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*Attorneys for Community Water Company*

**BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH**

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|--|---|-----------------------------|
| <b>In the Matter of Community Water<br/>Company, LLC</b> | ) |                             |
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|  | ) |                             |
|  | ) | <b>DOCKET NO. 16-098-01</b> |
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**DIRECT TESTIMONY**  
**OF**  
**STACY WILSON**  
**COMMUNITY WATER COMPANY**  
**SEPTEMBER 21, 2016**

1 **I. INTRODUCTION**

2 **Q. PLEASE STATE YOUR NAME, BUSINESS ADDRESS AND POSITION**  
3 **WITH COMMUNITY WATER COMPANY.**

4 A. My name is Stacy Wilson. My address is 1264 South Hoytsville Road, Coalville,  
5 Utah. I am employed by ASC, Utah as an Office Coordinator.

6 **Q. PLEASE SUMMARIZE YOUR EDUCATIONAL AND PROFESSIONAL**  
7 **EXPERIENCE**

8 A. I am a graduate of North Summit High School in Coalville, Utah. I am a graduate  
9 of Sherman Kendall Academy of Beauty Arts and Sciences in Salt Lake City. I  
10 have taken several courses in Microsoft Excel. I have worked for ASC Utah for  
11 approximately three years.

12 **II. IDENTIFICATION OF WITNESS**

13 **Q. FOR WHICH PARY WILL YOU BE OFFERING TESTIMONY IN THIS**  
14 **CASE?**

15 A. I will be offering testimony on behalf of Community Water Company  
16 (“Company”).

17 **Q. HAVE YOU TESTIFIED BEFORE THE UTAH PUBLIC SERVICE**  
18 **COMMISSION (“COMMISSION”) ON PRIOR OCCASIONS?**

19 A. Yes. I testified in person as a fact witness in this matter at a hearing held on  
20 September 13, 2016 on the Company’s Application for Interim Rate Increase.

21 **Q. PLEASE DESCRIBE YOUR PARTICIPATION IN THE PRESENT**  
22 **DOCKET MATTER.**

23 A. My participation in this docket has included: providing information about current  
24 Company billing practices; examining future Company billing practices and  
25 methodology to equitably implement the Division of Public Utility's ("Division")  
26 recommended rate structure; communicating with Company customers,  
27 Intervenors, and the Division about this rate case; communicating with  
28 representatives from our billing software company, Continental Utility Services  
29 Incorporated, regarding adapting Company billing software to implement the  
30 Company's proposed billing methodology; working with Company staff, such as  
31 Mike Folkman, Operations Manager, to coordinate billing practices with system  
32 operations; working with Mr. Folkman to identify and prioritize Company system  
33 deficiencies; assisting with creating budgets for Company system repairs;  
34 requesting and coordinating bids from vendors for specific system repairs; general  
35 administrative assistance to the Company; and assisting Counsel for the Company  
36 in preparing for both the Interim Rate Application hearing and this general rate  
37 matter. I also assisted in a similar but more limited capacity in the previously  
38 withdrawn Company rates cases, Docket No. 14-098-01 and Docket No. 15-098-  
39 01.

40 **III. PURPOSE OF TESTIMONY**

41 **Q. WHAT IS THE PURPOSE OF YOUR TESTIMONY?**

42 A. The purpose of my testimony is to explain to the Commission the Company's  
43 recommended billing methodology for equitably applying the Division's  
44 recommended rate structure.

45 **Q. HOW HAS THE COMPANY COME TO ITS RECOMMENDED BILLING**  
46 **METHODOLOGY?**

47 **A.** Over the last several weeks, the Company has had extensive, constructive  
48 conversations with a number of Company customers, most of the Intervenors in  
49 this case, and the Division of Public Utilities, regarding billing under the  
50 Division's recommended rate structure. Additionally, the Interim Rate  
51 Application process was instructive for forming the Company's proposed billing  
52 methodology.

