

May 26, 2021



**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*

## SCAM CALLS OVERLOAD:

## AUTO WARRANTIES

**A**uto warranty scam calls have come to be some of the most irritating scams in the history of telemarketing. If you own a vehicle, I am sure you have been receiving an excessive amount of calls from scammers posing as representatives of a car dealer telling you that your auto warranty is about to expire, which will then include a pitch for renewing that warranty. I know I personally receive requests daily from folks asking how to stop these calls.

The scam isn't new, but it has reached new heights. [The Federal Communications Commission says auto-warranty robocalls were the top call complaint filed by consumers in 2020](#), and the trend is continuing this year. While your car's warranty might or might not have expired, these calls are deceptive and illegal.

What may make this scam so believable to you and many consumers is the information they present during the call about your particular car and warranty. I'm sure you're asking yourself, how do they know this information and if your warranty expired? In most cases, they probably don't. But state motor vehicle records are public information, so they can find out what you own and its vehicle identification number. Most vehicles greater than 5 years old will likely be out of warranty, so telemarketers are making educated guesses about their targets.

Vehicle warranty extension calls can sound different from caller to caller, but generally, they're pretty easy to identify. If you pick up the phone, you'll likely hear an automated message at the beginning of the call saying your car warranty is expiring soon. Then, you'll be asked to press a button or to stay on the line to speak to a representative.

When you realize it's a robocall, we encourage you to hang up the phone immediately. One thing that you should **never** do is press any numbers on your phone during the call. Even though many of these calls are automated and ask you to press a button to continue or opt-out, don't do it. This confirms you have a working number, and you may even receive more calls.

Lastly, if you don't know the number calling you and you suspect it may be a scammer, make them leave a message so you can decide if you want to call back. If you take one of these calls, make sure to protect your personal information. Most of these calls share the common goal of acquiring your credit card or checking account number. **Never** hand over details like your Social Security number, credit card information, driver's license number or bank account information.

***So far in 2021, the Central District has  
already received almost the total amount of  
telemarketer complaints received in  
the full year of 2020.***

**2019**  
**2,022**

**2020**  
**1,466**

**2021**  
**1,275**






Continued...

## Organization of MISO States Spring Seminar

On Monday and Tuesday of this week, I was in Chicago for the OMS Spring Seminar to learn and discuss issues around generation [resource adequacy](#), [generator interconnection](#), transmission system reliability, [state policy drivers](#), cost allocation among customers and generators, and how each impacts long-range transmission planning in the MISO territory. It was the first time traveling since February 2020 and such a pleasure to visit with other Commissioners from Kentucky, North Dakota, Indiana, Illinois, and Michigan!



## Last week at the MPSC

-  The **Commission** issued an [Order](#) Setting Hearing for **Mississippi Power Company's** notice of its 2021 ECO Filing Pursuant to the Company's Environmental Compliance Overview (ECO) Plan Docket No. 1992-UN-59. If the ECO Filing is approved, for residential customers, the ECO revenue adjustment for 2021 could result in a \$0.95 decrease per month for a residential customer with monthly usage of 1,000 kWh effective from and after the first billing cycle of July 2021. **Mississippi Power Company** [filed Supplemental Direct Testimony](#) and [Revised Exhibits](#) regarding its 2021 ECO filing pursuant to its environmental compliance overview plan.
-  The **Commission** also issued an [Order](#) Setting Hearing for **Entergy Mississippi, LLC's** notice of intent to implement [revisions to the Formula Rate Plan](#) (FRP). If approved, a typical residential customer bill will maintain an increase \$1.80, to a total bill of \$107.82, as a result of initial Net Rate Adjustments effective in April 2021 allowed under the FRP. In addition, a typical residential customer using 1,000 kWh per month would be billed approximately \$112.33 beginning in July 2021, or a total increase of \$5.66 resulting from all the effects of the FRP filing.
-  The **Commission** issued an [Order](#) canceling the hearing regarding the petition by **Entergy Mississippi, LLC** for a certificate of public convenience and necessity to acquire, construct, own, operate, and maintain a 230-kv substation and related transmission and distribution lines and other facilities in **Desoto County**.



Last week, our Consumer Complaint Specialists handled a total of **36** complaints in the Central District.

Electric Companies	17
Telecommunications	8
Natural Gas	6
Water/Sewer	5

Last week, the Central District received a total of **286** complaints from consumers against potential telemarketers through our no call app, website and mail-ins.

*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.*