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COMMONWEALTH OF KENTUCKY
CASE NO.: 2019-00457
BEFORE: THE PUBLIC SERVICE COMMISSION

JUL 01 2020

PUBLIC SERVICE
COMMISSION

BRANDON AND TABITHA SWAFFORD,

COMPLAINANTS,

V.

NORTH MANCHESTER WATER ASSOCIATION, INC.,

DEFENDANT.

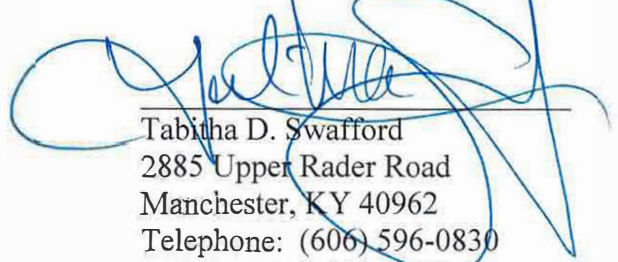
STATUS REPORT AND MOTION TO ENFORCE

COME the Complainants, Brandon and Tabitha Swafford, and pursuant to the Commission's Order of April 15, 2020, hereby states that, to the best of their knowledge, the project has still not begun. Complainants elderly mother still has very little to no water.

When she called to let the Defendant know that she still had no water and to ask about the status of the project, she was very rudely told "we can't talk to you because you've got us sued". This is a complaint, not a suit. The Defendant is a public service utility company and should not be allowed to refuse to talk to an individual simply because a complaint has been filed against them. The Defendant is the only provider of this service in this area and communication between the parties is absolutely necessary. While the Complainants realize that they are unhappy with this situation, this is a problem that must be fixed as this elderly resident is not the only individual on a limited income who has these kinds of problems in this particular area. This kind of behavior is unnecessary.

WHEREFORE, as it has been more than seven months since the initial complaint was filed and this issue has still not been resolved, Complainants ask that this Honorable Commission render an Order enforcing the Defendant to complete this project since it has yet to be done in a timely and reasonable manner.

Respectfully submitted,



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CERTIFICATE OF SERVICE

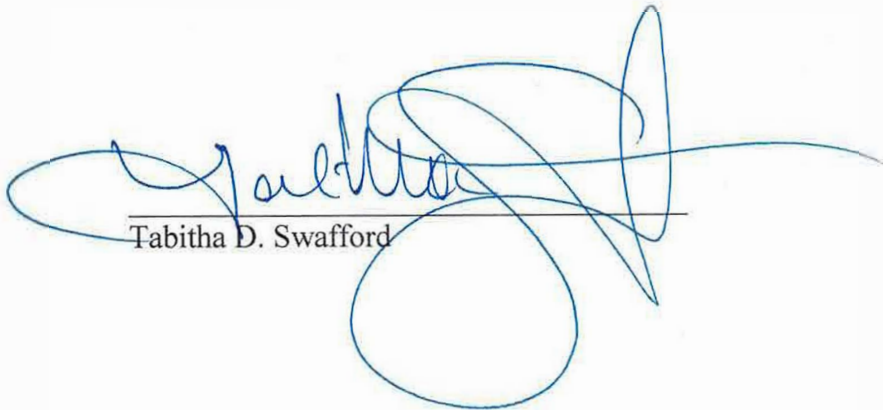
I hereby certify that the above response was served to the following, on this the 1st day of July, 2020:

ORIGINAL:

Kentucky Public Service Commission
P.O. Box 615
211 Sower Boulevard
Frankfort, KY 40602-0615
VIA E-MAIL: PSCED@ky.gov

COPY:

Hon. Raleigh P. Shepherd
305 Main Street
Manchester, KY 40962



Tabitha D. Swafford