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 arose upon a complaint filed by Brandon and Tabitha Swafford (Mr. and Mrs. Swafford) alleging that North Manchester Water Association, Inc. (North Manchester Water) failed to provide sufficient water pressure, and thus failed to provide adequate, safe, and reliable water service. In its response to the complaint, North Manchester Water confirmed that the water pressure was 20 pounds per square inch (psi) and therefore was below the regulatory standard of 30 psi. To remedy the low water pressure, North Manchester Water's board voted to install a water booster pump station. By Order entered on April 15, 2020, the Commission required both parties to file monthly status reports no later than the first day of the month, beginning on June 1, 2020. In a status report filed on May 27, 2020, North Manchester Water stated that the pump station projected had been approved by the Kentucky Department of Water, and that the pipe material and appurtenances, and the pump station skid had been delivered to the site,

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

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KENTUCKY PUBLIC SERVICE COMMISSION

ATTEST:

Executive Director

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

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*Tabitha Swafford 2885 Upper Rader Road Manchester, KENTUCKY 40962