

I would like to point out that Tosha Steed never responded or denied any of my allegations that she an employee and or owner of the company threatened me. In Tosha Steeds words she said that she “could ultimately condemn my property”. As I said in my informal and formal complaint I would like to know if a person in this position has to file with the State of Utah a BCI check. Tosha Steed is person who has personal information on file such as social security numbers and checking and or credit card numbers. The reasons I made a payment of \$480 and only asked that she waved the late fees were because of her threats and that I didn’t want any problems. The payments were made under duress “any unlawful [threat](#) or [coercion](#) used... to induce another to act [or not act] in a manner [they] otherwise would not [or would]”. Duress is pressure exerted upon a person to coerce that person to perform an act they ordinarily would not perform. After doing some checking Tosha Steed is on the board of directors with the Utah Mini Ranches Homeowners Association and her parents own the company. Her threats were feasible as she does have the power and or authority to condemn my property and in her words “Make life hard on me”. I have included an attachment that shows who the Directors are with her mom being the Vice President. I also would like it to be known that I have never received a bill for HOA fees. I would like to know the status of that account since I receive no billing on it. Title 54-7-26 Violations by officers or agents of utility -- Penalty. 54-7-28 Violations by individuals -- Penalty

Tosha Steed stated in her response to my complaint said that “You will notice NO regular payment history regardless of invoicing” Tosha also says that she included all of the payment history and payments but this is not true. I purchased the property on February 27<sup>th</sup> 2014 and had made payments to Duchene water prior to her first payment showing \$290. One of the first payments includes a connection or a turn on fee and she is not showing these fees on her records. Was this money not claimed as income by the company? Also instead of me paying \$40 each month I would pay as my payments reflect multiple months at a time. This QuickBooks statement shows that Duchesne water is not claiming all of its received fees and water charges and payments received. It also shows that Tosha Steed has never entered into her QuickBooks records any late fees as they have occurred but instead hand written a side note on the bill of \$130 in late fees which would mean that 13 bills would not have been correct even if all of them had been mailed out which they were not. If the late fees were legit why wouldn’t she enter them in her QuickBooks? Also what does Tosha Steed do with this money that is received from customers? If they are not entered properly

into QuickBooks but they are handwritten on customers' bills this leads me to believe in an accounting and billing SCAM or money laundering.

South Duchesne Culinary Water also admits in the complaint response of late fees in the amount of \$10 per month on bills that they send out for months that have past. The approved tariff reads that the late fee would be 18% per annum; South Duchesne Culinary Water however is charging me a fee of \$10 per month. With a monthly water fee of \$40 or \$15 this fee would be 300 % or 800% per annum. The \$10 fee is 25% of the monthly charge of \$40 and 25% times 12 months is 300%. This is a big difference from the 18% annum that was approved in the tariff, a late fee on a \$40 monthly charge would be .60 cents. My other concern about these late charges in the past year I have been trying to contact them and have them put me on standby billing is they never charged a late fee. The only time I was billed a late fee was on a current 2 bills that were hand written. If these charges were legit and legal why wouldn't they print them on the official notice and not hand write it? To me this points to shady bookkeeping and leads me to think that she may be over charging every customer and not following the tariff.

The tariff clearly reads that if a customer requests to go on standby that they may do so, however it has been impossible because every attempt that I have made has been ignored. I have tried calling the office that does not have regular hours of operations and have left messages. I text and called the cell phone numbers that I had ( Mike at 435-738-6400 and Jeff at 435-503-0152 exactly on the day that I say that I requested to go on standby and also I have used ZERO gallons of water since that day forward. I also have sent emails to [sdcw7@outlook.com](mailto:sdcw7@outlook.com) and never received a call or email response. They knew I wanted to go on standby and ignored my request by not responding to my calls, texts and emails. South Duchesne Culinary Water also states in their response by Tosha Steed the "Standby fees are applicable to lots ONLY" this is not reflected in their tariff and therefore have been denying me and possibly other costumers that have asked to go on standby. This is not how it reads in the approved tariff. I would like letters to be sent out to all the customers of South Duchesne Water and ask if anyone else has been denied to go on standby. This may have been an ongoing problem since the directors-owners and or employees think that this only applies to lots. To protect the customers they must be notified of this error made by South Duchesne Water and proceed accordingly to the findings.

I would like to request title 54-7-7 Books and records of utilities subject to inspection.

