



News Release

COMMISSIONER SAM BRITTON
MISSISSIPPI PUBLIC SERVICE COMMISSION
SOUTHERN DISTRICT

For Immediate Release: June 6, 2017

Public Service Commission votes unanimously to uphold Arnold Line Water Recommended Order

Jackson, Miss.— Today at a public hearing in Jackson, the Public Service Commission voted to uphold a recommended order ruling that certain changes were needed at Arnold Line Water Association in order to comply with Commission rules.

This process began in October 2016 in which a case was opened and letter sent by the Commission to the organization regarding certain changes to their billing and quality of service issues. Arnold Line responded that it would not comply with these suggested changes. An evidentiary hearing was then set by the Commission on January 10, 2017 in which the Commission heard legal argument from Arnold Line.

After consideration the hearing examiner issued a recommended order which included changes in which the Commission ordered to be changed:

1. "Arnold Line shall delete from its service rules the requirement that a customer must provide his bill or account number in order to make payment."
2. "Arnold Line shall remove, effective immediately, any signage from any location which states that a customer must have his bill or account number in order to make payment."
3. Arnold Line shall provide notice in its Service rules that sufficiently provide notice to its customers of their right to file a complaint with the Commission in the event of a dispute concerning refusal of service.
4. Arnold Line shall file a petition with the Commission within twenty days seeking approval of its cross-utility cutoff arrangement with the City of Hattiesburg, West over West Sewage...if Arnold Line fails to file this petition, Arnold Line shall delete its right to cut off water for nonpayment of sewer to the City of Hattiesburg in Arnold Line Users Agreement.
5. "Arnold Line and Lamar Park shall file a join petition with the Commission within twenty days requesting approval of its cross-utility cutoff arrangement."

For more information, please contact: 601-720-1886

Commissioner Sam Britton southern.district@psc.state.ms.us

Adams, Amite, Clarke, Covington, Forrest, Franklin, George, Greene, Hancock, Harrison, Jackson, Jasper, Jones, Jefferson Davis, Lamar, Lawrence, Lincoln, Marion, Pearl River, Perry, Pike, Simpson, Smith, Stone, Walthall, Wayne, Wilkinson



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6. "Arnold Line shall submit to the Commission for approval of its rules, which have been revised with these changes within forty-five days.

Arnold Line then filed exception to this Order which led to the proceeding on Tuesday morning in which Arnold Line would have the opportunity to present its case before all three Public Service Commissioners.

After over an hour of discussion and questioning in which Arnold Line stood fast in its position that the Public Service Commission had no authority to interfere in its internal affairs, Public Service Commissioners voted unanimously to uphold the arrangements in the recommended order.

"This issue has always been about providing adequate service for customers," Southern District Commissioner Sam Britton said. "I'm pleased to see this step and look forward to seeing a fair solution."

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