

- BEFORE THE PUBLIC SERVICE COMMISSION OF UTAH -

Formal Complaint of Ronda and Martell  
Menlove against Bridgerland Water  
Company

DOCKET NO. 23-001-03

NOTICE OF VIRTUAL HEARING AND TO  
PARTIES TO BE PREPARED TO ADDRESS  
SPECIFIC ISSUES AT HEARING

ISSUED: August 24, 2023

The Public Service Commission (PSC) requests each party – Ronda and Martell Menlove (“Complainants”) and Bridgerland Water Company (“BWC”) – attend the hearing, as indicated below, and be prepared to specifically address the following factual issues:

**Communications**

- Any written communications sent or received by any party concerning a request or notification about running a trickle (or some amount) of water inside the home during the cold winter months of late 2022/early 2023.

**Personal Water Lines and Main Water Lines**

- Complainants appear to make a distinction between what the parties variously refer to as “personal line” and “main line.” For example, Complainants allege they “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.” (Emphasis added). Complainants also state that “running the trickle of water is to prevent **personal lines** from freezing and not the **BWC lines** from freezing[.]” and “[i]t should be noted that the email sent in September as well as Tana Heninger’s July

17, 2023 response both referenced only **personal water lines** freezing and contained nothing about **BWC lines** freezing.” (Emphasis added). Complainants further state that “the procedure for running water in our home[]” was, they believed, to protect “**our own water lines from the meter** and not the **main line in the road.**” (Emphasis added).

BWC similarly appears to make this distinction stating that after installing a “‘bleeder’ at the end of Cedar Ridge[,]” BWC “will still recommend that homeowners leave a trickle of water at their own residences in order **to keep their personal lines open.**” (Emphasis added). BWC also states “[w]e 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.** (Emphasis added).

Please be prepared to address this distinction as it relates to this docket. Specifically, what this distinction means from a factual and technical perspective (e.g., water engineering) as it relates to the issue of the February 2023, water line freezing event at issue in this docket.

#### **Line and Hydrant Flushing**

- The parties variously refer to both “line” and “hydrant” flushing. For example, Complainants allege “[h]istorically [BWC has] **flushed our line** on a regular basis during winter to bring warmer water into the lines[.]” (Emphasis added). Complainants also state they “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.’” (Emphasis added) BWC states “[w]e regularly **flush fire hydrants** in the winter[.]” (Emphasis added).

Please be prepared to address the distinction, if any, between “line” and “hydrant” flushing as it relates to this docket. Specifically, what this distinction means from a factual and technical perspective (e.g., water engineering) as it relates to the issue of the February 2023, water line freezing event at issue in this docket.

The PSC will conduct a virtual hearing on the complaint in this docket on **Thursday, September 14, 2023, beginning at 9:00 a.m.** The hearing will be conducted via Webex at the following link: <https://utah-psc.webex.com/utah-psc/j.php?MTID=ma111810c56c376112ad1955e8de3fbac>. All parties must have their witnesses in attendance and prepared to testify. The PSC requests that attorneys and witnesses make themselves available by both video and audio during the portions of the hearing in which they will be actively participating. Participants are free to deactivate video, and should always mute audio, when not actively participating. In the event of unresolvable technological problems related to the hearing’s video conferencing, participants should use the following audio-only participation information: 415-655-0001 PIN: 2538 555 8183.

Individuals needing accommodations during the hearing should notify the PSC at 160 East 300 South, Salt Lake City, Utah 84111, (801) 530-6716, at least three (3) working days prior to the hearing.

DOCKET NO. 23-001-03

- 4 -

DATED at Salt Lake City, Utah, August 24, 2023.

/s/ John E. Delaney  
Presiding Officer

Attest:

/s/ Gary L. Widerburg  
PSC Secretary  
DW#329340

CERTIFICATE OF SERVICE

I CERTIFY that on August 24, 2023, a true and correct copy of the foregoing was delivered upon the following as indicated below:

By USPS:

Ronda and Martell Menlove  
1874 West Cedar Ridge Drive  
Garden City, Utah 84028

By Email:

Ronda and Martell Menlove ([ronda.menlove@gmail.com](mailto:ronda.menlove@gmail.com), [martell.menlove@gmail.com](mailto:martell.menlove@gmail.com))  
Complainants

Ted Wilson ([wilson@cbgkr.com](mailto:wilson@cbgkr.com))  
Tana Heninger ([taheninger@wsd.net](mailto:taheninger@wsd.net))  
Dixie Wilson ([zzgravar@aol.com](mailto:zzgravar@aol.com))  
Bridgerland Water Company

Patricia Schmid ([pschmid@agutah.gov](mailto:pschmid@agutah.gov))  
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Division of Public Utilities

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Administrative Assistant