

## South Duchesne Culinary Water Inc.

P.O. Box 294-Duchesne,Ut. 84021-435-738-6400  
435-738-6200-Water Operator

**July 28, 2017**

### **Judge Johnson:**

My name is Joan A. Steed, I am the President of South Duchesne Culinary Water Inc. South Duchesne was created in 2002. Our contract with the City of Duchesne since 2004. has been providing water to Utah Mini Ranches and Duchesne Mini Ranches for 13 years. My Husband and I Developed a 5000 acre Subdivisons in Duchesne...and we have built over a 150 homes in these subdivisions. We are the first Developers to pay for and install a Culinary Water System in Duchesne County.

I am aware of the **fraudulent complaint** filed by Tanya Olsen. Unfortunately, this event is a continuance of problems with this non-paying account. Our experience with Mrs. Olson is one of non-payment, disrespect and one of vengeance. She refuses to pay, she refuses to obey the subdivision's protective covenants and she rents her cabin without first having approval from the Utah Mini Ranches Homeowners Association Inc. We were hopeful that this current problem with the Mr. & Mrs. Olson and the first fraudulent complaint had been resolved, when we received a letter from Mrs. Olson's attorney, Russel T. Monahan, with Cook & Monahan, yesterday morning, July 27, 2017. In this letter (The Commission has this letter, stating that Mrs. Olson agreed to pay the delinquent bill, signed the new contract, which she has refused to sign for several years. The attorney requested that the water be turned back on. **Although**, our current policy is that the check must clear the bank before water would be turned back on...or a customer could pay with a money order but in this case, we chose to turn the water back on. The turn on took **place at 11:30 am, yesterday, Thursday, July 27, 2017.** Mrs. Olson called a few hours later,, did not ask anything about the water.... Due to Mrs. Olson having legal counsel, we cannot talk with her. We must go through counsel. We told her to have her attorney contact us....she started yelling...in which case we had no alternative but to hung up. Mrs. Olson, was unaware that we had already contacted the Public Service Commission notifying them of Mrs. Olson's attorney's letter and that although this is a personal check..not a money order, we proceeded to turn the water back on at 11:30 am Thursday, July 27, 2017 and it remains on today at 11:25 am Friday, July 28, 2017. When you review the documentation we have forwarded to the Commission ... I believe you will find our time line is correct.

*1 of 6 pages*

It is unfortunate that this woman is so vindictive as to attempt to get Tosha Steed, my daughter arrested, again with a fraudulent complaint. Tosha and I are were involved in a terrible accident caused by a man who ran a red light, hit us at approximately 50 miles an hour, totaling our vehicle and his. Leaving us with acute concussions... which we are still undergoing therapy in Salt Lake, Park City and Provo.

The most important point I would like to share with you is that "We are people who care about People in general. It is important to us to do the right thing...always...if possible. But when it comes to allowing someone not to pay...we must not discriminate, we must go by the rules and treat everyone the same. And now Mrs. Olsen has attacked our company knowing she is lying. Blatant Lying. My husband , Frank J. Steed Sr. passed June, 2014... my husband took great pride in the water system he created. He went by every rule and regulation of the Public Service Commission and the Utah Division of Drinking Water. We hold South Duchesne high in our respect for what this company stands for and our company's performance. Working with the General Public I have come to learn that not everything you hear is true. **Mrs. Olsen is an expert at this "non-payment" game she plays. When all she has to do is pay her bills.**

**When reading her first complaint, please take notice that she reported that we were charged with embezzled money and we are always in the paper. She has also called several of my attorneys telling the same lies...She cannot continue to tarnish this company's good reputation. We have spent millions of dollars putting this water company in place. I am sure you know this is defamation.**

**I am so sorry that this has involved so many people spending their time to try to satisfy Mrs. Olsen, when she is playing this game out, using all of us because she chose not to pay her bill or sign her contract, which is how we all are in this uncalled for situation. There was also mention of our company not having a 24 hour phone number for South Duchesne Culinary Water Inc. We do have a number just for the water company 435-738-6200...available 24 hours...it goes straight to our two, certified water operators cell phones. Mrs. Olsen is very familiar with this number because she has called it many, many times. She lied to you. She had the number and did not give it to you.**

**Judge, I appreciate your time and if you have any questions, please do not hesitate to call me. With our concussions... I have difficulty hearing on my cell phone...our doctor recommended that I try not to use the cell. So the office phone would be best 435-738-6400... even if we are out of the office, we**

