

RECEIVED

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IDAHO PUBLIC
UTILITIES COMMISSION

Response to Case No. ROC-W-21-01 Burbank complaint

1. An explanation, to include documentation, of how Ms. Burbank's residence at 3890 East Ash Lane, Rigby, Idaho 83442 became connected to the Company's water system and service was provided thereto.

Most title companies know about our hookup fees and can find that information on our website. Attached is a copy of the information I received from the title company (letter about fees, Warranty Deed, and a check for the hookup fee and first month's utilities. As is the practice of the title companies, I am either verbally or emailed an assessment for information. I was verbally contacted by First American Title Company on 2/10/2020 with the questions about the hookup fee and monthly utility bill. As you can see from the date of 2/7/2020, Juliann (unknow to me) said it was okay to pay through escrow.

2. An itemized summary of the charges assessed on Ms Burbank beginning from the date service began to her residence that itemizes charges for water. This information should also clearly show what balance if any the Company contends Ms. Burbank owes for water service.

I have attached her water history with balances

3. An explanation, to include any documentation, about what the \$850.00 "Hook-up fee" is for and who paid it as shown in the Exhibit B attached to the Affidavit of Jolene Bossard.

Pertains to explanation in question 1. Also attached is a copy of our rates and fees found on our website: RockyMountainUtility.com

4. An explanation as to whether the Company can produce and send separate invoices to customers for water and sewer service.

The company can separate invoices to customers for water and sewer service and was implemented on September 1, 2021

PEPPERWOOD CROSSING SUB 2

Charlotte/ Silver Creek- 745-7099

\$850.00 Hook-up fee

Dues \$82.50

Rocky Mountain Utility 2 North Landmark Lane #4, Rigby, ID 83442 (43.00 Sewer/ 39.50 Water)

2/7/2020 - per Julian @ 3:29pm

they have not paid hook up fee as of yet, we are okay to pay through escrow

2/10/2020 @ 9:27am

per Charlotte

Hook up fee \$850.⁰⁰ @ to pay

* Dues \$97.50 = (\$82.50 month + temp. fee \$15.00 for septic)
Monthly start once credits made in (Buyers)



AA

RECORDING REQUESTED BY
First American Title Company

AND WHEN RECORDED MAIL TO:
First American Title Company
110 N. Clark Street/PO Box 405
Rigby, ID 83442

WE CERTIFY THIS TO BE A TRUE AND
CORRECT COPY OF THE ORIGINAL.
FIRST AMERICAN TITLE COMPANY

BY _____

Space Above This Line for Recorder's Use Only

WARRANTY DEED

File No.: **881616-RI (ss)**

Date: **February 07, 2020**

For Value Received, **Higley Developments LLC, an Idaho limited liability company**, hereinafter called the Grantor, hereby grants, bargains, sells and conveys unto **Nicole Lee Burbank, single woman**, hereinafter called the Grantee, whose current address is **3890 East Ash Lane, Rigby, ID 83442**, the following described premises, situated in **Jefferson County, Idaho**, to-wit:

X 

Lot 17, Block 4, Pepperwood Crossing Subdivision, Division No. 2, Jefferson County, Idaho, as shown on the plat recorded March 15, 2006, as Instrument No. 347005.

SUBJECT TO all easements, right of ways, covenants, restrictions, reservations, applicable building and zoning ordinances and use regulations and restrictions of record, and payment of accruing present year taxes and assessments as agreed to by parties above.

TO HAVE AND TO HOLD the said premises, with its appurtenances, unto the said Grantee, and to the Grantee's heirs and assigns forever. And the said Grantor does hereby covenant to and with the said Grantee, that the Grantor is the owner in fee simple of said premises; that said premises are free from all encumbrances except current years taxes, levies, and assessments, and except U.S. Patent reservations, restrictions, easements of record and easements visible upon the premises, and that Grantor will warrant and defend the same from all claims whatsoever.

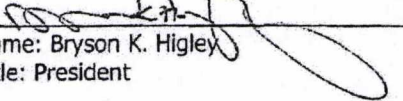
Date: 02/07/2020

Warranty Deed
- continued

File No.: 881616-RI (ss)

Higley Developments LLC, an Idaho limited liability company

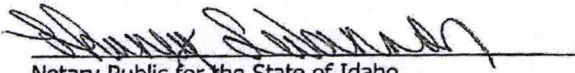
By: Bryson K. Higley Construction, Inc., Member

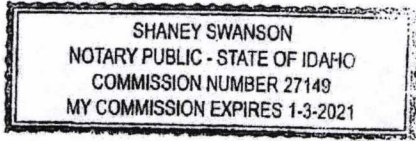
By: 
Name: Bryson K. Higley
Title: President

State of Idaho }
 } ss.
County of Bonneville }

On this 13 day of Feb, 2020, before me, a Notary Public in and for said state, personally appeared Bryson K. Higley known or identified to me to be the President of Bryson K. Higley Construction, Inc., a Corporation, one of the members of the limited liability company known as Higley Developments, LLC, and the person who subscribed said corporation name to the foregoing instrument and acknowledged to me that he executed the within instrument on behalf of said corporation and that such corporation executed the same in said limited liability company name.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal the day and year in this certificate first above written.


