

# TENNESSEE REGULATORY AUTHORITY



502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, Tennessee 37243

March 24, 2017

Karen H. Stachowski, Esq.  
Assistant Attorney General  
Consumer Protection and Advocate Division  
Office of the Attorney General and Reporter  
P.O. Box 20207  
Nashville, Tennessee 37202

**RE: Attorney General Request for Records under Tenn. Code Ann. § 65-4-118  
Docket No. 16-00139, Tennessee Wastewater Systems, Inc. Rate Case**

Dear Ms. Stachowski:

In response to your letter of March 14, 2017, enclosed on compact disk are electronic copies of records that the Tennessee Regulatory Authority ("TRA") was able to locate in its files that are responsive to your requests.<sup>1</sup> These documents are being produced in accordance with Tenn. Code Ann. § 65-4-118 and should not be construed as an acknowledgement that such records are subject to the Tennessee Public Records Act.

A copy of this letter is also being sent to the counsels of record for the Petitioner, Tennessee Wastewater Systems, Inc. in Docket No. 16-00139. The Consumer Advocate should provide a copy of this electronic documentation to any party in this docket upon request. Should you have any questions concerning this information, please do not hesitate to contact me.

Sincerest Regards,

Kelly Cashman Grams  
General Counsel

Enclosure: One Compact Disk

cc: Docket No. 16-00139  
Jeff Ridsen, Esq. (without enclosure)  
Henry Walker, Esq. (without enclosure)  
David Foster, Chief of Utilities (without enclosure)

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<sup>1</sup> As you know, the TRA is subject to the State electronic mail retention policy, which establishes a procedure for maintaining an item in the electronic mail service system for a maximum of 90 days, after which it is automatically deleted and unrecoverable. Only electronic mail items that have been specifically saved to a user's local hard drive are able to survive beyond the 90-day retention period.

**Patsy Fulton**

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**From:** Jeff Risdén [Jeff.Risdén@Adenus.com]  
**Sent:** Friday, July 29, 2016 3:15 PM  
**To:** Patsy Fulton  
**Subject:** Tariff Revision 2016-0106  
**Attachments:** TWSI 2016 Bond True Up Pages - UPDATE.pdf

\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. \*\*\*

Patsy –

Attached are the replacement pages we discussed for the bonding true up referencing the credit card convenience fee. Please let me know if anything else is needed.

Kind regards,

Jeff



**Jeff Risdén**

GENERAL COUNSEL

Adenus Group, LLC | 849 Aviation Pkwy, Smyrna, TN 37167  
Direct: 615.220.7171 | Toll Free: 888.4.ADENUS Ext: 145 | Mobile: 615.691.2018 | Fax: 615.220.7207

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**WASTEWATER UTILITY SERVICE**


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**CHECK SHEET**

Sheets of this tariff are effective as of the date shown at the bottom of the respective sheet(s). Original and revised sheets as named below comprise all changes from the original tariff and are currently in effect as of the date on the bottom of this sheet.

SECTION	SHEET	REVISION	SECTION	SHEET	REVISION
1	1	1 <sup>st</sup> Revised	5	1	Original
1	2	12 <sup>th</sup> Revised*	5	2	Original
1	3	1 <sup>st</sup> Revised	5	3	4 <sup>th</sup> Revised
1	4	Original	5	4	3rd Revised
1	5	Original	6	1	8 <sup>th</sup> Revised*
1	6	Original	6	2	8 <sup>th</sup> Revised*
1	7	Original	6	3	6 <sup>th</sup> Revised*
2	1	Original			
2	2	Original			
2	3	1 <sup>st</sup> Revised			
2	3.1	Original			
2	4	1 <sup>st</sup> Revised			
2	5	1 <sup>st</sup> Revised			
2	6	Original			
2	7	1 <sup>st</sup> Revised			
2	7.1	Original			
2	8	Original			
2	9	2 <sup>nd</sup> Revised			
3	1	Original			
3	2	Original			
3	3	Original			
3	4	2 <sup>nd</sup> Revised			
3	5	5 <sup>th</sup> Revised			
3	6	Original			
4	1	11 <sup>th</sup> Revised*			
4	2	10 <sup>th</sup> Revised*			

**Issued: July 1, 2016**
**Issued By: Charles Hyatt**  
**President**
**Effective: September 1, 2016**

## WASTEWATER UTILITY SERVICE

## SECTION 4 – RESIDENTIAL RATES SHEET

	<u>Total</u>	<u>Escrow**</u>
<b><u>RATE CLASS 1</u></b>		
Fixed Film Treatment, Drip Dispersal, Bonding Rate #1	\$45.36 (I)	\$10.13
<b><u>RATE CLASS 2</u></b>		
Fixed Film Treatment, Drip Dispersal, Franchise Rate #1, Bonding Rate #1	\$46.68 (I)	\$10.13
<b><u>RATE CLASS 3</u></b>		
Fixed Film Treatment, Drip Dispersal, Bonding Rate #1, Bonding Rate #3	\$45.36 (I)	\$10.13
<b><u>RATE CLASS 4</u></b>		
Fixed Film Treatment, Drip Dispersal, Bonding Rate #1, Bonding Rate #4	\$45.36 (I)	\$10.13
<b><u>RATE CLASS 5</u></b>		
Deep Cell Pond Treatment, Drip Dispersal, Bonding Rate #1	\$40.35 (I)	\$8.43
<b><u>RATE CLASS 6</u></b>		
Deep Cell Pond Treatment, Drip Dispersal, Bonding Rate #1, Franchise Rate #2	\$41.52 (I)	\$8.43
<b><u>RATE CLASS 7</u></b>		
Deep Cell Pond Treatment, Point Discharge Dispersal, Bonding Rate #1	\$40.35 (I)	\$8.43
<b><u>RATE CLASS 8</u></b>		
Deep Cell Pond Treatment, Drip Dispersal, Bonding Rate #1, Bonding Rate #4	\$40.35 (I)	\$8.43
<b><u>RATE CLASS 9</u></b>		
Standard base Collection, Pass-through treatment costs	\$25.15 (I)	\$6.35
	+ Treatment Costs	
<b><u>RATE CLASS 10</u></b>		
DCP Treatment, Drip Dispersal, Loan Costs, Lease Costs, Bonding Rate #1	\$56.19* (I)	\$8.43

\*Applies to Southridge once the new treatment facility is placed in service

\*\*Escrow amount is included in the Total

Issued: July 2, 2016

Effective: September 1, 2016

Issued By: Charles Hyatt  
PresidentConvenience FREE  
has to be rate case

**WASTEWATER UTILITY SERVICE****RESIDENTIAL RATE SHEET EXPLANATION**

<b>FFR.D:</b>	Standard Base RSF/Fixed Film Reactor Treatment Rate	<b>\$34.02</b>	
<b>DCP.D:</b>	Standard Base Deep Cell Pont Treatment/Drip Dispersal Rate	<b>\$30.71</b>	
<b>DCP2.D:</b>	Original Standard Base Deep Cell Pont Treatment/Drip Dispersal Rate	<b>\$22.55</b>	
<b>DCP.P:</b>	Standard Base Deep Cell Pont Treatment/Point Discharge Rate	<b>\$30.71</b>	
<b>E1:</b>	RSF Escrow Rate	<b>\$10.13</b>	
<b>E2:</b>	DCP Escrow Rate	<b>\$8.43</b>	
<b>E3:</b>	Southridge Escrow Rate	<b>\$6.35</b>	
<b>B1:</b>	Statewide bonding charge of \$1.21	<b>\$1.21</b>	(I)
<b>B3:</b>	Milcrofton Service Territory Bonding charge	<b>\$0.00</b>	
<b>B4:</b>	Goose Creek Service Territory Bonding charge	<b>\$0.00</b>	
<b>F1:</b>	3% City of Coopertown Franchise Fee on the Rate Class 1	<b>\$1.32</b>	
<b>F2:</b>	3% City of Coopertown Franchise Fee on the Rate Class 5	<b>\$1.17</b>	
<b>LC:</b>	Loan amortization costs for the Southridge treatment facility	<b>\$21.33</b>	
<b>LL:</b>	Land Lease costs for the Southridge treatment facility	<b>\$2.67</b>	
<b>SOU:</b>	Standard base Collection Rate for Southridge Subdivision	<b>\$17.59</b>	
<b>TC:</b>	Treatment costs passed through from the city of Clarksville	<b>pass-through amt.</b>	
<b>FFR.D.E1.B1</b>	<b>= \$45.36</b>	<b>= RATE CLASS 1 (34.02 + 10.13 + 1.21)</b>	<b>(I)</b>
<b>FFR.D.E1.B1.F1</b>	<b>= \$46.68</b>	<b>= RATE CLASS 2 (34.02 + 10.13 + 1.21 + 1.32)</b>	<b>(I)</b>
<b>FFR.D.E1.B1.B3</b>	<b>= \$45.36</b>	<b>= RATE CLASS 3 (34.02 + 10.13 + 1.21 + 0.00)</b>	<b>(I)</b>
<b>FFR.D.E1.B1.B4</b>	<b>= \$45.36</b>	<b>= RATE CLASS 4 (34.02 + 10.13 + 1.21 + 0.00)</b>	<b>(I)</b>
<b>DCP.D.E2.B1</b>	<b>= \$40.35</b>	<b>= RATE CLASS 5 (30.71 + 8.43 + 1.21)</b>	<b>(I)</b>
<b>DCP.D.E2.B1.F2</b>	<b>= \$41.52</b>	<b>= RATE CLASS 6 (30.71 + 8.43 + 1.21 + 1.17)</b>	<b>(I)</b>
<b>DCP.P.E2.B1</b>	<b>= \$40.35</b>	<b>= RATE CLASS 7 (30.71 + 8.43 + 1.21)</b>	<b>(I)</b>
<b>DCP.D.E2.B1.B4</b>	<b>= \$40.35</b>	<b>= RATE CLASS 8 (30.71 + 8.43 + 1.21 + 0.00)</b>	<b>(I)</b>
<b>SOU.E3.TC.B1</b>	<b>= \$25.15 + tc</b>	<b>= RATE CLASS 9 (17.59 + 6.35 + 1.21) + tc</b>	<b>(I)</b>
<b>DCP2.D.E2.LC.LL.B1</b>	<b>= \$56.19</b>	<b>= RATE CLASS 10 (22.55 + 8.43 + 21.33 + 2.67 + 1.21)</b>	<b>(I)</b>

**Fees: Non-Payment – 5% of total bill amount****Disconnection – \$40****Reconnection – \$50****Returned Check (NSF Fee) – \$25****Credit Card Convenience Fee – 3% (I)****Access Fee – \$120/yr (See Rules and Regulations for Explanation)****Tap Fee : E. Montgomery Fac. - \$3,000 Pre-Construction, \$3,500 Post-Construction****\*Moved from Section 4 First Revised Page 2****Issued: July 1, 2016****Effective: September 1, 2016****Issued By: Charles Hyatt  
President**

**WASTEWATER UTILITY SERVICE****SECTION 6 – COMMERCIAL RATES SHEET****without food service**

The monthly sewer charge per customer is based on the design daily flow expected from the type of establishment being served. A minimum of \$102.15 per month will be charged for up to the first 300 gallons per day of design flow expected. For each additional 100 gallons per day of design flow expected, up to a total of 1,000 gallons per day, an additional charge of \$20.45 per month per 100 gallons will be levied. For design flows expected over 1,000 gallons per day, the monthly rate will be \$157.95 per 1,000 gallons of daily flow.

<b>COMMERCIAL W/O FOOD**</b>		<b>ESCROW***</b>
Tier 1 (0-300GPD)	<b>\$103.36 (I)</b>	<b>\$21.75</b>
Tier 2.1 (301-400GPD)	<b>\$123.81 (I)</b>	<b>\$26.17</b>
Tier 2.2 (401-500GPD)	<b>\$144.26 (I)</b>	<b>\$30.59</b>
Tier 2.3 (501-600GPD)	<b>\$164.71 (I)</b>	<b>\$35.01</b>
Tier 2.4 (601-700GPD)	<b>\$185.16 (I)</b>	<b>\$39.43</b>
Tier 2.5 (701-800GPD)	<b>\$205.61 (I)</b>	<b>\$43.85</b>
Tier 2.6 (801-900GPD)	<b>\$226.06 (I)</b>	<b>\$48.26</b>
Tier 2.7 (901-1,000GPD)	<b>\$246.51 (I)</b>	<b>\$52.68</b>
Tier 3.1 (1,001-2,000GPD)	<b>\$404.46 (I)</b>	<b>\$86.82</b>
Tier 3.2 (2,001-3,000GPD)	<b>\$562.41 (I)</b>	<b>\$120.92</b>
Tier 3.3 (3,001-4,000GPD)	<b>\$720.36 (I)</b>	<b>\$155.02</b>
Each additional tier	<b>+\$157.95</b>	<b>+\$34.10</b>

Additional surcharges will apply when customers exceed their expected design flows. For any month that a customer's water meter reading exceeds the expected design flow, the following surcharges will apply:

<b>Excess water usage</b>	<b>Surcharge</b>
1 gallon to 1,000 gallons above expected design flow	\$175.00
1,001 gallons to 2,000 gallons above expected design flow	\$200.00
Over 2,000 gallons above expected design flow	\$200.00/1000 gallons

If the water meter readings exceed the design flow for any three consecutive months, the monthly charge will be revised to reflect the increased usage and any capital costs associated with increasing the capacity of the system will be paid by the customer.

<b>Fees:</b> Nonpayment – 5%	Reconnection - \$50	City of Coopertown
Disconnection - \$40	Returned Check - \$25	Franchise Fees: 3%
Credit Card Convenience Fee - 3%(I)		

**\*\*Bonding Amount of \$1.21 is included in the Total (I) \*\*\*Escrow amount is included in the Total**

**Issued: July 1, 2016**

**Effective: September 1, 2016**

**Issued By: Charles Hyatt  
President**

**WASTEWATER UTILITY SERVICE****COMMERCIAL RATES SHEET****with food service**

The monthly sewer charge per customer is based on the design daily flow expected from the type of establishment being served. A minimum of \$136.15 per month will be charged for up to the first 300 gallons per day of design flow expected. For each additional 100 gallons per day of design flow expected, up to a total of 1,000 gallons per day, an additional charge of \$24.50 per month per 100 gallons will be levied. For design flows expected over 1,000 gallons per day, the monthly rate will be \$193.35 per 1,000 gallons of daily flow.

<b><u>COMMERCIAL W/ FOOD**</u></b>		<b><u>ESCROW***</u></b>
Tier 1 (0-300GPD)	<b>\$137.36 (I)</b>	<b>\$29.00</b>
Tier 2.1 (301-400GPD)	<b>\$161.86 (I)</b>	<b>\$34.22</b>
Tier 2.2 (401-500GPD)	<b>\$186.36 (I)</b>	<b>\$39.44</b>
Tier 2.3 (501-600GPD)	<b>\$210.86 (I)</b>	<b>\$44.66</b>
Tier 2.4 (601-700GPD)	<b>\$235.36 (I)</b>	<b>\$49.88</b>
Tier 2.5 (701-800GPD)	<b>\$259.86 (I)</b>	<b>\$55.10</b>
Tier 2.6 (801-900GPD)	<b>\$284.36 (I)</b>	<b>\$60.32</b>
Tier 2.7 (901-1,000GPD)	<b>\$308.86 (I)</b>	<b>\$65.54</b>
Tier 3.1 (1,001-2,000GPD)	<b>\$502.21 (I)</b>	<b>\$107.18</b>
Tier 3.2 (2,001-3,000GPD)	<b>\$695.56 (I)</b>	<b>\$148.82</b>
Tier 3.3 (3,001-4,000GPD)	<b>\$888.91 (I)</b>	<b>\$190.46</b>
Each additional tier	<b>+\$193.42</b>	<b>+\$41.64</b>

Additional surcharges will apply when customers exceed their expected design flows. For any month that a customer's water meter reading exceeds the expected design flow, the following surcharges will apply:

<b>Excess water usage</b>	<b>Surcharge</b>
1 gallon to 1,000 gallons above expected design flow	\$210.00
1,001 gallons to 2,000 gallons above expected design flow	\$220.00
Over 2,000 gallons above expected design flow	\$220.00/1000 gallons

If the water meter readings exceed the design flow for any three consecutive months, the monthly charge will be revised to reflect the increased usage and any capital costs associated with increasing the capacity of the system will be paid by the customer.

<b>Fees:</b> Nonpayment – 5%	Reconnection - \$50	City of Coopertown
Disconnection - \$40	Returned Check - \$25	Franchise Fees: 3%
Credit Card Convenience Fee – 3% (I)		

**\*\*Bonding Amount of \$1.21(I) is included in the Total \*\*\*Escrow amount is included in the Total**

**Issued: July 1, 2016**

**Effective: September 1, 2016**

**Issued By: Charles Hyatt  
President**

**WASTEWATER UTILITY SERVICE****COMMERCIAL RATES SHEET****Overnight Rental Units**

The monthly sewer charge per customer is based on the monthly average daily flow monitored from the unit being served. A minimum of \$69.15 per month will be charged for up to the first 300 gallons per day of average daily flow. For each additional 100 gallons per day of average daily flow, up to a total of 1,000 gallons per day, an additional charge of \$15.00 per month per 100 gallons will be levied. For avg daily flows over 1,000 gallons per day, an additional monthly charge of \$157.95 per 1,000 gallons of avg daily flow will apply.

