

# 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:** 2/28/2023

**Type of Call:** Complaint

**Complaint Type:** Repair

**Complaint Received By:** Maria Martinez

**Utility Company Analyst:** Tana Heninger

**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

Mr. Watterson filed a formal complaint which I received today and it said that I did not respond to his informal complaint. I am forwarding this response again and will you please note that I asked for clarification as to whether I could get an email for Mr. Watterson (or I would be willing to mail him a copy) and I got no response. I'm sorry if this process is new to me. Please advise.

----- Forwarded message -----

From: Tana Heninger

Date: Tue, Feb 28, 2023 at 10:47 AM

Subject: Re: Steven Waterson Informal Complaint - 2-27-2023

To: Marialie Wright

Here is our response. I don't have an email for Mr. Watterson should I mail him a copy or send it by text? Or do you give it to him?

2-28-2023

On Feb 22, Mr. Watterson was notified by phone (I spoke with his wife) about the frozen main water line on Cedar Ridge drive. Mrs. Watterson said she was grateful for the call. The Wattersons do not live at this cabin full time and were told we would give an update as we were able. The next day, Feb 23, Mr. Watterson called and left an abrupt message on my personal phone to which I replied within an hour by text letting him know I had no new information for him at that time and would give him an update as needed.

On Feb 24 Mr. Watterson, Rob Wilson and Steve Randal participated in a three-way call to discuss the frozen water main. The situation was explained in detail and that he, Mr. Watterson, would be given updates as we had them.

The statement that Mr. Watterson has made that he has had no update or heard from anyone is completely false and I have the copy of the texts as well as Steve Randal and Rob Wilson can attest to the communication on Feb 24 for proof.

Let it be noted that we asked any homeowners wishing to use their cabins during the winter months to leave a trickle of water running so as to help the water lines from freezing. Mr. Watterson said he did not do that