UTAH

PublicService Commission <psc@utah.gov>

Date: Friday, Oct 2nd, 2026

1 message

Paula Larsen <pinevalleylady43@gmail.com> Fri, Oct 2, 2026 at 5:11 PM
To: "psc@utah.gov" <psc@utah.gov>

To whom it may concern:

My husband and I have been residence of Pine Valley for over 40 years. We have lived full-time on and off throughout those years and lately we've been living here full-time for six years. We are both retired and on a fixed and limited income. My husband has a fib And I have spinal stenosis. The increase is unbelievable!
Last month's water bill was $166.25…..
With the tier increases that Pine Valley Irrigation company has imposed, It's making it very difficult to pay……. our current bill is $847!! Who knows what the next one will be?? This is going to force longtime residence to sell their homes!
And honestly, Who would buy our home when the realtor has to explain what the power and water bills are!! Are we being made to pay for the mismanagement of the water company and their debt? How far is that? Please reconsider a very modest increase so we can keep our homes.

Sincerely,

Johnny Kim and Paula Larsen

UTAH

PublicService Commission <psc@utah.gov>

Pine Valley water docket 25-2179-01

1 message

Randy Shea <randyshea72@gmail.com> Sat, Oct 3, 2026 at 6:34 PM
To: "psc@utah.gov" <psc@utah.gov>

I understand that the water rates will/have been increased. I remember vague; talk of a new well and otheer considerations. I'm concerned that this all has to happen at once. Why hasn't this or why can't this be done over the course of 5-10 years.
As a semi-regular resident (I live in PV between April and th end of October) I'm still required to pay a fee during times I'm not using water. This amount has also doubled. Not sure why since I'm nt using any water.

Myself like others just have concerns.
Thanks for listening.
Randy Shea
341 W. 50 S. Pine Valley

UTAH

PublicService Commission <psc@utah.gov>

Docket # 25-2179-01

1 message

ken mangum <kennymangum@gmail.com> Sun, Oct 4, 2026 at 8:36 AM
To: "psc@utah.gov" <psc@utah.gov>

I'm writing to oppose the culinary water rate increase in Pine Valley Utah. Actually, I understand a moderate or incremental increase but the proposed rate will almost double my monthly cost to maintain my property and seems excessive.
Please reconsider.

Sincerely,
Ken Mangum
400 E Pine Valley Road
Pine Valley, Ut. 84781

UTAH

PublicService Commission <psc@utah.gov>

Docket:25-2179-01

1 message

Randy Reber <randyreber@gmail.com> Sun, Oct 4, 2026 at 12:22 PM
To: psc@utah.gov

We are longtime residence of the Pine Valley community in Utah. Our address is 688 S. Oak Ridge Rd., Pine Valley, UT 84781. There's just two of us in the house. My wife, Jillyn, and myself Randy Reber. We have enjoyed and appreciate the Pine Valley irrigation companies service to our property for many years. We are both retired in on fixed income and have relied on water rates that are both low and reasonable. Our community is in an uproar with the new water rate proposals that are circulating around. Many of our local residents have received outrageous bills for the September billing cycle. We understand that there are about 600 hook ups in our community and many of them are summer homes only. Nevertheless, the local people who live here year-round, generate enough income to support the water company needs, and of course, during the summer months, our population grows substantially and provides extra income for the summer months to the utility we believe that they have some infrastructure needs and we're sensitive to that and want to support that. Larry Gardner presented reasonable increased rates of about 10 or 20% to pay for an ongoing new water site that is in development. Jillyn and I support the modest increase presented to the state by Pine Valley Water district board. We disagree strongly with the private consultants recommendations, which are going to negatively impact our community going forward. Thank you for your consideration in this matter. regards, Randy.
Sent from my iPhone

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Earl Snow <earlbsnow@gmail.com> Sun, Oct 4, 2026 at 12:48 PM
To: "psc@utah.gov" <psc@utah.gov>

To whom it may concern,
I write concerning the increase in water rates in Pine Valley Utah.
The increase that has been applied this past month is way over and above what is considered reasonable! The old rate was established in 2010. That rate was considered appropriate at the time. In reviewing the CPI inflation data since 2010 it shows that an increase of approximately 50 percent is probably appropriate at this time. The rate applied this past month is almost 4.5 times the 50 percent rate. With this in mind the PSC has the duty to protect the citizens of Pine Valley Utah. Many of these full time residents are retired and are on a fixed income. Hopefully you will consider these facts and act accordingly! Some of the justification for the increase are just plain unnecessary.
Thank you for the opportunity to respond.
Earl B Snow
55 W 100 S
Pine Valley, Utah
84781

UTAH

PublicService Commission <psc@utah.gov>

25-2179-01

1 message

Camille Cashin <ccashin24@gmail.com> Sun, Oct 4, 2026 at 12:54 PM
To: "psc@utah.gov" <psc@utah.gov>

To whom it May Concern,

My name is Camille Cashin, I rent with my family a cabin full-time at 571 s Oakridge dr in Pine Valley Utah. We have just experienced and found out about the outrageous up charges in the water bills in town. This month almost every resident bill has been more than doubled. This is extremely concerning, we have two kids and watch our income making our bills but to have a increase in more than double the price of water is insane. The town hasn't even voted or been allowed a say. In July the public water company just added ten thousand gallons to eveyones bill to help with the cost of fire fighting a fire recently and the use of water that stemmed from that. This is an outrage we pay taxes that shld take care of the surcharge for fire costs, including water. That shouldnt just be added on with no input from the citizens here. Also there's been verified reports of the water company not actually performing duties ,; i.e. checking boxes and billing customer during the six months they bill. There are many full time and part time citizen very unhappy with this measurement. Please as per utah code 54-4-1.5 under ahaoter one and three make sure that this company is regulated and investigated as well as we as citizens are given fair saya and fair charges.

Thank you,
Camille Cashin

UTAH

PublicService Commission <psc@utah.gov>

25-2179-01

1 message

Danny Sheeran <dlsheeran17@gmail.com> Sun, Oct 4, 2026 at 2:49 PM
To: psc@utah.gov

Danny and Kathy Sheeran , permanent Pine Valley Utah residents are writing to formally protest the proposed water rate increase. What is being asked of the Pine Valley community is unrealistic and unfair , please reconsider.

Danny & Kathy Sheeran
822 W Hillside Drive
Pine Valley UT 84871
Sent from my iPhone

UTAH

PublicService Commission <psc@utah.gov>

Pine Valley Water Increase

1 message

Polly Housley <phousley3@gmail.com> Sun, Oct 4, 2026 at 3:31 PM
To: psc@utah.gov

To Whom it May Concern:

We are writing to appeal to the Commission for assistance in "normalizing" our water bills in Pine Valley once again.

As is the case with our neighbors, we just experienced a 400% increase in one month! We did receive a notice recently of an increase, so we expected something reasonable, but this just isn't sustainable!

As you know, Pine Valley suffered from a devastating forest fire a couple of years ago. Although our home was spared, our insurance company of more than 20 years dropped us like a hot potato. We have never even filed a claim! We were forced to reach out to secondary / non-mainstream insurance agencies to secure coverage once again. The rates we found in doing so were outrageous!

Combined with the gigantic increase in water rates, we just don't know how we, along with our friends and neighbors, can afford all of this.We may have to make some tough decisions if we can't get relief from these "new" water rates. As we see it, either
a) many will be forced to sell their little piece of paradise, which will fundamentally change the culture and spirit of this little valley, or
b) we will have to start cutting outdoor water drastically which will in essence make the valley a tinderbox, ripe for another devastating fire.

Additionally, we just don't understand how or why we still have the same infrastructure, yet we are faced with this huge increase. It almost feels like there is an intentional effort to drive long-term residents away from the area.

We understand you are willing to listen to our concerns and will take our comments under advisement in your upcoming meeting, and we plead with you to consider this decision carefully and keep all of the good people of this valley at the forefront of your thoughts in the process of making your judgement.

Thank you for listening.

Sincerely,

Mike and Polly Housley
97 S Terry Parkway,
Pine Valley, UT

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Josh Albrecht <albrecht.josh@gmail.com> Sun, Oct 4, 2026 at 4:19 PM
To: psc@utah.gov

To the Utah Public Service Commission and State Regulatory Authorities,
I am writing as a resident and water customer in Pine Valley, Utah, to formally protest the proposed water rate increase. While I understand the state's general intent behind conservation-oriented rates, applying these punitive tiers to Pine Valley is counterproductive, financially unsustainable for residents, and presents a severe public safety risk.
At my current usage level of about 32,000 gallons per month, my monthly bill will jump from $97.25 to $177.00, an 82% increase (or an extra $79.75 every month). For larger families, properties maintaining defensible space, or residents with more land, the price escalation is even more severe. In the higher tiers ($12.00 to $24.00 per 1,000 gallons), bills easily multiply by several hundred percent, making basic property maintenance completely unaffordable.
This rate model triggers critical issues for our community:
1. Wildfire Risk and Defensible Space: Pine Valley is an alpine, heavily forested community surrounded by public land with significant wildfire threat. Keeping ground cover, trees, and defensible buffers alive and hydrated is a vital line of defense against catastrophic wildfires. Penalizing property owners for irrigating their land incentivizes people to turn off their sprinklers and allow vegetation to dry out, creating a high-risk tinderbox that jeopardizes entire neighborhoods and emergency responders.
2. Infrastructure Sustainability: Our local water company has indicated that Pine Valley has adequate water resources and that they initially proposed much lower rate caps (capping out around $6 per 10,000 gallons). For a public utility to maintain its infrastructure, pumps, and delivery systems, it requires steady revenue from consistent usage. Forcing residents into "no-water mode" reduces overall water sales, threatening the financial health of the water company and its ability to maintain infrastructure.
3. Unrealistic Mandates for Local Realities: Blanket conservation metrics designed for arid desert basins do not account for Pine Valley's unique mountain ecology and infrastructure needs.
I urge the State of Utah to reconsider these interim rates, honor the proposals submitted by our local water company that has been managing this for 50+ years, and adopt a balanced rate structure that ensures infrastructure funding without compromising wildfire safety or placing an unsustainable financial burden on residents.
Sincerely,
Josh Albrecht

UTAH

PublicService Commission <psc@utah.gov>

Docket Number 25-2179-01

1 message

Jeff Brinton <cjeffbrinton@gmail.com> Sun, Oct 4, 2026 at 4:20 PM
To: "psc@utah.gov" <psc@utah.gov>

My name is Caleb J Brinton and I own residential property in Pine Valley, Utah on Oakridge Drive.

I am writing to protest the proposed water rate increase. Although some increase may be warranted to cover increased cost of maintenance and needed infrastructure, the specific rates proposed are too extreme. My understanding is that the water company itself had initially proposed more modest rate caps (capping out at around $6.00 per 1,000 gallons). The current proposal would charge double that rate ($12.00, when usage exceeds 30,000 gallons) and four times that rate ($24.00) when usage exceeds 40,000 gallons.

