

# Informal Complaint Report

My understanding is Mel Smith is handling this complaint for Lakeview Water.

Thank you

From: Daniel Beck <dbeck177@gmail.com>  
Date: Fri, Dec 20, 2013 at 9:10 PM  
Subject: Re: Response to Complaint filed by Daniel Beck  
To: Erika Tedder <etedder@utah.gov>  
Cc: Paula Maughan <pmaughan@smithknowles.com>, "A1pumping@readytek.net" <A1pumping@readytek.net>

Erika

I do not consider this matter closed I paid this bill due to the threats by Lakeview Water which were unlawful I expect a response from Lakeview Water explaining how my water usage increased once I moved from the home. I also expect a credit on my bill until this matter is resolved between all parties. I never recieved a letter from Lakeview Water, I recieved one call from Mr King months ago which answer none of my questions. I never heard back after that point. This has been an ongoing problem and do not believe threatening to turn my water off as a resolution to the problem is ethical or lawful. Please re open this case until this matter is resolved.

Daniel

On Dec 21, 2013, at 7:08 AM, Erika Tedder <etedder@utah.gov> wrote:

Dear Daniel Beck,

Your complaint has been addressed by Lakeview Water and then closed in our office. Our office is the starting point to give the utility company an opportunity to respond to your grievance. If you are unsatisfied with their response or feel that they are violating your rights, and/or if you wish to further pursue your dispute with Lakeview Water, you have the right to request a mediation or file a formal complaint with the Public Service Commission. I have attached the paperwork with the information outlining the mediation or formal complaint process if you wish to pursue those options.

Respectfully,  
Erika Tedder

On Mon, Dec 23, 2013 at 2:17 PM, Daniel Beck <dbeck177@gmail.com> wrote:

Erika:

One question i have is my case is not closed with your office, i don't have a problem with submitting to the Utility Commission however the issues have not been resolved with the information complain, Why would it be considered closed in your office?

From: Erika Tedder <etedder@utah.gov>  
Date: Mon, Dec 23, 2013 at 2:29 PM  
Subject: Re: Response to Complaint filed by Daniel Beck  
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Your complaint has been an "Informal Review" in our office (The Division of Public Utilities). It is the point in which the Complainant deems it unsuccessful to resolve their grievance with the Company directly - and it gives the Company an opportunity to respond/resolve the issue. The response closes the informal review in our office and gives the Complainant a position to either accept the response or dispute it in front of an administrative law judge at the PSC by filing a formal complaint. This response will become evidence in the hearing at the PSC, if you file a formal complaint. Just because your complaint is unresolved does not keep it open in our office, it just gives you the response you needed to proceed how you see fit. Here is the Utah Admin Code that discusses our office's role in the process: <http://www.rules.utah.gov/publicat/code/r746/r746-200.htm#18> . If you have further questions, please contact Gary Widerberg at the PSC at 801-530-6716.

I hope you are able to reach a resolution in your issue with Lakeview Water.

Erika Tedder

# Informal Complaint Report

Fax: (801) 781-2158

Daniel Beck  
6364 Quail Lane  
Huntsville, UT 84317

Mr. Beck:

Melven E. Smith  
December 20, 2013

I received a copy of your complaint via email from the Division of Public Utilities. This letter is written in response to your complaint. I have enclosed herewith a photocopy of the accounting on your water service for the months of July 2013 through December 2013. Lakeview Water Corporation's accounting shows that you are current and that all amounts in arrears have been paid in full.

In your complaint, you allege that you have made multiple requests to Lakeview Water for a resolution, but that it has not responded. Lakeview Water respectfully disagrees with your statement in that Spencer King, Ray Bowden and Robert Thomas all checked the meter servicing your property and Spencer King responded to you, via telephone. I have enclosed herewith a photocopy of a letter from Ray Bowden, Robert Thomas and Spencer King regarding the Jeff Larsen matter. At the same time that they inspected the Jeff Larsen property, they also inspected your property. Since you have paid the bill, I have decided to not go through additional work unless it becomes necessary, in an attempt to save Lakeview Water attorney's fees and costs.

If you have any other questions which remain unanswered, please respond to me, with a copy to the Division, and I will give you a written response. Otherwise, unless I hear from you, I will assume that this matter has been concluded.

If you have any further questions regarding your water bill, you may contact Eileen Thomas at the Lakeview Water Corporation's office by telephone at: 1 (801) 745-2639.

Attorney for Lakeview Water Corporation

Enclosures

cc: Division of Public Utilities

## Additional Information:

12/11/2013:

Here is an email chain between Daniel Beck and Spencer King, Lakeview Water, that was forwarded to me today:

----- Forwarded message -----

From: Spencer King <hillsideleasing@hotmail.com>

Date: Tue, Dec 10, 2013 at 8:15 PM

Subject: Re: Water Bill

To: "lakeviewwatercorp@gmail.com" <lakeviewwatercorp@gmail.com>

Cc: AI <aipumping@readytek.net>, Melven Smith <msmith@smithknowles.com>, Marialie Martinez <marmartinez@utah.gov>, Erika Tedder <etedder@utah.gov>

Last we spoke you told me your water was off while you were away but I checked and your service and it was live. Send me your complaints and ill see what can help with. You can call me @ 801-821-6944.

Thanks,

Spence King

On Dec 10, 2013, at 3:44 PM, "lakeviewwatercorp@gmail.com" <lakeviewwatercorp@gmail.com> wrote:

----- Forwarded message -----

From: Daniel Beck <dbeck177@gmail.com>

Date: Tue, Dec 10, 2013 at 3:19 PM

Subject: Water Bill

To: "lakeviewwatercorp@gmail.com" <lakeviewwatercorp@gmail.com>

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