



# Mississippi Public Service Commission

*The Honorable Chris Brown, Northern District Commissioner*

FOR IMMEDIATE RELEASE:

## **MISSISSIPPI PUBLIC SERVICE COMMISSION RECEIVES REPORT ON HOLLY SPRINGS UTILITY DISTRICT FROM INDEPENDENT INVESTIGATOR**

New Albany, MS (July 29, 2025) – Silverpoint Consulting officially submitted the final report on their investigation of the Holly Springs Utility District (HSUD). Silverpoint Consulting was hired by the Mississippi Public Service Commission (PSC) to conduct a third-party investigation into HSUD and evaluated critical aspects of the utility’s performance, including system operations, maintenance practices, emergency preparedness, and metering and billing.

Underscoring a persistent and severe decline in service reliability and quality issues that align closely with the sustained volume of complaints submitted by HSUD customers to the PSC, the report outlines significant concerns, including what it describes as a “death spiral” in the utility’s metering infrastructure, brought on by chronic mismanagement, lack of maintenance, and poor planning. It further details an overstressed operations group, dangerous overgrowth around the distribution system, and long-neglected substations that continue to threaten system reliability, concluding that HSUD and the City of Holly Springs have demonstrated an inability and unwillingness to adequately serve their customers by citing longstanding failures to act on practical, previously issued recommendations.

In treating these findings with the seriousness they deserve, Chairman Chris Brown emphasizes the importance of a swift and methodical approach, stating, “the Silverpoint report lays bare just how dire the situation is at Holly Springs Utility District. This crisis didn’t happen overnight — it’s the result of decades of neglect and mismanagement. The system is in a severe state of disrepair, and turning it around will require an extraordinary, coordinated effort. TVA, along with federal, state, and local partners, must come together to confront this crisis and ensure reliable service for the people of the HSUD service area.”

As the Commission continues to carefully examine this extensive report in its entirety to ensure a decision which fully reflects the scope and urgency of the situation and prioritizes the long-term interests of HSUD’s customers, the PSC will have an announcement at the next Docket Meeting on August 5<sup>th</sup> as to what the next step is to act on these findings.

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