

PUBLIC SERVICE COMMISSION

Docket No. 21-001-01

HEARING

February 09, 2022

ADVANCED REPORTING SOLUTIONS

801-746-5080 | office@advancedrep.com | advancedrep.com

SALT LAKE | 159 West Broadway, Broadway Lofts, Suite 100 | Salt Lake City, Utah 84101

PROVO | 3507 North University Avenue, Suite 350-D | Provo, Utah 84604

ST. GEORGE | 20 North Main Street, Suite 301 | St. George, Utah 84770



Hearing
February 09, 2022

1 - BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

2
3
4
5
6
7
8
9
10
11
12
13
14
15
16
17
18
19
20
21
22
23
24
25

Bridgerland Water Company's) DOCKET NO. 21-001-01
Application for Culinary)
Water Rate Increase)
-----)

HEARING

Held virtually on,
Wednesday, February 9, 2022
At 10:01 a.m.

Reported by: Christina Essi, RPR, CSR

1 MS. HOGLE: Good morning everyone. It is
2 10 o'clock in the morning on February 9th, 2022. We
3 are here to consider the settlement stipulation that
4 was filed in the matter of Bridgerland Water Company's
5 request for a rate increase, Docket Number 21-001-01.
6 My name is Yvonne Hogle and I'm the Commission's
7 designated presiding officer for this hearing. At
8 this time, I'd like to take appearances for the
9 record, please, starting with the applicant.

10 MS. HENINGER: Oh, is that me? This is
11 where I read -- just introduce myself?

12 MS. HOGLE: Yes, please.

13 MS. HENINGER: Oh, my name is Tana Heninger.
14 I'm the Vice President of Bridgerland Water Company.

15 MS. HOGLE: Okay, thank you, Ms. Heninger.
16 And for the Division, please.

17 MS. SCHMID: Patricia Schmid, representing
18 the Division. With me is the Division's witness, Mark
19 Long. Thank you.

20 MS. HOGLE: Okay. So, Ms. Heninger, is
21 there anybody who is going to help you go through the
22 process of introducing the evidence, putting you on
23 the stand? Or I can guide you through that, or
24 Ms. Schmid can probably -- would also be able to help
25 with that. Am I correct that you don't have an

1 attorney?

2 MS. HENINGER: Yes, that's correct.

3 MS. HOGLE: Okay. And do you know how this
4 process works?

5 MS. HENINGER: I think so. I've been
6 prepared by Mark Long and I read through transcripts
7 and I have a statement prepared with the information,
8 so I think I'm okay.

9 MS. HOGLE: Okay, perfect. Okay, let's
10 start then. Let's start by swearing you in. Do you
11 swear to tell the truth?

12 MS. HENINGER: Yes.

13 MS. HOGLE: Okay. So at this time,
14 Ms. Heninger, will you please, for the record,
15 introduce yourself, who you work for, and what you're
16 doing today?

17 MS. HENINGER: Okay. So as I said before,
18 my name is Tana Heninger. I'm Vice President of
19 Bridgerland Water Company. The matter before the PSC
20 today is Bridgerland seeking a rate increase to go
21 into effect on April 1st, 2022. Bridgerland also has
22 entered into a stipulation settlement to increase
23 rates, change various fees, and update our tariff.
24 From a management structure, we have five members on
25 our board: Myself, my parents, Ted and Dixie Wilson,

1 and my two brothers, Rob and Mike Wilson. We all work
2 together and have worked together on this rate review.
3 We're all in full agreement with where we are today.

4 The water company was built and is managed
5 and maintained by Ted and Dixie Wilson, the original
6 owner/developer of Bridgerland Village in Garden City,
7 Utah. Three years ago, my two brothers and I were
8 asked to help our parents. Because of their age and
9 declining health, they no longer felt they could carry
10 the burden. To my knowledge, the system has been run
11 and maintained properly and has never had to have a
12 boil order or be shut down in its history. Since its
13 beginning, Ted and Dixie have taken little to no
14 compensation for the running of the Company and have
15 heavily subsidized the Company with their own money.
16 The three of us children could see right away that we
17 would not be able to subsidize the Company as my
18 parents have done, and we initially offered to give it
19 to Garden City, which they declined. So we set about
20 working out a plan to make it solvent and maintained
21 properly.

22 Culinary water comes from one source, Payne
23 Spring. It has been a reliable and clean aquifer.
24 We're in the process of connecting onto Garden City
25 Water System, which we are under contract to do. This

1 will give the Bridgerland Water Company a second and
2 reliable source if needed. Payne Spring gives
3 adequate supply, even during the heavy use season.
4 Users aren't discouraged from watering outside. The
5 system is meant for culinary water use only and the
6 HOA covenant states this fact. There are a few
7 homeowners who are overusing, and a rate increase with
8 tiers will deter them from wasting water outside.

