



Jennie Jonsson <jjonsson@utah.gov>

Fw: Re: Fwd: Tanya Olsen Informal Complaint - 7-14-2017

Tosha Steed

Fri, Jul 28, 2017 at 1:01 PM

Reply-To: Tosha Steed <

>

To: jjonsson@utah.gov

This is the explanation for docs provided to the Division of Public Utilities. I will be forwarding these docs to you in a separate email. The email between Olsen and Chris...it was dated 7/20. The division did not receive all docs until the 25th. Maria was out on the 25th. I called the 26th and sent an email to make sure she received what I had sent her. On the date that she corresponded with Chris, he did not have all of the information. But the day they received the information and reviewed it, they closed the file. I also made a phone call to Maria yesterday. I informed her that we finally received the operational agreement, the letter from Tanya, payment, and the go ahead from the attorney. I called her to tell her we were turning the water on since it now appeared that she was making an effort to be in compliance with the company. After all, SDCW has been providing service to the Olsen's without a current operational agreement. In the materials you will find contracts signed in 2005, where the Olsen's agreed to pay \$40 per month and in the event of shut-off, pay \$100 reinstatement. I will forward those docs in the next email. The email I am sending is the final from DPU, they sent all the docs used to determine their findings.

--- On Wed, 7/26/17, Marialie Wright <marmartinez@utah.gov> wrote:

> From: Marialie Wright <marmartinez@utah.gov>
> Subject: Re: Fwd: Tanya Olsen Informal Complaint - 7-14-2017
> To: "Tosha Steed"
> Cc: "Parker, Chris" <chrisparker@utah.gov>, "Long, Mark" <mlong@utah.gov>
> Date: Wednesday, July 26, 2017, 11:00 AM
> Hello Ms.
> Steed,
> I apologize for
> not getting back with you sooner as I just got back the
> office today and catching up on work.
> I did receive the envelope you sent
> but have not had a chance to review the paperwork you sent
> yet. I also received your message on my answering
> machine.
> As the
> Informal Complaint stands, the complaint was closed
> 7/21/2017 after I received your formal response. Ms. Olsen
> has been advised to move forward and file her Formal
> Complaint with the Public Service Commission. As of now, we
> have no knowledge that she did so.
> Thanks, Maria
> On Tue, Jul 25, 2017 at
> 2:47 PM, Tosha Steed <msqueentosha3@yahoo.com>
> wrote:
> Hi Maria.
> Just tried calling and left a message. I just wanted to
> follow up with you to make sure you received the
> documentation I mailed to you last Friday (7/21/2017). In
> the meantime, on 7/20/2017 she filed another complaint with
> the BBB. Her statements to the BBB and the Division are

> indeed conflicting. She files a complaint, then less than 24
> hours later she wants to pay? Be advised...she still has not
> sent in payment. Her attorney has not answered our letter.
> Now we have the complaint with the Division, the BBB, and
> the lawyer...what are we supposed to do? A customer is not a
> customer unless they have an operational agreement (she does
> not) and payment for services (she does not). We've
> allowed her water to flow for free for the very last time.
> When we spoke last Friday, you told me she was going to up
> this complaint to a formal one. Where are we on this? I look
> forward to hearing from you.

>
> -----

> On Fri, 7/21/17, Tosha Steed <toshasteed@utah.gov>
> wrote:

> Subject: Re: Fwd: Tanya Olsen Informal Complaint -
> 7-14-2017

> To: "Marialie Wright" <marmartinez@utah.gov>

> Cc: "Jeff Schnars" <jeffschnars@yahoo.com>

> Date: Friday, July 21, 2017, 1:30 PM

> Hi Maria. Sure enough, my eyes are failing. I

> was attempting to send you a word document on this
> matter,

> but...head injury. So this is a breakdown of what
> I'm

> sending through the mail. There are two packets of

> information. They are labeled 1 and 2. In packet number
> one

> you will find a history of non-payment, cut-off
> notices,

> certified mail receipts, notes from previous
> bookkeepers,

> correspondence with Tanya. We send this to you to show
> that

> non-payment has been an issue for years. This is
> nothing

> new.

