

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 9/25/2010 4:20 PM  
**Subject:** Consumer Complaint Questionnaire

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10-00189

2010 SEP 28 AM 9:17

T.R.A. DOCKET ROOM

Below is the result of your feedback form. It was submitted by  
( ) on Saturday, September 25, 2010 at 15:45:46

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

01\_whole: Gayla Dunfee

02\_streetaddress: 1605 Maxwell Road

03\_City: East Ridge

04\_State: TN

05\_ZIP: 37412

06\_County: Hamilliton

07\_Home\_Telephone: [REDACTED]

10\_Contact\_time: Tuesday-Friday/ 8am-6pm

13\_complaint\_company: Tennessee American Water Company

14\_contacted\_util: No

15\_complaint\_descript: Drear Sirs,

I received a letter in the mail today 9-25-2010 from Tennessee American Water Company informing me, and I m sure several other customers, they have filed a request to increase the water rates. The letter states because of increased cost of energy, street paving and permit cost, a property tax increase, and employee pension and health-care cost, this is the reason for the increase. The Docket Index # 1000189 for the petition for this request is not fair to consumers like me who can t ask for a raise just because we have had energy cost increases, property tax increases, and our cost of health-care is going through the roof. I am requesting the petition be denied. I would like to have a response to my request of denial.

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CONSUMER SERVICES DIVISION

SEP 27 2010

TN REGULATORY AUTHORITY

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 9/25/2010 5:49 PM  
**Subject:** Consumer Complaint Questionnaire

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2010 SEP 28 AM 9:17

T.R.A. DOCKET ROOM

10-00189

Below is the result of your feedback form. It was submitted by:  
( ) on Saturday, September 25, 2010 at 17:14:33

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

01\_whole: Jane Clarke

02\_streetaddress: 711 Oxford Road

03\_City: Chattanooga

04\_State: TN

05\_ZIP: 37405

06\_County: Hamilton

07\_Home\_Telephone: [REDACTED]

09\_email: [REDACTED]

10\_Contact\_time: Weekdays 8-12

13\_complaint\_company: Tennessee American Water

14\_contacted\_util: No

15\_complaint\_descript: Request to TRA to increase rates. Proposed increase it too high and should not be approved.

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SEP 27 2010  
TN REGULATORY AUTHORITY