



Erika Tedder <etedder@utah.gov>

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## Fwd: Online Complaint Submission

1 message

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**Utility Complaints** <utilcomp@utah.gov>  
To: Erika Tedder <etedder@utah.gov>

Wed, Feb 17, 2016 at 7:59 AM

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

From: **DPU Web Server** <utilcomp@utah.gov>  
Date: Tue, Feb 16, 2016 at 6:55 PM  
Subject: Online Complaint Submission  
To: utilcomp@utah.gov

## DPU ONLINE COMPLAINT

### UTILITY CUSTOMER

**FROM:** Patricia L. Matthews

**PHONE:** 435-623-0539

**EMAIL:** plmatthews@beyondbb.com

**SERVICE ADDRESS:**  
1093 Horsemans Park Dammeron Valley, UT 84783

### INCIDENT DETAILS

**UTILITY:** Dammeron Valley Water Works

**ACCOUNT NUMBER:** 1098

**COMPLAINT TYPE:** Other

### COMPLAINT:

Formal Complaint Form Question: What did the utility do which you think is illegal, unjust, or improper? Answer: Since November of 2011 Dammeron Valley Water Works ("DVWW") has been denying me beneficial use of the water I own. DVWW is refusing to recognize the transfer of my water rights from my 1341 Carters Pond property to my 1093 N Horsemans Park Drive property. Because they refuse to recognize my water ownership, they are overcharging me for water. I have been billed in excess of \$591.92 over the period of November 2011 through November 2015. The water claim # is 81-1487, and the water right numbers are 81-4860 (16.0 acre-feet), and 81-4861 (3.0 acre-feet). See Statement of Perfected Water Right Ownership Segregation, and see also WRPRINT indicating the updated address of 1093 N Horsemans Park, Dammeron Valley UT 84783. Every time I have requested relief from DVWW I have been treated very poorly including the refusal to answer my questions, and intimidation with the threats of legal proceedings against me and the threat that the new owners of the Carters Pond property are going to sue me. At this point in my life I am very fragile and emotionally drained due to the loss of loved ones and my own failing health. The way DVWW has treated me has contributed to my failing physical and emotional health. Question: Why do you think these activities are illegal, unjust, or improper? Answer: Dammeron Valley Water Works has no legal right to deny me beneficial use of the water rights I own. DVWW's unlawful denial of my beneficial use of my water is equivalent to a taking of property. Question: What relief does the Complainant request? Answer: I request that the Commission require DVWW to grant me use of my water rights and that I am reimbursed for damages in the amounts that I have been over charged for water use, my attorney fees, and mental anguish.

**SUGGESTED RESOLUTION:** This is a Formal Complaint against Dammeron Valley Water Works. I request that DVWW recognize my water rights and allow me have beneficial use of my water.

**TECH INFO**

**BROWSER:** Google Chrome 48.0.2564.109

**PLATFORM:** Windows

**SCREENRES:** 1360 x 768

**IP:** 64.37.12.34

**FORM:** /compform.html