

*Bethany - Barry Chapel - ZW**11-0362*

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 4/26/2011 1:08 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Tuesday, April 26, 2011 at 12:30:35

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

01_whole [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 8-12AM

13_complaint_company: HB & TS Utility District

14_contacted_util: No

15_complaint_descript: I received my water bill from HB and TS on April 26 and was charged an additional sewer charge of \$20.00 by Barry's Chapel Utility for the period between 03/11/11 and 04/15/11. It is my understanding that the TRA ruled against Barry Chapel Utility charging this amount on April 18. I pay my water bill by bank draft. Please advise how I am to get back all the money I have been egregiously charged since November by Barry's Chapel Utility. I am a retiree and am on a very tight budget, given the flood of May 2010 and the difficult economic times in which we are living.

I am faxing a copy of my utility bill as requested for this period and can easy document the other months if asked. Any help you can provide to those of us who pay our utility bills by bank draft would be appreciated.

RECEIVED
CONSUMER SERVICES DIVISION
APR 27 2011
TN REGULATORY AUTHORITY

11-0472

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 6/8/2011 11:43 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, June 08, 2011 at 11:04:50

RECEIVED
CONSUMER SERVICES DIVISION

JUN 09 2011

TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: morning

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: yes

15_complaint_descript: Dear TRA, I am writing to you today to lodge a complaint against Berry's Chapel Utility. When I called the Utility yesterday morning about my Sewer bill and a \$20.00 charge I was told that it was for the billing cycle 3/11/11 - 04/15/11, which is last months billing. The secretary told me I owe this \$20.00. She was very intimidating and said I owe this money to them and will be charged a 10% fee for not paying this unapproved charge of \$20.00. I also felt threatened. It is my understanding that from Sept. 2010 - April 2011 that the \$20.00 surcharge is not approved and my charge of \$20.00 falls within this time frame. Thank you for your consideration. TRA has been most helpful.
[REDACTED]

11-0472
add'l info

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/1/2011 1:21 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 01, 2011 at 12:41:42

RECEIVED
CONSUMER SERVICES DIVISION
JUL 05 2011
TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson County

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: morning

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: yes

15_complaint_descript: Dear TRA,
I have received my Utility Bill from Berry's Chapel Utility, Inc. with a charge of \$20.00 on it from a Previous Balance. This balance is from the period of 3/11/2011 - 4/15/2011, which I believe falls within the period that TRA said these charges were not approved. So I am faxing you my bill and the letter I am sending along with payment to Berry's Chapel Utility. I am not sending them \$20.00 because I feel they are charging me unfairly.
Thank you,
[REDACTED]

June 8, 2011

Berry's Chapel Utility, Inc.
P.O. Box 1667
Franklin, TN 37065

Dear Berry's Chapel Utility,

After talking to a representative at the Tennessee Regulatory Authority (TRA) about my sewer bill we have decided not to pay the \$20.00 charge from last months bill 3/11/11 - 04/15/11. At a meeting in April TRA told Berry's Chapel Utility that the \$20.00 charges from September 2010 - April 2011 were not approved. TRA read me the notes from that meeting.

I spoke to your secretary on June 7, 2011 and she told me that my past due bill of \$20.00 was for the billing cycle the month before. My statement from last month is from 3/11/11 - 04/15/11 and falls within those months that the TRA didn't approve the \$20.00 charges.

Therefore, I am asking that you take off from my account the \$20.00 charge until those charges are approved by a court of law.

Thank you,

[REDACTED]
[REDACTED]
Franklin, TN 37069

11-0480

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 6/10/2011 10:50 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, June 10, 2011 at 10:11:38

RECEIVED
CONSUMER SERVICES DIVISION
JUN 13 2011
TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: Any

13_complaint_company: Lynwood/Berry's Chapel Utility

14_contacted_util: yes

15_complaint_descript: I thought you should know that "Berry's Chapel Utility, Inc." is still attempting to collect the additional \$20 per month fee that it imposed last Fall which the TRA recently disallowed. Below is the text of a letter I hand delivered to their office yesterday:

[REDACTED]
[REDACTED]
[REDACTED]

June 9, 2011

Berry s Chapel Utility, Inc.
P.O Box 1667
Franklin, TN 37065-1667

To Whom it May Concern:

This letter accompanies my check for \$28.39 payment for sewer service charges you billed for the period from 4/15/11 through 5/16/11.

