

# Complaint Report

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**Complaint Number:** C22-0203

## Customer Information

**Customer Name:** Ticaboo Management LLC

**Account Number:** [REDACTED] et al

**Other Contact Info:** Ray Golden

**Phone Number:** 4354850805

**Email Address:** ray@ticaboo.com

**Service Address:** HWY 276 MM 28  
Ticaboo, UT 84533

**Mailing Address:** HC 60 Box 2110  
Ticaboo, UT 84533

## Complaint Information

**Company Name:** Ticaboo Electric Service District

**Date Received:** 12/12/2022

**Date Resolved:** 12/19/2022

**Type of Call:** Complaint

**Complaint Type:** Shut Off or Notice

**Complaint Received By:** Stefanie Liebert

**Utility Company Analyst:**

**Gone Formal:** NO

**Complaint Description:**

The following complaint was received via email and has been copied and sent as received.

## UTILITY CUSTOMER

Customer Name: Ticaboo Management, LLC

If Business, Contact Person: Ray Golden

Primary Phone: 4354850805

Other Phone:

E-mail Address: ray@ticaboo.com

Service Address:

HWY 276 MM 28 Ticaboo, UT 84533

Mailing Address:

HC 60 Box 2110 Ticaboo, UT 84533

## INCIDENT DETAILS

Utility: Ticaboo Utility Improvement District (TUID)

Account Number: [REDACTED] et al

Complaint Type: Shut Off or Notices

Complaint:

On December 9, 2022, TUID shut off all utilities to our commercial properties within the district, including Ticaboo Lodge, Moki's Restaurant, and Basecamp Adventure Center. In a letter written by attorney Adam S. Long of Smith Hartvigsen representing TUID, our company was given 72 hours to comply with a request to give TUID's manager, Mr. Chip Shortreed, unlimited access to our properties, even though Mr. Shortreed was served proper notice of "No Trespass" by Garfield County's sheriff office on July 17, 2022. In addition, TUID is threatening to shut off all of our residential houses, including employee housing, if this condition is not met by December 20, 2022. We have 22 employees living in employee housing who TUID is going to throw out on the street during holiday season if we don't allow this dangerous man on our property.

To be clear, there were 4 conditions for avoiding our utilities being shut off, and Conditions #2, 3, and 4 are already in place. Condition #1 requires me and my company to give Mr. Shortreed and his unemployed girlfriend access to all our properties without restriction.

Here is a timeline: After numerous reprimands that went unanswered, Mr. Shortreed continues to habitually harass, intimidate, and bully our staff, so we therefore issued a "No Trespass" to Mr. Shortreed via the Garfield County Sheriff's Office on July 17, 2022. We did, however, allow Mr. Shortreed access for business purposes with proper notification.

On or about September 28, 2022, Mr. Shortreed and TUID came to an "end of employment" decision, and Mr. Shortreed's final day will be December 15, 2022. After a severance payment is made on that date, Mr. Shortreed will leave the town of Ticaboo.

On November 19, 2022, while I was out on an unofficial Search & Rescue mission using Garfield County's Search & Rescue vehicle (I am on the SAR team), Mr. Shortreed veered off the road in front of me, jumped out of his truck, and began aggressively coming toward me with something in his hands. My first reaction was Mr. Shortreed had a gun, but then I saw it was a phone and he was holding it out like a gun and taking video of me. I have an eyewitness report of this.

As I drove away, Mr. Shortreed stalked me a second time and did the same thing, then later he stalked me a third time and did the same thing. As this is potentially life threatening, I revised the "No Trespass" order to include that Mr. Shortreed must stay off our property for any reason at any time.

On November 22, 2022, TUID held a special session public meeting to determine, among other things, to shut off our companies' utilities for issuing the "No Trespass" against Mr. Shortreed. The three Board of Trustees voted unanimously to NOT shut off our power.

On December 6, 2022, I received the letter that we had 72 hours to grant Mr. Shortreed unlimited access to our properties or they would shut utilities down to commercial properties on December 9, and residential properties on December 20.

After reading the State of Utah code depicting what constitutes as lawful disconnection of services by a utility company, I do not see anything relating to allowing a dangerous manager of a public utility to threaten, harass, bully, or intimidate our staff. It is a clear violation of my civil rights, my constitutional rights, and well within the State of Utah and Garfield County's criminal code to protect myself, my wife, and our staff.

#### Suggested Resolution:

Do not cut our power to residential and employee housing on December 20, 2022, and restore our utilities to our commercial properties immediately.

