

ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A SHOW CAUSE ORDER)	
DIRECTED TO LIBERTY UTILITIES (PINE)	DOCKET NO. 21-029-U
BLUFF WATER) INC. REGARDING ISSUES IN)	ORDER NO. 1
ITS WATER SYSTEM)	

ORDER

It has come to the attention of the Arkansas Public Service Commission (Commission) that Liberty Utilities (Pine Bluff Water) Inc. (Liberty) has been experiencing obvious water leak issues in its system over the course of the last week to two weeks in the Pine Bluff, Arkansas area. Liberty is a regulated utility pursuant to Ark. Code Ann. §§ 23-2-301 *et seq.* As such a regulated utility, Liberty has a duty to provide reasonable, safe, adequate, and sufficient service to its customers.¹ It is the duty of this Commission to enforce or fix such service by its order, rule or regulation.² Therefore, in accordance with Ark. Code Ann. §§ 23-2-308 and -309, the Commission hereby directs Liberty to file a public Report no later than noon on Thursday, February 25, 2021 delineating the steps it has taken to provide such service to the customers in the Pine Bluff area. Specifically, the public Report shall contain the steps taken by Liberty Utilities to identify the leaks in the Pine Bluff area it is experiencing; the steps it has taken to identify the cause of the leaks or loss of water pressure or loss of service it is experiencing in the Pine Bluff area; the procedure or steps in place to identify the leaks or cause of the leaks in the Pine Bluff area; and the plan of action to restore reasonable, safe, adequate, and sufficient service to its customers in the Pine Bluff area. In addition, Liberty is directed to file for public viewing a copy of its emergency operations plan and

¹ Ark. Code Ann. § 23-2-304.

² *Id.*

its emergency communications plan. The Special Report and Plans shall be filed under oath with the Commission no later than noon on Thursday, February 25, 2021.

The procedure for any additional investigation shall be forthcoming in a future order.

BY ORDER OF THE COMMISSION.

This 23rd day of February, 2021.



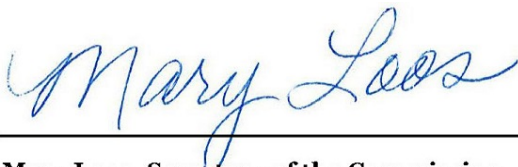
Ted J. Thomas, Chairman



Kimberly A. O'Guinn, Commissioner



Justin Tate, Commissioner



Mary Loos, Secretary of the Commission

I hereby certify that this order, issued by the Arkansas Public Service Commission, has been served on all parties of record on this date by the following method:

U.S. mail with postage prepaid using the mailing address of each party as indicated in the official docket file, or
 Electronic mail using the email address of each party as indicated in the official docket file.