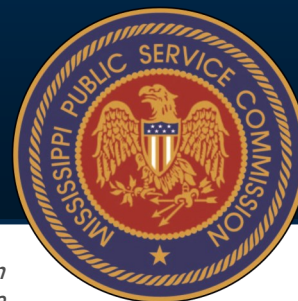


November 5, 2020



FROM THE DESK OF
COMMISSIONER
BRENT BAILEY
CENTRAL DISTRICT OFFICE



The Central District is pleased to bring you the latest information concerning utility rates, project developments, Public Service Commission actions and other news you can use. I hope you will find this information to be a useful resource to learn about the Public Service Commission, consumer issues and the continuous work we are doing for the citizens in the Central District and across the state of Mississippi. Thank you again for allowing me to serve you in this capacity.

Brent Bailey



Reporting the Numbers:
A Breakdown of the FY 2020
National Do Not Call Registry Data Book

The National Do Not Call Registry, managed by the Federal Trade Commission (FTC), was created to stop unwanted sales calls from real companies. It's free to register your home or mobile phone number. The Registry is a list that tells telemarketers what numbers NOT to call. However, the Registry cannot stop calls from scammers who ignore the Registry.

The FTC recently issued the FY 2020 National Do Not Call Registry Data Book (FY 2020— from October 1, 2019 to September 30, 2020). The National Do Not Call Registry Data Book contains statistical data about phone numbers on the Registry, telemarketers and sellers accessing phone numbers on the Registry, and complaints consumers submit to the FTC about telemarketers allegedly violating the Do Not Call rules.

The Data Book breaks down the numbers to show how many were robocalls and how many came from live callers. The Data Book also reports the complaints by topic of the calls, such as reducing debt, auto warranties, timeshares and several other categories. Additionally, a state-by-state analysis is provided for each state with more specific data. States are ranked based on the number of registrations or complaints per 100,000 population.

According to the FY 2020 Data Book,



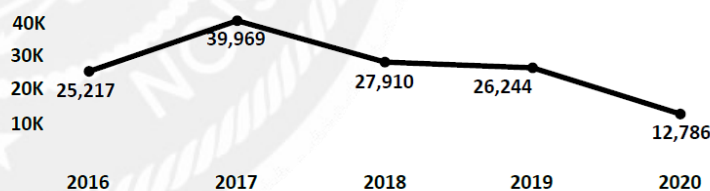
Mississippi received 12,786 complaints, which is 13,458 down from the 26,244 in FY 2019. (#50 nationally, per 100K population)



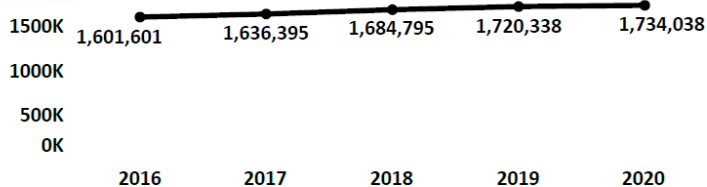
1,734,038 active registrations were reported, which is 13,700 up from 1,720,338 in FY 2019. (#48 nationally, per 100K population)

*** "Active registrations" are those registrations consumers who have been placed on the Registry and that have not been subsequently deleted by the consumer or removed by the FTC.

