

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

In the Matter of:

BRANDON AND TABITHA SWAFFORD	)	
	)	
COMPLAINANT	)	
	)	
V.	)	CASE NO.
	)	2019-00457
NORTH MANCHESTER WATER	)	
ASSOCIATION, INC.	)	
	)	
DEFENDANT	)	

ORDER

North Manchester Water Association, Inc., (North Manchester Water) is hereby notified that it has been named as defendant in a formal complaint filed on December 19, 2019, a copy of which is attached as the Appendix to this Order.

Pursuant to 807 KAR 5:001, Section 20, North Manchester Water is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of this Order.

Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

By the Commission

ENTERED  
JAN 02 2020  
KENTUCKY PUBLIC  
SERVICE COMMISSION

ATTEST:

*For [Signature]*  
Executive Director

APPENDIX

APPENDIX TO AN ORDER OF THE KENTUCKY PUBLIC SERVICE  
COMMISSION IN CASE NO. 2019-00457 DATED **JAN 0 2 2020**

SIX PAGES TO FOLLOW

RECEIVED

COMMONWEALTH OF KENTUCKY  
BEFORE THE PUBLIC SERVICE COMMISSION

DEC 19 2019

PUBLIC SERVICE  
COMMISSION

In the matter of:

Brandon + Tabitha Swafford )  
(Your Full Name) )

COMPLAINANT )

VS. )

North Manchester Water Assoc )  
(Name of Utility) )

DEFENDANT )

COMPLAINT

The complaint of Brandon + Tabitha Swafford respectfully shows:  
(Your Full Name)

(a) Brandon + Tabitha Swafford  
(Your Full Name)  
2885 Upper Radar Rd.  
Manchester, KY 40962  
(Your Address)

(b) North Manchester Water Assoc.  
(Name of Utility)  
7361 N. Hwy 421, Manchester, KY 40962  
(Address of Utility)

(c) That: See attached description/e-mails.  
(Describe here, attaching additional sheets if necessary,

the specific act, fully and clearly, or facts that are the reason

and basis for the complaint.)

Continued on Next Page

Formal Complaint

Brandon + Tabitha <sup>Stoutford</sup> vs. North Manchester Water Assoc.

Page 2 of 2

Blank lined area for text entry.

Wherefore, complainant asks That North Manchester  
(Specifically state the relief desired.)

Water Association be required to provide enough water pressure so that my elderly mother can take a bath, flush her toilets, and meet her everyday needs.

Dated at Manchester, Kentucky, this 17th day  
(Your City)

of December, 2019.  
(Month)

[Handwritten Signature]  
(Your Signature\*)

\_\_\_\_\_  
(Name and address of attorney, if any)

\_\_\_\_\_  
Date

\*Complaints by corporations or associations, or any other organization having the right to file a complaint, must be signed by its attorney and show his post office address. No oral or unsigned complaints will be entertained or acted upon by the commission.

**Re: KY PSC Utility Inquiry**

Swafford, Tabitha D.

Tue 12/3/2019 11:41 AM

To: Cummins, Carol J (PSC) &lt;carol.cummins@ky.gov&gt;

We can't seem to get an answer out of them either. We will proceed with the complaint forms.

Thank you for your help!

Sent from my iPhone

On Dec 3, 2019, at 11:13 AM, Cummins, Carol J (PSC) <carol.cummins@ky.gov> wrote:

North Manchester has not responded to our repeated attempts to learn how they plan to proceed after the November 4 board meeting.

If you are still experiencing issues, you may wish to file the attached Formal Complaint forms. Please complete the forms and mail them to P.O. Box 615, Frankfort, KY 40602.

**From:** PSC - Consumer Web Inquiry  
**Sent:** Monday, October 21, 2019 8:33 AM  
**To:** Swafford, Tabitha D. [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry

North Manchester advised that they installed a pressure recorder for three days. The pressure stayed at 26 psi. North Manchester has further advised that they will present the information at their board meeting on November 4<sup>th</sup> to discuss buying a pump.

**From:** PSC - Consumer Web Inquiry  
**Sent:** Tuesday, October 15, 2019 11:23 AM  
**To:** 'Swafford, Tabitha D.' [REDACTED]  
**Subject:** RE: KY PSC Utility Inquiry

We spoke to North Manchester. The pressure at the house was 36 psi. The pressure at the trailer was 26 psi. We have asked them to install a pressure recorder for two days to determine the average pressure. The pressure should be 30 psi at the meter. North Manchester has advised the trailer also sits up on a hill.

We will advise once the results are provided.

