



PublicService Commission <psc@utah.gov>

Re: Docket No. 19-041-01 DPU Action Request Response - 03-29-2019

1 message

Dave Ciani <managingdirector@sorrelriver.com>

Thu, Apr 4, 2019 at 11:25 AM

To: DataRequest DPU <dpudatarequest@utah.gov>

Cc: Public Service Commission <psc@utah.gov>, Casey Jay Coleman <CCOLEMAN@utah.gov>, Chris Parker <chrisparker@utah.gov>, Gary Smith <garysmith@utah.gov>, Joseph Hellewell <jhellewell@utah.gov>, Justin Jetter <jjetter@agutah.gov>, Mark Long <mlong@utah.gov>, Patricia Schmid <Pschmid@agutah.gov>, Paul Allen Hicken <phicken@utah.gov>, Ronald Slusher <rslusher@utah.gov>, Shauna Marie Benvegnu-springer <sbenvegn@utah.gov>, William S Duncan <wduncan@utah.gov>, Alex Ware <aware@utah.gov>, Alyson Anderson <akanderson@utah.gov>, Bela Vastag <BVastag@utah.gov>, Cheryl Murray <CMURRAY@utah.gov>, Michele Beck <mbeck@utah.gov>, Robert Moore <rmoore@agutah.gov>, Steven Snarr <stevensnarr@agutah.gov>, Elizabeth Rad <erad237@gmail.com>, SRR General Manager <gm@sorrelriver.com>, Operations Director <operationsdirector@sorrelriver.com>, Accounting Manager <accounting@sorrelriver.com>, "Toso-Condon, Robin" <robin.j.toso-condon@ftr.com>, carl.erhart@ftr.com, "Giles, Mike" <Mike.Giles@ftr.com>, Natalie Chiles <Natalie.Chiles@ftr.com>, Steve Mecham <sfmecham@gmail.com>

Dear PSC et. al,

Unfortunately I am writing once again to notify you that we have no phone service at the Ranch. Guests and staff cannot call out and potential guests cannot reach us. Obviously you can understand how incredibly challenging it is to operate a luxury adventure resort without phone service. Still we have received no communication from Frontier. Still we have not received any indication of the value of the credits mentioned in the letter. Our guests are having negative experiences and we are losing potential reservations every time this occurs. Please add this communication to the investigation.

Thank you,

Dave Ciani

970-708-4277 (this is my personal cell in case anyone from the PSC or Frontier would like to try to reach me)

On Sun, Mar 31, 2019 at 5:08 PM Dave Ciani <managingdirector@sorrelriver.com> wrote:

Dear PSC,

Thank you very much for looking into this matter more closely. I would like to add that currently I cannot reach the hotel and am getting emails from potential guests who are trying to reach reservations. I have just tried the resort and am getting a busy signal. We continue to have significant problems and our local maintenance contact Mike Giles and our account rep Natalie Chiles have been directed not to communicate with us. Our business, and staff and guest's safety is at the mercy of this unreliable utility. Please include this recent occurrence in your investigation.

Best regards,

Dave Ciani

On Fri, Mar 29, 2019 at 10:42 AM DataRequest DPU <dpudatarequest@utah.gov> wrote:

|

--

Dave

--

Dave



SORREL RIVER RANCH

A LUXURY RESORT & SPA | MOAB

Sorrel River Ranch Resort & Spa

www.SorrelRiver.com, P 435-259-4642, F 435-259-3016

HC 64 Box 4002, Mile 17 Highway 128, Moab, UT 84532

