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December 7, 2010

Mr. Richard Collier
General Counsel
c/o Sharla Dillon
Docket Manager
Tennessee Regulatory Authority
460 James Robertson Pkwy.
Nashville, TN 37243-0505

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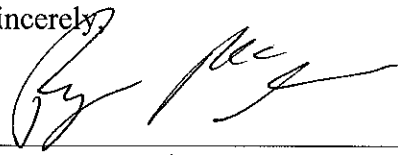
Re: *Petition of Tennessee American Water for a General Rate Increase*
Docket No. 10-00189 - Third records request of the Consumer Advocate

Dear Mr. Collier:

Pursuant to Tenn. Code Ann. §65-4-118(b)(2), the Consumer Advocate and Protection Division of the Attorney General's Office ("Consumer Advocate") respectfully requests the Tennessee Regulatory Authority ("Authority") to furnish some specific records which are filed with the Authority. Specifically, the Consumer Advocate seeks any consumer complaints filed with the Authority's Consumer Services Division regarding Tennessee American Water Company from January 1, 2009 to the present, excluding those consumer complaints and comments already posted in the current rate case docket.

Thank you for your time and consideration of this matter. If you have questions regarding this request, please contact me at (615) 532-5512.

Sincerely,



Ryan L. McGehee
Assistant Attorney General
Office of the Attorney General
Consumer Advocate and Protection Division
P.O. Box 20207
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cc: all parties of record in Docket 10-00189
Mrs. Lisa Cooper, Chief of the Consumer Services Division