<b>OVERNIGHT RENTAL UNITS**</b>		<b>ESCROW***</b>
Tier 1 (0-300GPD)	<b>\$70.36 (I)</b>	<b>\$15.95</b>
Tier 2.1 (301-400GPD)	<b>\$85.36 (I)</b>	<b>\$19.49</b>
Tier 2.2 (401-500GPD)	<b>\$100.36 (I)</b>	<b>\$23.02</b>
Tier 2.3 (501-600GPD)	<b>\$115.36 (I)</b>	<b>\$26.56</b>
Tier 2.4 (601-700GPD)	<b>\$130.36 (I)</b>	<b>\$30.10</b>
Tier 2.5 (701-800GPD)	<b>\$145.36 (I)</b>	<b>\$33.63</b>
Tier 2.6 (801-900GPD)	<b>\$160.36 (I)</b>	<b>\$37.17</b>
Tier 2.7 (901-1,000GPD)	<b>\$175.36 (I)</b>	<b>\$40.71</b>
Tier 3.1 (1,001-2,000GPD)	<b>\$333.32 (I)</b>	<b>\$77.95</b>
Each additional tier	<b>+\$157.95</b>	<b>+\$37.24</b>

Each customer will be billed the minimum monthly charge unless TWS determines that the customer's measured usage exceeds an average of 300 gallons per day over a thirty day period. Unless otherwise stated in this tariff, measured usage will be based on a customer's actual or estimated usage, averaged over a thirty-day period.

Actual usage may be measured in any of the following ways:

- Effluent flow meter.
- STEP pump. Usage will be measured by multiplying the period of elapsed pumping time shown on the pump times the capacity of the pump.
- In the absence of an effluent flow meter or a STEP pump, usage will be assumed to be equal to the customer's usage of potable water as shown on the customer's potable water meter.

If a customer is charged in excess of the minimum monthly fee, TWS will measure the customer's actual usage at least once every ninety days using one of the methods described above and display on the customer's statement the usage and measurement method used. In any month in which TWS does not measure the company's actual usage, the customer's monthly bill will be based on the customer's estimated monthly usage. No less than once every ninety days TWS will bill (or credit) the customer for any differences between an estimated bill and actual measured usage.

If a customer's usage exceeds the average daily design flow for three consecutive months, the customer may be required to pay any capital costs associated with increasing the capacity of that portion of the system designed and dedicated to serve that customer. For purposes of this section, TWS must measure actual usage for three consecutive months using one of the methods described above.

If TWS determines that a customer's usage meets the criteria described above, TWS will notify the customer in writing of any proposed construction work, the reasons for the work, and the estimated cost to the customer. The notice will also state that if the customer believes that his usage does not meet the criteria described above or that the charge to the customer is unjust and unreasonable, the customer may file a written complaint with the Tennessee Regulatory Authority, located at 502 Deaderick Street, Nashville, TN, 37243. Unless the TRA orders otherwise, the filing of a complaint will not delay the proposed construction work but may initiate a proceeding in which the TRA will determine whether, under the terms of this tariff, the customer is responsible for the cost of the construction work.

**Fees:** Nonpayment - 5%      Reconnection - \$50      Disconnection - \$40      Returned Check - \$25  
Credit Card Convenience Fee - 3% (I)

\*Moved from Section 6 Page 3

\*\*Bonding Amount of \$1.21 (I) is included in the Total \*\*\*Escrow amount is included in the Total

**Issued: July, 1, 2016**

**Effective: September 1, 2016**

**Issued By: Charles Hyatt  
President**



## Patsy Fulton

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**From:** Patsy Fulton  
**Sent:** Thursday, August 11, 2016 11:28 AM  
**To:** 'Jeff Ridsen'  
**Subject:** RE: TWSI Bond True Up

Jeff,

Rhea and me are still working on it and hopefully, I will have off of my desk tomorrow. Once we get David's approval, we should be okay. However, the last email that you sent me with the Convenience Fee on it might be a problem. He did say adding a fee would have to be approved via a rate case. I am not sure how this is to be handled since it is already being charged. I will let you know as soon as he looks at it. As for the bond true-up, it is looking a-okay so far and Rhea has been great and right on top of all my requests.

Thanks, Patsy

---

**From:** Jeff Ridsen [<mailto:Jeff.Ridsen@Adenus.com>]  
**Sent:** Thursday, August 11, 2016 10:54 AM  
**To:** Patsy Fulton  
**Subject:** TWSI Bond True Up

\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. \*\*\*

Patsy –

Just following up to see if we're all set with the bond true up or if you need anything else?

Kind regards,

Jeff



**Jeff Ridsen**

GENERAL COUNSEL

Adenus Group, LLC | 849 Aviation Pkwy, Smyrna, TN 37167  
Direct: 615.220.7171 | Toll Free: 888.4.ADENUS Ext: 145 | Mobile: 615.691.2018 | Fax: 615.220.7207

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**NOTE: REGARDING NEXT 4 PAGES**

The attached documents are part of the working papers in tariff #2015-0139 filed July 20, 2015 for TWSI's annual Bond True-Up. The name and address have been blocked out, to protect the confidentiality of the utility customer(s).

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000000TNHSP0562

04/15/2014

972.56

926.25

1931 NORTH STAR WAY

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00000000457

000000TNHSP0562

04/01/2013

03/31/2014

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
SMYRNA, TN  
Permit No. 28

SEWER

300

926.25

Total Charges Due

926.25

Monthly Consumption

300

ADDRESS SERVICE REQUESTED

~~██████████~~  
8746 NW 140TH LANE  
MIAMI LAKES, FL 33018

04/15/2014

\$972.56

\$926.25

77.18

-50 too much  
because of  
discrepancy

00000000657

000000TNHSP0122

04/15/2014

74.81

71.25

1648 PINWOOD WAY

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00000000657

000000TNHSP0122

02/28/2014

03/31/2014

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
SMYRNA, TN  
Permit No. 28

Previous Balance

71.25

Payment Received

(71.25)

SEWER

71.25

Total Charges Due

71.25

ADDRESS SERVICE REQUESTED

~~██████████~~  
14816 NW 88TH PLACE  
MIAMI LAKES, FL 33018-8009

\$71.25

04/15/2014

\$74.81

\$71.25

00000000457

000000TNHSP0562

11/16/2014

321.49

317.96

1931 NORTH STAR WAY

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pay your bill, all online. Visit [adenus.com](http://adenus.com) to learn how.

00000000457

000000TNHSP0562

09/30/2014

10/31/2014

Previous Balance		453.33
Payment Received		(206.00)
SEWER	300	70.63
Total Charges Due		317.96
Monthly Consumption		300

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
SMYRNA, TN  
Permit No. 26

## ADDRESS SERVICE REQUESTED

~~XXXXXXXXXX~~  
8746 NW 140TH LANE  
MIAMI LAKES, FL 33018

\$317.96

11/16/2014

\$321.49

\$317.96

00000000667

000000TNHSP0122

11/16/2014

74.16

70.63

1648 PINEWOOD WAY

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pay your bill, all online. Visit [adenus.com](http://adenus.com) to learn how.

00000000667

000000TNHSP0122

09/30/2014

10/31/2014

Previous Balance		70.63
Payment Received		(70.63)
SEWER		70.63
Total Charges Due		70.63

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
SMYRNA, TN  
Permit No. 26

## ADDRESS SERVICE REQUESTED

~~XXXXXXXXXX~~  
14816 NW 88TH PLACE  
MIAMI LAKES, FL 33018-3009

\$70.63

11/16/2014

\$74.16

\$70.63

February 3, 2014

██████████  
1931 North Star Way  
Sevierville, TN 37876

Re: Letter of Understanding regarding Past Due Charges

Mrs. Soto:

Per your phone conversation with Rhea, you will begin a payment plan until your balance is paid. Your balance as of April 2, 2014 is \$855.00. If for any reason a monthly payment is not received by the due date shown on the bill until such time that the debt is paid off, your service will be subject to disconnect and the outstanding balance will be due and payable in full to restore service. Your first payment of **\$213.65** (will includes two months of back charges and one month of current charge) will be due on **April 15, 2014**. The payoff schedule will proceed as follows:

**12-Month**

<u>Date</u>	<u>Payment</u>	<u>Balance</u>
04/02/2014		\$ 855.00
04/15/2014	\$ 213.65	\$ 641.35
05/15/2014	\$ 213.65	\$ 498.85
06/15/2014	\$ 213.65	\$ 356.35
07/15/2014	\$ 213.65	\$ 213.85
08/15/2014	\$ 213.65	\$ 71.35
09/15/2014	\$ 142.50	\$ 0

Please sign your concurrence below and return copies to our office. If this contract is not returned to our office by **04/15/2014**, your balance will be due in full and subject to disconnect.

Sincerely,

Rhea Cason

Concur: *Luzma Soto*  
Date: 04 7 14

# TN WASTEWATER SYSTEMS, INC. Account History

From: 1/1/1900 Through: 12/31/2072

## Customer Information

Account No. 457  
8746 NW 140TH LANE  
MIAMI LAKES, FL 33018  
United States of America

## Location Information

Location No. TNHSP0562  
1931 NORTH STAR WAY

Trans. Date	Trans. Type	Reference	Type / Reason	Amount	Balance
8/17/2015	Delinquency	Past Due: \$70.63 - 08/16/2015		\$3.53	\$148.32
7/31/2015	Charge			\$70.63	\$144.79
7/16/2015	Delinquency	Past Due: \$70.63 - 07/16/2015		\$3.53	\$74.16
6/30/2015	Charge			\$70.63	\$70.63
6/25/2015	Payment		Online-Credit Card	(\$270.35)	\$0.00
	Service Fee	On-Line Service Fee		\$7.87	\$270.35
6/17/2015	Misc Chrg.	Disc Fee		\$40.00	\$262.48
6/16/2015	Delinquency	Past Due: \$70.63 - 06/16/2015		\$3.53	\$222.48
5/31/2015	Charge			\$70.63	\$218.95
5/18/2015	Delinquency	Past Due: \$70.63 - 05/16/2015		\$3.53	\$148.32
4/30/2015	Charge			\$70.63	\$144.79
4/20/2015	Delinquency	Past Due: \$70.63 - 04/16/2015		\$3.53	\$74.16
3/31/2015	Charge			\$70.63	\$70.63
3/6/2015	Payment		Online-Credit Card	(\$149.13)	\$0.00
	Service Fee	On-Line Service Fee		\$4.34	\$149.13
2/28/2015	Charge			\$70.63	\$144.79
2/23/2015	Delinquency	Past Due: \$70.63 - 02/16/2015		\$3.53	\$74.16
1/31/2015	Charge			\$70.63	\$70.63
1/13/2015	Payment		Online-Credit Card	(\$267.00)	\$0.00
	Service Fee	On-Line Service Fee		\$7.78	\$267.00
12/31/2014	Charge			\$70.63	\$259.22
11/30/2014	Charge			\$70.63	\$188.59
11/26/2014	Payment		Online-Credit Card	(\$206.00)	\$117.96
	Service Fee	On-Line Service Fee		\$6.00	\$323.96
10/31/2014	Charge			\$70.63	\$317.96
10/16/2014	Payment		Online-Credit Card	(\$206.00)	\$247.33
	Service Fee	On-Line Service Fee		\$6.00	\$453.33
9/30/2014	Charge			\$70.63	\$447.33
9/12/2014	Payment		Online-Credit Card	(\$257.50)	\$376.70
	Service Fee	On-Line Service Fee		\$7.50	\$634.20
8/31/2014	Charge			\$71.25	\$626.70
7/31/2014	Charge			\$71.25	\$555.45
7/15/2014	Payment		Online-Credit Card	(\$206.00)	\$484.20
	Service Fee	On-Line Service Fee		\$6.00	\$690.20
6/30/2014	Charge			\$71.25	\$684.20
5/31/2014	Charge			\$71.25	\$612.95
5/27/2014	Payment		Online-Credit Card	(\$220.06)	\$541.70
	Service Fee	On-Line Service Fee		\$6.41	\$761.76
4/30/2014	Charge			\$71.25	\$755.35
4/23/2014	Payment		Check	(\$213.85)	\$684.10
4/18/2014	Delinquency	Past Due: \$855.00 - 04/16/2014		\$42.75	\$897.75
4/2/2014	Adjustment	Effective 4/1/13. System overcharge.		(\$71.25)	\$855.00

online  
svc fee  
needs to  
be waived

*Belling - TAW - JM*

FILE NO. 10-0010

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

Date: 1/4/2009

COMPLAINANT: Brian Smith

CALLED IN BY: self

ADDRESS: mailing:  
500 Echo Springs Road  
Knoxville, TN 37923

Complaint address:  
Lowe's Ferry Subdivision  
Lot #128  
Blount County, TN

COUNTY: Blount

TELEPHONE NO.: 865-300-3781

CONTACT NO.: 865-300-3781

COMPANY: Tennessee Wastewater

COMPLAINT: Complainant objects to the sewer access fee he has been assessed for a vacant lot he owns. Mr. Smith received a bill for \$120 which he says was not prorated for the amount of time he has owned this property (since March or April 2009). Complainant states the seller did not disclose information to him regarding the fact that he would be responsible for a sewer access fee for property with no structure on it. Mr. Smith requests to have this fee removed.

INVESTIGATOR:

RECEIVED BY: Mary Kraycirik

REFERRED BY:

Service - TWS - JM

FILE NO. 10- 0598

**TENNESSEE REGULATORY AUTHORITY**  
**CONSUMER SERVICES DIVISION COMPLAINT**

DATE: June 24, 2010

COMPLAINANT: Sergio Aude

ADDRESS: 109 Horseshoe Court  
Shelbyville, Tennessee 37160

COUNTY: Bedford

TELEPHONE NO.: 931-536-5112

CONTACT NO. : 931-536-5112

COMPANY: TWS

**COMPLAINT:**

Customer owns a two bedroom condo and disputes rate increase to \$44.50. He signed an agreement on May 10, 2010 for \$35.11. His sister has a larger unit with 3 bedrooms and she pays \$43. Other two bedroom units in is complex pay the \$30 rate. He wants his account adjusted

CONTACTED: TRA

INVESTIGATOR: JM (You will have to call from your cell phone. TRA landlines will not go through for some reason)

RECEIVED BY:

REFERRED BY:

Printing Authorization # PS-0336



Sevier - Tw - Tm

10-0700

**From:** Nobody <nobody@ag03uw21.state.tn.us>  
**To:** <consumercomplaint.tra@tn.gov>  
**Date:** 7/18/2010 12:45 AM  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, July 18, 2010 at 00:11:57

---

RECEIVED  
CONSUMER SERVICES DIVISION

JUL 19 2010

TN REGULATORY AUTHORITY

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

01\_whole: Emily Raney

02\_streetaddress: 4160 briggs loop

03\_City: Kodak

04\_State: Tn

05\_ZIP: 37764

06\_County: Sevier

07\_Home\_Telephone: 865-255-7919

08\_Work\_Telephone: 865-208-0435

09\_email: n8andem@gmail.com

10\_Contact\_time: 9am to 5 pm

13\_complaint\_company: Tennessee waistwater

14\_contacted\_util: yes

15\_complaint\_descript: March of 2010 our water was shut off due to non payment of sewage. After paying a \$100 reconnect fee, the water was not turned back on. After 3 days of trying to reach TWW we had to cut the valve to recieve water due to having 3 kids with 2 of them sick. I contacted tww's office and told them I had to do so 5 days later, which the lady on other line said "I understand, I have kids of my own". The next month we recieved a bill in the mail for \$650.00 due in full. After not being able to pay that amount they will not turn the water back on. I offered to pay \$250 and pay the rest when I was able. They refused. My water has been off for 2 months now and Tennessee waist water will do NOTHING to work with me. Please help me so I can move back to kodak with my kids to see their daddy. We have had to move to Nashville with my mother while my husband has to rent a hotel to be able to work until we can come up with that large amount of money. Thank you soooo much if you can help us. Emily Raney

---

Mary Kraycirik

11-1101 MB

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Monday, December 19, 2011 7:49 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, December 19, 2011 at 07:48:31  
-----

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

01\_whole: Wendy Gross

02\_streetaddress: 106 Bluebell Circle

03\_City: Maryville

04\_State: Tn.

05\_ZIP: 37804

06\_County: Blount

07\_Home\_Telephone: 865-233-0138

08\_Work\_Telephone: 865-980-1031

09\_email: wendygross@charter.net

10\_Contact\_time: after 1:30p.m.

13\_complaint\_company: Tennessee Wastewater Systems

14\_contacted\_util: yes

15\_complaint\_descript: I am already paying for a septic sewage bill in my subdivision or for my land which my home sits on. I am being charged an additional 120.00 yrly. for a lot which has no septic on it at all, there is not even a septic tank in the ground because my home sits on my lot 104/105. I will fax my information to you. I am being billed 44.53 a month for 1045 which is how my bill appears every month. This makes no sense to me how I can be charged for something that is not there. My other utility companines are not charging for something that is not there. I do not understand how Tennessee Wastewater can do this? They stated in case I ever put anything there my home sits on 105/104 which already has a septic service and I am billed for that already. Please help me with this I would greatly appreciate it. Thank-  
You Wendy Gross  
-----

RECEIVED  
CONSUMER SERVICES DIVISION  
DEC 19 2011  
TN REGULATORY AUTHORITY

**Consumer Complaint Questionnaire**

RECEIVED  
CONSUMER SERVICES DIVISION  
DEC 20 2011  
TN REGULATORY AUTHORITY

**RETURN TO**

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
Facsimile (615) 741-8953

To complete this consumer complaint questionnaire by Internet, please visit our website at [www.state.tn.us/tra](http://www.state.tn.us/tra). Under "Links" click on **Consumer Services**. You can use this convenient method if you do not have documentation to attach to your complaint.