Utah Code Page 60 The commission, each commissioner and each officer and person employed by the commission shall have the right at any and all times to inspect the accounts, books, papers and documents of any public utility, and the commission, each commissioner and any officer of the commission or any employee authorized to administer oaths shall have power to examine under oath any officer, agent or employee of any public utility in relation to the business and affairs of said public utility; provided, that any person other than a commissioner or an officer of the commission demanding such inspection shall produce under the hand and seal of the commission his authority to make such

inspection; and provided further, that written record of the testimony or statement so given under oath shall be made and filed with the commission.

I would like to request 54-7-8 Offices for utility's books and records -- Production for examination.

Each public utility shall have an office in a county of this state in which its property or some portion thereof is located, and shall keep in said office all such books, accounts, papers and records as shall be required by the commission to be kept within this state. No books, accounts, papers or records required by the commission to be kept within this state shall be at any time removed from the state except upon such conditions as may be prescribed by the commission. (2) The commission may require, by order served on any public utility in the manner provided herein for the service of orders, the production within this state at such time and place as it may designate of any books, accounts, papers or records kept by said public utility in any office or place without this state, or at its option verified copies in lieu thereof, so that an examination thereof may be made by the commission or under its direction. South Duchesne Culinary Water has displayed faulty bookkeeping records and has displayed that it has not adhered to rule R746-200A, R746-4-C with its billings practices, therefore the books should be open to see how many other customers have been wrongly charged for not being able to go on standby or for charging over 300% APR on late fees.

South Duchesne Culinary Water has displayed that it has not adhered to rule R746-200A, R746-4-C with its billings practices. Tosha Steed admits in her response to my complaint that South Duchesne Culinary Water does not have a signed operational agreement on record with the company. I have provided texts starting as of November 7<sup>th</sup> 2015 and emails to the company and many calls into the company with no response. Title 54-3-3 Changes by utilities in schedules – Notice has not been followed by South Duchesne Culinary Water as stated in their response by Tosha Steed the “ Standby fees are applicable to lots ONLY” this is not reflected in their tariff and therefore have been denying me and possibly other costumers that have asked to go on standby. Also there has been no approved change to the late fee percentage or rate that they are currently charging.

umrhoa.info



## Utah Mini-Ranches Homeowners Association

[Home](#) [Services](#) [About Us](#) [South Duchesne Culinary Water](#) [Contact Us](#) [Local Information](#)

Welcome to the UMRHOA webpage.

**Billing notices will be mailed soon. If you have any questions, please contact us at [BOD@umrhoa.info](mailto:BOD@umrhoa.info).**

Remember all changes/upgrades to your property must be approved by the Architecture Committee (PO Box 1053, Duchesne, UT 84021 or call [435-738-6400](tel:435-738-6400)) certified mail is the preferred method of contact - then both parties are assured the information has been received.

ATV HOA Current policy is as follows:

ATV riding is permitted on the private subdivision roads – you must respect other home/property owners land.

This area is designated as recreational and as such ATV's are permitted, but you must obey the speed limits, and be respectful of all property owners. This is a privileged, not a right.

If someone is abusing the privileges then the property owner has the right to call the sheriff.

If abuses continue to occur then we all could lose this privilege, so please ensure your guests also follow these policies.

If your contact information has changed, please contact the website "[BOD@umrhoa.info](mailto:BOD@umrhoa.info)" to give us your new contact information please include your Lot# or send us a note to UMRHOA at PO Box 1142, Duchesne, UT 84021.

UMRHOA contact information [BOD@umrhoa.info](mailto:BOD@umrhoa.info) or leave a message at [435-738-6400](tel:435-738-6400).

Harvey Croft, President

Joan Steed, Vice-President

Rodney Morris, Treasurer

Tosha Steed, Director

Vince Isabell, Director

Important numbers:

So. Duchesne Water District: [435-738-6200](tel:435-738-6200)

K & K Sanitation: [435-722-1244](tel:435-722-1244)

Moon Lake Electric: [435-738-5322](tel:435-738-5322)

UBTA-UBET: [435-622-5007](tel:435-622-5007)

Duchesne Land : [435-738-6400](tel:435-738-6400)

Architecture Committee (PO Box 1053, Duchesne)

