

KIRTON | McCONKIE

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August 19, 2025

Samuel & Sherryn Ray
1365 East 22338 North
Fairview, UT 84629
Email: samuellynnray@gmail.com

Re: Legacy Sweetwater Complaint; C25-0221

Dear Mr. and Mrs. Ray:

It has come to our attention that you filed a complaint with the Sanpete County Sheriff on June 2, 2025 (the "Complaint"), which Complaint was forwarded to the Utah Division of Public Utilities for disposition. The Complaint deals with alleged misconduct by Legacy Sweetwater, Inc. (the "Company"), in connection with the water system operated by the Company. By this letter we wish to address the issues you raised in the Complaint.

Fundamentally, your Complaint fails to articulate a factual basis for any wrongful action on the part of the Company. After investigating the matter, we understand the facts to be as follows:

- (i) For some period of time, you have been paying a standby fee of \$25 per month to the Company.
- (ii) The standby fee is charged to all similarly situated Company customers, has been approved by the Utah Public Service Commission, and has not changed for many years.
- (iii) During the entire period of time that you have been charged this fee, the Company has been ready, willing and able to provide you with culinary water service.
- (iv) You have never been denied a connection by the Company.
- (v) Your recent request for a connection was approved by the Company.
- (vi) Based on such request, the Company issued you a will-serve letter.

- (viii) Based on such will-serve letter, you have obtained a building permit and are now under construction on your lot.

As a result of poor design and construction by the prior owners of the water system, the Company has experienced difficulties providing service to certain customers. The problems with the system have been identified and rectified, and the system is now fully functional. Those system deficiencies, however, do not now and never have affected service to your lot.

The standby fee you have been charged is entirely customary and reasonable. We see no basis for a reduction or waiver of these fees. Please be advised that full payment of any unpaid standby fees, connection fees and other required payments will be required before service to your connection will be activated by the Company.

Sincerely,

KIRTON McCONKIE



Christopher E. Bramhall

Cc: Cynthia Dumas (cvdumas@utah.gov)