

BEFORE THE PUBLIC SERVICE COMMISSION
OF THE STATE OF MISSISSIPPI

2008-AD-200

MISSISSIPPI PUBLIC SERVICE COMMISSION

IN RE: PROPOSAL OF THE MISSISSIPPI PUBLIC SERVICE COMMISSION
TO AMEND THEIR RULES AND REGULATIONS GOVERNING
PUBLIC UTILITY SERVICE

NOTICE ESTABLISHING RULE-MAKING

TAKE NOTICE that on the 2nd day of December, 2008, at 10:00 am the Mississippi Public Service Commission will hold a hearing on the First Floor of the Woolfolk State Office Building, Suite 112, 501 N. West Street, Jackson, MS 39201 regarding its Order Establishing Rule-Making Docket, 2008-AD-200, pursuant to Miss. Code Ann. §77-3-1 *et seq.*, and more specifically Miss. Code Ann. §77-3-45 (Revised 2000), and the Mississippi Administrative Procedures Act ("APA") as found in Miss. Code Ann. §§25-43-1.101 *et seq.* (Revised 2006). The Order requires all persons and parties desiring to participate in the hearing to file written comments or testimony on or before November 6, 2008, at the above address.

A copy of the existing rule and a copy of the rule with the proposed changes, redlined as per the APA guidelines, and this Notice have been mailed to all affected utilities by way of U.S. Mail, postage prepaid, along with the aforementioned Order and will be served on the Secretary of State as provided in Miss. Code Ann. §77-3-45. The Notice of the Proposed Rule-Making will be published in the *Clarion Ledger*, the newspaper with state-wide circulation. The adopted rule will follow the uniform numbering system prescribed by the Secretary of State. The proposed rule change is under Rule 6, and in compliance with Miss. Code Ann. §25-43-3.103 and §77-3-45, the Commission sets forth the following terms and substance of the rule changes with reference to the section being amended:

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.

WITNESS MY HAND AND THE OFFICIAL SEAL of the Mississippi Public Service Commission, on this the 19 day of October, 2008.




Brian U. Ray, Executive Secretary

**BEFORE THE
MISSISSIPPI PUBLIC SERVICE COMMISSION
JACKSON, MISSISSIPPI**

2008-AD-200

MISSISSIPPI PUBLIC SERVICE COMMISSION

**IN RE: PROPOSAL OF THE MISSISSIPPI PUBLIC SERVICE
COMMISSION TO ADOPT A NEW RULE FOR ITS RULES AND
REGULATIONS GOVERNING PUBLIC UTILITY SERVICE**

ORDER ESTABLISHING RULE-MAKING DOCKET

Pursuant to Miss. Code Ann. §§77-3-1 *et seq.* (Revised 2000), more specifically Miss. Code Ann. §77-3-45, the Mississippi Public Service Commission hereby declares its intent to consider the adoption of a new rule, Rule 6 F Interface with Customers, Utility, and Commission, under its Rules and Regulations Governing Public Utility Service. The proposed rule is delineated below in the context of this Order Establishing Rule-Making Docket. If you have additional questions, please contact the Office of the Executive Secretary at the Woolfolk State Office Building, Suite 201-A, 501 N. West Street, Jackson, Mississippi, 39201. The proposed rule states as follows:

Rule 6 F Interface with Customers, Utilities and Commission

Every utility subject to the Commission's jurisdiction that utilizes automated customer service by voice or any other means at any location, including, but not limited to, kiosk locations, satellite offices, computerized company owned or operated call centers, contracted third party call centers or payment centers (other than grocery, pharmacy, pawn, check-cashing or convenience-type stores), shall provide an option to the customer of speaking with a live company representative for assistance. The automated system shall clearly communicate the customer's option and how to exercise the option. The option shall be clearly communicated at the commencement of every call and/or transaction. All calls or transactions must be addressed within a reasonable time

frame. The option shall be made available during regular business days, Monday-Friday, between 8:00 am and 5:00 pm Central Standard Time. The customer utilizing this option shall not be assessed an additional charge for this service. This rule is the minimum requirement; the utility is encouraged to offer customer-friendly programs that exceed this requirement.

Every utility subject to the Commission's jurisdiction shall provide the name(s), telephone numbers, mailing, physical and email addresses of one or more company representative(s) who shall be available and capable to handle customer service matters. The contact information shall be kept current with the Commission by filing the same with the Executive Secretary and notifying each Commission's District in which the utility serves.

All persons and parties desiring to participate in a public hearing are directed to file with the Commission notice of their intent to participate and written comments or testimony on or before November 6, 2008. A public hearing will be conducted on December 2, 2008, immediately following Docket and any other scheduled cases, in the Commission's hearing room on the First Floor of the Woolfolk State Office Building, Suite 112, 501 N. West Street, Jackson MS 39201. An economic impact statement is not required as the utility should already have persons employed who can address the customer service inquiries either from the consumer or the Commission.

The Executive Secretary is directed to transmit a copy of this Order to the Secretary of State's Office in accordance with the Mississippi Administrative Procedures Act, Miss. Code Ann. §§25-43-1.101 *et seq.* (Revised 2006). The proposed rules, any additions and modification thereof, shown to be necessary or appropriate for adoption by the Commission at the public hearing, shall become effective immediately upon entry of the Final Order.

