



PublicService Commission <psc@utah.gov>

Fwd: Formal Complaint - DOCKET NO. 23-001-03

1 message

Gary Widerburg <gwiderburg@utah.gov>
To: PublicService Commission <psc@utah.gov>

Tue, Jul 11, 2023 at 8:25 AM

----- Forwarded message -----

From: **Martell Menlove** <martellmenlove@gmail.com>
Date: Mon, Jul 10, 2023 at 5:20 PM
Subject: Formal Complaint - DOCKET NO. 23-001-03
To: gwiderburg@utah.gov <gwiderburg@utah.gov>
Cc: Ronda Menlove <rondamenlove@gmail.com>

Dear Sir,

We appreciate the timely manner in which you have processed our formal complaint against Bridgerland Water Company. We look forward to their response and we will submit our written reply before August 10, 2023 as outlined in the communication from John E. Delaney dated June 26, 2023.

Although our complaint requests some financial consideration from Bridgerland Water Company, our bigger concern is that the necessary repairs and reconstruction of the water line be completed utilizing and assuring that recommended engineered specifications are followed, thus preventing the freezing of the line again in the future. With this regard, we share the following:

a. In a text message with Rob Wilson on June 12, 2023 we requested to know who would be inspecting this work and what their license/certification is. Rob's response was that he needed Martell's email, to which we assumed that he would send us this information by email, however we have yet to receive this information from Rob Wilson. In a text message on June 28, 2023 Martell again requested an opportunity to consult with the engineers for the project before the work commenced. The text on June 28th has not been responded to.

b. Several people that we have conversed with have suggested an appropriate solution to the problem would be the laying of a second line parallel to the existing line that would allow for constant circulation of water in our cul-de-sac. In the June 28, 2023 text message to Rob Wilson this solution was suggested. Again, we have not received a response to that text message.

c. As we have talked with several people who have knowledge of the construction of the line in our cul-de-sac, we have some concerns with the original construction of this line. We have questions and concerns about the license and experience of those who laid the original line, whether the line was constructed according to the engineered specifications, and who inspected this construction to verify that the engineered plans were followed. It is possible that the problems we experienced in 2021 and again this year are the result of inappropriate construction when the line was originally laid.

We believe that the above information is pertinent to our request that an appropriate solution to our concerns be addressed and implemented as the promised work to resolve this problem moves forward. If notifying you of these issues and concerns is not the appropriate action for us to take, please let us know what the correct action is and we will be glad to take such action.

Thanks again for your assistance.

Sincerely,
Ronda and Martell Menlove