



Henry Walker
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March 28, 2013

Sharla Dillon
Dockets and Records Manager
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, Tennessee 37243

RE: Berry's Chapel
Docket 11-00065

Dear Sharla:

Please accept the attached letter for filing in Docket 11-00065. It is a letter to customers of Berry's Chapel informing them that many of the customers will be receiving refunds of up to \$100 each as a result of a recent decision of the Tennessee Court of Appeals affirming a ruling of the Tennessee Regulatory Authority.

As explained in the letter, the refunds will begin in April and will continue over the next eighteen months. The timing of the refunds was agreed to during discussions between the utility and the TRA staff.

Sincerely,

BRADLEY ARANT BOULT CUMMINGS LLP

By:

A handwritten signature in dark ink, appearing to read 'H Walker', written over the printed name 'Henry Walker'.

Henry Walker

HW/mkc

Enclosure

cc: Shiva Bozarth
Ryan McGehee

Berry's Chapel Utility Inc.
106 Mission Court, Suite 203-A
Franklin, TN 37067
615/764-0074

March 22, 2013

Dear Customer:

Following discussions with the staff of the Tennessee Regulatory Authority and the Consumer Advocate Division of the Office of the Attorney General, Berry's Chapel will begin next month the process of refunding the \$20-per-month service charge collected for five months during late 2010 and early 2011. As we told you in our last letter, the Tennessee Court of Appeals has ruled that Berry's Chapel was not authorized to charge that service fee without prior approval from the TRA.

Refunds will be made by providing a credit on the customer's sewer bill over the next eighteen months.* The size of the credit will vary depending upon how much of a refund each customer is owed.

For Example, if you paid:	\$100, your refund will be \$5.56 per month
	\$80, your refund will be \$4.45 per month
	\$60, your refund will be \$3.34 per month
	\$40, your refund will be \$2.23 per month
	\$20, your refund will be \$1.12 per month

*The refund in the 18th month will correct rounding calculations.

If your unpaid balance is larger than your total refund, your account is delinquent. We would like to hear from you to help you get your account current including a payment plan to avoid future disconnections and late fee penalties. Please note that Berry's Chapel may terminate your water service if you fail to pay your sewer bill.

If you have questions about this or your account, please feel free to call at 615/764-0074.

Sincerely,

Tyler Ring
President