The Executive Secretary is also directed to transmit a copy of this Order to all certified utilities and any other parties of interest identified. The Executive Secretary shall also cause notice of this proceeding and the time and place of the hearing to be published according to applicable law.

This Order is effective upon issuance.

SO ORDERED, this the 26th day of September, 2008.

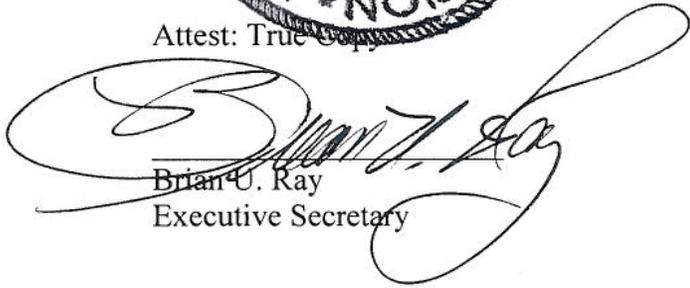



Leonard L. Bentz, Chairman


Lynn Posey, Vice-Chairman


Brandon Presley, Commissioner

Attest: True


Brian U. Ray
Executive Secretary

RULE 6. CUSTOMER RELATIONS

A. **INFORMATION TO CUSTOMERS** Each utility shall upon request give its customers such information and assistance as may be reasonable in order that customers may obtain efficient and reasonably adequate service.

B. **CHANGES IN CHARACTER OF SERVICE** Each utility shall use due diligence to notify each of its customers of any change made or proposed to be made in the character of its service that would substantially affect the efficiency of the services or the operation of the appliances or equipment which may be used by the customers. Whenever, after such a change is made, any inspection or minor adjustment of appliances or equipment is required, such inspection or adjustment shall be made by the utility without charge.

C. METER READINGS AND RATES

(1) Each utility shall, upon request, inform its customers as to the method of reading meters.

(2) It shall be the duty of the utility to supply or make available to the customer, either at the beginning of service or whenever the customer shall request it, a copy of the rates applicable to the type or types of service furnished the customer and to assist him in obtaining the rate which is most advantageous for his requirements for service.

D. **CUSTOMER COMPLAINTS** Each utility shall make a full and prompt investigation of all complaints made to it by its customers, either directly or through the Commission. It shall keep a record of all complaints received, which record shall show the name and address of the complainant, the date and character of the complaint, the adjustment or disposal made thereof, and the date of such adjustment or disposal. For purposes of this rule, the word "complaint" shall be construed to mean an objection to the application and/or computation of charges, facilities or service of a utility made during office hours to an employee on duty.

E. **NOTICE TO CUSTOMERS** Every utility over which the Commission has rate jurisdiction shall notify each of its affected customers by U.S. Mail of the filing of a rate increase, showing the date of filing of said increase, the amount of the increase requested, and the percentage of increase said amount represents. Such notice may be given by the utility by mailing by U.S. Mail, postage prepaid, to the last known address of the customer, If the utility employs monthly cycle billings, said notification may be included with or printed on bills of regular billing cycles beginning not later than fifteen days after the date of filing and shall continue with each billing cycle until all affected customers are notified, If the utility does not employ monthly cycle billing, said notification may be included with or printed on the first monthly bill rendered subsequent to the filing date. Alternatively, any utility may notify all affected customers by U.S. Mail, postage prepaid, within fifteen days after the date of filing. Each utility shall file with the Commission a sworn certificate of service to read as follows:

In compliance with Rule 6E of the Public Service Commission Rules and Regulations Governing Public Utilities Service, 1, the undersigned officer of the filing utility, hereby certify that I have caused to be served, in a manner provided in said rule, notice of the rate increase filed the _____ day of _____ 19____ said notice showing the date of the filing of said increase, the amount of increase requested and the percentage of increase said amount represents.

Such certificate shall be dated and signed by an appropriate officer of the utility. Such certificate shall, in the absence of fraud or bad faith, constitute compliance with this rule. A schedule of Rates, Terms and Conditions showing the present and proposed rates shall be made available

for public inspection in the office of the utility. Nothing herein shall be deemed to affect the 30-day notice period required by Section 77-3-37 of the Mississippi Code of 1972.*

*RULE 6. E., as amended by Order of the Commission in Docket U-4605, effective December 20, 1984, (Initiated by Order in U-4074, effective October 1, 1981.)

F. INTERFACE WITH CUSTOMERS, UTILITIES AND COMMISSION

Every utility subject to the Commission's jurisdiction that utilizes automated customer service by voice or any other means at any location, including, but not limited to, kiosk locations, satellite offices, computerized company owned or operated call centers, contracted third party call centers or payment centers (other than grocery, pharmacy, pawn, check-cashing or convenience-type stores), shall provide an option to the customer of speaking with a live company representative for assistance. The automated system shall clearly communicate the customer's option and how to exercise the option. The option shall be clearly communicated at the commencement of every call and/or transaction. All calls or transactions must be addressed within a reasonable time frame. The option shall be made available during regular business days, Monday-Friday, between 8:00 am and 5:00 pm Central Standard Time. The customer utilizing this option shall not be assessed an additional charge for this service. This rule is the minimum requirement; the utility is encouraged to offer customer-friendly programs that exceed this requirement.

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