



NEWS RELEASE

COMMISSIONER BRENT BAILEY
MISSISSIPPI PUBLIC SERVICE COMMISSION
CENTRAL DISTRICT

For Immediate Release:
March 3, 2020

Contact: Rachael Ring
Public Affairs Director
(601) 540-6611
rachael.ring@psc.ms.gov

Commissioner Bailey Reports on the Status of Installation of Smart Meters in Central Mississippi

JACKSON— Mississippi Public Service Commissioner for the Central District Brent Bailey informs electric utility customers of the status of advanced metering infrastructure (AMI) deployment in Central Mississippi. Commissioner Bailey also shares resources and information from the utility companies with customers on how the AMI meters - also known as smart meters - operate and how the companies claim customers benefit from the installation of these meters.

AMI is an integrated system of meters, data management systems and communications networks that allow two-way interaction between a utility and its customers. AMI allows a utility company to capture real-time or near real-time consumption, usage patterns, demand and other related information.

In May 2017, the Mississippi Public Service Commission approved Entergy Mississippi's filed application to authorize the company to install smart meters at customers' homes. The Commission also approved Mississippi Power Company's filed request in April 2018. The final orders require each of the companies to submit quarterly reports to the Mississippi Public Utility Staff. Entergy Mississippi and Mississippi Power Company are currently conducting switch-outs of their electric use meters and replacing old technology with the AMI smart meters.

"So far Entergy Mississippi and Mississippi Power Company are both well into their programs and each are working in the Central District," Commissioner Bailey said. "Entergy is approximately 1/3 of the way through their change out according to the data we have collected. Nearly 188,000 AMI meters have been installed as of February 2020 and Entergy estimates their 455,000 customers will ultimately have a smart meter installed by the later part of 2021. Mississippi Power should have complete deployment of AMI meters to its 180,000 customers by the end of April 2020."

[Entergy tells us](#) the majority of utilities across the United States have installed advanced meters and says these advanced meters provide the following benefits:

- New online tools to help you better manage your energy usage and potentially save money on your bills;
- Improved customer service due to the deeper level of insight into your energy usage;
- Quicker and more accurate detection of outages;
- Reduced costs due to the elimination of on-site meter reading;

- Faster detection of electricity theft;
- Faster connection and disconnection of service.

[Mississippi Power also shares](#) similar benefits with their customers:

- Because AMI allows for real-time reporting, customers will be able to see their usage online and clearly understand how the energy is being used in their homes;
- AMI will allow Mississippi Power to offer more payment options and pricing structures to its customers;
- AMI also enhances reliability and reduces operating costs, which helps the company operate more efficiently.

“I encourage customers to educate themselves on whether they have a smart meter, and how they can utilize the AMI system tools to maximize their energy efficiency and reduce the operational costs of their home,” Commissioner Bailey said. “However, if they choose to do so, residential customers of both companies do have the right to opt-out of receiving a meter upgrade on their home.”

Entergy Mississippi residential customers who choose to opt-out will incur a one-time service and administration fee in the amount of \$91.78 (or \$98.60 if you choose to opt-out after your advanced meter has already been installed), in addition to a monthly manual meter-reading fee of \$26.73, which will be added to your monthly bill. Because the older, analog meters do not capture your electric usage every 15 minutes, you will not have access to detailed energy usage information, or be eligible to participate in some future programs that might be helpful in further managing your electric bill. Mississippi Power Company customers who choose to opt-out must pay an up-front fee of \$286 as well as an additional monthly fee of \$44. The up-front fee will cover programming costs, opt-out processing costs, and other expenses and the monthly fee will cover the employee labor and vehicle costs for the manual meter reads.

“I pledge to continue monitoring the rollout of the AMI systems and the deployment of smart meters. My office will also be working to ensure consumers can take full advantage of smart meter functions. Furthermore, customers can be confident that our office will make every effort to confirm the data generated by these meters is protected,” Commissioner Bailey added.

[Entergy Mississippi](#) and [Mississippi Power Company](#) provide detailed FAQs on their website for customers to learn more about the smart meters installed at their homes.

To report a problem with your utility, call the customer service department of the utility and report your problem with them first. To file a complaint with the Mississippi Public Service Commission Central District about a utility problem, call one of our Consumer Complaint Specialists at 601-961-5430 or 1-800-356-6430.

###