Your Name BILL + JUANITA WYATT

Address 1608 KISSING WAY

City SENIERVILLE County SEVIER State TN ZIP 37862

Home Phone (731) 479-7124 Work/Contact Phone ( )

E-mail Address billandjuanita1@aatt.net

Is this complaint for your home or business phone number? Home (731) 479-7124  
Write Phone # Here

What company is your complaint against? TENN. WASTE WATER

Have you contacted the utility regarding your complaint? YES

Please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. PLEASE DO NOT STAPLE ANY DOCUMENTATION SENT TO OUR OFFICE.

This property is located in HIDDEN SPRING RESORT in Sevierville TN

The pumping sand filtration system is not handling the  
sewer problems. I have talk to Sally Howe at Hidden Spring

Resort + she said it is Tenn. waste water issue. when I talk to them  
we get no where + the smell is bad, with sewer running out in  
the road at entrance of hidden spring resort. we have own this

Printing Authorization # PS-0367

house almost 3 years + the problem still is there at sand filtration system  
we pay almost \$70.00 a month for sewer + this issue needs resolved on the  
Smell.

Regards Bill Wyatt

Mary Kraycirik

12-0102 ZW

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Monday, February 06, 2012 7:52 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

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 19:51:31

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

01\_whole: Mark and Susan Staab

02\_streetaddress: 1150 Iron Wood Ct

03\_City: Clarksville

04\_State: Tn

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931 362-3786

08\_Work\_Telephone: 931 206-1196

09\_email: Susanjs1@msn.com

10\_Contact\_time: After 6:00 pm

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript:

Tennessee Wastewater System, Inc. has raised my neighborhood monthly billing by 40%. Is there a cap on the amount of increase a utility can charge consumers? I also understand that our neighborhood is being charged at the industrial rate instead of residential rate. Neither my household nor any of my neighbors are an industry.

---

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 12:15 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 12:15:17

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

01\_whole: Kristen Shinn

02\_streetaddress: 847 Iron Wood Circle

03\_City: Clarksville

04\_State: Tennessee

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-3855

09\_email: [kristented@gmail.com](mailto:kristented@gmail.com)

10\_Contact\_time: Any time

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: As you know, everyone's TN Wastewater bill has increased. I spoke to Fred Kline at Clarksville Gas and Water and also Charles- the CEO at Tennessee Wastewater.

You definitely know a lot more about the issue than I do, but here is what I have figured out thus far. In talking to Charles at TN Wastewater, he said the Clarksville Gas and Water has increased their rates by 40% and unfortunately, that increase is passed off to us, the consumers. We are billed from TN Wastewater and our water is billed from East Montgomery, but Clarksville Gas and Water handles our water treatment for sewage. Our neighborhood is actually billed at the industrial rate instead of the residential rate, and that is a lot higher than the residential rate. We are also charged a lot more for being outside of the city limits, because of the added cost to extend the water lines out here and the fact that there are fewer taps. Is there a way to get us changed to the residential rate? It does not seem fair to be billed at the industrial rate. Charles suggested calling Fred Kline at Clarksville Gas and Water, which I did. He also suggested filing complaints as a HOA with the Tennessee Regulatory Authority and the Consumer Advocate Division. The TRA does cap the amount that TN Wastewater can charge at \$125 a month. Now in 2009, the neighborhood banded together and we were able to be exempt from the rate increase, so hopefully we can figure something out this time as well.

As for an update on our own, South Ridge Water Treatment facility, both Charles at TN Wastewater and Fred Kline at C'ville Gas and Water, said they fully support us having our own treatment facility. Charles said that TN Wastewater has not be successful in securing a bank

loan for the project. They have the USDA agreeing to back the loan, but no banks will finance the loan. They also have the TDOT permit to build our treatment plant, the land secured, and the plans approved, but nothing can be done without the loan. I am wondering if there is some sort of grant that they could get? Just a thought.

I then called East Montgomery Utility and they have not increased their rates at all since January of 2011. So on a positive note, our water bills will not rise.

Lastly, I spoke with Fred Kline at Clarksville Gas and Water. He heads the finance department and came up with the 40% rate increase, based on operating and flood recovery costs. According to Mr. Kline, city code calls for yearly rate adjustments. Last year, rates declined by 9.4%, but because of the flood, this year, rates have had to increase by 40%. The flood, as everyone knows, resulted in a lot of loss, added expenses, and damage. They still have some temporary equipment in place. The 40% increase is what is needed to help recover the flood expenses. Mr. Kline confirmed that we do in fact pay a lot more money because we are outside the city limits. He said that Clarksville Gas and Water bills TN Wastewater at the industrial rate for our neighborhood's water treatment because they are an industry. TN Wastewater then passes on that industrial rate to us. I still feel we should be billed at the residential rate.

That is pretty much everything I have discovered today. We need to let the neighborhood know and then we need to see if we can figure out a way to get our bills to be more reasonable. In our last 8 homes, I can honestly tell you, that the price we pay here is the highest I have ever paid for sewer and water. I think it is ridiculous. Please let me know what we need to do and where we go from here because it really doesn't seem fair to me. I think we would be better off just having normal sewer through East Montgomery Utility.

P.S.

I have emailed Lisa Cooper a copy of our most recent Tennessee Wastewater bill, which reflects the 40% increase. Let me know if I need to mail or fax a copy of this bill.

-----

FEB 08 2012

Tennessee Regulatory Authority (TRA)  
Kenneth C. Hill, ChairmanTN REGULATORY AUTHORITY  
1001 BELL STREET, SUITE 500

For Residents  
For Visitors  
For Business  
For TRA Information  
For TRA Divisions  
For TRA Services  
For Filing a Complaint  
For Regulated Utility Info  
Energy Conservation  
Just for Kids  
Newsroom  
TRA Site Map  
Contact Us

Related Topics  
• [TRA Consumer Services](#)  
• [Do Not Call Complaint](#)  
• [Do Not Fax Complaint](#)

## Tennessee Regulatory Authority Utility Complaint Form

Submit below or print and return to:  
Consumer Services Division, Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
FAX: 615-741-8953

If you are registering for the Do Not Call Program please [click here](#)

Consumer Utility Complaint Questionnaire	
Your name	Craig Petersen
Address	927 S Ridge Trl
City	Clarksville
State	TN
Zip	37043
County	Montgomery
Home Telephone	931.801.8638
Work/Contact Telephone	
Email Address	craig.petersen@gmail.com
Best time and day to be contacted	4 pm
Company that complaint is against	Tennessee Wastewater Systems
Have you contacted the utility regarding your complaint?	Yes <input type="radio"/> No <input type="radio"/>

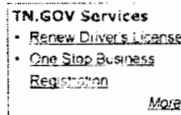
Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

I feel that the rate increase for treating sewer water is excessive and should be investigated.

Craig Peterson

[Submit Complaint](#)

Please note that all complaints submitted to the Tennessee Regulatory Authority are subject to the Public Records Act.



[TRA Services](#) [TRA Directory](#) [Web Policies](#) [Accessibility](#) [Web Alerts](#) [Privacy](#)

Tennessee Regulatory Authority 460 James Robertson Parkway Nashville, TN 37243-0505 (606) 342-8359 [contact@tra.gov](mailto:contact@tra.gov)



TO: CONSUMER SERVICES DIVISION, TN REGULATORY  
AUTHORITY  
FAX: 615.741.8953  
FROM: CRAIG PETERSEN

SUBJECT: TENNESSEE WASTEWATER SYSTEMS, INC  
RATE INCREASE

# PAGES: TWO



**Tennessee  
Wastewater Systems, Inc.**  
851 Aviation Parkway  
Smyrna, TN 37167  
888-3-ADENUS

RETURN STUB WITH PAYMENT TO:  
Tennessee Wastewater Systems, Inc  
851 Aviation Parkway  
Smyrna, TN 37167  
Maintenance Hotline: 877-669-0786

PRESORTED  
FIRST CLASS MAIL  
U.S. POSTAGE PAID  
SMYRNA, TN  
Permit No. 26

Account No.		Location No.		Account No.		Location No.			
000000001268		000000TNSOU0109		000000001268		000000TNSOU0109			
From Date		Through Date		Due Date		After Due Date		Net Amount	
12/30/2011		01/30/2012		02/15/2012		67.77		64.54	
Service		Usage		Amount		Service Address:			
						927 SOUTH RIDGE TRAIL			

Previous Balance		44.41
Payment Received		(44.41)
SEWER	3,200	64.16
Bonding		0.38
Total Charges Due		64.54
Monthly Consumption		3200

ADDRESS SERVICE REQUESTED

020912

CRAIG PETERSEN  
927 SOUTH RIDGE TRAIL  
CLARKSVILLE, TN 37043

# 567

Past Due Amount	Current Charges	Net Amount
Due Date	After Due Date	
02/15/2012	67.77	64.54

You can now check your balance online by visiting the  
all-new Adenus.com

Mary Kraycirik

12-0111 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 7:55 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 08 2012

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 19:55:25

TN REGULATORY AUTHORITY

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

01\_whole: Eric Englund

02\_streetaddress: 999 Southridge trail

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-2335

08\_Work\_Telephone: 931-216-9072

09\_email: [tripleeeng@aol.com](mailto:tripleeeng@aol.com)

10\_Contact\_time: after 6pm

13\_complaint\_company: TN Wastewater systems INC

14\_contacted\_util: yes

15\_complaint\_descript: Sewage fees far exceed even normal water fees. Have been promising for years to bringg them down and have not. We are being charged an industrial fee instead of residential fee.

**Mary Kraycirik**

12-0112 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 2:31 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 08 2012

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 14:31:08

TN REGULATORY AUTHORITY

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

01\_whole: Lisa Blackmon

02\_streetaddress: 1243 Kensington Court

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931362400

09\_email: [jlks6@yahoo.com](mailto:jlks6@yahoo.com)

10\_Contact\_time: after 5:00

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: I live in Southridge in Montgomery County, TN. Our household bill increased from \$91 to \$125 in one month. We as a neighborhood have contacted the company numerous times. I have also contacted Tennessee Wastewater who blames Clarksville Gas and Water. I can not afford this rate. I have to pay a water bill plus this bill. At what point do we get help from the government? I asked that you please help get this situation solved. Thank you, Lisa Blackmon

Mary Kraycirik

12-0113 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 2:25 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 08 2012

Below is the result of your feedback form. It was submitted by TN REGULATORY AUTHORITY  
( ) on Tuesday, February 07, 2012 at 14:25:16

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

01\_whole: Dr. & Mrs. James Brooks

02\_streetaddress: 918 Glen Raven Dr.

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-624-6146

08\_Work\_Telephone: 615-320-6076

09\_email: jbrooks@accessclintrials.com

10\_Contact\_time: 9-5

13\_complaint\_company: Tennessee Wastewater & Clarksville Gas & Water

14\_contacted\_util: yes

15\_complaint\_descript: We live in SouthRidge Subdivision in Clarksville, TN. Our sewage is provided by Tennessee Wastewater in conjunction with Clarksville Gas and Water who provides treatment. We are and have been for the past 10 years, charged as "Industrial" clients as exhorbatant rate. This month, Clarksvillle Gas and Water has implemented a 40% increase in sewage rates, which are now being passed onto everyone in our neighborhood via Tennessee Wastewater. I am copying my bill for the month and forwarding it to your office. It is very unfair to be charged both as an industrial client, (we were told that a new tx facility to serve our area would be complete within 3 yrs. of home acquisition...here we are 10 years later and no new tx. plant.) We should have to be refunded by Clarksville Gas and Water as this is simply a passthrough and the residential consumer is being dealt with unfairly to say the least. Please, please help us! Dr. and Mrs. James Brooks, Jr. Our bill is more than gas, water, and electric combined! We believe that this is fraudulent behavior but CG&W refuses to listen or make any adjustments.

**Mary Kraycirik**

12-0114 ZW

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 2:13 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 08 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 14:13:18

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

01\_whole: Jeremy Corley

02\_streetaddress: 897 Glenraven Drive

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-801-0103

09\_email: [JCorley75@aol.com](mailto:JCorley75@aol.com)

10\_Contact\_time: anytime

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: Bill has gone up 40%, our neighborhood is being charged at a commercial rate rather than residential.

**Mary Kraycirik**

12-0115 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 2:10 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 08 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 14:09:37

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

01\_whole: David and Sascha Bowling

02\_streetaddress: 806 Iron Wood Circle

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

08\_Work\_Telephone: 931-220-1872

09\_email: [ds.bowling@yahoo.com](mailto:ds.bowling@yahoo.com)

10\_Contact\_time: Morning

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: No

15\_complaint\_descript: We have lived in South Ride for nearly 10 years. TN Wastewater has been the number one issue within our HOA since our arrival. We were told time after time that a site was going to be built which would either significantly reduce the amount paid or erase it completely. I would like to say we have been patient. We have paid almost \$8,000 to TN Wastewater. Instead of following through with promises, without notice, we have recently had our rate increased by 40%. The justification is unfounded. The residents of South Ridge are clearly being taken advantage of. We urge you to look into this matter and assist us with a resolution. Thank you, David and Sascha Bowling

12-0116 ZW

Mary Kraycirik

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 8:46 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 08 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 20:45:30

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

01\_whole: Elithia h. Del Giorno

02\_streetaddress: 922 Glenraven Drive

03\_City: Clarksville

04\_State: Tn

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: (931) 320-5742

08\_Work\_Telephone: (931) 217-0258

09\_email: [ehdelgiorno@gmail.com](mailto:ehdelgiorno@gmail.com)

10\_Contact\_time: Evening after 5pm

13\_complaint\_company: Tn Wastewater Systems

14\_contacted\_util: yes

15\_complaint\_descript: I live in a residential subdivision in the county. I am billed by TN Wastewater Systems for sewer that is billed by Clarksville Gas and Water. My water is billed by East Montgomery Utility District. My bill from TN Waste Water has increased by 40%. We have been told that our rates are higher since we live in the county and that there is added cost for extending the lines to us and that there are fewer taps. In addition to that we are billed at the industrial rate vice the residential rate. We have measures in place to support our own treatment facility, however TN Wastewater has been unsuccessful in securing a loan, that the USDA has agreed to back. We have also received the permit from TDOT to build the facility on land that is already secured. A copy of my bill will be forwarded to you shortly by mail or fax. Any assistance you may be able to provide would be greatly appreciated. We hope that we do not have to begin realizing the capped amount of \$125.00 a month, which we are fast approaching, before we realize some assistance on this matter. Thank you kindly.  
Respectfully,  
Elithia H. Del Giorno

Mary Kraycirik

12-0117 zw

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Tuesday, February 07, 2012 9:41 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 08 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 07, 2012 at 21:41:07

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

01\_whole: James Nix

02\_streetaddress: 991 South Ridge Trail

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931 561-3934

08\_Work\_Telephone: (270)798-8711

09\_email: [brantnix@aol.com](mailto:brantnix@aol.com)

10\_Contact\_time: after 5pm

13\_complaint\_company: TN wastewater

14\_contacted\_util: yes

15\_complaint\_descript: My biggest complaint is the unpredictable billing practices. My water bill varies very little but the wastewater bill from TN Waste water can vary as much as \$50-75 per month/ Additionally they bill against a water consumption and does not discount account for water that never enters their waste water system. This places undue burden on their consumers billing us for wastewater that they do not treat which to me is billing for services not provided.



Tennessee Regulatory Authority (TRA)  
Kenneth C. Hill, Chairman

GOVERNOR  
Bill Haslam  
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Tennessee Regulatory Authority Utility Complaint Form

Submit below or print and return to:  
Consumer Services Division, Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
FAX: 615-741-8953

TN REGULATORY AUTHORITY

FEB 08 2012



If you are registering for the Do Not Call Program please [click here](#)

Consumer Utility Complaint Questionnaire

Your name	Rafael V. Gonzalez
Address	851 Iron Wood Circle
City	Clarksville
State	Tennessee
Zip	37043
County	Montgomery
Home Telephone	931 362 2655
Work/Contact Telephone	931 561 4857
Email Address	rafaelvgonzalez@gmail.com
Best time and day to be contacted	Any time before 9PM
Company that complaint is against	TN Wastewater Sys. Inc.
Have you contacted the utility regarding your complaint?	Yes No

Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

Extreme increase in fees.  
It seems also that we have been charged as a commercial rate all along.  
There are no commercial enterprises in South Ridge development to my knowledge.  
I will mail the latest bill and a prior bill under separat cover via US mail.  
Thank you in advance for looking into this injustice.

[Submit Complaint](#)

Please note that all complaints submitted to the Tennessee Regulatory Authority are subject to the Public Records Act.

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Tennessee Regulatory Authority 460 James Robertson Parkway Nashville TN 37243-0505 (800) 342-8359 [contact.tra@tn.gov](mailto:contact.tra@tn.gov)

**Mary Kraycirik**

12-0130 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 8:56 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 09 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 20:55:56

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

01\_whole: Jacob Barner

02\_streetaddress: 1209 Fieldcrest Ln.

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-603-6124

08\_Work\_Telephone: 910-988-9382

09\_email: jibarney24@yahoo.com

10\_Contact\_time: Anytime

13\_complaint\_company: TN Wastewater Systems

14\_contacted\_util: No

15\_complaint\_descript: I strongly feel that I and the rest of the houses in my neighborhood of South Ridge are being unfairly charged for wastewater. On average, I pay \$50-\$65 a month for wastewater(sewer). This month, I paid almost \$90! My neighbor across the street paid \$125!! My family does not take any baths and limit our showers as not to unnecessarily waste water. I certainly haven't used my hose for the last 2 months. I paid \$65 for JAN 2011. First, that is truly too much to spend each month. Now with it being almost \$90, I'm beginning to think I need to leave Tennessee and move to Kentucky. Maybe there I will not be ripped off for flushing my toilet.

I'll have to email copies of my bill to your email account. When I find it. Your online complaint process needs to give the consumer an option to attach a document or photo.

