

The Jepsens owned a home on G-30 in 2022, but sold it and are currently building on G – 42. To the best of our knowledge the Jepsens do not have an occupancy permit yet for this residence. In fact Mrs. Jepsen contacted me in January to let me know that I had wrongly charged them for water since they had no connection at their construction site as of yet. The main line is frozen on that extension and we sent a notice in September to encourage the home owners on that street to run water during the winter which they admitted to not doing. However, we regret that they do not have water to their construction site and are willing to credit them any base fee, due to main line water freezing, for the period in which they were without water.

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 the Jepsens and hope that the steps we take this summer will keep this from happening in the future.