

Complaint Report

Complaint Number: C23-0038

Customer Information

Customer Name: Jepsen, Erin

Account Number: [REDACTED]

Phone Number: 4352418419

Email Address: ejep1@outlook.com

Service Address: 1148 Cottonwood Cir
Garden City, UT 84028

Mailing Address: 2447 W 2325 N
Farr West, UT 84404

Complaint Information

Company Name: Bridgerland Water Compnay Inc.

Date Received: 3/13/2023

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 3/17/2023

Complaint Type: Outage

Utility Company Analyst: Tana Heninger

Complaint Description:

The following complaint was received via online and processed as is.

From: dpu.utah.gov

Date: Sat, Mar 11, 2023 at 8:57 PM

Subject: dpu.utah.gov | Online Complaint Submission From Erin Jepsen

To:

UTILITY CUSTOMER

Customer Name: Erin Jepsen

If Business, Contact Person:

Primary Phone: 4352418419

Other Phone:

E-mail Address: ejep1@outlook.com

Service Address:

1148 Cottonwood Cir Garden City, UT 84028

Mailing Address:

2447 W 2325 N Farr West, UT 84404

INCIDENT DETAILS

Utility: Bridgerland Water

Account Number: [REDACTED]

Complaint Type: Outage

Complaint:

We are once again without water in our part of the subdivision. We were told they would put in circulators for the system, flush the system regularly, bury lines deeper. None of this was done and we are home is again rendered unusable. We spoke with Rob and he can only get up on Sundays to flush the system. There is nothing more they can do. This will persist like it did last year for weeks. We need to be able to use our home. It is unsafe to have no fire hydrants, unable to flush toilets, this is unacceptable to be held to this water utility when consistently do not provide water. This is not a mistake or surprise. This has been happening year over year.

Suggested Resolution:

We pay some of the highest rates in Utah with the most restrictive usage. I think we should be able to use the water at our home 365 days a year. I want to be reimbursed for the expense to me to now rent a place until the problem is resolved. Moving forward they need to do whatever a utility company does to keep water flowing. Starting by having someone who works for owns the company live in area. We need someone doing maintenance and service as often as it takes to have water in a home.

Complaint Response:

From: Tana Heninger
Date: Fri, Mar 17, 2023 at 10:27 AM
Subject: Reply to complaint
To: cvdumas@utah.gov , jo heninger

Here is the reply to complaint filed by Erin Jepson:

Additional Info:

3/17 - The Division received from Mrs. Jepsen regarding not receiving a response from the company regarding her complaint. I stated the company has five business days to investigate and respond, the fifth day would land on 3/20/23. Mrs. Jepsen asked what her next step was should she not receive a response. I informed her of the Formal Complaint process with the PSC, and sent her those instructions at her request.

At the same time I received a response from the company, and asked the company to respond to Mrs. Jepsen, which they did.

Bridgerland Water Company's Response to Informal Complaint

In response to informal complaint filed by Erin Jepson:

Bridgerland Water Company regrets that the main line is frozen for part of subdivision G. We feel that we are doing everything possible to keep this from happening such as flushing the hydrants regularly, testing water temperatures, monitoring water tank levels and pressures, etc.

We continue to seek counsel from other cities and from the governing agents over utilities and have been making plans to remedy these trouble spots. We have spent over a year working with engineers and the state to update the water system which will help deter the freezing we are experiencing in some places and have plans to mitigate other areas as possible in the coming year. This project was set to begin last summer, but forces beyond our control did not allow us to commence. We are hoping that we can begin this spring.

We have been advised by professionals to have residents run water during the winter months and have found other cities do the same. We sent a letter in September to that effect and have found that it does help in most cases.

We will refund without petition any water charges to homeowners without water during those months in which their service has been disrupted.