



PublicService Commission <psc@utah.gov>

Docket No. 25-2179-01

1 message

Warren Church <warrenchurch73@hotmail.com>
To: "psc@utah.gov" <psc@utah.gov>

Wed, Oct 7, 2026 at 7:17 AM

Good morning, Commissioners, Warren Church, and Michelle Church, new residents of Pine Valley, Utah, regarding the Pine Valley Irrigation Company's recent rate increase.

The residents of Pine Valley are in strong opposition to the new rate structure that was imposed, which has resulted in increases of approximately
400% to 500% for some customers.

The financial impact has been SHOCKING. Rates went from **\$150**, to **\$450 ...\$800**. Reports at **\$1,300**, **\$4,900**, and **\$13,000**

These rates are absolutely ridiculous, and at first we thought this was a huge mistake. No resident should have to face this type of emotional and financial burden for a necessity of life!

I would also ask the Commission to keep in mind what our community has already been through.
Only one year ago, Pine Valley residents experienced the devastating Sweeping Fire, which destroyed homes and dramatically affected many families in our community. Many residents are still dealing with the emotional and financial consequences and have not even moved back into their homes from the event.

To then be presented with another significant financial and emotional burden with unsustainable higher water rates has been, for many residents, "**almost more than they can bear**". This is not simply about the amount on a water bill. It comes at a time when many people in our community are still recovering from a devastating loss and trying to rebuild their lives.

First, I would like to address the notice and timeline provided to residents.

Residents received a brief letter indicating that a petition for a rate increase was being submitted in April **of 2025**. However, that notification was brief and had no data or the ability to properly analyze.

Residents did not receive new DATA until **August 20, just a few weeks ago**. The water bills reflecting the new increase arrived a week later. We were in shock and disbelief. We also learned that we only had until **October 7 to dispute this increase**.

From the residents' perspective, the way this information was provided **appeared to have the effect of limiting meaningful discussion and debate within the community.**

Whether intentional or not, the information was provided in such a fragmented and delayed manner that residents had very little opportunity to fully understand the proposed changes and organize a response.

We had to act quickly

On **Saturday, October 3, residents organized a community meeting with only 24 hours' notice** in an effort to educate ourselves, review the information that had finally become available, discuss the impact of the new rates, and determine how to communicate our voice or concerns.

We had a huge turnout; **more than 75 residents attended that meeting**

That level of participation is especially significant because **most Pine Valley residents do not live in the community full time. Many live out of town and are only in Pine Valley for part of the year or on weekends.**

I believe that turnout speaks for itself. It demonstrates a very high level of concern.

At the public meeting, **three individuals from Pine Valley Irrigation Company attended because they were made aware of the meeting and wanted to attempt to help provide clarification, if possible, said Mr. Gardner.**

Mr. Gardner was given time to speak to the residents and acknowledged that **the way the rate increases and the process had been handled could have been better.** He apologized to the residents and agreed that the **current tier-rate structure is not sustainable.**

Mr. Gardner then presented an alternative tier structure that he said would be more reasonable and sustainable and would cover the operational costs and financial responsibility of the water company. He also stated that he intended to **petition the State Commissioners to consider removing the current rate increase and replacing it with the proposed new tier structure.**

****Hearing this from Mr. Gardner was a relief, realizing that the water company was in agreement.**

We sincerely hope that this Commission will consider the newest proposal from the water company during today's hearing and consider the concerns of the residents it will impact in the future.

Thank you for allowing me to speak today and for considering the concerns of the residents of Pine Valley.

Newest rate increase

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

Warren Church
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PublicService Commission <psc@utah.gov>

Docket no. 25-2179-01

1 message

Darlene Finger <darlenefinger@yahoo.com>
To: psc@utah.gov

Wed, Oct 7, 2026 at 12:54 PM

Please read before the 530 Zoom meeting. I'm sorry this is late but it's important.