**monitor calls. I believe we left between 4pm -4:30 yesterday. I am sorry we missed your call.**

**Judge Johnson.....I thank You Again. I just ask that you review all documents and if this case proves there is no merit in this case...then Please dismiss it so that we are not further damaged. I would appreciate your help in resolving this issue.**

**South Duchesne Culinary Water Inc.**

**Joan A. Steed, President**

**P.S. My daughter, Tosha Steed is not the contact for South Duchesne Culinary Water Inc. nor does she own this company. Our certified Water Operator is Jeff Schnars.**

South Duchesne Culinary Water, Inc.  
P.O. Box 294-Duchesne,Ut.84021-435-738-6400-Corp.Office  
435-738-6200-Water Operator

**July 28, 2017**

**Motion To Dismiss**

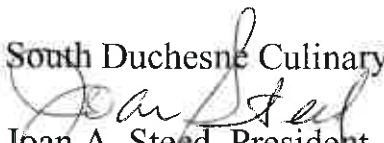
**Judge Johnson:**

This letter is in reference to the letter you e-mailed to Rachel Sykes:

1. Second Paragraph: Tosha Steed is not the contact for South Duchesne Culinary Water Inc. Jeff Schnars is the Water Operator.
2. **Second Paragraph: I am hopeful that you will review all documents and after doing that, you will find there is no merit for this complaint. Just because Mrs. Olsen assumed we would not turn water on is not our issue...we had turned the water on already, as we made the commission aware. I am hopeful this will be dismissed and a hearing will not be required.**
3. Third Paragraph:...there is mention that South Duchesne is limited to a P.O. Box and a telephone number. We have certain days we have therapy for our concussions...but Jeff Schnars and Robert Raber, Certified Water Managers are available 24 hours a day...7 Days a Week. Our Operator number for the water company is 435-738-6200... it forwards directly to the Water Operators. We have Mr. Raber's testimony of the time the water was turned on and Mr. Schnares testimony that he directed Mr. Raber to turn the water on at 11:30, and Mr. Schnars testimony that the water was turned on before Mrs. Olsen made her second complaint.

**In Closing.... I request that my first letter, enclosed, and this letter be a part of my motion for this case to be dismissed. We do not wish to be damaged further.**

Thank You For Your Consideration.

South Duchesne Culinary Water Inc.  
  
Joan A. Steed, President

**Subject:** Fwd: Request for assistance  
**From:** Rachel Sykes (Rachel@sykesmcallisterlaw.com)  
**To:** mardigrasjoan@yahoo.com;  
**Cc:** msqueentasha3@yahoo.com;  
**Date:** Thursday, July 27, 2017 4:50 PM

Please read the email below and see attachment.

Rachel L. Sykes, Esq.  
311 South State Street #240  
Salt Lake City, Utah 84111  
[rachel@sykesmcallisterlaw.com](mailto:rachel@sykesmcallisterlaw.com)  
o) 801-533-0222  
f) 801-533-8081

Sent from my MacBook Pro

Begin forwarded message:

**From:** Jennie Jonsson <[jjonsson@utah.gov](mailto:jjonsson@utah.gov)>  
**Subject:** Request for assistance  
**Date:** July 27, 2017 at 4:44:14 PM MDT  
**To:** Rachel Sykes <[Rachel@sykesmcallisterlaw.com](mailto:Rachel@sykesmcallisterlaw.com)>

Ms. Sykes,

My name is Jennie Jonsson, and I am an administrative law judge for the Public Service Commission of Utah (PSC). I am writing to ask for your help in contacting Tosha Steed. Here is the story.

One of the water companies the PSC regulates is South Duchesne Culinary Water, Inc. Tosha is the contact person for the company, according to the PSC's records. We have received a complaint against the company, and we are attempting to ensure that it timely receives the attached notice/order, which requires the company to restore water service to the complainant by end of business tomorrow, Friday, July 28, 2017.

The contact information we have for Tosha is limited to a P.O. box and a telephone number. I called the number and learned that that the company keeps summer hours of 8 A.M. to 5 P.M., Monday through Wednesday. However, a public utility is required by administrative rule to have someone available 24 hours a day, 7 days a week to deal with matters such as this one. In an attempt to find alternate contact information for Tosha, I checked her name in the court X-change system and learned that you represented her recently. I realize that I am imposing on you with this unusual request, but I hope that you might be willing to forward the attached order to Tosha's personal e-mail address, if

you have that, or otherwise let her know that her company needs to attend to this matter before the weekend.

