



RESORT

Mr. Ray Golden
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Public Service Commission
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
PO Box 45585
Salt Lake City, UT 84114

December 16, 2022

RE: FORMAL COMPLAINT AGAINST TICABOO UTILITY IMPROVEMENT DISTRICT

Dear Sirs:

My name is Ray Golden, and I am the General Manager of Ticaboo Management, LLC, including the operations of Ticaboo Properties, Ticaboo Lodge, Moki's Restaurant, North Lake Powell Adventures at Basecamp, Trading Post & Grill, and Offshore Marine Services, Inc., collectively

doing business as North Lake Powell. All of my pertinent contact information can be found in the heading of this complaint.

This Formal Complaint is being filed against Ticaboo Utility Improvement District (TUID) located in Ticaboo, Utah, and the reasons are as follows:

Over the past 6 years that I have been employed at Ticaboo Management, LLC, I have witnessed and been involved in multiple situations in which Mr. Chip Shortreed, the General Manager of TUID, has harassed, bullied, threatened, and used demeaning dialogue to intimidate our staff. I have had multiple discussions with the Chairman of the Trustees, Mr. Tom Hill, about this problem, and Mr. Hill has always said he would reel Mr. Shortreed in, which works for a short period of time, but eventually goes back to the same problem over and over.

This past summer, Mr. Shortreed went beyond his scope of jurisdiction and capacity as General Manager of TUID and bullied our staff into conducting repairs that were not in the domain of his authority. One such event was truly interesting. During the two major power outages that TUID experienced in August, 2021, and September, 2021, in which the entire town of Ticaboo suffered one week each month without power in 110-degree weather, and the multiple brown outs that occurred shortly thereafter, the circuit board on our Rainbird irrigation system was fried and repeatedly started the lawn sprinklers at 2 pm on the scheduled days no matter how many times our staff attempted to change the watering times. We had to order a \$1,200 circuit board that was backordered like everything else in the country during that time. Nevertheless,

Mr. Shortreed took it upon himself to write to our Director of Maintenance a letter directing him to fix our apparatus. The letter actually had several items that Mr. Shortreed required of our company to repair, but the irony of this particular item was just the icing on the cake.

On July 17, 2022, I issued a new directive for Mr. Shortreed to follow, namely, that he was not allowed on our property except for business purposes, it had to be by appointment, and I assigned him a liaison to communicate with. This notification of "No Trespass" was served to Mr. Shortreed by the deputy sheriff of Garfield County, Deputy Raymond Gardner.

In late September, 2022, I received a call from the Chairman of the Trustees, Mr. Tom Hill, telling me that Mr. Shortreed and TUID have made a mutually severance agreement and that Mr. Shortreed would be leaving the company and the town of Ticaboo on December 15, 2022. Mr. Hill also described the predicament that TUID was in because over time, TUID has lost every staff member and Mr. Shortreed was the only remaining employee, i.e., there would be nobody to operate the utility district.

I discussed the possibility of TUID contracting Ticaboo Management, LLC, to operate the district because, among other attributes, we have experience with state compliancy, managing budgets, knowledge of generators and power stations, and our Director of Maintenance was once the Field Operator of TUID before he defected and came to work for my company. Mr. Hill agreed that this was a viable solution, and we began training with Mr. Shortreed for this purpose.

On November 19, 2022, at approximately 5:15 pm, as I was conducting an unofficial Search & Rescue mission within the town limits for a lost ATV rider who was expected back at the lodge after exploring the Henry Mountains, Mr. Shortreed was in front of me in his personal truck. He accelerated at a high rate of speed, turned quickly into a turnoff, and jumped out of his truck and started rushing toward me with something in his hands. My first reaction is that Mr. Shortreed had a weapon, but I quickly saw that he had a phone camera extended in both hands and pointing at me and filming my actions as I drove by searching for the missing person.

There is an eyewitness to this occurrence; however, it wasn't the only time that Mr. Shortreed aggressively chased me that evening. He did it on two other occasions, each time appearing to be overly aggressive and confrontational. I therefore exercised my constitutional rights and the rights as a citizen of Utah and Garfield County and issued a new "No Trespass" against Mr. Shortreed, this time to include for any reason, including business with TUID. Note that at no time did my company nor I issue a "No Trespass" to TUID, only to Mr. Shortreed. Neither me, nor my wife, nor my staff can tolerate the aggressiveness of this individual any further.

In a Special Session meeting held by TUID on December 1, 2022, the Board of Trustees discussed shutting down the power to all Ticaboo Management, LLC properties because of the "No Trespass" order, but it was unanimously voted against by each Board member.

On December 6, 2022, my company received an email from TUID's attorney stating that our utilities to commercial properties would be disconnected on December 9, 2022, and that our residential housing units, including employee housing in which 22 full-time staff members live, would be disconnected from service on December 20, 2022, unless I rescind the "No Trespass" order against Mr. Shortreed. The senselessness of this action considering that Mr. Shortreed's last day as General Manager at TUID is December 15, 2022, is completely vindictive, inappropriate, and unlawful.

On December 9, 2022, Mr. Shortreed disconnected all utilities to our commercial properties, including Ticaboo Lodge, Moki's Restaurant, and North Lake Powell Adventures. We are losing significant revenue when you consider that this time of year barely pays our utility bills. Add to that the loss of our entire staff who operates the businesses outside of the district, and you can easily see a total collapse of the 8th largest company in Garfield County and the largest in eastern Garfield County over the safety of our staff.

I believe that these activities are illegal, unjust, and highly improper because according to Utah Code 746-200-7, (C), "Reasons for Termination of Service", it states that a reason can be "failure to provide access to meter during the regular route visit to the premises following proper notification..."; however, please note, Ticaboo Management, LLC has NEVER denied access to TUID. Only Mr. Shortreed, because of his unstable and dangerous disposition, has been restricted from any of our properties because our first and foremost concern is our safety and the safety of our staff. TUID has always and will always be welcome on our properties for

any reasons, but for this Board of Trustees to demand that our staff and myself, and my wife, must endure the abuse and bullying of this man even though he is leaving his position is outrageous and completely unacceptable.

We request that this Commission demand that our power to our residences be left on, and that TUID reestablishes our utility connections to our commercial properties with zero expense to our company for stand-by fees, disconnect fees, and reconnect fees.

I have read this filing and believe it to be supported in fact and in law. A true and correct copy of this filing was served upon TUID Board of Trustees and Mr. Adam Long, Attorney for TUID, via email on this date, December 16, 2022.

Ray Golden 12/16/22

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