
Subject: Fwd: Complaint

From: Tosha Steed (msqueentosha3@yahoo.com)

To: jeffschnars@yahoo.com;

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

Hi, Maria. Sadly, Housekeeper has been less than truthful. 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 courts, 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 rules, 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 find 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.

On Mon, 8/14/17, Marialie Wright <marmartinez@utah.gov> wrote:

Subject: Fwd: Complaint
To: "Tosha Steed" <msqueentosha3@yahoo.com>
Date: Monday, August 14, 2017, 1:01 PM

Here you go
again...

----- Forwarded

SOUTH DUCHESSNE CULINARY WATER
Balance Details for UMR-262 HOUSEKEEPER
All Transactions

Type	Num	Date	Due Date	Aging	Amount	Open Balance
Invoice	20434...	08/01/2017	08/01/2017	13	40.00	40.00
Invoice	20433...	07/01/2017	07/01/2017	44	40.00	40.00
Payment	17-57...	06/19/2017			-480.00	No pay Aug - No pay sum
Invoice	20431...	06/01/2017	06/01/2017		40.00	
Invoice	20430...	05/01/2017	05/01/2017		40.00	
Invoice	20428...	04/01/2017	04/01/2017		40.00	
Invoice	20423...	03/01/2017	03/01/2017		40.00	
Invoice	20418...	02/01/2017	02/01/2017		40.00	
Invoice	20412...	01/01/2017	01/01/2017		40.00	
Invoice	20407...	12/01/2016	12/01/2016		40.00	
Invoice	20402...	11/01/2016	11/01/2016		40.00	
Invoice	20397...	10/01/2016	10/01/2016		40.00	
Invoice	20392...	09/01/2016	09/01/2016		40.00	
Invoice	20387...	08/01/2016	08/01/2016		40.00	
Invoice	20382...	07/01/2016	07/01/2016		40.00	
Invoice	20377...	06/01/2016	06/01/2016		40.00	
Invoice	20372...	05/01/2016	05/01/2016		40.00	
Payment	17632...	04/20/2016			-200.00	owed 200.00
Invoice	20367...	04/01/2016	04/01/2016		40.00	
Invoice	20362...	03/01/2016	03/01/2016		40.00	
Invoice	20357...	02/01/2016	02/01/2016		40.00	
Invoice	20352...	01/01/2016	01/01/2016		40.00	
Invoice	20347...	12/01/2015	12/01/2015		40.00	
Invoice	20342...	11/01/2015	11/01/2015		40.00	
Payment	17-27...	10/19/2015			-280.00	
Invoice	20337...	10/01/2015	10/01/2015		40.00	
Invoice	20332...	09/01/2015	09/01/2015		40.00	
Invoice	20327...	08/01/2015	08/01/2015		40.00	
Invoice	20322...	07/01/2015	07/01/2015		40.00	
Invoice	20317...	06/01/2015	06/01/2015		40.00	
Payment	17-18...	05/18/2015			-120.00	
Invoice	20311...	05/01/2015	05/01/2015		40.00	
Invoice	20306...	04/01/2015	04/01/2015		40.00	
Invoice	20301...	03/01/2015	03/01/2015		40.00	
Invoice	20296...	02/01/2015	02/01/2015		40.00	
Invoice	20291...	01/01/2015	01/01/2015		40.00	
Invoice	20286...	12/01/2014	12/01/2014		40.00	
Payment	17097...	11/18/2014			-290.00	
Invoice	20281...	11/01/2014	11/01/2014		40.00	
Invoice	20275...	10/01/2014	10/01/2014		40.00	
Invoice	20277...	09/30/2014	09/30/2014		10.00	
Invoice	20272...	09/01/2014	09/01/2014		40.00	
Total					80.00	80.00

1

13 mos. No payment
10 per month L.F.
owed 200.00
6 mos. Demand
- No late fees
5 mos. No payment

EM...

2

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.

(M)

South Duchesne Culinary Water

I have enclosed a payment for \$480 that includes service charges through June 1st 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

help and understanding

(J)

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

ision of public utilities

Customer Notes

8/14/2017 10:52 AM

Notes for Customer: Job UMR-262 HOUSEKEEPER

Company: UMR-262 HOUSEKEEPER

Contact: Shane Housekeeper



6.19.2017-TAS Housekeeper called last week threatening with Gephart, Lawyers etc. Said I was merely an employee and could not tell him what's what. He said, well if I pay you, what are you going to do for me? I told him that if he pays his full amount due right now, I wouldn't lean him or take him to small claims court. We aren't in the business of providing service for free. June billing with late fees was \$600. He sent \$480, asked that we wave late fee this one time. As it stands, he has \$120 in late fees. A one time forgiveness is \$10. Will discuss with JAS.