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October 22, 2009

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*Via Hand Delivery*

Sara Kyle, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Attention: Sharla Dillon

Re: Petition of Lynwood Utility Corporation to Change and Increase Rates and  
Charges  
Docket No. 09-00034

Dear Chairman Kyle:

At the Authority Conference on September 21, 2009, the Authority approved a rate increase for Lynwood Utility Corporation (the Company or Lynwood). During the deliberations on the Lynwood rate increase petition, Director Roberson requested that the Company file a report with the Authority within 30 days concerning the steps it has taken or plans to take to address questions raised at the hearing about Lynwood customers not being able to contact the Company to report complaints.

Prior to the Authority Conference on September 21, 2009, the Company learned that H.B. & T.S. Utility District (the District), which bills the Company's sewer customers in the Cottonwood Subdivision, was not including contact information on its water bills about how to contact Lynwood with any questions about their sewer service. In addition, the Company learned that the District's customer service representatives were giving out an old telephone number for Lynwood to any customer who called the District and asked how to get in touch with Lynwood. This old telephone number still allowed a customer to leave a message, but no message was ever returned because the old number was for a prior office used by Lynwood and no one at this prior office used this particular telephone line.

Upon learning that Lynwood's old telephone number was being given out by the District, Lynwood immediately notified the District of the correct telephone number for customers to call to reach Lynwood and requested that the correct telephone number be shared with all District customer service representatives. Lynwood called the business which owned the old telephone



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number which was being given out by the District to Lynwood customers and requested that line be changed so no future messages could be left when this number was called. Both of these steps were taken prior to the September 21, 2009 Authority Conference.

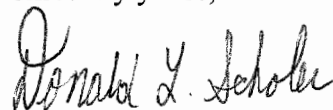
Since the Authority Conference, Lynwood has contacted the District and requested that the District include contact information on the District's bills about how to contact Lynwood similar to the language currently included on the Franklin water bills about how to contact Lynwood. The Company followed up this request in writing. A copy of this letter to the District is enclosed. The District has informed Lynwood that it will contact its third party billing company about adding the suggested language to the District's bills for Lynwood customers.

Since the difficulty in being able to contact Lynwood appeared to be from its customers in the Cottonwood Subdivision, Lynwood's President, Tyler Ring, contacted Jimmy Pritchett, a board member of the Cottonwood Homeowners Association and Rodney Reston, the property manager of the Cottonwood Homeowners Association, shortly after the Authority Conference to discuss ways to improve communications about Lynwood with the Association and its members. After speaking with Mr. Pritchett and Mr. Reston several times, Lynwood is seeking to obtain to space on the Cottonwood Homeowners Association website to place contact information about Lynwood on the website and to place Lynwood's contact information on mailer the Association sends to its members.

Lynwood believes that the steps it has taken to improve the ability of its Cottonwood Subdivision customers to contact the Company will address the difficulties which its Cottonwood Subdivision customers may have experienced in the past.

This letter and four copies are being filed in the above-referenced docket and is being filed electronically by electronic mail this same date. Please return the additional copy of the enclosed letter stamped filed to me. If Lynwood needs to do anything further on this issue, please let me know.

Sincerely yours,



DONALD L. SCHOLES

Enclosure

c: Lisa Cooper  
Tyler Ring  
Jim Ford  
Ryan McGehee

**LYNWOOD UTILITY CORPORATION**  
**321 BILLINGSLEY COURT, SUITE 4**  
**FRANKLIN, TN 37067**  
**PHONE: 615/790-3632 FAX: 615/599-0797**

October 14, 2009

Thomas C. Puckett, General Manager  
H. B. & T. S. Utility District  
2000 Columbia Avenue  
Franklin, TN 37064

Re: Lynwood Utility Corporation - Sewer Service Charges to Incorporate in H. B. &  
T. S. Utility District Billing and Request to Include Information on Bill for  
Lynwood

Dear Tom:

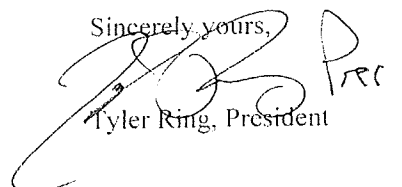
I am writing you to inform you that on September 21, 2009, the Tennessee Regulatory Authority (the Authority) approved a rate increase for Lynwood Utility Corporation effective for service rendered after October 1, 2009. On behalf of Lynwood, I would request that H. B. & T. S. Utility District use the new sewer service rate approved by the Authority for its bills for water usage after the District reads its meters in the middle of October. The Authority approved a new rate for residential customers of \$7.97 per 1,000 gallons. The new rate per 1,000 gallons which the District should include in its next billing should be \$8.35 per 1,000 gallons which is the new rate of \$7.97 per 1,000 gallons plus the current sewer surcharge rate of \$0.38 per 1,000 gallons. Lynwood appreciates the District's cooperation in incorporating the new rates into its billing system.

During this rate proceeding the Authority requested that Lynwood provide to it a copy of a bill from its two billing providers, the City of Franklin and H. B. & T. S. Utility District. The Authority expressed concern about the ability of Lynwood's customers to reach Lynwood with billing questions or complaints of service. When Lynwood and the Authority reviewed these two bills, they discovered that the H. B. & T. S. Utility District bill did not have a contact number or information for Lynwood Utility Corporation on its bill. When the Authority granted Lynwood's rate increase, it directed Lynwood to work with H. B. & T. S. Utility District to include Lynwood contact information on the District's bills to Lynwood customers. Lynwood must prepare a response to the Authority by October 21, 2009 setting forth the efforts it has made to get such contact information included on the District's bills.

I have enclosed a copy of a City of Franklin bill to a Lynwood customer which includes contact information for Lynwood on the bill. The Authority seemed satisfied with this language. I would greatly appreciate the District's consideration in including similar language on its bills to Lynwood sewer customers. To the extent the District incurs any cost for such a change to be made to the District's bills, Lynwood will reimburse the District such costs.

If you have any questions, please do not hesitate to contact me at 615/305-1033.

Sincerely yours,



Tyler Ring, President

