

Customer Assistance Programs

Mississippi Power cares about helping customers in their time of need. Emergencies and challenging economic times often make it difficult to make ends meet. We listen to our customers, care about them and work to provide assistance when they need us.



BILL DISCOUNT

If you are currently a recipient of Supplemental Security Income (SSI) or Temporary Aid to Needy Families (TANF) through the federal income maintenance program, you may be eligible for a bill discount of 57 cents per day on your Mississippi Power bill. For more information, inquire at your local customer service office or call **800-532-1502**.

BILL EXTENDER

Mississippi Power's Bill Extender program is designed for the primary residence of residential customers. The program is most beneficial for customers who receive a paycheck once a month, usually on the first or third day of the month. Bill Extender allows an extended due date, typically the fifth of each month. For more information, inquire at your local customer service office or call **800-532-1502**.

BRAILLE/LARGE PRINT BILL

Mississippi Power offers braille or large print bills to assist our customers who may have a sight disability or impairment. Inquire at a local customer service office or call **800-532-1502**, and a customer service representative will help you register for a braille or large print bill.

BUDGET BILLING

Budget Billing helps eliminate the peaks and valleys of your monthly bill. The weather has a big impact on the amount of electricity you use, affecting the amount you pay each month to Mississippi Power. With Budget Billing, you pay approximately the same amount each month, based on an average of your previous 12 months' electrical usage. Visit mississippipower.com/budgetbilling to learn more.

LIHEAP

LOW-INCOME HOME ENERGY ASSISTANCE PROGRAM

LIHEAP is a federally-funded program that helps low-income households with their energy bills. If your income and other requirements qualify for the program, you may be assisted with bill payment and/or preparing your home for extreme weather. The LIHEAP program in your community decides if

your household's income qualifies. Households may also be required to meet additional eligibility criteria to receive LIHEAP assistance. To find out if you qualify, complete the online pre-application found at <https://virtualroma.mdhs.ms.gov>. Once the pre-application is submitted, information on services for which you may qualify will appear on the screen.

L.I.V.E. PROGRAM

LINES INTO VITAL EQUIPMENT

The L.I.V.E. Program is designed to flag accounts so that special effort can be made to avoid accidental disconnection of electric service. The program is intended for customers who rely on special medical equipment, such as kidney machines, respiratory equipment, or heart or breathing monitors. This program does not prevent disconnection of service due to failure to pay the electric service bill, nor does it prevent power from going out during an outage. Visit mississippipower.com/billprograms to learn more.

PROJECT SHARE

Any Mississippi Power customer with a demonstrated financial need may be eligible to apply for Project SHARE assistance by calling 855-847-0555 to speak with a representative from Catholic Charities. Customers can schedule an appointment to provide documentation to determine the level of need. If eligible, a customer may receive up to \$300 annually in assistance. To learn more about Project SHARE, visit mississippipower.com/assistance.

THIRD-PARTY NOTIFICATION

The Third-Party Notification program allows a customer to designate a person of their choosing, such as a relative or neighbor, to receive a duplicate copy of any disconnect notice the customer may receive as a result of an overdue bill. This service could be especially useful to the elderly, sick or people who are away from home for extended periods of time. Copies of regular bills are not sent to the third party. To learn more about Third-Party Notification, visit mississippipower.com/billprograms.

800-532-1502
CUSTOMER CARE CENTER