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State of Utah
Department of Commerce
Division of Public Utilities

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Director, Division of Public Utilities

MEMORANDUM

DATE: August 29, 2013

TO: Public Service Commission

FROM: Division of Public Utilities
Chris Parker, Division Director
Marialie Martinez, Customer Service Manager
Erika Tedder, Office Specialist

RE: Raphael Morris vs. South Duchesne Culinary Water
Docket No. 13-2372-01

Recommendation: Schedule Hearing

Complaint Analysis:

On the 4th of April, 2013, Mr. Raphael Morris filed an informal complaint with the Division of Public Utilities (DPU). Mr. Morris states that he wants the \$15 a month Stand-By Fee removed from his bill from South Duchesne Culinary Water. He claims that he is being charged this culinary fee on his property which is undeveloped, and isn't using any water. Mr. Morris also claims that this fee was approved in 2003 but that he wasn't given any notice or an opportunity to give his input, and the charge is just now being demanded from him, ten years later. In addition, Mr. Morris claims that he never received a response on his informal complaint from the Company. Finally, Mr. Morris requests an explanation of what the Stand-By Fees are paying for.

Company Response:

Michael C. Schnars, a South Duchesne Culinary Water Inc. employee responded to Mr. Morris' informal complaint on April 8th, 2013. Mr. Schnars stated that according to the Public Service Commission of Utah, the Stand-By Fee has been approved since August 15th, 2003. He claimed that the Company chose not to collect the fee until it was deemed necessary, which was beginning July 1st, 2012 in order to maintain and improve the water system that supplies the Utah

Mini Ranches. Mr. Schnars also claimed that a letter was sent to each property owner regarding this.

DPU Comments & Recommendation

Based on the apparent inconsistency of dates approved and the in-effect date to collect, and the lack of explanation for the culinary Stand-By Fee by South Duchesne Culinary Water Inc, the Division believes that a hearing should be set so that testimony of both sides can be evaluated by the Commission.