

**RULES**  
**GOVERNING ELECTRIC SERVICE**  
**BY**  
**MISSISSIPPI POWER COMPANY**

# RULES GOVERNING ELECTRIC SERVICE



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## SECTION I

### PREFACE

101. The following rules governing electric service are published as a convenient source of answers to basic questions asked by Customers or prospective Customers of Mississippi Power Company. These rules are established to provide uniform standards and policies for the rendering of electric service and, to the extent applicable by their provisions, to prescribe terms and conditions for all electric service rendered or to be rendered by the Company. These rules are on file with Mississippi Public Service Commission. Failure of Company to insist on any one or more occasions upon the strict compliance with these Rules governing Electric Utility Service shall not constitute a permanent waiver or modification of these Rules, but Company at any time may insist upon strict compliance herewith regardless of any previous waivers or Customer's reliance thereon.

102. Copies of these rules are available at the offices of the Mississippi Public Service Commission in Jackson, MS and at offices of the Company, presently maintained in the following communities:

General Office - Gulfport, Mississippi

Divisions (\*) and Local Offices:

#### **COAST\***

Gulfport  
Bay St. Louis  
Biloxi  
Moss Point  
Ocean Springs  
Pascagoula  
Pass Christian  
Leakesville  
Lucedale  
Richton  
Wiggins

#### **MERIDIAN\***

Meridian  
Bay Springs  
Forest  
Heidelberg  
Newton  
Quitman  
Stonewall  
Taylorsville  
Union

#### **PINE BELT\***

Hattiesburg  
Laurel  
Ellisville  
Columbia  
Lumberton  
Picayune  
Poplarville  
Purvis  
Sumrall  
Waynesboro

## SECTION II

### DEFINITIONS

The following terms, when used in these Rules Governing Electric Service, Applications for Electric Service, Contracts and Agreements for Electric Service, and Rate Schedules, shall mean:

201. "Company" means Mississippi Power Company.

202. "Customer" means an individual, partnership, association, firm, public or private corporation, governmental agency or other entity purchasing electric service from "Company" at one location, through one meter, under one contract.

203. "Customer's Wiring System" means non-Company wiring system used to conduct electric energy from point of electric service delivery to various points of use by Customer.

204. "Point of Electric Service Delivery" means the point at which conductors of Company connect to Customer's wiring system.

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205. "Month", "Monthly", or "Service Month" means the interval between meter reading dates of not less than twenty-five nor more than thirty-five days except when the calendar month may be specified.

## SECTION III

### KIND OF SERVICE

301. While desiring and endeavoring to meet promptly and adequately all requests for electric service, Company does not hold itself ready to furnish voltages, phases or frequencies of alternating current, or classes of service, other than those specified in its rate schedules, nor to furnish electric service of closer voltage regulation than Company's standard practices.

302. When Customer has particular requirements for service and requests Company to provide additional or special facilities not normally provided by Company, Company may provide the facilities if Customer agrees to compensate Company therefor.

303. Single phase service is available at any point on Company's existing primary distribution systems. Such service is not available for service to motors operating under a single control with a total locked rotor current in excess of 150 amperes except when, in Company's opinion, operation of such motors will not cause objectionable voltage fluctuations on Company's system.

304. Three phase service is available under those electric service rate schedules wherein reference is made to three phase service in that section of the Rate titled "AVAILABILITY AND KIND OF SERVICE", provided the conditions in Section VII, 701, are fulfilled.

## SECTION IV

### USES OF SERVICE

401. Company will furnish temporary, back-up, supplemental, or maintenance service only when in its judgement it has sufficient capacity available in its plant, lines, and other service facilities, and such service will only be furnished under a contract containing, among other provisions, appropriate charges for special conditions of such service.

402. Customer shall not use electric energy from any other source while being supplied by Company without written consent of Company except as provided in Rule 803.

403. Electric service will be supplied only for Customer's own use and particular establishment, and is restricted to one person, firm, or corporation at a single establishment of such person, firm, or corporation as a Customer.

404. All electric service under a single service contract shall be measured by one meter installation and shall not be resold or shared with others. Any owner or operator of an establishment used for tenant occupancy who supplies electric energy, purchased from Company, to his tenants without any specific charge therefor will not be considered as sharing with others.