53 **Q. ARE THERE ANY SPECIFIC GOALS THE COMPANY WANTS TO**  
54 **ACHIEVE WITH ITS PROPOSED BILLING METHDOLOGY?**

55 **A.** The proposed billing methodology is intended to meet multiple goals. First, the  
56 proposal is intended to fulfill the purposes of this rate case to establish and apply  
57 a rate sufficient to maintain Company operations, upgrade infrastructure, and  
58 establish a reserve account. Second, the proposal is intended to better explain to  
59 the Commission the relationship between the Company's physical water delivery  
60 system, the configuration of the Company's customer base, and customer water  
61 usage as applied to the recommended rate structure and intent of the matter.  
62 Third, the proposal is intended to find an equitable solution that addresses the  
63 specific concerns raised by many of the intervening HOAs. Forth, as a billing  
64 methodology, the proposal does not address the basis for the Division's  
65 recommended rates and can still be applied if any of the Division's metrics are  
66 altered (i.e. base rate recommendations, Tier pricing, Usage amounts, etc.).

67 **Q. DOES YOUR TESTIMONY FULFILL ANY OTHER PURPOSES?**

68 A. Yes. This testimony is also responsive to the Division's Third Data Request to the  
69 Company.

70 **IV. PROPOSED BILLING METHODOLOGY**

71 **Q. AT THE INTERIM RATE INCREASE HEARING, THE COMPANY**  
72 **PROPOSED A BILLING METHODOLOGY TO APPLY TO THE INTERIM**  
73 **RATE, IF APPROVED, HAS THE COMPANY'S PROPOSAL CHANGED?**

74 A. Yes. While the majority of the Company's proposal presented at the Interim Rate  
75 hearing remains the same, in light of the evolving discussions between the Parties,  
76 the Company has modified how it proposes to charge base rates. These  
77 modifications will be noted.

78 **Q. PLEASE EXPLAIN HOW THE COMPANY UNDERSTANDS THE MAIN**  
79 **COMPONENTS OF THE DIVISION'S RECOMMENDED RATE**  
80 **STRUCTURE.**

81 A. The Company generally understands the Division's rate structure to consist of two  
82 components: 1) a monthly base rate charge that is intended to cover all of the  
83 Company's fixed costs regardless of how much water is sold; and 2) Tiered usage  
84 charges where rates are based on 12,000 gallon Tiers and charges assessed per  
85 1000 gallons of use.

86 **1) BASE RATES:**

87 **Q. DISCUSSING BASE RATES FIRST, HOW DOES THE COMPANY**  
88 **UNDERSTAND THE DIVISION'S RECOMMENDATIONS REGARDING**  
89 **TO WHOM OR HOW BASE RATES ARE TO BE CHARGED?**

90 A. The Company reads the Division’s Petition as recommending that a base rate be  
91 charged to each Company customer currently connected to the system.

92 **Q. WHAT IS YOUR SUPPORT FOR THAT?**

93 A. The most direct source is the Division’s Exhibit 2.3 “Allocation of Annual  
94 Expenses and Annual Rates” and 2.3a “Expense Allocation (Notes)” that  
95 discusses the purpose of base rates and allocating expenses “to determine the  
96 annual rates paid by each customer.” In these Exhibits, the Division totals all of  
97 the Company’s fixed expenses and then divides that number by the number of  
98 customers reported in the Company’s 2015 Annual Report.

99 **Q. HOW IS THE TERM “CONNECTION” USED BY THE DIVISION?**

100 A. On Exhibit 2.3, the Division divides the Company customers into “Connections  
101 by Category” with 492 residential connections and 6 commercial connections for  
102 a total of 498 connected customers. The Division’s Petition states these groups are  
103 “metered customers” and proposes to apply the same rate structure to both  
104 residential and commercial customers. Petition Page 9. The Division’s requested  
105 Rate Schedule table includes “Base Rate for Connected Customers.” There are  
106 also three stand-by customers who are not currently connected to the Company’s  
107 system and are being charged a separate stand-by rate.