Your billing statement included a previous balance of \$80.00. That amount is the sum of four months of

the \$20 additional service fee you arbitrarily began charging last Fall. I paid the \$20 fee the first month it was billed, but withheld payment for the four subsequent months pending resolution of the matter in dispute with the Tennessee Regulatory Authority.

You are aware that the TRA ruled on April 19th that your rates and fees continue to be subject to their approval, and the additional \$20 fee is not an approved fee. Following that ruling, a letter to your attorney, Donald Scholes, from Assistant Attorney General, Vance Broemel, dated April 21, 2011 stated, The Consumer Advocate is requesting Lynwood/Berry s Chapel to immediately refund all prior increases as soon as possible.

The only past due amount at this time between you and me is \$20 you owe me that I paid to you last Fall. Please refund that amount to me as soon as possible.

I cannot close without letting you know that your conduct has been, and continues to be, reprehensible. Do the right thing for a change.

Sincerely,



11-0565

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/6/2011 9:26 AM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Wednesday, July 06, 2011 at 08:46:59

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: after 6:00 p.m.

13_complaint_company: Lynnwood Utility/Berry's Chapel

14_contacted_util: yes

15_complaint_descript: I have automatic draft for my water bill and unfortunately the unauthorized \$20 was drafted from my account the entire time it was charged. I have received two bills with no credit for that money that the utility owes me. I would like a speedy resolution to the issue. My time and money is valuable too.

RECEIVED
CONSUMER SERVICES DIVISION
JUL 07 2011
TN REGULATORY AUTHORITY

TENNESSEE REGULATORY AUTHORITY
CONSUMER SERVICES DIVISION COMPLAINT

DATE: July 7, 2011

COMPLAINANT: [REDACTED]
CALLED IN BY: self
ADDRESS: [REDACTED]
Franklin, TN 37064
COUNTY: Williamson
TELEPHONE NO. [REDACTED]
CONTACT NO. [REDACTED]
COMPANY: Berry's Chapel Utility, Inc.

COMPLAINT: Complainant feels he has been overbilled. He has moved from the house and received a bill of \$53.00 but feels it should be closer to \$25.00 based on the actual usage. He states that he has been overbilled in the past and is most upset with the final issued bill. Instead of billing him more money, he feels the company owes him. He has paid \$80.00 in fees that was determined not approved. Mr. Weekley is also upset that despite his request, he has not been able to speak to a supervisor or someone in authority. Messages left on the answering devise routinely are not returned.

CONTACTED:

INVESTIGATOR: ZW

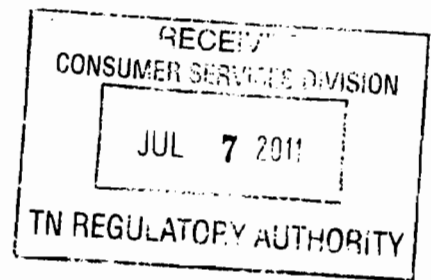
RECEIVED BY: ZW

REFERRED BY: Phone

July 5, 2011

Berry's Chapel Utility Inc.

Tyler/John Ring



Dear Tyler/John Ring:

I am seeking my refund of the \$20 a month surcharge that you illegally collected from myself as a homeowner at 187 Cottonwood Drive, Franklin, Tn. In the Cottonwood subdivision. You collected at a minimum \$80 illegally from me (probably more, my records are incomplete) and I would like to get a refund immediately. The Attorney General on April 21st said that the collection of these funds were illegal and that you should refund the funds immediately. I requested my refund in April with your secretary when she finally returned my call after several attempts to contact you and always, and I mean always, only got the answering machine when I called. She was no help in securing my refund and only said that she could not issue the refund.

I have sold my house (as of 6/30) and no longer reside in Cottonwood. I have called again several times to notify that I was moving and always got the answering machine and never a return call in the three weeks prior to my moving acknowledging that I was moving.