I have left a message in the company's voicemail box, but I am concerned that it might go unnoticed until Monday. At that point, the company would be in default of the order and subject to fines.

Tosha is welcome to e-mail me at this e-mail address if she has questions, and my direct line is 801-530-6763. I will be in the office tomorrow.

Thank you most sincerely for whatever assistance you are able to provide.

Jennie T. Jonsson  
Administrative Law Judge  
Public Service Commission of Utah

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## Attachments

- Olsen\_notices and interim order.docx (20.81KB)
- ATT00001.htm (323B)

Please note ~~that~~ this is the  
5<sup>TH</sup> complaint on this matter.

Please review all complaints, none  
of them MATCH. Blatant LIES.

I.E. Why would she tell you she spent  
\$28.00 to mail something that is  
CLEARLY marked - 23.75?

Why isn't she providing you  
w/ the names of people she's in contact  
with in the neighborhood who are  
supposedly upset w/ SDCW. Seems like  
it would help her case?

Why hasn't she addressed the  
attempted forcible eviction?

Ms. Olsen claims licensing status.  
SDCW formally requests all licensing  
documents that Tanya Olsen has  
filed w/ the state of UTAH.

1 of 1 Pages

TOSHA Speed Info.



Better Business Bureau Serving Utah  
3703 W. 6200 S.  
Salt Lake City, UT 84129  
Phone: (801) 892-6009  
Fax: (801) 892-6002 ✓  
info@utah.bbb.org  
www.utah.bbb.org

Thursday, July 20, 2017

Joan Ann Steed  
South Duchesne Culinary Water, Inc.  
PO Box 294  
Duchesne UT 84021

Dear Joan Ann Steed:

Better Business Bureau received a complaint about your business. BBB understands that there are two sides to every dispute, and we have not pre-judged the validity of this claim. This is your opportunity to address your concerns of your customer and to rebuild the trust that first brought you together in this transaction. BBB seeks to help businesses and consumers resolve their disputes, whether or not they are accredited with BBB. The complaint was submitted on **7/20/2017** and was assigned an ID of **12280490**.

**How do I take care of this?**

Your BBB is requesting a written response to this complaint within the next 10 calendar days. Your prompt and professional response greatly enhances the chance for a successful resolution and will further your reputation as a member of the BBB. If you received this complaint via email, the fastest and easiest way to view and respond is to simply click on the "**Respond to this Complaint**", link located on the left. If this complaint was received via postal mail, please state your position in a letter and fax or mail to BBB. All responses will be copied to the complainant.

**What should I include in my response?**

Please provide an explanation of the events from your perspective and/or a concrete plan for how to work toward a resolution. Remember that the more factual information we have about the case, the easier it is for all parties to develop a full understanding of the situation.

**Please understand that the complaint content and your response will be publicly posted on the BBB web site (BBB reserves the right to not post in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this consumer. BBB may edit the complaint or your response to protect privacy rights and to remove inappropriate language.**

**What will happen if I do not submit a response?**

If you do not respond promptly to this complaint, it may be closed as Unanswered. This may result in a substantially lower rating with BBB, which could adversely influence potential customers.

**What can I expect to happen next?**

Once we receive your response, we will forward it to your customer and ask them to tell us in writing whether your response resolves their concerns. If they continue to express dissatisfaction, the case will be reviewed by BBB staff to determine if the remaining concerns warrant an additional response. The overall standard applied in the review process is: *Did the company act in good faith, and did it do everything it could have reasonably been expected or responsible to do to resolve the issue?*

We look forward to helping you and your customer work toward an amicable resolution.

Sincerely,

Mayra Sosa  
Business & Consumer Relations



## **CUSTOMER EXPERIENCE INFORMATION**

### **Customer Information:**

Tanya Olsen  
PO Box 733  
Layton, UT 84041  
Daytime Phone: (801) 856-8188  
Fax: (763) 233-2666  
E-mail: TanyaO@centurylink.net

