

TENNESSEE REGULATORY AUTHORITY



460 James Robertson Park
Nashville, Tennessee 37243-0

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 two (2) complaints received by the Consumer Services Division voicing opinions regarding Lynwood Utility Corporation's filed *PETITION*.

Cc: Parties of Record

Attachments: (2)

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/18/2009 7:24 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 18, 2009 at 06:54:50

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

01_whole: Barbara Reed

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: TN

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: after 3 pm

13_complaint_company: Lynnwood Utility

14_contacted_util: No

15_complaint_descript: My husband, Alan and I are against the 33% increase proposed by Lynnwood Utility. This increase, if approved would be the third one in two years. As a homeowner in Cottonwood Subdivision, I am forced to obtain my sewer service from Lynnwood and endure the smelly odors on Cottonwood Drive that have never been eliminated, and their increase in costs. They should be forced to fix the odor problem before any rate increase. I understand that this rate increase is entirely for profit, and not for new equipment. Please deny this increase at the hearing.

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/18/2009 7:19 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, August 18, 2009 at 06:49:20

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

01_whole: Thompson

02_streetaddress: [REDACTED]

03_City: [REDACTED]

04_State: TN

05_ZIP: [REDACTED]

06_County: [REDACTED]

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 4:00pm - 5:00pm

13_complaint_company: Lynnwood Utility

14_contacted_util: yes

15_complaint_descript: We were told that our sewer would not go up when they took over....it has gone up about 20-30% and the system still smells by our clubhouse.
