

Mary Kraycirik

Reopen
11-0122 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Friday, January 20, 2012 5:57 AM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION
JAN 20 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Friday, January 20, 2012 at 05:57:26

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: Monday, Friday (8-12)

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: No

15_complaint_descript: Dear TRA, This complaint is in relation to Docket 11-0005 dated 8/5/2011. This docket stated that Berry's Chapel Utility is suspended from assessing the \$20.00 per month, per customer, rate increase instituted on 11/1/2010 and shall immediately cease charging or collecting such fees. Berry's Chapel Utility is now sending letters to homeowners in Cottonwood Subdivision that their sewer service will be disconnected if they do not pay the back fees owed them of \$20.00/month. Please open another docket to address how to handle the \$20.00/month unauthorized fee that has been paid by some homeowners and is still owed by some homeowners. I paid them for one month, as I had automatic bank withdrawal. I would like this \$20 refunded. The \$80 that keeps showing up every month on my bill should be removed, as I requested in writing to Berry's Chapel Utility, several times. This is for 4 months of \$20 fees, until the TRA ruled that they could not charge this fee. Thank you for address this! [REDACTED]

RECEIVED
2012 JAN 25 PM 3:49
T.R.A. DOCKET ROOM

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?

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

12-0063

From: Nobody [nobody@ag03uw21.state.tn.us]
Sent: Friday, January 20, 2012 6:18 AM
To: ConsumerComplaint TRA
Subject: Consumer Complaint Questionnaire

RECEIVED
CONSUMER SERVICES DIVISION

JAN 20 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by
() on Friday, January 20, 2012 at 06:17:57

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: Monday, Friday (8-12)

13_complaint_company: Berry's Chapel Utility, Inc.

14_contacted_util: No

15_complaint_descript: Dear TRA, On 11/22/2011, I read in the Tennessean, Williamson AM edition that Berry's Chapel Utility is asking the state to approve a rate increase. According to the article, this rate increase is 67%, which is comprised of a rate increase from \$8.35/1000 gallons to \$9.67/1000 gallons, and a monthly surcharge of \$30/month per residence. Per Docket 11-0005, Berry's Chapel Utility was told it could not charge a flat \$20/month per home. Please turn down this increase that Berry's Chapel has requested. This rate increase is too high. The homeowners of Cottonwood Subdivision have no choice of an optional sewer company. High sewer rates will affect the property values of homes in our subdivision. Also, Berry's Chapel Utility did not notify us, as homeowners, that they were requesting a rate increase. Are they required to do this? Why do I have to read in the newspaper about the requested rate increase!! Thank you for addressing this matter. [REDACTED]


RECEIVED
CONSUMER SERVICES DIVISION
JAN 19 2012
TN REGULATORY AUTHORITY

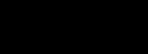

Franklin, Tn. 37069

16 January, 2012

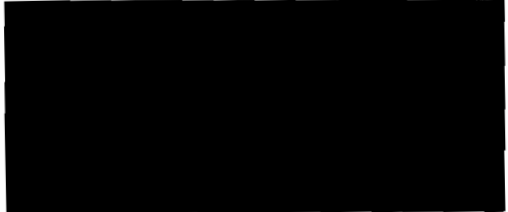
TO: Berry's Chapel Utility

Subj: Collection & Disconnect Notice we received 1/13/2012

Your balance owed of \$ 131.07 represents illegal and unauthorized Fees, sales tax, and interest that you have added to  monthly Water charge.

For over a year now, we have been correcting your bills to the water Charge amount on  bill. We have written on the bills to clearly Explain what we were doing. These bills were paid promptly upon Receipt. Complete records of bills, checks, and any communication has Been maintained. And we are still awaiting refund of the \$ 20.00 fee.

We want this illegal claim retracted immediately.


Cc: Ryan McGehee, asst. A.G. of Tn.
TRA attn: Jean Curran

BERRY'S CHAPEL UTILITY, INC.
P.O. BOX 1667
FRANKLIN, TN 37065-1667
PHONE: 615/790-3632 FAX: 615/599-0797

COLLECTION AND DISCONNECT NOTICE

NAME: [REDACTED]

ADDRESS: [REDACTED]

ADDRESS: FRANKLIN, TN 37069

ACCOUNT NUMBER: [REDACTED]

BALANCE DUE: \$131.07

**YOUR ACCOUNT IS NOW PAST DUE AND IS SUBJECT TO BEING TURNED OVER FOR
COLLECTION. YOUR SERVICE WILL BE DISCONNECTED AND YOUR ACCOUNT WILL BE
REPORTED TO A CREDIT AGENCY.**

**PLEASE INCLUDE THIS NOTICE WITH YOUR PAYMENT TO INSURE PROPER CREDIT TO YOUR
ACCOUNT AND WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.**