108 **Q. ASIDE FROM THE REFERENCE TO “METERED” CUSTOMERS, DOES**  
109 **THE DIVISION MENTION OR USE THE NUMBER OR TYPE OF**  
110 **METER USED TO SUPPLY CUSTOMERS WATER TO DETERMINE**  
111 **BASE RATE CHARGES?**

112 A. From my reading of the Division’s Petition, it does not appear the base rates were  
113 calculated based on the number or kind of meter, but were calculated solely on  
114 splitting the Company’s fixed costs amongst its customers currently using the  
115 Company system.

116 **Q. CAN YOU PLEASE EXPLAIN HOW THE COMPANY ACCOUNTS FOR**  
117 **RESIDENTS OF MULTI-FAMILY DWELLINGS LIKE THE RED PINE**  
118 **CHALET CONDOMINIUM UNITS?**

119 A. The Company considers each residence in multi-family dwelling as a single  
120 customer, as if they were a single family home. For example, the Red Pine  
121 Chalets have 200 residences and each of those residences is considered 1  
122 customer for a total of 200 customers.

123 **Q. CAN YOU PLEASE EXPLAIN HOW THE COMPANY ACCOUNTS FOR**  
124 **RESIDENTS OF TOWNHOMES?**

125 A. Each Townhome is considered one customer. For example, each of the 60 Red  
126 Pine Townhomes is considered an independent customer.

127 **Q. WITH THIS UNDERSTANDING, HOW DOES THE COMPANY**  
128 **PROPOSE TO CHARGE BASE RATES?**

129 A. The Company understands the term “connected customer” to mean each of the  
130 Company’s residential and commercial customers currently receiving water from  
131 the Company’s system. The Company proposes to charge each of these connected  
132 customers a monthly base rate, currently recommended at \$33.20. The Company  
133 has added two connected customers since its 2015 Annual Report cited by the

134 Division. Using these current numbers, in total, each month the Company will for  
135 \$16,000 in base rates between 502 connected customers.

136 **Q. WILL THE COMPANY CHARGE BASE RATES BASED ON THE**  
137 **NUMBER OR KIND OF METERS SUPPLYING WATER TO**  
138 **CONNECTED CUSTOMERS?**

139 **A.** No. The number, kind or size of meter, or the type of water delivered (irrigation  
140 or domestic) through a meter will not be taken into account when calculating  
141 charges for base rates.

142 **Q. IS THIS A CHANGE IN THE BILLING METHODOLOGY PROPOSED**  
143 **FOR THE INTERIM RATE?**

144 **A.** Yes. At the Interim Rate Increase hearing, it was proposed to charge base rates for  
145 irrigation meters supplying water to the various HOAs. Dialogue at, and  
146 following the hearing, has persuaded the Company to recommended base rates be  
147 charged solely for connections as defined above. This change in methodology  
148 should directly address some of the concerns raised in the Direct Testimony of  
149 Intervenor, Terry Lange.

150 **2) USAGE CHARGES**

151 **Q. THE DIVISION'S RATE STRUCTURE HAS TWO COMPONENTS, BASE**  
152 **RATE CHARGES AND USAGE CHARGES, CAN YOU EXPLAIN HOW**  
153 **THE COMPANY SEEKS TO APPLY THE DIVISION'S**  
154 **RECOMMENDED USAGE CHARGES?**

155 **A.** In general, we are going to apply the recommended rate structure to each  
156 connected customer. In other words, each connected customer who is paying a



157 base rate will be billed: \$.30 per 1000 gallons for Tier 1 use between 0 and 12,000  
158 gallons; \$.60 per 1000 gallons for Tier 2 use between 12,001 and 24,000 gallons;  
159 \$1.20 per 1000 gallons for Tier 3 use between 24,001 and 36,000 gallons; \$2.40  
160 per 1000 gallons for Tier 4 use between 36,001 and 48,000 gallons; and \$4.80 per  
161 1000 gallons for Tier 5 use beyond 48,000 gallons and over.

