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# THE CHEYENNE HERALD

**the local advocacy journal**



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## Maybe, just maybe, it's Dish Network that sucks

(More on page 5)

After trying to go directly to the installer of her dual Dish Network pans, then to Dish Network itself, finally to the Wyoming Attorney General ... all to no avail, a Cheyenne resident decided to give the Cheyenne Herald a try.

We've written on these pages before about the offensive commercials Dish Network has run, using the semi-profane "suck" repeatedly. Well, they may know of what they spoke.

The woman who called - it always seems like it's a woman solving problems - told the story of an installer of her Dish Network service laying his drill (bit)

on her white carpeted family room floor and that the bit had burned a 4-5" inch long groove in her carpet. Because of its location (from the wall) and the four-year age of her carpet, it could not be patched.

After the installer went whistling out of the house like a cartoon character, the homeowner noticed the damage. She called him and got him back. He admitted the burn had been made by his tool and asked for a "brush." Having none, and probably wondering what the hell he was going to do with a brush, the installer (who said he was a partner in the business) went to Lowe's and bought one. A wire brush. He proceeded to

attempt some sort of Donald Trump comb-over. It made matters worse. He told the customer to have the carpet patched or replaced but that he didn't want to put it in on his company insurance - he would use his MasterCard to pay. From that point on, it became progressively more difficult to reach either this guy or his company on the phone.

The homeowner and new Dish Network customer tried to keep the cost down and the total for the carpet and laying it was \$777.44. This resident had done what every consumer needs to do in a dispute with a vendor - keep meticulous records. Dates, times, names, etc.

The damage was done on September 17, 2004. Eleven days later, the room was measured and the installer was told the he should call the carpet store directly and provide his credit card number. He agreed to do so but never did. What he did do is call the carpet store and tell them he was "not going to pay for the replacement of [the] carpet" and that he was going to call the customer and discuss it. He didn't do that either.

Three weeks later, the resident contacted Dish Network directly. Eventually, they told her that the installer was a "retailer" for whom they were not responsible. Does that make them suck or what?

## LEADS owes Laramie County \$258,660.00

**Wal-Mart sales for 26 seconds would cover the underpayment**

In what might be considered an inadvertent error - a mistake made because a similar situation had not occurred before - the city development office determined that LEADS, the city/county economic development arm which is heavily supported by public funds, should pay \$50.00 an acre in community facility fees for the new western business park.

That was a costly mistake.

According to county subdivision rules, (Article IV - Community Facility Fees), the correct per acre fee should have been \$500.00.

40.010(b) states: "Land within any water and/or sewer district or serviced by a public water and/or sewer utility in Laramie County shall be assessed Community Facility Fees at a rate of five hundred dollars (\$500.00) per acre."

User agreements have been approved for the business park to access both city water and sewer, so subparagraph (b.) applies to this land. The mistake was to apply subparagraph (c.) IT says: "Land outside of the City of Cheyenne, land outside of a water and/or sewer district and land not served by any public water and/or sewer utility in Laramie County shall be assessed Community Facility

Fees at a rate of fifty dollars (\$50.00) per acre." This provision for rural sections does not apply to this land. It will receive city water and sewer - \$500.00 per acre should be charged.

*(This is not the only favor granted to the world's largest business. They (Wal-Mart) were granted a 100% landscaping variance (even though a county fire district was denied a similar request). Grants in the millions of dollars were (or are being) sought from the Wyoming Business Council to benefit Wal-Mart. \$500,000 from the county's general funds are being diverted for roads because of the expected Wal-Mart truck traffic. Etc. Etc.)*

The county planning office provided me with copies of the applicable pages from the Subdivision/Development Regulations 2000 - (the consecutive pages are numbered 21, 15a, 16 and 17).

Next I went to the Development Office to review the file(s) for the North Range Business Park. Page after page confirmed that LEADS should have paid \$500.00 an acre in Community Facilities Fees - not \$50.00. When I asked the head of the department why LEADS had been charged the lesser amount and who made the decision, he took the hit. He said they had made the mistake.

(more on page 10.)

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