

**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 REASONABLY
ADEQUATE SERVICE TO CUSTOMERS IN LAFAYETTE COUNTY,
MISSISSIPPI AND REQUEST FOR HEARING PURSUANT TO MISS.
CODE ANN. § 77-3-5 ET. SEQ.**

**ORDER REQUESTING AN INVESTIGATION AND REPORT REGARDING PUNKIN
WATER ASSOCIATION'S PROVISION OF REASONABLY ADEQUATE SERVICE**

COMES NOW the Mississippi Public Service Commission ("Commission"), *sua sponte*, requesting the Mississippi Public Utilities Staff ("MPUS") to conduct an investigation and report regarding Punkin Water Association's ("PWA" or "Association") provision of reasonably adequate service 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 PWA filed their joint complaint with the Commission relative to the adequacy of the water service the Association provides to its members. The full Commission referred this matter to its Commissioner Brandon Presley for hearing, report, and recommendation of an appropriate order, and any other action necessary pursuant to law on April 10, 2018. Since the initiation of this docket, three (3) separate hearings have been conducted and 4 (four) separate orders have been entered to continuously monitor and address the PWA's quality of service.

DISCUSSION

Under the laws of the State of Mississippi, the Commission is charged to “promote adequate, reliable, and economical service to all citizens and residents of the State”¹ and has “exclusive original jurisdiction over the intrastate business and property of public utilities.”²

The MPUS is a separate and independent agency that is tasked with representing the broad interest of the State of Mississippi by balancing the interest of various rate classes, state entities, and public utilities.³ Although independent, the Staff, the primary function of which is investigative and advisory in nature, is charged with aiding and assisting the Commission.⁴ Specifically, the executive director of the MPUS is charged with providing the Commission with information and reports and conducting investigations in order to enforce the laws regarding regulation of public utilities.⁵

MATTERS TO BE INVESTIGATED

Since the initiation of the above-styled docket, numerous improvements to the service PWA renders to its members have been made. That being said, the Commission continues to receive informal customer complaints regarding discolored water, unresponsive and inconsistent operations surrounding incidents of discolored water, varying approaches and solutions to an inevitable remedy for these issues, and overall quality of customer service.

Pursuant to Miss. Code Ann. § 77-2-9(4), the Commission is hereby requesting the MPUS to review the above-styled docket in its entirety and to conduct an investigation into PWA, specifically whether the Association is rendering reasonably adequate service as

¹ Miss. Code Ann. § 77-3-2 (c).

² Miss. Code Ann. § 77-3-5.

³ Miss. Code Ann. § 77-2-1.

⁴ Miss. Code Ann. § 77-2-3(2) and (3).

⁵ Miss. Code Ann. § 77-2-9(4).

contemplated in Miss. Code Ann. §§ 77-3-21 and 22. In a subsequent report following the investigation, the Commission is requesting the MPUS compile a report on its findings and make recommendations to address the quality of service PWA is providing to its members.

SO ORDERED this the 3rd day of September, 2020.



MISSISSIPPI PUBLIC SERVICE COMMISSION

Brandon Presley, Commissioner

ATTEST: A True Copy

Katherine Collier, Executive Secretary
Effective this the 3rd day of September, 2020.