

June 2, 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

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Do you know about the

The Mississippi Public Service Commission adopted the Mississippi Ratepayers' Bill of Rights in 2010 to ensure ratepayers are treated fairly. The Ratepayers' Bill of Rights is a tool which can be referenced by a consumer when disputing a utility company. These rights are available to all residential utility customers in the State of Mississippi under the provisions of the Mississippi Public Service Commission's Rules and Regulations Governing Public Utility Service or the Commission's Rules of Practice and Procedure.

Ensuring customers are protected and being treated fairly by their utility companies is one of my top priorities here at the Commission. Along with our Consumer Complaint Specialists, I take calls each day from customers who are upset with an utility and feel that the utility company is either potentially taking advantage of them customers, not listening to their concerns or is providing substandard service. We do our best to rectify the matter for the customer.

MISSISSIPPI RATEPAYERS' BILL OF RIGHTS

The Ratepayers' Bill of Rights range from prohibiting utilities from shutting off services during extremely hot and cold weather or due to a medical need to making sure that complaints are resolved quickly and efficiently to the right of written notice or written reply.

During the extreme weather events in early 2021 and throughout the national pandemic in 2020, we were grateful to have these guides in place as in some cases they helped guide us in establishing orders to keep the power, gas and water on for consumers, especially during a widespread health crisis.

Utility customer service has a massive impact on residents here in Mississippi and I encourage utility companies to be responsive and treat their customers fairly and just. I also encourage customers to read through the Ratepayers' Bill of Rights.

Find the Mississippi Ratepayers' Bill of Rights at: <https://www.psc.ms.gov/exec-sec/rights>



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Mississippi Rural Water Association Annual Conference

This week, I am at the MsRWA's Annual Management & Technical Conference and Exhibition. The Central District has an exhibit booth and we are also attending some of the technical sessions to learn more about the operations, protection, value, regulations and customer expectations associated with the functionality of water and wastewater systems in Mississippi. We will be sharing photos and a summary of our experience in the next newsletter.

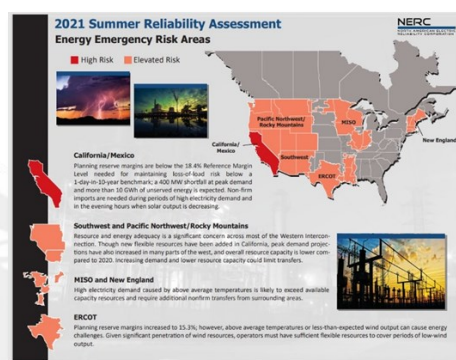
DID YOU KNOW?: 64% of bottled water actually comes from a municipal water supply! Average cost of a 20 oz bottle of water is \$1.45, or \$9,280 per 1000 gallons. The average cost of 1000 gallons purchased from a community water system in Mississippi is \$3.73. (Dr. Jason Barrett - MWRI)

Other News

NERC Highlights Energy Emergency Risk Areas – Parts of Mississippi at Risk

The North American Electric Reliability Corporation (NERC) has released the [2021 Summer Reliability Assessment](#). The new report warns that parts of North America are at elevated or high risk of energy shortfalls this summer during above-normal peak temperatures. While NERC's risk scenario analysis shows adequate resources and energy for most of North America, Texas, New England, MISO and parts of the West are at an "elevated risk" of energy emergencies. In the "high risk" category is California, which relies on large energy imports during peak demand scenarios and when solar resource output retreats in the evening hours.

This infographic depicts risk areas in North America for the summer season. Please see the [NERC announcement](#) with links to the [full report](#) and the [high resolution infographic](#).



Last week at the MPSC

- ✎ A [Stipulation](#) was entered into between Mississippi Power Company and the Public Utilities Staff regarding Mississippi Power Company's notice of intent to change rates pursuant to the performance evaluation plan, rate schedule PEP-6.
- ✎ **Bellsouth Telecommunications, LLC** [filed](#) its negotiated Interconnection Agreement for the interconnection of their networks, the unbundling of specific network elements offered by AT&T Mississippi and the resale of AT&T Mississippi's telecommunications services to Crown Castle.
- ✎ The following filed Revisions to Tariffs to revise certain switched access rates in compliance with the requirements of the Report and Order, FCC 20-143, on 8YY Access Charge Reform issued by the Federal Communications Commission in WC Docket No. 18-156: [YMax Communications Corp](#); [Talk America, LLC](#); [Verizon Access Transmission Services](#)
- ✎ **Air Voice Wireless, LLC** [filed](#) its Petition for Approval of Transfer of Control to the buyer VTel who will take 100% of the membership interests.
- ✎ **Entergy Mississippi, LLC** [filed](#) its Petition for Certificate of Public Convenience and Necessity to make reliability improvements to and modernize its transmission infrastructure in Franklin County.

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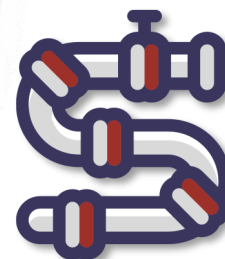
The June monthly docket meeting of the Mississippi Public Service Commission will take place on Tuesday, June 8 at 10 a.m. Join us in the MS PSC hearing room on the 1st floor of the Woolfolk State Office Building. If you are not able to join us in person, the meeting will be streamed live on the MPSC YouTube channel at <https://www.psc.ms.gov/webcast>.



The Mississippi Public Service Commission will conduct an in-person special meeting on June 3 at 10:00 a.m. to discuss matters pending before the Commission. This meeting will also take place in the MS PSC hearing room on the 1st floor of the Woolfolk State Office Building. If you are not able to join us in person, the meeting will be streamed live on the MPSC YouTube channel at <https://www.psc.ms.gov/webcast>.
For a copy of the agenda: <https://www.psc.ms.gov/sites/default/files/2021-06/Agenda0632021.pdf>

Our Pipeline Safety Division completed **5** construction inspections in the Central District during the month of May 2021.

The total costs for construction notices that were received by the Commission in the Central District during the month of May is approximately **\$1.21 million**.



“Reporting of Construction Work”- The rule is found in Chapter 57.1: All Construction work involving gas facilities in which the estimated cost of proposed facilities is in excess of eight thousand dollars are related facilities that would be governed by the Federal Minimum Safety Requirements, will be reported in writing, or via telephone to the MS Public Service Commission prior to starting date of such construction. (There are exceptions for emergencies.)

The Commission encourages all intra-state natural gas operators to comply with the rule



Last week, our Consumer Complaint Specialists handled a total of **26** complaints in the Central District.

Electric Companies	21
Telecommunications	3
Water/Sewer	2

Last week, the Central District received a total of **205** 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.