

August 31, 2020

Punkin Water Association  
P. O. Box 114  
Oxford, MS 38655

Via E-mail: katherine.collier@psc.state.ms.us

Katherine Collier  
Mississippi Public Service Commission  
501 North West Street, Suite 201A  
Jackson, MS 39201

**FILED**  
**AUG 31 2020**  
**MISS. PUBLIC SERVICE**  
**COMMISSION**

Re: Punkin Water Association/MS Public Service Commission  
No. 2018-AD-36 Melanie Rube, et al  
July 2020 report

Dear Ms. Collier:

This is the August 2020 report required by the latest order of the Public Service Commission in the above-referenced matter.

A detailed listing of the steps Punkin Water has taken regarding the City of Oxford connection was contained in the June 2020 report. Since that time, the Board has provided additional requested documents to the bank for the proposed funding of the project.

Also, since Punkin Water has not received tax-exempt status previously and it is favorable for the funding process that this be achieved, Punkin Water sent a mass mailing to all members of the Association with a letter explaining that this status with the IRS is beneficial and which mailing included a proxy and a return envelope for all members to be allowed to vote either in person or by proxy for the change. A special meeting has been set for September 14, 2020, at 5:30 p.m. to vote on the tax-exempt status change to the bylaws, and notice was given to the members by postcard mailing more than 10 days in advance of the meeting.

Once the loan itself from Live Oak is approved, Punkin will solicit bids for the project, make the bid selection, and begin construction. Punkin is unsure of how long the entire process will take; however, with all the prior engineering work complete and easements procured and sites already obtained for the metering station, this process should move along quickly.

If an interconnection with the City of Oxford, does not occur, Punkin Water Association will be forced to look for alternative well sites to provide an additional water source.

## Report on Complaints:

Punkin Water has kept a list of complaints they are receiving by either phone call, the PWA e-mail, or the PWA Facebook page, and these include the date, location, what action was taken in response thereto, and the outcome that PWA obtained. They are listed as follows:

August 6, 2020: 3003 Highlands Circle, discolored water, lines were flushed in response with the water being clear when the operator left.

August 9, 2020: David Cruz, complaint of inadequate water pressure. When checked at the residence the water pressure reading was adequate.

August 12, 2020: Scott Shows, 1004 Lachlan Street, complaint of discolored water, lines flushed.

August 15, 2020: Rock Springs Drive, discolored water, lines flushed.

August 15, Spring Lake Cove, discolored water, lines flushed.

August 16, 2020: Meriwether Houston, complaint of discolored (caused by a line repair), and the line was flushed until clear.

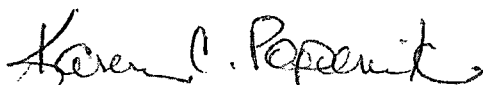
August 24, 2020: 3003 Highlands Circle, discolored water, line flushed until clear. (Only complaint, nearby residents had no complaint.)

PWA remains in contact with Mississippi Rural Water and Mr. Abernathy has been on-site to help resolve these issues. Punkin Water has instituted an additional flushing plan from our tank site out into the distribution system systematically to try to alleviate the water discoloration complaints. PWA will continue with these efforts in an aggressive manner to help provide our customers with the best water quality possible. As of this date, since the implementation of the new flushing program, it's been noted that PWA has not received complaints on several dates which we believe is due to the flushing plan. Punkin Water is continuing to track complaints and research areas where the complaints are more prominent and is continuing to work on finding a permanent solution to these issues.

After reviewing this August 2020 report, if you have further questions, please feel free to contact us at your convenience.

Sincerely,

PUNKIN WATER ASSOCIATION



Karen C. Popernik, Vice-President