

Informal Complaint Report

Index Number: 1502402404

Company Name: South Duchesne Culinary Water, Inc.

CUSTOMER INFORMATION

Customer Name: Houskeeper, Shane

Account Number: UMR-262

Other Contact Info:

Phone Number: (801) 856-1334

Customer Address:

Other Phone:

Customer Address: 10770 Escalante Dr.

Email Address: shaneh708@hotmail.com

City: South Duchesne

State: UT

Zip Code: 84021

COMPLAINT INFORMATION

Type of Call: Complaint

Complaint Type: Billing Problems

Date Received: 8/10/2017

Date Resolved: 8/17/2017

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:

Marialie

I am writing you about a issue I am having with South Duchesne Culinary Water

My water was shut off per my request on 11/8/15 and I had talked to one on the employees JEFF about "standby service"he said that wouldn't be a problem and that he would let the office know that I wanted it in stanby and they would contact me if they had any questions. I never received a water bill consistently and when I received one it was not adjusted to the standby billing amount of \$15 per month and I called and spoke to Jeff again and he said he was in the field and wouldn't be in the office for a couple days but would let them know to correct it. I kept getting off/on bills for \$40 and I went ahead and paid \$200 on April 11th 2016 to catch my account up.

After months of not receiving a water bills I received one in October 2016 and it stated that I was once behind in the payments and they were billing me at the rate of \$40 per month instead of the standby \$15 per month rate. I then started calling and texting Jeff on October 11th-November 4th (I have phone and text records)with no success, I also emailed the company email on file November 21st 2016 and December 5 2016 with no response from them (I have email records). I finally got a hold of Jeff and he said he would have someone from the office contact me as he is not in the office.

Months went by without a bill or a call from South Duchesne Water until around the last part of May 2017 I received a call and during the phone call I explained that Jeff acknowledge that I requested to go on standby with my water and she replied that Jeff has no authority and that only cabin lots with no cabins can be on standby and that I would have to pay the rate of \$40 per month even though my water has been turned off since November 8th 2015 and I have used 0 gallons of water. She then said that I was lucky that they had a bookkeeper not doing her job because my water should have been shut off months ago and should have been charged a late fees. I replied my water is already off as of November 2015. I asked to talk to a supervisor and she said that there's nobody else to talk to except her mom and she is sick and wont let her talk to me. She then went on a rant that her mom owns the company and spent millions of dollars and that she was the only person that I could talk to and then said NOW you owe an additional \$120 in late fees and we need payment NOW!!!!

I received a bill early June 2017 The bill was for \$480 in past due at a rate of \$40 per month and hand written on the bill stated that I owe \$120 in late fees and stating that if payment wasn't made by 6/20 that there's a cut-off/new contract. I will scan and add this to my complaint. Although I requested to have my account put in standby I sent a letter to them stating that I will sending a payment of \$480 but please take off the late fees of \$120 and I sent them a payment of \$480 on June 15th 2017 to get my account current. I will scan and include a copy of this letter.

Early October I received a bill saying I owed \$80 on my account and hand written it says that I owe \$130 in late fees and says shut off 8/20/17. Again I am saying to myself that this water has been shut off since November 2015.

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I have these concerns about the policy that have been written online verse what they say by phone and by mail. Below I copied and past from the Rate schedules and rate and regulations that was submitted and approved by the state of Utah.

Standby Service Charge* "Standby Service Charge \$15.00 per month

*Applies to lots where service mains are in place and where water service is available, but no water service has been connected and no water service is used; or where water service has been disconnected by the Company at the request of the customer; or involuntarily by the Company after proper notice to the customer.

August 14, 2003 Effective: August 15, 2003"

Another concern I have is the late fee, although they would never contact me to resolve the issue of having my water put on standby they are handwriting late fees on my bill. Why wouldn't they just have the computer print it out with in statement unless they were trying to keep it off their books. I went online and this is what I found in their rate and regulations

"RULES AND REGULATIONS (cont'd.)

3. Billings and Payments: Bills covering the charges will be rendered monthly and shall be due twenty (20) days after being rendered. After thirty (30) days a late charge of 1.5% of the past due balance will be assessed. Late charges will be assessed at 18% per annum on all past due amounts until the account is brought current."

For a \$40 bill a late fee should only be \$.60 cents (1.5% of \$40)per their regulations. Are they charging everyone this over billing amount of \$10?

