



PublicService Commission <psc@utah.gov>

Re: Comments: docket number 25-2280-03

1 message

Sam Ray <samuellynnray@gmail.com>

To: psc@utah.gov

Tue, Aug 12, 2025 at 12:03 PM

The email sent prematurely. Here is the complete comment.

From: Samuel & Sherry Ray
Lot #43 Skyline Heights, Legacy Mountain HOA

I paid my Legacy Sweetwater Standby fees up through December 2024, expecting prompt hookup to culinary water as promised on the water "connection" application to Legacy Sweetwater on the Legacy Mountain HOA website. In 2025, Legacy Sweetwater issued a boil order (not providing culinary water) and refused to connect my water for several months (until dispute with HOA was resolved). I believe it is deceptive business practices to bill for services not provided (bill standby fees while not providing culinary water and refusing connection). I have detailed my concern in a PSC complaint.

Last week I finally got a water meter installed (connection), but Legacy Sweetwater refused to "connect" my water line unless and until I provided a pressure fitting (copper sized poly pipe type used by all property owners but one), because Legacy Sweetwater staff only stocked a different type of fitting (iron sized poly pipe type used by Legacy Sweetwater). Having paid a "connection" fee and having completed the "connection" form, I believe Legacy Sweetwater should have "connected" my waterline when they set the meter.

I am also concerned by the comments my neighbors shared. Please require Legacy Sweetwater to provide the services we pay for and conduct an extensive review of Legacy Sweetwater books, to ensure all lot owners are paying standby fees, before raising fees on those of us that pay.

On Mon, Aug 11, 2025 at 2:31 PM Sam Ray <samuellynnray@gmail.com> wrote:

From: Samuel & Sherry Ray
Lot #43 Skyline Heights, Legacy Mountain HOA