Complaints by Fiscal Year



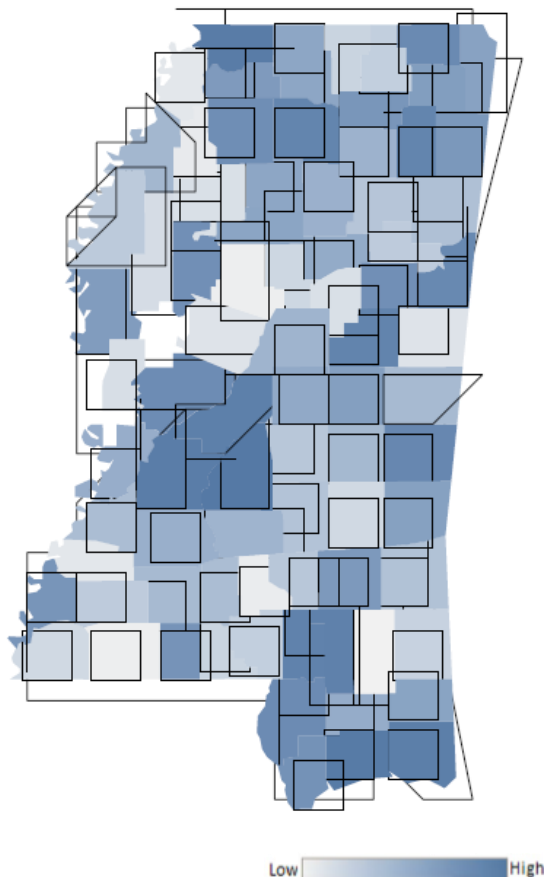
Active Registrations by Fiscal Year



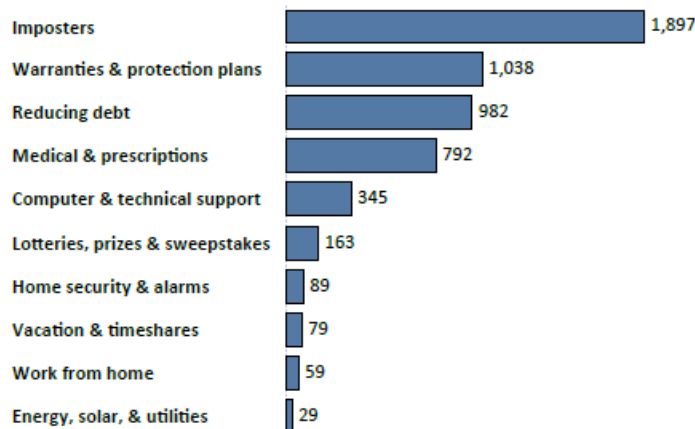


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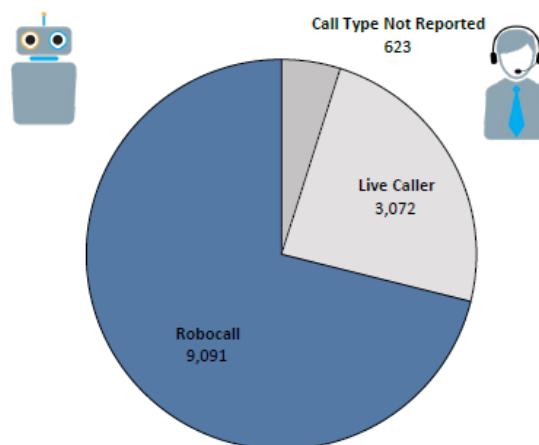
Complaints by County



Complaints by Topic*



Complaints by Call Type



Highlights from the November 4 Docket Meeting [Click here for a copy of the agenda.](#)







- ✓ Entergy MS received [Approval](#) to integrate Demand Side Management ("DSM") cost recovery, including the Energy Efficiency Cost Rider, into the Company's Formula Rate Plan ("FRP") consistent with the intent of the revisions to Procedural Rule 29 and authorize the deferral of DSM expenditures into a regulatory asset. Staff and EML agreed to a revised [Attachment K](#) as part of the FRP-7.
- ✓ The Commission issued an [Order](#) approving Mississippi Power Co.'s establishment of Rate Schedule "LED" to reflect the reduced operations and maintenance (O&M) and longer life associated with LED lighting technology. Lighting schedules SL-32 and OL-27 were frozen and will be phased out.
- ✓ The Commission [Approved](#) the transfer of Conterra Ultra Broadband Holdings, et al. conditioned upon notice of approval by the Federal Communications Commission of the transaction.
- ✓ The Commission [Granted an Initial CPCN](#) to Flora for the operation of a sewer system beyond the Flora city limits. Flora will submit a separate Notice to Establish Initial Rates.
- ✓ Russell Utilities was [Granted a Supplemental CPCN](#) to furnish water service in a specified area of Lauderdale County.



Continued...

- ✓ The Commission [invites public comments](#) within 45 days regarding the proposed modifications to Rule 28 to reflect the TRACED Act and the FCC-mandated implementation of the STIR/SHAKEN protocols.
- ✓ Other issues: The Commission tabled the selection of a consultant to perform the annual Atmos Customer Opinion Survey. Commission [established a docket](#) to investigate City of Grenada water service capacity. Several matters were referred to for hearing: [Fernwood Water and Sewerage Association](#); [The Oaks Utilities, LLC](#); [Arnold Line Water Assoc.](#)

LAST WEEK at the MPSC

-  Spire Energy filed an [Application for Approval](#) of an [Asset Management Agreement](#) with Symmetry Energy Solutions. An Asset Management Agreement helps natural gas managers to aggregate supplies and pipeline capacity to more effectively maximize the value of the gas for customers.
-  Windstream Licensees and Windstream Holdings/Services filed its [Notice of Completion](#) resulting in the successful emergence from Chapter 11 proceedings. The process has allowed Windstream to reduce its debt by two-thirds or more than \$4 billion.
-  Southern Hills North Homeowners Association, Inc. of Lauderdale County filed a [Revised Notice to Customers](#) indicating its intent to [transfer ownership](#) of the sewer service to Prime Developers, Inc.
-  Entergy MS LLC (EML) [filed](#) its [2021 Transmission and Distribution Plan](#) ("2021 T&D Plan") in compliance with the Formula Rate Plan Rider Schedule FRP-7 (Revised). EML expects its level of T&D capital spending to decrease as compared to the previous years' planned level. EML is undertaking twenty transmission capital projects resulting from EML's transmission planning process, each with costs over \$1 million expected to be incurred in 2021. In 2021, distribution spending continues to grow as EML continues investment in the distribution grid. EML expects to increase its spending on recurring distribution programs and maintain its spending on four Grid Modernization projects. EML expects Advanced Metering Infrastructure ("AMI") spending to decrease in 2021 as compared to last year.
-  Entergy MS LLC (EML) [submitted](#) its [2021 Energy Delivery Plan](#) (EDP) in accordance with the Integrated Resource Planning Rule (Rule 29). The 2021 EDP provides interested stakeholders information of Entergy Mississippi's planned capital spending on transmission and distribution infrastructure, Demand Side Management investments, and advanced technology offerings that can be used to modernize the electric grid. [Appendix A](#); [Appendix B](#); [Appendix C](#)
-  CenterPoint Energy [filed](#) its [revised Tax Cuts and Jobs Act \("TCJA"\) Rider](#). The purpose of this rider is to return certain tax benefits to customers.



Last week, our Consumer Complaint Specialists handled a total of **17** complaints in the Central District.

Electric Companies	8
Water/Sewage	5
Telecommunications	3
Natural Gas	1

Last week, the Central District received a total of **215** complaints from consumers against potential telemarketers through our No Call app, website and mail-ins. The top three general issues reported by consumers are related to auto warranties, financial/loans/consolidate debts and health products/prescription drugs.

We encourage consumers to file telemarketing complaints with the Federal Trade Commission at <http://www.donotcall.gov/> in addition to filing complaints with the Mississippi Public Service Commission.