Thank you for your time.  
Jacob Barner

**Mary Kraycirik**

12-0121 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 2:41 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 09 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 14:40:42

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

01\_whole: Howard & Pam Patterson

02\_streetaddress: 830 Iron Wood Circle

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-2960

09\_email: threepatts1@bellsouth.net

10\_Contact\_time: 5:00 p.m.

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: My bill has been raised 40% recently for the sewage handled by Clarksville Gas & Water. My neighborhood (South Ridge Subdivision) is billed at the industrial rate, rather than the residential rate.  
-----

**Mary Kraycirik**

12-0122 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 12:38 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 09 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 12:38:12

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

01\_whole: CHRIS BATTS

02\_streetaddress: 894 SOUTH RIDGE TRAIL

03\_City: CLARKSVILLE

04\_State: TN

05\_ZIP: 37043

06\_County: MONTGOMERY

07\_Home\_Telephone: 931-362-9993

08\_Work\_Telephone: 931-320-0402

09\_email: cbatts@cityofclarksville.com

10\_Contact\_time: night

13\_complaint\_company: Tennessee Waste Water

14\_contacted\_util: yes

15\_complaint\_descript: we are paying as an industry for sewer instead of residential  
-----

Mary Kraycirik

12-0123 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 10:08 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 09 2012

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 10:08:02

TN REGULATORY AUTHORITY

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

01\_whole: Michael Paiser

02\_streetaddress: 886 Glenraven Drive

03\_City: Clarksville

04\_State: tn

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-3542

08\_Work\_Telephone: 931-320-7757

09\_email: [csasusiepaiser@hotmail.com](mailto:csasusiepaiser@hotmail.com)

10\_Contact\_time: 8-5

13\_complaint\_company: Tennessee Wastewater Systems

14\_contacted\_util: No

15\_complaint\_descript: The bill increased by 40% without cause. I will be sending my bill  
by mail.  
-----

**Mary Kraycirik**

12-0124 ZW

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 8:58 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 09 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 08:57:50

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

01\_whole: Lorraine Logue

02\_streetaddress: 958 South Ridge Trail

03\_City: Clarksville

04\_State: Tennessee

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-603-6054

09\_email: lssrsandiego@aol.com

10\_Contact\_time: daytime any day

13\_complaint\_company: Tennessee Wastewater Systems, Inc.

14\_contacted\_util: yes

15\_complaint\_descript: I live in South Ridge subdivision. The Vice President of out HOA Kristen Shinn has contacted you concerning our bills at South Ridge. They has increased considerably. I only have 2 people living in my home. Kristen was told we are paying an industrial rate instead of a residential rate. Kristin said our bills at South Ridge have increased 40% recently. She has spoken to Fred Cline of Clarksville Gas & Water also Charles the CEO of Tennessee Wastewater. She has also spoken to Mayor Carolyn Bowers about this concern. I find this so unfair that we are paying such an extremely high rate paying an industrial rate instead of a residential rate. I would appreciate you looking into this matter and resolving it fairly our residential homeowners. I will be faxing a copy of my bill to you. Thanks, Lorraine Logue

Mary Kraycirik

12-0125 ZW

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Wednesday, February 08, 2012 9:22 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 09 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, February 08, 2012 at 09:22:28

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

01\_whole: Paige Eisemann

02\_streetaddress: 931 South Ridge Trail

03\_City: Clarksville

04\_State: Tennessee

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-603-6070

08\_Work\_Telephone: 931-220-3009

09\_email: pceisemann@gmail.com

10\_Contact\_time: after 3PM weekdays

13\_complaint\_company: Tennessee Wastewater and Clarksville Gas & Water

14\_contacted\_util: yes

15\_complaint\_descript: We are being charged the "industrial rate" for our residential wastewater service. Our entire neighborhood is being massively overcharged, putting strain on individual families. This problem was created by the Clarksville Gas & Water department and Tennessee Waterwater Systems and it was not thoroughly explained to us when we purchased our home, as it would have been a consideration. The 40% increase in cost we were hit with this month is massive to families, and completely inappropriate. Everyone we speak to seems to be "passing the buck" from one company to the next, but we as consumers are being charged unfairly. Copies of recent bills and documentation to follow.  
Thank you for your consideration, and we appreciate any help you can give us in this matter.

12-0129 ZW

**Mary Kraycirik**

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Thursday, February 09, 2012 9:25 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

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 09:24:53

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

01\_whole: Ronnie Phillips

02\_streetaddress: 1002 South Ridge Trail

03\_City: Clarksville

04\_State: Tennessee

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: (931) 362-2859

09\_email: get2ronnie@charter.net

10\_Contact\_time: Any day, in the morning

13\_complaint\_company: Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: There has been a one hundred percent increase in my monthly bill. The City of Clarksville is charging Tennessee Wastewater industrial rates on residential sewage being introduced into their sewer system. We all feel industrial rates are not necessary due to the fact that we do not input dangerous or toxic chemicals into the city sewer system.  
-----



Mary Kraycirik

12-0130 ZW

RECEIVED

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Thursday, February 09, 2012 2:39 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

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 14:38:31

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

01\_whole: Tanya Streeter

02\_streetaddress: 810 Iron Wood Circle

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-4888

08\_Work\_Telephone: 931-980-1097

09\_email: Rtretstreeter@att.net

10\_Contact\_time: Any

13\_complaint\_company: TN Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: I am a resident in Southridge subdivision where our water treatment rates just rose significantly. W are currently charged an industrial rate for sewer rather than residential. I will forward a copy of my current bill to your office.  
-----

RECEIVED

CONSUMER SERVICES DIVISION

FEB 10 2012

12-0132 ZW

Tennessee Regulatory Authority  
Consumer Services Division  
460 James Robertson Parkway  
Nashville, TN 37243-0505  
615-741-8953

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Tennessee Regulatory Authority Utility Complaint Form

TN REGULATORY AUTHORITY

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460 James Robertson Parkway  
Nashville, Tennessee 37243-0505  
FAX: 615-741-8953

If you are registering for the Do Not Call Program please [click here](#)

## Consumer Utility Complaint Questionnaire

Your name	Melanie Davenport
Address	918 S Ridge Trl.
City	Clarksville
State	TN
Zip	37043
County	Montgomery
Home Telephone	931-362-4964
Work/Contact Telephone	931-538-9753
Email Address	MelanieDavenport@comcast.net
Best time and day to be contacted	anytime
Company that complaint is against	TN Wastewater
Have you contacted the utility regarding your complaint?	<input checked="" type="radio"/> Yes <input type="radio"/> No

Below, please describe your complaint briefly. Please mail or fax copies of any documentation, such as bills, that our office would need to file your complaint. (Note: If your complaint involves a billing dispute, we will be unable to process your complaint without a copy of the bill in dispute.)

Bill increased 400% !!

Submit Complaint

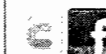
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Tennessee Regulatory Authority

460 James Robertson Parkway

Nashville, TN 37243-0505

615-741-8953

[Consumer Advocacy](#)

**Mary Kraycirik**

12-0133 ZW

**RECEIVED**

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Friday, February 10, 2012 11:46 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

FEB 13 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, February 10, 2012 at 11:46:03

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

01\_whole: Kathy O'Gwin

02\_streetaddress: 901 Glenraven Dr

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-2323

09\_email: [kiogwin@gmail.com](mailto:kiogwin@gmail.com)

10\_Contact\_time: morning

13\_complaint\_company: TN Wasterwater

14\_contacted\_util: No

15\_complaint\_descript: I will email a copy of my last statement where the rates increased dramatically later today. In explanation of why I have not contacted TN Wastewater, I have not done so because after contacting them numerous times since I have been living in South Ridge subdivision regarding their exorbitant rates, I have learned that this is an exercise in futility. My last attempt at finding a modicum of fairness from TN Wasterwater was in 2009 when I and several other neighbors attended a TRA hearing in protest of their latest attempt to raise our already outrageously high rates for nothing whatsoever but processing sewage. None of the residents of South Ridge have EVER been informed in advance of these huge rate increases. Conversely, I always receive rate increase notices from all other billing agencies well in advance. Of course, we all know this is due to the fact that we are captive--subscribers to TN Wastewater, since they are our only option for sewage treatment. Tennessee Wastewater is charging the citizens of South Ridge subdivision at the INDUSTRIAL RATE, NOT THE RESIDENTIAL RATE. This is itself is ludicrous and I do not believe that the TRA is adequately protecting the rights of the residents of South Ridge subdivision when they allow this kind of flagrant abuse to go unchecked, not to mention why was it ever allowed in the first place? We are told it has to do with CG&W going up on treatment rates with TN Wastewater. The citizens of South Ridge receive their water from EMUD and we've always received feedback from TWW that our rates are tied to our overall water usage with EMUD--another ludicrous association. What does the amount of water I use to wash dishes, take a shower, or wash my car have to do with flushing the toilet? My rate BEFORE the 40% rate hike

was averaging \$40 per month, and I live alone and am extremely conservative with my water usage. That rate was more than enough to offset any increase which TWW received from CG&W. At the hearing I attended in 2009 af!

ter pres

sure was applied through numerous complaints from South Ridge residents, the executives at TWW agreed not to raise our rates until their treatment facility was completed. Since that time, they have been unable to secure a loan. I strongly suspect that these excuses are only a ploy to raise our rates anyway since they cannot get their loan. I am outraged that the only governing body (the TRA) for TN Wastewater has allowed TWW to take advantage of the many working households and retirees in South Ridge for this prolonged period of time. How long must we suffer during these difficult economic times? In conclusion I must mention that I find it outrageous at the 2009 hearig that the TRA allowed TWW to set a fixed rate for the over 150 households in South Ridge when their treatment facility was completed. Why should I and my 92 year old mother (both retirees) subsidize the much greater water usage of households with husband, wife and several children. Additionally a fixed rate ENCOURAGES waste of water, not conservation. RateS should ALWAYS BE BASED ON USAGE. ANY OTHER ARRANGEMENT IS PATENTLY UNFAIR! Members of the TRA Board: Wake up and Help US!

-----

Mary Kraycirik

12-0134 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Friday, February 10, 2012 10:07 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 13 2012

TN REGU

Below is the result of your feedback form. It was submitted by  
( ) on Friday, February 10, 2012 at 22:06:42

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

01\_whole: paul pulley

02\_streetaddress: 1216 fieldcrest ln

03\_City: clarksville

04\_State: tn

05\_ZIP: 37043

06\_County: montgomery

07\_Home\_Telephone: 931-362-9154

08\_Work\_Telephone: 931-801-4837

09\_email: [ppulley@charter.net](mailto:ppulley@charter.net)

10\_Contact\_time: anytime on 801-4837

13\_complaint\_company: tennessee waste water

14\_contacted\_util: yes

15\_complaint\_descript: the sewer prices r extreme. compamy promised almost 9 yrs. ago that the high prices for sewer would go down when they built their own plant with in few short years. they have never started that process and keep raising rates. the last rate was for dec./jan. my bill went up 20.00 dollars from 40's to 60's and i probably use less water then any one. this whole process in this subdivision is a rip off.  
-----

**Mary Kraycirik**

12-0135 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Friday, February 10, 2012 7:28 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 13 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, February 10, 2012 at 19:28:06

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

01\_whole: Kevin Van Aken

02\_streetaddress: 954 South Ridge Trail

03\_City: Clarksville

04\_State: Tn.

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-2533

09\_email: lvanaken@charter.net

10\_Contact\_time: Any

13\_complaint\_company: Tennessee Wastewater Systems, Inc.

14\_contacted\_util: yes

15\_complaint\_descript: Our homeowners association has contacted the CEO of this utility as well as the following, which have all suggested filing this complaint.

Clarksville Gas and Water

County Mayors Office

Tn Regulatory Authority

State Representative

Enclosed is a copy of our bill which like our neighbors, has increased greatly.

It is really unfair that we are being billed at the industrial rate and not the residential.

These are our homes, not businesses.

Any help with this matter would be greatly appreciated.

Mary Kraycirik

12-0188 ZW

From: Nobody [nobody@ag03uw21.state.tn.us]  
Sent: Thursday, March 01, 2012 12:28 PM  
To: ConsumerComplaint TRA  
Subject: Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAR 02 2012

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, March 01, 2012 at 12:27:50

TN REGULATORY AUTHORITY

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

01\_whole: Kristin Pearson

02\_streetaddress: 975 South Ridge Trail

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 9318017792

09\_email: kristinanddennis@charter.net

10\_Contact\_time: daytime except Tues/Wed/Thurs

13\_complaint\_company: TN Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: Our subdivision, South Ridge, is billed outrageous amounts for our sewage/utilities. We are billed industrial rates and we are a residential neighborhood. My bills keep increasing, despite the miniscule amount of water that my family uses. See below for a transcript of my bills. I will include also my water bills to compare water usage/bills to what TN Wastewater charges. (keep in mind I have gas heat, but you can see that some months my gas and water bill was \$14 yet my TN wastewater bill was still tremendously high) Thank you Kristin Pearson

Pay To: Name

Sort by: Nickname Pay From Amount Deliver By Confirmation

Number Status Action

Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567 \$93.21 03/15/2012 DC5MZ-VPLG8  
Scheduled View/Edit & Cancel

Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567 \$106.04 02/15/2012 D84NJ-Y7KK9  
Processed View Payment

Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567 \$62.35 01/13/2012 D547J-7JNZS  
Processed View Payment

Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567 \$65.94 12/07/2011 D1VVF-W3596  
Processed View Payment

Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$67.37	11/14/2011	CYTNW-K4JHS
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$70.14	10/14/2011	CVM3M-KVYDH
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$77.52	09/09/2011	CRBVY-22W4G
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$73.83	08/10/2011	CNM26-J7VD2
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$41.55	07/15/2011	CKS1T-7DPTQ
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$96.07	06/15/2011	CGV35-18G9L
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$72.39	05/13/2011	CBL48-DN94Z
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$57.33	04/15/2011	C7Y47-5Y89T
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$124.84	03/15/2011	C570K-5WK22
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$60.20	01/14/2011	BY9YT-VMW1N
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$60.20	12/15/2010	BV60Q-RC5N9
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$60.20	11/12/2010	BR5D6-M62MD
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$60.20	10/06/2010	BMSBC-1VH05
Processed View Payment			
Tennessee Wastewater Systems, In -1323 MYACCESS CHECKING-3567	\$60.20	09/08/2010	BJNVF-RBP4L
Processed			

\*\*\*\*\*

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$108.99 03/02/2012 D9K8S-JNGBN Scheduled

View/Edit & Cancel

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$144.86 02/03/2012 D6K84-N3PWG Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$81.79 01/04/2012 D4Y05-WML6D Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$52.61 12/01/2011 D01QW-RLCHT Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$24.48 11/03/2011 CX0V2-SDX2P Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$17.99 10/03/2011 CSW1N-2PSWD Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$50.70 09/01/2011 CPG71-LM9TR Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$16.03 08/02/2011 CLM2J-XNMQC Processed View Payment

Clarksville Gas & Water

gas and water -.501 MYACCESS CHECKING-3567 \$36.25 07/01/2011 CHBSG-R8TZN Processed View Payment

Clarksville Gas & Water



gas and water -.501 MYACCESS CHECKING-3567	\$33.02	06/02/2011	CDCM3-1JR42	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$96.73	05/03/2011	C9C72-3G85V	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$105.95	04/04/2011	C5V0M-LXHC5	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$172.32	03/04/2011	C2ZV5-XC2B7	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$203.70	02/03/2011	C02DL-TCZW5	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$116.41	01/03/2011	BX170-GWNSH	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$37.91	12/02/2010	BSGXD-842PY	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$21.78	11/02/2010	BQG7H-1Y6G0	Processed View
Payment				
Clarksville Gas & Water				
gas and water -.501 MYACCESS CHECKING-3567	\$14.73	10/04/2010	BL5KC-2RW66	Processed View
Payment				

-----

**Mary Kraycirik**

12-0190 Zw

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Friday, March 02, 2012 11:36 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAR 05 2012  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, March 02, 2012 at 11:35:39

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

01\_whole: James E. Moore

02\_streetaddress: 941 Glenraven Drive

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-362-4162

08\_Work\_Telephone: 270-798-1217

09\_email: laurencecromp@yahoo.com

10\_Contact\_time: At work between 8 and 5.

13\_complaint\_company: Tennessee Wastewater Systems

14\_contacted\_util: No

15\_complaint\_descript: I live in the South Ridge subdivision in southern Montgomery County just outside the Clarksville city limits. Our waste deposal/sewage is handled by Tennessee Wastewater Systems of Smyrna. Because they have been unsuccessful in constructing a treatment facility near us, they have contracted with Clarksville Water to treat our sewage. Tennessee Wastewater has always been expensive. However, the bills have suddenly increased dramtically. My latest water bill was \$24.40. The TN Wastewater bill was \$63.84, which is ridiculous. Our homeowners association looked into the matter and learned that Clarksville Water is charging TN Wastewater at an industrial rate. TN Wastewater in turn is passing this charge on to us. This is an egregious example of gouging the public.

**Zenobia Wade**

12-0191 ZW

**From:** Pat Murphy  
**Sent:** Tuesday, February 21, 2012 11:57 AM  
**To:** Zenobia Wade  
**Subject:** FW: Sewer bill rates

Here is another South Ridge complaint.

**From:** Contact TRA  
**Sent:** Tuesday, February 21, 2012 9:55 AM  
**To:** Pat Murphy  
**Subject:** FW: Sewer bill rates

Tracy

**From:** Darrin [<mailto:Hoffband5@bellsouth.net>]  
**Sent:** Sunday, February 19, 2012 11:33 AM  
**To:** Contact TRA  
**Subject:** Sewer bill rates

Dear sir,I strongly feel that I and the rest of the houses in my neighborhood of South Ridge are being unfairly charged for wastewater. On average, I pay \$ 70 -75 a month for wastewater(sewer). This month, I paid \$124. My family take daily baths, but share bath water as not to unnecessarily waste water. I feel the old rate was too much, but now I feel the new rate is a ridiculous.

