

Mississippi

Last updated: 11/11/22

Covered utilities: These policies pertain to electricity customers who receive their service from an investor-owned utility in the State of Mississippi. Customers that receive service from a municipal utility or an electric cooperative are not covered by these policies.

39 Miss. Admin. Code Pt. III, Sub pt. 1, R. 01; Miss. Code Ann. § 77-3-3; Miss. Code Ann. § 77-3-1; Miss. Code Ann. § 77-3-5

Weather Protections

Service cannot be disconnected from December 1st through March 1st if the customer has provided a written statement, signed by a licensed physician, certifying that discontinuance of the customer's heating service would create a medical emergency for a member of the customer's household. Customer must then agree to a levelized billing payment agreement no later than April 1st to continue service.

Service cannot be disconnected if a Freeze Warning or an Excessive Heat Warning has been issued as of 8:00 am on the day of disconnection by the National Weather Service in the county of the disconnection.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 8

Medical Protections

Disconnections will be delayed for 60 days (or 4 months if during the winter period) if the customer provides certification that discontinuance of service would create a life-threatening situation for the customer or other permanent resident of the customer's household. Medical certificates may be issued by a medical doctor licensed to practice in the State of Mississippi or any adjoining state.

Customers will enter into a payment agreement if this protection is applied during the winter.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 8

Other Customer Protections

There are no specific protections for households with children, elderly residents, individuals with disabilities, or military personnel.

General Exemptions

Customers and utilities can request an exemption from the rules for reasons of hardship.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 01

Notification Requirements

Written notification of at least 5 days is required from a utility before a customer may be disconnected. In-person or telephone notifications are not required, and a utility is not required to delay a disconnection if it is unable to reach a customer by a telephone call or an in-person visit.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 8

Payment Information, Delinquency, and Fee Information

The time period for customers to pay their bill is not specified.

There are no minimum arrearages before a utility may disconnect a customer.

Customer may be charged fees associated with a disconnection or a reconnection.

Utilities may provide customers with payment plans.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 8

Landlords and Tenants

No specific protections for tenants when the landlord of a housing unit is the account holder.

Availability of Protection Policies

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.

39 Miss. Admin. Code Pt. III, Subpt. 1, R. 6