



Frequently Asked Questions

MISSISSIPPI PUBLIC SERVICE COMMISSION
1-800-356-6429 www.psc.state.ms.us

What does the Mississippi Public Service Commission do?

- The Public Service Commission regulates telecommunications, electric, gas, water and sewer utilities. The PSC also regulates the No-Call List. The agency is charged with assuring that rates and charges for services are just and reasonable, that the service rendered is reasonably adequate, and that any facilities constructed or acquired are required for the convenience and necessity of the public. Additionally, the agency exercises safety jurisdiction over gas pipelines and has area jurisdiction over all public utilities. In carrying out its responsibilities, the commission answers complaints, conducts investigations and holds both formal and informal hearings. If you have any questions or concerns regarding utilities or the No-Call Registry please call 1-800-356-6429.

Should I contact the Public Service Commission regarding my electric, gas or telephone, disconnect notice?

- First, contact your utility company to discuss your situation and discuss any possible payment arrangements. The toll-free telephone number for each utility company should be located on your individual billing statement. If you are not able to get the issue resolved with your utility company, and your company is not an electric cooperative, then please contact the Mississippi Public Service Commission at 1-800-356-6429 and we will do our best to help out in any way we can as a service to Mississippians.

What about Cable? Does the Public Service Commission have jurisdiction over cable and satellite TV?

- No. The Public Service Commission does not have jurisdiction over cable TV. Cable TV is franchised on the local or city level and regulated by the Federal Communications Commission, also known as the FCC.

What about Wireless and Cell Phone Companies?

- No. The Mississippi Public Service Commission does not regulate the prices of services offered by cellular telephone providers. The Federal Communications Commission (FCC) handles complaints about cellular service and tries to help customers resolve billing and service disputes. The FCC does not regulate contractual arrangements between cellular providers and their customers.
- What the Mississippi Public Service Commission does regulate in regards to telecommunications service providers are incumbent local telephone carriers, competitive local telephone carriers, competitive local, long distance companies and private pay telephone companies.

Does the Public Service Commission regulate gasoline prices?

- No. The Public Service Commission does not regulate gasoline prices.

What is the Mississippi No-Call Program?

- The Mississippi No-Call Program is a list, which is maintained and updated by the Mississippi Public Service Commission, of residential telephone subscribers who wish to reduce the number of telephone solicitations they receive.

Can I register my cellular telephone number and/or business phone numbers on the No- Call Registry?

- No. The No Call Program is only available to ***residential*** telephone subscribers in Mississippi. Telephone numbers such as cellular telephone numbers and numbers listed in a business section of the local telephone directory may not be registered in the program.

Is there a cost for subscribers to register for the No-Call Registry?

- No. The program is free.

Are my tax dollars being used to fund this program?

- No. This program is completely self-funded.

So how do I register for the No Call Program?

Call the Mississippi Public Service Commission at 1-800-356-6429, or call the No-Call Number 1-86 NO CALL MS. You can also register via the web site by visiting www.psc.state.ms.us and click on the No-Call icon.

For any further questions or information regarding your utility concerns,
please call **1-800-356-6429**.