9 Now that Ted and Dixie no longer can or are
10 willing to run the water company for free, it is
11 necessary to hire a manager. It is also necessary to
12 make some improvements outside of just fixing leaks
13 and breakages, which is all they really have been able
14 to do for the last 10-plus years. But the current
15 budget does not have enough cash flow to do so. It is
16 the intention of the Company to hire a full-time
17 manager, along with a part-time book keeper, as well
18 as make some system improvements. Specific
19 improvements would be, but not limited to, automating
20 with a telemetry system, replacing old meters with
21 radio-transmitted meters, rebuild an original pump
22 house and hooking onto Garden City's water system for
23 redundancy.

24 Our most recent rate increase was in 2005.
25 The system is now 50 years old and it seems to need

1 more and more maintenance. Rising costs to maintain
2 and fix the system make it prohibitive to keep the
3 system at the excellent level it needs to be. The
4 current rate does not allow for any improvements other
5 than fix-it projects. Each home pays -- currently,
6 each home pays \$24 a month, which includes 6,000
7 gallons. After that, it costs a \$1.75 per
8 thousand gallons. Each lot owners pays \$10 a month as
9 a standby fee. We currently have 180 connected
10 customers and 254 standby customers. Full build-out
11 is those two numbers added together, 434. At the
12 current water usage rate and full build-out, we will
13 not have an adequate supply of water unless the HOA
14 improvements are adhered to and water conservation is
15 practiced in the summer.

16 On February 3rd, 2021, we notified the
17 Commission of our intent to file for an increase in
18 water rates and sent a letter to all properties owners
19 of such. On February 10th, 2021, the Commission
20 instructed the Division to provide any necessary
21 assistance to Bridgerland to prepare the rate case.
22 On July 22nd, 2021, the Commission received a request
23 for approval of rate increase. On August 12th, 2021,
24 the Commission issued a scheduling order, notice of
25 hearing, and notice of public witness hearing.

1 Shortly after November 16th, 2021, we entered into
2 settlement discussions with the Division and on
3 January 24th, 2022, Bridgerland Water Company signed
4 the settlement stipulation and returned it to the
5 Division for their signature. The essential
6 components of the settlement agreement are the new
7 rates and updated fees, as shown in the settlement
8 agreement in Tables 1 and 2, and the updated tariff
9 sheet primarily involving housekeeping matters as
10 shown in Attachments A and B.

11 On February 10th, 2021, a letter was sent to
12 all customers, via US Mail, providing notice at
13 Bridgerland's intent to file a rate case. This
14 correspondence referenced the Commission's website,
15 listed the docket number, and encouraged its customers
16 to check the website often to keep up-to-date on
17 future filings and information.

18 In 2021 Summer, at the HOA meeting, the rate
19 case was discussed with the attendees. Customers with
20 an email address on file were notified of a proposed
21 settlement agreement on January 7th, 2022. And on
22 January 8th, 2022, a letter was sent via US mail to
23 the remainder of the customers. This notice indicated
24 the dates and times of the hearing and public witness
25 hearing in this docket. Also in this notice, the

1 Company provided a direct link to the Commission's
2 website, Docket Number 20-001-01, encouraging its
3 customers to view the docket and contact Bridgerland
4 if they have questions. On January 14th, 2022, the
5 Commission issued notice that the in-person hearings
6 scheduled for February 9th, 2022 would be held
7 virtually. Also on January 14th, 2022, the Division
8 filed a motion to suspend the schedule, except for the
9 hearing dates. Bridgerland supported the motion. On
10 January 17th, Bridgerland properly sent its customers
11 notice that the hearings scheduled for February 9th,
12 2022 would be virtual and included the hearing link,
13 sent by email to those with email on file and by US
14 mail to those without.

15 Three main issues have driven us to ask for
16 a rate increase: The need to be solvent and not run
17 on a deficit any longer; second, the state requirement
18 of redundancy which means we need to connect onto
19 Garden City; and last, the fact that the system is
20 about at the end of its life and will need severe
21 maintenance over the next few years. Bridgerland
22 believes that the proposed rates, fees, and tariff
23 changes are just and reasonable and in the public
24 interest. Thank you.

25 MS. HOGLE: Thank you, Ms. Heninger. You

1 filed testimony, direct testimony on July 22nd, 2021;
2 is that correct?

3 MS. HENINGER: Yes.

4 MS. HOGLE: Okay. And so -- along with your
5 application and exhibits, I believe. Do you have any
6 changes that you would like to make to that testimony?

7 MS. HENINGER: No, I don't.

8 MS. HOGLE: Okay. So everything in the
9 testimony is the same, as it was in July when you
10 filed it; is that true?

11 MS. HENINGER: Yes.

12 MS. HOGLE: Okay. And would you like to
13 move for the admission of that testimony into the
14 record so the Commission can consider it?

15 MS. HENINGER: Yes.

16 MS. HOGLE: Okay. Thank you. Does the
17 Division have any objections?

18 MS. SCHMID: No objection.

19 MS. HOGLE: Okay. Then I will authorize the
20 admission of the testimony and any exhibits into the
21 record, Ms. Heninger. Thank you very much. I don't
22 have any more for you in that regard, and I'd like to
23 ask Ms. Scmid if the Division has any questions.

