

BEFORE THE PUBLIC SERVICE COMMISSION OF
THE STATE OF MISSISSIPPI

ASHLEY HILL, ET AL

vs.

DOCKET NO. 2018-AD-36

PUNKIN WATER ASSOCIATION
WA-003-0558-00

IN RE: COMPLAINT OF MELANIE RUBE, ET AL, AGAINST PUNKIN
WATER ASSOCIATION FOR FAILURE TO PROVIDE
REASONABLY ADEQUATE SERVICE TO CUSTOMERS IN
LAFAYETTE COUNTY, MISSISSIPPI AND REQUEST FOR
HEARING PURSUANT TO MISS. CODE ANN. 77-3-5 ET. SEQ.

FIRST AMENDED
POST HEARING ORDER

THIS MATTER is before the Mississippi Public Service Commission (“Commission”) for hearing pursuant to Miss. Code Ann. § 77-3-40(6) and arises from the joint complaint filed with the Commission by approximately ninety-two (92) members of Punkin Water Association (“PWA”) relative to the adequacy of the water service PWA provides to its members.

PROCEDURAL BACKGROUND

The member complainants filed their joint complaint with the Commission on March 19, 2018. The Commission issued its notice to PWA on March 22, 2018. The full Commission referred this matter to its Chairman for hearing, report, and recommendation of an appropriate order, and any other action necessary pursuant to law on April 10, 2018. On May 3, 2018, the Commission set this matter for hearing to take place on May 15, 2018, at the Lafayette County Chancery Courthouse located in Oxford, Mississippi, and duly noticed said hearing by publishing notice in the *Oxford Eagle*. Numerous members of PWA attended the hearing along with four (4) members of the PWA

board of directors.¹ Also present were local elected officials, representatives from the Mississippi Department of Health, and representatives from the Mississippi Rural Water Association. At the conclusion of said hearing, Chairman Brandon Presley issued a ruling from the bench, more fully articulated in the Post Hearing Order dated May 18, 2018.

On November 21, 2018, in order to assess PWA's compliance with the provisions of the Post Hearing Order, the Commission set this matter for a subsequent hearing to take place on December 11, 2018, also at the Lafayette County Chancery Courthouse located in Oxford, Mississippi, and duly noticed said hearing by publishing notice in the *Oxford Eagle*. Members of PWA attended the hearing along with the five (5) members of the PWA board of directors (including the newly elected president and vice-president of the board). Also present were a Lafayette County Supervisor, a representative from the Mississippi Department of Health, and a representative from the Mississippi Rural Water Association. At the conclusion of the follow-up hearing, Chairman Presley ordered PWA to undertake certain additional steps, more fully articulated herein.

DISCUSSION

The Commission hereby finds that PWA made numerous improvements to the service it renders to its members since the May 15, 2018 hearing, and that certain additional action would further improve PWA's quality of service. Therefore, the Commission hereby orders that PWA take the following additional steps, to wit:

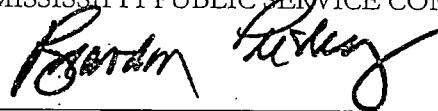
- 1) PWA shall file with the Commission its strategic flushing plan for its water system by **May 1, 2019.**

¹ The PWA board of directors consists of five (5) positions. There was, at the time of the first hearing, one (1) unfilled position on said board.

- 2) PWA shall implement an automated dialing system using the vendor of its choice by **March 1, 2019**. Said automated dialing system shall be able to provide telephonic notice to PWA members related to, *inter alia*, boil water alerts, system pressure issues, advance notice of system flushing plans, and any other service-related issues.
- 3) Working in conjunction with the Mississippi Rural Water Association and the Mississippi Department of Health, PWA shall identify, and file with the Commission, its plan of action for a long-term solution to PWA's quality of service issues² by **May 1, 2019**. This plan shall be updated each month in PWA's monthly report filed with the Commission.

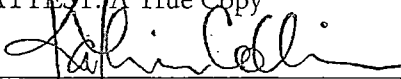
SO ORDERED, this the 30 day of January 2019.

MISSISSIPPI PUBLIC SERVICE COMMISSION



Brandon Presley, Chairman

ATTEST: A True Copy



Katherine Collier

Executive Secretary

Effective this the 30 day of January 2019.



² In its Post Hearing Order, the Commission referenced the then-contemplated plan for PWA to connect to the City of Oxford, MS' water system. The Commission recognizes that additional options may now be available that may include, or exclude, such a connection.