

# Informal Complaint Report

Index Number: 4877 Company Name: South Duchesne Culinary Water, Inc.

## CUSTOMER INFORMATION

Customer Name: Morris, Raphael Account Number: UMR-025  
Other Contact Info: Phone Number: [REDACTED]  
Customer Address: [REDACTED] Other Phone:  
Customer Address: Email Address:  
City: [REDACTED] State: UT Zip Code: [REDACTED]

## COMPLAINT INFORMATION

Type of Call: Complaint Complaint Type: Additional Charges  
Date Received: 4/3/2013 Date Resolved: 4/8/2013  
Complaint Received By: Erika Tedder DPU Analyst Assigned: 0  
Utility Company Analyst:  
Company at Fault:  Actual Slamming Case:  Actual Cramming Case:

### Complaint Description:

Mr. Raphael Morris would like the \$15/month Stand-By Fee removed from his bill. Mr. Morris called the Utah Division of Public Utilities to complain about being charged a culinary fee on his property, which is undeveloped and isn't using any water. Mr. Morris claims that this fee was approved in 2003 but that he wasn't given an opportunity to give his input, and the charge is now being demanded from him, ten years later.

### Complaint Response:

04/08/2013:  
Ms. Tedder,

Here is a copy of our response to Mr. Morris

If you have any questions or need anything further please let me know

Thank You

Michael C Schnars

South Duchesne Culinary Water Inc.  
P.O. Box 358-Duchesne, UT.84021-435-738-6400

April 8, 2013

Dear Mr. Morris,

In response to your complaint to the public utility commission regarding the \$15 dollar "Stand by fee" for your property located on the Utah-Mini Ranches.

This fee has been in place since approval from the public service commission on August 15th 2003. South Duchesne Culinary Water chose not to collect the fee until it was deemed necessary. In order to maintain and improve the water system that supplies the Utah Mini Ranches it was determined that it was necessary to collect this fee beginning July the 1st 2012. A letter was sent to each property owner regarding this. I am enclosing a copy of the Rate schedules and rules and regulations for the South Duchesne Culinary Water company in order for you to see that this fee has been approved by the public

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utility commission.

Respectfully,

Michael C. Schnars  
South Duchesne Culinary Water Inc.

**Additional Information:**

Mailing Address for Complainant:  
7239 South 1540 East  
Salt Lake City, Utah 84121

04/08/2013:  
I thanked Michael/South Duchesne and closed the case.  
E.Tedder