24 MS. SCHMID: The Division has just one
25 question. I'm asking this to clarify something.

1 Could you please explain which lots pay the
2 standby fees and which lots pay the \$94 a month, under
3 the suggested rates?

4 MS. HENINGER: So if there is no home,
5 meaning that they're not hooked on with the meter with
6 culinary, they pay the standby fee. If there is a
7 home with a meter and that, then it's the -- then it's
8 -- currently it's \$24 a month, but proposed \$94 a
9 month.

10 MS. SCHMID: Thank you. The Division has no
11 more questions.

12 MS. HOGLE: Okay, thank you. So now I'm
13 going to put my presiding officer hat on and I do want
14 to clarify something with you that I heard when you
15 testified. You indicated, I believe, that the notice
16 had a docket number of 20-001-01, and I just wanted to
17 make sure that you meant to say 21-001-01. And here
18 is why that's important. It's important that the
19 people who would be paying the increase know and be
20 able to access the real docket. And so I just want to
21 make sure that my assumption is correct.

22 MS. HENINGER: Yeah, that's correct. I must
23 have misread it. Thank you. Yeah, that's what it
24 says in my notes also.

25 MS. HOGLE: Okay, perfect. I don't have any

1 questions. Thank you so much for your time this
2 morning.

3 At this time, I'd like to call the Division
4 of Public Utilities, please.

5 MS. SCHMID: Thank you. The Division would
6 like to call Mr. Mark Long as its witness. May he
7 please be sworn.

8 MS. HOGLE: Good morning, Mr. Long. I don't
9 see him, by the way. Do you swear to tell the truth?

10 MR. LONG: Yes, I do.

11 MS. HOGLE: Okay. I don't need to see him,
12 but -- okay, there you are. Good morning.

13 Okay, please proceed, Ms. Schmid.

14 MS. SCHMID: Thank you.

15 EXAMINATION

16 BY MS. SCHMID:

17 Q Mr. Long, could you please state your
18 employer, your business title, and your business address
19 for the record?

20 A Yes. I'm a Utility Technical Consultant. I
21 work for the Division of Public Utilities. My address is
22 160 East 300 South, Salt Lake City, Utah.

23 Q Have you participated on behalf of the
24 Division in this docket?

25 A Yes, I have.

1 **Q Could you please briefly describe your**
2 **involvement?**

3 A Yes. I completed a review of the findings
4 for the Division. I also participated in settlement
5 discussions with the Company's vice president, Tana
6 Heninger, my managers at the Division, as well as the
7 Division's attorney, Trisha Schmid.

8 **Q In conjunction with your involvement on**
9 **behalf of the Division, did you prepare or cause to be**
10 **prepared in file your direct testimony marked DPU 1.0**
11 **along with exhibits DPU 2.1-2.11, Exhibit 3A and 3B in**
12 **this docket?**

13 A Yes, I did.

14 **Q Do you have any changes or corrections to**
15 **that filing?**

16 A No.

17 **Q If I were to ask you the same questions**
18 **today, would your answers be the same as in that pre-file**
19 **testimony?**

20 A Yes.

21 **Q With that, the Division would like to move**
22 **for the admission of Mr. Long's testimony and**
23 **accompanying exhibits.**

24 MS. HOGLE: Okay, thank you. Ms. Heninger,
25 I assume that you don't have any objection to that?

1 MS. HENINGER: No.

2 MS. HOGLE: Okay, thank you for that. They
3 are admitted. Thank you so much.

4 MS. SCHMID: Thank you. The Division would
5 also like to move for the admission of the settlement
6 stipulation filed in this docket.

7 MS. HOGLE: Okay. It is admitted. Thank
8 you.

9 MS. SCHMID: Thank you.

10 BY MS. SCHMID:

11 Q Mr. Long, do you have a summary to present
12 today?

13 A Yes, I do.

14 Q Please proceed.

15 A Okay. The Division reviewed Bridgerland's
16 rate increase application and over a dozen attachments.
17 The Division also received additional information from
18 it's annual reports are, Division of Drinking Water
19 reports, many emails, phone calls, and virtual meetings.
20 The Division's analysis show that the current rates no
21 longer cover fixed costs and did not have an effective
22 conservation rate with an increasing tiered rate
23 structure and, thus, were no longer just and reasonable.
24 Basic rate metering is pretty straightforward. Total
25 reasonable and prudent costs incurred by the water

1 company are divided by the number of customers, with some
2 modifications made to account for the differences of
3 connected customers standby customers.

4 Most Utahns pay low water rates because
5 property taxes heavily subsidize a good number of Utah
6 water districts. Private water companies are often
7 funded solely by their customers, but sometimes
8 contributions are made by property developers or charges
9 are not made for worker supplies. Absent funding from
10 some other source, private water companies have no
11 funding sources other than the rates and fees paid by
12 their customers. The Division notes that Bridgerland has
13 not had a rate increase since 2005.

