

Response to: Utah Public Service Commission

Regarding: Legacy Sweetwater Motion to Dismiss

Date: 10/14/25

(Note: A customer should not be required to hire an attorney to file a complaint with the PSC, so I will respond, not hire an attorney to respond. Legacy Sweetwater's attorney has repeatedly misrepresented the facts, even after I corrected them and provided evidence that proved them wrong. I will explain the history, briefly summarize the process, provide original evidence and provide additional evidence to prove additional false claims stated in the motion to dismiss.)

To whom it may concern:

After repeated attempts to resolve concerns with Legacy Sweetwater, detailing my concerns with Legacy Sweetwater in writing to the PSC and working through the Legacy Mountain HOA; I finally submit a complaint and request for investigation to the Sanpete County Sheriff (Legacy Sweetwater Criminal Complaint). I updated that complaint tonight for this rebuttal, by referencing the evidence for each section of the criminal complaint. Rather than rehash all of this history, I simply provide the complaint and the evidence.

The Motion to Dismiss, also discusses the "connection process." Rather than restate all of the evidence, I simply provide the original evidence that clearly explains the issues (Evidence #11A - #11H).

Salient issues include the following:

- 1 – Legacy Sweetwater issued a Boil Order 2/24/25 (Evidence #2)
- 2 - Legacy Sweetwater connection form clearly states that connection to "culinary water" only happens from May 1 to October 1. (Evidence #1)
- 3 – I attempted to connect the first week of May (Evidence #4 cont. summary) and was finally told by Legacy Sweetwater on June 22, that no connections will be scheduled until the HOA dispute is settled (Evidence 4A). Shane Berry responded May 30, but refused to contradict the no connection policy (Evidence #7).
- 4 – I sought clarification from Shane Berry, but he again refused to rebut the "no connection policy." I believe Berry only agreed to connect my water July 21, because I filed a criminal complaint on June 2 (Evidence #7B). Did Legacy Sweetwater's attorney advise Berry that he was indeed violating criminal law and the only solution was to connect my water?
- 5- The "connection" form is NOT a "meter set" form and states that the lot owner is only responsible to provide a waterline to the meter, not connect to the water meter (Evidence

#1). Review Evidence 11A -11H to understand the details. Photos (Evidence #11F-H) show that connecting my waterline to the meter, after the meter set, was feet below the surface and literally impossible.

6 – Legacy Sweetwater knew their mail was not being delivered, thus the cancelled check weeks after issue and delay in receiving bill pay (Evidence #13). Legacy Sweetwater finally contacted the postal service to fix their delivery failures (Evidence #13A)

7 – In summary, contrary to the motion to dismiss (mis-stated by Legacy Sweetwater's attorney), Legacy Sweetwater refused to schedule a connection for months (Evidence #4A), causing me monetary harm. Legacy Sweetwater failed to provide "culinary" (drinkable) water (verbiage in Evidence #1), made official by the boil order 2/24/25. Legacy Sweetwater billed customers (standby fees), for access to culinary (drinkable) water, while failing to provide drinkable water (boil order) and refusing for months to connect customers to the water system (Evidence #4A). Finally, Legacy Sweetwater refused to connect my waterline to the meter until I dropped everything to provide the fitting needed by most customers.

Legacy Sweetwater customers have paid standby fees for years, to get prompt connection to culinary (drinkable) water. Legacy Sweetwater has failed to provide both, while billing customers for services they failed / refused to provide. The Legacy Sweetwater HOA is tied-up in litigation over water issues with Legacy Sweetwater that could drag on for years. Customer's only recourse to this monopoly is through the Public Service Commission. Please provide the public service the Public Service Commission was established to provide, by standing up for customers being abused by their utility companies.

Sincerely, Samuel Ray