Notary Public for the State of Idaho
Residing in: Idaho Falls, ID
Commission Exp.: 1/3/21



1A



First American Title Company
110 N. Clark Street/PO Box 405
Rigby, ID 83442
(208)745-8715

PR. AFFGRP
Ofc. 22(2611)

FILE NO. 881616-RI
Re: 3890 East Ash Lane

Zions Bank - TRUST ACCOUNT
P.O. Box 54
Rigby ID 83442

29924
471

Date 3/16/2020

PAY **Nine hundred forty-seven and 50/100**

DOLLARS\$***947.50**

Quinn H. Stufflebeam

TO THE
ORDER
OF

Rocky Mountain Utility
2 North Landmark Lane #4
Rigby, ID 83442

REALLY
STUD
ELECTRONICALLY
PRESENTED

ELECTRONICALLY
PRESENTED
VOID AFTER 6 MONTHS
ESCROW TRUST ACCOUNT

3/16/2020
FCC
Escrow Trust Account

DATE: 3/16/2020

FILE NO. 881616-RI

SETTLEMENT DATE: 3/16/2020

CHECK AMOUNT: \$947.50

BUYER: Burbank

SELLER: Higley Developments LLC

Property Address: 3890 East Ash Lane, Rigby, ID 83442

Homeowner Association Dues

Re: 3890 East Ash Lane

Charge Details:

Association Dues:

97.50 Hook-Up Fee:

850.00

Thank you for doing business with First American Title Company



ROCKY MOUNTAIN

UTILITY COMPANY, INC. 2 N Landmark Ste 4, Rigby, ID 83442

208.745.6443 Fax: 208.745.7979 www.RockyMountainUtility.com

October 1, 2021

Service

Water (Water Usage for prior month)

					Unpaid	Paid
Burbank, Nicole Lee	Invoice	04/01/2020	Water (Water Usage for prior month)	Paid		\$39.50
Burbank, Nicole Lee	Invoice	05/01/2020	Water (Water Usage for prior month)	Paid		\$39.50
Burbank, Nicole Lee	Invoice	06/01/2020	Water (Water Usage for prior month)	Paid		\$39.50
Burbank, Nicole Lee	Invoice	07/01/2020	Water (Water Usage for prior month)	Paid		\$39.50
Burbank, Nicole Lee	Invoice	08/03/2020	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	09/01/2020	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	10/01/2020	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	11/02/2020	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	12/01/2020	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	01/05/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	02/01/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	03/01/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	04/01/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	05/03/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	6/1/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	7/1/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	8/2/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	9/1/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
Burbank, Nicole Lee	Invoice	10/1/2021	Water (Water Usage for prior month)	Unpaid	\$39.50	
					\$592.50	\$158.00

Charlotte Lees
Office Manager
Rocky Mountain Utility Company
208-745-6443

Rocky Mountain Utility (<https://rockymountainutility.com/>)



([HTTPS://ROCKYMOUNTAINUTILITY.COM](https://rockymountainutility.com/)) > WATER RATES/FEEES

Water Rates/Fees

Rocky Mountain Utility Co., Inc (RMUC) is authorized by the Idaho Public Utilities Commission to provide water services to it's residents. RMUC rate is mandated by the Idaho Public Utilities Commission. It is based upon current operating costs to supply water to existing residents. Following is the rates and Termination rules for RMUC.

Flat Rate	39.50	
Late Fee	1% (.39)	Monthly fee charged on delinquent balance as of last date invoice is created
Restoration of Service During Office Hours	\$20	Business hours 8AM – 5PM
Restoration of Service After Office Hours	\$40	After 5PM before 8AM
Filed Collection Fee	\$15	If payment on account is collected at customers home while serviceman is onsite to disconnect service.
NSF Fee	\$20	Charge for Check returned for Non-sufficient funds
Hook-up Fee	\$150	Charge for new home builds connecting to RMUC services

Each Lot owner will be responsible for the additional \$700 connection fee for water and sewer for a total of \$850 initially.

Invoices are sent out on the first of each month for the previous months usage for water and sewer. Your payment is due by the 25th each month. A statement will be included if you have a past due balance. These payment terms will be applicable to both water and sewer fees.

Termination of Services:

Your services can be disconnected for (1) non-payment of delinquent bills, (2) failure to abide by the terms of a payment arrangement, (3) fraudulent or unauthorized use of service, or (4) violation of utility rules.

Notice of termination will be sent on the 1st of the month at least 20 days prior to proposed termination date. If no payment is received or payment arrangement made by the 15th of the month a final disconnect notice will be sent.

Termination of service can be stopped or delayed by paying the delinquency, making reasonable payment arrangements, providing a medical certificate of an existing medical emergency or filing a complaint with the Idaho Public Utilities Commission.

Customers having difficulty paying their bill should contact us to make payment arrangements. Following a payment plan will prevent termination of services on delinquent accounts.


4. An explanation as to whether the Respondent can produce and send separate invoices to customers for water and sewer service.

YOU ARE FURTHER NOTIFIED that unless you do so within the time herein specified, the Idaho Public Utilities Commission may take such action against you as is prayed for in the Complaint or as it deems appropriate under Title 61 of the *Idaho Code*.

YOU ARE FURTHER NOTIFIED that the Complainant and the Commission Staff shall have 14 days from the filing of Respondent's Answer to file any reply comments.

YOU ARE FURTHER NOTIFIED that all persons and parties shall comply with the Commission Rules of Procedure, IDAPA 31.01.01.000 et seq, and specifically Rules 41 through 43, IDAPA 31.01.01.041-.043.

WITNESS my hand and the seal of the Idaho Public Utilities Commission this 27th day of September 2021.



Jan Noriyuki
Commission Secretary

(SEAL)