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FOR IMMEDIATE RELEASE:

Commissioners Announce Investigation and Hearing into Utility Services of the City of Holly Springs

Jackson, MS (November 7, 2024)— Mississippi Public Service Commissioners announced today the initiation of an investigation and the scheduling of a public show-cause hearing concerning the utility services provided by the Holly Springs Utility District. This decision follows months of numerous different types of complaints from their customers.

The City of Holly Springs recently denied the Commission's jurisdiction granted by the Mississippi Legislature, refusing to provide access to Holly Springs Utility District facilities and personnel, prompting the Commission to file a complaint against the City alleging that the Holly Springs Utility District is not delivering reasonably adequate electric service for several reasons. These allegations include lack of utility management and system maintenance; lack of technical and engineering expertise; inadequate capital spending; inadequate storm response; and lack of adequate vegetation management plans.

The City of Holly Springs has been summoned to appear before the Commission on Tuesday, January 7, 2025, beginning at 10:00 a.m. in the Commission Hearing room located on the first floor of the Woolfolk State Office Building in Jackson. The Commission issued its first set of data requests aimed to gather comprehensive testimony and evidence to guide its investigation. The City has 45 days to provide responses to the Commission's requests.

"We are taking a crucial step to ensure that residents of the Holly Springs Utility District receive the reliable and fair utility services they deserve," stated the Commissioners. "We appreciate the actions taken by the Mississippi Legislature granting us jurisdiction over the Holly Springs Utility District. This authority empowers us to take necessary actions to determine the root causes of the reported issues and hold the City of Holly Springs accountable for their service obligations as a utility provider."

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