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Subject: Response to Complaint regarding Docket #23-001-01

To whom it may concern,,

I am writing to address the concerns raised in the formal complaint filed against Bridgerland Water Company by my grandfather, Mr. Steven Watterson. As his granddaughter and appointed advocate, I have taken on the responsibility of assisting him throughout this process.

Firstly, I would like to bring to your attention that my grandfather is not well-versed in the usage of computers and online platforms. Consequently, he was unaware of the information that had been made available on the PSC website pertaining to his docket. It was only through my intervention that we were able to locate and retrieve the pertinent information sent to him.

In light of this, I kindly request that I be actively involved in the complaint resolution process to ensure that I possess accurate and comprehensive knowledge regarding the matter. I will be attending with my grandfather at the upcoming virtual status update, as he is hard of hearing and would benefit from having an advocate present. It is my intention to gather all the necessary facts and details to effectively assist him throughout this complaint.

Furthermore, I would like to emphasize that despite the lack of receipt of the aforementioned information, we remain resolute in pursuing the formal complaint against Bridgerland Water Company until a satisfactory resolution is reached.

I appreciate your understanding and cooperation in this matter. Should you require any additional information or documentation from me or my grandfather, please do not hesitate to reach out to me via email at shewattgraphics@gmail.com or by phone at 435-770-7684.

Shelby Watterson