

**FORMAL COMPLAINT FORM
PUBLIC SERVICE COMMISSION
Heber M. Wells State Office Building
160 East 300 South, Fourth Floor
P.O. Box 45585
Salt Lake City, Utah 84114**

Complaints are public documents and are maintained on the Public Service Commission website. Further information on formal complaints is available at: <https://psc.utah.gov/complaint-process/>

1. Name of Complainant: Chris and Erin Jepsen

Address: 1183 Cottonwood Circle, Garden City, UT 84028

Telephone No.: 801-520-4177

Email Address: ejep1@outlook.com

Preferred method of contact: Email or U.S. Mail

If represented by counsel, list:

Name: _____

Address: _____

Telephone No.: _____ Email Address: _____

2. The utility being complained against is: _____

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?
Include exact dates, times, locations and persons involved, as closely as you can.

Attached, Pages

4. Why do you (the Complainant) think these activities are illegal, unjust or improper?
Bridgerland Water Company has allowed this to happen in the past and has not corrected the issue. They have had ample time to

5. What relief does the Complainant request? _____

6. Signature of Complainant Christopher Jepsen

Date: 28, March 2023

NOTE: Submit complaint by email or U.S. mail. (<https://psc.utah.gov/psc-filing-requirements/>)

1. Name of Complainant: Chris and Erin Jepsen

Address: 1183 Cottonwood Circle, Garden City, UT 84028

Telephone No.: 801-520-4177

Email Address: ejep1@outlook.com

Preferred Method of Contact: Email

2. The utility being complained against is: Bridgerland Water

3. What did the utility do which you (the Complainant) think is illegal, unjust, or improper?

Include exact dates, times, locations and persons involved, as closely as you can.

In mid-February of 2022 while I was at my home in Bridgerland Sub-division, in Garden City, UT, when I lost all water pressure. I immediately called Rob Wilson, with Bridgerland Water, requesting assistance. Rob informed me that there had been a break in the line up-stream and they were working on it. A week later we still had no pressure and it had become less than before. We then called Tana Heninger, who also works with Bridgerland Water company, and she informed us that there was not a broken line but our water main had frozen. When asked how they were going to remedy the situation they told us that all we can do is "wait for it to warm up enough to thaw." We accepted this as a one time issue and they would remedy it so the following year we wouldn't have to worry about it. This same year, 2022, Bridgerland Water Raised our rates by 3 ½ times to \$95.00 per month and only allowing us 6,000 gallons of use before we have to pay significant overage charges. These rates, in comparison to my other home in Farr West Utah, are extremely high. I currently pay: \$19.52 per month for 6,000 gallons of water usage at my other home. We believed that they would use the money from this extreme rate increase to correct the problems within their system to avoid freezing lines.

Over the summer of 2022 we were told by Rob Wilson that they had a plan to correct the freezing issues and would install a circulation line in the system that year in order to prevent freezing again. As September came around we were sent a letter stating that they were no longer going to install the circulation line that year and asked all residents to run water for the winter to help avoid freezing. I live on a hill side and any water that I run outside of my house will only go into my septic system, and over saturate it, or trickle down to my neighbor and into his basement or system. I am also not a full-time resident of this home and turn the water off while I am not there to prevent anything breaking or leaking and causing significant damage while no one is there. Due to these reasons I chose not to run a hose to manage a water system that has professional people running it. If Bridgerland Water Company has a known issue it should not be on the residents to manage it, the water company needs to provide the basic management to avoid the issue. The water was off for approximately 6 weeks in 2022, which made my home un-usable for that amount of time.

On Friday, March 10, 2023 we turned our water on and once again had very low pressure. I immediately reached out to Rob Wilson and he told me to just leave our water running and it should help clean out and minor freezing. We then spoke to our neighbors and they were having the same issues. Rob informed us that he only comes up to check the system and flush it on Sundays and we would have to wait until that time for him to check on it. The following Sunday, two days later, we were informed that the main line was frozen again. Rob then went on to

blame us for not leaving water running. We explained why that was not reasonable and that we expected they, Bridgerland Water, would manage their system that the own and we are paying for. Once again when asked how soon they would get our water back on we were told " as soon as it gets warm enough and the lines thaw." We are once again expecting to not have the use of our home for close to two months or longer. When we asked Rob Wilson what are they going to do he specifically stated to just use our homes and bring water jugs in with us. He stated that our homes are fully functional and we should carry in whatever water we need. This is also a public safety concern, because Bridgerland Water company is no longer providing water to the fire hydrants in the neighborhood. So if there is a fire at our homes the fire department will not be able to connect to a hydrant in order to extinguish the flames.

4. What relief does the Complainant request?

Bridgerland Water has offered to "not charge those of us with no water while the water main is frozen." This gesture does not cover the costs of not having a usable home. Garden City Code States: A house without water is not-inhabitable.

I currently pay close to \$1,600 per month to keep my home in Garden City.

- I would like Bridgerland Water to credit my water bill \$3,200, or send me a reimbursement check, for the two months that I will be without water making my home "not-inhabitable."
- I would also like Bridgerland Water to be required to install the circulation pumps as promised last year.
- Bury the main line deeper in the section that it consistently freezes

Thank you for your consideration and time,

A handwritten signature in black ink, appearing to read 'Li Jan', written in a cursive style.

28, March 2023