



Marialie Wright <marmartinez@utah.gov>

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## Re: Complaint

1 message

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SHANE HOUSKEEPER <SHANEH708@hotmail.com>  
To: Marialie Wright <marmartinez@utah.gov>

Thu, Aug 10, 2017 at 3:25 PM

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.

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. If any customer neglects or refuses to pay a

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

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**From:** Marialie Wright <marmartinez@utah.gov>  
**Sent:** Thursday, August 10, 2017 1:29 PM  
**To:** shaneh708@hotmail.com  
**Subject:** RE: Informal Complaint

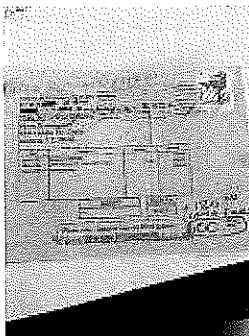
Hi Shane,

Per our phone conversation, please email me your detailed complaint regarding your issues with South Duchesne Culinary Water. Thanks.

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

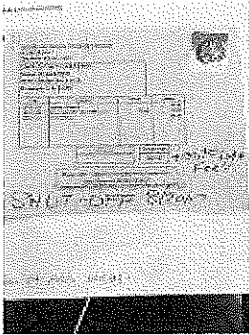
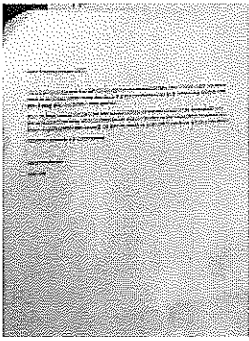
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**3 attachments**



**184.JPG**  
1868K

**185.JPG**  
1561K



186.JPG  
1808K

8/1/17

6/20 cut-off/new contract



SOUTH DUCHESNE CULINARY WATER  
P.O. BOX 294  
UTAH Duchesne - 84021

UMR-262 HOUSEKEEPER  
Shane Housekeeper  
4346 Golden Fox Circle  
Riverton, UT, 84096

Date	Transaction	Amount	Balance
05/01/2017	Balance forward		440.00
06/01/2017	INV #2043197. Due 06/01/2017.	40.00	480.00
06/21/2017	Amount Due		480.00

Account #

Amount Due

\$480.00

+120.00  
late fees

600.00

Please note: Standby Fees are billed quarterly.  
Usage Fees are billed monthly.

South Duchesne Culinary Water

I have enclosed a payment for \$480 that includes service charges through June 1<sup>st</sup> 2017. I also wanted to check to see if I was current on the HOA fee or if there is a balance owed on it. If there is a balance I will send it along with next month's water payment.

Also I received a notice of \$120 in late fees; in the confusion of the past issues of the bookkeeper and the confusions of me being told it's possible for me to go on standby for \$15 could these be waved one time. I am getting things back on track and plan on paying my water bill 6 months at a time in the future

Thanks for your help and understanding

Shane Houskeeper

UMR-262

SOUTH DUCHESNE CULINARY WATER  
P.O.BOX 294  
Duchesne, UTAH 84021



UMR-262 HOUSEKEEPER  
Shane Housekeeper  
4346 Golden Fox Circle  
Riverton, UT, 84096

Date	Transaction	Amount	Balance
07/01/2017	Balance forward		40.00
08/01/2017	INV #2043495. Due 08/01/2017.	40.00	80.00
08/21/2017	Amount Due		80.00

Account #	Amount Due
	\$80.00

+130.00 Late Fee's

Please note: Standby Fees are billed quarterly.  
Usage Fees are billed monthly.

SHUT OFF 8/20/17

sion of public utilities