



NEWS RELEASE

COMMISSIONER BRENT BAILEY
MISSISSIPPI PUBLIC SERVICE COMMISSION
CENTRAL DISTRICT

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Commissioner Brent Bailey expresses frustration with Entergy Mississippi, LLC

Jackson, MS— Central District Public Service Commissioner Brent Bailey has expressed deep concern and disappointment over Entergy Mississippi, LLC's (EML) response efforts to the recent ongoing storm systems that continue to cause widespread outages in the Central District. The Commissioner has received numerous complaints from residents and businesses throughout his district about the delay in restoring power, which has caused undue hardship and inconvenience for many.

"I am extremely frustrated and disappointed by Entergy Mississippi's response to the recent storms," Commissioner Bailey said. "The delay in restoring power has caused significant hardship for their customers and it is unacceptable. We expect EML to take swift action to address this issue and ensure that our communities are not left in the dark for prolonged periods of time in the aftermath of future severe weather events."

Commissioner Bailey has repeatedly urged EML to improve its response strategy to severe storms and take proactive measures to prevent outages. Despite these efforts, the power company has failed to meet the expectations of their customers, leaving tens of thousands without power for days.

Commissioner Bailey identified a few of the concerns he has, including lack of overall preparation, outsourcing of critical services, reductions in field staff, general maintenance of the grid, vegetation management, and inadequate customer service contributing to lack of customer confidence.

The Commissioner calls on the power company to provide a detailed report on its response to the recent storms and outline steps it will take to improve its overall preparedness, response, and restoration plans while keeping safety as a top priority. The Commissioner has also urged EML to work closely with local officials and community leaders to ensure that residents are kept informed and updated on the progress of power restoration efforts.

"Our job as Commissioners is to hold our utilities and power providers accountable for providing affordable AND reliable service. I will continue to monitor the situation closely, take all necessary steps to ensure that EML responds to my requests, and evaluate additional measures the Commission can pursue to improve utility performance and reliability."

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