



PublicService Commission <psc@utah.gov>

Comments in Docket No. 25-2280-03

1 message

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To: "psc@utah.gov" <psc@utah.gov>

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My Wife and I own Lot 88 in the Legacy Mountain HOA, serviced by Legacy Sweetwater, Inc. We received notice of the requested rate increase by Legacy Sweetwater. It's hard to support an increased rate when, as everyone knows, Legacy Sweetwater has historically not policed its customers or properly billed and recovered on numerous lot accounts for years. We also saw the "Customer Comment" by Judy and Randy Berg. I have worked closely with Judy and the Legacy Mountain HOA Board for years, and I concur with all of her comments. Our personal experience with Legacy Sweetwater is consistent with Judy's comments. We try to stay current on our account, but they bill us sporadically and don't follow up. It would be unfair to increase rates to make up for past mismanagement. Legacy Sweetwater has also made numerous promises to other lot owners that they do not keep. Luckily, we have been on the mountain for 8 or 9 years and have usually always had water service, though there have been boil orders due to faulty infrastructure and excessive pressure issues. We also have been informed that the fire hydrants are not consistently pressurized or guaranteed. That was not the understanding we had, or any lot owner has, when we purchased. How does the County allow that? Fire danger is considerable. We are concerned that Legacy Sweetwater either does not know how, or does not want to do the work, to profitably and reliably run a water company. Again, it's difficult to support a rate increase in such circumstances. That said, we fully understand that rates to need to be sufficient to run the business profitably as long as it is adequately managed.

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