162 **Q. IS THAT USE INTENDED TO INCLUDE INDOOR DOMESTIC AND**  
163 **OUTDOOR WATER USE?**

164 **A.** Yes. We intend to combine each connected customer's domestic and outdoor  
165 water usage to determine their total water usage for the month. Using that  
166 combined number, we will determine how many gallons should be charged the  
167 Tier 1 Rate, how many should be charged the Tier 2 Rate, etc.

168 **Q. HOW ARE YOU GOING TO DETERMINE THE COMBINED**  
169 **DOMESTIC AND OUTDOOR WATER USAGE?**

170 **A.** It will depend on how the connected customer is metered. Some customers live in  
171 free standing homes with an independent meter that automatically meters both  
172 domestic and outdoor usage, some live in townhomes or condos and share  
173 irrigation and domestic meters, some live in townhomes with an independent  
174 meter for domestic use, but have shared meters for irrigation.

175 The goal is to establish a billing methodology that treats all of these different units  
176 similarly and as if they were a standalone home.

177 **Q. HOW WILL WATER USAGE BE DETERMINED A FOR A SINGLE**  
178 **FAMILY HOME AND PLEASE GIVE AN EXAMPLE?**

179 A. Each single family home has an individual meter that combines domestic and  
180 outdoor use as the total use for the home. The Company will calculate usage  
181 charges based on the total water use applied to the Division's recommended  
182 pricing Tiers. A base rate charge of \$33.20 will be added to the usage charge for a  
183 final monthly bill. The bill will be sent directly to the homeowner to pay in full.

184 For example:

185 If Home A uses 4000 gallons outside and 3000 gallons inside, the meter will read  
186 7000 gallons of total usage. The Company will charge Family A Tier 1 pricing of  
187 \$.30 per 1000 gallons for 7000 gallons, or usage charge of \$2.10. Adding the base  
188 rate and usage charge results in a bill of \$35.30.

189 If Home B uses 8000 gallons outside and 5000 gallons inside, the meter will read  
190 13,000 gallons of total usage. The Company will charge Family B Tier 1 pricing  
191 of \$.30 per 1000 gallons, for 12,000 gallons, or \$3.60, and Tier 2 pricing of \$.60  
192 per 1000 gallons for 1000 gallons, or \$.60, for a total usage charge of \$4.20.

193 Adding the base rate and usage charge results in a bill of \$37.40.

194 **Q. HOW WILL WATER USAGE BE DETERMINED FOR UNITS SHARING**  
195 **IRRIGATION AND DOMESTIC METERS?**

196 A. For complex units sharing irrigation and domestic meters, the usage on each  
197 meter will be combined to determine the total water use for the complex. The  
198 Company will calculate usage charges based on the total water use applied to the  
199 Division's recommended pricing Tiers, multiplied by the number of units in the  
200 complex. Multiplying the Tiers provides each unit the same amount of water as  
201 single family home. A base rate charge of \$33.20 for each unit will be added to

202 the usage charge for a final monthly bill. The bill will be sent directly to the HOA  
203 to pay in full. The HOA can allocate costs internally as they see appropriate.  
204 For example, 200 Red Pine Chalet condo units share 10 meters: domestic meters  
205 98 and 235 and irrigation meters 106-113.<sup>1</sup> Multiplied by the number of units in  
206 the complex. For the complex, the Tier 1 threshold is 2,400,000 gallons (12,000  
207 gallons x 200) and the monthly base rate charges are \$6640 (\$33.20 x 200).  
208 In Month A, the complex uses a total of 1,500,000 gallons on the 10 meters. The  
209 Company will charge the HOA Tier 1 pricing of \$.30 per 1000 gallons for  
210 1,500,000 gallons, or a usage charge of \$450. Adding the complex base rate and  
211 usage charge results in a bill of \$7,090.  
212 In Month B, the complex uses a total of 3,000,000 gallons on the 10 meters. The  
213 Company will charge the HOA Tier 1 pricing of \$.30 per 1000 gallons of water  
214 for 2,400,000 gallons, or \$720, and Tier 2 pricing of \$.60 per 1000 gallons for  
215 600,000 gallons, or \$360, for a total usage charge of \$1080. Adding the complex  
216 base rate and usage charge results in a bill of \$7,720.  
217 This same billing methodology will be applied to units under the Hidden Creek  
218 and Canyon View HOA, as those entities similarly share domestic and irrigation  
219 meters.

