

# Complaint Report

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**Complaint Number:** C23-0030

## Customer Information

**Customer Name:** Watterson, Steven

**Account Number:**

**Phone Number:** 435-881-6803

**Email Address:** Wattersongrading@msn.com

**Service Address:** 1862 Cedar Ridge Drive  
Garden City, UT 84028

## Complaint Information

**Company Name:** Bridgerland Water Compnay Inc.

**Date Received:** 2/27/2023

**Date Resolved:**

**Type of Call:** Complaint

**Complaint Type:** Repair

**Complaint Received By:** Maria Martinez

**Utility Company Analyst:**

**Gone Formal:** NO

### Complaint Description:

Mr. Waterson states their cabin has had no water since the 22nd of February due to the main water line being frozen.

He contacted Brigerland Water on the 25th, last Saturday and was told that the company would call him and give him an update as to the status of the frozen pipe problem but he has not heard back or received any update from anyone.

He states that he will be filing a Formal Complaint with the Public Service Commission if this issue is not resolved.

### Complaint Response:

3-17-2023

The company has not responded to this complaint.

Maria