Can something please be done about this outrageous increase!

Darrin Hoffman  
1204 Fieldcrest Lane  
Clarksville Tn 37043

Sent from my iPhone

**Mary Kraycirik**

12-0194 ZW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Monday, March 05, 2012 2:47 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION

MAR 06 2012

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Monday, March 05, 2012 at 14:47:11

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

01\_whole: Helen Vaughn

02\_streetaddress: 1018 South ridge Trail

03\_City: Clarksville

04\_State: Tennessee

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 931-542-2225

08\_Work\_Telephone: 931-241-0335

09\_email: thecavaughns@gmail.com

10\_Contact\_time: 11:00am - 7:00pm M-F

13\_complaint\_company: TN Wast Waster Systems Inc.

14\_contacted\_util: No

15\_complaint\_descript: Tennessee Wastewater Systems, Inc. is unfairly charging us for their services. My water bill for the month of February was \$30.15 and my Wastewater bill was \$76.59 (2.4 times the amount of the water bill). I live in a residential neighborhood and I am told we are paying an industrial rate for wastewater. Last time I checked, a residential neighborhood was not an industry. In the current economic times, I feel this is an unfair burden that has been placed upon me and my neighbors.

Mary Kraycirik

12-0395

ZW

From: Nobody [nobody@ag03uw21.state.tn.us]  
Sent: Thursday, June 07, 2012 12:52 PM  
To: ConsumerComplaint TRA  
Subject: Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
JUN 08 2012

Below is the result of your feedback form. It was submitted by  
( ) on Thursday, June 07, 2012 at 12:51:35

TN REGULATORY AUTHORITY

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

01\_whole: Tamara Deep

02\_streetaddress: 870 Iron Wood Cir

03\_City: Clarksville

04\_State: TN

05\_ZIP: 37043

06\_County: Montgomery

07\_Home\_Telephone: 9314728274

08\_Work\_Telephone: 9312216045

09\_email: deept@apsu.edu

10\_Contact\_time: any

13\_complaint\_company: Tennessee Wastewater (Adenus)

14\_contacted\_util: yes

15\_complaint\_descript: TN Wastewater has been contacted by the residents of South Ridge Subdivision on numerous occasions. Letters have been written to our Representatives in the State Congress. Nothing has been done.

We pay a small fortune for our septic bill and that was before they raised our rates by 40%. They claim that they have to use Clarksville Gas and Water's pump station because they cannot get a loan to build their own pump stations as promised 14 years ago. Clarksville GAS and Water recognizes TN Wastewater as a corporation, so they upped their rate by 40%, so TN wastewater is passing that right on to their customers.

In the 5 years that I've lived in South Ridge, my septic bills have ranged from 60 to \$125 a month. That does not include water. Now that the price of our septic service has increased by 40%, I am paying around \$90 to \$125 a month. I'm betting that nowhere else in TN is anyone paying that rate for sewage, except maybe businesses and the Governor.

Please look into this situation. This is down right ridiculous. I don't know how a public utility can get away with this.

I am going to be looking into hiring an attorney to get out of the contract we had to sign with TN Wastewater and put my own septic system and drain fields in.

Thank you.

-----

**Mary Kraycirik**

CONSUMER SERVICES DIVISION

**From:** Jack Foster [jackfoster@bellsouth.net]  
**Sent:** Wednesday, July 04, 2012 9:24 AM  
**To:** Mary Kraycirik  
**Subject:** Jack Foster sewer bill from Tn Wastewater Sys. Inc. in Sevierville TN.

JUL 05 2012

TN REGULATORY AUTHORITY

Mary

This email is in regards to the problem I am having with the sewer bill at 1532 Boo Boo Way in Hidden Springs Resort Sevierville TN 37862. I talked with you several times Monday and Tuesday. The water we use is from a series of wells located on Hidden Springs property and is in no way connected with Tn. Wastewater Systems Inc. but they have a meter on each cabin to see how much water is used to gauge how much is going through their septic system.

I have owned the cabin for eight and a half years [since brand new] and we have never had a bill over \$85.00 and this bill is for \$444.62. I will email this bill along with six previous bills [if need be I can furnish bills for all eight and a half years]. My maintenance people have checked out the entire plumbing in the cabin and have found no leaks whatsoever. I received the bill last Saturday May 30/2012. On Monday I called Mr. Cody Farmer [who is the president and owner of the HOA management company that Hidden Springs has contracted to perform management and maintenance tasks for our Hidden Springs HOA] to check on my problem at 1532 Boo Boo Way. He called me from the water meter in front of the cabin and watched the meter and the meter was not registering anything [no water was turned on anywhere so there should not have been]. He turned on a spigot in front of the cabin and watched the meter and it seemed to be running too fast for the output of the spigot.

I called Tn Wastewater on Monday July 2 and talked with Raven in the billing department- she said she and other people in the organization had talked about the high bill on my cabin and had deemed to be correct. She also mentioned to me that the company they had contracted with in Sevierville were no longer employed by them and they had a new contracted crew for the area. The people who read the meter were with the old company and I asked her for the company name or who was responsible for it and she replied she could not give me that information. She refused to identify the new company, also.

Mr. Farmer called Tn Wastewater on my behalf on Monday and gave them a rundown of the tests he performed.

On Monday the company would not cooperate with me in any way but last night when I came home I had received an email from Raven in the billing department, saying that they were going to put a new meter on my water line and see if that made a difference. She said in fifteen days through this billing cycle I had already exceeded the allowable usage, by 800 gallons per day, but they seem to be working with me a little now. Since this is the case, at this time I would appreciate you asking them for their help in resolving this matter.

I emailed Raven Barrientos last night saying that I appreciated their effort now and that I did not want to cheat anyone out of their rightful money but I also want to protect my interest and I know beyond a shadow of a doubt that something is wrong with their meter or the reading of it. Nothing about the situation has changed-I have virtually the same amount of guests that I have always had and I still limit the number of guests the same as always. I also asked her for a reading to appear on my bill each month. In all the past years no readings have been on the bill.

Raven's number is 615-220-7189 and her supervisor is Charles Hyatt tel number 615-220-7200. Raven's email is [Raven.Barrientos@adenus.com](mailto:Raven.Barrientos@adenus.com)

Any help you can give me in this matter will be greatly appreciated. My contact info is the following:  
Jack Foster mailing address 193 Journey Lane Ashland City TN 37015  
Home and office 615-792-0465 Cell 615-337-6780 email [jackfoster@bellsouth.net](mailto:jackfoster@bellsouth.net)

Sincerely





2971 McLemore Circle  
Franklin, TN 37064  
October 10, 2012

RECEIVED  
CONSUMER SERVICES DIVISION  
OCT 11 2012  
TN REGULATORY AUTHORITY

Tennessee Regulatory Authority  
ATTN: Chairman—Kenneth Hill  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Dear Sir:

SUBJECT: TENNESSEE WASTEWATER; 851 AVIATION PARKWAY; SMYRNA, TN  
ADENUS UTILITY—PARENT CORPORATION

This is to file a complaint against Adenus Utility DBA Tennessee Wastewater at 851 Aviation Parkway, Smyrna, TN.

Effective with September 1, 2012, Tennessee Wastewater increased the monthly fee to \$52.46 due to a statewide "bonding increase." However, Tennessee Wastewater did NOT advise customers about the increase until their letter DATED September 19, 2012 (copy of letter attached)—please note that this is the DATE PRINTED ON THEIR LETTERHEAD, not the RECEIPT DATE which was sometime around the 25<sup>th</sup> of September (OR LATER, PLEASE SEE BELOW), although they *verbally* claim they advised customers according to Tennessee statute "one month in advance." Also, please note that the PRIMARY focus of the letter is to advise customers that the bonding fees had been overpaid and customers had a credit being applied to their account; **NOTICE of the RATE INCREASE was an afterthought:** *"Additionally, beginning September 1<sup>st</sup>, 2012, . . . rates have increased . . . next statement (the statement for the period AUGUST 31, 2012, THROUGH SEPTEMBER 30, 2012) will reflect a new monthly sewer fee of \$52.46."* Although perhaps inconsequential, TRA should also note also that the August 31, 2012, date was included within the rate change (copy of the billing enclosed also).

This is NOT the first time Tennessee Wastewater have notified customers late or after the fact of rate changes and then, if the NEW payment were not received by the due date, charged customers late fees.

While no one wants rate increases, *this* increase was not that significant, albeit prior ones were far too high, especially for retired couples who have a fixed income from sources such as Social Security, which for the past three years has had only one minor cost of living (COLA) increase—albeit the total increase in sewer rates from Tennessee Wastewater in that time period were far more than any increase by Social Security. THREE points are pertinent here:

- First, Tennessee should freeze rates on those over 65. Retirees on Social Security do not have the wherewithal to bear rate increases when Social Security COLAs are not given or are wiped out by a corresponding increase in Medicare rates—an all too common event!
- Second, Tennessee Wastewater should be required to send NOTICES FOR RATE INCREASES not less than 45 days prior to the rates changing—60 days would be even

better! Those of us who have automatic payments, whether by direct draft by Tennessee Wastewater or by automatic bank remittance (such as we use) need time to update bank accounts, arrange for payment of such changes (esp. increases), etc. For example, we pay Tennessee Wastewater by automatic direct bank remittance on or about the last two or three days of the month prior to the due date. To make changes to the account, we must update the payment amount several days in advance of the payment draft date. With Tennessee Wastewater NOT sending the notice for a revised rate until three weeks AFTER the date of the new rate, customers do not have adequate time to update automatic bank drafts to ensure payment prior to the due date. This is NOT the first time Tennessee Wastewater have done this: On at least one or two occasions in the past, we have had to mail supplemental checks to ensure payment prior to the due date BECAUSE TENNESSEE WASTEWATER DID NOT NOTIFY CUSTOMERS UNTIL THE MONTHLY BILL WAS SENT OUT!

- Three, late fees should not be allowed for the first two months AFTER a RATE INCREASE so that customers will have adequate time to update payments, etc.

Again, Tennessee Wastewater and other regulated utilities should be REQUIRED TO SEND NOTICE OF ANY RATE INCREASES AT A MINIMUM OF 45 DAYS PRIOR TO THE RATE INCREASE EFFECTIVE DATE, NOT THREE WEEKS AFTER THE RATE INCREASE! Sixty days would be even better! Also, TRA should pass regulations that freeze rates for those over 65 or those drawing Social Security at whatever age!

In this particular case, we were further hindered in updating our records to ensure timely payment by an almost catastrophic event that nearly cost my wife her life. In early September, we were traveling to a seminar in Texas to learn of changes to my wife's medical insurance policy effective January 1, 2013 (note four months' advanced notice of changes—not three weeks after the fact!) when my wife became seriously ill from what appears to have been internal bleeding which almost caused her death. She was hospitalized in Texas for most of September so we were not aware of the new rates until late September or early October when we were finally able to return home and pick up our mail. What had been planned as a four day trip turned into almost a month's absence from our home!

While Tennessee Wastewater and/or other utilities cannot anticipate customers' issues such as this, REGULATED ENTITIES SHOULD BE REQUIRED TO:

- ❖ (A) Give 45 to 60 days PRIOR written notice of any RATE INCREASES;
- ❖ (B) Provide for automatic charges, at NO additional costs, to customers' credit cards with at least the four major cards such as American Express, Visa, MasterCard, and Discover being provided for customers to use;
- ❖ (C) Waive late fees for the first two months after a RATE INCREASE so all customers have adequate time to update payment mechanisms.

In this day and time of computerization, there are no reasons why Tennessee Wastewater and other utilities cannot accommodate such requirements. If their business planning and practices are so shoddy as Adenus' and Tennessee Wastewater's planning and practices appear to be, they should not be in the business of ripping off customers and rewarded with late fees for having such shoddy practices.

Interestingly, on their Web site, Tennessee Wastewater note that the bonding review is an annual process and that rates might be adjusted again next year (2013). IF TENNESSEE WASTEWATER **KNOW NOW** THAT RATES MIGHT CHANGE, CLEARLY THEY HAVE ADEQUATE PLANNING TIME TO TIMELY AND PROPERLY GET WHATEVER CHANGES


MIGHT BE NECESSARY NEXT YEAR TO TIMELY AND PROPERLY GET RATES UPDATED AND ADVISED TO CUSTOMERS NOT LESS THAN 45 TO 60 DAYS **PRIOR** TO ANY DATES OF CHANGE. And, if the Tennessee Regulatory Authority (TRA) cannot grant approval of RATE INCREASES in a timely manner, shame on you. Clearly, TRA should, at a minimum, NOT grant any RATE INCREASES to occur without a minimum of 45 to 60 days prior written notice OF SUCH RATE INCREASES to affected customers. Obviously, both TRA and utility companies KNOW when rates are up for review—good business practices on the part of both would not allow any RATE INCREASES to be implemented without a minimum of 60 days' notice to affected customers!

Also interesting to note is that Tennessee Wastewater does NOT have a direct bank draft notice form on their Web site for customers to use—rather the customer has to call and listen to lies from Tennessee Wastewater about their sending notices BEFORE the rate changes—the lady with whom I spoke kept arguing they had “met the law” notwithstanding my reading from the letter dated SEPTEMBER 19, 2012, advising of the rate change “beginning September 1<sup>st</sup>, 2012”! Further, she seemed to be claiming that *customers have the responsibility to know of rate changes!* “Look at the Web site!” was her comment. I cannot speak for everyone and how much time others might have, but we do not have time to search every utility's Web site for *what might change at some point, some time!* And, by the way, the lady's attitude when I told her I'd file a claim with TRA was basically, “Who cares? They won't do anything to us.”

Bottom line: Tennessee Wastewater (Adenus) have shoddy planning and business practices, and consumers should not pay for their sloppiness and poor planning! TRA MUST do **your job**: PROTECT Tennessee consumers from sloppy companies such as Adenus/Tennessee Wastewater and do NOT let them be rewarded with late fees and rate increases if their business practices are so sloppy and shoddy—waste on their part should be paid for by their shareholders and management—not the consumer!

I may be reached at 615-973-4807 if you have questions.

Sincerely,



H. D. Orr

**Mary Kraycirik**

13-0103 JW

**From:** Nobody [nobody@ag03uw21.state.tn.us]  
**Sent:** Monday, February 04, 2013 4:51 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
FEB 05 2013  
TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Monday, February 04, 2013 at 16:51:25

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

01\_whole: Chris and Bonnie Jagoditz

02\_streetaddress: 2007 Alycia Way

03\_City: Pleasant View

04\_State: TN

05\_ZIP: 37146

06\_County: Robertson

07\_Home\_Telephone: 3176986242

08\_Work\_Telephone: 6157367638

09\_email: [bjagoditz@gmail.com](mailto:bjagoditz@gmail.com)

10\_Contact\_time: Afternoons

13\_complaint\_company: Tennessee Wastewater Systems, Inc.

14\_contacted\_util: yes

15\_complaint\_descript: We purchased our home (new construction) at 2007 Alycia Way, Pleasant View, Tennessee, in November 2011. We received our first bill from Tennessee Wastewater Systems, Inc. (TWSI) in December 2012. The amount due was \$547.24 and represented service fees and late penalties from November 29, 2011, through November 30, 2012. We contaced TWSI and requested and explanation and billing history. TWSI provided little to NO EXPLANATION as to why we were not billed for 13 months, provided us with three invoices. The earliest of which we never received. Instead, they reiterated the money was owed.

As a remedy, we would like to have the penalties removed, the ability to pay the "past due" amount over a 12 month period (i.e., the period for which we were charged but not billed). We are willing to pay the currently monthly fees. TWSI refused a payment plan and to date as failed to explain why were were not billed for 13 months.

**Mary Kraycirik**

13-0179 JW

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Tuesday, April 30, 2013 9:42 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
APR 30 2013

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, April 30, 2013 at 09:42:11

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

01\_whole: Tanya Leehans

02\_streetaddress: 4117 Briggs Loop

03\_City: Kodak

04\_State: TN

05\_ZIP: 37763

06\_County: Sevier

07\_Home\_Telephone: 865-385-1871

09\_email: [tleeahans@yahoo.com](mailto:tleeahans@yahoo.com)

13\_complaint\_company: Adenua Wastewater Systems

14\_contacted\_util: yes

15\_complaint\_descript: This company is completely unreasonable and horrible to customers. They do not take all credit cards, they do not take checks, and they do not have payment centers. Which means that if you do not have access to their small acceptable payment options, you cannot pay for your services. If they cut you off, they charge an exhorbitant fee to restore service, higher than any other utility I've ever heard of, demand it be paid before restoring services, which many companies do not do, and do not even restore service immediately. Regardless of when you pay, they allow 24 full hours before they'll restore services. They also cut off access to water, which is NOT their utility, it is the city's, and they should have no legal right to cut off city water which I am paying for even though they are not allowing me to have access to it. I know of many people around here who have tried to stop, change, even sue this company. Since they are the company that provides services here, they do not have to care because we are forced to use their services and play their horrible games. Something needs to be done by the city, state, someone in authority over this horrible company!