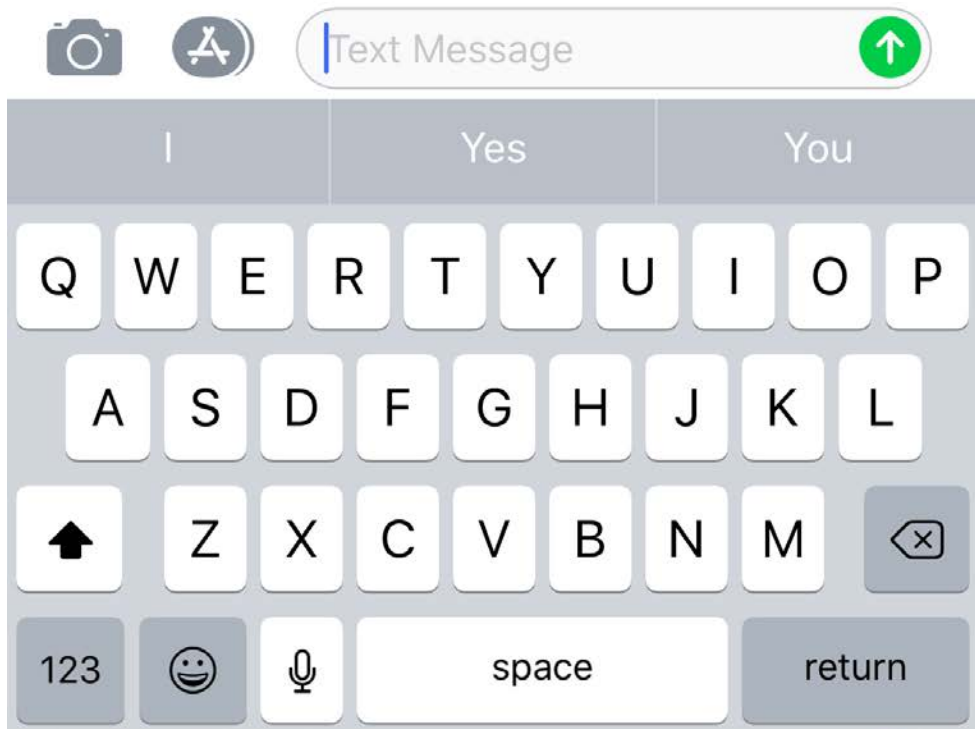


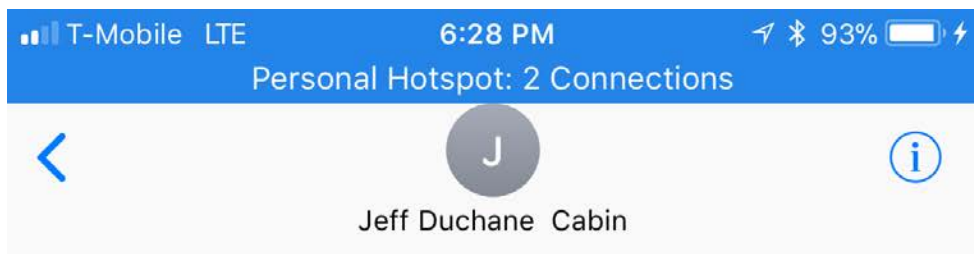


Hello mike??

Nov 8, 2014, 12:40 PM

Hello mike?





iMessage  
Nov 7, 2015, 11:08 AM

Sorry, I can't talk right now.

How can I help you

Nov 7, 2015, 4:17 PM

There is a key to shut the water off.

Thanks for letting me know



iMessage





Jeff



Text Message  
Nov 7, 2015, 11:09 AM

Is there someone that can shut my water off tomorrow?



Text Message



I

Yes

You

Q

W

E

R

T

Y

U

I

O

P

A

S

D

F

G

H

J

K

L



Z

X

C

V

B

N

M



123



space

return

●●○○○ T-Mobile

2:37 PM

94%



Jeff Duchane Cabin

OK

Tue, Oct 11, 11:08 AM

Thanks Jeff for talking with me, call me in the next day or two when your available to talk more. Thanks Shane

Wed, Oct 26, 10:54 AM

Jeff I haven't heard anything from you and I just got another water bill. I am behind and owe like 4-5 months now.

Fri, Nov 4, 6:51 AM

Hello Jeff? I still haven't received a call back from you and it's almost been a month since I spoke with you.

