

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 1/21/2010 9:01 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, January 21, 2010 at 08:30:10

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

01_whole: Ellen Dammann

02_streetaddress:

03_City: Old Hickory

04_State: TN

05_ZIP:

06_County: Davidson

07_Home_Telephone:

08_Work_Telephone: retired

09_email: ellenld@bellsouth.net

10_Contact_time: any

13_complaint_company: Piedmont Gas

14_contacted_util: No

15_complaint_descript: I am totally AGAINST the proposal coming up before the TRA to charge Piedmont Gas customers more for using less. We are very conservative in the use of all our utilities, including setting our thermostat low in the winter and high in the summer (to keep the air conditioning from coming on too often). We are now retired, and it is more important than ever for us to keep our bills low. Please do not let Piedmont Gas punish those who are conservative, especially those folks who have limited incomes.

RECEIVED
2010 JAN 22 PM 3:29
TRA DOCKET ROOM

FILE NO.

**TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION COMPLAINT**

Date: 1/22/10

COMPLAINANT: Sue Bullion

CALLED IN BY: self

ADDRESS:

COUNTY: Davidson

TELEPHONE NO.:

CONTACT NO.:

COMPANY: Piedmont

COMPLAINT: Ms. Bullion objects to the proposed rate increase by Piedmont Gas. She is on a fixed income and has purchased energy saving equipment to try and lower her bill.

NVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Printing Authorization # PS-0336 (Rev. 3-04)

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 1/21/2010 4:58 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, January 21, 2010 at 16:26:54

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

01_whole: JOHN WORD

02_streetaddress:

03_City: NASHVILLE

04_State: TN

05_ZIP: 37215

06_County: DAVIDSON

09_email: johncword@gmail.com

13_complaint_company: Piedmont Gas/ TRA

14_contacted_util: No

15_complaint_descript: The Piedmont Gas proposal to charge us more for using less gas is outrageous! and against common sense! The government is telling us to conserve.

TRA should not even be wasting their time listening to this attempted theft of the poor people and middle class. I thought you people were supposed to defend us from the robber barons!

RECEIVED
CONSUMER SERVICES DIVISION

JAN 22 2010

TN REGULATORY AUTHORITY

TO the TN. REGULATORY AUTHORITY:

1/22/10

10-0075

This is to register a complaint
regarding the hearing scheduled for
1/25/10 - docket no. 09-00104.

This proposal to raise rates
on Piedmont customers who try
to save on consumption is an
outrageous idea. I live in a home
with the thermostat set between
55° - 62° F. This proposal would
penalize me for weatherizing and
economizing. I am 61 1/2 years old
and do not want this to pass:

MARY F. CATE
Mary F. Cate

**TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION COMPLAINT**

DATE: January 22, 2010

COMPLAINANT: Mary Hornal

CALLED IN BY: self

ADDRESS:

COUNTY: Davidson

TELEPHONE NO.

CONTACT NO. same

COMPANY: Piedmont Natural Gas

COMPLAINT: Complainant read recent article in Tennessean regarding Piedmont's proposal. The complainant feels that the company should not be allowed to change the rating structure. She feels the plan would be unfair to senior citizens and those on fixed incomes that have cut back on usage for personal economic reasons.

CONTACTED:

INVESTIGATOR:

RECEIVED BY: Zenobia Wade

REFERRED BY: Phone

FILE NO. 10-

TENNESSEE REGULATORY AUTHORITY

CONSUMER SERVICES DIVISION COMPLAINT

DATE: January 22, 2010

COMPLAINANT: Michael Peterson
CALLED IN BY: Michael Peterson

ADDRESS:

COUNTY: Davidson

TELEPHONE NO.

CONTACT NO.

COMPANY:

COMPLAINT: Complainant is extremely against approving rate increase for less use of gas from Piedmont Natural Gas Company. Please Vote No!

CONTACTED:

INVESTIGATOR:

RECEIVED BY:

REFERRED BY:
Printing Authorization # PS-0336

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 1/22/2010 10:51 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, January 22, 2010 at 10:20:06

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

01_whole: Theresa Cogdill

02_streetaddress: [REDACTED]

03_City: Nashville

04_State: Tennessee

05_ZIP: 37216

06_County: Davidson

07_Home_Telephone: [REDACTED]

09_email: tn4home@aol.com

10_Contact_time: midday

13_complaint_company: Peidmont Gas

14_contacted_util: yes

15_complaint_descript: I discovered in April 2008 after the passing of my Nanny ,and the settling of her affairs by comparing of our gas utility bills I noticed in the upper right hand corners of the bills that there were different rate schedules.On her bill 914 Elvira Ave. she had 321 residential standard rate.On my bill for 911 Elvira Ave. I had 301 residential service value rate.I contacted the gas company,and asked what this meant,and why it was different.I was told that people that did not use a certain amount of gas during a certain time period paid a higher rate. I was shocked,and voiced my opinion that I did not believe this was right or even legal.I then talked with friends, and family about the matter,and even told the executor of nanny's estate because she had an unusally high gas bill that I was trying to get adjusted the executor said it would cost alot more to fight it than to pay the bill I had to let the matter go,and really hadn't thought that more about it untill I saw the article on the front page of the Tennessean newspaper on January the 21,2010,what the gas company is trying to get approved to do they have already been doing it for quite some time. IT IS WRONG AND THEY SHOULD NOT BE ABLE TO GET AWAY WITH IT!
