

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

On December 19, 2019, Brandon and Tabitha Swafford (the Swaffords) filed a complaint, pursuant to KRS 278.260, regarding low water pressure at one of the residences on their property. On January 16, 2020, North Manchester Water Association, Inc. (North Manchester Water) filed a response confirming that the water pressure was 20 pounds per square inch (psi) and therefore was below the regulatory minimum standard of 30 psi established in 807 KAR 5:066, Section 5(1).

Also, in the January 16, 2020 response, North Manchester Water proposed a project to remedy the low water pressure that included installing a booster pump and additional pipeline. Between January 2020 and September 2020, there was considerable miscommunication between the utility and the Swaffords and between the utility and its counsel regarding the status of the project. At a formal hearing held on Tuesday, September 29, 2020, North Manchester Water stated that the project had been completed

on September 28, 2020, and that the water pressure measured between 52 and 53 psi,¹ and therefore the psi was higher than the minimum standard of 30 psi. Mr. Swafford confirmed that the project was complete, the water pressure was sufficient, and the Swaffords' complaint regarding the water pressure was resolved.

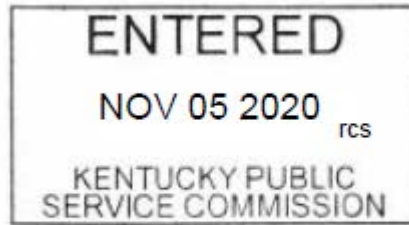
Based upon the case record, the Commission finds that North Manchester Water satisfied the Swaffords' complaint, and therefore this matter should be dismissed. The Commission cautions North Manchester Water that full and complete communication with customers is a necessity. North Manchester Water must expeditiously resolve customer complaints that the utility is not providing safe, adequate, and reliable service. Further, North Manchester Water should keep its customers well informed of the progress of the resolution. North Manchester Water is on notice that failure to provide safe, adequate, and reliable water service in the future may result in a show cause proceeding and the assessment of civil penalties against the utility directors and managers upon a finding that the statutes and regulations enforced by the Commission were violated.

IT IS THEREFORE ORDERED that:

1. The Swaffords' complaint has been satisfied and is dismissed.
2. This matter is closed and removed from the Commission's docket.

¹ Hearing Video Transcript of the Sept. 29, 2020 Hearing at 9:48 and 10:52.

By the Commission



ATTEST:



Deputy Executive Director

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