

Punkin Water Association  
Post Office Box 114  
Oxford, MS 38655

April 30, 2019

Re: Punkin Water Association/MS Public Service Commission No. 2018-AD-6,  
Melanie Rube, et al

**FILED**  
APR 30 2019  
MISS. PUBLIC SERVICE  
COMMISSION

'18-AD-036'

Dear Ms. Collier:

This report covers the issues discussed in the January 30, 2019, First Amended Post Hearing Order.

In that Order, three additional steps were outlined. I address each:

1) Strategic Flushing Plan. Punkin has asked its engineer, Mike Falkner, to work with representatives of the Mississippi Rural Water Association to draft a strategic flushing plan which can be implemented by Punkin. According to Mr. Falkner, work has begun on the plan but due to other commitments of the Mississippi Rural Water Association, a final plan has not been completed. Mr. Falkner anticipates a final plan can be complete by May 20, 2019, and Punkin respectfully requests until that day to file the plan with the Public Service Commission.

2. Telephonic Notification System. As reported previously, Punkin purchased IRIS, a notification system which allows Punkin to send telephone, text message, and email alerts to members. It has been in place for several weeks now, and Punkin Water is tweaking the system as necessary to better meets the needs of its customers. Punkin is in the process of drafting a messaging policy so members will know how and when alerts will be sent using the IRIS system, as well as Punkin's social medial and web pages.

3. Long-term Solution to Improve Quality of Service. Punkin viewed three issues that needed to be addressed to ensure quality service is provided long-term: a) addressing excess iron levels in water; b) addressing pressure issues; and c) addressing potential capacity issues considering expected continued development of Punkin's service area.

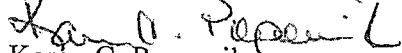
a) Excess iron levels. As expressed during the December 11, 2019, hearing Punkin has changed its filtering methods which have removed excess iron and has resulted in much clearer water.

b) Pressure issues. The areas with the greatest number of pressure complaints were customers that were served by a small water line on County Road 415, Punkin Road. To address those issues, Punkin elected to replace the pipe on County Road 415 with a larger pipe. The project is ongoing and expected to be completed no later than June 1, 2019. Our engineer, as well as representatives from the Mississippi Department of Health and the Mississippi Rural Water Association, believe this new pipe, once connected, will significantly improve or alleviate altogether the pressure issues on Punkin's system.

c) Increase in capacity. Punkin Water has taken steps to get a revised agreement with the City of Oxford. If an acceptable agreement can be reached, Punkin plans to build a connection to the City of Oxford. What this connection will be used for depends on what tests at a current well indicates. If tests reveal that well has more capacity, the connection to the City will probably serve as an adjunct emergency source. If tests reveal that well does not have the ability to produce needed capacity, the connection to the City will likely serve as more of a long-term solution for capacity. Punkin is awaiting test results from the well, as well as working toward an amicable agreement with the City, and is prepared to make a final decision on this issue after those two things are complete. If Punkin is unable to reach an agreement with the City, Punkin plans to explore adding capacity by building additional wells.

Sincerely yours,

PUNKIN WATER ASSOCIATION

  
Karen C. Popernik

VP, Punkin Water Association