405. Company may from time to time classify its electric service according to the purposes for which service is used, quantity used, time used, or any other reasonable consideration, and may establish separate rate schedules applicable thereto.

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406. Company will apply its rate schedule which appears applicable to Customer's service based upon information available to Company at the time Customer applies for service. Should Customer's uses of service thereafter change to the extent that another of Company's rates would also be applicable thereto, and should Customer in writing notify Company thereof and request a change of rate schedule, Company will bill Customer under such other schedule, if applicable, commencing with the next succeeding billing period, provided the necessary service agreements have been executed. Except as provided herein, Company shall not be obligated to change from one schedule applicable to Customer's use to another schedule applicable thereto.

407. Company may refuse or discontinue electric service to any Customer when wiring or equipment on Customer's premises does not conform to the rules and regulations of public authorities applicable thereto or to the minimum requirements of the National Electrical Safety Code and the National Electrical Code applicable thereto. The Company is not an inspecting agency and will not be responsible for inspecting customer's wiring or equipment. Company is not responsible for detecting improperly wired, customer-owned electrical facilities, nor shall Company be liable for any injury or damage due to any condition of customer's wiring.

408. Customer shall not use electric service furnished by Company in such a manner as to cause excessive voltage fluctuations or distortions on Company's electric system. Example sources of excessive voltage fluctuations and distortions shall include but are not limited to motor loads and processes which cause flicker, harmonic producing loads, and capacitor applications interacting with the Company's system. Customer shall not install and operate equipment that creates harmonic current or transients that cause excessive distortion to Company's sinusoidal voltage waves. Determination of Customer generated voltage fluctuations and waveform distortion will be made solely at Company's discretion, by Company, based on standards and policies adopted by Company. Company may, as a condition of providing service, or as a condition of continuance of service, require Customer at Customer's own expense to provide suitable apparatus that will limit such fluctuations and distortions to levels deemed appropriate by Company. In the event of Customer's inability or refusal to remedy or rectify Company's concerns, Company may discontinue service.

409. Company will install metering equipment at or near Point of Electric Service Delivery or other suitable location to measure total electric service of each Customer when Company's rate schedule for the electric service is based upon quantity use.

410. Company may suspend service to a Customer without notice and without terminating agreement for service in event the meter or devices used in supplying or measuring electricity on such Customer's premises are altered or changed in any way, or any contrivance is attached thereto, so as to cause such meter to register incorrectly or to prevent registration. Company may refuse to restore service after suspension until Customer has complied with all reasonable requirements and rules of Company designed to prevent a recurrence.

411. In instances where the events described in Rule 410 shall have occurred, Company may also require from Customer, whether or not his service has been discontinued, reimbursement to Company for the cost of the estimated amount of unmeasured service, the cost of replacing and/or repairing any damaged equipment, plus an investigation fee and administrative charge of One Hundred Dollars (\$100.00).

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## SECTION V

### REQUESTS FOR SERVICE AND DEPOSITS

501. Applicants for electric service or service transfer may make application by telephone or in person to the appropriate Company office during regular working hours. The applicant will become a Customer on the day applicant's facilities are connected to the Company's system. The contractual relationship between Company and Customer shall consist of the Company's rate schedule applicable to electric service rendered, a written contract where required by the applicable rate schedule, and these Rules Governing Electric Service, including any modifications thereof and additions thereto which may be lawfully made. Nothing in these rules governing electric service shall preclude the Company, at Company's discretion, from requiring a written service contract or agreement for electric service on Company's form prior to service being rendered or at any time while service is being rendered. Written contracts or agreements, when required, would become part of the contractual relationship between Company and Customer. If a written service contract or agreement for electric service is required prior to service being rendered, the applicant shall become a Customer at the time the service contract or agreement is executed by the Company.

502. A connection charge of Thirty-Five Dollars (\$35.00) may be required of an applicant for commercial or residential service connection work. The charge for temporary service installation for overhead or underground distribution facilities may be billed on the first service bill rendered to the Customer. All other temporary service installations charges are payable before service is furnished.

503. Extension of service requiring setting of poles and/or installing underground or under water conductors is contingent upon Company being able to obtain necessary rights of way and/or permits. As a condition of Customer receiving electric service from Company, Customer must provide at no cost to Company reasonably necessary right of way across the premises to be served for the electric service facilities of Company necessary to serve such premises.

