

**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.

ORDER UPDATING MONTHLY REPORTING REQUIREMENTS

COMES NOW the Mississippi Public Service Commission ("Commission"), *sua sponte*, updating the reporting requirements in the above-styled docket, and in support thereof, the Commission finds as follows, to wit:

PROCEDURAL BACKGROUND

On March 19, 2018, approximately ninety-two (92) members of Punkin Water Association ("PWA") filed their joint complaint with the Commission relative to the adequacy of the water service PWA provides to its members. 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 in the Second Amended Post Hearing Order. Specifically, PWA was ordered to 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.

DISCUSSION

The Commission hereby finds that PWA has made numerous improvements to the service it renders to its members since the initiation of the docket. Further, the Commission finds that the reporting requirements outlined in the Second Amended Post Hearing Order have been fully complied with.

In their October 2019 Report, PWA included a copy of the fully-executed Water Purchase Agreement with the City of Oxford. To the Commission's knowledge, an actual interconnection with the City of Oxford has not been established.

Therefore, the Commission hereby orders that PWA take the following additional steps, to wit:

- (1) PWA shall include in their **June 2020 monthly report** to the Commission an update on the interconnection with the City of Oxford. Specifically, PWA shall provide a detailed description on what has transpired since the execution of the Water Purchase Agreement, what efforts or impediments remain to accomplish an interconnection with the City of Oxford, and PWA's plan of action to execute the interconnection. PWA shall file with the Commission a timeline outlining the anticipated interconnection with the City of Oxford.
- (2) PWA shall include in their **June 2020 monthly report** to the Commission an update on PWA's plan of action in the event an interconnection with the City of Oxford does not occur or is no longer being contemplated.
- (3) Given the continued informal customer complaints regarding quality of water service, PWA shall include in **each monthly report** documentation outlining and describing customer complaints handled during the previous month. Specifically, the nature of

the complaint, identified cause of the issue, and actions taken by PWA to resolve the issue.

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

SO ORDERED this the 15th day of June, 2020.



MISSISSIPPI PUBLIC SERVICE COMMISSION

Brandon Presley, Commissioner

ATTEST: A True Copy

Katherine Collier, Executive Secretary
Effective this the 15th day of June, 2020.