

**BEFORE THE PUBLIC SERVICE COMMISSION
OF
THE STATE OF MISSISSIPPI**

ENTERGY MISSISSIPPI, LLC
EC123820000

DOCKET NO. 2021-UN-177

IN RE: NOTICE OF INTENT OF ENTERGY MISSISSIPPI, LLC, TO CHANGE RATES
BY OFFERING A PREPAY ELECTRIC SERVICE OPTION

ORDER

Entergy Mississippi, LLC (“Entergy Mississippi,” “EML” or the “Company”) filed a Notice of Intent to Make a Routine Change in Rates and Schedules (“Notice of Intent”) by offering a voluntary prepay billing option. The Mississippi Public Service Commission (“MPSC” or “Commission”), being fully advised in the premises, and upon the recommendation of the Mississippi Public Utilities Staff (the “Public Utilities Staff” or the “Staff”), finds as follows:

PROCEDURAL HISTORY

1. On October 29, 2021, EML submitted its Notice of Intent to Make Routine Changes in Rates and Schedules related to its proposed prepay electric service option (“prepay”), pursuant to Miss. Code Ann. § 77-3-1, et seq. and Rule 9 (“RP 9”) of the Commission and Staff’s Public Utilities Rules of Practice and Procedure (the “Procedural Rules”). EML believes that prepay, which is a voluntary offering for residential customers, will provide customers with more flexibility, convenience, and stability in the way they pay for service from EML. The Company also believes that prepay provides customers with a greater ability to control when and how much they pay for their energy service. EML attached the Direct Testimony and Exhibits of Crystal Elbe, Manager of Utility Pricing and Analytics, to its Notice; the testimony contains the full details of the prepay offering. In conjunction with EML’s prepay proposal, EML sought approval for its Prepay Electric Service Option PES-1 Rate Schedule (“Schedule PES”). Schedule PES specifies, among other

provisions, which EML customers are eligible to sign up for this voluntary offering and the processes for enrollment, application, disconnection, and withdrawal. Schedule PES was attached to the Direct Testimony of Ms. Elbe.

2. On December 2, 2021, the Commission entered a Suspension Order requesting that a full investigation of the lawfulness of the Notice of Intent filing be made by the Staff.¹

3. Notice of the Filing was given as required by law and this Commission's Procedural Rules by publication on December 27, 2021, in *The Clarion Ledger*, a newspaper of general circulation published in Jackson, Mississippi. No interventions have been sought or granted in this matter.

4. The Staff investigated Entergy Mississippi's filing and had the benefit of data provided by the Company. The Staff propounded data requests, to which the Company has fully responded.

FINDINGS AND CONCLUSIONS

5. The Commission finds that, as explained in the Notice of Intent, prepay is a voluntary electric service option available to residential customers, enabled by Advanced Metering Infrastructure (AMI) and supporting technology, software, and systems. Prepay allows qualifying residential customers to buy a dollar amount of electricity in advance of using that electricity. After the customer establishes a prepaid account balance, EML will then deduct the cost of each day's usage from the customer's prepaid account balance.

6. The Commission further finds that, as set forth in the testimony of Ms. Elbe, there are multiple potential benefits provided by this offering, including: (1) customers having control over

¹ Although the filing and Schedule PES were allowed to go into effect thirty days after EML's October 29, 2021 filing (which was November 28, 2021), pursuant to Miss. Code Ann. § 77-3-37 and Procedural Rule 9, EML has opted not to implement the filed tariff pending an Order by the Commission.

when and how much they prepay; (2) customers having a heightened awareness of how electric usage relates to billed amounts; (3) a potential reduction of fees for participating customers; and (4) benefits to non-participating customers from operational efficiencies such as reduced costs from paper billing, collections, and complaint handling, as well as the likelihood of reduced write-offs for non-payment in the form of a reduction in bad debt expense.

7. The Commission also finds that Schedule PES adequately explains the terms of the program, including, but not limited to: qualification requirements for prepay, offerings that are incompatible with prepay, the repayment process for customers who wish to transfer an arrearage balance to a prepay customer account, and the processes for enrollment, payments, checking balances, alerts/notices, disconnection, reconnection, and withdrawal from the offering.

8. The Commission finds the EML has considered and provided protections for customers who choose to enroll in prepay, specifying times during which power will not be disconnected, even if the customer has a zero or negative balance.

9. The Commission finds that prepay customers should not and will not receive a monthly bill under prepay. Rather, customers will receive electronic information about their usage and the associated cost, and customers can choose to receive automated notifications about their balance as often as daily. Customers will still have access to their daily billing and payment history and will be able to see their daily kWh usage as well as their payment history.

10. The Commission also finds that Ms. Elbe's example of how the prepay daily rate is determined (as referenced in the exhibit to her testimony) is reasonable and appropriate.

11. The Commission further finds that customers must have qualifying advanced metering technology installed to participate in prepay, which means an advanced meter with enabled

remote disconnect and reconnect functionality, features which exist for the significant majority of residential customers with advanced meters.

12. Having reviewed the testimony of Ms. Elbe and the exhibits to her testimony, including Schedule PES, the Commission agrees with EML's proposal to offer a prepay billing option and implementation of Schedule PES.

13. The Commission finds that approving such a billing option is within its jurisdiction.

14. The Commission finds that prepay and Schedule PES are consistent with the public interest for the reasons stated above.

15. The Commission finds that Schedule PES is just and reasonable, consistent with applicable law and the rules of this Commission, and should be allowed to go into effect as provided for herein.

IT IS THEREFORE ORDERED by the Commission that:

1. The Commission approves EML's request to implement the prepay offering, as particularly described and set out herein and in the Notice of Intent, Direct Testimony of Ms. Crystal Elbe and Exhibits CKE-1 and CKE-2 filed by EML.

2. Schedule PES is hereby approved and ordered into effect as of the date of this Order.

3. This Order shall be in full force and effect from and after the date of its Entry and shall be deemed issued on the day it is served on the parties herein by the Executive Secretary of the Commission who shall note the service date in the file of this Docket.

COMMISSION VOTE

Chairman Dane Maxwell	Aye <u>X</u>	Nay _____
Commissioner Brent Bailey	Aye <u>X</u>	Nay _____
Commissioner Brandon Presley	Aye <u>X</u>	Nay _____

DATED this the 18th day of January, 2022.



MISSISSIPPI PUBLIC SERVICE COMMISSION

Dane Maxwell

DANE MAXWELL, CHAIRMAN

Brent Bailey

BRENT BAILEY, COMMISSIONER

Brandon Presley

BRANDON PRESLEY, COMMISSIONER

ATTEST: A TRUE COPY

Katherine Collier

KATHERINE COLLIER, EXECUTIVE SECRETARY

Effective this the 18th day of January, 2022.