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OCT 01 2008
MISSISSIPPI
SECRETARY OF STATE

NOTICE OF PROPOSED RULE ADOPTION

STATE OF MISSISSIPPI
MISSISSIPPI PUBLIC SERVICE COMMISSION

Mississippi Public Service Commission
c/o Brian U. Ray
P.O. Box 1174
Jackson, MS 39215-1174
601-961-5434

Specific Legal Authority authorizing the promulgation of Rule: Miss. Code Ann. §77-3-1 *et seq.*

Reference to Rules repealed, amended or suspended by the Proposed Rule :

Rules and Regulations Governing Public Utility Service

Explanation of the Purpose of the Proposed Rule and the reason(s) for proposing the rule:

The proposed new Rule 6 F will require utilities to provide to their customers the option of speaking with a live company representative for assistance. Any automated system must clearly communicate this option at the beginning of the call. The option must be available Monday-Friday from 8:00 – 5:00 pm. Every utility subject to the Commission's jurisdiction must provide and keep current contact information of customer service representatives with the Executive Secretary and the District Offices of the Commission.

This rule is proposed as a ☒ Final Rule, and/or a ☐ Temporary Rule (Check one or both boxers as applicable.)

Persons may present their views on the proposed rule by addressing written comments to the agency at the above address. Persons making comments should include their name and address, as well as other contact information, and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

Oral Proceeding: Check one box below:

☒ An oral proceeding is scheduled on this rule on Date: December 2, 2008 Time: 10:00 am
Place: 1st Floor, Woolfolk State Office Building, PSC Courtroom

If you wish to be heard and present evidence at the oral proceeding you must make a written request to the agency at the above address at least 30 day(s) prior to the proceeding to be placed on the agenda. The request should include your name, address, telephone number as well as other contact information; and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

☐ An oral proceeding is not scheduled on this rule. Where an oral proceeding is not scheduled, an oral proceeding will be held if a written request for an oral proceeding is submitted by a political subdivision, an agency or ten (10) persons. The written request should be submitted to the agency contact person at the above address within twenty (20) days after the filing of this notice of proposed rule adoption and should include the name, address and telephone number of the person(s) making the request; and if you are an agent or attorney, the name, address and telephone number of the party or parties you represent.

Economic Impact Statement: Check one box below:

☒ The agency has determined that an economic impact statement is not required for this rule, or

☐ The concise summary of the economic impact statement required is attached.

The entire text of the Proposed Rule including the text of any rule being amended or changed is attached.

Date Rule Proposed: October 1, 2008

Proposed Effective Date of Rule: December 2, 2008

Signature and Title of Person Submitting Rule for Filing

SOS FORM APA 001
Effective Date 07/29/2005