I have now got a bill in my hands for service from 5/16/11 to 6/16/11 showing that I had a usage of 6400 (gallons) which is incorrect according to my water bill which indicated a minimum charge of 1000 gallons . I called Berry's Chapel today, 7/5/11 to discuss my billing and my refund and once again got the answering machine. This time I told them I had a sewer leak so that I would get a returned phone call. They did call back and you still deny to issue the refunds, they say that the billing is incorrect, "just pay the minimum charge of \$25.xx" and that will be OK. I asked to have a number of her supervisor or the number of the owner or anyone who could help in settling my dispute, always the same evasive answers- "there is no one you can talk to".

I am fed up with Berry's Chapel and I will not be paying them any more money until my billing is correct and only after a refund is issued for the overcharges that have been previously collected. I also would like a phone call from someone at Berry's Chapel to discuss this situation. I have filed a formal complaint with the TRA and have discussed these problems at length with both the TRA (Ms. Zenobia Wade) and the Assistant Attorney General (Vance Broemel) both of whom will be receiving copies of this letter. Do not even think about charging me late fees until this matter is resolved.

My new mailing address is [REDACTED] Please have the corrected billing, the final billing and the refund sent to this address.

By the way, my son, [REDACTED] bought my house at [REDACTED] and he should not be billed for any charges prior to 6/30/2011. He also called several times to set up service with Berry's Chapel Utility and no one returned his calls in the three weeks prior to 6/30/11.

[REDACTED]
[REDACTED]
Franklin, Tn 37064
[REDACTED]

Tevin Thompson - Berry's Chapel complaint

From: Tabatha Blackwell
To: Cooper, Lisa
Date: 7/21/2011 4:24 PM
Subject: Berry's Chapel complaint
CC: Thompson, Tevin

I spoke with [REDACTED] this afternoon, who called to complain about Berry's Chapel refusal to refund money that she believes is due to her. I believe she may have already spoken to someone in Consumer Services, but she wanted to also file a complaint with each director. I told her that I would have Director Hill contact her, and I would also ensure that a formal complaint was made.

[REDACTED] is aware that in 10-00005, the directors ordered Berry's Chapel to discontinue collecting the \$20/month surcharge that it had placed on consumers' bills. When she contacted them to get a refund, she was told that the TRA did not order Berry's Chapel to refund the money it had already collected. I told [REDACTED] that there was a docket pending before the Authority relevant to this issue, and I would look into its progress. She stated that she would continue to call and discuss the issue with all of the directors, as well as encourage her neighbors to call and file complaints.

Since Director Hill is on the 11-00065 panel, I am hesitant to have him contact [REDACTED]. She is quite intent on speaking to all of the directors. I will update him on this issue tomorrow and let you know if he wants to do anything more.

Here is [REDACTED] information:

[REDACTED]

Mary Kraycirik

RECEIVED

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Wednesday, January 18, 2012 5:47 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

JAN 19 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Wednesday, January 18, 2012 at 17:46:34

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: franklin

04_State: tn

05_ZIP: 37069

06_County: WILLIAMSON

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: AFTER 3:00

13_complaint_company: BERRY'S CHAPEL UTILITY

14_contacted_util: No

15_complaint_descript: I GOT A LETTER OF STATING THEY WERE GOING TO DISCONNECT AND TAKE MY ACCOUNT FOR COLLECTIOS WITH MY SEWAGE. I GOT CHARGED \$20.00 THIS SUMMER WHICH YOU HAVE SAID THIS WAS NOT SUPPOSE TO HAPPEN AND THE UTILITY DID NOT HAVE THE THE ARTHORITY. I PAID THE AMOUNT AND THEN REQUESTED A REFUND. THIS UTITIY HAS BE CARRING FORWARD THIS AMOUNT AND CHARGING INTEREST ON THE INCREASING AMOUNT. THERE ARE ALOT OF FAMILIES IN COTTONWOOD WHO HAVE RECEIVED THIS LETTER. WHAT DO WE HAVE TO DO TO GET THIS UTILITY TO REFUND AND STOP THE INCREASING AMOUNT OWED. WHEN IS THIS KIND OF BUSINESS GOING TO BE REGULATED BY THE TRA?