220 **Q: HOW WILL WATER USAGE BE DETERMINED FOR TOWNHOMES**  
221 **WITH AN INDEPENDENT DOMESTIC METER AND SHARED**  
222 **IRRIGATION METERS?**

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<sup>1</sup> Note: Currently the Red Pine HOA receives a bill for all 18 water meters associated with the Red Pine complex. For ease of billing, the Company is internally designating meters 98 and 235 as providing domestic water to the Red Pine Chalet condos, meters 106 -113 as providing irrigation water to the Red Pine Chalets, and meters 114-118 as providing irrigation water to the townhomes.

223 A. For units, primarily townhomes, with an independent domestic meter, but sharing  
224 communal irrigation meters, the total usage per townhome will be calculated by  
225 combining that unit's pro rata share of the communal irrigation use and  
226 independent domestic use. The Company will calculate usage charges based on  
227 the total water use applied to the Division's recommended pricing Tiers. A base  
228 rate of \$33.20 will be added to the usage charge for a final monthly bill. The bill  
229 will be sent directly to the townhome owner to pay in full.

230 For example, there are 60 independently metered Red Pine townhomes sharing  
231 irrigation meters 114-118. If the cumulative irrigation on the 5 irrigation meters is  
232 360,000 gallons, each townhome's pro rata share of the irrigation water is 6000  
233 gallons.

234 Townhome A uses 4000 gallons of domestic use. When combined with townhome  
235 A's pro rata irrigation usage of 6000 gallons, the total water usage for townhome  
236 A is 10,000 gallons. The Company will charge townhome A Tier 1 pricing of \$.30  
237 per 1000 gallons of water for 10,000 gallons, or a usage charge of \$3.00. Adding  
238 the base rate charge to the usage charge results in a total bill of \$36.20.

239 townhome B was absent for the month and has no domestic use. With no  
240 domestic use, the total monthly water usage is solely that townhome's pro rata  
241 irrigation usage of 6000 gallons. The Company will charge townhome B Tier 1  
242 pricing of \$.30 per 1000 gallons of water for 6000 gallons, or a usage charge of  
243 \$1.80. Adding the base rate charge to the usage charge results in a total of \$35.00.

244 townhome C uses 8000 gallons of domestic use. When combined with townhome  
245 C's pro rata irrigation usage of 6000 gallons, the total water usage for townhome

246 C is 14,000 gallons. The Company will charge townhome C Tier 1 pricing of \$.30  
247 per 1000 gallons of water for 12,000 gallons, or \$3.60, and Tier 2 pricing of \$60  
248 per 1000 gallons for 2000 gallons, or \$1.20, for a total usage charge of \$4.80.  
249 Adding the base rate charge to the usage charge results in a total bill of \$38.00.  
250 This same billing methodology will be applied to townhomes under B&D Plat  
251 HOA as that entity has similar townhomes with independently metered domestic  
252 use, but share irrigation meters

253 **Q. DOES THE PROPOSED BILLING METHOD ADDRESS THE**  
254 **CONCERNS OF THE INTERVENORS REGARDING PROPER**  
255 **ALLOCATION OF IRRIGATION WATER?**

256 **A.** Yes. Intervenor Terry Lange in his Direct Testimony stated “a grave inequity will  
257 occur if the water usage for the common landscaping system of the Red Pine  
258 campus is not included in the proposed 12,000 gallon per month per connected  
259 customer allotment at Tier 1 pricing.” The company has addressed this concern  
260 as demonstrated in each of the above scenarios and examples. The Company’s  
261 proposed billing methodology has been designed to ensure every connected  
262 customer, regardless of what kind of “unit” they are, is charged a base rate of  
263 \$33.20 and usage charge derived from applying their total combined domestic and  
264 irrigation use to the Division’s recommended pricing Tiers.

