



Idaho Public Utilities Commission

PO Box 83720, Boise, ID 83720-0074

Brad Little, Governor

Paul Kjellander, Commissioner
Kristine Raper, Commissioner
Eric Anderson, Commissioner

September 27, 2021

Via Certified Mail

Rocky Mountain Utility Company, Inc.
ATTN: Jim Bernard
2 N. Landmark Lane, Suite 4
Rigby, ID 83442

Re: Case No. ROC-W-21-01

Dear Mr. Bernard:

Enclosed please find a Summons and Formal Complaint (which includes the Formal Complaint and Additional Information filed by Nicole Burbank the Complainant) issued against Rocky Mountain Utility Company, Inc. in Case No. ROC-W-21-01. As directed in the Summons, you are to file a written answer or motion in defense of said Complaint with this Commission within 21 days of the service date of the Summons.

The Company should respond to Ms. Burbank's Formal Complaint and all claims made therein, and provide any necessary additional information to the Commission. Further, the Company should respond to the additional inquiries set forth as 1-4 in the Summons.

Sincerely,

Jan Noriyuki
Commission Secretary

Enclosure(s)

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BEFORE THE IDAHO PUBLIC UTILITIES COMMISSION

NICOLE BURBANK,)
)
 COMPLAINANT,) **SUMMONS**
)
 vs.)
) **CASE NO. ROC-W-21-01**
 ROCKY MOUNTAIN UTILITY COMPANY,)
 INC.)
)
 RESPONDENT.)
)

Rocky Mountain Utility Company, Inc.
ATTN: Jim Bernard
2 N. Landmark Lane, Suite 4
Rigby, ID 83442

THE STATE OF IDAHO SENDS GREETINGS TO THE ABOVE-NAMED RESPONDENT.

YOU ARE HEREBY NOTIFIED that a Complaint has been filed with the Idaho Public Utilities Commission by the above-named Complainant; and

YOU ARE HEREBY DIRECTED to file a written answer or written motion in defense of the Complaint within twenty-one (21) days of the service date of this Summons; the answer or motion in defense should also respond to the following areas of inquiry in addition to the allegations raised by the Complaint:

1. An explanation, to include documentation, of how and when the Complainant’s residence at 3890 East Ash Lane, Rigby, Idaho 83442 became connected to the Respondent’s water system and water service was provided thereto.
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 include all invoices for water service provided to the Complainant’s residence at 3890 East Ash Lane, Rigby, Idaho 83442. The foregoing information should also clearly show what balance if any the Respondent contends Ms. Burbank owes for water service.
3. An explanation, to include any documentation of the \$850 “Hook-up fee” when it was paid and who paid it as shown in Exhibit B attached to the *Affidavit of Jolene Bossard*.

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)