



**STATE OF TENNESSEE**  
**Utility Management Review Board**  
Cordell Hull Building  
425 Fifth Avenue North  
Nashville, Tennessee 37243  
Phone (615) 747-5260 Fax (615) 741-1551  
**INFORMAL HEARING FORM**

**Customer Complaint, Tenn. Code Ann. § 7-82-702(a)**  
**(8)<sup>1</sup>**

**Contact Information:**

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Complainant       Utility District

Name: \_\_\_\_\_

Utility District: \_\_\_\_\_

Telephone – Primary: \_\_\_\_\_

Telephone – Alternate: \_\_\_\_\_

Email: \_\_\_\_\_

Address: \_\_\_\_\_

Zip Code: \_\_\_\_\_

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<sup>1</sup> Tenn. Code Ann. § 7-82-702(a)(8) provides: "Upon the failure of the board of commissioners of a utility district to adopt the rules and regulations required by § 7-82-402(b), regardless of exemptions or exclusions as may be enumerated in § 7-82-103, or any other section of this chapter or, upon the failure of a utility district to consider and resolve consumer complaints in accordance with such rules and regulations, establish an alternate mechanism for consideration and resolution of such complaints through an informal hearing process. In making its decision as to whether the complaint was resolved in accordance with the utility district's rules and regulations, the utility management review board shall also take into account the reasonableness of the utility district's application of its rules, policies, and cost of service as well as any evidence presented during the hearing. Any judicial review of any decision of the board will be held by common law certiorari within the county in which the hearing was held".

**Jurisdiction:**

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Has the Utility District Board of Commissioners heard the complaint at a public meeting?

Yes       No

Please provide the date of the complaint and attach a copy of it (i.e. minutes of the meeting and/or written description of your remarks) to this form.

Date: \_\_\_\_\_

**Allegation of Facts:**

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Provide a detailed account of facts that led to this complaint. Please lay the case out chronologically and highlight the most important facts.

**Causes of Action:**

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Did the utility district follow its policies or procedures?

Does the utility district lack policies and procedures that address this type of complaint?

**Relief Sought:**

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Please provide detailed information related to the remedy(ies) that you are seeking.

*I hereby certify that the information provided above is true and correct to the best of my knowledge.*

Signature: **X** \_\_\_\_\_ Date: \_\_\_\_\_

Please mail, e-mail, or fax copies of any documentation, such as bills, that the Board would need to review when hearing the case, to:

Utility Management Review Board  
505 Deaderick Street, Suite 1700, James K. Polk Building  
Nashville, TN 37243  
Phone: (615) 747-5260  
Fax: (615) 741-1551  
utilities@cot.tn.gov

If you will be represented by an attorney, please provide his/her contact information below:

Name: \_\_\_\_\_  
Telephone – Primary: \_\_\_\_\_  
Telephone – Secondary: \_\_\_\_\_  
Email: \_\_\_\_\_  
Address: \_\_\_\_\_  
\_\_\_\_\_  
Zip Code: \_\_\_\_\_

***Under Tenn. Code Ann. § 7-82-702(a)(8), any judicial review of any decision of the Utility Management Review Board will be held by common law certiorari within the county in which the informal hearing was held.***

***PLEASE READ BEFORE SUBMITTING: Once you hit the "Submit Form" button, a dialog box will be prompted asking you to select your choice of an email client (ie. Microsoft Outlook, Yahoo, Gmail, etc.) Once you have made your selection, your email message will appear. Please attach any necessary documents to your email before sending. This form will automatically attach itself, but any additional documents will need to be manually attached.***