### **The details of this matter are as follows:**

#### **Complaint Involves:**

Billing or Collection Issues

#### **Customer's Statement of the Problem:**

I have had the worst experience with this company over the years. I have evidence that my payment was made on time to South Duchesne Culinary water. I have USPS records of the tracking number that indicates that my payment was received on time at 7:00 am on May 9th, which, if you look at the letter that South Duchesne Culinary water sent me, they stated that the payment needs to reach them by May 9th...AND IT WAS!... I paid \$28.00 to the Post Office for second-day air, just to ensure that they would receive it in time. The people in charge of South Culinary water (Jeff and the Steeds) have been responsible for my having no water for over two months, all because they did not pick up my payment from their billing PO BOX for two weeks. So in the meantime, they disconnected my water (around May 11th). You can see that they signed for it on May 17th (Docs provided at your request). On May 17th. Evidence of my payment being in their possession is clear as day and shows that it was sitting in their box for days. TRACKING NUMBERS DON'T LIE! You will also see on their bills to me, that I had a zero balance, which proves that their letter of late payments is not accurate. (I would love to attach proof of all this). I also have copies of the cashed checks through my bank for all payments that were made to them. I am with out water and have been for weeks. I called the company two days ago (July 18th), desperate to get my water turned back on by just paying them a connect fee (Even though I do not owe them) but the guy in charge (Jeff) indicated that he was on a construction job and therefore, he can not get to me for a few days. REALLY?...I HAVE HAD NO WATER FOR WEEKS...UNBELIEVABLE!. How can a water company get away with this? I am having to seek legal counsel because of their unwillingness to follow Utah code, which I have read the code over and over again and can see that they don't ever follow it with proper notices, etc....I went through this same problem with them a year ago and have talked to several other Utah Mini Ranch owners who have been through the same thing with them. Please check this company out. They are not complying with the law and have made many people's lives miserable. In addition, My Attorney has sent them a letter asking for them to get back to him by a certain day, and they just ignored him. PLEASE HELP!...I HAVE NO WATER AND THIS PROCESS IS LONG!

#### **Complaint Background:**

**Product/Service:** Water at my home

**Purchase Date:** 4/28/2017

**Problem Occurred:** 7/9/2017

**Model:**

**Account Number:** UMR-330

**Order Number:**

**Talked to Company:** 4/28/2017

**Talked to Company (2nd):** 5/10/2017

**Talked to Company (3rd):** 7/18/2017

#### **Name of Salesperson:**

**Purchase Price:** \$0.00

**Disputed Amount:** \$100.00

#### **Desired Settlement:**

WATER TURNED ON AND \$100 FEE WAIVED!

001-010-6002 7-27-17

TO: MAYRA SOSA - BBB

FROM: SDCW

Complaint ID# 12280490

1 of 3 pages.

It would appear that Mrs. Olsen has had a change of heart w/ regard to her complaint. See attached.

Thank You.

Teri Steed

U.S. POSTAGE  
PAID  
LAYTON, UT  
84041  
JUL 25, 17  
AMOUNT  
**\$6.80**  
R2304M110798-04



7016 1370 0000 8846 0461

Olser  
2818 N. Hills Dr.  
Layton, UT. 84040

SDCW  
P.O. BOX 294  
Duchesne, UT. 84001

RETURN RECEIPT  
REQUESTED

received  
7/27/17

1A-L

← postman seen  
Sonya wrote  
this

8402130254 8004

# COOK & MONAHAN, LLC

*Attorneys at Law*

323 South 600 East, Suite 200  
Salt Lake City, Utah 84102  
Telephone (801) 595-8600  
Facsimile (801) 595-8614

Stephen W. Cook  
stephen@cooklawfirm.com  
Russell T. Monahan  
russ@cooklawfirm.com  
Jennifer R. Jackson  
jennifer@cooklawfirm.com

July 25, 2017

South Duchesne Culinary Water  
P.O. Box 294  
Duchesne, UT 84021

Re: Nick & Tanya Olsen  
Duchesne property: Lot #330

To Tosha Steed and/or Jeff Schnars:

Please find enclosed a check in the amount of \$400.00 and signed contract that you are requiring in order to have service turned back on at my client's property located at 11131 CR29 Lot #330 in the Utah Mini Ranches. Please have their water turned back on no later than Thursday, July 27, 2017.

If you have any questions or concerns regarding this matter, please contact me and I will be happy to address them with you.

Sincerely,



RUSSELL T. MONAHAN

RTM/aw

Enclosures

cc: Nick and Tanya Olsen

To: South Duchesne Culinary Water  
P.O. Box 294  
Duchesne, UT 84021

7/24/17

From: Tanya & Nick Olsen  
2818 North Hills Drive  
Layton, UT 84040

Property location  
11132 CR29  
Duchesne, UT 84021

Enclosed is the signed agreement form for water at our Cabin (Lot #330), that you have required. The \$400 payment is also enclosed. We understand that you will turn our water back on once you receive the new contract agreement and the \$400 payment that you have requested. We would sincerely appreciate that our water be turned back on as soon as possible.

Thank you for your cooperation.



