

Informal Complaint Report

Index Number: 5659 **Company Name:** Ticaboo Electric Service District

CUSTOMER INFORMATION

Customer Name: Anderson, Sharee **Account Number:** 1119
Other Contact Info: **Phone Number:** (208) 552-6655
Customer Address: Lot 045 **Other Phone:**
Customer Address: **Email Address:** jimf@ida.net
City: Ticaboo **State:** UT **Zip Code:** 84533

COMPLAINT INFORMATION

Type of Call: Complaint **Complaint Type:** Billing Problems
Date Received: 5/14/2015 **Date Resolved:** 5/18/2015
Complaint Received By: Stefanie Liebert **DPU Analyst Assigned:** 0
Utility Company Analyst: Chip Shortreed

Company at Fault: **Actual Slamming Case:** **Actual Cramming Case:**

Complaint Description:

The property at lot 45 was owned by Mary J Anderson who is deceased and the property was willed to her 5 children, one being Sharee Anderson who is the executor of the estate. Sharee Anderson states that she is being charged monthly for services that she does not use water, sewer, garbage, and electric. Sharee also states that another family member bought a lot right next door to the lot in question for the same purchase price and same agreement and that lot is not being charged for any utilities. Ms. Anderson states that when she has contacted Ticaboo Electric Service District that she has not received a reasonable explanation as to why she is being charged for utilities that are not used. Ms. Anderson has asks when Ticaboo Electric Service District responds to this complaint that all correspondence is done with her husband Jim Feuling. The best phone number to reach Jim is 208.552.6655, and the billing address is 1083 E 1465 N Shelley, ID 83274.

Complaint Response:

May 18, 2015
Delivered via E-Mail
Stefanie Liebert
Office Specialist
Division of Public Utilities
Heber Wells Building 4th Floor
160 East 300 South
Salt Lake City, Utah 84111
E-Mail: sliebert@utah.gov

RE: SHAREE ANDERSON INFORMAL COMPLAINT – INDEX 5659

Stefanie,

Please accept this letter from Ticaboo Utility Improvement District (the "District"), referred to as "Ticaboo Electric Service District", in response to the complaint (Exhibit A) received from your office via e-mail May 18, 2015 at 1:35 PM (MDT).

In order to better respond to this complaint, please see excerpts from the complaint, with the District's response, below.

Complaint: "The property at lot 45 was owned by Mary J Anderson who is deceased and the property was willed to her 5 children, one being Sharee Anderson who is the executor of the estate."

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The District offers our condolences on the passing of Mrs. Mary J. Anderson (the "Customer"). We were unaware to this unfortunate change. On December 8, 2013, in an e-mail, Mr. James Feuling indicated the Customer was still living and under the care of the Ms. Anderson (the "Complainant") and Mr. Feuling.

Complaint: "Sharee Anderson states that she is being charged monthly for services that she does not use water, sewer, garbage, and electric."

The Complainant is not being charged for usage. She is being charged for standby fees on a property where the District has physically confirmed that tap(s) exist in accordance with the District's tariff, rules, and regulations amended August 2013. Wherein, if tap(s) exist the property owner will be charged at a minimum the standby fees for utility services.

Complaint: "Sharee also states that another family member bought a lot right next door to the lot in question for the same purchase price and same agreement and that lot is not being charged for any utilities."

The District charges standby fees for all lots where taps for utility service have been confirmed to exist.

Complaint: "Ms. Anderson states that when she has contacted Ticaboo Electric Service District that she has not received a reasonable explanation as to why she is being charged for utilities that are not used."

The first communications the District received was from Mr. Feuling, via e-mail, between the dates of December 8, 2013 and December 25, 2013 (Exhibit B). On December 16, 2013, following an e-mail from Mr. Feuling, a letter was sent to the Complainant after having received the Customer's Power of Attorney naming the Complainant as Guardian (Exhibit C). In that letter the District explained the reason for the fees charged to the Customer's account, abandonment options, and billing. There was no response from the Complainant, or Mr. Feuling, until December 25, 2015. - see Exhibit A

Complaint: "Ms. Anderson has asks when Ticaboo Electric Service District responds to this complaint that all correspondence is done with her husband Jim Feuling. The best phone number to reach Jim is 208.552.6655, and the billing address is 1083 E 1465 N Shelley, ID 83274."

The District has been sending bills and correspondence to the address 1083 E. 1465 N. Shelley, ID 83274, since September 2013. The District will add the phone number provided as the account contact phone number. The District will accept this as written permission to communicate with Mr. Feuling on the account.

In conclusion, the District has made reasonable attempts to inform the Complainant of the rules, regulations, and reasons for receiving a standby bill. The District has received no other communication from the Complainant until now.

As of the date of this letter, the Complainant has made no payments to the District, nor has the Complainant advised us of any account changes, or other complaints. To date, the Complainant is past due on the account in question in the amount of \$3,483.28.

