

From: Skyline MountainSpecialService <smssd2013@pb08.wixemails.com>
Sent: Saturday, February 8, 2025 4:45 PM
To: Roy Fox
Subject: Letter to customers

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As always, the SMSSD Board welcomes and appreciates customer/member input and will continue to work with full fiduciary responsibility to represent the best interests of SMR members. If you have any questions or suggestions, please look at the resources on our website at www.smssdutah.gov and/or email us at

smssd2013@gmail.com.

also if you noticed the website is changed over to .gov as now required by State, but the .com will continue working for a few more months Below are the survey results pages 1 - 3, Unfortunately the spreadsheets did not transfer over so there is picture of results.

Dear SMSSD Customers and SMR Members

February 4, 2025

We want to thank the 200 lot owners (30% of Upper Mountain & Birch Creek owners) for responding to our November 25, 2024, Water Survey. The results let us update contact information and get new insights into Upper Mountain and Birch Creek priorities, wants, and needs. We appreciate your input and encourage keeping contact information current.

Below is a summary of the survey results (de-identified and anonymous).

2025 Water Survey Response

	Full-Time	Mountain	Birch Creek	Totals	Comments
Responses	41	122	37	200	51% by Email & 49% by Mail
% Response Rate	12.6%	33.3%	26.4%	24.0%	31.4% of Mountain & Birch Creek
Comments	6	61	18	85	Categorized & Summarized
% With Comments	14.6%	50.0%	48.6%	42.5%	49.7% of Mountain & Birch Creek
Total # of Lots	326	366	140	832	
% Improved Lots	80.4%	67.2%	70.0%	72.8%	68% of Mountain & Birch Creek
Mountain/Birch Q#1					
					"The existing water arrangements provided in the Upper Mountain and Birch Creek areas meet my needs."
% Agree		74.6%	51.4%		69.2% of Mtn & Birch Creek Combined
Mountain/Birch Q#2					
					"Please rank the following in order of importance to you, from 1 to 3 where one (1) is the most important to you and three (3) is the least important to you."
Fire Suppression		181	56	237	1st Priority
Seasonal Culinary		188	61	249	2nd Priority
Year-Around BC Fill		280	79	359	3rd Priority
Mountain/Birch Q#3					
					"I would support a substantial rate increase in water rates per month and fees for year-round access to culinary water at my lot."
% Agree		30.3%	37.4%		32.1% of Mtn & Birch Creek Combined
Mountain/Birch Q#4					
					"I am interested in serving as a member of the SMSSD Board."
# of Responses		12	2	14	6 New Individuals
% of Responders		9.8%	5.4%		8.8% of Respondents

The 2025 Survey results are a bit more insightful when compared to the attached 2018 Upper Mountain and Birch Creek Member survey results, which unfortunately were not broken out by area. Differences from the 2025 results, combined for the two areas include:

- Mailed Mountain and Birch Creek surveys increased from 344 to 506 since 2018.
- The percentage response rate dropped from 40% to 31.4%. (Possibly because the Thad's Peak Project satisfied the desire for year-round access to water there.)
- The percentage of seasonal/recreational lot owners who "agreed" that "The existing water arrangements provided in the upper mountain and birch creek areas meet my needs," increased from 60% in 2018 to 69.2% for 2025 - a positive change.
- The ranking of the most **important priorities stayed the same** (the Thad's Peak project was not on the survey, due to completion), although the difference between fire suppression and seasonal culinary water narrowed from 56 points to 12 points.
- The gap between the top two priorities and year-round culinary water in the Birch Creek area increased by 11 points and is a distant third – similar to the 2018 results.
- In contrast, (although only represented by 26.4% of Birch Creek), the percentage of respondents who "agreed" to "I would support a substantial rate increase in water rates per month for year-round access to culinary water at my lot" jumped from 16% in 2018 to 32.1% in 2025.

The comments received (almost 50% of lot owners), as categorized and summarized below, represent wide and diverse opinions. SMSSD finds the comments helpful, as they provide color to the survey results and highlight additional perspectives for consideration.

Summary of Comments

Against year-round culinary water	17
Do not support increase in cost or service	8
Water and dues cost too much	8
Don't use any water	6
Water should be charged by usage	5
FED UP!!!	3
Subtotal Against = 47	
Favor year-round culinary water	11
Impact Fee Questions	3
Water not to be used outside of SMR	2
Allow wheeled ATVs on winter roads	1
Thank you, SMSSD	18
Thank you for Thad's Peak Improvement	4
Interested in being on SMSSD Board	14
Happy with what is being done	3
Subtotal of Thank You = 39	
Total Comments (Some with multiple topics)	103

Finally, we thought it important to share some of the major projects (time, resources, etc.) SMSSD has worked on, in addition to the \$1 Million dollar Thad's Peak project, where 75% of that funding came from tax dollars that Sanpete County paid into the Central Utah Water Conservation District. CUWCD then allocated money for projects like Thad's Peak.