Additional info
11-0680
1104417

From: <fsmith85@hotmail.com>
To: <consumer.affairs@tn.gov>
Date: 10/6/2011 3:01 PM
Subject: On-Line Complaint Form

RECEIVED

OCT 06 2011

Below is the result of your feedback form. It was submitted by
(fsmith85@hotmail.com) on Thursday, October 06, 2011 at 15:00:26
Dept. of Commerce and Insurance
Division of Consumer Affairs

*Consumer Name: [REDACTED]

*Consumer Address: [REDACTED]

*Consumer City: Franklin

*Consumer State: TN

*Consumer Zip: 37069

*Tennessean County: 0

Consumer Home Phone: [REDACTED]

Consumer Contact Time: anytime

*Business Name: Berry's Chapel Utility

*Business Address: [REDACTED]

*Business City: FRANKLIN

*Business State: TN

*Business Zip: 37065

Category: Utility, Other

*Amount Involved: 60.00

*Method of Payment: Check

*Transaction Date: 8/26/2011

*Contacted Business: NO

*When did you contact the business: 8/28/2011

*What did you ask the business to do: Other

What did you ask the business to do - Other: Utility charged sewer fee not authorized by regularity agency

*Business Resolution: continues to charge fee and charges do not specify details

*Lawsuit: NO

Advertised: NO

*Complaint in Detail: What is the role of TRA. BCU has ignored ruling and continues to bill fees not authorized. Their latest billing obscures breakout of charges as to how much is current and how much is previous charges in order to obscure unauthorized fees. I am willing to pay what is authorized by TRA.

*Is this an auto complaint: No

*Submit Date: 10/6/2011

*Consumer Signature: [REDACTED]

*Submit: Submit

11-0680
ZW

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 8/27/2011 3:43 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Saturday, August 27, 2011 at 15:02:52

RECEIVED
CONSUMER SERVICES DIVISION
AUG 29 2011
TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069-4118

06_County: Williamson

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 8 AM 10AM

13_complaint_company: Berry's Chapel Utility

14_contacted_util: No

15_complaint_descript: BCU charges me \$20 month sewer charge that was not approved by TRA. I paid first 4 or 5 months before TRA ruling. They continue charging me and have not complied with your ruling to refund charges not approved. The refund owed me is at least \$80.

11-0680

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 7/29/2011 1:36 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Friday, July 29, 2011 at 12:45:51

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Berrys Chapel Utility

14_contacted_util: No

15_complaint_descript: BCU continues billing me for \$20 monthly fee that TRA has ruled against utility district.

RECEIVED
CONSUMER SERVICES DIVISION
AUG 01 2011
TN REGULATORY AUTHORITY

ZW

11-0912

From: Nobody <nobody@ag03uw21.state.tn.us>
To: <consumercomplaint.tra@tn.gov>
Date: 10/6/2011 4:37 PM
Subject: Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by
() on Thursday, October 06, 2011 at 16:36:54

RECEIVED
CONSUMER SERVICES DIVISION
OCT 07 2011
TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 10AM-1PM

13_complaint_company: Berry Chapel Utilities

14_contacted_util: yes

15_complaint_descript: Established by both HB & TS and Berry Chapel Utility, from the period 08/12/11 to 09/14/11 I had water usage of 4500 units. HB and TS charges \$36.54 and Berry Chapel charges \$37.54. I called Berry Chapel Utility and talked with a lady there who said that was correct. It is not clear to me how BC is charging more for sewage than water used? It would seem to me that these amounts should be the same.

Also, I inquired about the \$20 previous balance that is on my bill. At one time BC was charging an additional \$20 for maintenance. I paid it once and did not do it again because TRA ruled that this was illegal. I believe BC should refund the \$20 I overpaid and take \$20 off my statement.

Mary Kraycirik

12-0060 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Thursday, January 19, 2012 3:55 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
JAN 20 2012

Below is the result of your feedback form. It was submitted by
() on Thursday, January 19, 2012 at 15:54:48

TN REGULATORY AUTHORITY

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: anytime

13_complaint_company: Berry's Chapel

14_contacted_util: yes

15_complaint_descript: Berry's Chapel, who has been assessing a \$20 per month fee despite the TRA's ruling last summer that this fee is not permitted, has recently sent me a collections and disconnection notice. The balance is \$300, which consists of \$20 a month through present in addition to a "prior balance" although they cannot tell me what this prior balance is from. My first bill from this company included a large "prior balance" due with no explanation of who they were or the services they were providing. When I called to inquire about the fees and the prior balance(before I found out about the TRA's ruling), they told me that they didn't have any information on why it was there or what it is for, but that I should just go ahead and pay it. I assumed it was a scam. Then, I discovered who this company is and their hearings with the TRA. When I called to inquire about the collections and disconnection notice, they were unavailable each time.