We offer again, to the Complainant, if her wish is to cease paying utility standby fees on her property she may do so by completing an Abandonment of Utility Services Application, which may be downloaded from our web site at www.ticabooid.com/about-us/documents or may be obtained by emailing the District at customer@ticabooid.com and requesting an application.

It is the District's hope we have sufficiently responded to the complaint and the Complainant's requests. Should any additional information be required, or any other questions answered, please do not hesitate in contacting me.

Respectfully Submitted,
Chip Shortreed,
CEO & District Manager

DISTRIBUTION: Sharee Anderson Sharee Anderson
c/o James Feuling c/o James Feuling
1083 E. 1465 N E-Mail: jimf@ida.net
Shelley, ID 83274

Informal Complaint Report

USPS Tracking #: 9410 8118 9956 2344 5594 90

Exhibit A

"Informal Complaint Report – Index 5659"

Informal Complaint Report

Index Number: 5659

Customer Name: Anderson, Sharee

Other Contact Info:

Account Number: 1119

Phone Number: (208) 552-6655

Customer Address: Lot 045 Other Phone:

Customer Address:

City: Ticaboo State: UT Zip Code: 84533

Email Address: jimf@ida.net

Date Received: 5 /14/2015 Date Resolved:

Complaint Description:

The property at lot 45 was owned by Mary J Anderson who is deceased and the property was willed to her 5 children, one being Sharee Anderson who is the executor of the estate. Sharee Anderson states that she is being charged monthly for services that she does not use water, sewer, garbage, and electric. Sharee also states that another family member bought a lot right next door to the lot in question for the same purchase price and same agreement and that lot is not being charged for any utilities. Ms. Anderson states that when she has contacted Ticaboo Electric Service District that she has not received a reasonable explanation as to why she is being charged for utilities that are not used. Ms. Anderson has asks when Ticaboo Electric Service District responds to this complaint that all correspondence is done with her husband Jim Feuling. The best phone number to reach Jim is 208.552.6655, and the billing address is 1083 E 1465 N Shelley, ID 83274.

Complaint Response:

Additional Information:

Complaint Type: Billing Problems

Company Name: Ticaboo Electric Service District

Complaint Received By: Stefanie Liebert DPU Analyst Assigned: 0

Utility Company Analyst:

COMPLAINT INFORMATION

CUSTOMER INFORMATION

Company at Fault: Actual Slamming Case: Actual Cramming Case:

Type of Call: Complaint

Exhibit B

"December 8, 2013 to December 25, 2013 E-Mail Communications"

Chip Shortreed <chipshortreed@gmail.com>

Billing to Mary J Anderson

5 messages

jimf@ida.net <jimf@ida.net> Sun, Dec 8, 2013 at 7:10 PM

To: ticabooid@gmail.com

Sirs:

I called and left a message a couple of weeks ago and my wife (the eldest daughter of Mary J Anderson) called a couple of weeks before that and left messages and we have never heard from you.

This is in reference to the billing from the Ticaboo Utility Improvement District for Water, etc to account #1119, lot 45.

Mary Anderson is a 90 year old lady with Alzheimers here in our care in Idaho Falls, ID.

She has never been to the property and really is not even aware that she owns it. Another daughter of Mrs. Anderson (Margie & Keith French) bought the property, on behalf of Mrs. Anderson, without Mary's knowledge for reasons that are not totally clear. To the best of our knowledge there are no utilities on the property and if there are utilities they never have been used by Mrs. Anderson.

We were unaware of your bill prior to the statement dated 10/31/13 and are unsure of what to do with the bill and

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the property. Certainly Mrs. Anderson will never use it.

From the little we are aware, there is no real current value to the property.....if you have any suggestions we would appreciate your advising us.

Thanks, Jim Feuling

Ticaboo Utility Improvement District <TicabooUID@gmail.com> Tue, Dec 10, 2013 at 10:32 AM
To: jimf@ida.net

Mr. Feuling,

First, please accept our apologies for not getting back with you sooner. With a volunteer staff, it is very difficult to respond to everyone in a timely manner.

We are very sorry to hear about Mrs. Anderson's condition. As her caretakers, do you, or Mrs. Feuling, have power of attorney to handle Mrs. Anderson's estate, finances, business, etc? If so, by law we will need a copy of that power of attorney, so that we may communicate with you regarding the account, and not risk violating Mrs. Anderson's right to privacy.

Thank you & Happy Holiday's from TUID,
Ticaboo Utility Improvement District
Highway 276, Mile Marker 27, PO BOX 2140, Ticaboo, UT 84533
O: 4357888343
| M: 4354591776
TicabooUID@gmail.com | chipshortreed@gmail.com

"Providing Power, Water, Wastewater, and Solid Waste Services"

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[Quoted text hidden]

Ticaboo Utility Improvement District <ticaboouid@gmail.com> Tue, Dec 10, 2013 at 10:32 AM
To: jimf@ida.net

Mr. Feuling,

First, please accept our apologies for not getting back with you sooner. With a volunteer staff, it is very difficult to respond to everyone in a timely manner.