Tanya Olsen

# AGREEMENT TO PURCHASE CULINARY WATER

**THIS AGREEMENT, made this, between South Duchesne Culinary Water Inc., a public utility corporation, hereinafter referred to as "Company" and hereafter referred to as "Consumer".**

## RECITALS:

**THIS Agreement to provide culinary water service as specified by South Duchesne Culinary Water, Inc., and to clarify terms and conditions by which the Company will provide Water service to Consumer.**

**The parties hereto agree:**

- (1) Company agrees to provide to Consumer and Consumer hereby agrees to be supplied with culinary water service to Phase 7 Lot 330 Utah Mini Ranches Subdivision, Duchesne, Utah, for the purpose of household use.**
- (2) Culinary Water use will NOT be used for irrigation, landscaping, hauling water or resale.**
- (3) Water service will be available to the Consumer on the day of Maintenance rate charge minimum per month for up to 8000 gallons of water per month. Customer agrees to make bi-annual payment of \$240.00. First pay per this contract will begin 7/1/2017. Second payment due 1/1/2018, and so on. Each additional 1000 gallons of water used over the initial 8,000 gallons of water will be at a rate of \$2.00 per thousand gallons or portion thereof.**
- (4) Customer agrees to pay for water bi-annually in the amount billed by the Company, payable by the 21st of each month. Any amount not paid within 20 days will incur an additional fee in the sum of \$60.00. Any amount due more than 30 days shall bear interest of 18% per annum.**
- (5) Company will terminate service when any billing is not paid within thirty (30) days. Service may be reinstated upon payment of all outstanding amounts and a \$150.00 fee for reactivation of water service is paid.**

- (6) Payments shall be mailed to Company at:    Make Checks to: SDCW  
P.O. Box 294  
Duchesne, UT 84021**

**Phone 435-738-6400, water emergency only 435-738-6200.**

**This agreement shall be subject to such changes or modifications as the Company may direct in the exercise of it's jurisdiction.**

**IN WITNESS WHEREOF, the parties hereto have executed this Agreement at: 59 W. Main St. Duchesne, UT 84021.**

Accepted and approved by:

SOUTH DUCHESNE CULINARY WATER INC.

By \_\_\_\_\_  
Jeff Schnars  
Certified Water Operator  
#26134

Consumer Information: Nick and Tanya Olsen

and to clarify terms and conditions by which the Company will provide Water service to Consumer.

The parties hereto agree:

- (1) Company agrees to provide to Consumer and Consumer hereby agrees to be supplied with culinary water service to Phase 7 Lot 330 Utah Mini Ranches Subdivision, Duchesne, Utah, for the purpose of household use.
- (2) Culinary Water use will NOT be used for irrigation, landscaping, hauling water or resale.
- (3) Water service will be available to the Consumer on the day of Maintenance rate charge minimum per month for up to 8000 gallons of water per month. Customer agrees to make bi-annual payment of \$240.00. First pay per this contract will begin 7/1/2017. Second payment due 1/1/2018, and so on. Each additional 1000 gallons of water used over the initial 8,000 gallons of water will be at a rate of \$2.00 per thousand gallons or portion thereof.
- (4) Customer agrees to pay for water bi-annually in the amount billed by the Company, payable by the 21st of each month. Any amount not paid within 20 days will incur an additional fee in the sum of \$60.00. Any amount due more than 30 days shall bear interest of 18% per annum.
- (5) Company will terminate service when any billing is not paid within thirty (30) days. Service may be reinstated upon payment of all outstanding amounts and a \$150.00 fee for reactivation of water service is paid.
- (6) Payments shall be mailed to Company at: Make Checks to: SDCW  
P.O. Box 294  
Duchesne, UT 84021  
Phone 435-738-6400, water emergency only 435-738-6200.  
This agreement shall be subject to such changes or modifications as the Company may direct in the exercise of it's jurisdiction.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement at: 59 W. Main St. Duchesne, UT 84021.

Accepted and approved by:

SOUTH DUCHESNE CULINARY WATER INC.

By \_\_\_\_\_

Jeff Schnars  
Certified Water Operator  
#26134

Consumer Information: Nick and Tanya Olsen

Mailing Address: 2818 North Hills Dr.  
Layton, UT 84040  
Telephone: 801-856-8188

*Nick Olsen* 7-24-17-3958  
Consumer sign/date/soc.sec#.

