

Stacy Balthrop

From: Lisa Cooper
Sent: Friday, June 01, 2012 10:46 AM
To: Stacy Balthrop
Subject: FW: Berry's Chapel Rate Hike Docket 11-0198

Stacy,
Please include in docket. Thanks, Lisa

From: Danya Feinstein [<mailto:DFeinstein@thepool-tn.org>]
Sent: Friday, June 01, 2012 9:03 AM
To: Lisa Cooper
Subject: Berry's Chapel Rate Hike Docket 11-0198

As a resident of the Cottonwood subdivision in Williamson County and as a customer of the Berry's Chapel Utility District, I am writing to express my opposition to the proposed rate increase sought by Berry's Chapel. It is my understanding that this rate increase is being sought to pay for repairs necessary due to the May 2010 flood and also to provide funds to reimburse customers for unauthorized fees collected in the past. As you may or may not know, many of the Cottonwood residents incurred thousands of dollars of damage as a result of the flood. While many received help from FEMA, I know of no one who was reimbursed 100% for their damages and they had to cover the majority of the costs themselves creating a very big burden for many. There is actually one home that remains unrepaired even today. Berry's Chapel needs to pay for their own repairs as the residents had to do. I certainly cannot support being asked to basically cover the amount needed reimburse charges that they never should have collected in the form of unauthorized monthly fees..

This company has a long history of charging exorbitant rates and dealing in unfair business practices. My 86 year old mother who also lives in Cottonwood recently had a very large water leak. The water company, HBTS, issued an adjustment of approximately 75% of the bill. Berry's Chapel would only issue a 50% adjustment while you know their loss was much less. Our sewer rates are equal to or at times more than what we pay for water, yet you know we use far more water for bathing, cooking etc. than we do for flushing!.

It is my sincere wish that you will deny their request for rate increases and issue any other sanction you deem appropriate in light of their apparent disregard for their clients and good business practices.

David K. Johnson
113 Cottonwood Circle
Franklin, TN 37069

Visit Cottonwood HOA online at <http://cottonwoodhoa.com>

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