

# Complaint Report

**Complaint Number:** C23-0234

## Customer Information

**Customer Name:** Menlove , Martell

**Account Number:** [REDACTED]

**Phone Number:** 435 265 2635

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

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

## Complaint Information

**Company Name:** Bridgerland Water Compnay Inc.

**Date Received:** 12/11/2023

**Date Resolved:** 12/19/2023

**Type of Call:** Complaint

**Complaint Type:** Rate & Tariff

**Complaint Received By:** Cynthia Dumas

**Utility Company Analyst:** Tana Heninger

**Gone Formal:** NO

### Complaint Description:

See Attached.

### Complaint Response:

From: jo heninger  
Date: Thu, Dec 14, 2023 at 8:19 PM  
Subject: Response to informal complaint 23-001-04  
To: Cynthia Dumas

Cynthia,

Your request said to send this to you - am I supposed to send a copy to the Menloves also? Let me know.



PublicService Commission &lt;psc@utah.gov&gt;

**Fwd: dpu.utah.gov | Online Complaint Submission From Martell Menlove**

1 message

**Utility Complaints** <utilcomp@utah.gov>

Tue, Nov 28, 2023 at 10:30 AM

To: martell.menlove@gmail.com

Cc: PublicService Commission &lt;psc@utah.gov&gt;

Dear Mr. Menlove,

Your comments have been forwarded to the Public Service Commission for further review.

**Sincerely,****Utah Division of Public Utilities**

Customer Service

Local Phone Number (801) 530-7622

Toll-free Phone Number (800) 874-0904

<https://dpu.utah.gov/index.html>**UTILITY CUSTOMER****Customer Name:** Martell Menlove**If Business, Contact Person:****Primary Phone:** 435-265-2635**Other Phone:****E-mail Address:** [martell.menlove@gmail.com](mailto:martell.menlove@gmail.com)**Service Address:**[1874 West Cedar Ridge Drive Garden City, UT 84028](#)**Mailing Address:**

PO Box 252 Garden City, Utah 84028

**INCIDENT DETAILS****Utility:** Bridgerland Water Company**Account Number:** [REDACTED]**Complaint Type:** Rate Increases**Complaint:**

As part of a formal complaint (Docket No 23-001-003) filed with the PSC on June 14, 2023 the following was included. The PSC has chosen not to respond to this part of my complaint. Rob Wilson and Tana Heninger are aware of this complaint as it is on file with the PSC and they have not responded to this issue.

In December 2021 Bridgerland Water Company (BWC) was granted a rate increase. As per exhibit 2.4 – Docket No 21-001-01 the budget justifying this rate increase includes the following annual expenses: \$30,000 to purchase water from Garden City (line 3), \$15,000 increase for expenses for power for two new lift stations (line 4), and \$50,520 for annual payment on loan of \$1,138,000 to provide hock up with Garden City (line 16). Whereas the connection with Garden City is not yet completed and will likely not be completed for another 6 months, these expenses have not occurred. I am requesting that the \$191,040 (these three lines for 2022 and 2023) be returned to the connected and stand-by customers

of BWC. It is my understanding that the loan may have been finalized in July 2023 and if so the total may be reduced by 1/2 of the \$50,520 or \$25,125 for a total of \$165,915 for the past two years.

**Suggested Resolution:**

Each connected and stand-by customer should be reimbursed their fair share of the \$191,040/\$165,915. Whereas connected customers pay 324% more than stand-by customers, their share should reflect that percentage.

Moving forward it is assumed that the \$50,250 annual loan payment will continue for 30 years and at that point rates should be lowered to reflect that BWC no longer has that expense. As for the water and power payments, BWC could collect the \$30,000 and \$15,000 in 2024 and place those funds in a dedicated account for their stated purposes. In 2025 and beyond, if these reserve accounts are impacted for an emergency, which is why the connection to Garden City is being done, BWC could raise their rates until the reserve accounts are restored to the \$30,000- and \$15,000 amounts. This assures that BWC is not damaged and that customers are not paying for an expense that does not occur.

It may be easier for BWC to credit customer accounts rather than return these funds to their customers.

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This e-mail was sent from the online complaint form on [dpu.utah.gov](https://dpu.utah.gov) (<https://dpu.utah.gov>)

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Safari/605.1.15