My name is Marian Wells. I do not send emails, so I have asked my friend Darlene Finger to send this for me. OK now I don't send a damn thing I don't know OK dear here here you're here My husband, Mark, and I are in our 90s. And I retired at 62 - 30 years ago. We purchased land in Pine Valley to retire and live gently for the rest of our lives. Imagine the effect of this month when the Pine Valley water bill arrived and our bill for one month, which is usually a little over \$100 was \$4,977. I thought this is the end of our dreams of a peaceful old age. I realize there wasn't much hope ahead because the power to control water was not a public opportunity in Pine Valley. It was owned by a few powerful men who purchased early on. They proclaimed with their lips that it was a hardship for them and was a terrible expense. Their actual actions told us a totally different story — opposite of what they had said for many years. They had accomplished a water control of all the water rights in Pine Valley. About 10 years ago a neighbor had a water right to sell for \$10,000. This week, he said he knew of one for sale for \$40,000. When we purchased our land 33 years ago, 2 acres, we noticed a small stream of water had been running through the land. Later, I noticed it was gone. A few years ago, I went asked a realtor where it went. He said it has been diverted. I kept quiet. I didn't know then that several men in town planned on a private company that would be a monopoly on the water in this one sweet little town. I really think water should be owned by the public and there and in a Democratic Society it shouldn't be owned by private people. That, to me, is a morally wrong way of living. Before we came here, we lived on 5 acres in Fresno County California. Even in California, it was a right when you purchased land to be able to have water that people can afford. We had a well dug, but by the 25th year, we had to dig it deeper because the water table fell. we were able to keep receiving our regular water. To me, there's something really wrong with what's happening in Pine Valley. I think they're good men. I don't think they mean to be wrong, but it is wrong to control water that people need-like you need air to breathe. Before this interim water rate hike occurred, pine Valley already had the highest water rates I believe in Southern Utah. I've copied our water bill and a chart I recently got from The city of Enterprise, The small town just north of us. Thank you very much for listening to our disagreement with the water company. Our address in Pine Valley is [195 S 420 E](#)

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

ACCOUNT # [REDACTED]
DUE DATE 10/25/2026
AMOUNT DUE 4,977.00

WELLS, GEORGE
195 S. 420 E.
PINE VALLEY UT 84781

RETURN STUB WITH PAYMENT
WRITE ACCOUNT NUMBER ON CHECK

ACCOUNT # [REDACTED]
CID 764
METER READ ON 09/22/2026
METER READING 1192
QUANTITY USED 236

Previous Balance 533.00
Payments -533.00
Adjustments 0.00
Water Usage 4,977.00

AMOUNT DUE 4,977.00

SERV ADDRESS 195 SOUTH 420 EAST

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.

Enterprise

UTILITIES				
RESIDENT WATER RATES				
Meter Size	Monthly Base Rate	Tier	Threshold gallons	Rate Per 1000 gallons
5/8"	\$24.04	1	0	12000
		2	12001	15000
		3	15001	20000
		4	20001	25000
		5	25001	30000
		6	30001	35000
		7	35001	40000
		8	40001	45000
		9	45001	& Up
3/4"	\$24.04	1	0	12000
		2	12001	15000
		3	15001	20000
		4	20001	25000
		5	25001	30000
		6	30001	35000
		7	35001	40000
		8	40001	45000
		9	45001	& Up
1"	\$43.56	1	0	16000
		2	16001	32000
		3	32001	48000
		4	48001	64000
		5	64001	80000
		6	80001	96000
		7	96001	112000
		8	112001	128000
		9	128001	& Up
1 1/2"	\$96.29	1	0	27000
		2	27001	54000
		3	54001	81000
		4	81001	108000
		5	108001	135000
		6	135001	162000
		7	162001	189000
		8	189001	216000
		9	216001	& Up
		1	0	43000
		2	43001	86000
		3	86001	129000
		4	129001	172000
		5	172001	215000

Sent from Yahoo Mail for iPhone



PublicService Commission <psc@utah.gov>

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

1 message

Snow Family <ribelaca@infowest.com>
To: psc@utah.gov

Wed, Oct 7, 2026 at 2:06 PM

Dear Commissioners,

I own .24 acres of raw ground in the town of Pine Valley. I have no water service to my property. Since acquiring this land in 2010, I have had to pay a monthly fee just in case I decide to build a home.

If I didn't pay it, I would not be guaranteed a hookup when I needed it—or so I was told. This seemed excessive but now those "standby" rates are increasing as well.

This water company needs to be transparent and prove why they need an increase in the water rates, to start with, and why "standby" rates are also increasing.

I receive nothing but an being charged a monthly fee.

Sharon Snow