>
> Packet #2 will show the latest cut-off
>
> notice, new contract sent, police report, letter to her
>
> counsel and everything leading up to this latest mess
> with
>
> her account. Mrs. Olsen was sent a new contract in
> October
>
> of 2013, changing her to a quarterly contract. The 2013
>
> letter also stated that should the quarterly contract end
> up
>
> in breach, she would be moved to a bi-annual
> contract.
>
> After going through the file, I can't find where
> the
>
> bookkeeper at that time had received the signed
> contract
>
> back from the Olsen's. So you know what that means?
> We've
>
> been servicing her for four years with NO contract. The
> 2013
>
> letter is included in packet number 1. So...on a
> quarterly
>
> contract, she would be billed \$120 1/1, 4/1, 7/1 and
> 10/1
>
> every year. I actually took the time to not only send her
> a
>
> bill, but I would send her a reminder to pay/cut-off
> notice
>
> before bills would even be sent out. Hand-written by
> me,
>
> Tosha Steed. We turned our books over to Gomezcorp in
> April
>
> 2016 so that we could continue treatment for concussion
>
> without incident. We received our books back in the
> second
>
> week of May 2017. It would appear that while Gomez had
> our

>
> books, Tanya would pay a month or more behind and she
> wasn't
>
> charged late fees. We were made aware that Tanya had
> failed
>
> to pay again by 4/20/17. (monies are due by the 20th of
> the
>
> month or they are late +\$10.) On the 20th, we hand
> delivered
>
> a 48 hr shut-off notice and placed it on the door.
> Notice
>
> stated that shut-off would occur on the 22nd of April.
>
> Someone was there, but they would not come to the door.
> I
>
> drove by later and saw that the notice had been taken
> down.
>
> Therefore in our minds, the tenant would make her aware
> of
>
> the notice.
>
> On 4/22, Tonya left several messages
>
> stating that she had a really bad leak in the home and
>
> requested that her water be shut-off as she was
> concerned
>
> about damages. I knew something was going on. I drove by
> the
>
> home and viewed it from the road. There was no excess
> water
>
> anywhere around the home, etc. The water operator, Jeff
>
> calls her back. She tells him that she needs the water
>
> turned off because she's worried about damage to her
> home.
>
> Jeff asked her how she knew there was a problem. She
> stated
>
> that someone had informed her of this when they were
>
> checking on the house for her. Jeff told her that we
> would

>
> have to charge her as this was not a SDCW problem. She
>
> suddenly wasn't concerned with it anymore. Told Jeff
> she
>
> would ask her husband if that was ok with him and she
> would
>
> call us back. Second shut-off notice was sent out.
> Cut-off
>
> date for the 9th, if I remember correctly. (It's in
> packet
>
> #2) The only reason we did not move forward with the
>
> shut-off IMMEDIATELY is because we knew she had a
> tenant
>
> living there. It would be terrible if we had to shut
> off
>
> this water and there were elderly or children involved.
> We
>
> check the mail, received nothing, shut the water off a
> few
>
> days later. It was clear to us that the tenant had
> moved.
>
> Somewhere around the 17th or 18th of
>
> May, I received a call from Deputy Adams with the
> Duchesne
>
> County Sheriff's Dept. He told me that I had a
> complaint
>
> filed against me by Tanya Olsen and that she wanted him
> to
>
> arrest me. I told him this would be a civil matter and
> that
>
> even though she filed a complaint against me, I wasn't
> just
>
> going to hand over docs that had her SSN, DOB (Mr.
> Olsen's
>
> as well) on them. For HER protection. So I gave him
> copies
>
> of shut-off notices and a copy of the new contract

> (this
>
> contract did NOT have those numbers on them, as you can
> see
>
> in packet #2). Part of Tanya's complaint was that she
> didn't
>
> want to have to pay the reconnect fee. I told the
> officer,
>
> she shouldn't be late then! So after some
> investigation on
>
> my end, I found out that Mrs. Olsen had a court case
>
> scheduled for eviction of this tenant somewhere between
>
> 4/22-4/25/17. She bragged on social media how she threw a
> 68
>
> yr old man out of the home. Shameless and
> pitiful....this
>
> info is also located in packet #2. And she has done this
> to
>
> countless others through the years.
>
> Also on 5/17/17, a priority mail letter
>
> was sent to the Olsen home and delivered around 3 pm
>
> 5/18/2017.
>
> We haven't heard a word from her. She
>
> hasn't sent the contract back in notarized. She
> hasn't
>
> attempted to send in a quarterly payment OR a bi-annual
>
> payment. As it stands right now....Olsen owes \$100 to
>
> reconnect. (Terms she agreed to in 2005.) She also owes
> \$240
>
> for Jul 2017-Dec. 2017. She missed her deadline again.
> So
>
> that's a late fee of \$60. At this time, Olsen will now
> need
>
> to pay \$400.00 to become current, as well as send in her
> new
>