Major Water System Projects

Emergency Pressurized Water System Repairs

- Booster Station Leak - Replaced water lines from tank to pumps
- Overflow RV Park Leak
- Short Cut Drive Road Leak
- Fairview Drive Road Break
- Numerous lower section system repairs with minimal disruption
- All repairs while keeping water on and clean for other customers

Major Equipment and Systems Replacements

- Clubhouse Well Pump and Clean Casing
- Clubhouse Motor and 480 feet of Pipe
- Chlorinator at Golf Course Well
- Replaced 3 Booster Pump Motors and 1 Pump

New Equipment and System Improvements

- Installed Air Vacuums on all Pressure Reducing Valves (PRV's)
- Installed Air Vacuums on all Booster Pumps
- 4" line for Juniper View Drive to resolve pressure problems
- Now have 3 backup motors and a spare Pump
- Purchased a new service truck with a plow

Thad's Peak Storage Tank, Fill Station, and Surveillance System

- Year-Round Water Access and Significant Fire Suppression Capabilities
- 2025 Consideration of Improved Internet Access via CentraCom Tower

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Regards,

Your SMSSD Board

SMSSD
2201 SMR
Fairview, Utah 84629
435-469-1661
www.smssdutah.com

Below is the 2024 Blank copy sent out.
You can find full packet sent out on our website under documents

SMSSD Water Survey – Upper Mountain and Birch Creek Lot Owner Survey

The Skyline Mountain Special Service District (SMSSD) Board would like to reassess survey results from 2018, when we last asked for your help. The Board looks forward to continued expansion and improvement of water services within the District and your input is needed to continue to prioritize potential projects. Please take a few minutes to respond. Your response will remain anonymous, but your feedback will help SMSSD make decisions about where to focus resources.

Lot Number(s) – Each Lot will count separately in the anonymous survey: _____

1. Agree or Disagree – The existing water arrangements provided in the Upper Mountain and Birch Creek areas meet my needs:

Agree Disagree

2. Please rank the following in order of importance to you, from 1 to 3 where one (1) is the most important to you and three (3) is the least important to you:

_____ Water storage for fire suppression

_____ Seasonal culinary water at my lot

_____ Year-round culinary water in the Birch Creek area (fill station)

_____ year-round culinary water at the Upper Mountain fill station **Thad's Peak Project completed in 2024!**

3. I would support a substantial rate increase in water rates per month and fees for year-round access to culinary water at my lot. (Current water users in the year-round area pay \$73.00 per month.) Impact Study (available at www.smssdutah.org) estimates costs to be \$4-\$6 million for each area (or done in stages) – the Upper Mountain system or Birch Creek system – to be covered by increased revenue, hook up and/or other fees to lot owners.

Agree Disagree

4. I am interested in serving as a member of the Skyline Mountain Special Services District Administrative Control Board (SMSSD Board). If you agree, please provide your name and contact information below. Your information will be kept confidential.

Agree Disagree

Printed Name, if interested

Best Contact Phone # and/or Email Address

5. Other comments:

Thank you for your participation. The Survey Deadline is January 31, 2025.

Please mail to SMSSD at 2201 5MR, Fairview, Utah 84629 **OR** scan and email to smssd2013@gmail.com

Disclaimer: This is for informational purposes only. This does not signify support for any one plan from the District nor signify that major projects are in contemplation mode. This is to better understand the consensus of our Upper Mountain and Birch Creek property owners only.

Below is the results of the 2018 Survey

SMSSD UPPER MOUNTAIN MEMBER SURVEY

344 Total Surveys sent out in Upper Mountain Area with 139 Returned of the 139 returned there are 18 No Name or lot Identified (Could be Upper Mt. or Birch Creek added to upper Mt.)
The Skyline Mountain Special Service District Board needs your help. As we look forward to the expansion of water services within the District, your input is needed to prioritize potential projects. Please take a few minutes to respond to this survey. Your feedback will help the District Board make decisions about where to focus your resources.

1. Agree or Disagree – The existing water arrangements provided in the upper mountain and birch creek areas meet my needs.

Agree 84 Total Disagree 49 Total

2. Please rank the following in order of importance to you from 1-4 where one is the most important to you and 4 is the least important to you.

Totals	Ranked	
249	1	Water storage for fire suppression
306	2	Seasonal culinary water at my lot
345	3	Year-round culinary water at the upper fill station
442	4	Year-round culinary water at the birch creek parking area

3. I would support a substantial rate increase in water rates per month for year-round access to culinary water at my lot.

Agree 22 Total Disagree 118 Total

4. I am interested in serving as a member of the Skyline Mountain Special Service District Administrative Control Board.

Agree 15 Total Disagree 113 Total

If you agree, please provide your name and contact information below. Your information will be kept confidential.

Printed Name


Lot No.

Best contact phone or email

Thank you for your participation.

Disclaimer: This is for informational purposes only. This does not signify support for any one plan from the District nor signify that major projects are in contemplation mode. This is to better understand the consensus of our members only.

2201 SMR Fairview, Ut 84629
1-435-469-1661

Check out our site 

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