The extreme rate levels currently proposed would increase wildfire risk by reducing the motivation to provide defensible space. As has been pointed out by other residents in their responses, Pine Valley is an alpine, heavily forested community surrounded by public land with significant wildfire risk. This risk has been underscored by last year's tragic fires and the loss of structures in our community. Keeping ground cover, trees and defensible buffers alive and hydrated is a vital line of defense against these catastrophic wildfires.

I join with my fellow residents in asking that the State of Utah reduce the proposed upper limit of rates to be in line with those initially proposed, i.e., a top rate of $6.00 per 1,000 gallons.

Thank you for your consideration of our requests.

UTAH

PublicService Commission <psc@utah.gov>

Docket # 25-2179-01

1 message

JAMIE LOSSER <jamiejo07@cox.net> Sun, Oct 4, 2026 at 5:39 PM
Reply-To: JAMIE LOSSER <jamiejo07@cox.net>
To: psc@utah.gov

To: Utah Publice Service Commission

From: Jamie Losser
290 S. 200 West
Pine Valley, Utah. 84781

I am a homeowner in Pine Valley, but do not live there full time.

I pay the base rate for water of $20.75 monthly as I am not a full time resident.

The proposed increase to $49.50 is more than double what I have been paying.

This extreme increase is going to be an extra hardship as I am retired and on a fixed income.

Although I understand an increase might be necessary the proposed new rates seem very extreme.

I am hoping that the Commission will reconsider the high rate increase and come up with a rate that will be less extreme.

Thank you
Jamie Losser

Yahoo Mail: Search, Organize, Conquer

UTAH

PublicService Commission <psc@utah.gov>

Docket Number 25-2179-01

1 message

Susan Taysom <sbtayso@gmail.com> Sun, Oct 4, 2026 at 5:41 PM
To: "psc@utah.gov" <psc@utah.gov>

Dear Commission,
We are:
Susan and Scott Taysom
919 E Spring Creek Lane
Pine Valley, Utah 84781
435-467-1522

We are gravely concerned about the proposed increase request for our water rates. Our water bills have not increased substantially yet but we are worried they might increase above what we can afford. We are retired and have lived in Pine Valley full time for 25 years. We are now on a fixed income and concerned about the increased rates proposed by the PSC. Some of our neighbors are receiving bills for hundreds of dollars and some for thousands of dollars. This frightens us as to where this increase might land.
Please consider our concerns and take into account that we are not the only long term retired people living in Pine Valley full time.
Thank you for your consideration.
Susan and Scott Taysom

UTAH

PublicService Commission <psc@utah.gov>

Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase

1 message

studnt87@gmail.com <studnt87@gmail.com> Sun, Oct 4, 2026 at 7:42 PM
To: psc@utah.gov

To: Utah Public Service Commission
Re: Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase
Written Public 12123456789939×18 Comment for October 7, 2026 Hearing

Dear Commissioners,

I am a Pine Valley property owner asking the Commission to reject or substantially reduce the proposed permanent rate and fee increases unless Pine Valley first provides complete, transparent documentation establishing that these extraordinary increases are actually necessary.

The proposed increases are enormous:

Base monthly charge: $20.75 → $49.50 — a 139% increase
First-time service connection: $900 → $5,000 — a 456% increase
Highest water-use tier: $3 → $24 per 1,000 gallons — a 700% increase
Standby fee: $17.75 → $22.50 — a 27% increase
Ownership-change fee: $25 → $50 — a 100% increase
Unwarranted service call: $50 → $100 — a 100% increase
New $150 shut-off fee, $150 lien fee, and $1,000 theft-of-service charge.
These are not modest adjustments. They represent a substantial new financial burden on a very small community.

The missing tariff and missing reserve transparency are particularly concerning

Pine Valley's own March 2026 filing states that its effective tariff could not be located, that the Division of Public Utilities did not possess a copy, and that the relevant prior PSC dockets did not contain the tariff. Pine Valley is therefore asking the Commission to approve a new Tariff No. 3 when the prior effective tariff is apparently not available in the public record.

That should be resolved before a permanent rate structure is approved.

Even more importantly, Pine Valley has historically been required to maintain a Capital Reserve Account. The prior tariff required deposits into that restricted account and annual accounting of deposits and withdrawals. Yet customers have not been given a clear, readily accessible accounting showing the current balance, cumulative deposits, withdrawals, expenditures, and remaining restricted funds.

This is especially important because Pine Valley itself notified the Commission in 2025 that it intended to access its Capital Reserve Account to help fund a new culinary well and infrastructure improvements.

Before asking homeowners to pay dramatically higher rates to build capital reserves, the Commission should first establish what capital reserves already exist and how those funds have been used.

I respectfully ask the Commission to require Pine Valley Irrigation Company to provide, at minimum:

The complete current balance of its Capital Reserve Account.
Annual reserve-account statements and reconciliations since the last rate case.
A complete accounting of deposits into and withdrawals from the reserve.
Identification and documentation of every capital expenditure paid from the reserve.
The amount of reserve funds remaining available for the projects cited as justification for this rate increase.
The prior effective tariff, or a clear explanation of why it cannot be produced.
A project-by-project explanation of the costs being recovered through the proposed new rates and fees.
The timing could not be worse for Pine Valley homeowners

Pine Valley property owners are already dealing with an extraordinary loss from the 2025 Forsyth Fire.

The fire destroyed homes, burned thousands of acres of forest, damaged the Pine Valley Recreation Area, and permanently altered the landscape surrounding our properties. Much of the mature forest and natural terrain that made Pine Valley valuable and enjoyable cannot realistically be replaced within the lifetime of current residents.

The consequences will continue for years through diminished recreational access and enjoyment, altered views, erosion, runoff, flooding and other post-fire risks.

Our property values have already been negatively affected by these changes. Homeowners are therefore being asked to absorb a major additional financial burden at the same time that the underlying value and enjoyment of our properties have already been diminished through no fault of our own.

A $49.50 monthly base charge and $5,000 connection fee may look different on a utility spreadsheet than they do to an individual homeowner trying to maintain or eventually sell a property in a community already recovering from a catastrophic wildfire.

Please require proof before making these increases permanent

I recognize that Pine Valley has not received a general rate increase since 2010 and that infrastructure requires investment. I am not asking the Commission to ignore legitimate costs.

I am asking for something much simpler: transparency and proof.

The Commission should not approve permanent rates of this magnitude until customers can see what happened to the capital reserves that were previously established, what remains today, what has already been collected through the interim rates, and exactly what additional revenue is required.

The Commission’s April interim-rate order itself recognized that the Division’s review at that stage was preliminary and that a more comprehensive review would occur during the general rate case.

That comprehensive review is now the opportunity to demand the documentation customers need.

Please do not make Pine Valley homeowners pay substantially more until Pine Valley Irrigation Company has demonstrated, with transparent and verifiable financial records, that these increases are necessary, reasonable, and not duplicative of existing reserve funds or revenue already being collected.

Pine Valley residents have already lost enough.

Respectfully,

Nicole and Jerry Headrick
Pine Valley, Utah Property Owner
32 N 200 West

Sent from Yahoo Mail for iPhone

UTAH

PublicService Commission <psc@utah.gov>

Docket No. 25-2179-01

1 message

L Christensen <lchristensen10@gmail.com> Sun, Oct 4, 2026 at 8:59 PM
To: "psc@utah.gov" <psc@utah.gov>

Dear Commissioners:

I am writing to express my concern regarding Pine Valley Irrigation Company's proposed rate increase. I understand that rates have not been increased since 2010, and I believe a reasonable increase is necessary. However, the magnitude of the proposed increase raises serious concerns about affordability, management, transparency, and whether other alternatives have been adequately explored.

The financial impact on customers is substantial. Using our actual water bills, our 2024 total of approximately $985 would have been more than $2,000 under the proposed rates. Of particular concern is our August 2026 bill of approximately $427, which would have been approximately $1,704 under the proposed rate structure. That month also illustrates our concern with billing and meter management. We were notified in August that insulation supposedly had not been removed from our meter box in April or May. My husband removed the insulation immediately as requested. At the irrigation company's request, he had also helped remove insulation from other homeowners' meter boxes. If accurate meter readings and billing are critical to a utility operating at a deficit, why was this issue not identified and addressed months earlier? Before customers are subjected to these proposed rates, we should have confidence that meters are being monitored regularly and that usage and billing are accurate.

The financial impact on customers is substantial. Using our actual water bills, our 2024 total of approximately $985 would have been more than $2,000 under the proposed rates. Of particular concern is our August 2026 bill of approximately $427, which would have been approximately $1,704 under the proposed rate structure. Our billing history also raises concerns about billing and meter management. In June 2025, we were charged only the basic rate when our usage should have resulted in a higher bill. We were also notified in August 2026 that insulation had not been removed from our meter box in April or May. My husband had removed the insulation as requested and, at the irrigation company's request, had also helped remove insulation from other homeowners' meter boxes. If accurate meter readings and billing are critical to a utility operating at a deficit, why were these issues not identified and addressed earlier? Before customers are subjected to these proposed rates, we should have confidence that meters are being monitored regularly and that usage and billing are accurate.

Pine Valley is a small, rural mountain community. Many residents are retired and live on fixed incomes. Many of our full-time residents also volunteer their time and efforts to support the community, including serving with the fire department and EMS. An increase of this magnitude would create a significant financial burden for many of these residents.

For our property, the proposed rates would mean that we could no longer afford to water our lawn. Maintaining even a modest amount of landscaping would be difficult.

I also question whether all alternatives have been explored. Has Pine Valley Irrigation Company actively pursued county assistance, state or federal grants, rural water funding, or other sources before asking customers to bear this increase? I also question the need to construct a new building for meetings when our existing fire station provides a sufficient location for meetings. At a time

when the company is operating at a deficit, essential water infrastructure should take priority over expenditures that are not necessary to provide water service.

Finally, if rates have remained essentially unchanged since 2010, why were reasonable incremental increases not requested during the past 16 years? Customers should not now be expected to absorb a dramatic increase all at once because rates were not reviewed and adjusted gradually.

I am not asking the Commission to prevent Pine Valley Irrigation Company from receiving the revenue reasonably necessary to provide reliable water service. I am asking the Commission to determine whether this level of increase is justified.

Before approving the proposed rates, I respectfully ask the Commission to examine the company's management and billing practices, efforts to obtain grants or other funding, and whether a smaller or phased-in increase could adequately meet the company's legitimate needs.

Our community needs rates that are transparent, justified, responsibly managed, and affordable for the people who live here.

Thank you for considering my comments.

Respectfully,

Layne & LaDawn Christensen

Below is a snapshot of our 2024–2026 water usage and billing, compared with what we would have paid under the proposed rates.

