

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

This matter arises upon a complaint filed against North Manchester Water Association, Inc. (North Manchester Water) by Brandon and Tabitha Swafford (the Swaffords) regarding water pressure at one of the Swaffords' residences.¹ Pursuant to 807 KAR 5:006, Section 5(1), the pressure at the customer's service pipe, under normal conditions, cannot fall below 30 pounds per square inch (psi). In a filing on January 16, 2020, North Manchester Water acknowledged that its engineer concluded that 20 psi was the highest pressure that could be achieved at the Swaffords' residence at issue and explained that North Manchester Water proposed to undertake a construction project to resolve the issue. After one round of discovery upon North Manchester Water regarding the scope of the proposed construction project, the Commission issued an Order on

¹ The Swaffords have two residences on their property, with individual accounts for each residence. Both accounts are in the Swaffords' name. The complaint addresses water pressure at only one of the Swaffords' residences.

February 21, 2020, directing the Swaffords to state whether North Manchester Water had satisfied the Swaffords' complaint based upon the proposed construction project. On March 4, 2020, the Swaffords filed their response, stating that the construction project had not yet begun and requesting that the Commission keep the case open. The Swaffords also requested that the Commission require status reports be filed every 60 days until the project is complete, but did not indicate whether the Swaffords or North Manchester Water, or both, should file the status reports.

To ensure that North Manchester Water continues progress on the proposed construction project and to monitor whether the Swaffords' complaint has been satisfied, the Commission finds that both North Manchester Water and the Swaffords should file monthly status reports. Beginning on Wednesday, April 1, 2020, and continuing on the first day of each subsequent month, North Manchester Water shall file status reports updating the progress of the construction project set forth in North Manchester Water's January 16, 2020 and February 14, 2020 filings, and the Swaffords shall file a status report stating whether their complaint has been satisfied.

IT IS THEREFORE ORDERED that:

1. Beginning on April 1, 2020, and continuing on the first day of every subsequent month, North Manchester Water shall file with the Commission a status report updating the progress of the construction project described in North Manchester Water's January 16, 2020 and February 14, 2020 filings in this proceeding.

2. Beginning on April 1, 2020, and continuing on the first of every subsequent month, the Swaffords shall file with the Commission a status report stating whether North Manchester Water has satisfied their complaint.

3. The status reports shall be filed via U.S. Mail or by hand delivery at the Commission's office at 211 Sower Boulevard, Frankfort, Kentucky 40601. The status reports shall include the Case No. 2019-00457.

4. The status reports shall be filed as set forth in ordering paragraphs 1, 2, and 3 until further Order of the Commission.

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By the Commission

ENTERED
MAR 09 2020
KENTUCKY PUBLIC
SERVICE COMMISSION

ATTEST:



Executive Director

Case No. 2019-00457

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