

Response from Bridgerland Water to Informal complaint of Martel and Ronda Menlove:

We were made aware of the Menloves being without water on February 21, 2023. We regret deeply that this has happened and feel we are doing all in our power to rectify this issue. Because the cul-de-sac in which the Menloves live has had freezing issues before we have discussed this issue at length as a board and are making plans to eradicate this issue (we hope). We have hired a company to dig up that problem area and we are going to place a foam insulation on top of the line as well as the stub lines for the Menloves and other cabins attached at that point. We are also going to add more road base.\* In the past my father had added 16" of road base, but that didn't seem to eradicate the issue long term.

We regularly flush fire hydrants in the winter and were watching closely the water temperatures. We also sent the entire homeowners an email or letter about the need to run water in cold weather months as advised by other entities - which the Menloves were doing until they admitted they shut it off while they ran to Logan and then found that it had frozen that day while they were gone. The Menloves seemed truly remorseful that they shut their water off at that time. Rob was in contact with them and reached out to other entities to see what could be done. Rob found no viable solution and so discussions about getting a large water tank ensued. We agreed to help with the cost of such a tank, but Martel told Rob he decided against getting a tank and said they would just deal with it.

Rob helped carry water to their home and offered to do such as needed. He checked on them multiple times and each time the Menloves said they were OK. The Menloves were, in all aspects, understanding and seemed patient with the predicament until just recently. We are willing to refund the Menloves for the water fee for all four months for which they were out of water due to the mainline freezing.

The Menloves did not receive free water for 2021, but did get a two month credit as per Ted's request.

Tana Heninger – Bridgerland Water Company, Inc.

\*Because the HOA plows the roads right to the road base it does lessen the amount of base over time.