

2nd SET OF ADDITIONAL INFORMATION

2021 AUG 23 AM 9:58

IDAHO PUBLIC
UTILITIES COMMISSION

August 17, 2021

ROC-W-21-01

Commissioner's Paul Kjellander, Kristin Raper
& Eric Anderson
Idaho Public Utilities Commission
PO Box 83720
Boise, ID 83720-0074

Nicole Burbank
3890 East Ash Ln.
Rigby, ID 83442
Ph.: (208) 604-4177
Email: nursenikki0818@gmail.com

Complaint against: *Rocky Mountain Utility Company Inc.*

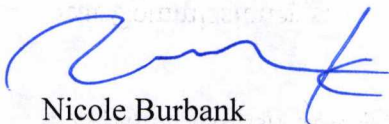
Dear Commissioner's:

I'm reaching out again because yesterday August 16, 2021, my **water was temporary shut off**. Then same day, the owner of Rocky Mountain Utility Company Inc. Jim Barnard showed up to my house unannounced and un-invited and began threatening me that if I didn't pay the bill he would bring heavy equipment over to my house and dig up "his property" water lines and septic lines. Shutting off my water, threatening me at my own house...? What are you guys doing allowing this to happen?

Attached are more threats of shutting off my water and a bill that is not separated...

I ask that you take this information into consideration, and I pray you make RMUCI stop extorting people.

Sincerely,



Nicole Burbank



ROCKY MOUNTAIN
UTILITY COMPANY, INC.

2 N. Landmark Lane Ste 4 – Rigby, ID 83442

Office: 208.745.6443 Fax: 208.745.7979 www.RockyMountainUtility.com

NOTICE OF INTENT TO TERMINATE SERVICES

Today's Date 8/10/2021

Final Date 9/6/2021

Name Nicloe Burbank

Service Address 3890 East Ash Ln
Rigby, ID 83442

Account Balance \$ 513.50 for 13 months of water

You are hereby notified that you are delinquent in the payment of charges for Water or Sewer Service provided to you by **Rocky Mountain Utility Co., Inc.** The balance of your account, according to our records, is indicated above

In accordance with the rules and Regulations of the Idaho Public Utilities commission, if this balance is not paid, or if payment arrangements are not made by the Final Date shown above, **YOUR WATER SERVICE WILL BE DISCONNECTED** after the Final Date.

To avoid termination you must contact Rocky Mountain Utility co. before the Final Date to make a payment arrangement or pay in full. **Please call on weekdays between 9:00 AM and 5:00 PM and ask for billing/ collections**

Termination may be delayed by:

1. Providing a medical certificate advising us of the existence of a Medical Emergency.
2. Filing a complaint regarding the proposed termination with the Idaho Public Utilities Commission, P.O. Box 83720, Boise, ID 83720 (1-800-432-0369).

Termination of service in no way relieves you of your obligation to pay for all services prior to termination.

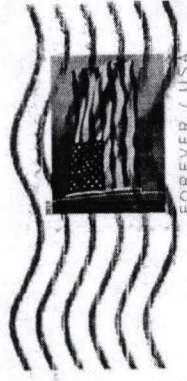
Should service be terminated, a charge for restoration of service (\$20.00 during office hours, \$40.00 after hours) must be paid, plus the account balance prior to restoration of service.

Rocky Mountain Utility Co. will, one time, assist you by making payment arrangements not requiring immediate payment in full, if you contact us prior to the Final Date to arrange such a payment plan.

Remember, your water will be turned off after the Final Date unless you act before the Final Date.



Rocky Mountain Utility
2 N Landmark Suite 4
Rigby, ID 83442
rockymountainutility.com



SALT LAKE CITY UT 840
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Nicole Burbank
3890 East Ash Ln
Rigby, ID 83442

83442-592090





ROCKY MOUNTAIN
UTILITY COMPANY, INC.

2 N. Landmark Lane Ste 4 – Rigby, ID 83442

Office: 208.745.6443 Fax: 208.745.7979 www.RockyMountainUtility.com

NOTICE OF INTENT TO TERMINATE SERVICES

Today's Date 7/21/2021

Updated 7/21/21

Final Date 8/4/2021

Name Nicole Burbank

Service Address 3890 East Ash Ln
Rigby, ID 83442

Account Balance \$ 474.00 for 12 months of water

You are hereby notified that you are delinquent in the payment of charges for Water or Sewer Service provided to you by **Rocky Mountain Utility Co., Inc.** The balance of your account, according to our records, is indicated above

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Remember, your water will be turned off after the Final Date unless you act before the Final Date.

Rocky Mountain Utility Company, INC.

2 N. Landmark Lane Suite # 4
Rigby, ID 83442
208-745-6443

Invoice

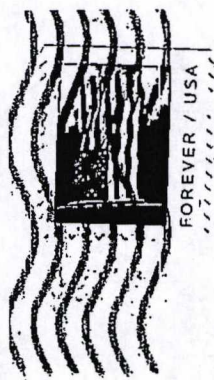
Date	Invoice #
8/2/2021	6238

Bill To
Nicole Lee Burbank 3890 East Ash Ln Rigby, ID 83442

P.O. No.	Terms	Project
	Due by 25th	

Quantity	Description	Rate	Amount
	Water Usage for prior month	39.50	39.50
	Septic Usage for prior month	58.00	58.00

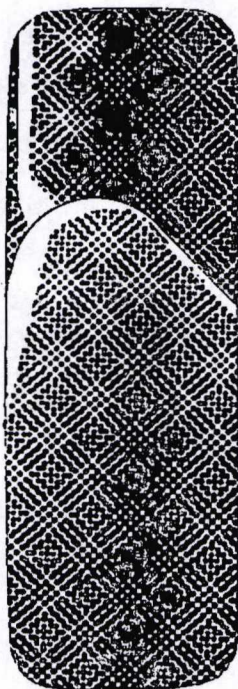
Payments are due by the 25th of the month	Total	\$97.50
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SALT LAKE CITY UT 840

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