Mary Kraycirik

12-0080 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Friday, January 27, 2012 3:03 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
JAN 27 2012
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Friday, January 27, 2012 at 15:02:32

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: daytime

13_complaint_company: Berry's Chapel Utility Inc

14_contacted_util: yes

15_complaint_descript: \$20 monthly rate increase/surcharge that should not have been
charged, as it was illegal imposed per the Tennessee Regulatory Authorities Docket 11-00005.

Mary Kraycirik

12-0106 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Monday, February 06, 2012 8:49 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
FEB 07 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Monday, February 06, 2012 at 20:49:12

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: Tennessee

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: No

15_complaint_descript: I have received a Collection and Disconnect Notice alleging a balance due of \$127.60 to the Berry's Chapel Utility, Inc. The alleged balance arises from the a \$20.00 monthly rate increase/surcharge that the Tennessee Regulatory Authority determined in its Docket 11-00005 should not have been charged, as it was illegally imposed. The TRA further directed that Berry's Chapel Utility, Inc. is suspended from assessing the \$20.00 per customer rate increase instituted on November 1, 2010 and shall immediately cease charging or collecting such fees.

Berry's Chapel Utility, Inc. is currently under Docket 110065, investigating whether a show cause order should be issued for its violation of TRA rules and Tennessee statutes. Further, in TRA Docket 1100180, the petition of Berry's Chapel Utility, Inc., represented that a following discussions with TRA staff and the Consumer Advocate and Protection Division, [Berry's Chapel Utility, Inc.] has not tried to collect those unpaid fees. Your efforts to collect the alleged unpaid balance demonstrates that you have provided false and misleading information to the TRA.

You are directed to immediately cease efforts to collect all fees, interest and charges. By copy of this letter, I am providing this information to the Consumer Advocate and Protection

Division of the Office of the Attorney General and the TRA. I also reserve all rights that I may have under applicable law, including without limitation the Fair Debt Collection Practices Act and the Tennessee Consumer Protection Act.

[REDACTED]

Mary Kraycirik

12-0127 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Thursday, February 09, 2012 6:10 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
FEB 10 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Thursday, February 09, 2012 at 18:09:52

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 9 a.m. to 3 p.m.

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: yes

15_complaint_descript: Berry's Chapel Utility billed us an additional \$20.00 fee for 5 consecutive months on our water bill that was not authorized by the TRA. The "Bill Dates" were for 12/15/10 through 4/15/11. THANKS to the TRA, Berry's Chapel Utility was ordered to cease and desist and the additional fee was stopped. We would like to have the \$100.00 in fees reimbursed to us. Also we understand that Berry's Chapel Utility is presently asking the TRA for increases in their billing for sewage treatment. Our water bills are currently some of the highest in the nation and the sewage portion of our bill is over 20% higher than the water bill. Therefore we strongly protest any increase in sewage costs that Berry's Chapel Utility Inc. is requesting. We are asking for your help in this matter and respectfully request that the TRA deny any increases to our sewage treatment bill. With our sincere thanks, [REDACTED]

Mary Kraycirik

12-0128 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Thursday, February 09, 2012 9:07 AM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
FEB 10 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Thursday, February 09, 2012 at 09:07:18

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: TN

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: any

13_complaint_company: Berrys Chapel Utility

14_contacted_util: No

15_complaint_descript: Last year, we went thru all the mess with Lynnwood Sewer changing their name to Berrys Chapel Utility and trying to be come a non-profit to avoid TRA regulations and thus charge whatever they wanted on our utility bills. They charged at that time, on our utility a bill a \$20 additional fee, and it was ruled that they needed to stop charging. From what I understand, they have been told to refund us and are appealing it. I want to file a complaint. I think they should refund us immediately even if they need to take out a loan to do so...as they had no right charging it.

