WISCONSIN DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES



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- There may be discrepancies between the online copies and the original document. Original documents should be consulted as the definitive representation of the order's content. Copies of original orders may be obtained by mailing requests to the Department of Safety and Professional Services, PO Box 8935, Madison, WI 53708-8935. The Department charges copying fees. *All requests must cite the case number, the date of the order, and respondent's name* as it appears on the order.
- Reported decisions may have an appeal pending, and discipline may be stayed during the appeal. Information about the current status of a credential issued by the Department of Safety and Professional Services is shown on the Department's Web Site under "License Lookup."

The status of an appeal may be found on court access websites at: http://ccap.courts.state.wi.us/InternetCourtAccess and http://www.courts.state.wi.us/wscca

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STATE OF WISCONSIN BEFORE THE DEPARTMENT OF SAFETY AND PROFESSIONAL SERVICES

IN THE MATTER OF DISCIPLINARY

PROCEEDINGS AGAINST

NOTICE OF SUSPENSION AND NOTICE OF RIGHT TO REQUEST HEARING

JOHN DOUMA,

MODERATE TEMPERATURES,

&

ALL HOURS HEATING AND AIR CONDITIONING LLC

RESPONDENTS.

ORDER 0008057

Order:

Case # 18 COM 233

TO: John Douma

All Hours Heating and Air Conditioning LLC

299 Williams Street Randolph, WI 53050

Pursuant to Wis. Stat. § 440.20(5) and Wis. Admin. Code § SPS 305.10(1)(a)5 you are hereby notified that your HVAC Contractor Registrations (All Hours: 1532773, Moderate Temperatures: 245614) are hereby **suspended** due to your failure to respond to an investigation to the satisfaction of the Department concerning allegations of misconduct, negligence, and/or incompetence by you and your company and due to you engaging in financial misconduct as evidenced by numerous consumer complaints and the number of civil judgments entered against you.

The suspension will remain in place for four (4) weeks starting on September 12, 2022 and ending on October 10, 2022 and your license will not be reinstated until you request reinstatement to the Department. You may send your request to dspscredtrades@wisconsin.gov anytime on or after October 10, 2022. Please indicate your case number, 18 COM 233.

You are receiving this suspension because the Department received a complaint that you delivered the incorrect furnace to 134 Barwig, Mayville, WI and failed to install the correct unit. The Department opened an investigation regarding this complaint. The Department's investigation found that the Department of Agriculture, Trade and Consumer Protection (DATCP) also had received complaints against you alleging that you had entered into contracts with individuals but failed to perform the agreed upon services after accepting payments.

The Department contacted you on or about November 18, 2020, and discussed the complaint with you. The Department had further inquiries and made the following efforts to contact you and you failed to respond to the Department's satisfaction:

- The Department's investigator sent you a letter on December 21, 2021 for more information concerning the DATCP investigation. The letter indicated that failure to respond could subject you to additional discipline. No response was received.
- On January 27, 2022, the Department sent you another letter and an email asking for the same information. No response was received.
- On March 8, 2022, the Department sent the attorney associated with your case, 21SC1182, a letter requesting additional information. No response was received.
- The Department, in its communications, put you on notice of your duty to respond as required by Wis. Stat. § 440.20(5)(a).

Wis. Stat. § 440.20(5)(a) (applicable to HVAC Registrations through Wis. Stat. § 101.022) states that the department may suspend a credential, if the credential holder fails to respond, to the satisfaction of the department, within 30 days to a request for information from the department, in connection with an investigation of alleged misconduct of the credential holder. The Department's investigation shows that it attempted to contact you and you failed to respond to the allegations in the complaint even after being put on notice that your registration may be suspended for your failure to respond. For these reasons, the Department has sufficient evidence to suspend your credentials. Therefore, your HVAC Registration is suspended.

Further, the Department finds by a preponderance of evidence that you engaged in misconduct as evidenced by the numerous small claims and civil judgments entered against you. The Department obtained this information from the DATCP investigation and the public records found on the Wisconsin Court System Page (informally known as "CCAP" https://www.wicourts.gov/casesearch.htm). This is financial misconduct and subject to suspension as allowed by Wis. Admin. Code § SPS 305.10(1)(a)5. See also Wis. Admin. Code § SPS 305.003(43) for the definition of "misconduct."

You have the right to request a hearing on the suspension by sending a request for hearing to the Department of Safety and Professional Services, Chief Legal Counsel, P.O. Box 7190, Madison, Wisconsin 53707-7190, which must be received by the Department no later than 30 days from the date of mailing of this Notice. Your request for hearing must set out specifically and in full detail every reason why such order is unreasonable, and every issue to be considered by the department on the hearing. You shall be deemed to have finally waived all objections to any irregularities and illegalities in the order upon which a hearing is sought other than those set forth in the petition. Any hearing on the suspension will be held in accordance with the requirements set forth in Wis. Stat. ch. 227.

Dated at Madison, Wisconsin on	Stuguest.	3.	, 2022.
(0) Q_{-1}			

Al Rohmeyer

Chief Legal Counsel,

Department of Safety and Professional Services