

11-28065

File				Response summary	
Number	Date Received	Nature of complaint	Response Date		
10-1206	12/14/2010	\$20 monthly fee added	12/21/2010	Company will make contact with customer to discuss.	
10-1207	12/14/2010	\$20 monthly fee added	12/21/2010	Company will make contact with customer to discuss.	
10-1208	12/14/2010	\$20 monthly fee added	12/21/2010	Company will make contact with customer to discuss.	
10-1209	12/14/2010	\$20 monthly fee added	12/21/2010	Company will make contact with customer to discuss.	
10-1212	12/14/2010	\$20 monthly fee added	12/21/2010	Company will make contact with customer to discuss.	
10-1214	12/15/2010	\$20 monthly fee added	12/21/2010 & 6/22/2011	Company will make contact with customer to discuss. 6/17/2011 letter attached in response to re-opened complaint.	
11-0012	1/5/2011	\$20 monthly fee added			
11-0013	1/6/2011	\$20 monthly fee added			
11-0014	1/6/2011	\$20 monthly fee added			
11-0015	1/6/2011	\$20 monthly fee added			
11-0016	1/6/2011	\$20 monthly fee added			
11-0017	1/6/2011	\$20 monthly fee added			
11-0018	1/6/2011	\$20 monthly fee added			
11-0027	1/7/2011	\$20 monthly fee added			
11-0030	1/10/2011	\$20 monthly fee added			
11-0031	1/10/2011	\$20 monthly fee added		No record of receiving a response.	
11-0032	1/10/2011	\$20 monthly fee added		No record of receiving a response.	
11-0033	1/10/2011	\$20 monthly fee added		No record of receiving a response.	
11-0034	1/10/2011	\$20 monthly fee added		No record of receiving a response.	
11-0054	1/13/2011	\$20 monthly fee added		No record of receiving a response.	
11-0059	1/14/2011	\$20 monthly fee added		No record of receiving a response.	
11-0061	1/14/2011	\$20 monthly fee added		No record of receiving a response.	
11-0065	1/18/2011	\$20 monthly fee added		No record of receiving a response.	

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11-0066	1/18/2011	increasing rate \$20 with no improvements made to old infrastructure		No record of receiving a response.
11-0067	1/18/2011	\$20 monthly fee added		No record of receiving a response.
11-0122	1/31/2011	\$20 monthly fee added		No record of receiving a response.
11-0182	2/16/2011	\$20 monthly fee added		No record of receiving a response.
11-0203	2/25/2011	\$20 monthly fee added		No record of receiving a response.
11-0024	1/6/2011	Rates are high; concern that new owners seeking non-profit status		No record of receiving a response.
11-0035	1/10/2011	Rates are high; concern that new owners seeking non-profit status		No record of receiving a response.
11-0057	1/14/2011	Rates are high; concern that new owners seeking non-profit status		No record of receiving a response.
11-0060	1/14/2011	Rates are high; concern that new owners seeking non-profit status		No record of receiving a response.
11-0115	1/28/2011	Rate increased \$20; concern that new owners seeking non-profit status		No record of receiving a response.
11-0151	2/9/2011	Rates are high; concern that new owners seeking non-profit status		No record of receiving a response.
11-0406	5/11/2011	Rates are high; concern that new owners seeking non-profit status	5/12/2011	Under investigation by TRA

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11-0036	1/10/2011	Overcharging Relief from increasing sewer rates.		No record of receiving a response.
11-0049	1/12/2011	Relief from increasing sewer rates.		No record of receiving a response.
11-0058	1/14/2011	Relief from increasing sewer rates.		No record of receiving a response.
11-0062	1/14/2011	Relief from increasing sewer rates.		No record of receiving a response.
11-0063	1/18/2011	Relief from increasing sewer rates.		No record of receiving a response.
11-0075	1/19/2011	Utility company failed to perform necessary maintenance to unblock line under street		No longer charging fee and intends to refund customers who paid.
11-0624	7/22/2011	Continues to have odor issues. Company continues to attempt charge arbitrary unapproved fees.	7/28/2011	No longer charging fee and intends to refund customers who paid.
11-0362	4/27/2011	Request for refund of non-approved charge.		No record of receiving a response. Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect unpaid fees.
11-0471	6/9/2011	Billed for withheld charges pending TRA decision of company status.	6/17/2011	No record of receiving a response.

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11-0472	6/9/2011	Billed for withheld charges pending TRA decision of company status.	6/17/2011	Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect unpaid fees.
11-0480	6/13/2011	Billed for withheld charges pending TRA decision of company status.	6/17/2011	Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect unpaid fees.
11-0565	7/7/2011	Request for refund of non-approved charge.	7/8/2011	Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect unpaid fees.
11-0566	7/7/2011	Overcharged last bill. Request refund on non-approved charges.	7/8/2011	Records indicate call received over holidays and returned following work day. Complainant would not allow representative to provide a response. 7/28/11 letter includes complaint number.
11-0622	7/21/2011	Request for refund of non-approved charge.	7/28/2011	No longer charging fee and intends to refund customers who paid.
11-0680	8/1/2011 & 8/29/2011	Continues to charge fee and have not refunded unapproved fee.	10/17/2011	Fee will continue to appear on customer's bills until TRA determines how to handle the issue.

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11-0912	10/7/2011	Questions accuracy of 08/11 & 09/11 bills. Request refund of non-approved charge.	10/11/2011	Explanation of bill provided. Fee will continue to appear until TRA determines how to handle the issue.	
11-0064	1/18/2011	Opposing rate hike/additional fee Opposing rate increase and require previously agreed improvements be made prior to another increase is granted.		No record of receiving a response.	
11-0996	11/2/2011		11/14/2011	TRA will determine in upcoming rate request.	
12-0063	1/20/2012	Opposing proposed rate increase	1/31/2012	Disputed fee being withheld is permitted while issue is resolved. Letter sent to customers who have failed to make payment arrangements for regular sewer bill.	
12-0080	1/27/2011	Opposing proposed rate increase	2/1/2011	Disputed fee being withheld is permitted while issue is resolved. Letter sent to customers who have failed to make payment arrangements for regular sewer bill. Response refers to 6/17/2011 letter. Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect unpaid fees.	
12-0127	2/10/2012	Opposing proposed rate increase	2/21/2012		

File

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12-0128	2/10/2012	Opposing proposed rate increase and request for refund Collection and notice of disconnect received for withheld monthly fee in addition to a balance the company can not explain	2/21/2012	Response refers to 6/17/2011 letter. Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect
12-0060	1/20/2012	Collection and notice of disconnect received for withheld monthly fee	1/31/2012	Disputed fee being withheld is permitted while issue is resolved. Letter sent to customers who have failed to make payment arrangements for regular sewer bill.
Re-open 11-0054	1/19/2012	Collection and notice of disconnect received for withheld monthly fee		No record of receiving a response.
12-1016	2/7/2012	Collection and notice of disconnect received for withheld monthly fee	2/8/2012	Disputed fee being withheld is permitted while issue is resolved. Letter sent to customers who have failed to make payment arrangements for regular sewer bill.
12-0143	2/16/2012	Continuing effort to collect the \$20 fee by showing past due on billing statements.	2/21/2012	Response refers to 6/17/2011 letter. Company operating at a loss. Unable to refund fees at this time. Will petition TRA for rate increase. In supplement letter dated 7/28/11, indicated will not threaten termination or take other legal action to collect