

817 Highgrove Circle  
Franklin, TN 37069

July 20, 2013

Chairman James Allison  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

**RECEIVED**

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TN REGULATORY AUTHORITY  
UTILITIES DIVISION

RE: Berry's Chapel Utility, Dockets 1100065 & 110198

Dear Chairman Allison,

I reside in Williamson County and am a customer of Berry's Chapel Utility (BCU). I am concerned the Staff of TRA is negotiating with BCU to excuse refunds owed BCU customers. It is very troubling these negotiations are being conducted without customer input and without our CAPD representative being allowed to be a party to the negotiations.

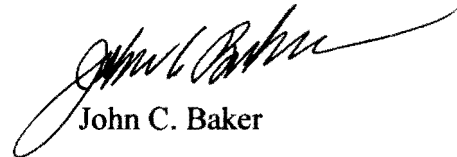
BCU has illegally collected \$146,119 from customers during the past three years. The TRA has ordered \$73,680 be refunded; however no interest or penalty were charged and BCU was given eighteen months to complete the refund. BCU is now asking for the balance to be excused. BCU has submitted questionable expenses related to the 2010 flood and odor control to offset the refunds. An outrageously high fee increase was granted BCU in 2012 and these expenses, if real, should have been addressed during those rate hearings.

The TRA and customers have been disrespected, threaten, and challenged by BCU during the past few years. BCU claimed to be a non-profit corporation exempt from TRA regulation, and they raised fees while TRA challenged. BCU has claimed to be a customer owned cooperative. This claim concerned customers because they feared they would be held accountable for the debt (promissory notes totaling greater than \$2,000,000.00 held by the two owners). BCU has threatened all customers with disconnecting water service for late payment, although they do not have this authority. It should be easy to see why we want to be represented in any matter involving BCU.

The mission statement of the TRA states you promote the public interest by balancing the interests of utility customers and providers while facilitating the transition to a more competitive environment. It should be apparent a transition from the current business model should be pursued. I hope you will review the options available to the customers of BCU, both public and private, and find a solution to the ongoing problem.

Thanks for your assistance in this matter.

Sincerely,

A handwritten signature in black ink, appearing to read "John C. Baker", with a long, sweeping horizontal line extending to the right.

John C. Baker