**Complaint Response:**

12/19/22 No response received from Ticaboo Electric Service District. Customer request for formal complaint forms, sent forms to customer.  
S Liebert



ADAM S. LONG  
along@shutah.law

December 6, 2022

Ticaboo Management, LLC  
Offshore Marina, Inc.  
North Lake Powell

*Via email to:*  
ray@ticaboo.com  
dave@northlakepowell.com  
rdmitch5@gmail.com  
mntwest@gmail.com  
leeannmitch@gmail.com

**Re: TUID Utility Service Termination**

*Via Certified Mail to:*  
David D. Curtis  
PO Box 970070  
Orem, UT 84097

Dear David, Lee Ann, Bob, Amy, and Ray:

As you are aware, Mr. Golden—acting on behalf of Ticaboo Management, Offshore Marina, and North Lake Powell—has sent multiple emails and letters to Ticaboo Utility Improvement District (“TUID”), alleging various wrongdoings by Chip Shortreed, TUID General Manager, and the TUID Board of Trustees. Mr. Golden has also issued “no trespass” orders against Mr. Shortreed and another member of his household, Ms. Andi Jones. TUID has thus far tolerated this unjustified behavior by Mr. Golden in hopes of maintaining peace within the small community of Ticaboo. Unfortunately, the impacts of these actions have reached a point where the TUID Board of Trustees can no longer tolerate them. More importantly, the “no trespass” orders have made it impossible for TUID to provide utility services to you.

**TUID will terminate all electric and water service at approximately 12:00 noon on Friday, December 9, 2022 to all commercial properties** owned or leased by Ticaboo Management, Offshore Marina, North Lake Powell, and related entities (as billed together under Electric Rate Schedule 10) unless the conditions below are met prior to that time.

1. All “no trespass” orders against Mr. Shortreed and Ms. Jones are rescinded and written confirmation of such is provided to me.
2. Written permission is granted to TUID and all current or future TUID personnel (including employees and volunteers and outside contractors) to access all properties owned or leased by Ticaboo Management, Offshore Marina, and related entities for purposes of providing utility service to those properties. The permission granted shall be such that access is allowed, without prior notice, during all normal business hours, and at other times in the event of an emergency or a situation where prudent utility practices would necessitate such access. Such written permission must be signed by each property owner or leaseholder and sent to me.



3. Mr. Golden refrains from all communication with or about Mr. Shortreed and his household except as directly relating to utility service by TUID.
4. All communication to TUID (including to TUID employees and Board members) from Mr. Golden, Ticaboo Resort, Offshore Marina, North Lake Powell, and related entities must be directed to me, and I will then communicate to TUID as appropriate. Obviously, you are still welcome to attend TUID public meetings provide comment during public comment periods and public hearings.

Likewise, TUID will terminate electric and water service to all residential properties owned or leased by Ticaboo Management, Offshore Marina, North Lake Powell, and related entities (as billed together under Electric Rate Schedule 10) at approximately 12:00 noon on December 20, 2022, unless the conditions above are met prior to that time. Note that TUID will continue service as required by law to residential units occupied by persons with specific medical needs, provided that a "life-supporting equipment statement" and/or "serious illness or infirmity statement" for those persons as required by Utah Administrative Code R746-200-7 is sent to me prior to December 20, 2022.

Note that Utah law provides that access to premises and meters is a condition of service by a public utility:


E. Access to premises and meters--As a condition of service the customer shall, either explicitly or implicitly, grant the utility necessary permission to enable the utility to install and maintain service on the premises. The customer shall grant the utility permission to enter upon the customer's premises at reasonable times without prior arrangements, for the purpose of reading, inspecting, repairing, or removing utility property.

Utah Administrative Code R746-310-2(E)

Failure to comply with this requirement justifies immediate disconnection. TUID is providing you with several days' advance notice as a courtesy. We regret that this situation has progressed to this point.

Please call me with any questions.

Sincerely,  
**SMITH HARTVIGSEN, PLLC**

  
Adam S. Long  
Attorneys for TUID

cc: TUID Board of Trustees

12/01/2022

From: Tim Kelley

Re: In reference to point #2 in the proposed letter from the TUID board to Ray Golden dated 12/1/2022 and made available for the Special Board Meeting on the same date.

To whom it may concern,

I witnessed certain events on the afternoon/early evening of 11/19/2022, as first documented by Ray Golden on 11/20/2022 and further discussed by the TUID board in the above referenced letter, and I want to provide my account of the events that I viewed.

From inside my house, I heard a truck accelerating hard down Ticaboo Drive toward the village, as I reached a window in my residence to get a look at who it was, I saw Mr. Shortreed's blue truck quickly pull off to the left side of the road at the water dispensing station. A few seconds after the truck parked I saw Chip move to stand near the bed of his truck, looking down the road from the direction that he had just come from and he was holding something in his hands out in front of him. It was far enough away that I couldn't make out what he was holding. Seconds later I saw the Garfield County SAR truck go past and his body rotated, with his arms still out in front of him, to follow it as it went by.

Once the SAR truck was out of sight Chip got back in his truck and heading toward the village, I was later informed by Ray that Chip was holding a camera and filming him as he drove past.

Sincerely,

Tim Kelley