14 Since its inception, Bridgerland was heavily
15 subsidized by its owners, Mr. and Mrs. Wilson, through
16 donating their labor and making cash infusions into water
17 company as needed. The Wilsons can no longer donate
18 their labor or continue making cash infusions, therefore,
19 customers must pay for the full cost of water. To comply
20 with a corrective action plan from the Utah Division of
21 Drinking Water, requiring a redundant source of water,
22 part of the costs covered in this rate increase is the
23 cost of Bridgerland to hook into Garden City's water
24 system. Ultimately, this will make it more conducive for
25 Garden City to take over the water company if that

1 situation should present itself sometime in the future.
2 The Division worked closely with Bridgerland's Vice
3 President Tana Heninger. She was very accommodating and
4 had many good suggestions in creating new rates that
5 adequately supported the Company while keeping rates as
6 low as possible.

7 The Division filed direct testimony on
8 December 8th, 2021. The Division notes that all rebuttal
9 -- all party rebuttal testimony was due on January 7th,
10 2022. No party filed rebuttal testimony or comments in
11 the case. Additionally, Division records show there have
12 been no informal or formal complaints filed against
13 Bridgerland in at least the past six years.

14 Soon after the direct testimony was filed by
15 the Division, parties met to discuss the Division's
16 findings and conclusions. These discussions led to a
17 mutually-acceptable settlement agreement, with particular
18 importance to the Division were paragraphs 12, 13, and 14
19 of the stipulation. In paragraph 12, Table 1 of the
20 stipulation, a new rate model and price is represented,
21 which includes proposed rates and a rate structure that
22 covers all fixed costs and has an effective conservation
23 rate structure with increasing tiered rates. The
24 stipulation also includes changes to Bridgerland's set
25 fees that reflect increased prices and charges, in

1 paragraph 13 Table 2. The stipulation also includes
2 updated rules and regulations that apply to all regulated
3 water utilities, as discussed in paragraph 14,
4 attachments A and B. The rate structure, as proposed,
5 will provide additional funds in Bridgerland's capital
6 reserve account, which will also help with repairs and
7 replacements of an aging structure.

8 The Division believes the criteria for a
9 settlement, according to Utah Code 5471, have been met
10 and concludes that the evidence contained in the records
11 supports a finding that the settlement proposal is just
12 and reasonable in result and in the public interest.
13 Therefore, the Division recommends the Commission accept
14 the settlement stipulation as filed with the Commission
15 on January 25th, 2022, and approve the requested rate
16 increase with an effective date of April 1st, 2022.

17 That concludes my statement.

18 MS. SCHMID: Thank you. Mr. Long is
19 available for questions from the Company and from the
20 presiding officer.

21 MS. HOGLE: Ms. Heninger, do you have any
22 questions for Mr. Long?

23 MS. HENINGER: I do not, thank you.

24 MS. HOGLE: Thank you. Mr. Long, I just
25 have a few of them. Not very many at all.

1 Can you tell me how much of the proposed \$94
2 per month make up the conservation portion of the fee?

3 MR. LONG: The way the Division's rate model
4 works is, \$94 covers all fixed expenses. The tiered
5 rates is where the conservation fee comes in. And so
6 the first tier is at cost and then it goes up
7 incrementally from there.

8 MS. HOGLE: I see. Okay, very good. Tell
9 me what part of the \$94 is to hook up to the Garden
10 City Water System.

11 MR. LONG: Let me review that really quick.
12 I'm assuming that's not confidential, is it, Tana?

13 MS. HOGLE: She said no, for the record.

14 MR. LONG: Okay. In looking at this, if I
15 take out the Garden City connection, the rates fall
16 from \$94 to \$77 a month. So what's that, \$14?

17 MS. HOGLE: Okay. Well, that is -- that
18 might explain the response to my next question, and
19 you can answer it if you want, but now that I know
20 that, maybe -- I'd still like to get it on the record
21 a little bit more clearly.

22 So you referenced the rate case of a water
23 company, I believe it was Pineview, in your direct
24 testimony, as a reference for an order where we
25 approved an increase in a similar but smaller company,

1 I believe you said. And the rate that you proposed,
2 and that the parties agreed to in that case, went up
3 to \$70 per month. And so my question was, a year
4 later, how do you explain the jump from \$70 to \$94?
5 And I believe you just testified that a large portion
6 of that difference makes up -- is made up of the
7 hookup to Garden City Water System; is that correct?

8 MR. LONG: That's partly true. But each
9 water company has its own set of expenses. And this
10 one had different expenses than Pineview West did or
11 any other water company. So it's really hard to even
12 compare the companies. I only mentioned it because
13 the variable rate was similar and the other rates
14 were, you know, within reason of that.

15 MS. HOGLE: Right. But for the requirement
16 to hook up to the Garden City Water System, you would
17 have proposed a \$77 rate, or the parties would have
18 proposed a \$77 rate; does that sound right?