265 **Q. DOES THE PROPOSED BILLING METHOD DIFFER FROM THE**  
266 **RECOMMENDATIONS OF THE INTERVENORS AND WHY?**

267 **A.** Yes. The proposed billing method differs from Intervenor Terry Lange’s  
268 recommendations regarding allocating shared irrigation at the Red Pine

269 Townhomes. The Company proposes to divide the number of irrigation *gallons*  
270 by 60 and add that number to each townhome’s independent domestic use to  
271 arrive at the total water use for each townhome. Townhome water usage charges  
272 are calculated by applying total usage to the Division’s rate structure. Water use  
273 charges are added to the base rate charge and a bill sent to each townhome owner.  
274 Under the proposed Method, the HOA would no longer receive bills for irrigation  
275 at the townhomes.

276 Mr. Lange proposes to calculate the total *cost* of water from the irrigation meters,  
277 bill the HOA, and split that cost among the 60 townhomes. The Company is unsure  
278 how Mr. Lange proposes to calculate the cost for irrigation water absent a reference  
279 to each townhome’s domestic use. It appears Mr. Lange understands the  
280 recommended rate structure to provide an allotment of 12,000 gallons to each of  
281 the 60 Townhomes for a total group allocation of 720,000 gallons at Tier 1 pricing.  
282 Using the example above, if the townhomes used 360,000 gallons of irrigation each  
283 townhome would be billed by the HOA  $\$1.80 \left( \frac{360,000}{1000} \times \$0.30 \right) / 60$ .

284 For the Company to then calculate an equitable domestic water charges at each  
285 townhome, it would need to review or the monthly HOA irrigation usage (ex  
286 360,000), divide by 60 (6000), subtract that number from 12,000 to determine how  
287 many gallons each townhome had remaining at Tier 1 pricing (6000), apply Tier 1  
288 pricing for just that difference (\$.30 per thousand up to 6000 gallon), and if  
289 domestics use exceeds the difference start applying Tier 2 pricing and the regular  
290 schedule. The result is every month the Company would have to account for a new  
291 Tier 1 “usage” amount distinct to the townhomes and different than the 12,000

292 directly applied to every other connection. While both Mr. Lange's and the  
293 Company's proposed methods result in the charges and payments, the Company's  
294 billing system is designed to record water usage and apply preset rates. It is not  
295 designed to perform tasks with algebraic variables as Mr. Lange suggests.

296 Absent these gymnastics, if Mr. Lange is proposing to bill domestic use strictly  
297 against the traditional rate structure independent of irrigation use, it is contrary to  
298 his statements cited above would create inequities as each townhome would  
299 essentially get a double allocation of Tier 1 pricing independently applied to their  
300 domestic and irrigation use.

301 The Company's proposed method of simply adding a pro rata share of irrigation  
302 use to each townhome's domestic use is vastly simpler than Mr. Lange's proposal  
303 and can currently be accommodated by the Company software. The Company  
304 understands Mr. Lang's concerns regarding separating irrigation billing from  
305 irrigation control, but it feels this inconvenience is merited in the broader context  
306 of simplifying Company operations and equity.

307 **CONCLUSION**

308 **Q. DOES THIS COMPLETE YOUR TESTIMONY?**

309 **A.** Yes it does. Thank you.

DATED this 21<sup>st</sup> day of September, 2016

Stacy Wilson



## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing DIRECT TESTIMONY OF STACY WILSON was emailed on the 21<sup>st</sup> day of September, 2016 to the following:

### COMMUNITY WATER COMPANY, LLC

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### RED PINE HOA

|                  |  |
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### HIDDEN CREEK HOA

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### PLAT B&D HOA

|              |  |
|--------------|--|
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Legal Assistant