

Written Response to Formal Complaint of Steven Watterson:

I called Steve Watterson on February 22 at his Smithfield residence to inform him of the main line freezing on Cedar Ridge in Garden City. I spoke with his wife, Nancy, who was grateful for the call. On February 24 Rob Wilson, Steve Randal and Steve Watterson did a three-way call to discuss the situation. Mr. Watterson admitted in that call that he was not running water even though he had received a letter from us asking all residents, including those like the Wattersons who use their cabin occasionally, to run water during the cold months to help keep the water flowing. Rob had been and continues to flush fire hydrants during the coldest months to try to keep the lines from freezing, but studies have shown that running water continuously is the best preventative. Unfortunately, in spite of our best efforts, freezing does occur. We believe that if all the residents on Cedar Ridge had run water – that that line would not be frozen.

Mr. Watterson filed an informal complaint on February 27, but made no mention of damage to the property in that complaint – so this was the first we are hearing about it. We are happy to address property damage if we know what specifically that entails. We are prepared to credit any cabin without water their water fees for the time in which they are without water due to main lines being frozen (this has always been our practice).

As a water company we have discussed ways to mitigate certain areas in the development and are now working on plans for this summer to improve the infrastructure in hopes of eliminating any freezing of main lines. We believe we are doing all in our power to remedy such problems and have sought the advice of other entities and the governing boards. We also know that seasoned cities do have occasional freezing in problem areas and this winter has been no exception.

We deeply regret the inconvenience we have caused Mr. Watterson and hope that the steps we take this summer will keep this from happening in the future.

Tana Heninger – Vice President