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**From:** Swafford, Tabitha D. [REDACTED]  
**Sent:** Tuesday, October 15, 2019 10:06 AM  
**To:** PSC - Consumer Web Inquiry <PSC.Consumer.Inquiry@ky.gov>  
**Subject:** Re: KY PSC Utility Inquiry

I'm sorry to keep emailing, but I just spoke with my husband who said that the lady at North Manchester Water just told him that they checked the pressure at our house and it had 36 psi (which is the house with the pump on it) and that there was 26 psi at the meter itself. So, the guys checked the house with the pump on it and not the house with the problem that needs to be fixed. We have two meters, ours and my moms, and they checked ours at the house (with the pump). They're going about this completely underhanded, telling you guys one thing and doing another. I honestly don't believe there is even 26 pounds at the meter because she would still get pretty good pressure if she did. We had a licensed plumber check the pressure less than a month ago and it had 6 psi at her meter. If at all possible, we need to have someone other than an associate of North Manchester Water come out and check the psi at her meter.

Sent from my iPhone

On Oct 15, 2019, at 9:40 AM. PSC - Consumer Web Inquiry  
<[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)> wrote:

We requested that North Manchester check the pressure at your meter. This morning, the pressure was 36 psi, which is above the 30 psi required. North Manchester further advised your house is on a hill, which is why they offered \$500 toward a pump.

**From:** Swafford, Tabitha D. [REDACTED]  
**Sent:** Monday, October 14, 2019 2:06 PM  
**To:** PSC - Consumer Web Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** Re: KY PSC Utility Inquiry

If the law requires that they keep no less than 30 psi at the meter, but we only get 6, how is this legal? We didn't get this at our old meter either, which now belongs to my mother-in-law. She didn't show at the meeting because she couldn't afford to be additional cost of the pump herself. If the state requires 30 psi, and we aren't getting that, then shouldn't it be fixed?

Sent from my iPhone

On Oct 14, 2019, at 1:58 PM, PSC - Consumer Web Inquiry  
<[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)> wrote:

Thank you for contacting the Commission regarding North Manchester Water Association. We contacted North Manchester and received the following response:

In regards to Brandon Swafford the board agreed to pay for him a pump up to \$500 because he didn't have 30 psi where he built his new house. He agreed and signed a contract which I have attached a copy of. His mother in law had sent her son in to speak with us about wanting us to buy her a pump as well. He spoke to our field supervisor Jerry Rice, and he told him that he would need to come to the next board meeting which was on Oct. 7<sup>th</sup> and meet with the board about purchasing one for her. They never showed up to the

board meeting nor have they called back and spoke to anyone else about the issue.

The contract (attached) is signed by you and states the following:

North Manchester Water Association agrees to provide a pump for the customer up to the amount of \$500. I Brandon Swafford agree to maintain any and all maintenance thereafter including leaks, and all maintenance to any parts provided by North Manchester Water Association.

**From:** KY Public Service Commission <[pscfilings@ky.gov](mailto:pscfilings@ky.gov)>  
**Sent:** Monday, October 14, 2019 9:18 AM  
**To:** PSC - Consumer Web Inquiry <[PSC.Consumer.Inquiry@ky.gov](mailto:PSC.Consumer.Inquiry@ky.gov)>  
**Subject:** KY PSC Utility Inquiry

Below is the result of your feedback form. It was submitted by [REDACTED] on Monday, October 14, 2019 at 9:18 AM

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Name: Kenneth Brandon Swafford  
Address: 2885 Upper Rader Rd.  
City: Manchester  
State: KENTUCKY  
Zip Code: 40962

Phone number where you can be reached: ([REDACTED])

Home phone: [REDACTED]

Utility Name: North Manchester Water Association

State the nature of your concern: My wife, mother-in-law and I, have contacted the North Manchester Water Association on numerous occasions over the last 2 1/2 years due to low pressure at our meters. I have two meters with North Manchester Water Association. One runs to my mother-in-law's home, the other to mine. The pressure at both of these meters is never above 6 psi; they have been tested several times. We've filed several complaints, but are always told there's nothing they can do. When we built our new home this year, we had to purchase a pump and a tank, and were out almost \$2,000.00 out of pocket for this. My mother-in-law is an elderly, sick, 76-year-old woman with a limited income and she cannot afford this. She usually has to leave her home in order to take showers and we are forced to pack water to her house just to flush her toilets. We are at our wits end and we don't know what else to do. When our power goes out this winter, we won't have any water at all because the pump runs on electric. But most importantly, my mother-in-law is sick and on a limited income, and they refuse to help her. By law, this company is required to keep no less than 30 psi at these meters, and there is never more than 6 psi. Please help!!!!

Have you contacted the utility about the problem: Yes

-----  
<scan.pdf>



Brandon Swafford  
2885 Upper Rader Road  
Manchester, KENTUCKY 40962

\*North Manchester Water Association, Inc.  
7362 N Highway 421  
Manchester, KY 40962

\*Steve Davis  
President  
North Manchester Water Association, Inc.  
7362 N Highway 421  
Manchester, KY 40962