19 MR. LONG: Yes, that's correct. And also
20 the standby rate would have been \$24, so it would have
21 gone down a little bit also.

22 MS. HOGLE: Okay, perfect.

23 And, Ms. Heninger, yes, do you have a
24 comment or a question?

25 MS. HENINGER: So the state has required us

1 to have a second source. And so our solution has been
2 to hook onto Garden City. But if we were not hooking
3 onto Garden City, we would still have another huge
4 expense, either drilling and developing our own well,
5 a new well. And so it's not just, oh, if we weren't
6 doing Garden City, then it would be 70. No, there
7 would be something else. This was, to us, the
8 cheapest, the most reliable way that we could comply
9 with their requirement that they've given us an
10 extension on because we've been trying to work this
11 out. So hopefully that explains a little bit better.

12 MS. HOGLE: Sure. I think that's good
13 supplemental information, so thank you for that
14 explanation.

15 And, Ms. Heninger, and I apologize for going
16 back and forth here, but you are both sworn. So I
17 want to go back. I forgot to ask you about this
18 before, but have you had any progress on hiring your
19 manager and your part-time book keeper?

20 MS. HENINGER: Well, right now, me and my
21 brothers are just doing it for free, but we're waiting
22 for the increase because we've got to be able to have
23 some money in order to hire someone. We have people
24 who help us and we've kind of pieced out some of it.
25 But really right now the lion's share is on us. And

1 if we get this increase, then we do have a few people
2 we want to reach out to, to see if they're interested,
3 yes.

4 MS. HOGLE: Okay. And does that include the
5 family who potentially could fill this position, or
6 are you hiring outside of the family?

7 MS. HENINGER: We'd like to hire outside the
8 family if can find the right fit. So myself and my
9 two brothers, we have full-time jobs and so we would
10 like to hire sometime outside if we could.

11 MS. HOGLE: Okay, perfect. Thank you so
12 much. I don't have any additional questions.

13 Does anybody have anything else to add?

14 Thank you, Mr. Long, for your testimony this
15 morning. Your exhibits and your testimony were very
16 thorough and helpful, so I thank you for that.

17 MR. LONG: Thank you.

18 MS. HOGLE: And I don't have any more
19 questions for you.

20 Ms. Schmid, do you have any followup or any
21 additional information or anything that you would like
22 to add or cover?

23 MS. SCHMID: The Division has no followup
24 questions for Mr. Long and has nothing else to
25 present. Thank you very much.

1 MS. HOGLE: Okay, thank you. Ms. Heninger,
2 do you have anything else to add?

3 And she said -- I think she said no, we're
4 good.

5 MS. HENINGER: Sorry, I forgot this is
6 recording. We're good. I don't have anything further
7 to add.

8 MS. HOGLE: Okay. Well, thank you both for
9 your testimony this morning. We are aware of the
10 effective. Date and, of course, we will issue an
11 order, probably well before that date and I don't have
12 any other questions. There is a public hearing at
13 3 o'clock this afternoon, so let's come back at that
14 time, but as far as our evidence hearing today, we are
15 adjourned, thank you.

16 (Proceedings concluded at 10:31 a.m.)
17
18
19
20
21
22
23
24
25

1 STATE OF UTAH)
2)
3 COUNTY OF SALT LAKE)

4

5 I, Christina Essi, RPR, a Certified Shorthand
6 Reporter and Registered Professional Reporter, hereby
7 certify:

8

9 That the foregoing proceedings were taken
10 before me at the time and place therein set forth, at
11 which time the witness was placed under oath to tell the
12 truth,; that the proceedings were taken down by me in
13 shorthand and thereafter my notes were transcribed
14 through computer-aided transcription; and the foregoing
15 transcript constitutes a full, true, and accurate record
16 of such testimony adduced and oral proceedings had, and
17 of the whole thereof.

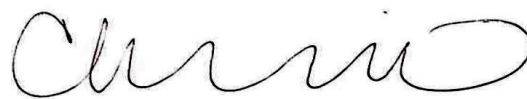
18

19 I further certify that I am not a relative or
20 employee of any attorney of the parties, nor do I have a
21 financial interest in the action.

