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Case Management System - KY Public Service Commission*Regular Cases Before the Commission as of September 16, 2025***2019-00457**

RECEIVED: 12/19/19

FILED: 12/19/19

FINAL: 11/05/20

REOPENED:

SUSPENSION DATE:

CASE NATURE: Brandon and Tabitha Swafford, Complainants; North Manchester Water Association, Inc., Defendant

CASE CODE

Complaints - Service

UTILITIES:

North Manchester Water Association, Inc.

HEARINGS:

09/29/20 Formal Hearing

INDEX OF EVENTS:

11/05/20 Final Order Entered: 1. The Swaffords' complaint has been satisfied and is dismissed. 2. This matter is closed and removed from the Commission's docket.

10/30/20 North Manchester Water Association, Inc. Response to Commission Staff Post-Hearing Request for Information

10/06/20 Notice of Filing Hearing Documents

10/05/20 IT IS THEREFORE ORDERED that the parties are relieved of the requirement to file monthly status reports.

09/30/20 Commission Staff's Post-Hearing Request for Information to North Manchester Water Association

09/30/20 Order Entered: 1. Post-hearing data requests, if any, shall be filed upon North Manchester Water Association, Inc. on or before Friday, October 2, 2020. 2. Responses to post-hearing data requests shall be filed on or before Friday, October 30, 2020. 3. This case shall stand submitted for a decision by the Commission effective 12:01 a.m., Eastern Daylight Time, on Saturday, October 31, 2020.

09/23/20 Letter Filing Document into the Record

09/22/20 Order Entered: 1. North Manchester Water's President, Steve Davis; Vice President, Bill Hurd; Treasurer, Bobby Wolfe; Directors Henry Smith, Ted Woods, Carl Gregory Hoskins, and Carl David Crawford; and engineering contractor, Michael K. Maggard, Sisler-Maggard Engineering, PLLC, shall appear at the September 29, 2020 evidentiary hearing to provide testimony regarding the complaint failed by Brandon and Tabitha Swafford. 2. Tabitha Swafford shall appear at the September 29, 2020 evidentiary hearing to provide testimony regarding the complaint filed by Brandon and Tabitha Swafford. 3. The subpoena issued to Josephine Gross is canceled. A copy of this Order shall be mailed to North Manchester Water, which is the last known address for Ms. Gross. 4. The subpoena issued to Lonnie Hensley is canceled. A copy of this Order shall be mailed to North Manchester Water, which is the last known address for Mr. Hensley. 5. The subpoena issued to Jerry Rice is canceled. A copy of this Order shall be mailed to North Manchester Water, which is the last known address for Mr. Rice.

09/22/20 Carl David Crawford Subpoena

09/22/20 Bill Hurd Subpoena

09/22/20 Henry Smith Subpoena

09/22/20 Carl Gregory Hoskins Subpoena

09/21/20 Brandon and Tabitha Swafford Notice of Filing

09/18/20 Brandon and Tabitha Swafford Response to North Manchester Water Association, Inc. Response to Commission Order

09/14/20 Michael K. Maggard Subpoena

09/11/20 North Manchester Water Association, Inc. Response to Commission Order

09/11/20 North Manchester Water Association, Inc. Response to Commission Staff Second Request for Information

09/10/20 Ted Woods Subpoena

09/10/20 Steve Davis Subpoena

09/10/20 Lonnie Hensley Subpoena

09/10/20 Josephine Gross Subpoena

09/10/20 Jerry Rice Subpoena

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09/10/20 Bobby Wolfe Subpoena
09/10/20 Order Entered: 1. A hearing in this matter shall be held on Tuesday, September 29, 2020, at 9 a.m., Eastern Daylight Time, in the Richard Raff Hearing Room (Hearing Room 1) at the offices of the Public Service Commission at 211 Sower Boulevard, Frankfort, Kentucky. 2. Steve Davis, president; Bobby Wolfe, treasurer; Josephine Gross, secretary; Ted Woods, board member; Lonnie Hensley, office manager; and Jerry Rice, field manager, shall appear at the evidentiary hearing to provide testimony regarding the complaint filed by Brandon and Tabitha Swafford. 3. Pursuant to KRS 278.360 and 807 KAR 5:001, Section 9(9), a digital video transcript shall be made of the hearing.

09/08/20 Commission Staff's Second Request for Information to North Manchester Water Association, Inc.
09/08/20 Order Entered: 1. On or before September 11, 2020, North Manchester Water shall file its response to this Order, setting forth the specific information as requested herein. 2. The response filed pursuant to ordering paragraph 1 shall contain a statement of attestation signed by North Manchester Water's Board Chairman or General Manager.

09/04/20 Brandon and Tabitha Swafford Status Report
09/03/20 North Manchester Water Association, Inc. Notice of Filing Status Report
08/03/20 North Manchester Water Association, Inc. Notice of Filing Status Report
07/23/20 North Manchester Water Association, Inc. Notice of Filing Status Report
07/13/20 North Manchester Water Association, Inc. Notice of Filing of Status Report pursuant to Commission Order

07/07/20 Order Entered: 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.

07/01/20 Brandon and Tabitha Swafford Status Report and Motion to Enforce
05/27/20 North Manchester Water Association, Inc. Notice of Filing of Status Report
04/15/20 Order Entered: 1. Beginning on June 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 June 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 report shall be filed by electronic mail at the email address, PSCED@ky.gov, and 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.

03/09/20 Order Entered: 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.

03/04/20 Brandon and Tabitha Swafford Response to Commission Order
02/21/20 Order Entered: 1. The Swaffords shall file notice with the Commission within 14 days of the date of this Order whether North Manchester Water satisfied their complaint. 2. Notice should be filed via U.S. Mail or by hand delivery at the Commission's office at 211 Sower Boulevard, Frankfort, Kentucky 40601. The Notice shall include the Case Number, 2019-00457. 3. A copy of this Order shall be mailed by U.S. mail to the Swaffords, 2885 Upper Rader Road, Manchester, Kentucky 40962. 4. If the Swaffords have not filed the Notice within 14 days of the date of this Order pursuant to ordering paragraph 1, this matter shall be dismissed and removed from the Commission's docket without further order.

02/21/20 Brandon and Tabitha Swafford Response to Commission Staff First Request for Information
02/14/20 North Manchester Water Association, Inc. Response to Commission Staff First Request for Information
01/22/20 Commission Staff's First Request for Information to North Manchester Water Association, Inc.
01/16/20 North Manchester Water Association, Inc. Response to Commission Order
01/02/20 Pursuant to 807 KAR 5:001, Section 20, North Manchester Water is HEREBY ORDERED to satisfy the matters complained of or file a written answer to the complaint within ten days from the date of entry of

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this Order. Should documents of any kind be filed with the Commission in the course of this proceeding, the documents shall also be served on all parties of record. A party filing a paper containing personal information shall, in accordance with 807 KAR 5:001, Section 4(10), encrypt or redact the paper so that personal information cannot be read.

12/20/19

Acknowledge Receipt of Filing

12/19/19

Brandon and Tabitha Swafford v. North Manchester Water Association, Inc.

Total Number of Cases: 1