*Tanya Olsen* 7/24/17-2534  
Consumer sign/date/soc.sec#

# Informal Complaint Report

**Index Number:** -1266425958

**Company Name:** South Duchesne Culinary Water, Inc.

## CUSTOMER INFORMATION

**Customer Name:** Oisen, Tanya & Nick

**Account Number:**

**Other Contact Info:**

**Phone Number:** (801) 856-8188

**Customer Address:**

**Other Phone:** (801) 856-8188

**Customer Address:** 2818 North Hills Drive

**Email Address:** TanyaO@centurylink.net

**City:** Layton

**State:** UT

**Zip Code:** 84040

## COMPLAINT INFORMATION

**Type of Call:** Complaint

**Complaint Type:** Shut Off or Notice

**Date Received:** 7/14/2017

**Date Resolved:** 7/21/2017

**Complaint Received By:** Maria Wright

**DPU Analyst Assigned:** 0

**Utility Company Analyst:** Tosha Steed

**Company at Fault:**  **Actual Slamming Case:**  **Actual Cramming Case:**

### Complaint Description:

Online complaint submission. Copied exactly as received.

DPU ONLINE COMPLAINT  
UTILITY CUSTOMER  
FROM: Tanya & Nick Olsen

CONTACT: Tanya & Nick Olsen

PHONE: 8018568188

OTHER PHONE: 8018568188

EMAIL: TanyaO@centurylink.net

SERVICE ADDRESS:  
2818 North Hills Drive Layton, UT 84040

MAILING ADDRESS:  
2818 North Hills Drive Layton, UT 84040

### INCIDENT DETAILS

UTILITY: South Duchesne Culinary Water

ACCOUNT NUMBER: UMR330 OLSEN

COMPLAINT TYPE: Shut Off or Notices

### COMPLAINT:

South Duchesne Culinary water disconnected my water two months ago. They will not turn it on even though I have proof of them being paid. We have been without water for so long. I can't handle this company anymore. They are doing illegal things to me and other property owners in the Utah Mini Ranches. PLEASE HELP!

Thursday, July 27, 2017

*Libel / Slander*

Page 1 of 6

*Defamation*



# Informal Complaint Report

SUGGESTED RESOLUTION: Turn on my water. Stop with there unprofessional billing lies and demands. I have USPS tracking numbers showing that they've received all my payments. These people do as they please without following Utah laws. I will be happy to provide you with proof at your request.

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7-17-2017

Hello, Maria!

Here is all the evidence of payments etc. for South Duchesne Culinary Water. As you will see, there is no reason for why they turned off my water. Please have your review team look at everything I've sent.

Thanks,  
Tanya Olsen  
801-856-8188

NOTE: See correspondence file for copies of attachments. -Maria-

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7-18-2017

Hi Tanya,

Thank you for sending me these additional information.

I talked to our water analyst here in the Division and came to an agreement that it is best to wait for the company's response and get through this informal review process procedures. Unfortunately, the Division of Public Utilities (Division) does not have any vested authority over utility companies, ONLY to facilitate informal complaints. We can't just simply call the company and demand that they turn your service on as I already explained to you over our telephone conversation.

However, what I can do is provide you with a copy of the company's tariff for your review if in fact the company is in violation of its Commission approved tariff.

Also, upon reviewing the Termination Notice from the company dated May 4, 2017 and the letter they sent you dated May 17, 2017, I noticed some inconsistencies from what I read and from what you stated in your complaint and our conversation over the phone. Perhaps it is best for you to provide us and the company a copy of your bank statements showing the checks that you have written the company for payments has all cleared your bank. By doing so, will prove that you were not 7 months behind on payments as you were claiming. This will also prove that you were current on your payments and were not in violation of the agreement you signed with the company to pay your bills quarterly.

Thank you,  
Maria

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## Complaint Response:

On Mon, 7/17/17, Jeff Schnars <jeffschnars@yahoo.com> wrote:

Subject: Fwd: Tanya Olsen Informal Complaint - 7-14-2017  
To: "AAAAT" <msqueentasha3@yahoo.com>  
Date: Monday, July 17, 2017, 7:21 PM

Sent from my iPhone

Begin forwarded message:

Hello Ms Martinez. This is Tosha Steed. I am the office person for SDCW currently. I say currently because the books have been with a forensic accounting firm in Sandy for a year or so, until the middle of May. (A little more than a year) Mrs Olsen has obtained counsel with regard to this matter. We sent a letter to them this morning. So I'm almost positive that making contact with her without direct permission from counsel would be deemed "unethical".