**Mary Kraycirik**

*13-0182 JW*

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Monday, May 06, 2013 12:04 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 07 2013

Below is the result of your feedback form. It was submitted by  
( ) on Monday, May 06, 2013 at 12:04:09

TN REGULATORY AUTHORITY

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

01\_whole: Andrew Entrekin

02\_streetaddress: 1411 Eagle Could Way

03\_City: Sevierville

04\_State: Tennessee

05\_ZIP: 37862

06\_County: Sevier

07\_Home\_Telephone: 256-490-3733

08\_Work\_Telephone: 256-490-3433

09\_email: [entrekin.andy@gmail.com](mailto:entrekin.andy@gmail.com)

10\_Contact\_time: anytime

13\_complaint\_company: Tennessee Waste Water Systems and/or Adenus utility

14\_contacted\_util: yes

15\_complaint\_descript: I have been displaced from the home. I have been told that I will have to replace a public tank that connects into a larger system. I, as a homeowner, could never access or manage nor maintain the tank. I have been told that the tank is not usable any longer and/or damaged and that I as an individual will have to replace it. We had to pay a "tap" fee for access to the system and now it would appear that the risk has been shifted upon the home owner. I have been told by the original contractor and designer of the system, Mike Hines, that the tank was only manageable by the utility company. This system is a system engineered for a 150 home subdivision. I would like assistance and clarity on this issue as the home has been rendered non-usable and is a huge detriment to myself at this point!

-----

**Mary Kraycirik**

13-0187 JW

RECEIVED

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Friday, May 17, 2013 3:15 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

CONSUMER SERVICES DIVISION

MAY 17 2013

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Friday, May 17, 2013 at 15:15:29

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

01\_whole: keith hicks

02\_streetaddress: 838 black bear cub way

03\_City: sevierville

04\_State: tn

05\_ZIP: 37876

06\_County: servier

07\_Home\_Telephone: 270-242-9206

08\_Work\_Telephone: 270-230-5760

09\_email: keith.hicks@mtdproducts.com

10\_Contact\_time: 1 pm

13\_complaint\_company: TWSI/Adenus

14\_contacted\_util: No

15\_complaint\_descript: AS a home owner in Black Bear ridge and worry that TWSI will be targeting each home owner i would like to side with Andrew R Entrekin in his complaint, i have contact TWSI several times in the past about exposed lines and what i feel to be over inflated rates and have never got any response other than we will look into it. so as Andy stated "TWSI/Adenus has irresponsibly placed the burden of an Act of God upon me, the homeowner. In the service agreement it states that "Customer agrees that should he/she use the system in such a manner to abuse or damage any components of the system, customer must bear the expenses."

As I have not abused the system through usage it is my contention that the responsibility should lie with TWSI/Adenus

**Mary Kraycirik**

13-0188 JW

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Sunday, May 19, 2013 10:58 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 20 2013

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, May 19, 2013 at 22:58:21

TN REGULATORY AUTHORITY

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

01\_whole: Michael Corey Mullen

02\_streetaddress: 1413 Eagle Cloud Way

03\_City: Sevierville

04\_State: TN

05\_ZIP: 37862

06\_County: Sevier

07\_Home\_Telephone: 8653146056

09\_email: corey.mullen865@gmail.com

13\_complaint\_company: TWS/Adenus

14\_contacted\_util: No

15\_complaint\_descript: TWS/Adenus is responsible for providing sewer service to the properties in the Black Bear Ridge Resort located in Sevierville, TN. TWS/Adenus are claiming that a recent fire in the resort has damaged the septic tank servicing my cabin, and that I (the homeowner) am responsible for installing a new system as a replacement. However, the service agreement clearly states that the homeowner is only responsible for repairing the wastewater disposal system if he or she abuses the system. Since the damage was caused by a fire and not by the homeowners abuse or misuse, TWS/Adenus should be responsible for repairing this system.



**Mary Kraycirik**

**13-0189 JW**

**From:** nobody@ag03sdcilw00069.dcsouth.tenn  
**Sent:** Friday, May 17, 2013 7:31 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

**RECEIVED**  
**CONSUMER SERVICES DIVISION**

**MAY 20 2013**

Below is the result of your feedback form. It was submitted by  
( ) on Friday, May 17, 2013 at 19:30:54

**TN REGULATORY AUTHORITY**

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

01\_whole: Wendy Mathias

02\_streetaddress: 7785 SW 86 Street #417

03\_City: Miami

04\_State: FL

05\_ZIP: 33143

06\_County: Miami-Dade

07\_Home\_Telephone: 786-521-2080

08\_Work\_Telephone: 305-274-8393

09\_email: bluereef1@yahoo.com

10\_Contact\_time: anytime

13\_complaint\_company: TWSI/Adenus

14\_contacted\_util: No

15\_complaint\_descript: We have become aware that TWS/Adenus--which is providing sewer service to us (the homeowners in Black Bear Ridge Resort, Sevierville, TN)--has refused to replace septic tanks they are claiming have been damaged by a recent wide-spread fireblaze in our community. TWS/Adenus are claiming that we have to pay them to install new replacement tanks despite our service agreement that says Adenus is responsible for the tanks and system. In the service agreement it states that the "wastewater disposal system [is] owned and/or maintained by TWS." It further states "Your home is connected to and Adenus Wastewater Treatment System...The utility [Adenus] which owns and operates the treatment system that serves your home is responsible for maintenance and operation of all system components following the outfall line from your home."

Furthermore, Adenus is trying to force homeowners to buy newer expensive tanks from an Adenus-related company, and push the expense on the homeowner.

Adenus should not be shirking its responsibilities in taking care of its system and then trying to gouge the customer with self-serving upgrades at the homeowner expense.

**Mary Kraycirik**

13-0190 JW

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Sunday, May 19, 2013 2:32 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 20 2013

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, May 19, 2013 at 14:32:05

TN REGULATORY AUTHORITY

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

01\_whole: Daniel Stuart

02\_streetaddress: 910 Black Bear Cub Way

03\_City: Sevierville

04\_State: TN

05\_ZIP: 37862

06\_County: Sevier

07\_Home\_Telephone: 407-977-9854

08\_Work\_Telephone: 407-359-9499

09\_email: danstuart@bellsouth.net

10\_Contact\_time: any

13\_complaint\_company: TWS/Adenus

14\_contacted\_util: No

15\_complaint\_descript: We have become aware that TWS/Adenus which is providing sewer service to the homeowners in Black Bear Ridge Resort, Sevierville, TN, has refused to replace septic tanks they are claiming have been damaged by a recent wide-spread fire in our community. TWS/Adenus are claiming that we have to pay them to install new replacement tanks despite our service agreement that says Adenus is responsible for the tanks and system. In the service agreement it states that the "wastewater disposal system [is] owned and/or maintained by TWS." It further states "Your home is connected to and Adenus Wastewater Treatment System...The utility [Adenus] which owns and operates the treatment system that serves your home is responsible for maintenance and operation of all system components following the outfall line from your home."

Furthermore, Adenus is trying to force homeowners to buy newer expensive plastic tanks from an Adenus-related company, and place the large expense on the homeowner.

While my property is not currently impacted, I am afraid that this may set a precedent in our PUD. Adenus should not be avoiding responsibilities with regards to maintenance of its system and then trying to shift the cost of unnecessary upgrades to the homeowner who is contracting their services.

**Mary Kraycirik**

13-0191 JW

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Saturday, May 18, 2013 3:16 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 20 2013

Below is the result of your feedback form. It was submitted by TN REGULATORY AUTHORITY  
( ) on Saturday, May 18, 2013 at 15:15:39

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

01\_whole: Mark & Julia Bithorn

02\_streetaddress: 846 Black Bear Cub Way

03\_City: Pigeon Forge

04\_State: Tn

05\_ZIP: 37862

06\_County: Sevier

07\_Home\_Telephone: 865 670-9525

08\_Work\_Telephone: 865 919-2870

09\_email: markbithorn@knology.net

10\_Contact\_time: daytime

13\_complaint\_company: Tn Wastewater Systems, Inc.

14\_contacted\_util: No

15\_complaint\_descript: I have to say that we are not fully aware of what is transpiring with the sewage tanks at our cabin community, but from what I understand, TWSI is trying to act as if the sewage tanks are owned by the owners of the cabin, when they are owned by them. As far as any nepotism being involved in trying to replace working sewage tanks with ones from a friend or family member, if true I would be enraged. I am sorry that there would be costs to TWSI to fix any tanks that are truly damaged by the fire, however they should have reserves or insurance to cover such catastrophes. I will call TWSI asap and get there side of the story. Eventhough, I probably should have called them first, it being the weekend, I wanted to communicate with you today. Thanks, for you consideration. I am sure that there is a fair and reasonable solution to the challenge at hand.

Sincerely Yours, Mark Bithorn

**Mary Kraycirik**

13-0194 JW

**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Sunday, May 19, 2013 9:47 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

RECEIVED  
CONSUMER SERVICES DIVISION  
MAY 20 2013

TN REGULATORY AUTHORITY

Below is the result of your feedback form. It was submitted by  
( ) on Sunday, May 19, 2013 at 09:46:54

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

01\_whole: Darryl Roberts

02\_streetaddress: 1415 Eagle Cloud Way

03\_City: Sevierville

04\_State: TN

05\_ZIP: 37862

06\_County: Sevier

07\_Home\_Telephone: 2157668434

08\_Work\_Telephone: 2158593520

09\_email: toltec5@comcast.net

10\_Contact\_time: 9 am - 5 pm

13\_complaint\_company: TWSI/Adenus

14\_contacted\_util: yes

15\_complaint\_descript: My sewer waste connects to a tank that is on common property, and by contract, managed by TWSI/Adenus. The sewer tank was damaged in a recent neighborhood fire that affected multiple homes, and is inoperable according to TWSI/Adenus. The sewer system has been shut down. I cannot occupy my home. TWSI/Adenus has irresponsibly placed the burden of an Act of God upon me, the homeowner. In the service agreement it states that "Customer agrees that should he/she use the system in such a manner to abuse or damage any components of the system, customer must bear the expenses. This damage was not caused by me. It furthermore states that TWSI/Adenus owns the maintenance of the system, for which I continue to be responsible for monthly payments for service, with no actual service being provided.

## Jaclyn House

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**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Monday, September 23, 2013 12:05 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Monday, September 23, 2013 at 12:04:37  
-----

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

01\_whole: Tanya Leehans

02\_streetaddress: 4117 Briggs Loop

03\_City: Kodak

04\_State: TN

05\_ZIP: 37763

06\_County: Sevier

07\_Home\_Telephone: 865-465-7781

09\_email: [tleeahans@yahoo.com](mailto:tleeahans@yahoo.com)

10\_Contact\_time: Mornings or any

13\_complaint\_company: Adenus Tennessee Wastewater

14\_contacted\_util: yes

15\_complaint\_descript: On Thursday morning, September 19,2013, my past due bill was required to be paid or the utility would be cut off. So I went to put money on my credit card so that I could pay the past due. I called Adenus Tennessee Wastewater from the location where I had to go to put money on my card, so that I could pay over the phone right away and avoid disconnection. The woman I spoke to on the phone said that they no longer take payments by phone.

As an aside, I filled out a complaint form previously for this very matter. This utility company takes only specific forms of payment, does not have any local or anywhere near-local payment centers, and now does not take payment over the phone. The very limited ways to pay this company, along with their exorbitant fees for not paying on time and reconnection, borders on extortion, in my opinion.

So I told the woman that I was right here on the phone, ready to pay my bill, and that she would not allow me to do so, so I needed her to leave my utility on and allow me the time to get back home and pay online, which is the only option she gave me. She told me that she would give me the entire day to pay, that it would not be shut off that day, and that as long as I paid on that day, everything would be fine. She did not give me a time limit whatsoever, she simply said, several times, that if I paid that same day, then it would be fine.

I did indeed pay the entire past due balance online that same day. An entire four days later, someone from that company came and turned off my utility. And my running water by the way, which is not their utility at all! Another part of my previous complaint.

I called immediately and was told that the disconnect order was never cancelled and so they would turn it back on, but for a fee of \$75. I explained that I had paid four days previous, so there was no reason that in all that time, the disconnect should not have been stopped. I was then told again that they would turn it back on for \$75. I then explained that the woman told me on Thursday that if I paid that day, it would stop the disconnect. I was then told that because that was true, they would come and turn my utility back on. However, since I paid late in the day on Thursday, they would add the \$75 to my next bill.

This was completely a mistake on the part of Adenus Tennessee Wastewater. If they had come and shut off service the next day, then I could possibly understand that the disconnect order was not cancelled. Though still, I was assured that I could pay anytime on Thursday and be fine. However, a full four days passed between my payment and the disconnect. So this is clearly an Adenus Tennessee Wastewater error and it is absolutely unacceptable to charge me \$75 to turn on my utility which was turned off completely due to THEIR error!

In addition, I am writing this complaint 3 hours after speaking to Adenus and being assured that my water would be turned back on. I just called them and asked why it had been so long, and when my water would be back on. I was told that the tech had a full 24 hours before they had to turn my water back on. I explained that this was unreasonable, especially with a \$75 charge and I don't even get water back that same day when I call in the early morning, but that since this was THEIR mistake in the first place, the least they could do was come and turn my water back on in a reasonable amount of time. That reasonable amount of time has passed, and I am being told that it might be another entire day before I have water. In the meantime, my three children can not even go potty, or have a glass of water to drink. Again, this situation exists at all due to THEIR mistake!

So I am requesting that the reconnect fee be completely dropped from my bill, and most importantly, I am requesting that you contact them right away and make them turn my water back on. Water is an absolutely essential part of everyday life, especially with three children in the home, and I have no problem with my water company. Adenus shut off a utility of mine that is not theirs (running water), as well as their own utility (wastewater), and after I did exactly what they instructed me to do to have this situation not happen in the first place ...four entire days ago!

Thank you for your time and assistance!  
With Warmest Regards,  
Tanya Leehans

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## Jaclyn House

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**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Tuesday, February 25, 2014 9:09 AM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Tuesday, February 25, 2014 at 09:09:11

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

01\_whole: Cody Farmer

02\_streetaddress: 520 Grace ave

03\_City: Sevierville

04\_State: Tn

05\_ZIP: 37862

06\_County: Sevier

08\_Work\_Telephone: 864 368-0164

09\_email: [Cody@hoagrouptn.com](mailto:Cody@hoagrouptn.com)

10\_Contact\_time: Business hours

13\_complaint\_company: Tennessee Waste Water

14\_contacted\_util: yes

15\_complaint\_descript: Raw sewer run off from the drip lines on to the ground surface and into a pond

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## Jaclyn House

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**From:** nobody@ag03sdclw00069.dcsouth.tenn  
**Sent:** Friday, June 13, 2014 1:55 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Friday, June 13, 2014 at 13:55:18

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

01\_whole: Tanya Leehans

02\_streetaddress: 4117 Briggs Loop

03\_City: Kodak

04\_State: TN

05\_ZIP: 37764

06\_County: Sevier

07\_Home\_Telephone: 8653853293

09\_email: [bmlaird89@yahoo.com](mailto:bmlaird89@yahoo.com)

10\_Contact\_time: any

13\_complaint\_company: Adenus(TN Wastewater)

14\_contacted\_util: yes

15\_complaint\_descript: This company replaced a lid to my sewer that they say was damaged. They then charged me some \$200-\$300. To my knowledge, this lid was not damaged as they say. The worker that day opened many lids in the area to do some work. This worker never knocked on my door to tell me or even show me the damage he says was there. My concern is that this worker may have done the damage while working on my system & then just filed it as damage done by me. Without him letting me know what he was doing or showing me the damage, I feel like I am being charged for something that wasn't there before that worker got to my house.

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## Jaclyn Hammons

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**From:** nobody@ag03sdclw00071.localdomain  
**Sent:** Wednesday, April 15, 2015 3:02 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Consumer Complaint Questionnaire

Below is the result of your feedback form. It was submitted by  
( ) on Wednesday, April 15, 2015 at 15:02:25

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

01\_whole: Jamie Roth

02\_streetaddress: 2251 Upper Middle Creek #20

03\_City: Sevierville

04\_State: TN

05\_ZIP: 37876

06\_County: Sevier

07\_Home\_Telephone: 361-387-4105

09\_email: [Jamie.e.roth@gmail.com](mailto:Jamie.e.roth@gmail.com)

10\_Contact\_time: Any

13\_complaint\_company: TN Wastewater

14\_contacted\_util: No

15\_complaint\_descript: I doubt it would assist me to contact TWSI, as their position is of record. In TRA 14-

00136 TN Wastewater put forth its position that property owners should be responsible for what TDEC in WPC 14-0092 states are problems due to the improper placement of drip lines crossing surface drains by TWSI. It does not seem to be before the TRA to consider the fault or financial responsibility of TWSI, but to only look to granting a rate hike to property owners.. Please let me know if this is not correct.

My property is in Summit View, but there are many other resorts and property owners negatively affected by TWSI. Please see TRA 15-00025. I understand you may not be able to help here, but, it seems the consumers are due more of an investigation than what I see occurring. It seems that TWSI should be held accountable for what looks to be its errors, and not just pass the cost to property owners. Thank you for any assistance. Please feel free to contact me by email or telephone if I can provide any further documentation.

## Jaclyn Hammons

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**From:** noreply@formstack.com  
**Sent:** Tuesday, September 22, 2015 12:23 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Tennessee Regulatory Authority Utility Complaint Form

Formstack Submission for form Tennessee Regulatory Authority Utility Complaint Form at 09/22/15 12:12 PM

-----  
First Name: Rick

Last Name: Tucker

Address: 2251 Upper Middle Creek Rd.

City: Sevierville

State: TN

Zip Code: 30189

Contact Phone Number: (404) 996-3795

Email Address: [terracon@ymail.com](mailto:terracon@ymail.com)

Company That Complaint Is Against: TWSI & Adenus

Type of Service (Internet, Cable, Phone, etc): wastewater system

Have you contacted the utility regarding your complaint?: Yes

Description of Complaint: TWSI Adenus is improperly billing customers in Summit View. They bill all customers commercial rates of \$70.63 and many are strictly residential. This one size fits all also discriminates against smaller and less expensive home owners. Our home is 1-bedroom an only 1,150sq. ft. with most being 3-4 bedrooms and one is a 9-bedroom. Each home should be individually metered for actual usage or at least billed according to size, bedrooms, bath, etc. to be fair and not discriminate against home owners

Attach Supporting Document (jpg, gif, png, bmp, pdf):

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## Jaclyn Hammons

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**From:** noreply@formstack.com  
**Sent:** Tuesday, September 22, 2015 1:01 PM  
**To:** ConsumerComplaint TRA  
**Subject:** Tennessee Regulatory Authority Utility Complaint Form

Formstack Submission for form Tennessee Regulatory Authority Utility Complaint Form at 09/22/15 12:38 PM

-----  
First Name: Rick

Last Name: Tucker

Address: 2251 Upper Middle Creek Rd.