Month/Yr	Actual Bill	Bill with Proposed Rate	Usage
Jan-24	$ 20.75	$ 22.25	
Feb-24	$ 20.75	$ 22.25	
Mar-24	$ 20.75	$ 22.25	
Apr-24	$ 20.75	$ 22.25	
May-24	$ 113.75	$ 420.00	70
Jun-24	$ 262.25	$ 522.00	87
Jul-24	$ 133.25	$ 264.00	44
Aug-24	$ 127.25	$ 252.00	42
Sep-24	$ 115.25	$ 228.00	38
Oct-24	$ 109.25	$ 216.00	36
Nov-24	$ 20.75	$ 22.25	
Dec-24	$ 20.75	$ 22.25	
Total	$ 985.50	$ 2,037.00	
Jan-25	$ 20.75	$ 22.50	
Feb-25	$ 20.75	$ 22.50	
Mar-25	$ 20.75	$ 22.50	
Apr-25	$ 20.75	$ 22.50	
May-25	$ 29.75	$ 54.00	18
Jun-25	$ 20.75	$ 22.50	0
Jul-25	$ 200.75	$ 216.00	72
Aug-25	$ 82.25	$ 162.00	27
Sep-25	$ 148.25	$ 294.00	49
Oct-25	$ 58.25	$ 114.00	19
Nov-25	$ 20.75	$ 22.50	
Dec-25	$ 20.75	$ 22.50	
Total	$ 664.50	$ 997.50	
Jan-26	$ 20.75	$ 22.50	
Feb-26	$ 20.75	$ 22.50	
Mar-26	$ 20.75	$ 22.50	
Apr-26	$ 20.75	$ 22.50	
May-26	$ 20.75	$ 22.50	
Jun-26	$ 20.75	$ 22.50	
Jul-26	$ 20.75	$ 22.50	
Aug-26	$ 427.25	$ 1,704.00	*142
Sep-26	$ 249.00	$ 456.00	38
Total	$ 821.50	$ 2,317.50	

UTAH

PublicService Commission <psc@utah.gov>

Pine Valley Irrigation Company Rate Increase

1 message

Tom Nielsen <tnielsen714@gmail.com> Mon, Oct 5, 2026 at 8:14 AM
To: psc@utah.gov, gwiderburg@utah.gov

To: Utah Public Service Commission

Re: Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase

Written Public 12123456789939×18 Comment for October 7, 2026 Hearing

Dear Commissioners,

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That should be resolved before a permanent rate structure is approved.

Even more importantly, Pine Valley has historically been required to maintain a Capital Reserve Account. The prior tariff required deposits into that restricted account and annual accounting of deposits and withdrawals. Yet customers have not been given a clear, readily accessible accounting showing the current balance, cumulative deposits, withdrawals, expenditures, and remaining restricted funds.

This is especially important because Pine Valley itself notified the Commission in 2025 that it intended to access its Capital Reserve Account to help fund a new culinary well and infrastructure improvements.

Before asking homeowners to pay dramatically higher rates to build capital reserves, the Commission should first establish what capital reserves already exist and how those funds have been used.

I respectfully ask the Commission to require Pine Valley Irrigation Company to provide, at minimum:

The complete current balance of its Capital Reserve Account.

Annual reserve-account statements and reconciliations since the last rate case.

A complete accounting of deposits into and withdrawals from the reserve.

Identification and documentation of every capital expenditure paid from the reserve.

The amount of reserve funds remaining available for the projects cited as justification for this rate increase.

The prior effective tariff, or a clear explanation of why it cannot be produced.

A project-by-project explanation of the costs being recovered through the proposed new rates and fees.

The timing could not be worse for Pine Valley homeowners

Pine Valley property owners are already dealing with an extraordinary loss from the 2025 Forsyth Fire.

The fire destroyed homes, burned thousands of acres of forest, damaged the Pine Valley Recreation Area, and permanently altered the landscape surrounding our properties. Much of the mature forest and natural terrain that made Pine Valley valuable and enjoyable cannot realistically be replaced within the lifetime of current residents.

The consequences will continue for years through diminished recreational access and enjoyment, altered views, erosion, runoff, flooding and other post-fire risks.

Our property values have already been negatively affected by these changes. Homeowners are therefore being asked to absorb a major additional financial burden at the same time that the underlying value and enjoyment of our properties have already been diminished through no fault of our own.

A $49.50 monthly base charge and $5,000 connection fee may look different on a utility spreadsheet than they do to an individual homeowner trying to maintain or eventually sell a property in a community already recovering from a catastrophic wildfire.

Please require proof before making these increases permanent

I recognize that Pine Valley has not received a general rate increase since 2010 and that infrastructure requires investment. I am not asking the Commission to ignore legitimate costs.

I am asking for something much simpler: transparency and proof.

The Commission should not approve permanent rates of this magnitude until customers can see what happened to the capital reserves that were previously established, what remains today, what has already been collected through the interim rates, and exactly what additional revenue is required.

The Commission's April interim-rate order itself recognized that the Division's review at that stage was preliminary and that a more comprehensive review would occur during the general rate case.

That comprehensive review is now the opportunity to demand the documentation customers need.

Please do not make Pine Valley homeowners pay substantially more until Pine Valley Irrigation Company has demonstrated, with transparent and verifiable financial records, that these increases are necessary, reasonable, and not duplicative of existing reserve funds or revenue already being collected.

Pine Valley residents have already lost enough.

Respectfully,

Tom Nielsen

Pine Valley, Utah Property Owner

28 S 900 E

Pine Valley, UT 84781

760-415-2063

UTAH

PublicService Commission <psc@utah.gov>

Docket Number 25-2179-01

1 message

Brenda Oneill <boneill1958@aol.com> Mon, Oct 5, 2026 at 8:43 AM
To: psc@utah.gov

To the Commissioners and Staff:

We are writing as Pine Valley residents to oppose the rate increase the Pine Valley Irrigation Company has distributed to its customers. For many of us, the increase amounts to 200% to 500% over our current water bills, which is neither affordable nor fair.

We are deeply concerned that a private company can set such steep prices for a resource every household needs to live. Water is essential to life and should not be treated as a luxury, and every resident deserves fair and reasonable utility rates.
We have organized as a community and have spoken with the irrigation company about our concerns. As a result, we understand the company intends to propose a new fee schedule that covers its operating costs and begins paying down its outstanding debt. We are willing to support a fair and reasonable outcome, but we strongly oppose the current proposed rates. We also understand that the company's owners and board members have a secondary water source for their gardens, lawns, and trees, so they would not bear these costs the way other customers would. It is not fair for customers to carry the burden of past mismanagement, accumulated debt, and purchases such as heavy equipment, tools, and buildings for the company's own operations. These items should be budgeted and managed within the company.

Being a full-time retired couple here in Pine Valley this increase would have a huge impact on our limited monthly income.

We respectfully ask the Commission, the Division of Public Utilities, and the Office of Consumer Services to reconsider the rates currently proposed and to give due consideration to the revised fee schedule the company has agreed to bring forward. Thank you for your time and your commitment to protecting the customers you serve.

Respectfully,
Kevin and Brenda O'Neill
21 N. Willow Creek Ln.
Pine Valley, UT 84781

UTAH

PublicService Commission <psc@utah.gov>

Docket #25-2179-01

1 message

Donna/Jeff Gardner <eightdaysun@hotmail.com> Fri, Oct 2, 2026 at 3:21 PM
To: "psc@utah.gov" <psc@utah.gov>

Water in Pine Valley UTAH. We live in a small retirement community. Many of us are on fixed incomes. The water price increase is like a kick in the stomach in this economy. Perhaps the best way to do an increase is 10% or 20% on the monthly fee for everyone and then charge the usage rate and those who are using water can pay the huge increase. We have lived in this lacolith for over 20 years and appreciate the availability to have clean water. We are concerned for our friends and neighbors who will really struggle with the raised water prices. Perhaps you have some ideas of how to make the change in prices work for this community. Appreciate you taking time to hear my concerns. We will be at the meeting on Saturday at 4pm, Oct 3rd. Many of our neighbors will not be able to drive up to their cabins because of the St. George marathon, and many will be attending conference in SLC and with the short notice will be unable to voice their concerns.
Donna Gardner
672 Pine Circle Dr
Pine Valley, UT 84781

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

richardh1@infowest.com <richardh1@infowest.com> Sun, Oct 4, 2026 at 9:19 AM
To: psc@utah.gov

Richard & Jodie Herpel

340 w 100 s

Pine Valley, UT 84781

Hello

As you can see from the attached image my water bill doubled this month

It might not look like much to you, however a dollar counts to us.

We are retired an our only income is social security.

Any increase to are expenses are hard for us

The biggest part of the increase of our new water bill is the base monthly cost

Our base monthly cost went from $23.00 to $49.50. That is more than double.

That and the increase in the rates to the tiers are not something we can afford

We live in a wildfire area

During the summer months we try to keep are grass and plants green and lush around our house to provide a buffer against any fire

Having to reduce our water usage due to the expense will cause this buffer to die, increasing the risk to our home

Please reconsider these rate increases

Respectfully

Richard Herpel

Capture62.JPG
67K

UTAH

PublicService Commission <psc@utah.gov>

DOCKET NO 25-2179-01

1 message

Timothy Graham <tkgfromlv@gmail.com> Mon, Oct 5, 2026 at 9:24 AM
To: "psc@utah.gov" <psc@utah.gov>

Utah Public Service Commission,

So i'm sure you're getting an earful from Pine Valley Residents about the hike in water rates. The Pine Valley Irrigation Company is blaming YOU (Utah Public Service Commission) as of Oct 3, 2026

QUESTIONS TO BE ASKED of the UTAH PUBLIC SERVICE COMMISSION and the PINE VALLEY IRRIGATION Company;

1. Has PINE VALLEY IRRIGATION received its CERTIFICATE OF CONVENIENCE AND NECESSITY (CPCN) thru the Utah Public Service Commision?

2. Will Pine Valley Irrigation voluntarily submit to a public audit? If not - why?

3. In July's 2025 bill the Pine Valley Irrigation Company charged each resident for an additional 10,000 Gallons of Water usage stating "The company has decided to add an additional 10,000 gallons to the top tier to compensate for last month and the fire".
A. Who exactly in the company made the decision to charge individual customers for water usage for a fire on state/federal land? This is unprecedented in Utah, what was the justification?
B. At the same time Pine Valley Irrigation was charging individuals for water usage to fight the fire did Pine Valley Irrigation receive any of the millions in federal funds allocated to the fire?

4. Regarding the most recent Rate Hike and Customer Charge Restructuring, what was the criteria used by the Utah Public Service Commission and the Pine Valley Irrigation Company to justify the rate increases? Are there other townships similar in size to Pine Valley with comparable rates? if so - please provide.

