

PRESS RELEASE

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FOR IMMEDIATE RELEASE:

Northern District Public Service Commissioner Chris Brown Announces Independent Investigation into Holly Springs Utility Department's Electric Service

Jackson, MS (August 9, 2024)— Today, Northern District Public Service Commissioner Chris Brown announced the Mississippi Public Service Commission ('Commission') has selected Silverpoint Consulting, LLC ('Silverpoint') to conduct an independent investigation into the operations of the Holly Springs Utility Department's ('HSUD') provision of electric service.

The independent investigation will focus on the utility's management of its distribution system operation, reliability, and the utility's management of its customer service and related functions, including bill collection, bill accuracy, and customer care. Silverpoint's findings will be compiled into a comprehensive report, which will inform the Commission's review of HSUD's operations.

HSUD customers who wish to participate in the proceedings or learn more about the process should reach out to the Commission directly, not Silverpoint.

"The Commission is committed to ensuring that HSUD customers receive safe and reliable electric service," Commissioner Chris Brown stated. "This investigation and subsequent hearing will help the Commission make informed decisions about HSUD's operations and any necessary improvements."

For more information on participating in the proceedings or submitting public comments, please contact the Mississippi Public Service Commission at (800) 356-6428 or (800) 637-7722.

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