City: Sevierville

State: TN

Zip Code: 30189

Contact Phone Number: (404) 996-3795

Email Address: [terracon@ymail.com](mailto:terracon@ymail.com)

Company That Complaint Is Against: TWSI & Aenus

Type of Service (Internet, Cable, Phone, etc): wastewater system

Have you contacted the utility regarding your complaint?: No

Description of Complaint: Why is TNWI Aenus allowed to include legal expenses into there general operating expenses to hire attorneys and consultants to defend against actions for improper design, construction, operation and maintenance of wastewater facilities they operate and then allowed to ask for rate increases or pursue individual homeowner to correct faulty design, installations and maintenance and then have other companies they own over-see and recommend the corrective actions without regard to cost.

Attach Supporting Document (jpg, gif, png, bmp, pdf):

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**Mr. Herb Hilliard**  
**Tennessee Regulatory Authority**  
**502 Deaderick Street**  
**4th Floor**  
**Nashville, TN 37243**

Reference: TRA Docket 14-00136

As a homeowner in the Summit View community at 2251 Upper Middle Creek Road, Sevierville, Tennessee, I am very concerned about the conduct of our wastewater system installer and operator, TNWastewater/Adenus. My specific concerns are in regard to their billing, installation, maintenance, and operation of our wastewater system.

My monthly wastewater bill and rate allocation of \$70/month for a 1-bedroom unit is very unfair, and I feel this is price gouging and grossly inflated. In 2006 the approved rate used for obtaining the utility license was only \$35. Therefore, it's doubled in nine (9) years when the rate of inflation averaged only 2% and wages have been stagnant. This appears to me to be nothing more than profiteering and price gouging.

Also I question the accuracy of the documents, data, recommendations and costs submitted by TNWastewater/Adenus. One simple example of this that I noticed is that the sizes of all the homes was overstated and incorrect or false as submitted as the official record. For example, TNWastewater/Adenus figures submitted show 1920 sq ft for my home, while it is only 1,154 sq ft. I am basing this 1,154 sq ft figure on the "State of Tennessee Real Estate Appraisal Card" (see attached photo). This is a 40% overstatement of the square footage.

As shown on the appraisal card, here is the correct square footage for my home: **Area Description** [base (main living area) **100% of 888 sq ft**; USL (upstairs loft) **30% of 888 sq ft**] for a total conditioned living area square footage of 1,154 sq ft. I have notified TNWastewater/Adenus of this situation, and they informed me that if I wanted it corrected I needed to correct it myself. They should be responsible for this errors in their submittals, not me as the homeowner. That TNWastewater/Adenus is expecting someone else to correct and pay for all their mistakes or misrepresentations is representative of this entire TNWastewater/Adenus wastewater debacle from the day they started submitting for approvals regarding our wastewater system.

Below are just a few of the issues and questions that need to be asked by the State in reference **to TRA Docket 14-00136**. The accuracy of cost estimates submitted by TNWastewater/Adenus. Current rates homeowners are paying. Why was the system installed incorrectly? Why has the system not been properly maintained? Also if our current system drainage field is functioning properly and not exceeding reported capacity, why is it not being utilized in the new recommended design by Adenus? I do not understand why the system TNWastewater/Adenus had designed, installed and is supposed to inspect, operate, and maintain does not function properly and why they did not use the septic tanks or other tanks to hold and control and release wastewater over an extended period to avoid any limited high usage system usage concerns. TNWastewater now raises this as an excuse to avoid responsibility when they should have included that in their original design and installation plan. Why is TNWastewater/Adenus wanting to purchase additional land and move and build a entire new system? Why is available property that Summit View HOA currently owns not being utilized? Has a repair option been considered? Has a new system

operator and contractor to bring the system into compliance been considered by the State of Tennessee? Have conservation measures been considered? Why is TNWastewater/Adenus allowed to design, bid and oversee a wastewater system they built and operate and then pass the cost on to rate payers and homeowners not responsible or profiting from the design, installation, monthly utility rates, etc.?

All of these items listed above, along with the lack of checks and balances, drive the price sky high for the homeowner, and costs in general are unfairly and unreasonably forced upon the homeowner who has limited recourse or alternatives.

Given all the issues and questionable documents submitted, I recommend, as a concerned homeowner and utility customer in a small rural community in the mountains of East Tennessee, that all systems operated by TNWastewater/Adenus be reviewed and their licenses on all facilities not designed, installed and functioning properly be considered for fines, and license revoked. Also that monthly rate cost over-charges be clawed back and refunded to the customers. The licenses of TNWastewater/Adenus should be revoked if these issues are not immediately corrected at TNWastewater/Adenus' expense since this has been allowed to go on for almost a year now. The damages should be unlimited, and punitive fines and damages should be applied at a rate to have this matter addressed immediately. The following should be included in damages: homeowners' attorney fees, monthly rate over-charges, maintenance costs that Summit View incurred, environmental fines for HOA property damage, environment clean-up costs of HOA property, property devaluations, and loss of income.

If you need additional information or have any questions, please do not hesitate to contact me.

Very respectfully,  
Rick Tucker

2251 Upper Middle Creek Rd. Unit # 21-U  
Sevierville, TN 37876  
404-996-3795

**Mr. Herb Hilliard**  
**Tennessee Regulatory Authority**  
**502 Deaderick Street**  
**4th Floor**  
**Nashville, TN 37243**

Reference: TRA Docket 14-00136

Mr. Hilliard,

We are homeowners in the Summit View community at 2251 Upper Middle Creek Road, Sevierville, Tennessee. We are very concerned about the conduct of our wastewater system installer and operator, TNWastewater/Adenus. We have lost business due to the stench of sewer around our property in Summit View. Unfortunately, we purchased this property unaware of this \$430k sewer problem in our resort, only to be informed that the company who installed this system was negligent.

We find it ridiculous that TNWastewater/Adenus expects us to pay for wastewater system repairs, so that they can provide us with waste services. It appears that they were negligent in their business practices from the beginning; why would TNWastewater/Adenus be expecting us to correct and pay for all their mistakes. These misrepresentations are indicative of this entire TNWastewater/Adenus wastewater debacle from the day they started submitting for approvals regarding our wastewater system. We do not believe we should be responsible for their inept business practices.

Given all the issues and questionable documents submitted we feel it is the best interest to uphold ethical business practices that all systems operated by TNWasterwater/Adenus be reviewed and their licenses on all facilities not designed, installed and functioning properly be considered for fines, and license revoked. This has been an ongoing issue that is hazardous to the environment and needs to be resolved; this is also an ecological and sustainable accountability issue that is long overdue for correction.

We believe your organization which provides regulatory oversight is needed to enforce ethical practices; TNWastewater/Adenus should be held accountable for damages as well as homeowners' attorney fees, monthly rate over-charges, maintenance costs that Summit View incurred, environmental fines for HOA property damage, environment clean-up costs of HOA property, property devaluations, and loss of income.

If you need additional information or have any questions, please do not hesitate to contact us.

Sincerely,  
Timothy and Meshelle Kidd

2251 Upper Middle Creek Rd. Unit # 10-J  
Sevierville, TN 37876  
423-240-2670  
423-716-2551

**Mr. Herb Hilliard**  
**Tennessee Regulatory Authority**  
**502 Deaderick Street**  
**4th Floor**  
**Nashville, TN 37243**

Attn: TRA Consumer Services Division  
Lisa Cooper, Chief  
[lisa.cooper@tn.gov](mailto:lisa.cooper@tn.gov)  
615-770-6868

RE; TRA 14-00136

Dear Ms. Cooper,

In TRA 14-00136, Tennessee Wastewater (TWSI) put forth its position that Summit View property owners should be responsible for what TDEC (see WPC 14-0092) states are TWSI errors in installing drip lines incorrectly, and perhaps in not installing a holding tank to remedy any overages. It does not seem to be before the TRA to consider the fault or financial responsibility of TWSI, but to look only at granting a rate hike to property owners who have already had their monthly septic rates almost doubled (\$36-\$70). TWSI is seeking \$330k..perhaps \$430k from only thirty odd property owners for what appear to be their misdeeds.

My property is in Summit View in Sevierville, but many other TN property owners have been negatively affected by TWSI. Please see TRA 15-00025 for a summary. I believe we are due a thorough investigation and that TWSI should be held accountable for their errors. TWSI treatment has caused our Resort pond to become septic, and resulted in our wastewater system being out of compliance and needing repair. Thank you for your assistance in helping to get a fair and just resolution.

Sincerely,

Dane and Jamie Roth  
Summit View, Unit 20  
Sevierville, TN 37876

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

Alameda House  
Alameda Walk  
Amphill  
Bedfordshire  
UK, MK45 2JX

29 May 2015

RE: TRA 14-00136

Dear Mr. Hillard,

My wife and I own Cabin #34 on the Summit View Resort, 2251 Upper Middle Creek Road. We have owned the cabin since it was constructed in 2007 and are therefore fully appraised on the history of the resort.

We are writing to register our dissatisfaction with the provision of sewer management services provided by TN Wastewater/Adenus and the potential health risks of waste water running off the filter bed and onto the access road as a result of their mismanagement. Our concerns have been raised and discussed at length and over a prolonged period of time with TN Wastewater but the problem remains unresolved and the situation has become untenable. It is worth noting that whilst the sewer service provision has deteriorated, the monthly bill has risen from \$55 per month in 2007 to \$72 per month in 2015, an increase of 31%.

TDEC has inspected the sewer system and filter bed on two separate occasions producing two reports finding that the drip lines were inappropriately installed leading to sewage draining into the pond and onto the access road. The excessive sewer run off produces algae blooms costing hundreds of dollars to the HOA in an effort to reduce and prevent this secondary problem. We are also very concerned about the environmental affects the run off could have on the health of visitors, owners and service staff visiting Summit View.

Despite the faulty sewer system being attributed to the design flaws, TN Wastewater/Adenus's has requested that the Summit View cabin owners pay as much as \$430,000 for an entirely new system on land adjacent to our resort. This issue has been stressful and beyond comprehension as a home owner. We feel a thorough investigation of TN Wastewater / Adenus's business practices is warranted on behalf of their customers and for public safety.

We respectfully request your assistance in holding TN Wastewater /Adenus accountable for the repair and maintenance of their wastewater systems.

Yours sincerely,

Jane and Roger Dickinson  
Summit View property owner  
2251 Upper Middle Creek rd, Unit 34  
Sevierville, TN. 37876



Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

RE: TRA 14-00136

Dear Mr. Hillard,

We purchased our cabin in October of 2008 and encountered no problems with the sewer at any time during approximately the first 4 years of ownership. In 2013 the lawn maintenance company reported they were unable to properly maintain the grass area in and around the drain field due to the saturated ground. Our HOA manager contacted TN Wastewater making them aware of the situation. After several delays and excuses to repair the problem they now state that the problem is due to an over use issue caused by the home owners of Summit View. The system was designed for a maximum of 8,000 gallons per day and the monthly operating reports submitted to TDEC indicate we are within those limitations. Daily reports of sewer usage aren't available, but Tennessee Wastewater (TWSI) contends we overuse the system on the weekends even though the average may be well below it. Since Tennessee Wastewater was well aware the development was built as a vacation rental resort this type of situation could have been easily prevented by installing holding tanks, which I understand is the norm for these types of developments.

According to two separate inspections performed by TDEC, their report indicates the drip lines were inappropriately installed leading to sewage draining into our fishing pond rendering it unusable to resort guest and owners. The excessive sewer runoff contributes to massive algae blooms costing hundreds of dollars to the HOA in an effort to reduce and prevent the excessive blooms. We are also concerned about the environmental affects the run off could have on our resort and the surrounding area. After a Knoxville News Sentinel reporter received information of the sewer situation an article was printed about our resort causing negative attention, which we feel is due to TWSI's improper installation, negligence, and lack of oversight of their systems. (See link to article below)

Due to their faulty system, as well as design flaws, their reply to the petition requests that the Summit View cabin owners pay as much as \$430,000 for an entirely new system on land adjacent to our resort for their use. This issue has been stressful and beyond

**comprehension as a home owner. I feel a thorough investigation of TWSI's business practices is warranted on behalf of their customers and for public safety.**

**We respectfully request your assistance in holding TWSI accountable for the repair and maintenance of their wastewater systems.**

**Respectfully,**

**James and Brandy Vaughn  
Summit View property owner  
2251 Upper Middle Creek rd, Unit 35  
Sevierville, TN. 37876**

On 9/30/2014 12:00 PM, Heather Duncan wrote:

[http://www.knoxnews.com/news/local-news/sewer-system-overload-troubles-sevierville-rental-cabins\\_24766858](http://www.knoxnews.com/news/local-news/sewer-system-overload-troubles-sevierville-rental-cabins_24766858)

Heather Duncan  
for The Knoxville News Sentinel

Richard P. Pence D.V.M.  
654 Blue Prince Rd.  
Bluefield, WV 24701

Mr. Herbert Hilliard  
Tennessee Regulatory Authority  
502 Dedrick St.  
4th Floor  
Nashville, Tennessee 37243

Ref Docket # 14-00136

Dear Mr. Hilliard,

This letter is issued in regard to Adenus/TNWastewater and their conduct of business with Summit View Properties at 2251 Upper Middle Creek Rd. in Sevierville, Tennessee. As an owner of a daily rental property in the community, we depended on the wastewater management to be handled in a professional and ethical manner by the company contracted to provide their services by the homeowners association. Obviously they have not acted in an appropriate manner. The flaws in the design of the system should have been apparent to the professionals at Adenus/TNWastewater and these issues should have been breached with the homeowners association at the onset of their services. Failure to appropriate design and institute a proper system with adequate drainage field and catch basin for controlling runoff from the system, should have been addressed by the wastewater management system at the onset of services. The issues involved should be issues that are standards of design for such systems.

Now, due to no fault of the homeowners who depend on professional services from a company that is in the business of "managing wastewater", we are faced a community expense of 300 to 400 thousand dollars to remedy a situation that should have been addressed at the conceptual stage of the design of the system.

The problems that existed where not disclosed by anyone associated with the property prior to our purchase. Adenus/TNWastewater should have been aware and disclosed these problems to the management of he community. Subsequently these issues should have been disclosed to us prior to purchase.

We ask the your agency find that Adenus/TNWastewater responsible for the deficits that exist. Your decision on the matter will not only dress a problem that affects innocent owners but also addresses an ethical issue involving contact of business by companies that design and manage wastewater systems in the state of Tennessee. As an out of state owner of property we depend on ethical practices of businesses in the state of Tennessee.

Your attention to this matter is greatly appreciated.

Sincerely,

Richard P. Pence D.V.M.

cc.Brandy Vaughn

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick St.  
4<sup>th</sup> Floor  
Nashville, TN 37243

June 3, 2015

RE TRA 14-00136

Dear Mr. Hilliard

My wife and I own cabin 11 in Summit View Resort, 2251 Upper Middle Creek Rd., Sevierville, Tennessee. We purchased the cabin as our personal vacation property in February 2013 and planned on spending 8 to 10 weeks a year there. We were pleased, after purchasing the cabin, when we received our welcome packet from TWSI stating "your home is connected to an AdenusRWastewater Treatment System, which means that your family is being served by the decentralized industry leader. Our systems are designed and built to last, and we have a Quality Control/Quality Assurance (QA/QC) Program in place in the event problems do arise". However, as we began spending time at our cabin, we noticed a foul sewer odor and noticed when walking around the resort pond the ground was saturated. There was also runoff crossing the road near the pond.

As time passed we were disappointed to learn the sewer system had design flaws that were causing these odors and that there was an ongoing dialog between our HOA manager and TWSI as to what needed to be done but no action was being taken. At this point we certainly began to be concerned about the environmental effects and became stressed as to how this issue would be resolved.

To add to the stress and frustration of this situation, in October 2014 a tree fell on our sewer tank causing damage which was deemed our responsibility through conversations with the HOA manager and TWSI. In December 2014 we paid a TWSI recommended and approved contractor a \$5,000.00 deposit towards a \$10,000.00 estimate for installing a new tank, pumps and plumbing at a location closer to our cabin, per their recommendation. Presently this work has not been completed and as of June 2<sup>nd</sup> 2015 there still seems to be confusion between contractor and TWSI as to how and when it will be completed.

While not having this issue resolved, we received the notice from the Attorney General's Office about a proposed assessment to us by TWSI of \$8,592.00 to rebuild their system that was "designed and built to last". As home owners we certainly do not feel that we should have to bear this financial responsibility and respectfully ask your assistance resolving this issue.