> contract, notarized. Pretty standard stuff. Without an
>
> operational agreement in place between the Olsen's
> and
>
> SDCW... without payment for service...we have no
>
> alternative. But let me tell you what our supplier
> would
>
> do...they would cut off our entire neighborhood. The
> mayor
>
> (our supplier through the City of Duchesne)
> specifically
>
> told me that if SDCW continued service to a bad pay/no
> pay
>
> account, we would be in breach of OUR contract with the
>
> city. And she assured me, she would cut us off. Period.
>
> We hope this addresses the concerns of
>
> the division. Thank you for your time. I'm putting
> these
>
> docs in the mail.
>
> -----
>
> On Tue, 7/18/17, Marialie Wright <marmartinez@utah.gov>
>
> wrote:
>
>
>
> Subject: Re: Fwd: Tanya Olsen Informal
>
> Complaint - 7-14-2017
>
> To: "Tosha Steed" <
>
> Cc: "Jeff Schnars" <jeffschnars@yahoo.com>
>
> Date: Tuesday, July 18, 2017, 12:58
>
> PM
>
>
>
> Of course,
>
> here is the address you can send those
>

> to:
>
> Division of Public
>
> UtilitiesHeber M. Wells Building160
>
> East 300 South, 4th FloorSalt Lake
>
> City, UT
>
> 84114ATTN: Marialie Wright
>
> Thanks,Maria
>
> On Tue, Jul 18, 2017 at
>
> 12:49 PM, Tosha Steed <
>
> wrote:
>
> Of
>
> course....I will get that info to you
>
> by Friday or Saturday
>
> of this week. One thing about this
>
> concussion; i only have x
>
> amount of hours that I can put in
>
> before my eyes fail. This
>
> is especially true when it comes to
>
> computers.
>
>
>
> Mrs Olsen's file is the thickest file
>
> the company has. I
>
> can send you records of bad pay and
>
> nasty notes dating back
>
> to 2007. She's hateful to people on
>
> the phone in our
>
> office for many years. So if I have
>
> trouble scanning and
>

> AM

>

>

>

>

>

>

>

> Hello Ms.

>

>

>

> Steed,

>

>

>

> Thank you for

>

>

>

> your update. I will make sure to

>

> include this to the

>

>

>

> Informal Complaint report.

>

>

>

> However, I will need a formal

>

>

>

> response in writing explaining the

>

> facts regarding the

>

> water

>

>

>

> account of Ms. Olsen detailing the

>

> dates and events of

>

> Ms.

>

>

>

> Olsen's delinquencies and copy of

>

> the contracts she

>

>

>



Subject: Fwd: Tanya Olsen Informal

Complaint -

7-14-2017

To: "AAAAT"

Date: Monday, July 17, 2017, 7:21

PM

> another failure to pay
>
>
>
> that's taking place in Salt Lake
>
> tomorrow. My mother
>
> and
>
>
>
> I are currently being treated for
>
> concussions. We are
>
>
> normally in the office Mon-Wed. But
>
> with this court
>
> hearing,
>
>
> we were thrown off schedule. Doctor
>
> appointments for my
>
>
>
> mother and me Wednesday afternoon in
>
> Park City. Then
>
> again
>
>
>
> Thursday afternoon. We will return
>
> to the office on
>
> Friday.
>
>
>
> As it stands right now, Mrs Olsen
>
> does not have a
>
> contract
>
>
>

> with SDCW. We sent it to her shortly
>
> after turn off.
>
> Roughly
>
>
>
> 6 weeks ago. Haven't heard a word
>
> from her. As of 2
>
> pm
>
>
>
> today...there were NO calls from
>
> the Olsens. No payment
>
> for
>
>
>
> July as per the new contract she
>
> refuses to sign and
>
> send
>
>
>
> in. Nothing. I will contact you
>
> Friday. thanks for your
>
>
>
> time...
>
>
>
>
>
>
>
> Tosha Steed
>
>
>
>
>
>
>
>
>
> From: Marialie
>