22

23 I have subscribed my name on this 23rd day of
24 February, 2022.

25



Christina Essi, RPR, CSR

\$	2022 2:2 3:21 7:3,21,22 8:4,6,7,12 15:10	A
\$1.75 6:7	21-001-01 2:5 10:17	Absent 14:9
\$10 6:8	22nd 6:22 9:1	access 10:20
\$24 6:6 10:8	24th 7:3	accommodating 15:3
\$94 10:2,8	254 6:10	accompanying 12:23
1	3	account 14:2
1 7:8 15:19	300 11:22	action 14:20
1.0 12:10	3A 12:11	added 6:11
10 2:2	3B 12:11	additional 13:17
10-plus 5:14	3rd 6:16	Additionally 15:11
10th 6:19 7:11	4	address 7:20 11:18,21
12 15:18,19	434 6:11	adequate 5:3 6:13
12th 6:23	5	adequately 15:5
13 15:18	50 5:25	adhered 6:14
14 15:18	6	admission 9:13,20 12:22 13:5
14th 8:4,7	6,000 6:6	admitted 13:3,7
160 11:22	7	age 4:8
16th 7:1	7th 7:21 15:9	agreement 4:3 7:6,8,21 15:17
17th 8:10	8	analysis 13:20
180 6:9	8th 7:22 15:8	annual 13:18
1st 3:21	9	answers 12:18
2	9th 2:2 8:6,11	appearances 2:8
2 7:8		applicant 2:9
2.1-2.11 12:11		application 9:5 13:16
20-001-01 8:2 10:16		approval 6:23
2005 5:24 14:13		April 3:21
2021 6:16,19,22,23 7:1, 11,18 9:1 15:8		aquifer 4:23
		assistance 6:21

assume 12:25

assumption 10:21

attachments 7:10 13:16

attendees 7:19

attorney 3:1 12:7

August 6:23

authorize 9:19

automating 5:19

B

Basic 13:24

beginning 4:13

behalf 11:23 12:9

believes 8:22

board 3:25

boil 4:12

book 5:17

breakages 5:13

Bridgerland 2:4,14 3:19,
20,21 4:6 5:1 6:21 7:3
8:3,9,10,21 14:12,14,23
15:13

Bridgerland's 7:13 13:15
15:2,24

briefly 12:1

brothers 4:1,7

budget 5:15

build-out 6:10,12

built 4:4

burden 4:10

business 11:18

C

call 11:3,6

calls 13:19

carry 4:9

case 6:21 7:13,19 15:11

cash 5:15 14:16,18

change 3:23

charges 14:8 15:25

check 7:16

children 4:16

City 4:6,19,24 8:19 11:22
14:25

City's 5:22 14:23

clarify 9:25 10:14

clean 4:23

closely 15:2

comments 15:10

Commission 6:17,19,22,
24 8:5 9:14

Commission's 2:6 7:14
8:1

companies 14:6,10

company 2:14 3:19 4:4,
14,15,17 5:1,10,16 7:3
8:1 14:1,17,25 15:5

Company's 2:4 12:5

compensation 4:14

complaints 15:12

completed 12:3

comply 14:19

components 7:6

conclusions 15:16

conductive 14:24

conjunction 12:8

connect 8:18

connected 6:9 14:3

connecting 4:24

conservation 6:14 13:22
15:22

Consultant 11:20

contact 8:3

continue 14:18

contract 4:25

contributions 14:8

correct 2:25 3:2 9:2
10:21,22

corrections 12:14

corrective 14:20

correspondence 7:14

cost 14:19,23

costs 6:1,7 13:21,25
14:22 15:22

covenant 5:6

cover 13:21

covered 14:22

covers 15:22

creating 15:4

culinary 4:22 5:5 10:6

current 5:14 6:4,12 13:20

customers 6:10 7:12,15,
19,23 8:3,10 14:1,3,7,12,
19

D	<p>donating 14:16</p> <p>down 4:12</p> <p>dozen 13:16</p> <p>DPU 12:10,11</p> <p>Drinking 13:18 14:21</p> <p>driven 8:15</p> <p>due 15:9</p>	<p>fee 6:9 10:6</p> <p>fees 3:23 7:7 8:22 10:2 14:11 15:25</p> <p>felt 4:9</p> <p>file 6:17 7:13,20 8:13 12:10</p> <p>filed 2:4 8:8 9:1,10 13:6 15:7,10,12,14</p> <p>filing 12:15</p> <p>filings 7:17</p> <p>findings 12:3 15:16</p> <p>fix 6:2</p> <p>fix-it 6:5</p> <p>fixed 13:21 15:22</p> <p>fixing 5:12</p> <p>flow 5:15</p> <p>formal 15:12</p> <p>free 5:10</p> <p>full 4:3 6:10,12 14:19</p> <p>full-time 5:16</p> <p>funded 14:7</p> <p>funding 14:9,11</p> <p>future 7:17 15:1</p>
<p>dates 7:24 8:9</p> <p>December 15:8</p> <p>declined 4:19</p> <p>declining 4:9</p> <p>deficit 8:17</p> <p>describe 12:1</p> <p>designated 2:7</p> <p>deter 5:8</p> <p>developers 14:8</p> <p>differences 14:2</p> <p>direct 8:1 9:1 12:10 15:7, 14</p> <p>discouraged 5:4</p> <p>discuss 15:15</p> <p>discussed 7:19</p> <p>discussions 7:2 12:5 15:16</p> <p>districts 14:6</p> <p>divided 14:1</p> <p>Division 2:16,18 6:20 7:2,5 8:7 9:17,23,24 10:10 11:3,5,21,24 12:4, 6,9,21 13:4,15,17,18 14:12,20 15:2,7,8,11,15, 18</p> <p>Division's 2:18 12:7 13:20 15:15</p> <p>Dixie 3:25 4:5,13 5:9</p> <p>docket 2:5 7:15,25 8:2,3 10:16,20 11:24 12:12 13:6</p> <p>donate 14:17</p>	E	<p>East 11:22</p> <p>effect 3:21</p> <p>effective 13:21 15:22</p> <p>email 7:20 8:13</p> <p>emails 13:19</p> <p>employer 11:18</p> <p>encouraged 7:15</p> <p>encouraging 8:2</p> <p>end 8:20</p> <p>entered 3:22 7:1</p> <p>essential 7:5</p> <p>evidence 2:22</p> <p>EXAMINATION 11:15</p> <p>excellent 6:3</p> <p>Exhibit 12:11</p> <p>exhibits 9:5,20 12:11,23</p> <p>explain 10:1</p>
<p>donating 14:16</p> <p>down 4:12</p> <p>dozen 13:16</p> <p>DPU 12:10,11</p> <p>Drinking 13:18 14:21</p> <p>driven 8:15</p> <p>due 15:9</p>	F	<p>gallons 6:7,8</p> <p>Garden 4:6,19,24 5:22 8:19 14:23,25</p> <p>give 4:18 5:1</p> <p>good 2:1 11:8,12 14:5 15:4</p> <p>guide 2:23</p>

