

**BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSISSIPPI**

ASHLEY HILL, ET AL

DOCKET NO. 2018-AD-036

VS.

**PUNKIN WATER ASSOCIATION
WA-003-0058-00**

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

**SECOND 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. 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 December 11, 2018, in order to assess PWA's compliance with the provisions of the Post Hearing Order, the Commission held a subsequent hearing at the Lafayette County Chancery Courthouse located in Oxford, Mississippi. Members of PWA attended the hearing along with the five (5) members of the PWA board of directors, 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 said hearing, Chairman Brandon Presley issued a ruling from the bench, more fully articulated in the First Amended Post Hearing Order dated January 30, 2019.

On May 31, 2019, in order to further assess PWA's compliance with the provisions of the Post Hearing Order and the First Amended Post Hearing Order, the Commission set this matter for hearing to take place on June 25, 2019, also at the Lafayette County Chancery Courthouse located in Oxford, MS, and duly noticed said hearing by publishing notice in the *Oxford Eagle*. Members of PWA attended the hearing along with the members of the PWA board of directors. At the conclusion of the hearing, Chairman Presley ordered PWA to undertake certain additional steps, more fully articulated herein.

DISCUSSION

The Commission hereby finds that PWA has made numerous improvements to the service it renders to its members since both the May 15, 2018 and December 11, 2018 hearings. Further, the Commission finds 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 post the minutes from their previous monthly meeting on the PWA website 7 (seven) days prior to their next monthly meeting. PWA shall include in their **July 2019 monthly report** to the Commission evidence of said posting.
- 2) PWA shall file with the Commission a report on the execution of its strategic flushing plan by **December 31, 2019**. The Commission reserves the right to accelerate the execution of and report on the PWA strategic flushing plan.
- 3) PWA shall include in their **August 2019 monthly report** to the Commission evidence that PWA's CPA has attended a PWA monthly meeting to brief the members on the processes of PWA's financial audit.
- 4) PWA shall include in their **August 2019 monthly report** to the Commission an update to their communication plan. This update shall include evidence of boil water notices being placed on the PWA website, as well as a copy of the letter sent to the entire membership informing them of the IRIS System.
- 5) PWA shall file with the Commission an update on PWA's plan of action in the event an interconnection with the City of Oxford is not achieved by **December 31, 2019**. This filing shall include an update from PWA's engineer on cost and figures associated with obtaining water from a different source.

IT IS THEREFORE ORDERED that PWA shall comply with the above listed reporting requirements by the dates described above.

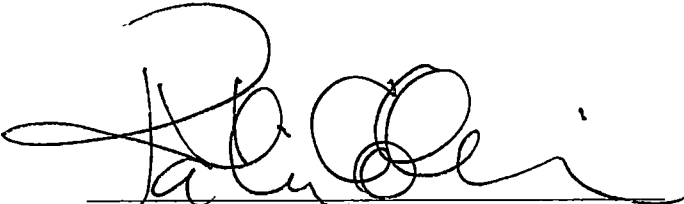
SO ORDERED this the 8th day of July, 2019.

MISSISSIPPI PUBLIC SERVICE COMMISSION



Brandon Presley, Chairman

ATTEST: A True Copy



Katherine Collier, Executive Secretary
Effective this the 8th day of July, 2019.

