Response to Menlove formal complaint:

I won't repeat anything that we have already stated in our previous response to the informal complaint and stand by its correctness. To clarify - we received 4 payments from the Menloves in 2021: March 12 for $96, May 20 for $54.13, July 10 for $54.13 and December 6 for $54.48. During 2021 we did give them a credit for $54.13 which essentially equated to 2 months of reimbursement. It should be noted that we only bill every other month and so we normally receive 6 payments a year. But we **did not** credit the Menloves with a full year as they have stated.

Since our last statement to the informal complaint, we have consulted with the Division of Drinking Water , Garden City, and Lutz Construction. All three recommend a "bleeder" be placed at the end of culs-de-sac as a way to circulate water. This consists of a spout that allows water to flow and draw water through the main line. We have decided to proceed with this recommendation and will install a bleeder at the end of Cedar Ridge before the summer is through. HOWEVER, we will still recommend that homeowners leave a trickle of water at their own residences in order to keep their personal lines open. We have found, WITHOUT exception, that those who ran water had water this last season. Again, we regret that any homeowner find themselves without water and feel we made every effort to stay in contact with the Menloves and offered to help.

It pains us that the Menloves are so critical of the way we are managing the company. Mr. Menlove is on the Garden City council and knows that we tried multiple times to negotiate with Garden City to take over the water company and manage it. He is also on the HOA board and knows we offered it to the HOA to take it over. We feel we are doing the best we can to manage it properly and seeking advice and council from those who have experience in these areas.

We have already refunded the Menloves for the months that they were out of water for 2021 and 2023.

Tana Heninger – Bridgerland Water