H		K
hat 10:13	improvements 5:12,18, 19 6:4,14	keeper 5:17
health 4:9	in-person 8:5	keeping 15:5
heard 10:14	inception 14:14	knowledge 4:10
hearing 2:7 6:25 7:24,25 8:9,12	included 8:12	
hearings 8:5,11	includes 6:6 15:21,24	
heavily 4:15 14:5,14	increase 2:5 3:20,22 5:7, 24 6:17,23 8:16 10:19 13:16 14:13,22	L
heavy 5:3	increased 15:25	labor 14:16,18
held 8:6	increasing 13:22 15:23	Lake 11:22
Heninger 2:10,13,15,20 3:2,5,12,14,17,18 8:25 9:3,7,11,15,21 10:4,22 12:6,24 13:1 15:3	incurred 13:25	leaks 5:12
hire 5:11,16	informal 15:12	led 15:16
history 4:12	information 3:7 7:17 13:17	letter 6:18 7:11,22
HOA 5:6 6:13 7:18	infusions 14:16,18	level 6:3
Hogle 2:1,6,12,15,20 3:3, 9,13 8:25 9:4,8,12,16,19 10:12,25 11:8,11 12:24 13:2,7	initially 4:18	life 8:20
home 6:5,6 10:4,7	instructed 6:20	limited 5:19
homeowners 5:7	intent 6:17 7:13	link 8:1,12
hook 14:23	intention 5:16	listed 7:15
hooked 10:5	interest 8:24	Long 2:19 3:6 11:6,8,10, 17 13:11
hooking 5:22	introduce 2:11 3:15	Long's 12:22
house 5:22	introducing 2:22	longer 4:9 5:9 8:17 13:21,23 14:17
housekeeping 7:9	involvement 12:2,8	lot 6:8
	involving 7:9	lots 10:1,2
	issued 6:24 8:5	low 14:4 15:6
	issues 8:15	
		M
I	J	made 14:2,8,9
importance 15:18	January 7:3,21,22 8:4,7, 10 15:9	mail 7:12,22 8:14
important 10:18	July 6:22 9:1,9	main 8:15
		maintain 6:1

maintained 4:5,11,20
maintenance 6:1 8:21
make 4:20 5:12,18 6:2
9:6 10:17,21 14:24
making 14:16,18
managed 4:4
management 3:24
manager 5:11,17
managers 12:6
Mark 2:18 3:6 11:6
marked 12:10
matter 2:4 3:19
matters 7:9
meaning 10:5
means 8:18
meant 5:5 10:17
meeting 7:18
meetings 13:19
members 3:24
met 15:15
meter 10:5,7
metering 13:24
meters 5:20,21
Mike 4:1
misread 10:23
model 15:20
modifications 14:2
money 4:15
month 6:6,8 10:2,8,9
morning 2:1,2 11:2,8,12
motion 8:8,9

move 9:13 12:21 13:5
mutually-acceptable
15:17

N

needed 5:2 14:17
notes 10:24 14:12 15:8
notice 6:24,25 7:12,23,
25 8:5,11 10:15
notified 6:16 7:20
November 7:1
number 2:5 7:15 8:2
10:16 14:1,5
numbers 6:11

O

objection 9:18 12:25
objections 9:17
offered 4:18
officer 2:7 10:13
order 4:12 6:24
original 4:5 5:21
overusing 5:7
owner/developer 4:6
owners 6:8,18 14:15

