



News Release

COMMISSIONER SAM BRITTON
MISSISSIPPI PUBLIC SERVICE COMMISSION
SOUTHERN DISTRICT

For Immediate Release: March 21, 2017

Contact: Daniel Forde

Media Requests: (601)-720-1886

Public Service Commission issues decision in Arnold Line Water case: Arnold Line must comply with Commission rules

Jackson, Miss.— Today, the Public Service Commission issued an [order](#) requiring Arnold Line Water Association to make certain changes to the Association's Rules and Regulations.

At an evidentiary hearing in Jackson on January 19, 2017, representatives from Arnold Line presented their legal case as to why Arnold Line Board members voted to not adopt the Commission's suggested changes to their rules and regulations in November 2016. The main argument Arnold Line presented was one of jurisdictional overreach stating the Commission does not have the authority to take action regarding these types of issues with rural water associations.

The Commission disagreed stating that while the Commission does not regulate rates of rural water associations, it does have exclusive jurisdiction over quality of service in which these suggested changes would be categorized. The following issues are addressed and ordered by the Commission:

1. "Arnold Line shall delete from its service rules the requirement that a customer must provide his bill or account number in order to make payment."
2. "Arnold Line shall remove, effective immediately, any signage from any location which states that a customer must have his bill or account number in order to make payment."
3. Arnold Line shall provide notice in its Service rules that sufficiently provide notice to its customers of their right to file a complaint with the Commission in the event of a dispute concerning refusal of service.

For more information, please contact: 601-720-1886

Commissioner Sam Britton southern.district@psc.state.ms.us

Adams, Amite, Clarke, Covington, Forrest, Franklin, George, Greene, Hancock, Harrison, Jackson, Jasper, Jones, Jefferson Davis, Lamar, Lawrence, Lincoln, Marion, Pearl River, Perry, Pike, Simpson, Smith, Stone, Walthall, Wayne, Wilkinson



News Release

COMMISSIONER SAM BRITTON
MISSISSIPPI PUBLIC SERVICE COMMISSION
SOUTHERN DISTRICT

4. Arnold Line shall file a petition with the Commission within twenty days seeking approval of its cross-utility cutoff arrangement with the City of Hattiesburg, West over West Sewage...if Arnold Line fails to file this petition, Arnold Line shall delete its right to cut off water for nonpayment of sewer to the City of Hattiesburg in Arnold Line Users Agreement.
5. "Arnold Line and Lamar Park shall file a join petition with the Commission within twenty days requesting approval of its cross-utility cutoff arrangement."
6. "Arnold Line shall submit to the Commission for approval of its rules, which have been revised with these changes within forty-five days.

Arnold Line will have fifteen days to file exception if they wish to appeal. If this occurs, the matter will be referred to the Public Service Commissioners for review. If there is no appeal, the order shall take effect immediately.

"The Commission will continue to diligently monitor the situation at Arnold Line Water Association," Southern District Commissioner Sam Britton said, "We are committed to ensure customers are receiving satisfactory service here and across the state."

The Public Service Commission regulates telecommunications, electric, gas, water and sewer utilities. The agency is charged with assuring that rates and charges for services are just and reasonable, that the service rendered is adequate, and that any facilities constructed or acquired are required for the convenience and necessity of the public. The agency also exercises safety jurisdiction over gas pipelines and has area jurisdiction over all public utilities. Visit our website at psc.state.ms.us, like us on [Facebook](#), or follow us on [Twitter](#).

###

For more information, please contact: 601-720-1886

Commissioner Sam Britton southern.district@psc.state.ms.us

Adams, Amite, Clarke, Covington, Forrest, Franklin, George, Greene, Hancock, Harrison, Jackson, Jasper, Jones, Jefferson Davis, Lamar, Lawrence, Lincoln, Marion, Pearl River, Perry, Pike, Simpson, Smith, Stone, Walthall, Wayne, Wilkinson