

Complaint Report

Complaint Number: C23-0094

Customer Information

Customer Name: Menlove, Ronda

Other Contact Info: Martell Menlove

Email Address: Martell.menlove@gmail.com &
Ronda.menlove@gmail.com

Service Address: 1874 West Cedar Ridge Drive
Garden City, UT 84028

Account Number:

Phone Number: 435-265-2805

Cell Number: 435-265-2635

Complaint Information

Company Name: Bridgerland Water Compnay Inc.

Date Received: 6/15/2023

Type of Call: Complaint

Complaint Received By: Cynthia Dumas

Gone Formal: NO

Date Resolved: 6/21/2023

Complaint Type: Repair

Utility Company Analyst: Tana Heninger

Complaint Description:

See attached formal complaint filed with the Commission.

Complaint Response:

From: Tana Heninger
Date: Wed, Jun 21, 2023 at 11:49 AM
Subject: Re: Informal Complaint - Ronda & Martell Menlove
To: Cynthia Dumas , Martell Menlove

Here is the response from us.

Additional Info:

From: Martell Menlove
Date: Wed, Jun 21, 2023 at 4:36 PM
Subject: Bridgerland Water Complaint
To:
Cc: tlevar@utah.gov , Ronda Menlove

Ms. Dumas,

We appreciate the response from Bridgerland Water received today, June 21, 2023, but find the response to be incomplete and in some instances inaccurate. Please allow us to respond.

1. We appreciate Bridgerland Water's commitment to resolve our water situation with additional work this summer. We were told by Rob Wilson on June 12, 2023 that this work would commence "asap" but have no evidence that the work has begun. We also have requested that we be notified as to who would inspect this work and what their licence/certification is. Rob asked for my email address in response to this request but we have received nothing from Rob. We continue to have concerns that their efforts will resolve our water issues in the future. It is our request that a second line be run in our cul-de-sac that would allow for continual flow of water through the main line during the winter months.
2. It is our understanding, and our observation from living here, that the HOA does not plow the roads right to the road base. In fact they purposely leave a layer of snow on the roads to facilitate their use by snowmobiles during the winter months. We believe that the statement by Ms. Heninger is inaccurate.
3. The hydrants on our cul-de-sac were covered with snow beginning about January 15th of this year. We never observed them being uncovered from then until February 21, 2023 when the pipe froze. We did not observe any hydrant on our cul-de-sac flushed this winter. In fact, Rob Wilson told us that the hydrants were not flushed because "they could not find anyone to do it." Rob Wilson did attempt to flush the hydrants within a few days of February 21, 2023.
4. We requested previously in our complaint, and make the request again now, that we receive a copy of any communication from Bridgerland Water concerning the running of water in our home. We believe that this procedure protected our own water lines from the meter and not the main line in the road. is there a log of when these hydrants were flushed and what the water temperatures were when they were flushed. Rob told us that water temperatures were monitored in a home a great distance from our home.
5. As noted in our original complaint (see item #5), we ran water continually in 2021 and the main line still froze. We also monitored water temperatures during this time for Ted

Wilson.

6. Ms. Heninger states that we "truly seemed remorseful that we shut our water off" during a day trip to Logan. It seems interesting that Ms. Heninger, who has never spoken with us personally, would draw such a conclusion. We actually thought that we were running water to protect our own line from the meter to our home and did not realize that our action might impact the status of the main line. We were also concerned about the impact on our septic system if we ran water continually.

7. It is accurate that we were patient and tried to be understanding. The concern from the Wilson family was minimal compared to the concern shown by their father in 2021. Most communications with Rob Wilson were initiated by us but he was responsive. Rob did carry five-gallon jugs up our stairs but never carried or brought water to our home.

8. We have always paid Bridgerland Water using a bill pay service with GoldenWest Credit Union. Our records show that in 2021 we made two payments (two months water for each payment) and did not pay for eight months in 2021. If Bridgerland Water has records to dispute our records, we would be glad to review those records.

Yes, Rob Wilson did offer to rent a water tank if we found one, and yes Rob Wilson did carry four 5-gallon jugs of water from our basement to our main floor on one occasion. On the other hand, we lived without water in our home for 82 days, we travel to Logan multiple times each week to shower, wash our clothes, and refill our 5-gallon jugs, and carry them up the same stairs that Rob Wilson did once, so that we could at least flush our toilet. We lived with the stress of having no running clean water to wash food, no shower, no washing machine, no hydrant supplied fire protection, and the inability to have our children and grandchildren visit. This has had a tremendous emotional impact on us, impacted our time, and created an additional financial burden. It just doesn't seem equitable that for all of this we are offered to not have to pay for water that we didn't even have access to for 82 days.

Most people that we talk to believe that Bridgerland Water should have minimally provided an appropriate place for us to live in the community. Maybe our request should be more than to simply be treated with the same respect as we were treated by Ted Wilson two years ago.

We would also appreciate a response either from Bridgerland Water or The Public Service Commission concerning the issues raised in item #10 of our original complaint.

Please advise us as to what additional information you may need from us or what next steps we need to take. As noted in our original complaint, we would be willing to travel to SLC to meet with you or others if that would be helpful.

Sincerely,
Ronda Menlove

Martell Menlove

1874 West Cedar Ridge Drive
Garden City, Uta 84028

435-265-2635 (Martell cell)
435-265-2805 (Ronda cell)

martell.menlove@gmail.com
ronda.menlove@gmail.com

Martell Menlove

Date: Thu, Jun 22, 2023 at 1:47 AM

Subject: Re: Informal Complaint - Ronda & Martell Menlove

To: Tana Heninger

Cc: Cynthia Dumas

Ms. Dumas,

We appreciate the response from Bridgerland Water but find it to be both incomplete and in several instances inaccurate.

Please allow me to express our cont

Sent from my iPhone\

From: Cynthia Dumas

Date: Thu, Jun 22, 2023 at 11:19 AM

Subject: Re: Informal Complaint - Ronda & Martell Menlove

To: Martell Menlove

Cc: Tana Heninger

Dear Mr. Menlove,

Thank you for your reply to Bridgerland's response to your informal complaint. The Division will be sending this information to the Public Service Commission (PSC). The Informal complaint was preliminary to the PSC's consideration of the complaint, which will now proceed with the Commission through the formal complaint process.

If you have any further questions or concerns please do not hesitate to contact me. If you have questions for the Public Service Commission you can contact them at 801-530-6716.

Thank you,

Cynthia V. Dumas
Utah Division of Public Utilities
(801) 530-7622