



NEWS RELEASE

COMMISSIONER BRENT BAILEY
MISSISSIPPI PUBLIC SERVICE COMMISSION
CENTRAL DISTRICT

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PSC COMMISSIONER BRENT BAILEY CALLS FOR A REVIEW OF UTILITY CUSTOMER CALL CENTERS

JACKSON, MS— Central District Public Service Commissioner Brent Bailey has announced a review and analysis of rate regulated, investor-owned electric and natural gas utility customer call centers aimed at relocating the utility call centers to Mississippi and improving the customer service experience.

Following a unanimous vote at the Commission's October monthly docket meeting on Tuesday, the Commission requested the Public Utilities Staff to conduct a review and cost analysis and produce a report for the Commission detailing any costs associated with relocating the rate regulated utility customer service call centers to Mississippi and staffing the call centers with Mississippi citizens, as envisioned by the Commission's Hire Mississippi Rule. Additionally, the Commission asked the staff to evaluate costs associated with discontinuing the use of automated voice answering systems by the investor-owned utilities.

"This review of utility call centers is another step towards providing our residents with the highest quality of service they deserve as we aim to implement solutions that will increase customer satisfaction and eliminate confusion and delayed resolutions to customer inquiries," Commissioner Bailey said. "This action would also follow in the spirit of the Hire Mississippi Rule, which was put in place by the Commission to facilitate economic development and create jobs in our state. Over the last few weeks, our office has been conducting community forums throughout the Central District to provide a brief overview of the Commission's mission and how it works to ensure that public utility services are delivered efficiently, reliably and affordably. Additionally, we have been sharing information received through the Commission's [comprehensive review](#) of Entergy Mississippi, LLC's restoration efforts in response to the June 2023 storms. Tonight, we are hosting a forum in Jackson and encourage all utility customers in Jackson and Hinds County to attend."

The [Community Forum](#) event in Jackson tonight will be held at the Mississippi e-Center at Jackson State University (1230 Raymond Road) starting at 6:00 p.m.

The Commission also issued an Order that directed Entergy Mississippi, LLC to include certain information in the filing of its upcoming Transmission and Distribution (T&D) Plan. Due to events like the June 2023 storms, the Commission is directing EML to identify in its upcoming T&D Plan any projects, actions or technologies available under its existing Distribution Reliability Programs, Distribution Infrastructure Programs, and/or Vegetation Management Programs that would significantly enhance the reliability and resiliency of EML's distribution system.

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