504. A deposit amounting to not less than the amount as stipulated in the applicable rate schedule for electric service furnished may be required of an applicant to guarantee payment of all bills for electric service. Company reserves the right to require such deposits to be made by any Customer, or to require that an original deposit be increased, if at any time in the judgement of Company such deposit or increase is necessary for its protection. No initial deposit will be required of any Residential Customer unless in the judgement of Company, a deposit is required to guarantee payment for service. Non-residential deposits with the exception of temporary service deposits for residential construction purposes are payable before service is furnished. Service deposits for temporary service for residential construction purposes may be added to the first bill rendered to the customer. If a service deposit for standard residential service is required, Company may bill the deposit on the first month's service bill or the next month's service bill following the Company's determination that a deposit will be required.

505. Deposits shall not be applied in payment of current monthly bills, and such deposits shall in no way affect Company's rights arising from non-payment of bills as provided for in Company's rules or in applications or contracts for electric service. Upon discontinuance of service to a Customer, Company may apply Customer's deposit then in its possession, plus interest then due, in settlement of Customer's account. Any balance due Customer will be refunded. Deposits shall cease to bear interest upon discontinuance of service for which the deposit was made.

506. Interest will be paid at the stated lawful rate to date of discontinuance of service or refunding of deposit, whichever is earlier, but Company shall not be required to pay interest on any deposit where depositor has been a Customer for a period of less than twelve (12) consecutive months. An assignment

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of such deposit by a Customer without written consent of Company will not be recognized by nor binding upon Company.

507. In lieu of requiring a deposit from an applicant for residential service, the Company may accept a guaranty of payment in writing by another active customer who shall be liable for paying sums not paid by the applicant during the time the guaranty agreement is in effect, which may include a thirty (30) day period after notice of termination. If the guarantor fails or refuses to pay any amount guaranteed, the Company may discontinue electric service to guarantor until such payment is made in full.

508. For installation of facilities for temporary single phase service requiring only a service drop (from overhead or underground distribution facilities) the charge to Customer shall be as stated in the Temporary Electric Service Rate Schedule. In all other instances of installation of facilities for temporary service, Company will furnish Customer a bill for such installation computed in the following manner: (1) The estimated installed cost of materials and supplies required to furnish the temporary service, plus (2) the estimated cost of removing such facilities, less (3) the estimated salvage value at the end of the service period of the facilities installed. The Customer shall pay such net charge prior to the installation of the service facilities, which in no event shall be less than the minimum amount stated in Temporary Electric Service Rate Schedule.

## SECTION VI

### METERING, BILLING AND PAYMENT

601. Customer's billing determinants shall be measured by commercially acceptable metering equipment installed and owned by Company. The metering equipment must be located so as to be accessible as that is described in the Company's "Electric Service Handbook" and remain accessible to authorized Company representatives during the entire service period. Should an existing Customer act so as to render an existing meter inaccessible, Company will notify Customer and Customer will have 30 days from date of notification to make meter accessible. Should Customer not make the meter accessible to authorized Company representatives within 30 days, Company may, at Company's option, terminate service to Customer. Customers requesting service at an existing establishment with a previously inaccessible meter must relocate the meter to an accessible location prior to service being rendered. All new Customers must provide a meter location in accord with the Company's "Electric Service Handbook" before service is rendered.

602. Customer's total electric service under a single service contract shall be measured by one metering installation, and Customer's monthly service bill shall be computed on registrations thereof except only as provided in Rules 603, 606, or when Company's rate schedule for service furnished is not based on quantity use.

603. Should metering equipment fail to register properly, Customer's billing determinants may be estimated upon the basis of either Customer's service use during the next billing period after meter has been replaced, repaired, or restored to proper operating condition, or service use during a previous corresponding period, or such other reasonable basis as will fairly compensate Company for service rendered during affected period.

604. Unless otherwise provided in applicable rate schedules, meters will normally be read for billing purposes at monthly intervals in groups known as routes. Such routes are read throughout the month with the reading date of any particular meter depending upon the route in which it is grouped. When it is impractical to read the route at its scheduled time, Company may elect to determine billing for entire

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route, or any part of route, on estimated usage based on previous experience. No route will be estimated in such manner for consecutive billing periods.

