



News Release

COMMISSIONER SAM BRITTON
MISSISSIPPI PUBLIC SERVICE COMMISSION
SOUTHERN DISTRICT

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Commissioner Sam Britton reopens Arnold Line Water Association case

JACKSON, Miss.— At its open meeting this Tuesday, the Public Service Commission reopened a case regarding Arnold Line Water Association in Hattiesburg citing ongoing customer complaints of quality of service issues.

In October of 2016, the Public Service Commission under direction of Commissioner Sam Britton, originally opened a case regarding Arnold Line citing compliance issues with the association's Rules and Regulations. After a tumultuous process including an unsuccessful appeal by Arnold Line, the association eventually agreed to comply with the Commission's Order to change its Rules and Regulations to better serve customers.

Subsequently, the Commission voiced it would diligently monitor operations at Arnold Line to ensure its Order was being followed. After continued customer complaints regarding similar issues this year, Public Service Commissioner Sam Britton is taking the next steps in implementing change at Arnold Line Water Association.

The Commission has broad authority to investigate and order hearings into the actions or inactions of public utilities if the Commission suspects a violation has occurred.

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



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In the Commission's June 6, 2017 Final Order, Arnold Line was ordered to delete from its service rules the requirement that a customer must provide a bill or account number in order to make payment. Further, Arnold Line was ordered to remove any signage from any location which stated that a customer must have a bill or account number in order to make payment.

Since Arnold Line said it would comply with the Commission's Final Order, the Commission has received 38 informal complaints alleging Arnold Line is requiring bills or account numbers in order to make payment.

In the coming days, the Commission's legal staff will begin investigating and order a public hearing in order to determine if violations of the Commission's Order have occurred and to bring necessary changes at Arnold Line Water Association. All hearings have been referred to Sam Britton to facilitate and will be noticed to the public and to Arnold Line's members.

"The bottom line is that I want people to be treated fairly," Britton said. "We have worked with Arnold Line in hopes of coming to an understanding as to how customers should be treated so I'm disappointed to hear that these problems are persisting. However, there are avenues in which we can go down to ensure customers are treated courteously. And I plan on going down every one of them until we see a tangible solution in this case."

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