



PublicService Commission <psc@utah.gov>

Comments on Docket No. 25-2280-03 – Legacy Sweetwater, Inc.'s Request for a Rate Increase

1 message

Ross Hirschi <ross@hirschifamily.org>
To: "psc@utah.gov" <psc@utah.gov>

Thu, Aug 21, 2025 at 1:52 PM

Dear Public Service Commission of Utah,

My name is Ross Hirschi. My wife and I own Lot 101 in the Hollows Subdivision of Legacy Mountain. I am submitting these comments in opposition to Legacy Sweetwater, Inc.'s request for a rate increase under Docket No. 25-2280-03.

While I acknowledge that public utilities are entitled to rates that support sustainable operations and yield a reasonable return, I do not support granting a rate increase to Legacy Sweetwater until the company demonstrates that it is a viable, accountable, and transparent entity capable of providing a stable and safe water supply to lot owners in Legacy Mountain.

Many of Legacy Sweetwater's current challenges appear to be self-inflicted, stemming from years of mismanagement. The following concerns are drawn from customer comments submitted in the related Docket No. 25-2280-02 (Request for Exemption from Oversight), as well as ongoing issues reported by lot owners.

1. **Inadequate Collection of Fees:** For several years, Legacy Sweetwater has failed to effectively collect payments owed by lot owners, reportedly gathering only about 20% of due amounts. This fundamental business failure has significantly contributed to the company's financial difficulties. Lot owners should not be burdened with higher rates to compensate for Legacy Sweetwater's incompetence in billing and collections. Numerous owners have reported inconsistent invoicing, uncashed checks, and unreliable autopay systems, leaving substantial revenues uncollected.
2. **Delays in Providing Water Connections:** At least one lot owner has been awaiting a water connection for several years, despite all lots in the subdivision being entitled to service. Additionally, Legacy Sweetwater refused new connections for approximately six months before resuming in mid-July 2025. As a public utility, the company should not be permitted to deny service to customers within its designated area without justification.
3. **Lack of Proactive Maintenance:** Since the passing of Corky Maughan in the fall of 2022, maintenance of the water system has been severely neglected. This has led to erratic water pressure—ranging from inadequate to excessively high—resulting in incidents such as the flooding of a resident's basement due to burst lines. The system now requires extensive repairs and upgrades. Lot owners should not face rate increases to fund remediation of problems caused by Legacy Sweetwater's failure to maintain the infrastructure adequately.
4. **Ongoing Boil Water Advisory:** Lot owners in Legacy Mountain have been subject to a standing boil water advisory for at least six months, issued in February 2025. Communication regarding this advisory has been poor, with many owners learning of it through unofficial channels rather than direct notification from the company. Legacy Sweetwater is obligated to provide a safe and potable water supply, and a rate increase should not be approved until this basic requirement is met and the advisory is lifted.

In light of these unresolved issues, I urge the Commission to deny Legacy Sweetwater's rate increase request until the company addresses them satisfactorily and proves its commitment to reliable service. Lot owners should not be responsible for funding the company's recovery from prolonged mismanagement.

Thank you for considering these comments.

Sincerely, Ross Hirschi Lot 101