



and that quotes for the installation of the booster pump station would be reviewed and voted upon at the June 1, 2020, North Manchester Water board meeting.

On July 1, 2020, Mr. and Mrs. Swafford filed their status update report, alleging that the project had not yet begun and that when Mrs. Swafford's mother, who resides in the residence impacted by the low water pressure, called North Manchester Association, and the employee refused to speak with Mrs. Swafford's mother because the Swaffords had "sued" the utility. To date, North Manchester Water has not filed the monthly status report that was due on July 1, 2020.

Based upon Mr. and Mrs. Swafford's monthly status report and the case record, the Commission finds that North Manchester Water should file its monthly status report as required, that North Manchester Water should include a response to the allegations that the project had not yet begun, and that its employee refused to speak with Mrs. Swafford's mother regarding North Manchester Water's continuing inability to provide water at an appropriate pressure established by Commission regulation. The Commission reminds North Manchester Association that its failure to comply with a Commission Order and its failure to provide safe, adequate, and reliable water service may result in a show cause proceeding and the assessment of civil penalties for violation of the statutes and regulations the Commission enforces and for failure to comply with a Commission Order.

IT IS THEREFORE ORDERED that within three days of the date of this Order, North Manchester Water shall file with the Commission its overdue status report updating the progress of the booster pump station project and its response to the allegations contained in Mr. and Mrs. Swafford's July 1, 2020 status report.

By the Commission



ATTEST:

A handwritten signature in blue ink, consisting of stylized initials and a surname, positioned above a horizontal line.

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