

**ENTERGY MISSISSIPPI, LLC**

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**MISSISSIPPI PUBLIC SERVICE COMMISSION**

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**PREPAY ELECTRIC SERVICE OPTION PES-1**

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**I. AVAILABILITY**

The Prepay Electric Service Option (PES) is available at the Company's discretion to residential customers on a voluntary basis when Entergy Mississippi, LLC ("EML" or the "Company") has installed qualifying advanced metering and other technology that makes PES participation possible for the customer. For purposes of PES, qualifying advanced metering technology means an advanced meter with enabled remote disconnect and reconnect functionality. All PES customers will be served on the Residential Rate Schedule unless they currently qualify for the Residential Electric Water Heating Rate Schedule; all provisions of those schedules and the Company's Service Policy apply except as modified herein.

PES is not available to:

- 1) landlord-tenant situations where the landlord is responsible for the bill for electric service;
- 2) customers residing at duplexes or apartments that are served under one electric meter;
- 3) customers with an arrearage balance exceeding \$200;
- 4) customers who have withdrawn from PES within the past 12 months; or
- 5) customers who have notified EML that they qualify for the "life threatening situation" exception under the Mississippi Public Service Commission's Rules and Regulations Governing Public Utility Service ("Services Rules"), Rule 8.125(1).

Customers participating in PES do not qualify for programs and services or payment options that are incompatible with PES, including, but not limited to the following:

- 1) Budget Billing Rider Schedule (BB);
- 2) Net Energy Metering Rider Schedule (NEM);
- 3) Pick A Date payment option;
- 4) Collective Billing option;
- 5) Automatic Draw Draft for bill payment; and
- 6) Customers with a monthly contractual dollar minimum.

**II. ENROLLMENT AND APPLICATION**

Eligible Customers must apply for PES. If a customer is accepted to enroll as a PES customer, the Company will create a new Customer Account<sup>1</sup> for the customer under PES. At the time of enrollment, the customer must choose the electronic delivery method, available through PES, by which he/she will receive automated notifications of the following: a low balance, the customer's current Prepaid Account Balance,<sup>2</sup> payments received, disconnection, reconnection, and other required customer notices. Customer will confirm his/her ability and willingness to receive the automated notifications through his/her chosen method of electronic communication. Customer

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<sup>1</sup> "Customer Account" means the customer's new account under PES, which will include a Prepaid Account Balance, as defined below, and, if applicable, a Debt Recovery Balance, as defined below.

<sup>2</sup> "Prepaid Account Balance" means the customer's balance for the account under PES, to which the customer pays in advance for electric service. Prepaid Account Balance does not include, if applicable, amounts for arrearages or others amounts owed by the customer which were incurred prior to enrolling in PES.

will confirm his/her acknowledgement of key PES terms of service, consistent with this rate schedule, prior to completing enrollment in PES,<sup>3</sup> including: (1) customer must pay in advance for service; (2) customer must maintain a positive Prepaid Account Balance to ensure he/she continues to receive service; (3) if the customer's Prepaid Account Balance is negative, his/her service may be interrupted as soon as the next business day; (4) customer will receive all notifications electronically; (5) automated notifications will replace the disconnect notices applicable to standard non-prepaid service.

Customers participating in PES will establish an initial account balance of at least \$30.

Customers participating in PES will not be required to provide a deposit. Any existing deposit will be applied to the current outstanding balance (including amounts used but not yet billed or any amounts associated with tampering) and any remaining deposit balance will be added to the customer's beginning Prepaid Account Balance.

A customer with an Arrearage Balance<sup>4</sup> at the time of application to participate in PES may be allowed to enroll in PES once his or her Arrearage Balance is less than or equal to \$200. Once the customer's Arrearage Balance is less than or equal to \$200, the customer may be allowed to enroll in PES. Accordingly, the Customer Account will include a Debt Recovery Balance<sup>5</sup> and a Prepaid Account Balance. Thereafter, any payments made on the customer's PES account shall be applied 25% to the Debt Recovery Balance and 75% toward the Prepaid Account Balance for current electric service until the customer has fully paid the Debt Recovery Balance. Once the Debt Recovery Balance is fully paid pursuant to the terms of this paragraph, a PES customer will have only a Prepaid Account Balance for the remainder of the customer's participation in PES.

The residential customer charge – as well as all other applicable rates and rider charges – will be prorated on a daily or weekly basis for appropriate application, where deemed appropriate or necessary by the Company.

Customers may make payments through similar channels as for standard non-prepaid service, which include on-line, by telephone, or at quick payment centers. Customers have the option to select a preferred manner of low balance notification(s) and at what balance level notification(s) shall occur. However, in any event, EML will notify the customer when his or her prepaid account balance reaches or falls below \$20.

### **III. DISCONNECTION**

A customer's Prepaid Account Balance reaching a zero or negative balance will allow a service disconnection the next business day. Customers will not be disconnected outside of EML's normal business hours. Disconnections will otherwise follow the Mississippi Public Service Commission's Rules and Regulations Governing Public Utility Service, Rule Service Rule 8.125(1) and the Company's regular processes.

Customers participating and remaining in PES will not be assessed late fees, disconnect fees, or reconnect fees. All other relevant fees are still applicable (i.e. including, but not limited to, fees associated with insufficient funds).

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<sup>3</sup> The Company is authorized to receive a customer's confirmation verbally.

<sup>4</sup> "Arrearage Balance" means the amount a customer owes for service and/or other amount owed to the Company incurred before enrolling in PES.

<sup>5</sup> "Debt Recovery Balance" means the portion of the Customer Account that consists of the former Arrearage Balance, but which is transferred to and separately accounted for in the Customer Account under the terms of this rate schedule.

#### **IV. PES WITHDRAWAL**

Customers may withdraw from PES at any time with no withdrawal fee. Upon withdrawal from PES, EML will close the PES Customer Account, and create a new account, and the terms of the applicable rate schedule under which the customer is then served will apply, including the following provisions:

- a. Any Prepaid Account Balance credit on the Customer Account shall be credited on the customer's next month's bill. If the customer is discontinuing service with EML, the customer's Prepaid Account Balance credit will be refunded to him/her.
- b. Customer must pay any remaining Arrearage Balance and may do so pursuant to a mutually agreed upon installment payment plan, provided that the customer satisfies each installment in full by the respective due date. The Company shall not be required to offer such an installment payment plan in cases of tampering or unauthorized usage on the customer's account.
- c. Customers who choose to withdraw from PES will be subject to EML's established fee structure, including connect fees, late fees and deposit credit scoring requirements. If a deposit is required, the customer must pay the deposit in accordance with the Company's Service Policy to avoid disconnection for non-payment.