

**LYNWOOD UTILITY CORPORATION**  
**321 BILLINGSLEY COURT, SUITE 4**  
**FRANKLIN, TN 37067**  
**PHONE: 615.790.3632 FAX: 615.599.0797**

RECEIVED  
CONSUMER SERVICES DIVISION

APR 14 2010

TN REGULATORY AUTHORITY

*Doclet # 09-00034*

April 7, 2010

Lisa Cooper, Investigator  
Consumer Services Division  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Re: Lynwood Utility Corporation  
File Number 10-0282  
Kacie Dunavan

Dear Ms. Cooper:

We understand that on March 30<sup>th</sup>, 2010, a complaint was reported to the Consumer Services Division regarding odor. Although Lynwood has not received any direct complaints with respect to odor during this time period, we acknowledge this complaint and are taking active measures.

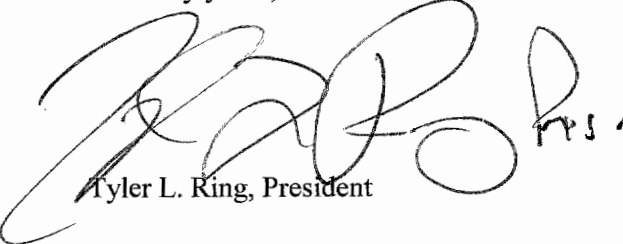
As of April 2010, Cottonwood HOA Liaison, Jimmy Pritchett (representing 484 of Lynwood's customers within the subdivision) has now received his first complaint that appears to be the same odor event as this referenced complaint. Jimmy Pritchett is continuing to work with the Cottonwood homeowners to help them understand that the first call should be made to Lynwood at 615.790.3632. Any complaint filed through the HOA should answer specific questions found in the attached document. These questions help us determine the most likely source of the odor and what measures to take to assist in the reduction of that odor.

Since September 2009, Lynwood has made significant investments in both manpower and financial resources to attempt to reduce the amount of odor coming from its WWTP and Collection System pump stations.

Lynwood is maximizing its odor control capabilities with respect to manpower, equipment, and chemicals (given that it is economically feasible). During this seasonal climate change, increasing odor control chemicals and decreasing sludge retention time may assist in the reduction of odor.

If you have any further questions, please don't hesitate to call me.

Sincerely yours,

  
Tyler L. Ring, President

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February 24, 2010

Mr. Jimmy Pritchett  
Cottonwood HOA Boardmember  
Liaison to Lynwood Utility Corporation  
404 Cotton Lane  
Franklin, TN 37069

Dear Mr. Pritchett,

In order to address the request of the TRA, Lynwood Utility Corporation has created a system by which you will be able to regularly communicate with us on odor complaints as well as other issues surrounding Lynwood's service. We will be contacting you monthly in order to obtain the results of the information you receive regarding any odor issues into our system. The information we will be requesting on any odor event is listed as follows:

1. Name
2. Address of resident
3. Time of the call
4. Duration of odor problem
5. Phone number
6. Location where odor detected
7. Level of severity

We have created a system by which to clarify the severity of the odor event.

Level 1	0 to 5 minutes
Level 2	6 minutes to 1 hour
Level 3	over 1 hour

By defining these different levels it will help us determine the most likely cause of the odor so we will be able to address the issue more efficiently.

Please communicate to the Association that the best way for us to respond is to call 615/790-3632 and (PLEASE LEAVE A MESSAGE).

If you have any questions, please feel free to give me a call.

Thank you,

Tyler Ring  
President