estates, that are served by a monopoly utility.

A previous rate increase included a significant amount of money (I think I recall \$1 million+) for infrastructure upgrades and additional monies for supposed increased operational costs. I recall discussion about infrastructure upgrades to accommodate additional sewer service for a potential new development. As there have been essentially no new, Lynnwood Utility-related residential real estate developments in the past year and will likely not be any in the foreseeable future, I do not understand what reason Lynnwood Utility could possibly have for requesting a rate increase. There continues to be a foul odor coming from the plant at different times of the day and throughout the year so it appears the systems may not be operating properly or the previously funded upgrades, if constructed, may not be effective.

PLEASE do not allow a rate increase for Lynnwood Utility and require them to operate within their means. If you allow this rate increase, you will be doing a grave disservice to the people you are supposed to protect.

Thank you for your time and consideration.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/2/2009 3:44 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, August 02, 2009 at 15:15:13

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

01_whole: David Johnson

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: W [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: Any increase in sewage rates cannot be justified. In the past Lynnwood has expanded their services to additional customers and has over loaded a system that was originally designed to serve a finite customer base, Cottonwood Estates. With these expansions has come an ongoing odor problem. Since it was Lynnwood's choice to expand their customer base without regard for current customers, there is no justification for higher rates. Our water rates (H.B. & T.S Utility) and sewer rates (Lynnwood Utility) are among the highest to be found. In these difficult economic times we can ill afford cost increases especially in those areas where services are provided by monopolies such as Lynnwood and where the increase is solely for profit reasons and not to provide an improvement in the quality of service.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/2/2009 8:16 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Sunday, August 02, 2009 at 07:47:22

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

01_whole: John Holzapfel

02_streetaddress: 1 [REDACTED] or

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: 6 [REDACTED]

09_email: [REDACTED]

10_Contact_time: After 9:00

13_complaint_company: Lynwood Utility

14_contacted_util: No

15_complaint_descript: Cottonwood subdivision has been carrying the load for Lynwood Utility for years now. We are getting another rate increase. The facility causes terrible odor and the owners seem to ignore this subdivision's concerns. Our sewer bill is higher than our water bill and the fee is based solely on amount of water used. This does not take into account water used for lawn and gardens. They have been taking advantage of Cottonwood for too many years now.

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From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/1/2009 10:46 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, August 01, 2009 at 22:17:10

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

01_whole: Pamela Williams

02_streetaddress: 1 [REDACTED]

03_City: [REDACTED]

04_State: [REDACTED]

05_ZIP: 3 [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: 6 [REDACTED]

08_Work_Telephone: n/a

09_email: [REDACTED]

10_Contact_time: M-F 10:00am-5:00pm

13_complaint_company: Lynnwood Utilities

14_contacted_util: No

15_complaint_descript: I would like to file a complaint about the proposed 33% rate hike on my utility fees. That is excessive, especially given the already high rates we pay in this area. Given the current state of the economy, now is not the time to be raising fees.

Adding insult to injury is the stench that emanates from the facility behind the homes on Cottonwood drive. While I live far enough away that it doesn't affect me at home, I walk in the neighborhood and sometimes the stench is so foul that I can barely breathe. I don't see how the neighbors who live near it stand the smell.

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