605. When the number of days between monthly meter reading dates is less than twenty-five (25) or more than thirty-five (35) days, Customer's bill for such service period will be computed at monthly rates on a prorata basis.

606. When representatives of Company are unable to obtain meter reading because of temporary inaccessibility of meter, Company may render appropriately marked estimated monthly bills based upon either a previous month's service use or other reasonable basis for such period or periods as meter readings are not obtainable. When actual meter reading is obtained for entire inaccessible period, estimated monthly bills rendered for that period will, if inequity in billing has resulted, be recomputed and adjusted accordingly. Upon request of a residential customer for service termination, Company may, if Customer is in accord, issue a final bill using an estimated meter reading based on Customer's previous usage.

607. A bill for electric service shall be rendered by Company for each service month and is payable at Company's office within ten (10) days following date rendered, or on or before delinquent date shown on bill, whichever is later. If such bill is not paid when so payable, Company may at any time after expiration of five (5) days written notice, suspend service to Customer. If such bill is not paid within a further period of seven (7) days, Company may, at its option, treat service contract with Customer as terminated, whereupon all rights of Customer shall cease; provided, however, in such event Customer shall be liable to Company for all sums due as of date of such suspension of service and in addition thereto monthly minimum bills for unexpired portion of Customer's service contract or any existing renewal thereof, and Company shall have right to remove its meters and other property from Customer's premises.

608. Bills shall be considered rendered and notices shall be considered given when delivered to Customer, or left at the premises where service is rendered, or posted by United States mail and addressed to Customer at the service address or the last known post office address. The time for payment shall be computed from date of delivery or date of mailing as applicable.

609. Company may, however, extend time for paying any one or more bills or any part thereof, and its action in so doing, whether by taking note of Customer or any one else with or without security or extending time for paying such bill or bills, shall be without prejudice to its right thereafter to suspend service and treat Customer's service contract as terminated. Irrespective of any such extension, however, if it becomes necessary to bill customer an unpaid balance or arrears, Company may charge Customer a late payment charge. The late payment charge for residential service is Four Dollars (\$4.00) per month for each billing period until such arrears or unpaid balance shall have been paid; provided however, that this fee shall not be imposed if the balance due is less than Five Dollars (\$5.00). The late payment charge for commercial or industrial service is One and One-Half Percent (1-1/2%) per month of the unpaid balance for each billing period until such arrears or unpaid balance shall have been paid. Any payments received from Customer during a billing period will be applied first to any such late payment charges.

610. When electric service to a Customer has been disconnected for non-payment of a Customer's account or for construction, all amounts due for service up-to-date of last billing, plus a reconnection charge shall be paid to Company before service is reconnected. The charge for reconnection of service at the Customer's meter shall be Forty Dollars (\$40.00) if done between the hours of 8:00 a.m. and 9:00 p.m.; or One Hundred Dollars (\$100.00) if after 9:00 p.m. and before 8:00 a.m. The charge for reconnection of service at the Customer's meter shall be Fifty Dollars (\$50.00) if done between the hours of 8:00 a.m. and 9:00 p.m. due to construction. If the service reconnection must be done at the utility pole, the reconnection charge shall be Seventy-Five Dollars (\$75.00). When representatives of Company



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have to be dispatched to collect only on a delinquent account, a charge of Fifteen Dollars (\$15.00) shall be added to other amounts due at that time. A service charge, not to exceed the maximum amount allowed under Section 97-19-57 of the Mississippi Code of 1972, as such amount may be amended from time to time, will be billed to each account for which payment is made by check or draft that is subsequently returned due to being dishonored by the bank. This charge shall be made for returned checks marked insufficient or non-sufficient funds, accounts closed or no account with bank on which check is drawn. No charge will be made where the reason the check was returned was an error by the bank, improper date, missing signature, variance in written and numeric amount or stop payment because customer believes the check has been lost or stolen.

611. If any meter test discloses error in registration in excess of (1) 4% for full scale demand registration of thermal type lagged demand meters, (2) 2% for full scale demand registration for other demand meters, or (3) 2% for all kilowatt-hour meters based upon an average error as defined in Rule 613, then Company will bear cost of test and will adjust Customer's billing as follows:

(a) Over Registration - Company shall refund Customer an amount equal to estimated overcharge for a period not to exceed ninety (90) days previous to such test; provided, however, if error was due to some cause, the date of which can be accurately determined, overcharge shall be computed back to but not beyond such time.

