

Dear Commission Chair LeVar,

First of all, thank you for looking into this matter and for your very quick response.

Your communication references a letter sent to us by Bridgerland Water concerning letting our water run. Although we believe such a letter was sent, we cannot find that letter in our files. Would you be so kind as to either send us a copy of this letter or have Bridgerland Water send us a copy? Thank you.

There are several other items that we would like to make you aware of in this situation.

1. This is our sole and primary residence. Other than find another place to rent and live, we had no option but to stay in our home and make do the best that we could.
2. We assumed that the request to run some water in our home was to protect our own line from freezing. We did not understand that this was to protect the main line from freezing. We have been told by multiple people that running a trickle of water in our home would not have any effect on an 8-inch main line freezing.
3. When we first found ourselves with no water, we discussed multiple options with Rob Wilson. We suggested that they find us a place to live until the water was restored, and they refused to pay for this option. Rob attempted to find a clean water tank truck to park in our yard and stated that he was unable to do this. We suggested that they purchase a large water container and pump to place in our garage or yard and pump water into our home and they refused to do this. They did offer to rent a large water container, if we did the work and found one, to be placed in our garage but refused to purchase such a container. Ultimately, we decided that placing a temporary large container in our garage or yard was not a viable solution because of issues with the water in the container freezing and the possibility of contaminating our home's water system with possibly contaminated water.
4. We find it interesting that we are fully culpable for this line freezing because we did not continually let a trickle of water run in our home and yet they did little or nothing to resolve a problem that they themselves

acknowledged was likely to happen. Historically they have flushed our line on a regular basis during winter to bring warmer water into the lines and have regularly monitored the water temperature in that line. Although Rob Wilson acknowledged to us that they knew that they should have been doing this, they did not do it because “they could not find someone who would do it.”

5. This is the second time this particular line has frozen. In 2021 this line was also frozen for approximately the same amount of time as this year. In 2021 we ran water continually, even monitoring the temperature of the water weekly for Ted Wilson, and despite our efforts, the line froze. In the summer/fall of 2021 the road was raised by approximately 16 inches, and we were assured that this would solve the problem. The line did not freeze in 2022 but froze again this year.
6. When the line froze in 2021 Ted Wilson with Bridgerland Water was here almost every week trying to find solutions to restore our water. He called at least weekly to check on our status and express concern. Other than a single trip to attempt to flush the line when it initially froze this year, we feel that Bridgerland Water has done little or nothing to help us. Even after we cleared the road of snow and suggested that they come and dig up the line, they have yet to do anything,
7. In 2021 Ted Wilson waived our water bill for the remainder of the year as compensation for our inconvenience and additional expenses associated with living without water. This year we have had to (a) travel to Logan to our daughter’s home 2-3 times each week to shower, do laundry, and fill our water containers (70 miles round trip), (b) purchase bottled water for drinking and washing food, (c) purchase five-gallon water containers for hauling water and haul water weekly, (d) have the added stress of living without water in our home, (e) live with no fire protection because there was no water in the fire hydrants, and (f) not have our family visit as they normally would have. We assumed that compensation of our water bill being waived for the remainder of the year was reasonable and appropriate.
8. The work on improvements to the water system that is referenced in your email does not include any solution to our situation. We live in a cul-de-sac with a “dead-end” line that will not be impacted by the work referenced. We have been told by Rob Wilson that our problem will be worked on and resolved. We would appreciate some assurance, possibly an analysis by a

water engineer, that their work to resolve our concerns are adequately and appropriately addressed.

9. Although we have only lived here full-time since 2017, we have had our home here since around 1995. As you are probably aware, Ronda currently serves on the UDOT Commission and Martell was elected in 2021 as a member of the Garden City Town Council and is also an elected member of the Bridgerland Village HOA Board. We are both 71 years old and in relatively good health, but this situation and the stress of not having running water in our home has taken a toll on us. Additionally, Martell had major back surgery in January 2023 and has been limited in what he could do.
10. Although we do not want to complicate our current issue with Bridgerland Water Company with other ongoing concerns, we continue to have concerns with the rate hike process, why the PSC granted a rate hike greater than what was requested, why Bridgerland Water is allowed to collect \$30,000 annually from users of the system to purchase water from Garden City when they have never purchased water from Garden City, and whether or not Wilson family members will be able to collect salaries when they are now hiring others to do the work that they claimed they would do?

Please consider this response as a formal complaint against Bridgerland Water Company and our request that the Public Service Commission grant our request that our water bill from Bridgerland Water Company be waived for the 82 days we were without water from February 21, 2023, until May 13, 2023, and for the remainder of the 2023 calendar year.

Thanks again for considering our situation. We have additional documentation that we could send if needed including a detailed timeline from February 21 until today. We are also willing to take additional steps if necessary for our formal complaint to be recorded. We would also be willing to travel to SLC to meet with you or others if that would be helpful.

We look forward to your response to our concerns and complaint and our request for what we consider as minimal compensation.

Sincerely,
Ronda and Martell Menlove

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