5. It appears all the Rate Increases and Customer Charge Restructuring has already gone into affect with "the Letter" sent August 28-? the Pine Valley Irrigation Company references in the October 2026 Bill... but why isnt Public Input allowed before the Pine Valley Irrigation Company initiates rate hikes and price changes?

As it was explained by the Pine Valley Irrigation Company they made business decisions stemming back two years ago with new wells drilled, holding tanks, processing plants etc etc etc assuming they were getting a 0% Loan by State Utah like they did 20+ years ago and that didnt happen. Now their multi-million dollar bill is do and their only solution is to astronomically raise the rates of their 600 Customers.

This reeks of GROSS MISMANAGEMENT and possible fraud stemming back to the 2025 Fire in Pine Valley. Before the news media gets involved the Utah Public Service Commission needs to initiate an Audit & Investigation into the Pine Valley Irrigation Company. Depending on the findings, the Utah Public Service Commission should consider revoking their Certificate of Convenience and Necessity and letting this come under the Utah State/County control.

Thank you for your time and attention to this very serious matter.

Timothy Graham & Sarah Fleming
744 S lloyd Canyon
Pine Valley - Utah

UTAH

PublicService Commission <psc@utah.gov>

Docket Number 25-2179-01

1 message

Craig Slater <ces@slateratlas.com> Mon, Oct 5, 2026 at 10:10 AM
To: "psc@utah.gov" <psc@utah.gov>

Dear Utah Public Service Commission,

I am writing to submit a public comment regarding the proposed water rate increase, Docket Number 25-2179-01.

I understand that we are in a situation where water conservation needs to be on everyone's minds and efforts need to be made to conserve this precious resource. However, the proposed increase goes to far in addressing this issue. The majority of the people in my small, rural community are retired and on a fixed income. I will turn 65 this year and will be in a similar situation as most of my neighbors, trying to live off of a meager, fixed income.

I am writing to formally object to the proposed rate increase by State regarding the Pine Valley Irrigation Company rate increase. I believe the magnitude of the proposed increase warrants careful review by the Utah Public Service Commission before any new rates are approved.

As a customer, I understand that utility providers must be able to recover reasonable operating, maintenance, infrastructure, and other legitimate costs. However, rate increases should be supported by clear documentation demonstrating that the requested increase is necessary, reasonable, and directly related to the cost of providing service.

This proposed increase appears excessive and would place an unreasonable financial burden on customers. I also ask the Commission to carefully examine whether the proposed rates are consistent with the principle that utility customers should pay rates that are just, and reasonable.

This past weekend, we met as a community do discuss our concerns. A couple of board members were there to explain their needs. One Board member explained that the proposed rates went to far, and that a much smaller increase was being submitted to the State for review. Based upon their comments, I support the Pine Valley Irrigation boards revised proposal and ask the state to please consider their new proposal.

We are fortunate to live in the beautiful area of Pine Valley, and we enjoy the green meadows, and hillsides around us. Please allow us to be able to afford to live in this valley. Thank you for your consideration in this matter and for protecting the interests of utility customers.

Sincerely,

Craig and Sherrie Slater
66 S. 1200 E.
Pine Valley, UT 84781
ces@slateratlas.com

—

Pine Valley Irrigation Invoices August and Sept. 2026.pdf
31K

UTAH

PublicService Commission <psc@utah.gov>

Docket# 25-21279-01

1 message

Lisa Provstgaard <lisaprovy10@gmail.com> Mon, Oct 5, 2026 at 10:32 AM
To: "psc@utah.gov" <psc@utah.gov>

To: Utah Public Service Commission Re: Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase Written Public 12123456789939×18 Comment for October 7, 2026 Hearing Dear Commissioners, I am a Pine Valley resident asking the Commission to reject or substantially reduce the proposed permanent rate and fee increases unless Pine Valley first provides complete, transparent documentation establishing that these extraordinary increases are actually necessary. The proposed increases are enormous: Base monthly charge: $20.75 → $49.50 — a 139% increase First-time service connection: $900 → $5,000 — a 456% increase Highest water-use tier: $3 → $24 per 1,000 gallons — a 700% increase Standby fee: $17.75 → $22.50 — a 27% increase Ownership-change fee: $25 → $50 — a 100% increase Unwarranted service call: $50 → $100 — a 100% increase New $150 shut-off fee, $150 lien fee, and $1,000 theft-of-service charge. These are not modest adjustments. They represent a substantial new financial burden on a very small community. The missing tariff and missing reserve transparency are particularly concerning. Pine Valley's own March 2026 filing states that its effective tariff could not be located, that the Division of Public Utilities did not possess a copy, and that the relevant prior PSC dockets did not contain the tariff. Pine Valley is therefore asking the Commission to approve a new Tariff No. 3 when the prior effective tariff is apparently not available in the public record. That should be resolved before a permanent rate structure is approved. Even more importantly, Pine Valley has historically been required to maintain a Capital Reserve Account. The prior tariff required deposits into that restricted account and annual accounting of deposits and withdrawals. Yet customers have not been given a clear, readily accessible accounting showing the current balance, cumulative deposits, withdrawals, expenditures, and remaining restricted funds. This is especially important because Pine Valley itself notified the Commission in 2025 that it intended to access its Capital Reserve Account to help fund a new culinary well and infrastructure improvements. Before asking homeowners to pay dramatically higher rates to build capital reserves, the Commission should first establish what capital reserves already exist and how those funds have been used. I respectfully ask the Commission to require Pine Valley Irrigation Company to provide, at minimum: The complete current balance of its Capital Reserve Account. Annual reserve-account statements and reconciliations since the last rate case. A complete accounting of deposits into and withdrawals from the reserve. Identification and documentation of every capital expenditure paid from the reserve. The amount of reserve funds remaining available for the projects cited as justification for this rate increase. The prior effective tariff, or a clear explanation of why it cannot be produced. A project-by-project explanation of the costs being recovered through the proposed new rates and fees. The timing could not be worse for Pine Valley homeowners Pine Valley property owners are already dealing with an extraordinary loss from the 2025 Forsyth Fire. The fire destroyed homes, burned thousands of acres of forest, damaged the Pine Valley Recreation Area, and permanently altered the landscape surrounding our properties. Much of the mature forest and natural terrain that made Pine Valley valuable and enjoyable cannot realistically be replaced within the lifetime of current residents. The consequences will continue for years through diminished recreational access

and enjoyment, altered views, erosion, runoff, flooding and other post-fire risks. Our property values have already been negatively affected by these changes. Homeowners are therefore being asked to absorb a major additional financial burden at the same time that the underlying value and enjoyment of our properties have already been diminished through no fault of our own. A $49.50 monthly base charge and $5,000 connection fee may look different on a utility spreadsheet than they do to an individual homeowner trying to maintain or eventually sell a property in a community already recovering from a catastrophic wildfire. Please require proof before making these increases permanent. I recognize that Pine Valley has not received a general rate increase since 2010 and that infrastructure requires investment. I am not asking the Commission to ignore legitimate costs. I am asking for something much simpler: transparency and proof. The Commission should not approve permanent rates of this magnitude until customers can see what happened to the capital reserves that were previously established, what remains today, what has already been collected through the interim rates, and exactly what additional revenue is required. The Commission's April interim-rate order itself recognized that the Division's review at that stage was preliminary and that a more comprehensive review would occur during the general rate case. That comprehensive review is now the opportunity to demand the documentation customers need. Please do not make Pine Valley homeowners pay substantially more until Pine Valley Irrigation Company has demonstrated, with transparent and verifiable financial records, that these increases are necessary, reasonable, and not duplicative of existing reserve funds or revenue already being collected. Pine Valley residents have already lost enough. Respectfully, Kent Provstgaard, Pine Valley, Utah Property Owner

UTAH

PublicService Commission <psc@utah.gov>

Docket# 25-2179-01

1 message

Todd Lovell <todd@powerupyourimage.com> Mon, Oct 5, 2026 at 10:57 AM
To: psc@utah.gov

Subject: Concern Regarding Pine Valley Irrigation Company Rate Increase Docket# 25-2179-01

To the Pine Valley Irrigation Company Board,

I attached my last bill showing over a 100% increase in the water bill.

I am writing to express my concern regarding the recent water rate increase in Pine Valley.

As a business owner, I fully understand that costs increase and that rates sometimes need to be adjusted. However, if I increased my prices by more than 100% in a single adjustment, I would likely lose many of my customers. Pine Valley residents, unfortunately, do not have the ability to shop around for another water provider, which makes it even more important that rate increases be reasonable, gradual, and carefully justified.

I also have concerns about how our new water rates compare with St. George. My understanding is that, at certain usage levels, Pine Valley residents are now paying more for water than customers in St. George, despite St. George supporting a rapidly growing population and investing millions of dollars in water treatment facilities, pipelines, and other major infrastructure.

Another issue I believe deserves consideration is future growth. In a conversation with representatives of the Pine Valley water company, I was told the system has capacity for approximately 800 customers and that there were already about 789 customers. When I asked what happens when the system reaches 800 connections, I was told, essentially, that growth stops because the system is capped at that number. If the system is not planning to expand beyond approximately 800 customers, I would like to better understand what significant new infrastructure or expansion costs justify such a dramatic rate increase.

I am not suggesting that rates should never increase. If additional revenue is genuinely necessary to operate and maintain the water system, reasonable increases may be appropriate. My concern is the size and speed of this increase. More gradual increases would give homeowners time to adjust their water usage, landscaping, irrigation practices, and household budgets. A rate increase of this magnitude being imposed all at once creates a substantial and unexpected burden.

I respectfully ask the Board and the Public Service Commission to consider whether the full increase is necessary immediately, whether it could be phased in over a longer period, and whether customers can be provided with a clear explanation of exactly how the additional revenue will be used.

Thank you for your time and consideration.