(b) Under Registration - Customer shall pay to Company amount estimated to be due for electric service used, but not charged for in bills rendered, not to exceed ninety (90) days previous to such test; provided, however, if error was due to some cause, the date of which can be accurately determined, undercharge shall be computed back to but not beyond such time. If metering equipment is found not to have been registering at all, bill will be estimated upon Customer's service use during next billing period after the meter has been repaired or replaced, or upon such other reasonable basis. Correction of charges on account of under registration will be made when discovered by adding proper amount to next service bill.

612. Company will, upon Customer's request, re-read or test metering equipment which measures Customer's service. If the re-read or test shows accuracy of the meter reading or metering equipment within limits specified in Rule 611, then a Fifteen Dollar (\$15.00) fee will be charged to the Customer for re-reading the meter and a Forty-Five Dollar (\$45.00) fee will be charged to the Customer for testing the metering equipment when it is determined that the metering equipment is functioning within the limits specified in Rule 611 of the Service Rules.

613. Average error in registration of a kilowatt-hour meter shall be determined as follows: Percentage registration at a load of 10% of rated meter test current multiplied by one shall be added to percentage registration at a load of 100% of rated meter test current multiplied by four. The sum thus obtained divided by five will represent average percentage registration of meter. Difference between such average percentage registration and 100 will be average error in registration of a kilowatt-hour meter.

614. Unless otherwise stipulated in applicable rate schedule, Company reserves right to adjust service bills to the equivalent of 90% lagging power factor when Customer's equipment is operated in such a manner that power factor, determined at point of service delivery to Customer, is lagging and is less than 90% of unity power factor.

615. Company reserves the right to read meters and render bills under any rate schedule every other month (bi-monthly) or every third month (quarterly) instead of monthly as provided in these rules and in rate schedules, in which event these rules and rate schedules will be appropriately modified.

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## SECTION VII

### LINE AND SERVICE EXTENSIONS

701. Where Company's primary distribution lines and equipment of adequate capacity are in place adjacent to residence or establishment of prospective Customer, then Company will at its expense, install facilities it needs to serve Customer. In instances where such distribution lines and equipment are not so adjacent or lack adequate capacity for proposed service, Company may require from Customer, as a condition of providing service in such instances, a revenue guarantee or contribution of an amount and under terms which are sufficient to justify and protect Company's investment in additions to its system required for service. The methods of computing any revenue guarantee or other contribution required of the customer by the Company under this Rule 701 shall be made pursuant to the Company's Line and Service Extension Policy on file with the Mississippi Public Service Commission, copies of which are available in the Company's local offices and on its website, [www.mississippipower.com](http://www.mississippipower.com).

702. Company will provide underground service to Customer's home or establishment, pursuant to its Underground Policy on file with the Mississippi Public Service Commission, copies of which are available in the Company's local offices and on its website, [www.mississippipower.com](http://www.mississippipower.com).

703. When requested by Customers or others to make changes in its electric system in order to facilitate construction work or for other purposes solely for convenience of Customers or others, Company will make such changes only under a mutually satisfactory agreement and when payment, if required, has been made to Company for its estimate of the cost therefor.

704. Company shall have right to designate the point at which its service wires will connect to Customer's wiring system, the point at which its service wires will connect to Customer's building or structure, and location of Company's meter. Customer shall provide, at no cost to Company, suitable location and accommodation for (a) Company's metering equipment, (b) such transformer substation as may be required, and (c) easements (including tree trimming rights) as are necessary for Company's service facilities.

705. Only one service connection line will be installed by Company for one Customer. Only one service line will be installed by Company to a building which is occupied by several Customers. Deviations from latter rule are only permissible when one service line is not feasible and a proposed service line plan is acceptable to Company.

## SECTION VIII

### GENERAL

801. Company's rate schedules for each class of service apply uniformly throughout its service territory. Copies of its rate schedules and service rules are on file with the Mississippi Public Service Commission, at Company's General Office in Gulfport, and at each division and local office. Upon request by any Customer, Company will furnish a copy of these service rules and rate schedule applicable to his service.

