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May 28, 2012

Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243

T.R.A. DOCKET ROOM

RE: Berry's Chapel Utility  
TRA Docket 1100198

To Whom It May Concern:

Due to job conflicts, we regret that we will not be able to attend the hearing set for June 7, 2012 at 9:00 am reviewing the Berry's Chapel Utility request for a rate increase. We understand that it is an open hearing, and we hope that our opinion on this matter will be heard thru this letter.

As customers of Berry's Chapel Utility, we are completely AGAINST ANY rate increase, especially a 76% one! This is outrageous. As we understand, we are already paying one of the highest rates in Middle Tennessee and if such a rate increase were granted, we then would be paying the 2<sup>nd</sup> highest rate in all of Tennessee.

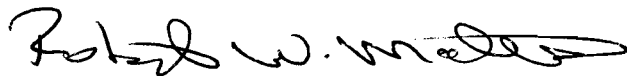
Berry's Chapel Utility unscrupulous business tactics over the last year should be a RED FLAG to TRA! The fact that the owners changed the company's name coupled with the non-profit controversy to try to avoid TRA regulation, speaks loudly to this company's business practices.

Berry's Chapel Utility request for a rate increase from their customers to cover such things as personal loans, life insurance policies, PR firms expenses, meals or legal fees for 2010 and 2011 to fight regulations by TRA is simply unreasonable, unwarranted and excessive.

Berry's Chapel Utility's owners, in our opinion, seem puzzled as to why many of their customers do not trust their business decisions. Perhaps they should start with doing the right thing for their customers, like refunding the \$20 per month additional fee they charge last year from Dec. 2010 - April 2011 that was found to be illegal before asking for more money.

My husband and I are sincerely asking for TRAs help in this matter. We hope that TRA not only deny ANY rate increases but also hold Berry's Chapel Utility accountable for "their" own bad business behaviors and not pass such debts on to its customers.

Sincerely,



Robert W. Mathus

Karen C. Mathus