Sincerely,
Todd Lovell
Pine Valley Property Owner

99 south Ponderosa Drive

Todd Lovell

President

Email: todd@powerupyourimage.com

Website: www.powerupyourimage.com

Office: 435-673-0263 | Toll Free: 800-256-8643

Fax: 435-673-7332 | Cell: 435-229-4160

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PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Darlene Finger <darlenefinger@yahoo.com> Mon, Oct 5, 2026 at 10:57 AM
To: psc@utah.gov
Cc: Darlene Finger <darlenefinger@yahoo.com>

As a 15 year resident of Pine Valley and a customer of the Pine Valley irrigation company, My husband and I are one of the many residents that have been affected by this horrific increase in our water charges. I have included an attachment showing three years of water usage by month and amounts that were billed. The other attachment shows the new usage tier/rate that Larry Gardner proposed to the concerned residents at the meeting that we had with him this last Saturday.
I am, along with my husband, writing to formally object to this proposed increase, and to ask the petition **not** be approved until our concerns have at least been read. We were never informed prior to the first PSC hearing g in April and only found out about that after our bills were received.
The impact on the community seems like it goes over 100%+ across the board - as you can see our water bill for this month was $681 for 57,000 gallons billed. This is in no way consistent with any of our past bills and is literally completely out of reasonable range. Our bill is an increase of around 500+ dollars there are some of the residence here who have said their water bill is almost $5000. This is a couple that are in their 90s and live alone. And they don't water their acreage.
I can only speak for my husband and myself, when I say that we feel we are stuck between a rock and a hard place. We can't afford a water bill like that. It definitely needs to be changed. It was never explained to us why they needed to raise their rates. They gave everyone a copy of the new rate/tier group. However, nobody knew what that meant or why it was even happening. You didn't know to the extent you were going to be affected until you received the bill and we're extremely shocked by the amount. We were not told about the I believe it was April 14 hearing this year where they requested a rate change. So we had no chance to object withour concerns or comments about this. That is just not right.
A couple of us found your website on our own and discovered, read, and distributed the information to the community.
comments made by Lee Snow when asked why the company is requesting a rate change commented, in part, saying they had been doing poorly and the company felt they needed to install a new well, that they had taken out a $1.6 million loan, they needed new equipment, a new building to house their equipment and an office space where they could meet, etc. I believe they want to update their plant, pass their previous debt and future growth down to the customers of Pine Valley. There's nothing wrong, or nobody would mind, if they raise their rates fairly. But this rate puts everyone over the edge of their budget. My husband and I are retired and on a fixed income. This was our last forever home. We live here year-round. And we certainly wouldn't have bought here had we known any of this would happen. Most of the people that live here are retired on a fixed income, such as we are, and they can't afford such outrageous bills like this - there's no way. Some of the people here have their own well. It cost about $30,000 to build a well, and we certainly, among many others, cannot afford that. Now what really concerns me and my husband is the fact that if this rate hike goes through and you approve it, it will mean that we are stuck here with no other way to go except for ripping out our lawn and our flowers and bushes, possibly even the trees and trying to afford to replace it with gravel. If we stay, that's the only way that there is to survive this. Because we would not be able to sell our home because nobody will buy homes that have such high water bills. Nobody. So that's how this incorrect increase affects us personally. Because of the looming Bill, we've turned our outside water off and use the culinary water inside very very sparingly. I feel guilty if we use too much water to wash the dishes. So, with all of that being said, we request that you consider another increase amount. One that is reasonable, that people can pay for, that people don't feel they have to take matters drastically in order to live here. There's no alternative other than to live here because we couldn't afford to sell our homes. No one will buy any of our homes because of the grossly high water utility bill. No one !
We understand from Larry Gardner (from a meeting we had with him Saturday) that there's plenty of water in this valley. That's what he said.

We, and most of the community, only have access to culinary water. Some have wells meaning they got approval from the irrigation company to buy shares of their water. However, access is not equally distributed in this valley and there is no alternative to use irrigation water. Which is cheaper. Why is it that some people were given the opportunity, but not others?

Also the billing. The bills are not clear and don't state everything like it is. For example, my husband and many others who are knowledgeable about electronic equipment or meters and that sort of thing, noticed that their meters have not even been read. I think they're guessing about the water usage and I'd like proof that what they're billing is true. I don't think an audit of the company would hurt. But most importantly, I don't think that that the customers of the Pine Valley irrigation company should be billed for mismanagement of the company. This is a family owned business and is family run. Lee Snow, the president, when someone called him about the bill, he told them oh just go ahead and pay your bill! It means

nothing to him or the members of the Gardner family and board if the amounts are so high, it takes them out of debt, they don't pay the such high bills.

I hope I've made all my points. If you need any other information from me, please let me know.
Thank you very much for considering our concerns and most of the residents that can, will be present during the zoom call with you Wednesday, October 7 at 5:30.
Again, thank you for considering our email.

Roland and Darlene Finger
1236 E. 120 S.
Pine Valley, UT 84781
Cell: 435/680-9307

****

In our meeting yesterday, Larry Gardner showed me the ***revised*** usage tier/rate he's proposing to the PCS:

Usage Tier:	**Rate:**
0-1K (base)	$49.50 flat
1-10K	$1.50
10-40K	$3.00
40-60K	$4.00
60-80K	$5.00
80-100K	$6.00

Pine Valley Irrigation Co.

[redacted]

Roland & Darlene Finger
1236 E 120 S
Pine Valley, Ut 84781

Mo	Yr. 2026 Amt. Billed	Yr. 2026 Usage	Yr. 2025 Amt. Billed	Yr. 2025 Usage	Yr. 2024 Amt billed	Yr. 2024 Usage	Mo
1	20.75	0	20.75	0	20.75	0	1
2	20.75	0	20.75	0	20.75	0	2
3	20.75	0	20.75	0	20.75	0	3
4	20.75	0	20.75	0	20.75	0	4
5	35.00	25	20.75	0	20.75	0	5
6	109.25	36	58.25	43	20.75	0	6
7	172.25	57	20.75	0	298.25	99	7
8	148.25	49	296.75	104	175.25	58	8
9	115.25	38	193.25	64	193.25	64	9
10	681.00	57	118.25	39	—	—	10
11			29.75	9	121.25	40	11
12			20.75	0	20.75	0	12

Sent from Yahoo Mail for iPhone

UTAH

PublicService Commission <psc@utah.gov>

Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase Written Public 12123456789939×18

1 message

Carol McIntosh <tahoecarolmc128@gmail.com> Mon, Oct 5, 2026 at 12:07 PM
To: "psc@utah.gov" <psc@utah.gov>

To: Utah Public Service Commission
Re: Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase
Written Public 12123456789939×18
Comment for October 7, 2026 Hearing

Honorable Commissioners,
My husband and I are Pine Valley property owners asking the Commission to reject or substantially reduce the proposed permanent rate and fee increases until Pine Valley Irrigation provides complete, transparent documentation establishing that these extraordinary increases are necessary.
The proposed increases are enormous.
Base monthly charge: $20.75 → $49.50 — a 139% increase
First-time service connection: $900 → $5,000 — a 456% increase
Highest water-use tier: $3 → $24 per 1,000 gallons — a 700% increase
Standby fee: $17.75 → $22.50 — a 27% increase
Ownership-change fee: $25 → $50 — a 100% increase
Unwarranted service call: $50 → $100 — a 100% increase
New $150 shut-off fee, $150 lien fee, and $1,000 theft-of-service charge.

These are not modest adjustments. They represent a substantial added financial burden on a very small community, and individual homeowners, most of whom are senior citizens. **For our property alone we have had our rate raised from $20.75 per month to $72.00 per month for the same water usage, an increase of 246%.**
Missing tariff and reserve transparency are particularly concerning. Pine Valley's own March 2026 filing states that its effective tariff could not be located, that the Division of Public Utilities did not possess a copy, and that the relevant prior PSC dockets did not contain the tariff. Pine Valley residents are therefore asking the Commission to approve a new Tariff No. 3 when the prior effective tariff is apparently not available in the public record. That should be resolved before a permanent rate structure is approved.
Pine Valley has historically been required to maintain a Capital Reserve Account. The prior tariff required deposits into that restricted account and annual accounting of deposits and withdrawals. Yet customers have not been given a clear, readily accessible accounting showing the current balance, cumulative deposits, withdrawals, expenditures, and remaining restricted funds. This is especially important because Pine Valley itself notified the Commission in 2025 that it intended to access its Capital Reserve Account to help fund a new culinary well and infrastructure improvements. Before asking homeowners to pay dramatically higher rates to build capital reserves, the Commission should first establish what capital reserves already exist and how those

funds have been used.
We respectfully ask the Commission to require Pine Valley Irrigation Company to provide:

The complete current balance of its Capital Reserve Account.
Annual reserve account statements and reconciliations since the last rate case.
A complete accounting of deposits into and withdrawals from the reserve.
Identification and documentation of every capital expenditure paid from the reserve.
The amount of reserve funds remaining available for the projects cited as justification for this rate increase.
The prior effective tariff, or a clear explanation of why it cannot be produced.
A project-by-project explanation of the costs being recovered through the proposed new rates and fees.

We recognize that Pine Valley has not received a general rate increase since 2010 and that infrastructure requires investment. We are not asking the Commission to ignore legitimate costs; we are asking for transparency and proof. The Commission should not approve permanent rates of this magnitude until customers can see what happened to the capital reserves that were previously established, what remains today, what has already been collected through the interim rates, and exactly what additional revenue is required.
The Commission's April interim-rate order itself recognized that the Division's review at that stage was preliminary and that a more comprehensive review would occur during the general rate case. That comprehensive review is now the opportunity to demand the documentation customers need.
Please do not make Pine Valley homeowners pay substantially more until Pine Valley Irrigation Company has demonstrated, with transparent and verifiable financial records, that these increases are necessary, reasonable, and not duplicative of existing reserve funds or revenue already being collected.
Respectfully,
Bill and Carol McIntosh
154 Terry Parkway
Pine Valley, Utah Property Owner

UTAH

PublicService Commission <psc@utah.gov>

Fwd: Docket number 25-2170-01 (October 7, 2026 Hearing)

1 message

Tarah Giese <tarahgiese@gmail.com> Mon, Oct 5, 2026 at 12:24 PM
To: psc@utah.gov

To: Utah Public Service Commission
Re: Docket No. 25-2179-01 — Pine Valley Irrigation Company Rate Increase
Written Public Comment for October 7, 2026 Hearing

Dear Commissioners,

I am a Pine Valley property owner asking the Commission to reject or substantially reduce the proposed permanent rate and fee increases unless Pine Valley first provides complete, transparent documentation establishing that these extraordinary increases are actually necessary.

The proposed increases are enormous:

- Base monthly charge: $20.75 → $49.50 — a **139% increase**
- First-time service connection: $900 → $5,000 — a **456% increase**
- Highest water-use tier: $3 → $24 per 1,000 gallons — a **700% increase**
- Standby fee: $17.75 → $22.50 — a 27% increase
- Ownership-change fee: $25 → $50 — a 100% increase
- Unwarranted service call: $50 → $100 — a 100% increase
- New $150 shut-off fee, $150 lien fee, and $1,000 theft-of-service charge.

These are not modest adjustments. They represent a substantial new financial burden on a very small community.

The missing tariff and missing reserve transparency are particularly concerning

Pine Valley's own March 2026 filing states that its effective tariff could not be located, that the Division of Public Utilities did not possess a copy, and that the relevant prior PSC dockets did not contain the tariff. Pine Valley is therefore asking the Commission to approve a new Tariff No. 3 when the prior effective tariff is apparently not available in the public record.

That should be resolved before a permanent rate structure is approved.

Even more importantly, Pine Valley has historically been required to maintain a Capital Reserve Account. The prior tariff required deposits into that restricted account and annual accounting of deposits and withdrawals. Yet customers have not been given a clear, readily accessible accounting showing the current balance, cumulative deposits, withdrawals, expenditures, and remaining restricted funds.

