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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: December 30, 2013

TO: Public Service Commission

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

RE: Daniel Beck vs. Lakeview Water Corporation
Docket No. 13-540-01

Recommendation: Schedule Hearing

Complaint Analysis:

On the 11th of December, 2013, Mr. Daniel Beck emailed the Division of Public Utilities (Division) to file an informal complaint claiming that he had been unsuccessful at resolving billing issues with Lakeview Water Corporation (Company), and was in jeopardy of having his water service shut-off. Mr. Beck claims that there is a discrepancy between what amount of service he used and what he was billed for by the Company for the month of August 2013. Mr. Beck stated that the Company is claiming that his water usage increased after he moved from the property, and that only one phone call has been returned from the Company in answering his billing questions.

Company Response:

Melven E. Smith, Lakeview Water Corporation's attorney, responded to Mr. Beck's informal complaint on December 20th, 2013. Mr. Smith enclosed a photocopy of the accounting for Mr. Beck's account with the Company for the service period of July 2013 through December 2013. Mr. Smith stated that three individuals, on behalf of the Company, inspected Mr. Beck's meter servicing. Mr. Smith also rebutted the claim that the Company has been unresponsive to the requests for resolution to the billing issue by giving examples of a telephone conversation and correspondence.

DPU Comments & Recommendation:

Based on the lack of communication between the parties, and because of the discrepancy of the billing and usage amounts claimed having been used, the Division believes that a hearing should be set so that testimony and evidence of both sides can be evaluated by the Commission.