802. No promise, agreement, or representation shall bind Company unless same be in writing and approved by an authorized representative of Company, and no employee or officer of Company is authorized to waive this provision.

803. The obligation of Company to furnish electric service is dependent upon its securing and retaining necessary rights, easements, privileges, franchises, permits, material, and apparatus, and Company shall

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not be liable to Customer in event it is delayed in delivery of service, or is prevented from furnishing service contracted for by its failure to secure and retain such rights, easements, privileges, franchises, permits, material, and apparatus. Service to Customer shall also be subject to all laws, rules, and regulations under which Company may from time to time be operating. In the event Company is delayed or prohibited from delivering service from any of the above causes, the time fixed for commencement of electric service shall be extended for a period equal to such delay. If service is interrupted from injunction, strike, riot, invasion, flood, fire, accident, act of God, breakdown, or from maintenance of or repairs to its system, or any part thereof, or for the purpose of extending service to new Customers, or from any cause beyond Company's control, Company shall not be liable to Customer for such interruptions but shall use its best efforts to restore service. During such interruptions Customer shall have the right to use such other electric energy as may be available provided that Customer shall notify Company of such use and further provided that Customer shall isolate Customer's system from Company's system during such use. The obligation of Company to furnish electric service is further dependent upon and subject to Acts of the United States Government and the State of Mississippi and to conditions brought about by war, whether declared or undeclared, and Company assumes no obligation to provide or continue delivery of any quantity of electric service, regardless of any contractual obligations to the contrary, when or in the event, it is required by such governmental bodies to supply such electric service to the United States Government, or to any person, firm, corporation, business, or industry designated by the United States Government. In the event of an emergency threatening the integrity of the system by which Company obtains its power supply, Company, to preserve most practical continuity thereof, may curtail or interrupt service to all or any of its Customers when, in its judgement, reasonably exercised, such curtailment or interruption will tend to prevent or alleviate such threat. Determination thus made by Company of Customers to be curtailed or interrupted shall be conclusive on all parties involved, and Company shall be under no liability with respect to any such curtailment or interruption.

804. All property of Company that is placed in or upon Customer's premises, and used in supplying service to him, is placed there under Customer's protection. Cost for any loss or damage to such property, exclusive of normal wear and tear, shall be payable by Customer to Company.

805. Customer shall by ownership or lease furnish, operate, and maintain all wiring and electric equipment, except Company's metering equipment, beyond Point of Service Delivery. When metering equipment is located on Customer's side of Point of Service Delivery, Customer will provide as a part of his wiring and at his expense suitable accommodation for such metering equipment at location as prescribed under Rule 704.

806. Company shall not be in any way responsible for transmission or control of electric energy beyond Point of Service Delivery to Customer, and Company shall not be liable for damages on account of injuries to persons or property resulting in any manner from receipt and use by Customer of electric energy from Company. Customer shall keep his or its electric lines and equipment in safe operating condition and shall indemnify and save harmless Company on account of any claims and for any damages whatsoever to persons or property resulting from, or which may be in any way caused by, or arise out of, installation, operation, and maintenance of lines and equipment belonging to Customer for receipt and use by Customer of electric energy.

807. Customer shall give Company the right for its employees to enter premises of Customer at all reasonable times for purpose of keeping in repair or removing its property, or inspecting its own wires, reading meters, and performing any other work incidental to rendering service to Customer. Service may be terminated upon written notice when Customer's premises are inaccessible for such purposes for a period of 60 days.

808. In the event Customer shall make an assignment for benefit of Customer's creditors, or voluntary or involuntary proceedings in bankruptcy are instituted seeking to adjudge Customer bankrupt, or if

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customer be adjudged a bankrupt, or if Customer's affairs be placed in hands of any court for administration, service contract with Customer, at Company's option, shall terminate and be at an end.

809. Customer has the obligation to install necessary and appropriate protective devices on all equipment. Customer will be responsible for protecting its facilities from fault current damage and from the effects of single phasing conditions when three phase service is being supplied, and Company shall not be liable for damage to customer's facilities resulting therefrom.

810. Company reserves right to amend or modify these service rules, and to make additional service rules, at any time or from time to time in a manner prescribed by law.