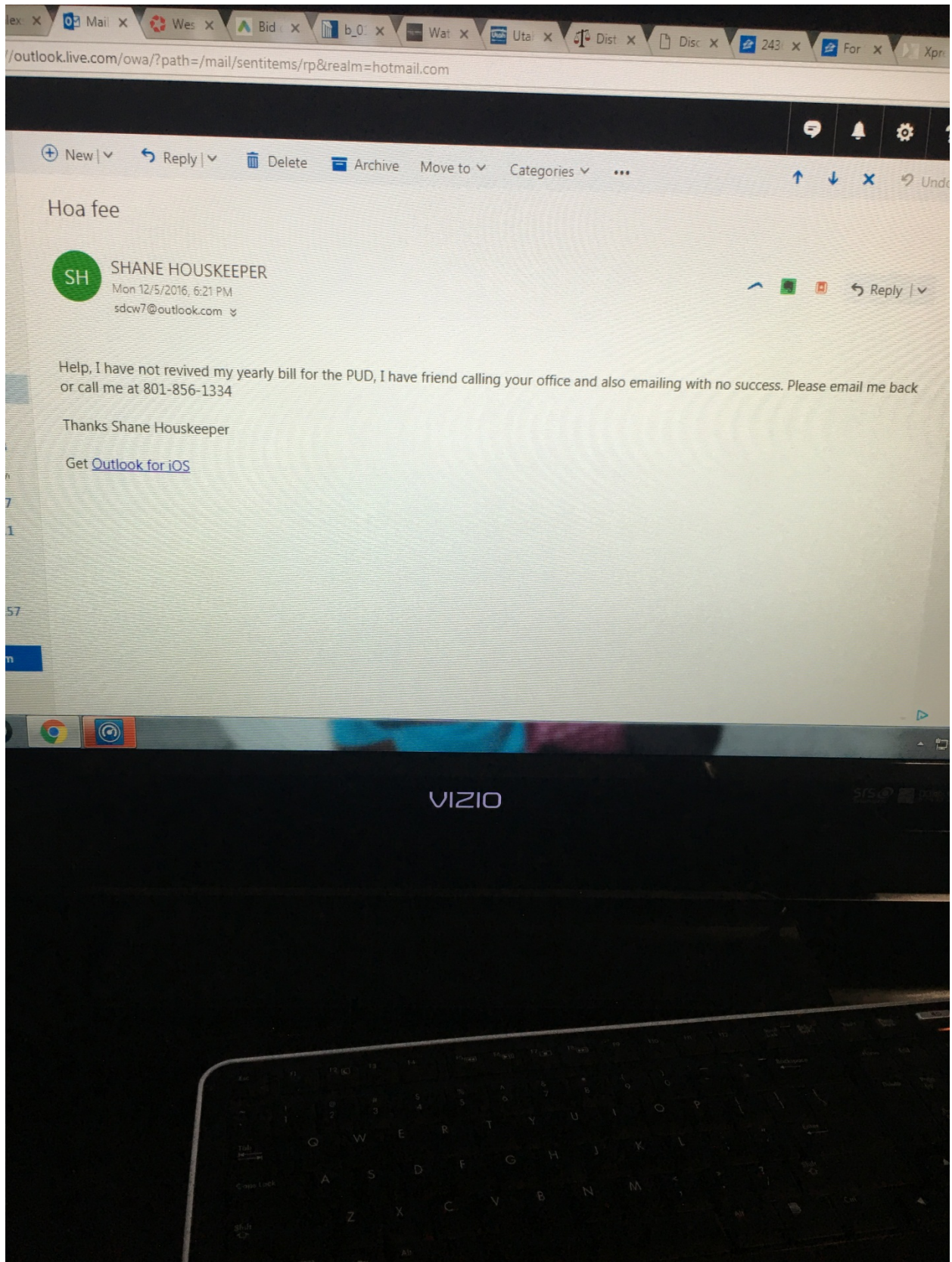
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iMessage









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↑   ↓   ✕   ↺ U

## Water bill and PUD fee



SHANE HOUSKEEPER

Mon 11/21/2016, 5:43 PM

sdcw7@outlook.com v

^   📧   📧   ↶ Reply | v

I have been calling the office number and also Jeff number to try and contact someone about my water account and my HOA yearly fees for Utah Mini Ranches .

Please contact me at 801-856-1334 or is best or at least respond to this email to let me know who I can talk to about these accounts.

Thanks  
Shane



VIZIO

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