

November 18, 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



Help #StopScams Over the Holidays

Tis the season of casseroles, turkey, hams and scams! As the holidays approach, we're warning utility customers about an expected surge in scams during the holidays and encourage all to be vigilant by knowing the different signs of scams, including aggressive threats and insistence on immediate payments. Scammers have already intensely increased their efforts during the pandemic. With the Thanksgiving and Christmas holidays coming up, scam artists are busier than ever attempting to con utility customers out of a few bucks, or unfortunately sometimes big bucks, by imitating a utility representative. Electric, water and natural gas customers throughout the country — including Mississippi — are being targeted by impostor utility scams every day. Scammers typically use phone, in-person, and online tactics to target customers, but they are constantly changing their tactics and tricks, so awareness is more important than ever to keep safe. If an incoming email, a visit to your home, or a phone call doesn't feel right, don't fall for it. Delete it, shut the door, or hang up. Scammers may threaten you with everything from shutting off power to your home to legal action. Be aware of these common tactics designed to scam utility customers out of money.

SCAMS AWARENESS WEEK	
KNOW THE SIGNS. #StopScams UTILITIES UNITED AGAINST SCAMS	 Slow down Take your time. Scammers pressure customers to act fast.
	 Verify Scammers often pose as the utility. Always verify the info being provided to you matches your latest bill.
	 Stop Utilities never demand immediate payment and do not accept bitcoin, prepaid cards, or third-party payment apps.



Continued...

This week, November 16-20, is **Utility Scam Awareness Week**, a week-long campaign sponsored by [Utilities United Against Scams](#), a consortium of more than 100 U.S. and Canadian electric, water and natural gas utilities and their trade associations, which is dedicated to informing and warning utility customers about the latest scam tactics. They offer many tips, resources and a comprehensive [Consumers Guide to Imposter Utility Scams](#).

We urge all customers to educate yourself, friends, loved ones, neighbors, community members, business associates and more about the various utility scams so we can do our best to put an end to them. Anyone who suspects they are a victim or potential victim of a utility scam should immediately call and report it their utility company at the phone number listed on their utility bill or website, followed by a call to your local authorities and the Mississippi Attorney General's Office.



The Consumer's Guide to Impostor Utility Scams is an educational guide that provides key information to consumers and community leaders on the types of impostor utility scams that are occurring across the country.



Last week at the MPSC

- ☞ **Great River Utility Operating Company, LLC** filed Amended Notices of Intent to establish initial and temporary rates for wastewater treatment services for nine (9) service areas. The affected areas in the Central District include: [Leland Pointe Subdivision in Warren County](#); [Pine Woods Mobile Home Park in Warren County](#); [Pecan Village Subdivision in Warren County](#); [Camden Place Subdivision in Warren County](#); [The Trace Subdivision in Warren County](#).
- ☞ **CenterPoint Energy** filed its annual [Rate Regulation Adjustment Rider](#) ("RRA"). The rate plan was filed as a [routine change in rates](#) with no substantial change in revenue requirements.
- ☞ **CenterPoint Energy** filed its [Application for Order](#) Approving its initial [Annual Energy Delivery Plan](#) with [Energy Efficiency Portfolio for Calendar Year 2021](#). CenterPoint's Energy Delivery Plan proposes to increase customers' energy costs savings, promote energy efficiency, and advance environmental benefits objectives of CenterPoint Energy. CenterPoint Energy proposes a Plan budget of \$1,446,466 for calendar year 2021.
- ☞ **CenterPoint Energy** filed [Notice of Intent](#) to establish a [Municipal Acquisition Rider](#) for the purpose of providing an incentive for CenterPoint to [voluntarily acquire natural gas systems](#) owned by Mississippi municipalities and towns that otherwise do not meet CenterPoint's feasibility studies for acquisition.
- ☞ **Atmos Energy** filed its [Monthly Report on Meter Estimations](#). 3,100 out of 268,000 customers received a third meter estimation due to challenges with meter reading access and resources.



- ✎ **Entergy Mississippi LLC** filed its proposed [Grid Modernization Rider Schedule GMR-1](#). Spending via this rider will be used for fiber optic infrastructure replacement and expansion in support of utility communications and energy grid monitoring and potential broadband internet access to customers. The estimated impact on the monthly bill of a typical residential customer using 1,000 kWh per month is an increase of \$0.04 per month beginning with the first billing cycle of February 2021.
- ✎ **Entergy Mississippi LLC's** amended [Economic Development Rider Schedule](#) went into effect on Nov. 15. The amended rider provides a \$0.01/kWh Incentive Credit for 5 years for new or expanding wholesale distribution/warehousing facilities (SIC Codes 4221, 4226 and between 5000 and 5199).
- ✎ **Mississippi Power Co.** [filed](#) its annual calculated [Fuel Cost Recovery](#) and [Energy Cost Management](#) Factors to be applied to retail electric bills rendered beginning with the first billing cycle of February 2021.
- ✎ **Mississippi Power Co.** filed its first [Annual Energy Delivery Plan](#). The Plan provides details on how MPCo proposes to address the following areas that are essential to maintaining an efficient energy delivery system in 2021 and beyond. The report includes [Demand Side Management](#) proposals, [Distributed Energy Resources](#) review, [Transmission and Distribution Systems](#) spending plans, Customer Offerings for Low Income Residents, and Enabling Technology.
- ✎ **Mississippi Power Co.** filed a [Notice](#) of plans to work with Southern Company, Tesla, and developers in the construction of a 45-home smart neighborhood in Lauderdale County, MS. The homes will feature the most energy efficient appliances, equipment and building standards as well as solar roof shingles and home batteries.

MPSC Nov. 16 Special Meeting Highlights



- ☑ The Commission [APPROVED](#) the reorganization and transfer of membership interests of FiberLight LLC.
- ☑ The Commission [ADOPTED](#) a Declaratory Opinion requested by North East Mississippi Electric Power Association in response to a municipal ordinance enacted by the City of Oxford that requires utilities to underground new line extensions that are placed within City rights-of-way.



Last week, our Consumer Complaint Specialists handled a total of **24** complaints in the Central District.

Electric Companies	14
Telecommunications	8
Water/Sewer	1
Natural Gas	1

Last week, the Central District received a total of **194** 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 insurance.

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.