Very Respectfully

Barry and Ferrollyn Yoes  
Summit View Property Owners  
2251 Upper Middle Creek Rd. Unit 11  
Sevierville TN. 37876

**Mr. Herb Hilliard**  
**Tennessee Regulatory Authority**  
**502 Deaderick Street**  
**4th Floor**  
**Nashville, TN 37243**

Reference: TRA Docket 14-00136

As a Homeowner in the Summit View I am deeply concerned and troubled by the situation that has been brought to light regarding TNWastewater/Adenus and their business practices. Having recently purchased our property in October of this past year, I am trying to catch up on past dealings with this company as well as the current situation. One glaring point that was immediately evident was the exorbitant monthly cost charged to homeowners for their services. \$70 per month is about double that of normal wastewater costs on similarly sized properties. Even more concerning is the fact that we have apparently been dealing with improperly installed drip lines by this company from the beginning as well as an oversight on their part regarding the appropriate system installed based on their prior knowledge of the land usage as a rental/vacation home complex. Please see the below account of a resident that has been in possession of property in the complex here since 2008:

“In 2013 the lawn maintenance company reported they were unable to properly maintain the grass area in and around the drain field due to the saturated ground. Our HOA manager contacted TN Wastewater making them aware of the situation. After several delays and excuses to repair the problem they now state that the problem is due to an over use issue caused by the home owners of Summit View. The system was designed for a maximum of 8,000 gallons per day and the monthly operating reports submitted to TDEC indicate we are within those limitations. Daily reports of sewer usage aren't available, but Tennessee Wastewater (TWSI) contends we overuse the system on the weekends even though the average may be well below it. Since Tennessee Wastewater was well aware the development was built as a vacation rental resort this type of situation could have been easily prevented by installing holding tanks, which I understand is the norm for these types of developments. According to two separate inspections performed by TDEC, their report indicates the drip lines were inappropriately installed leading to sewage draining into our fishing pond rendering it unusable to resort guest and owners. The excessive sewer runoff contributes to massive algae blooms costing hundreds of dollars to the HOA in an effort to reduce and prevent the excessive blooms. We are also concerned about the environmental affects the run off could have on our resort and the surrounding area. After a Knoxville News Sentinel reporter received information of the sewer situation an article was printed about our resort causing negative attention, which we feel is due to TWSI's improper installation, negligence, and lack of oversight of their systems.”

Apparently we (the property owners) are now being asked to pay for a new system to the order of \$430k due to TNwastewater/Adenus's oversight and negligence. I am beyond troubled by this and ask for swift resolution and action by your office to hold this company accountable for their actions and said negligence. To be asked to pay the aforementioned exorbitant monthly fee for a system that had been not only been installed incorrectly but was not the correct system to begin with, and then asked to pay for a replacement, is not only inexcusable, but is unlawful. I

appreciate your time and consideration on this matter and trust a swift and appropriate judgement will be made.

Sincerely,

Dr's Todd and Trisha East  
Summit View Property Owners  
2251 Upper Middle Creek Dr. Unit 2

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4<sup>th</sup> Floor  
Nashville, TN 37243

RE: TRA 14-00136

28 May 2015

Dear Mr. Hilliard,

I disagree to the petition of Tennessee Wastewater Systems, Inc (TWSI) found in Tennessee Regulatory Authority (TRA) Docket # 14-00136 concerning the capital improvement of the wastewater system at the Summit View Resort.

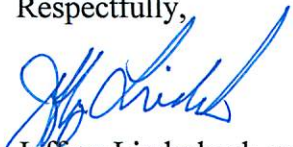

Tennessee Department of Environment and Conservation (TDEC) conducted 2 Summit View Resort site investigations in 2014 and their findings from the investigations found that TWSI was in violation of Tennessee Code Annotated (TCA) 69-3-108 & 69-3-114. TDEC states in their findings that the wastewater system was not installed correctly with errors in drip lines installation as well as a lack of holding tanks.

In response to the violation, TWSI has filed petition TRA 14-00136 to build a new wastewater system at the Summit View Resort and they propose that the property owners pay assessments to fund this capital improvement.

I object to TWSI proposal that the property owners pay assessments to fund the new wastewater system. I believe that the wastewater system at the Summit View Resort was installed incorrectly. TWSI claims that the property owners at Summit View are exceeding the limits that the wastewater system was originally designed for. TWSI designed the Summit View wastewater system for 8,000 gallons a day. TWSI claims that the property owners use as much as 18,000 gallons a day. TDEC reviewed monthly operating reports concerning Summit View and found the monthly average flows did NOT exceed the permitted design flow of 8,000 gallons a day.

I request a fair and thorough investigation on the wastewater system at the Summit View Resort. I believe TWSI should be held accountable for the violations and should be responsible to repair and fund the required capital improvements.

Respectfully,

   
Jeffrey Liederbach and Pamela Nelson-Liederbach  
Summit View Property Owners  
2251 Upper Middle Creek Road, Unit 19  
Sevierville, TN 37876

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

June 1, 2015

RE: TRA 14-00136

Dear Mr. Hillard,

In TRA 14-00136, Tennessee Wastewater (TWSI) put forth its position that Summit View property owners should be responsible for repairs to a faulty system. According to two separate inspections performed by the Tennessee Department of Environment and Conservation (TDEC) (see WPC 14-0092), their report indicates the drip lines were inappropriately installed leading to sewage draining into our fishing pond rendering it unusable to resort guest and owners. The excessive sewer runoff contributes to massive algae blooms costing hundreds of dollars to the HOA in an effort to reduce and prevent the excessive blooms. We are also concerned about the environmental affects the run off could have on our resort and the surrounding area.

It does not seem to be before the TRA to consider the fault or financial responsibility of TWSI, but to look only at granting a rate hike to property owners who have already had their monthly septic rates almost doubled (\$36-\$70). TWSI is seeking \$330k to \$430k from only thirty odd property owners for what appear to be their misdeeds.

My property is Summit View Unit 36 in Sevierville, but many other TN property owners have been negatively affected by TWSI. Please see TRA 15-00025 for a summary. I believe we are due a thorough investigation and that TWSI should be held accountable for their errors. TWSI treatment has caused our Resort pond to become septic, and resulted in our wastewater system being out of compliance and needing repair.

I respectfully request your assistance in holding TWSI accountable for the repair and maintenance of their wastewater systems.

Respectfully,

Diego Alvarado  
618 Banks St.  
College Station, TX 77840



Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

June 1, 2015

RE: TRA 14-00136

Dear Mr. Hillard,

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By their own admission in TRA 14-00136, TWSI designed the system to hold 8,000 gallons per day but claims Summit View has sewage as high as 18,000 gallons per day. I do not have supporting documentation for either of these values; however, I see a major flaw in the system design. I have a Ph.D. in Industrial and Systems engineering so I can attest to the well-known design criterion in which the system design should be capable of supporting the worst-case, peak demands. TWSI knew this was a vacation rental community, thus there would be high variation in the demand of the system with peak demand occurring during the weekends and summer. If these values are correct, TWSI poorly estimated the sewage demands of Summit View and is trying to pass the financial strain of their design flaw on to their customers, the Summit View property owners.

It does not seem to be before the TRA to consider the fault or financial responsibility of TWSI, but to look only at granting a rate hike to property owners who have already had their monthly septic rates almost doubled (\$36-\$70). TWSI is seeking \$330k to \$430k from 37 property owners for what appears to be their misdeeds.

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I feel a thorough investigation of TWSI's business practices is warranted on behalf of their customers. I respectfully request your assistance in holding TWSI accountable for the repair and maintenance of their wastewater systems.

Respectfully,

Michelle Alvarado, PhD  
618 Banks St.  
College Station, TX 77840

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

June 1, 2015

RE: TRA 14-00136

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I respectfully request your assistance in holding TWSI accountable for the repair and maintenance of their wastewater systems.

Respectfully,

David and Sharron McGaha  
401 Frasier Lane  
Albertville, AL 35951

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

RE: TRA 14-00136

Dear Mr. Hillard,

We purchased our cabin in October of 2008 and encountered no problems with the sewer at any time during approximately the first 4 years of ownership. In 2013 the lawn maintenance company reported they were unable to properly maintain the grass area in and around the drain field due to the saturated ground. Our HOA manager contacted TN Wastewater making them aware of the situation. After several delays and excuses to repair the problem they now state that the problem is due to an over use issue caused by the home owners of Summit View. The system was designed for a maximum of 8,000 gallons per day and the monthly operating reports submitted to TDEC indicate we are within those limitations. Daily reports of sewer usage aren't available, but Tennessee Wastewater (TWSI) contends we overuse the system on the weekends even though the average may be well below it. Since Tennessee Wastewater was well aware the development was built as a vacation rental resort this type of situation could have been easily prevented by installing holding tanks, which I understand is the norm for these types of developments.

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Due to their faulty system, as well as design flaws, their reply to the petition requests that the Summit View cabin owners pay as much as \$430,000 for an entirely new system on land adjacent to our resort for their use. This issue has been stressful and beyond comprehension as a home owner. I feel a thorough investigation of TWSI's business practices is warranted on behalf of their customers and for public safety.

We respectfully request your assistance in holding TWSI accountable for the repair and maintenance of their wastewater systems.

**Respectfully,**

**James and Brandy Vaughn**

**Property Owner Unit 35, Summit View**

**Sevierville, TN. 37876**

On 9/30/2014 12:00 PM, Heather Duncan wrote:

[http://www.knoxnews.com/news/local-news/sewer-system-overload-troubles-sevierville-rental-cabins\\_24766858](http://www.knoxnews.com/news/local-news/sewer-system-overload-troubles-sevierville-rental-cabins_24766858)

Heather Duncan  
for The Knoxville News Sentinel

June 2, 2015

Mr. Herb Hilliard  
Tennessee Regulatory Authority  
502 Deaderick Street  
4th Floor  
Nashville, TN 37243

RE: TRA 14-00136

Dear Mr. Hilliard:

As a homeowner in the Summit View community in Sevierville, I am writing with serious concerns regarding our wastewater system installer and operator, Tennessee Wastewater (TWSI). This company designed and installed the original wastewater system when the neighborhood was developed in 2007. At that time, they knew the number of homes, sizes of the homes, and the estimated water usage of the neighborhood. They were hired to design a system based on those parameters. However, after only seven to eight short years, the system (which should last for 50 to 75 years) appears to be malfunctioning, and our wastewater system is now out of compliance and in need of serious repairs. It is clear that the original design and installation was not handled properly by TWSI. The system design and installation was not adequate for the neighborhood.

Despite TWSI's errors and mismanagement, in TRA 14-00136, TWSI is proposing that the Summit View property owners should be responsible for TWSI's errors in design and installation and that we need to pay for a whole new system. TWSI was hired to design, install, operate, inspect, and maintain our wastewater system. This is the business they are in, and they should take responsibility for doing their job correctly. Why should TWSI expect the homeowners to pay for TWSI's mistakes?

I understand that Summit View is not the only neighborhood that has been negatively affected by the mismanagement and incompetence of TWSI. It seems that a full investigation is needed and that TWSI should be held accountable for their mistakes and ineptitude.

Thank you for your consideration, and I trust you will fairly and justly serve the many homeowners in Summit View and other affected communities.

Sincerely,  
Mary Tucker  
Summit View, Unit U  
Sevierville, TN 37876

TRA Utility Complaint Number 160054

Date Filed: 02/26/2016

First Name: Jon

Last Name: Moffett

Address: 7100 Dale Ridge Rd.

City: Lancaster

State: TN

Zip Code: 38569

Phone Number: 6158383535

Email Address: jamoffet@bellsouth.net

Company That The Complaint Is Against: Tennessee Wastewater

Type Of Service (Internet, Cable, Phone, etc) Sewer

Contacted Utility Regarding Complaint? No

Link To Additional Documents: [https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/240745029/33195133\\_dec\\_repair.pdf](https://s3.amazonaws.com/files.formstack.com/uploads/1996460/33195133/240745029/33195133_dec_repair.pdf)

Tennessee Wastewater is continually failing to maintain our system at Highland Cove Condomiums which is causing backup. We have attached a copy of a recent letter that we submitted to Tennessee Wastewater. We are requesting maintenance docs along with a request for Tennessee Wastewater to add high water system alarms to each pump at our facilities. Please contact me at your earliest convenience to discuss.

# TENNESSEE REGULATORY AUTHORITY



RECEIVED

MAR 24 2017

CONSUMER PROTECTION  
& ADVOCATE DIVISION

502 Deaderick Street, 4<sup>th</sup> Floor  
Nashville, Tennessee 37243

March 24, 2017

Karen H. Stachowski, Esq.  
Assistant Attorney General  
Consumer Protection and Advocate Division  
Office of the Attorney General and Reporter  
P.O. Box 20207  
Nashville, Tennessee 37202

**RE: Attorney General Request for Records under Tenn. Code Ann. § 65-4-118  
Docket No. 16-00139, Tennessee Wastewater Systems, Inc. Rate Case**

Dear Ms. Stachowski:

In response to your letter of March 14, 2017, enclosed on compact disk are electronic copies of records that the Tennessee Regulatory Authority ("TRA") was able to locate in its files that are responsive to your requests.<sup>1</sup> These documents are being produced in accordance with Tenn. Code Ann. § 65-4-118 and should not be construed as an acknowledgement that such records are subject to the Tennessee Public Records Act.

A copy of this letter is also being sent to the counsels of record for the Petitioner, Tennessee Wastewater Systems, Inc. in Docket No. 16-00139. The Consumer Advocate should provide a copy of this electronic documentation to any party in this docket upon request. Should you have any questions concerning this information, please do not hesitate to contact me.

Sincerest Regards,

Kelly Cashman Grams  
General Counsel

Enclosure: One Compact Disk

cc: Docket No. 16-00139  
Jeff Risen, Esq. (without enclosure)  
Henry Walker, Esq. (without enclosure)

## Patsy Fulton

---

**From:** Jeff Riden <Jeff.Riden@Adenus.com>  
**Sent:** Friday, July 29, 2016 2:51 PM  
**To:** Patsy Fulton  
**Subject:** RE: Check by Phone

No problem. I'll update the pages and get them to you. We only have the convenience fee for credit card payments. If at some point in the past TWSI accepted echecks (before my time here), we no longer do that now.

Thanks,

Jeff



**Jeff Riden**  
GENERAL COUNSEL

Adenus Group, LLC | 849 Aviation Pkwy, Smyrna, TN 37167  
Direct: 615.220.7171 | Toll Free: 888.4.ADENUS Ext: 145 | Mobile: 615.691.2018 | Fax: 615.220.7207

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---

**From:** Patsy Fulton [mailto:Patsy.Fulton@tn.gov]  
**Sent:** Friday, July 29, 2016 2:33 PM  
**To:** Jeff Riden <Jeff.Riden@Adenus.com>  
**Subject:** RE: Check by Phone

Jeff,

Sorry, I found this in my drafts so I guess I never actually released it to be sent. I am glad you mentioned it.

I do remember the discussion; however, I don't remember it being a "convenience fee" or why I would think a convenience fee would not be tariffed. Looks like that was before 2011, and I really can't remember much more than having the conversation. However, since you sent me this, I did ask David to be sure if it did need to be tariffed, and he said yes, it does need to be tariffed. When in doubt, any charge/fee to a utility customer should always be tariffed, including the echeck fee that is also being discussed in the email below, if it is being charged to the utility customer by the Utility. Even if it is a convenience fee for him, some could say that it is a convenience fee to the Utility as well. It would also be considered to be regulated revenue and to be an increase in rates to those customers. You actually have a choice before being charged the fees for nonpayment, disconnect, reconnect---the fee becomes important only after you choose to do something different and those are tariffed. What I tell utilities is that all fees that are on a customer's utility bill should be tariffed so that when a customer comes into the TRA with a complaint, they should be able to compare their bill to the their Utility's tariff book and find everything they are being billed for in that book.

Thanks, Patsy



---

**From:** Jeff Riden [<mailto:Jeff.Riden@Adenus.com>]  
**Sent:** Thursday, July 28, 2016 12:50 PM  
**To:** Patsy Fulton  
**Subject:** FW: Check by Phone

\*\*\* This is an EXTERNAL email. Please exercise caution. DO NOT open attachments or click links from unknown senders or unexpected email - STS-Security. \*\*\*

Patsy –

Please see the highlighted portion of the email below with regard to the convenience fee not being listed in our tariff. Has anything changed?

Kind regards,

Jeff



**Jeff Riden**  
GENERAL COUNSEL

Adenus Group, LLC | 849 Aviation Pkwy, Smyrna, TN 37167  
Direct: 615.220.7171 | Toll Free: 888.4.ADENUS Ext: 145 | Mobile: 615.691.2018 | Fax: 615.220.7207

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---

**From:** Matt Pickney [<mailto:matt.pickney@adenus.com>]  
**Sent:** Monday, November 7, 2011 9:54 AM  
**To:** Kelsie Hargrove <[Kelsie.Hargrove@adenus.com](mailto:Kelsie.Hargrove@adenus.com)>  
**Subject:** RE: Check by Phone

Kelsie-

Our tariff does not explicitly call out convenience fees as they pertain to credit cards, e-checks, etc. Before we first started offering credit card payments as an option I spoke with Patsy Fulton, who is the tariff expert on staff at the TRA and she said that so long as our terminology is proper in calling it a "convenience fee" and that we were treating all customers the same with regard to the rate of the fee, that we would not need to include the charge inside of the tariff as it was not compulsory.

I have a slightly different take on e-checks vs. credit cards given the difference in expense of the service. It depends on your opinion on whether someone would pass on paying through our web portal with an e-check if it weren't free, but I would be willing to bet that the time savings for the girls' processing that payment equates to a higher sum than what the bank is charging us. The way we currently do it, it's lose-lose since we are charging nothing and processing it manually. Still, as the processing burden continues to grow, we must leverage technology to automate as much of that as possible to keep our workforce lean.

Thanks,



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File #	Date	Utility1	Last	Utility1type	Description	Note
10-0010	1/4/2010	Tennessee Wastewater Systems	Smith	WW	Billing - charged "sewer access fee" for vacant lot	
10-0598	6/24/2010	Tennessee Wastewater Systems	Aude	WW	Billing - disputes rate increase	
10-0700	7/20/2010	Tennessee Wastewater Systems	Raney	WW	Service - water shut off due to nonpayment of sewage	