I want it to be known and on record that this employee or owners daughter also threatened me that my fence needed painting and that my property needed other maintenance and she could case other issues and problems for me and that "I am messing with the wrong person". She also said that she thought my house wasn't finished and that should could have it condemned. I am writing this complaint knowing that she will try and keep her promise of making things hard for me. This type of person shouldn't hold this type of position. Does this person have to have a background check to hold this position of have customers social security numbers and account information?

I feel that I am due a credit to my account from November 8th 2015 through August 2017 at a rate of \$25 per month (the difference from \$40-\$15= \$25) and also have my account reflect the standby rate of \$15 per month until notified that I want to turn my water on. Also have any and all late fees wave, its been 2 years to come to this and before 2 months ago nothing had been billed for late fees and no company representative would respond back to me for almost 2 years.

Shane Houskeeper
UMR-262
10770 Escalante Drive
801-856-1334

NOTE: See correspondence file for copy of the attachments.

Complaint Response:

On Wed, Aug 16, 2017 at 11:58 AM, Tosha Steed <msqueentosha3@yahoo.com> wrote:

Hello Maria...Just wanted to confirm that you received SDCW response by mail sent on Monday. Checking in. Thank you.....

8-16-2017
Hi Tosha,

We just checked our mailbox and we don't see a mail from you or South Duchesne yet. Maybe, tomorrow?

Thanks,
Maria

8-17-2017

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Subject: Fwd: Complaint

From: Tosha Steed (msqueentosha3@yahoo.com)

To: jeffschnars@yahoo.com;

Date: Monday, August 14, 2017 2:43PM

Hi, Maria. Sadly, Housekeeper has been less than tmthful. This complaint arises from the "customer" not getting his way, entirely. We are sending you his payment history for review. You will notice NO regular payment history, regardless of invoicing. Odd that Mr. Housekeeper is more concerned with paying late fees than the actual bill. Notice in the payment history all of the back to back invoicing. What that reflects is NO PAYMENT for those invoices. Mr. Housekeeper made us aware on 6/19/2017 that he prides himself on knowing the ins and outs of non-payment. HE mentioned leins, HOA fees, small claims comts, taxes, attornies etc. Clearly, this is an ongoing problem for him. If you will also take note of Mr. Housekeeper's undated letter received by SDCW the same week ... he states in June that he will be paying six months from now on. That didn't happen. We have received no other monies since. On the back of the postcard that Housekeeper sent you for the August billing, we wrote a note on the back of that bill stating that we would forgive one late fee for a deduction of \$10. He wanted the entire amount removed. If one person has to follow the mles, then we ALL have to, including him. But then he failed to pay for July and has yet to pay for August, then there are the late fees. On 8/20/2017, there will be another late fee of \$10.

With regard to Housekeeper's water being shut off since 2015, WE NEVER shut him off. So with all of his confusion between taxes, the water company, the HOA we don't know who he may have called? If Housekeeper chooses to keep his water off by turning it off under his home, that's certainly his right. However, it has no effect on the charges of being active on the system. Standby fees are applicable to lots ONLY. Housekeeper has a residence so he is not a standby person. Period.

The first time Housekeeper ever called the accounting office was 6/19/2017. The former bookkeeper (Gomez Corp. in Sandy, UT) never mentioned a thing about Housekeeper. Never sent us any emails, copies of correspondence etc. Nor has Mr. Housekeeper.

Furthermore, we can not fmd an operational agreement with him. Looks like the former bookkeeper didn't follow up and make sure they received his contract. Perhaps he can provide you with a copy of his operational agreement showing where he agreed to charges he's being billed.

We think Housekeeper jumped the gun on a quick foreclosure sale without taking the time for his due diligence before he made the purchase. All monies received by SDCW are recorded by deposit and turned into the DPU so we can pay taxes on the amount received ... as the division is aware.

At this point, the company would request closing this matter and dismissing this complaint. Good day.

NOTE: See correspondence file for copy of attachments.

8-17-2017

Mr. Houskeeper,

SDCW has responded to your Informal Complaint. Your complaint is now closed in our office. Attached is the Informal Complaint report for your review.

Should you wish to move forward with a Formal Complaint for Commission review, please fill out the attached Formal Complaint form and submit it to psc@utah.gov.

Thank you,

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Marialie Wright
Manager, Customer Service
Division of Public Utilities
marmartinez@utah.gov
(801) 530-6604

Additional Information: