

April 19, 2023



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

Central District Commemorates Lineman Appreciation Day

Yesterday (April 18) was **National Lineman Appreciation Day** and we traveled the Central District to honor the men and women who work around the clock to ensure we have the power we need to stay safe, healthy, and comfortable every day of the year. These hard-working men and women often work in wet, cold, elevated, and other



Southern Pine EPA

challenging conditions to keep the power flowing to our homes, businesses, schools, churches and other critical facilities.

Over the past few days, I was honored to visit with lineman and support staff of Southern Pine Electric Power Association, Canton Municipal Utilities and Twin County Electric Power Association. These Mississippians, as well as linemen across the nation, truly deserve this special day of recognition as the past few weeks have put their training to the test.



Canton Municipal Utilities

Electric utility linemen and their bucket trucks are often the most recognizable aspect of any utility. Not only must linemen work quickly to restore services and maintain grid reliability, they must also do so safely and in a professional manner. Far too often, the general public is largely unaware of the work that linemen do on a daily basis.

National Lineman Appreciation Day allows us to honor and celebrate the hard work, innovation, and dedication of electrical line workers. Use #ThankALineman on social media to show your support for the men and women who help power our lives!



Twin County EPA



Linemen Step Up in Wake of Storms



On March 24, 2023, a devastating EF-4 tornado ripped across central Mississippi leaving death and destruction in its path. In the areas of Rolling Fork, Silver City and Winona, a workforce of over 1,250 Entergy personnel and contract partners rebuilt the electric grid in these areas and returned power to anyone that could safely take power within 5 days. To accomplish this, utility workers:

- **Rebuilt approximately 36 miles of primary and neutral wire (695 spans), while installing 895 new power poles**
- **Replaced 489 transformers**
- **Replaced 467 crossarms**
- **Installed a mobile substation in Winona until repairs can be completed on the substation damaged by the tornado**
- **Restored service to nearly 21,000 customers**

Just two days later (March 26), a severe thunderstorm moved along the Interstate 20 corridor with powerful straight line winds and large hail that knocked out power to approximately 16,000 customers. After the storm cleared, Entergy workers and contract linemen went to work replacing 60 poles, 199 spans of wire, 31 transformers, and 38 crossarms.

The Entergy MS grid network was not the only utility system damaged by the tornado and severe thunderstorm. The state's rural electric cooperatives were also significantly impacted by the March 24 tornadoes. Twin County EPA sustained about 400 broken utility poles and lost approximately 100 transformers. Delta Electric Power Association sustained about 188 broken utility poles and lost approximately 52 transformers. In the northeast part of the state, Monroe County EPA lost approximately 340 utility poles primarily along a major feeder line just outside of Amory. Yazoo Valley EPA, Northcentral EPA, Pontotoc EPA, Tombigbee EPA and Prentiss County EPA sent linemen to impacted areas to assist with the rebuild and service restoration. Natchez Trace EPA also sent a crew to Okolona to help that municipality with their restoration.

The March 26 storm primarily impacted Southern Pine EPA and East Mississippi EPA. Southern Pine experienced about 7,000 outages but was able to get power restored within about 24 hours. East Mississippi EPA's damage was worse and more widespread with about 8,500 outages. With assistance from Singing River EPA and Dixie EPA, the combined crews replaced approximately 80 utility poles and were able to get all power restored within 48 hours.

These two extreme weather events caused tens of thousands of power outages and destroyed lots of electric infrastructure and equipment. But through the power of cooperation, assistance and coordination, the state's utilities and its linemen demonstrated how quickly systems can be restored. And done in such a way that lineman safety remains first and foremost.

#ThankALineman!!!



April is National Safe Digging Month

As he has done in years past, Governor Tate Reeves has issued a [Proclamation](#) recognizing April 2023 as Safe Digging Month in Mississippi. The Proclamation underscores the threats to life and property should underground utilities be damaged and promotes the responsibility to call 811 a few days before doing any excavation or other digging work. Safe digging practices by commercial excavators or



even homeowners can save time, money and a lot of anguish. Too many times, excavators get impatient, don't pay attention, or focus on speed rather than safe operation of digging equipment. Those actions can result in damage to utilities, utility service outages, and hefty fines and/or repair bills. So call 811 in advance of ANY digging project and respect the colored markings.



Central District's Congressional Outreach

The Low-Income Household Water Assistance Program (LIHWAP) was established by Congress to assist customers struggling to pay their water bills during the pandemic. The program is scheduled to expire on October 1, 2023. As the first federal program to assist low-income families with their water and wastewater bills, LIHWAP has been a success, aiding more than 430,000 households across the nation and 11,202 households in Mississippi. Last week, my office submitted letters to all six members of Mississippi's congressional delegation asking them to support an extension of the program to assure continued federal financial assistance for water and wastewater service for the most vulnerable. See an example of the [LIHWAP support letter](#) sent to Senator Wicker.

My office also sent letters to our four U.S. House Representatives urging them to support H.R. 250, *The Clean Water State Revolving Fund Parity Act*. H.R. 250 levels the playing field for access to low-interest wastewater infrastructure loans under the Clean Water State Revolving Fund loan program. H.R. 250 amends eligibility provisions to ensure that privately-owned wastewater systems can access critical loans in the same way as government-owned and nonprofit-owned wastewater utilities can access infrastructure loans. Upgrading and modernizing our wastewater treatment infrastructure is sorely needed. See an example of the [H.R. 250 support letter](#) sent to Congressman Thompson.

Every day, Mississippians struggle to pay their utility bills and struggle to avoid being disconnected from their utility services. The actions above offer both short-term bill assistance relief as well as longer-term funding assistance to improve wastewater system reliability and resiliency.

Last Week at the MPSC

- Entertry Mississippi, LLC filed a Rule 7.103 [Notice](#) where it intends to upgrade its Horn Lake Substation in **Desoto County** which is necessary to accommodate a project previously performed at the request of the **Tennessee Valley Authority ("TVA")** to upgrade an existing 161 kilovolt ("kV") transmission line between TVA's Allen 161 kV Substation and **Entertry Mississippi's** Horn Lake 161 kV Substation. **TVA** will fund the project design, procurement and construction activities. The total estimated cost of the facilities is \$1.10 million.



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- ☐ **The Commission** filed its [Notice of Hearing](#) in regard to **Ragsdale Solar, LLC's** Petition for a Certificate of Public Convenience and Necessity Authorizing the Construction and Operation of a Solar Electric Generating Facility in **Madison County**. The hearing will be held Thursday, May 11, 2023, at the Madison County Board of Supervisors Board Room, 146 W Center St, Canton, MS 39046 beginning at 5:30 p.m.
- ☐ **The Public Utilities Staff** prepared and filed the Monthly Purchased Gas Adjustment for the period December 1, 2022, through December 31, 2022 for the following entities: [Atmos Energy](#); [CenterPoint](#); [Spire Mississippi Inc.](#)
- ☐ **Spire Mississippi Inc.** filed its annual [Hire Mississippi Report](#) for the year 2022.
- ☐ **The Commission** filed its [Recommended Order](#) of the Hearing Examiner in regard to **Great River Utility Operating Company, LLC's** Notice of Intent to Establish State Wide Rates for Water Service in its Certificated Areas in the State. Following a prehearing conference on the matter, **Great River** stipulated a rate mitigation plan reflecting measures to reduce rate shock and provide other rate relief to current and future water customers. The impact to a typical residential customer is summarized in the table below:

Great River Water Rate Case – Summary of Stipulation

<u>Mitigated Rate</u>	<u>Filed</u>	<u>Stipulated</u>	<u>Reduction</u>
Tier I	N/A	N/A	N/A
Tier II	\$47.21	\$39.86	(\$7.35)
Tier III (Pass Thru)	\$31.33	\$27.56	(\$3.77)
<u>General Rate</u>	<u>Filed</u>	<u>Stipulated</u>	<u>Reduction</u>
Tier I	N/A	N/A	N/A
Tier II	\$47.21	\$45.33	(\$1.88)
Tier III (Pass Thru)	\$31.33	\$31.33	-

- ☐ **The Commission** also filed its [Recommended Order](#) of the Hearing Examiner in regard to **Great River Utility Operating Company, LLC's** Notice of Intent to Establish State Wide Rates for Wastewater Disposal Service in its Certificated Areas in the State. Following a prehearing conference on the matter, **Great River** stipulated a rate mitigation plan reflecting measures to reduce rate shock and provide other rate relief to current and future wastewater customers. The impact to a typical residential customer is summarized in the table below:

Great River Wastewater Rate Case – Summary of Stipulation

<u>Mitigated Rate</u>	<u>Filed</u>	<u>Stipulated</u>	<u>Reduction</u>
Tier I	\$37.63	\$27.86	(\$9.77)
Tier II	\$53.75	\$39.80	(\$13.95)
Tier III (Pass Thru)	\$28.69	\$22.27	(\$6.42)
<u>General Rate</u>	<u>Filed</u>	<u>Stipulated</u>	<u>Reduction</u>
Tier I	\$37.63	\$35.90	(\$1.73)
Tier II	\$53.75	\$51.29	(\$2.46)
Tier III (Pass Thru)	\$28.69	\$28.69	-

- ☐ The wastewater systems in the Central District and the tier each system falls under is listed below:
 - **Warren County:** Brookwood Place Subdivision (Tier 2); Camden Place Subdivision (Tier 1); Fairways Subdivision (Tier 2); Forest Cove Subdivision (Tier 2); The Grove Subdivision (Tier 1); The Trace Subdivision (Tier 1); Silver Leaf Development (Tier 1); Ring Road Subdivision (Tier 1); Pine Woods MHP (Tier 2); Openwood Plantation (Tier 2); Pecan Village Subdivision (Tier 1); Leeland Pointe Subdivision (Tier 1)
 - **Lauderdale County:** King Farms Subdivision (Tier 1)
 - **Hinds County:** Ridge Park, Wakeland Hills, and Wildwood Subdivisions (Tier 2)
- ☐ The following entities filed Reply Comments regarding **Entergy Mississippi, LLC's** Notice of Intent to Establish a Solar for Schools Rate Schedule: [Entergy Mississippi, LLC](#); [Entegrity Energy Partners, LLC](#)
- ☐ The following entities filed Reply Comments regarding **Mississippi Power Co.'s** Notice of Intent to Establish a Solar for Schools Rate Schedule: [Mississippi Power Company](#); [Entegrity Energy Partners, LLC](#)



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- ☞ **CenterPoint Energy** filed its [Application](#) for Approval of Revised and Restated Asset Management Agreement with **BP Energy Company**.
- ☞ **The Commission** filed its [Recommended Order](#) of the Hearing Examiner in regard to the Petition of **Great River Utility Operating Company, LLC** for a Certificate of Public Convenience and Necessity Approving the Provision of Wastewater Disposal Service to the TMJ subdivision in **Rankin County**. The Commission also filed its [Recommended Order](#) of the Hearing Examiner in regard to the **Notice of Intent of Great River Utility Operating Company, LLC** To Establish Initial and Temporary Rates for Wastewater Disposal Service for the TMJ Subdivision. The proposed temporary flat monthly rate for customers is Twenty-Seven Dollars (\$27.00). **The Commission** filed an additional [Recommended Order](#) of the Hearing Examiner Approving the Petition for Approval of the Sale and Transfer of Certain Assets, Facilities, Property, and Certificates of Public Convenience and Necessity for the Provision of Wastewater Disposal Service for the following systems in the following counties in the Central District: Hollyrood Subdivision in **Claiborne County**; TMJ in **Rankin County**
- ☞ **Hinds Solar, LLC** filed its [Notice of Confidential Designation](#) in regards to its Petition for a Certificate of Public Convenience and Necessity Authorizing the Construction and Operation of a Solar Electric Generating and Storage Facility in **Hinds County**. This filing is such because documents containing trade secrets, proprietary, or confidential commercial or financial information. Commercial and financial information of a proprietary nature are protected and exempt from public disclosure under the provisions of both the Public Utilities Act and the Public Records Act.
- ☞ **CenterPoint Energy** filed its Annual [Workforce Diversity Report](#) Containing Employment Data and Recruiting Awareness Reporting Data and Outreach Efforts Through Community Organizations.
- ☞ **Great River Utility Operating Co., LLC** filed its Verification of [Notice to Customers](#) in regards to its Petition for approval of the sale and transfer of certain assets and certificates of public convenience and necessity for wastewater disposal service in **Harrison, Hinds, and Rankin Counties** and Water Service in **Harrison County**.
- ☞ An Individual submitted [Comments](#) in regard to **Great River Utility Operating Co., LLC** Petitions for Approval of the Sale and Transfer of Certain Assets, Facilities, Property, and Certificates of Public Convenience and Necessity for the Provision of Wastewater Disposal Service in **Harrison, Hinds, and Rankin Counties** and Water Service in **Harrison County**.
- ☞ **ExteNet LVS, LLC** filed its [Application](#) for a Certificate of Public Convenience and Necessity to provide Facilities-Based and Resold Local Exchange Telecommunications Services in the State.

MPSC Central District Complaints Report – First Quarter 2023

Each week, we summarize the complaints from consumers in the Central District regarding energy, telecommunications, water/sewer and natural gas. These weekly statistics are then compiled into a quarterly report of complaints received by the staff of the Central District per utility provider or utility type.

