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IDAHO PUBLIC
UTILITIES COMMISSION

Complainant – Pro Se.

BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

NICOLE BURBANK.

Complainant,

vs.

ROCKY MOUNTAIN UTILITY COMPANY
INC.,

Respondent.

CASE NO. ROC-W-21-01

COMPLAINANT'S DECLARATION
AND RESPONSE TO RESPONDENT'S
ANSWER

I, NICOLE BURBANK, Pro Se herein, who being first duly sworn upon oath, deposes and declares as follows:

1. In response to Respondent's answer; first and foremost and for this record, the Commissioners should be aware of certain facts that I believe have not been put on the record until now. The owner and operator of *Rocky Mountain Utility Company Inc.* Jim Barnard showed up at my house on August 16, 2021, he was unannounced and uninvited. Mr. Barnard made threats of digging up my property with heavy equipment that he owned if I didn't pay him money he felt that I owed to him.

2. In response to Respondent's answer; on the same day August 16, 2021, Rocky Mountain Utility Company Inc. temporary shut off my water without notice and cause. My

family and I view the verbal threat from Jim Barnard of digging up my property and temporary shutting off the water as a clear retaliation for filing this complaint. Attached are the letters I sent to the Commissioners in hopes of relief but to date I have never received a response.

3. In response to Respondent's answer; since this complaint was filed my water has been temporarily shut off on August 16, 2021, September 1, 2021, September 10, 2021, September 24, 2021 and October 14, 2021 all without notice or cause. Temporarily shutting off my water without notice or cause during this investigation is a clear intimidation, bullying and retaliation tactic against me and my family. I would hope and pray the commissioners will take these facts into consideration when rendering a decision.

4. In response to Respondent's answer section 1; I deposited a large sum of money into First America Title Company Escrow for closing cost and miscellaneous expenses. I never agreed to pay Rocky Mountain Utility Company Inc. (RMUCI) \$947.50 for a "hook-up" fee but the money was taken out anyways.

5. In response to Respondent's answer section 1; It's my understanding that RMUCI updated their website with information about their company and their policies after my complaint was filed. At time of purchase of my house, I never received any documentation from the escrow company, nor did I receive information from RMUCI, nor did I ever sign anything concerning or agreeing to pay RMUCI a bill. **There website is not on the bill.** Therefore, how was I to even know that RMUCI was a legitimate business, or to even find their policies and procedures. Let alone agree to them.

6. In response to Respondent's answer section 1; there seems to be some handwritten document attached by the Respondent that makes no sense and I have never seen before?

7. In response to Respondent's answer section 4; I have not seen a separated bills since September 1, 2021. **And my neighbor's have never seen a separated bill.**

I ask and pray that this Commission stop the extortion RMUCI is conducting on myself and my neighbors. I also ask and pray that this commission correct the fraud that has been committed against myself and my neighbors. It would be my hope that this commission implements corrective actions that would hinder RMUCI from ever again retaliating again me for filing a complaint.

I also ask that the commissioners implement regular testing of the water pressure. And that the testing be done by a third party with no affiliation to RMUCI.

RMUCI has a sub-division/build of roughly 100-homes going up as we speak next to the subdivision I live in. If this fraud and extortion is not stopped by this Commission, they could go on to defraud and extort even more people.

I declare under penalty of perjury pursuant to the law of the State of Idaho that the foregoing is true and correct to the best of my knowledge and belief.

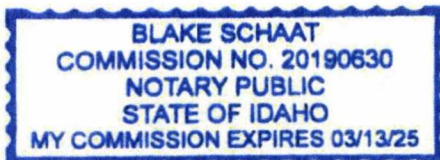
DATED: November 18, 2021



Nicole Burbank, PRO SE

SUBSCRIBED AND SWORN TO before me this 18 day of November, 2021.

S
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NOTARY PUBLIC FOR IDAHO
Residing at: Idaho Falls, Idaho

CERTIFICATE OF SERVICE

I hereby certify that a true and correct copy of the foregoing document was on this date served upon the persons named below as indicated below.

DATE: November 18, 2021.



Nicole Burbank

Commissioners
Idaho Public Utilities Commission
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