This is especially important because Pine Valley itself notified the Commission in 2025 that it intended to access its Capital Reserve Account to help fund a new culinary well and infrastructure improvements.

Before asking homeowners to pay dramatically higher rates to build capital reserves, the Commission should first establish what capital reserves already exist and how those funds have been used.

I respectfully ask the Commission to require Pine Valley Irrigation Company to provide, at minimum:

1. The complete current balance of its Capital Reserve Account.
2. Annual reserve-account statements and reconciliations since the last rate case.
3. A complete accounting of deposits into and withdrawals from the reserve.
4. Identification and documentation of every capital expenditure paid from the reserve.
5. The amount of reserve funds remaining available for the projects cited as justification for this rate increase.
6. The prior effective tariff, or a clear explanation of why it cannot be produced.
7. A project-by-project explanation of the costs being recovered through the proposed new rates and fees.

The timing could not be worse for Pine Valley homeowners

Pine Valley property owners are already dealing with an extraordinary loss from the 2025 Forsyth Fire.

The fire destroyed homes, burned thousands of acres of forest, damaged the Pine Valley Recreation Area, and permanently altered the landscape surrounding our properties. Much of the mature forest and natural terrain that made Pine Valley valuable and enjoyable cannot realistically be replaced within the lifetime of current residents.

The consequences will continue for years through diminished recreational access and enjoyment, altered views, erosion, runoff, flooding and other post-fire risks.

Our property values have already been negatively affected by these changes. Homeowners are therefore being asked to absorb a major additional financial burden at the same time that the underlying value and enjoyment of our properties have already been diminished through no fault of our own.

A $49.50 monthly base charge and $5,000 connection fee may look different on a utility spreadsheet than they do to an individual homeowner trying to maintain or eventually sell a property in a community already recovering from a catastrophic wildfire.

Please require proof before making these increases permanent
I recognize that Pine Valley has not received a general rate increase since 2010 and that infrastructure requires investment. I am not asking the Commission to ignore legitimate costs.

I am asking for something much simpler: transparency and proof.

The Commission should not approve permanent rates of this magnitude until customers can see what happened to the capital reserves that were previously established, what remains today, what has already been collected through the interim rates, and exactly what additional revenue is required.

The Commission's April interim-rate order itself recognized that the Division's review at that stage was preliminary and that a more comprehensive review would occur during the general rate case.

That comprehensive review is now the opportunity to demand the documentation customers need.

Please do not make Pine Valley homeowners pay substantially more until Pine Valley Irrigation Company has demonstrated, with transparent and verifiable financial records, that these increases are necessary, reasonable, and not duplicative of existing reserve funds or revenue already being collected.

Pine Valley residents have already lost enough.

Respectfully,

Phillip and Tarah Giese
Pine Valley, Utah Property Owner
1174 E 120 S Pine Valley, UT 84781

UTAH

PublicService Commission <psc@utah.gov>

Re: Docket No. 25-2179-01

1 message

Robert Grosbeck <bobgroesbeck@gmail.com> Mon, Oct 5, 2026 at 12:41 PM
To: psc@utah.gov
Cc: Debbie Groesbeck <dkgroesbeck0@gmail.com>

October5, 2026

Re: Docket No. 25-2179-01

Opposition to the Pine Valley Irrigation Company (PVIC) Rate Increase

Dear Commissioners:

As residents of Pine Valley (1210 E. Bristle Cone), we would like to go on record in opposition to the recent rate increases announced by the PVIC. Although we are cognizant of the need for prices increases, the rate of increase to PVIC's customer is nothing short of shocking. By way of illustration, our bill in the summer months typically runs in the $50-70 range. The current invoice for September is $201.25 ($305.25- $104.25 (balance forward)= $201.25.

It is our understanding that residents met with company officials last week, and that further revisions to the rate schedule were being considered by the company. We are hopeful that a fair and reasonable rate structure can be agreed upon that balances the operational needs of PVIC and the concerns of the residents, many of whom are on fixed incomes. The current rates are simply not sustainable.

We respectfully request that the Commission reject the current rate structure, and direct PVIC to adopt a rate structure that is balanced and reasonable. We appreciate your time and attention to this critically important matter.

Bob and Debbie Groesbeck

Sent from my iPad

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

harpnhorsegal@aol.com <harpnhorsegal@aol.com>
Reply-To: harpnhorsegal@aol.com
To: psc@utah.gov

Mon, Oct 5, 2026 at 12:51 PM

To: Utah Public Service Commission

From: James & Michelle Wilson
552 South Oakridge Circle
Pine Valley, Utah 84781

Re: Water Price Increase in Pine Valley, Utah

I am writing you to ask the Commission to reject the proposed rate and fee increase being proposed. This Increase is enormous and unreasonable for us. We are retired, living here full time since 2012 on a fixed income.

Our base Monthly Charge throughout the Winter months is $20.75 a month, which under this proposal would increase 139% to $49.50. During the Summer, our usage fees would increase a percentage equivalent to a car payment which is unreasonable to residents like us. The current utility tariff that regulates rate increases is apparently missing. The proposed increase is a part of a New tariff the water company proposed last March 2026 to be adopted, yet they cannot produce the current tariff. The Division of Public Utilities does not have a copy either. Pine Valley Irrigation is asking the Commission to approve a new Tariff #3 when the prior effective tariff is apparently not available. It would seem that should be resolved before considering any price increase.

Transparency to residents as well as the Utah Public Service Commission of the accounting, billing, deposits

and withdrawals from the Capitol Reserve Account could illuminate some important data to help justify this outrageous rate increase. Please ask them to furnish this important information so that you can make a reasonable deduction of a rate proposal at a future date.

Pine Valley Residents, who call this lovely place home have lost enough from the devastating forest fire last Summer between erosion, losing our beloved Recreation area, dropping property values because of the fire etc.

It is respectfully requested that the Commission review everything before adjusting our water rates to an unreasonable level.

Kind Regards,
Michelle & James Wilson

UTAH

PublicService Commission <psc@utah.gov>

Fw: Docket number 25-2178-01

1 message

Chris Key <ckey654@hotmail.com> Mon, Oct 5, 2026 at 12:57 PM
To: "Psc@Utah.gov" <Psc@utah.gov>

Chris Key

From: Chris Key <ckey654@hotmail.com>
Sent: Monday, October 5, 2026 12:39 PM
To: keyrussell@hotmail.com <keyrussell@hotmail.com>; timmykey@gmail.com <timmykey@gmail.com>; Nancy Key <nancynielsenkey@gmail.com>; psc@utah <psc@utah>
Subject: Docket number 25-2178-01

Pine Valley water usage: Being residents of Pine Valley for 20 years we have always been very diligent in our water usage! We ty to keep our residence located in the center of town looking nice. When the lawn is dying from a lack of water, either rain or irrigation, it looks uncared for. The neighbors appreciate good looking yards around them! As you can see from our usage chart we adjust to the needs. Our sprinkler system is updated and current to modern technology. It listens to the weather reports and waters accordingly. As you can see we start out low in June and as the summer progress' and the lawn starts to dry out and turn brown we need to increase water.

April '26 = 5 k $21
May '26 = 0 k $21
June '26 = 30 k $82
July ' 26 = 42 k $130
Aug '26 = 50 K $148
Sept '26 = 60 k **$825**

For the month of June 22nd reading we used 27k gallons of water and paid $82 for that. By the time we doubled our usage to keep things from drying out in Sept. our usage was 60 k gals and our bill increased 10 fold for twice the usage! Note we went up about 10,000 gals each month trying to find the right amount of water needed to do the job and we get jerked with in the end.

Please reevaluate the usage and fees schedule that you have imposed on us and consider the Grandfathering we have gone through, through the years and then getting slammed with this. You can't do this to us old folks who have had years budgeting to things they can afford and than skyrocketing them out of affordability. We understand slight increases are needed so lets do this RIGHT!

Russell Key
Chris & Nancy Key (435) 668-3864
93 S 300 W
Pine Valley, Utah
84781

UTAH

PublicService Commission <psc@utah.gov>

Public Comment -Docket No. 25-2179-01 - Pine Valley Irrigation Company Rate Increase

1 message

Teri Forbes <tforbesgroup@hotmail.com> Mon, Oct 5, 2026 at 12:26 PM
To: "psc@utah.gov" <psc@utah.gov>

To Whom It May Concern,

As customers of Pine Valley Irrigation Company, we are submitting these comments regarding Docket No. 25-2179-01 and the proposed water rate increase.

We are concerned about both the size and the structure of the proposed increase, particularly the steep increases in the higher usage tiers.

There are only two people in our household, and we live on approximately one-half acre. Under the previous rates, our bill for approximately 46,000 gallons was $139.25. Under the new rates, we were charged $273 for 40,000. That is an increase of $3.02 per 1,000 gallons to $6.82, which is more than double.

We are also concerned about the dramatic effect these new tiers could have on customers during the summer months. I am aware of customers whose bills have increased from approximately $160 to nearly $900. An increase of that magnitude is extremely difficult for households to absorb with little warning.

I understand that Pine Valley Irrigation Company may have legitimate infrastructure and operating expenses that need to be addressed. However, we respectfully ask the Utah Public Service Commission to carefully review whether the proposed rates are just and reasonable, whether the higher usage tiers are appropriately structured, and whether such large increases should be implemented all at once.

We would also appreciate greater transparency regarding how the proposed rates were calculated, what additional revenue they are expected to generate, and specifically what expenses that additional revenue will fund.

Thank you for considering the concerns of Pine Valley residents and customers before approving permanent rates.

Sincerely,

Dan and Teri Forbes

Docket number 25-2178-01 - psc@utah.gov - Google Chrome

mail.google.com/mail/u/0/d/AJBOG-O8pxGBkv02AuhDlvbnJ0s3jpVgPxQs96tolIR2_lPX5L7U/popout?ver=fwnh6xb...

Subject: Docket number 25-2178-01

Chris Key <ckey654@hotmail.com> 12:39 PM (1 hour ago)

to keyrussell@hotmail.com, timmykey@gmail.com, Nancy Key

Pine Valley water usage: Being residents of Pine Valley for 20 years we have always been very diligent in our water usage! We ty to keep our residence located in the center of town looking nice. When the lawn is dying from a lack of water, either rain or irrigation, it looks uncared for. The neighbors appreciate good looking yards around them! As you can see from our usage chart we adjust to the needs. Our sprinkler system is updated and current to modern technology. It listens to the weather reports and waters accordingly. As you can see we start out low in June and as the summer progress' and the lawn starts to dry out and turn brown we need to increase water.

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For the month of June 22nd reading we used 27k gallons of water and paid $82 for that. By the time we doubled our usage to keep things from drying out in Sept. our usage was 60 k gals and our bill increased 10 fold for twice the usage! Note we went up about 10,000 gals each month trying to find the right amount of water needed to do the job and we get jerked with in the end.