Also it's important for you to know, I would be happy to provide you with specifics but I am not in the office. I have to be in court on 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

# Informal Complaint Report

7-18-2017

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 signed and defaulted on. It may also be helpful to see an itemized copy of her statement that shows her payment history.

Thanks,  
Maria

---

7-18-2017

osha Steed

12:49 PM (13 minutes ago)

to me, Jeff

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 emailing, will you please provide me with a physical address where I can mail this information to you? It a lot! And of course I would send you an email letting you know when I mailed it out etc.

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7-21-2017

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.

# Informal Complaint Report

We hope this addresses the concerns of the division. Thank you for your time. I'm putting these docs in the mail.

## Additional Information:

----- Original Message -----

From: TANYA OLSEN Owner <tanyao@centurylink.net>

To: ChrisParker@utah.gov, mlong@utah.gov

Sent: Wed, 19 Jul 2017 19:32:42 -0400 (EDT)

Subject: HELP!!!...No reason for Water disconnect in Duchesne for TWO MONTHS! - Tanya Olsen

Dear Chris and Mark!

I am forwarding evidence that my payment was made on time with South Duchesne Culinary water. Maria (with your Company) has looked over my attachments and is not understanding the USPS tracking system. You will see that the Postal service tracking number indicates that my payment was received on time at 7:00 am on May 9th, which, if you look at the letter that South Duchesne Culinary water sent me, they state that the payment needs to reach them by May 9th...AND IT WAS!... I paid \$28.00 to the Post Office for second-day air, just to ensure that they would receive it in time. The people in charge of South Culinary water (Jeff and the Steeds), did not pick up my payment from their billing PO BOX for two weeks. So they disconnected my water around May 11th. You will see that they signed for it on May 17th. (Two weeks later). Maria is misreading it was delivered on May 17th. Evidence of it being in their possession is clear as day. TRACKING NUMBERS DON'T LIE! You will also see on their bills to me, that I had a zero balance, which proves that their letter of late payments is not accurate. I have also attached proof of my checks to them cashed through my bank. There is no more evidence than what I've already sent you to prove that South Culinary water is not complying with Utah law in terms of disconnect. I am with out water and have been for weeks. I called the company two days ago (July 18th), desperate to get my water turned back on by just paying them the money they want (which as you will see in attachments, I do not owe), but the guy in charge (Jeff) indicated that he was on a construction job and therefore, he can not get to me for a few days. UNBELIEVABLE...I HAVE NO WATER AND THESE PEOPLE WERE PAID!...SERIOUSLY?... How can a water company get away with this? I am having to seek legal counsel because of this company unwilling to follow Utah code, which I have read the code over and over again and can see that they don't ever follow it with proper notices, etc....I went through this same problem with them a year ago and have talked to several other Utah Mini Ranch owners who have been through the same thing with them. The Steed's (SDCW owners) have even been on the local news for embezzling money from Tenants who put deposits down on their homes in the Mini Ranches...and now this!...Please check this company out. They are not complying with the law and have made many people's lives miserable. In addition, My Attorney has sent them a letter asking for them to get back to him by a certain day, and they just ignore him. PLEASE HELP!...I HAVE NO WATER AND THIS PROCESS IS LONG!

Please call me at your earliest convenience

Thanks,  
Tanya Olsen  
801-856-8188

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Ms. Olsen,

My apologies for not getting back to you sooner. It has been a very busy day. I have reviewed the information you provided and it does appear based on those materials that the company was in receipt (or should have been) of your payment before the time period stated in its shut off notice and the tariff's 30 day provision. As Maria mentioned yesterday though, only the Public Service Commission or the courts have the authority to order the utility to restore service. Given those limitations, here is what I suggest.

The utility's initial period to respond to your informal complaint ends at the close of business tomorrow according to PSC rules. Technically, the utility could ask for more time to respond and the PSC's rules give them up to 30 additional days. But I think allowing that much time is too harsh given the water shut off and the evidence you have provided. I would suggest filing a formal complaint first thing Monday morning unless the utility turns your water back on in response to the informal complaint. I am attaching the form that you would file with the PSC so you can begin work on it. The process usually takes some time so you might consider asking for some sort of interim order to restore service during the time it takes the Commission to adjudicate your complaint.

I wish there were more we could do to help at this point in time. However, our role in this process is only an informal one designed to give parties a chance to resolve matters on their own. We have no statutory authority to do what you seek. The PSC does. Additionally, the PSC can impose fines on a utility for violations of its tariff, which is another remedy you can seek. Those fines are remitted to the state's General Fund but serve as a deterrent for future bad acts.