We are very sorry to hear about Mrs. Anderson's condition. As her caretakers, do you, or Mrs. Feuling, have power of attorney to handle Mrs. Anderson's estate, finances, business, etc? If so, by law we will need a copy of that power of attorney, so that we may communicate with you regarding the account, and not risk violating Mrs. Anderson's right to privacy.

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Original

MessageFrom:

jimf@ida.net [mailto:jimf@ida.net]

Sent: Sunday, December 8, 2013 7:11 PM

To: ticaboouid@gmail.com

Subject: Billing to Mary J Anderson

Sirs:

[Quoted text hidden]

jimf@ida.net <jimf@ida.net> Mon, Dec 16, 2013 at 11:28 AM

To: Ticaboo Utility Improvement District <ticaboouid@gmail.com>

TUID Folks: Attached please find a copy of the power of attorney from Mary Anderson to her daughter (and my wife) Sharee Anderson. It will give somebody down there some good nighttime reading as it is fairly long. Thanks, Jim Feuling

[Quoted text hidden]

11 attachments

AndersonPA 001.jpg

726K

AndersonPA 002.jpg

741K

AndersonPA 003.jpg

678K

AndersonPA 004.jpg

756K

AndersonPA 005.jpg

715K

AndersonPA 006.jpg

876K

AndersonPA 007.jpg

802K

AndersonPA 008.jpg

1014K

AndersonPA 009.jpg

915K

AndersonPA 010.jpg

261K

AndersonPA 011.jpg

480K

jimf@ida.net <jimf@ida.net> Wed, Dec 25, 2013 at 2:58 PM

Informal Complaint Report

To: Ticaboo Utility Improvement District <ticaboouid@gmail.com>

Dear Cliff:

Thanks for the notes. I am hoping to get on the road out of beautiful Idaho Falls on Friday or Saturday and come down to (hopefully) warmer Ticaboo and see what we can do with this property and settle up with you guys on the utilities. Is there a chance you will be around and we could meet for a few minutes?

Thanks, Jim Feuling/Sharee Anderson
2085526655

On 12/10/2013 10:32 AM, Ticaboo Utility Improvement District wrote:
[Quoted text hidden]

Exhibit C
"December 16, 2013 Letter to Ms. Sharee Anderson"

Chip Shortreed <chipshortreed@gmail.com>
Billing to Mary J Anderson
Chip Shortreed <chipshortreed@gmail.com> Mon, Dec 16, 2013 at 1:15 PM
To: jimf@ida.net

December 16, 2013

Delivered via Email

Mary J. Anderson
C/o Sharee (Anderson) Feuling
Guardian
1083 E. 4165 N
Shelley, ID 83274
Email:
jimf@ida.net

RE: UTILITY ACCOUNT # 1119

Dear Mrs. Feuling,

In response to an email inquiry received from Mr. James Feuling, and the Power of Attorney assigned to you as guardian of Mrs. Mary J. Anderson's estate. Please accept this letter in response to the questions posed regarding Mrs. Anderson's account and property located in Ticaboo, UT and defined as:

Mesa Drive N 624 Lot
#45 Ticaboo Subdivision Plat III Parcel
2000320045

In regards to billing, the District requires that all property owners, who are receiving, connected, and/or tapped into any of the utility services provided (electric, water, wastewater, solid waste), the property owner must pay, at a minimum, the standby fees associated with all services. In the instance of the aforementioned property, taps into the infrastructure do exist; therefore, the standby fees are required.

These fees are in place so that the District can properly operate and maintain the infrastructure, keeping it viable for future development.

While we cannot confirm the value of your property, we do know that the value is higher with existing utilities. It is our understanding that the value of properties located on Plat III are valued around \$29,500.00. Unfortunately, we are not in a position to provide you any advice regarding what you do with the property.

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An option does exist for property owners, wherein you may make application to the District to abandon the utility services on the property. Upon the District's approval of the application, the property owner is responsible for paying the standby fees until the taps are physically removed from the property. The property owner bears all costs relating to the removal of all taps. Property owners have the option of either contracting someone to remove the taps (contractor must be approved by the District), or the District will remove the taps and bill the property owner accordingly. By doing so, if the property were ever sold, it would have no utility services. As such the value of the property will be diminished.

If you wish to abandon the utility services on the property, please send us an email, and we will send you the application.

The utility bill is expected to be paid by the 21st of each month. Late fees will be assessed for unpaid billing. For your convenience a billing statement is attached showing what is due through November 30, 2013.

We hope that this letter has answered your questions. Should you have any additional questions or require anything further, please do not hesitate in contacting us via email at TicabooUID@gmail.com.

Thank you & Happy Holiday's from TUID,
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2 attachments
image001.png
53K
1119 Billing Statement for 2013 11 30.pdf
53K

Additional Information:

I thanked Chip, and closed the complaint.
S Liebert