Utility	January	February	March	Totals
Entergy	86	49	98	233
MS Power	0	0	0	0
Atmos	8	3	2	13
Centerpoint	2	0	3	5
Spire	0	0	0	0
AT&T	26	7	18	51
CSpire	0	0	1	1
Comcast	0	0	2	2
Other telecomms	0	0	0	0
Rural Electric Coops	1	0	1	2
Rural Water Associations	6	3	8	17
Municipal Utilities	3	6	1	10
Other	1	2	2	5
TOTAL	133	70	136	339

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The Central District's Consumer Complaint Specialists record your concerns and work hard to resolve any issue that you have with your utility provider. Please feel free to reach out anytime should you need to speak to someone in our office.

Do you have questions about your utility service or bill?

To file a complaint with the Public Service Commission Central District about a utility problem, call one of our Consumer Complaint Specialists:

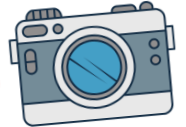
Tina Carter-Sawyer— Director of Consumer Complaints

George-Anthony Butler— Specialist

Sarah Bryant— Specialist

 **601-961-5430 or 1-800-356-6430**

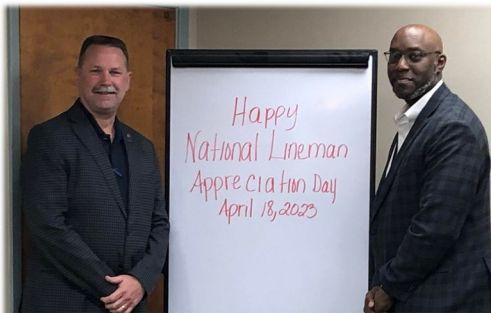
CENTRAL DISTRICT SNAPS



From humble beginnings to now serving over 461,000 Mississippians... Happy 100th anniversary, Entergy Mississippi! In celebration of their 100th anniversary, Entergy spent the day packing the first installment of 100,000 meals to feed Mississippians through Extra Table, Inc. Additionally, Entergy Mississippi made a contribution to Extra Table to continue their work of eliminating hunger and supporting our neighbors and



local communities. We enjoyed helping celebrate this milestone at the Ag Museum last week. Thank you Entergy Mississippi for powering our communities with reliable, affordable energy for a century! Here's to another 100 years and an even brighter future ahead.



We started this year's Lineman Appreciation Day at Canton Municipal Utilities for their lineman recognition breakfast. Thank you Mr. Howard Young for the invitation to visit with you, your line workers and staff.

FROM THE DESK OF COMMISSIONER BRENT BAILEY CENTRAL DISTRICT OFFICE

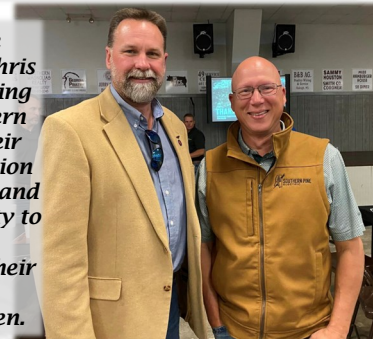


We made our way over to Hollandale to join Twin County Electric Power Association for their lineman recognition lunch. Twin County EPA took a direct hit to their Rolling Fork office in the recent tornado. We are thankful for everyone's safety. Thank you Mr. Tim Perkins and Mr. Chris Hamilton for the invitation to visit with you, your line workers and staff yesterday!



If you haven't tried a juicy burger from the Hall of Fame Restaurant #2 on 49 N... you are missing out on "The Best Burgers Around"!

We appreciate President/CEO Chris Rhodes for allowing us to join Southern Pine EPA for their lineman recognition lunch last Friday and for the opportunity to express our appreciation to their professional, dedicated linemen.



We made a stop by the Blue Front Café Tuesday! The Blue Front Café opened in 1948, making it the oldest juke joint in Mississippi in continuous operation. Bontonia blues legend, Jimmy "Duck" Holmes, took over the Café in 1970 and continues to operate it today. Stop by there next time you are in the area and sign their guest book. The guest book itself is pretty unique, as you will see the many people who have traveled from around the world and made it by this famous Mississippi juke joint.



The Earth Day 2023 theme is focused on engaging the more than 1 billion people, governments, institutions, and businesses who participate in Earth Day to recognize the collective responsibility of everyone to help achieve a sustainable, prosperous economy for all for generations to come. The theme, #InvestInOurPlanet, recognizes the importance of dedicating time, resources and energy to solving pressing environmental issues.

Find ways to help out in your local community on Earth Day, April 22, 2023.
DID YOU KNOW?: The average American generates 4.9 pounds of waste each day.



Last week, our Consumer Complaint Specialists handled a total of **47** complaints in the Central District.

Electric Companies	40
Telecommunications	3
Natural Gas	2
Water/Sewer	2

Last week, the Central District received a total of **114** 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.