

PETER & CHARLINE SLOAN
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TN REGULATORY AUTHORITY
UTILITIES DIVISION

May 26, 2012

Tennessee Regulatory Authority
400 James Robertson Parkway
Nashville, TN 37243

RE: TRA Docket 1100198 ~ Berry's Chapel Utility

TO WHOM IT MAY CONCERN:

We regret that we cannot attend the hearing set for June 7, 2012 at 9:00 a.m. regarding a rate increase requested by Berry's Chapel Utility. As customers of Berry's Chapel Utility we are writing this letter in the hope that our comments will be heard.

In regard to Berry's Chapel Utility's request for a 76% rate increase for wastewater charges we are outraged! Not only is the request for an exorbitant amount but we recently had an increase of 26%. As of January 1, 2012 we pay 55% more for wastewater than we pay for the water use as follows:

- Our customer charge for WATER outside the City of Franklin is \$12.42 for the first 1,000 gallons
- Our customer charge for WASTEWATER outside the City of Franklin is \$19.21 for the first 1,000 gallons

It's surprising that there is even an issue regarding water and wastewater fees since the State of Tennessee is one of the most abundant fresh water states in the nation and our water and wastewater rates are already some of the highest.

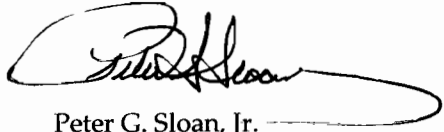
Berry's Chapel Utility has shown a total disregard for the TRA and has spent a lot of money trying to get around regulations. We just don't think it's right for the customers of Berry's Chapel Utility to pay for the bad judgment of Berry's Chapel Utility management. We own our own company and would never expect our customers to pay if we made a poor business decision. Perhaps the problem is not that customers are not paying enough wastewater fees, but that Berry's Chapel Utility management is not doing a very good job.

Another example of Berry's Chapel Utility's disregard for regulations is the fact that they charged their customers an additional \$20.00 per month fee from December 2010 to April 2011 without authorization. Even though the TRA was able to get Berry's Chapel Utility to stop the unauthorized charges we have not been reimbursed for the total of \$100.00 we paid. We would like to see Berry's Chapel Utility reimburse all of their customers for the fraudulent charges and to not be able to use a rate increase to do it.

Tennessee Regulatory Authority
May 26, 2012
Page 2

We are truly asking for your help in this matter and respectfully request that the TRA not only deny any rate increases but also hold Berry's Chapel Utility accountable for their illicit behavior in the past.

Sincerely,

A handwritten signature in black ink, appearing to read "Peter G. Sloan, Jr.", with a long horizontal flourish extending to the right.

Peter G. Sloan, Jr.

A handwritten signature in black ink, appearing to read "Charline D. Sloan", with a long horizontal flourish extending to the right.

Charline D. Sloan

PGS/cds