I appreciate you bringing this matter to us and hope we can get an expeditious resolution. The PSC will likely ask the Division to comment on any formal complaint so that is really the first opportunity for us to weigh in and we will plan on doing so. Thanks,

Chris

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7-24-2017

Hi Maria. As previously discussed, SDCW can NOT speak to Mrs Olsen. Couple of things that she needs to do.

# Informal Complaint Report

1.) contact her attorney and have him send us a letter stating that he is withdrawing from this matter. Until this happens, we can't speak to her, or send her anything etc. Contact is contact and we can't do it! She brought the attorney forward, but SDCW is not going to continue arguing two separate matters about the same thing. Up to her.

2.) she needs to withdraw this complaint. You had told me Friday she wanted this to be a formal complaint. We're prepared to press on. However, if she does these things, we can send her the contract (she already has it) again. Otherwise, everything will have to go through her attorney. Please advise as we have yet to hear from her lawyer as of Friday. But we haven't received a sign off letter either. Also, Mrs Olsen is now blocked from my personal email. SDCW accepts letters at PO Box 294 Duchesne, UT 84021. We appreciate your continued help with this matter.

--- On Fri, 7/21/17, TANYA OLSEN Owner <tanyao@centurylink.net> wrote:

> From: TANYA OLSEN Owner <tanyao@centurylink.net>  
> Subject: Contract for new payments  
> To: Msqueentasha3@yahoo.com  
> Date: Friday, July 21, 2017, 6:07 PM  
> Hello,  
> Tosha!  
>  
>  
> I would like to pay the \$400 to get my water turned  
> back on, but I was wondering if you could email me the new  
> payment arrangement contract that you have so that I can  
> sign it and mail the payment and contract off to you  
> tomorrow (7/22/17). Will you please email me that contract  
> so that I can get it signed and sent off to  
> you?  
>  
> Thanks,  
> Tanya Olsen

The contract Tanya sent in was the one she received on 5/18/17 through priority mail. This is Tanya playing games again w/ whomever will listen @ Heber-Wellis bldg.

7-25-2017  
Hi Tanya,

I just wanted to write a quick email memorializing our conversation the afternoon of July 21, 2017, regarding your concerns of getting your culinary water service restored by South Duchesne Water Company.

You contacted me through this email and also telephonically on July 21st.

I explained to you that the Division of Public Utilities does NOT have the authority to require the water company to restore your water. I explained to you that the Public Service Commission has the authority if it believes the facts support that outcome. I also explained the process of filing a formal complaint with the Public Service Commission requesting them to look into this matter.

Several times I informed you that any advice I gave you regarding getting your water turned on was only 'friendly advice' and should not be construed as legal advice. I also told you several times that you should take the advice from your attorney in dealing with this matter.

You asked me if there was anything you could do to get your water turned back on sooner than going through the Commission's formal complaint process. I encouraged you that in addition to filing a formal complaint, to contact and work with South Duchesne in seeing what it would take to get them to restore your water service. I informed you that South Duchesne wrote an email to Marialie Wright of our office regarding this matter. I then read the following statement to you from the email, "At this time, Olsen will now need to pay \$400.00 to become current, as well as send in her new contract, notarized." I encouraged you to contact South Duchesne to see if you could make arrangements to pay the \$400 and send in a notarized contract and if they would then turn on your water.

You mentioned that you were having a hard time contacting them via the phone. I asked Ms. Wright if I could give you the email contact information she had for South Duchesne and she indicated that would be appropriate. I gave you the email address and asked you to please respect this email address and use it only to make arrangements for getting you water turned back on and not to abuse it.

If you have any questions please contact me.

Sincerely,

Mark Long

7-26-2017  
Hello Ms. Steed,



Thursday, July 27, 2017

AS previously stated, Chris wrote his email the 20TH, BEFORE he had the docs, MARK wrote her back on the 25TH, AFTER he had the docs.

# Informal Complaint Report

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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

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**NICK & TANYA OLSEN**  
 "That's not how the Force works!"  
 2818 North Hills Drive  
 Layton, UT 84040-8532

PAY TO THE ORDER OF South Jackson  
over hundred and no/100 DOLLARS

AMERICA FIRST CREDIT UNION  
 POLARIS 3129  
 OLDFIELD UT

Lot # 330  
 Dec. 2017  
 Tanya Olsen

KYLO RENT  
 195  
 99-7151/2203

7/24 2017  
 \$ 400.00

STARS  
 STARS

Received Thursday  
 July 27, 2017