Please reevaluate the usage and fees schedule that you have imposed on us and consider the Grandfathering we have gone through, through the years and then getting slammed with this. You can't do this to us old folks who have had years budgeting to things they can afford and than skyrocketing them out of affordability. We understand slight increases are needed so lets do this RIGHT!

Russell Key
Chris & Nancy Key (435) 668-3864
93 S 300 W
Pine Valley, Utah
84781

UTAH

PublicService Commission <psc@utah.gov>

Docket #25-2179-01 Formal Opposition to the Pine Valley Irrigation Company Rate Increase

1 message

Cindy Westbrook <cindytwestbrook@gmail.com> Mon, Oct 5, 2026 at 1:25 PM
To: "psc@utah.gov" <psc@utah.gov>

Date: October 5, 2026

Utah Public Service Commission Utah Division of Public Utilities Utah Office of Consumer Services

Docket Number: 25-2170-01

To the Commissioners and Staff:

We are writing as residents and water customers of Pine Valley, Utah, to formally oppose the proposed rate increase distributed by the Pine Valley Irrigation Company. While we understand the importance of responsible water conservation and the need for a financially sustainable water system, the proposed rate structure places an excessive and unreasonable burden on Pine Valley residents and fails to account for the unique circumstances of our mountain community.

For many residents, the proposed rates could result in water bills increasing by approximately 200% to 500%. Increases of this magnitude are simply not affordable or sustainable for many families, retirees, and property owners.

For example, our average usage for the months of April through September is approximately 89,000 gallons per month, a monthly water bill would increase from $267.00 to approximately $2,670.00. That represents an increase of $2,403.00 per month, or approximately 900%. For larger families, residents with larger properties, or those who must maintain vegetation and defensible space around their homes, the financial impact could be substantially greater. Under the higher

usage tiers of $12.00 to $24.00 per 10,000 gallons, some households could see their water bills increase by several hundred percent.

Our previous month's water bill was: $280.25

Our September water bill under the proposed rates is: $1,881.00

(We've included our water bills for the past six months)

These increases raise several serious concerns for our community.

Wildfire Risk and Defensible Space

Pine Valley is a heavily forested mountain community surrounded by public land and faces a significant wildfire threat. Maintaining healthy trees, ground cover, landscaping, and defensible buffers around homes is an important part of protecting individual properties and our community as a whole.The proposed rate structure could unintentionally discourage residents from watering their properties because they simply cannot afford the resulting water bills. If homeowners significantly reduce or discontinue outdoor watering, vegetation may become increasingly dry, creating additional fuel for wildfire. A conservation policy should not have the unintended consequence of increasing wildfire danger. Protecting Pine Valley from catastrophic wildfire must be considered when determining what constitutes reasonable water usage in our community.

Fairness to Pine Valley Residents

Water is essential to life and should not be treated as a luxury. Every resident deserves access to water at rates that are fair, reasonable, and financially sustainable.
We also understand that the owners and board members of the Pine Valley Irrigation Company have access to a secondary water source for watering their gardens, lawns, and trees. Consequently, they may not experience the financial impact of these increased culinary water rates in the same way as customers who do not have access to an alternative water source.
This raises legitimate concerns about whether the financial burden created by the proposed rate structure is being distributed fairly among the people who depend upon this water system.

Company Debt and Operating Expenses

As a community, we have organized and spoken directly with representatives of the Pine Valley Irrigation Company regarding these concerns. We understand that, as a result of those discussions, the company intends to bring forward a revised fee schedule designed to cover its legitimate operating expenses while also beginning to pay down its outstanding debt.

We are willing to support a fair and reasonable rate structure that provides sufficient revenue to operate and maintain a reliable water system. However, we strongly oppose the rates currently proposed. Customers should not be required to absorb sudden and extreme increases in their monthly water bills because of past management decisions, accumulated debt, or company purchases such as heavy equipment, tools, and buildings. These expenses should be responsibly planned for, budgeted, and managed as part of the company's normal operations.

Protecting the Long-Term Sustainability of Our Water System

We understand that Pine Valley has adequate water resources and that the Pine Valley Irrigation Company initially proposed substantially lower rate caps, reportedly reaching approximately $6 per 10,000 gallons. A public utility requires reliable revenue to maintain its pumps, distribution systems, equipment, and other essential infrastructure. However, excessively high rates may have the opposite effect of what is intended. If residents are forced into what is essentially a "no-water mode" because they cannot afford higher usage, overall water sales could decline significantly. That reduction in revenue could ultimately affect the financial stability of the water system and its ability to properly maintain the infrastructure our community relies upon. A reasonable rate structure should provide the company with sufficient revenue to operate effectively without making normal water usage financially prohibitive for its customers.

Pine Valley's Unique Circumstances Must Be Considered

Conservation standards and rate structures designed for Utah's arid desert communities do not necessarily reflect the realities of Pine Valley. Our forested mountain environment, wildfire exposure, larger properties, landscaping needs, infrastructure requirements, and available water resources are substantially different from those of many other Utah communities. A one-size-fits-all approach does not adequately account for these differences. Conservation policies and water rates should reflect actual local conditions and balance responsible water use with public safety, affordability, and the long-term sustainability of the community.

Our Request to the Commission

We respectfully ask the Utah Public Service Commission, the Division of Public Utilities, and the Office of Consumer Services to reconsider the rates currently proposed and carefully evaluate the financial and public-safety consequences these increases would have on Pine Valley residents. We also ask that serious consideration be given to the revised fee schedule the Pine Valley Irrigation Company has agreed to bring forward—one that allows the company to cover legitimate operating expenses, maintain its infrastructure, and responsibly address outstanding debt without imposing extreme financial hardship on its customers.

Pine Valley needs a balanced and reasonable rate structure that:

- Keeps water affordable for residents;
- Provides sufficient funding to maintain a safe and reliable water system;
- Encourages responsible water use without effectively penalizing necessary property maintenance;
- Recognizes Pine Valley's unique mountain environment and significant wildfire risk;
- Fairly distributes costs among customers; and
- Does not place the consequences of past financial or management decisions disproportionately on today's ratepayers.

We are not asking to avoid paying our fair share. We are asking for rates that are **reasonable, sustainable, equitable, and appropriate for Pine Valley.**

Water rates should protect both the financial health of the water system and the people it exists to serve. We respectfully request that the current proposed rates be reconsidered before Pine Valley residents are subjected to increases that could have serious and lasting financial and public-safety consequences.

Thank you for your time, your careful consideration of these concerns, and your commitment to protecting the customers and communities you serve.

Respectfully,

Doug and Cindy Westbrook
Address: 651 E. Main Street
Pine Valley, UT 84781
cindytwestbrook@gmail.com

UTAH

PublicService Commission <psc@utah.gov>

Subject: Docket No. 25-2179-01 Formal Objection to Pine Valley Irrigation Company Rate Increase —

1 message

Joseph Smith <joseph@pixtown.com> Mon, Oct 5, 2026 at 2:06 PM
To: "psc@utah.gov" <psc@utah.gov>

Subject: Formal Objection to Pine Valley Irrigation Company Rate Increase — Docket No. 25-2179-01

To the Utah Public Service Commission:

I am writing as a Pine Valley water customer to formally object to the proposed Pine Valley Irrigation Company rate increase in Docket No. 25-2179-01.

I understand that a water system may occasionally need a reasonable, well-supported rate adjustment. However, the increase currently being imposed or proposed is not modest or reasonable. During the summer, I have historically paid approximately **$250 per month** for water. My recent bill increased to over **$1,000 per month**—an increase of more than **4X!**. That kind of sudden increase is punitive, financially unsustainable, and unacceptable for an essential service.

This issue plainly affects many customers, not just one household. Other Pine Valley residents have reported bills that have doubled, tripled, or increased into the $600 to $1,300 range. A rate structure that produces such dramatic and uneven increases deserves careful scrutiny before it is allowed to remain in effect.

I am particularly concerned that the base rates appear to have increased by approximately 100% or more, while the actual impact on some customers is far greater once usage charges and tiers are applied. I believe customers should receive a clear explanation of:

- The prior and current rate schedules, including all tiers and usage charges.
- How a bill that was historically about $250 can in good conscience be justified rise to over $1,000.
- The meter readings, usage calculation, rate tier, and charges used to calculate each monthly bill.
- Whether customers are being placed into a higher tier for all monthly usage, rather than being billed progressively by tier.
- The financial justification for the proposed increase, including debt, the new well, equipment, office costs, and other capital expenditures.

I also respectfully request that the Commission examine the governance, ownership, and management structure of the Pine Valley Irrigation Company. There are serious concerns among customers regarding what appears to be long-standing family control of the company's ownership and management. If owners or related parties also serve on the Board or exercise control over rate decisions, financial decisions, compensation, debt, equipment purchases, or capital projects, there must be meaningful independent oversight. Customers should be assured that rates are being set for legitimate operational needs—not to benefit insiders or shift the consequences of past financial decisions onto captive customers.

Because Pine Valley residents have no realistic alternative provider for this essential resource, the company has an extraordinary responsibility to operate transparently, prudently, and fairly. Water is not a luxury. A private water company serving a small community should not be able to impose rate increases that make ordinary water use unaffordable.

I respectfully request that the Commission:

- Pause or reject the proposed rate increase pending a full independent review.
- Require a detailed, public accounting of the company's finances, debt, capital expenditures, well costs, equipment purchases, office expenses, and compensation.
- Review the ownership and Board structure for conflicts of interest or inadequate independent governance.
- Confirm that every customer, including owners, Board members, related parties, and users with separate irrigation-water access, is contributing appropriately and fairly.

- **Hold a properly noticed public hearing or community meeting *in Pine Valley* so customers can understand and respond to the proposed rates.**

- If any increase is ultimately found necessary, require a reasonable **phased-in approach** rather than imposing an immediate 100% base-rate increase and effective increases of 400% or more for customers like me.

A reasonable increase may be understandable. A bill rising from about $250 to almost $1,100 per month is not. I respectfully ask the Commission to protect Pine Valley residents from this extreme rate burden and ensure that any approved rates are justified, transparent, equitable, and affordable.

Please include this email in the official record for Docket No. 25-2179-01.

Respectfully,

Joseph E Smith
372 East Main Street, Pine Valley, Utah
joseph@pixtown.com
435-632-6289

--

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Chris Key <ckey654@hotmail.com> Mon, Oct 5, 2026 at 2:37 PM
To: "Psc@Utah.gov" <psc@utah.gov>

Pine Valley water usage: Being residents of Pine Valley for 20 years we have always been very diligent in our water usage! We ty to keep our residence located in the center of town looking nice. When the lawn is dying from a lack of water, either rain or irrigation, it looks uncared for. The neighbors appreciate good looking yards around them! As you can see from our usage chart we adjust to the needs. Our sprinkler system is updated and current to modern technology. It listens to the weather reports and waters accordingly. As you can see we start out low in June and as the summer progress' and the lawn starts to dry out and turn brown we need to increase water.