P

paid 14:11
paragraph 15:19
paragraphs 15:18
parents 3:25 4:8,18
part 14:22

part-time 5:17
participated 11:23 12:4
parties 15:15
party 15:9,10
past 15:13
Patricia 2:17
pay 10:1,2,6 14:4,19
paying 10:19
Payne 4:22 5:2
pays 6:5,6,8
people 10:19
perfect 3:9 10:25
phone 13:19
plan 4:20 14:20
practiced 6:15
pre-file 12:18
prepare 6:21 12:9
prepared 3:6,7 12:10
present 13:11 15:1
president 2:14 3:18 12:5
15:3
presiding 2:7 10:13
pretty 13:24
price 15:20
prices 15:25
primarily 7:9
private 14:6,10
proceed 11:13 13:14
process 2:22 3:4 4:24
prohibitive 6:2
projects 6:5

properly 4:11,21 8:10
properties 6:18
property 14:5,8
proposed 7:20 8:22 10:8
15:21
provide 6:20
provided 8:1
providing 7:12
prudent 13:25
PSC 3:19
public 6:25 7:24 8:23
11:4,21
pump 5:21
put 10:13
putting 2:22

Q

question 9:25
questions 8:4 9:23 10:11
11:1 12:17

R

radio-transmitted 5:21
rate 2:5 3:20 4:2 5:7,24
6:4,12,21,23 7:13,18
8:16 13:16,22,24 14:13,
22 15:20,21,23
rates 3:23 6:18 7:7 8:22
10:3 13:20 14:4,11 15:4,
5,21,23
read 2:11 3:6
real 10:20
reasonable 8:23 13:23,
25

rebuild 5:21
rebuttal 15:8,9,10
received 6:22 13:17
recent 5:24
record 2:9 3:14 9:14,21
11:19
records 15:11
redundancy 5:23 8:18
redundant 14:21
referenced 7:14
reflect 15:25
regard 9:22
reliable 4:23 5:2
remainder 7:23
replacing 5:20

reports 13:18,19
represented 15:20
representing 2:17
request 2:5 6:22
requirement 8:17
requiring 14:21
returned 7:4
review 4:2 12:3
reviewed 13:15
Rising 6:1
Rob 4:1
run 4:10 5:10 8:16
running 4:14

S

Salt 11:22

schedule 8:8
scheduled 8:6,11
scheduling 6:24
Schmid 2:17,24 9:18,24
10:10 11:5,13,14,16 12:7
13:4,9,10
Scmid 9:23
season 5:3
seeking 3:20
set 4:19 15:24
settlement 2:3 3:22 7:2,
4,6,7,21 12:4 13:5 15:17
severe 8:20
sheet 7:9
Shortly 7:1
show 13:20 15:11
shown 7:7,10
shut 4:12
signature 7:5
signed 7:3
situation 15:1
solely 14:7
solvent 4:20 8:16
source 4:22 5:2 14:10,21
sources 14:11
South 11:22
Specific 5:18
Spring 4:23 5:2
stand 2:23
standby 6:9,10 10:2,6
14:3
start 3:10

starting 2:9
state 8:17 11:17
statement 3:7
states 5:6
stipulation 2:3 3:22 7:4
13:6 15:19,20,24
straightforward 13:24
structure 3:24 13:23
15:21,23
subsidize 4:17 14:5
subsidized 4:15 14:15
suggested 10:3
suggestions 15:4
summary 13:11
summer 6:15 7:18
supplies 14:9
supply 5:3 6:13
supported 8:9 15:5
suspend 8:8
swear 3:11 11:9
swearing 3:10
sworn 11:7
system 4:10,25 5:5,18,
20,22,25 6:2,3 8:19
14:24

T

Table 15:19
Tables 7:8
Tana 2:13 3:18 12:5 15:3
tariff 3:23 7:8 8:22
taxes 14:5

Technical 11:20
Ted 3:25 4:5,13 5:9
telemetry 5:20
testified 10:15
testimony 9:1,6,9,13,20
12:10,19,22 15:7,9,10,14
thousand 6:8
tiered 13:22 15:23
tiers 5:8
time 2:8 3:13 11:1,3
times 7:24
title 11:18
today 3:16,20 4:3 12:18
13:12
Total 13:24
transcripts 3:6
Trisha 12:7
true 9:10
truth 3:11 11:9

U

Ultimately 14:24
up-to-date 7:16
update 3:23
updated 7:7,8
usage 6:12
Users 5:4
Utah 4:7 11:22 14:5,20
Utahns 14:4
Utilities 11:4,21
Utility 11:20

V

vice 2:14 3:18 12:5 15:2
view 8:3
Village 4:6
virtual 8:12 13:19
virtually 8:7

W

wanted 10:16
wasting 5:8
water 2:4,14 3:19 4:4,22,
25 5:1,5,8,10,22 6:12,13,
14,18 7:3 13:18,25 14:4,
6,10,16,19,21,23,25
watering 5:4
website 7:14,16 8:2
Wilson 3:25 4:1,5 14:15
Wilson's 14:17
work 3:15 4:1 11:21
worked 4:2 15:2
worker 14:9
working 4:20
works 3:4

Y

years 4:7 5:14,25 8:21
15:13
Yvonne 2:6