Also, I have heard they are trying to get an approved rate increase. This is ridiculous! We pay the highest rate in the area!

They need to be stopped! I am hopeful TRA will not allow a rate increase and get our refunds in a timely manner.

Thank you [REDACTED]

Mary Kraycirik

12-0143 ZW

RECEIVED

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Wednesday, February 15, 2012 10:55 AM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 16 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Wednesday, February 15, 2012 at 10:55:24

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: FRANKLIN

04_State: TN

05_ZIP: 37069

06_County: WILLIAMSON

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

13_complaint_company: Berry's Chapel Utility

14_contacted_util: yes

15_complaint_descript: MONTHLY BILLS CONTINUES TO REFLECT A CHARGE FOR \$20.00. Notice of service cancellation has not been received, just the continuing effort to collect the \$20.00 fee appearing on the bill as "past due".Will fax copy of bill to your office.
[REDACTED]

RECEIVED
CONSUMER SERVICES DIVISION

FEB 23 2012

February 20, 2012

Berry's Chapel Utility Inc.
P.O. BOX 1667
Franklin, TN 37065-1667

TN REGULATORY AUTHORITY

I have repeatedly received with my monthly bill an alleged "past due balance" of \$100.00 to the Berry's Chapel Utility, Inc. The alleged balance arises from the a \$20.00 monthly rate increase/surcharge that the Tennessee Regulatory Authority determined in its Docket 11-00005 should not have been charged, as it was illegally imposed. The TRA further directed that Berry's Chapel Utility, Inc. "is suspended from assessing the \$20.00 per customer rate increase instituted on November 1, 2010 and shall immediately cease charging or collecting such fees."

Berry's Chapel Utility, Inc. is currently under Docket 110065, investigating whether a show cause order should be issued for its violation of TRA rules and Tennessee statutes. Further, in TRA Docket 1100180, the petition of Berry's Chapel Utility, Inc., represented that "[f]ollowing discussions with TRA staff and the Consumer Advocate and Protection Division, [Berry's Chapel Utility, Inc.] has not tried to collect those unpaid fees." Your efforts to collect the alleged unpaid balance demonstrates that you have provided false and misleading information to the TRA.

You are directed to immediately cease efforts to collect all fees, interest and charges. By copy of this letter, I am providing this information to the Consumer Advocate and Protection Division of the Office of the Attorney General and the TRA. I also reserve all rights that I may have under applicable law, including without limitation the Fair Debt Collection Practices Act and the Tennessee Consumer Protection Act.

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

cc:

Consumer Services Division
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

12-0212 ZW

Mary Kraycirik

RECEIVED

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Monday, March 12, 2012 12:26 PM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

MAR 13 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Monday, March 12, 2012 at 12:25:40

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

01_whole: [REDACTED]

02_streetaddress: [REDACTED]

03_City: Franklin

04_State: Tn

05_ZIP: 37069

06_County: Williamson

07_Home_Telephone: [REDACTED]

08_Work_Telephone: [REDACTED]

09_email: [REDACTED]

10_Contact_time: 12-4 daytime home

13_complaint_company: Berry's Chapel Utility

14_contacted_util: yes

15_complaint_descript: After an increase with no notification or clarification, Berry's Chapel Utility, Inc f/K/a Lynwood Utility Company was told to

IT IS THEREFORE ORDERED THAT:

1. The Petition for a Declaratory Order That Berry's Chapel Utility, Inc. is a Public Utility Under Tennessee Law and Should be Regulated by the TRA is granted.
2. Berry's Chapel Utility, Inc. is a public utility subject to the regulatory jurisdiction and authority of the Tennessee Regulatory Authority.
3. Berry's Chapel Utility, Inc. is suspended from assessing the \$20.00 per customer rate increase instituted on November 1, 2010 and shall immediately cease charging or collecting such fees.

Not only are they still charging such fees, some homeowners have received discontinuation notices. This company has total disregard for the findings and orders of the TRA.

BEFORE THE TENNESSEE REGULATORY AUTHORITY NASHVILLE, TENNESSEE August 5, 2011 DOCKET NO.
11-00005

Excerpts from Page 19-20