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Please reevaluate the usage and fees schedule that you have imposed on us and consider the Grandfathering we have gone through, through the years and then getting slammed with this. You can't do this to us old folks who have had years budgeting to things they can afford and than skyrocketing them out of affordability. We understand slight increases are needed so lets do this RIGHT!

Russell Key
Chris & Nancy Key (435) 668-3864
93 S 300 W
Pine Valley, Utah
84781

Chris T. Key

UTAH

PublicService Commission <psc@utah.gov>

Docket# 25-2179-01

1 message

Joy Melnyk <joy.melnyk@gmail.com> Mon, Oct 5, 2026 at 3:35 PM
To: psc@utah.gov

Hello. I live in Pine Valley Utah and please consider this as response to proposed water rate increase. There are many questions amongst us in regards to transparency which is lacking. Without much warning and buy-in from residents by the way this has been handled.

Many of us are retired and increase could cause a real hardship. It's not that an increase isn't warranted, it's the amount of increase, base and tiers, with a short notice before implementation.

Thank you for your consideration.

Joy Melnyk
joy.melnyk@gmail.com

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Paula Larsen <pinevalleylady43@gmail.com> Mon, Oct 5, 2026 at 3:46 PM
To: "psc@utah.gov" <psc@utah.gov>

This is an addendum to our email dated Friday, October 2, 2026
This is Johnny Kim and Paula Larsen
102 S. Lloyd Canyon Dr.
Pine Valley, Utah 84781
Thank you for your attention to this matter

Again,
Sincerely
The Larsens

Allen & Patricia Cannon

147 S 580 W. Pine Valley, Utah 84781

5 October 5, 2026

Utah Public Service Commission Utah Division of Public Utilities Utah Office of Consumer Services Re: Docket No. 25-2179-01:

Opposition to the Pine Valley Irrigation Company Rate Increase

To the Commissioners and Staff:

We are writing a Pine Valley resident to oppose the rate increase the Pine Valley Irrigation Company has distributed to its customers. For many of us, the increase amounts to 200% to 500% over our current water bills, which is neither affordable nor fair.

Our last month's water bill was: $115

Our September water bill is: $276

We are deeply concerned that a private company can set such steep prices for a resource every household needs to live. Water is essential to life and should not be treated as a luxury, and every resident deserves fair and reasonable utility rates. We have organized as a community and have spoken with the irrigation company about our concerns. As a result, we understand the company intends to propose a new fee schedule that covers its operating costs and begins paying down its outstanding debt. We are willing to support a fair and reasonable outcome, but we strongly oppose the current proposed rates. We also understand that the company's owners and board members have a secondary water source for their gardens, lawns, and trees, so they would not bear these costs the way other customers would. It is not fair for customers to carry the burden of past mismanagement, accumulated debt, and purchases such as heavy equipment, tools, and buildings for the company's own operations. These items should be budgeted and managed within the company. We respectfully ask the Commission, the Division of Public Utilities, and the Office of Consumer Services to reconsider the rates currently proposed and to give due consideration to the revised fee schedule the company has agreed to bring forward. T

Thank you for your time and your commitment to protecting the customers you serve. Respectfully,

Allen & Patty Cannon

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

David Jeppson <david.jeppson@gmail.com> Mon, Oct 5, 2026 at 9:21 AM
To: psc@utah.gov

To the public service commission,

My name is David Jeppson. I own a cabin located at 604 Lodge Pole Lane, in Pine Valley Utah. I am writing to strongly oppose the rate increase granted to the Pine Valley Irrigation Company.

I am not opposed to the monthly service increase for base water service, or even the rates at the lower tiers of usage. I understand the need to have this private company financially viable. In fact I want this to be the case to ensure we have good reliable water service for our town. However the very steep rate of increase leaving the highest rate at $24 per thousand gal. I feel is unreasonable! I had a leak in my irrigation system caused by a small piece of debris the size of a grain of rice stick open an automatic sprinkler valve that went undiscovered. This caused excessive usage and my bill for September billing (August 19th through September 22) was 1257 Dollars. This bill would have been a little over $200 without the increase! To make matters worse I did not receive notice of the increase until the very end of August, a full 10 days after the new rate was implemented from my meter read dates. This is unethical! I am attaching several of my bills. You can tell by the meter readings that the meter was not read from January to May of this year. If for some reason I had a small leak during this period I can hardly contemplate what my June bill would have been at the new rate if a leak had gone undiscovered! If you look at my August bill for $158 and apply the new rate to this month, my bill would have been $609. This is a 4.6 times or a 406% increase and I feel is not reasonable.

Thank you for your consideration of this matter.

David Jeppson

6 attachments

PVIC September 2026.pdf
122K

PVIC August 2026.pdf
120K

PVIC July 2026.pdf
120K

PVIC June 2026.pdf
120K

PVIC January 2026.pdf
119K

PVIC May 2026.pdf
119K

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	01/25/2026
AMOUNT DUE	20.75

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

ACCOUNT #	[redacted]
CID	2405
METER READ ON	12/20/2025
METER READING	2838
QUANTITY USED	0

Previous Balance	20.75
Payments	-20.75
Adjustments	0.00
Water Usage	20.75

AMOUNT DUE **20.75**

SERV ADDRESS 604 W LODGE POLE RD

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	05/25/2026
AMOUNT DUE	20.75

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

ACCOUNT #	[redacted]
CID	2405
METER READ ON	04/22/2026
METER READING	2838
QUANTITY USED	0

Previous Balance	20.75
Payments	-20.75
Adjustments	0.00
Water Usage	20.75

AMOUNT DUE **20.75**

SERV ADDRESS 604 W LODGE POLE RD

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	06/25/2026
AMOUNT DUE	130.25

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

ACCOUNT #	[redacted]
CID	2405
METER READ ON	05/22/2026
METER READING	2881
QUANTITY USED	43

Previous Balance	20.75
Payments	-20.75
Adjustments	0.00
Water Usage	130.25

AMOUNT DUE **130.25**

SERV ADDRESS 604 W LODGE POLE RD

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	08/25/2026
AMOUNT DUE	58.25

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

ACCOUNT #	[redacted]
CID	2405
METER READ ON	07/21/2026
METER READING	2925
QUANTITY USED	19

Previous Balance	76.25
Payments	-76.25
Adjustments	0.00
Water Usage	58.25

AMOUNT DUE **58.25**

SERV ADDRESS 604 W LODGE POLE RD

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	09/20/2026
AMOUNT DUE	133.25

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

ACCOUNT #	[redacted]
CID	2405
METER READ ON	08/19/2026
METER READING	2969
QUANTITY USED	44

Previous Balance	58.25
Payments	-58.25
Adjustments	0.00
Water Usage	133.25

AMOUNT DUE **133.25**

SERV ADDRESS 604 W LODGE POLE RD

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	10/25/2026
AMOUNT DUE	1,257.00

JEPPSON, DAVID & SANDRA
2503 VINEYARD DRIVE
SANTA CLARA UT 84765

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

ACCOUNT #	[redacted]
CID	2405
METER READ ON	09/22/2026
METER READING	3050
QUANTITY USED	81

Previous Balance	133.25
Payments	-133.25
Adjustments	0.00
Water Usage	1,257.00

AMOUNT DUE 1,257.00

SERV ADDRESS 604 W LODGE POLE RD

A letter was mailed to all owners with the tier rate structure, please refer back to your letter that states the base rate and tier rate schedule.

UTAH

PublicService Commission <psc@utah.gov>

Docket number 25-2179-01

1 message

Nathan Dalton <nhdalton@gmail.com> Mon, Oct 5, 2026 at 12:02 PM
To: psc@utah.gov

Nathan Dalton -- actual address where meter is
685 Oakridge Dr.
Pine Valley, UT 84781

Bills are sent to:
Atkin #1, Mary Ann
875 Rio Virgin Drive #247
St. George, UT 84765

Serv Address on bill --
687 S. Pine Circle Dr.

July -- $130.25
Aug -- $106.25
Sep -- $232.25
Oct -- $771.00

This 3 to 4 fold increase would have an extreme effect on me and the property. I am retired and think there must be some grave error in the calculation or the assumptions about water users.

Regards,

Nate Dalton
nhdalton@gmail.com
801-361-5649

4 attachments

Screenshot 2026-10-03 at 7.57.53 PM.png
68K

Screenshot 2026-10-03 at 7.57.01 PM.png
68K

Screenshot 2026-10-03 at 7.56.20 PM.png
70K

Screenshot 2026-10-03 at 7.55.35 PM.png
69K

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	10/25/2026
AMOUNT DUE	771.00

ATKIN #1, MARY ANN
875 RIO VIRGIN DRIVE #247
ST. GEORGE UT 84790

ACCOUNT #	[redacted]
CID	24
METER READ ON	09/22/2026
METER READING	4490
QUANTITY USED	61

Previous Balance	232.25
Payments	-238.25
Adjustments	0.00
Water Usage	777.00

AMOUNT DUE **771.00**

SERV ADDRESS 687 S. PINE CIRCLE DR.

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	09/20/2026
AMOUNT DUE	232.25

ATKIN #1, MARY ANN
875 RIO VIRGIN DRIVE #247
ST. GEORGE UT 84790

ACCOUNT #	[redacted]
CID	24
METER READ ON	08/19/2026
METER READING	4429
QUANTITY USED	77

Previous Balance	106.25
Payments	-106.25
Adjustments	0.00
Water Usage	232.25

AMOUNT DUE **232.25**

SERV ADDRESS 687 S. PINE CIRCLE DR.

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	08/25/2026
AMOUNT DUE	**106.25**

ATKIN #1, MARY ANN
875 RIO VIRGIN DRIVE #247
ST. GEORGE UT 84790

ACCOUNT #	[redacted]
CID	24
METER READ ON	07/21/2026
METER READING	4352
QUANTITY USED	35

Previous Balance	130.25
Payments	-130.25
Adjustments	0.00
Water Usage	106.25

AMOUNT DUE **106.25**

SERV ADDRESS 687 S. PINE CIRCLE DR.

PINE VALLEY IRRIGATION CO.
P. O. BOX 2440
ST. GEORGE, UT 84771

ACCOUNT #	[redacted]
DUE DATE	07/25/2026
AMOUNT DUE	130.25

ATKIN #1, MARY ANN
875 RIO VIRGIN DRIVE #247
ST. GEORGE UT 84790

ACCOUNT #	[redacted]
CID	24
METER READ ON	06/22/2026
METER READING	4317
QUANTITY USED	43

Previous Balance	40.25
Payments	-40.25
Adjustments	0.00
Water Usage	130.25

AMOUNT DUE **130.25**

SERV ADDRESS 687 S. PINE CIRCLE DR.