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**Character of Service Available**

**GENERAL**

The electrical service provided by Company is 60 cycle alternating current.

The character of service (number of wires, phase, and voltage) furnished by Company is that which is available or that which in Company's judgment can most economically be made available to serve the nature, size, and location of Customer's requirements. Company should be consulted in regard to the character of service that is or will be made available to serve Customer's requirements.

It is the Company's policy to allow the Customer the widest practical choice consistent with sound operation in the selection of the character of service he feels will best suit his electrical requirements. However, there are locations in Company's service area where for practical considerations the choice must be limited. There are many areas in which three-phase facilities are not available and the cost of providing such facilities may be prohibitive in relation to its value to the Customer and in comparison with the revenues the Company can reasonably anticipate from the use of such service at the location.

For other than large loads, 120/240 volt service is usually the optimum service voltage. The Company renders service to a wide range of loads at this voltage and maintains back-up stocks of transformers both for new service and as spares at its service centers throughout its operating area for this voltage.

The characteristics of the service generally furnished by size of load, nature of use, and areas of availability are set out in the following table:

AVAILABILITY	CHARACTER OF SERVICE	APPLICATION
<b>From Company's Overhead Distribution System</b>	a. Single-phase, 120 volts, two wire	Residential and General Application
	b. Single-phase, 120/240 volts, three wire	
	c. Three-phase, 240 volts, three wire	General Application
	d. Three-phase, delta, 120/240 volts, four wire	
	e. Open wye, 120/208 volts, three wire	General application in certain predominantly commercial areas from wye connected secondaries
	f. Three-phase wye, 120/208 volts, four wire	
<b>Residential Underground Distribution Systems</b>	g. Single-phase, 120/240 volt, three wire	Where underground distribution has been installed in certain residential subdivisions, under special contracts with real estate developers
<b>Non-Residential Underground Distribution Systems From Company's Pad Mounted Transformers</b>	h. Three-phase wye, 120/208 volts, four wire	For individual customers with an estimated minimum monthly load of 30 kW or for business establishments with an aggregate of 30 kW estimated minimum monthly load when each is individually metered.
	i. Three-phase wye, 277/480 volts, four wire	For individual customers with an estimated minimum monthly load of 85 kW, or for business establishments with an aggregate of 85 kW estimated minimum monthly load, when each establishment is individually metered.
<b>From Company's Underground Distribution System in the Jackson Central Business District</b>	j. Single-phase, 125 volt, two wire	Applicable to all loads in the Jackson Central Business District
	k. Open wye, 125/216 volt, three wire	
	l. Three-phase wye, 125/216 volt, four wire	

For the larger commercial and industrial loads and for other locations where in Company's judgment it will be practical to serve only the Customer's requirements from a transformer or transformer bank, it may be feasible for the Company to supply and advantageous for the Customer to take service of a character listed below. If such service is desired, the Company should be consulted before the Customer's installation is planned. Where such service is or in Company's judgment can economically be made available, it may be supplied under written agreement.

<b>From Company's Overhead Distribution System</b>	m. Three-phase wye, 120/208 volts, four wire	For customers with an estimated minimum monthly load of 30 kW
	n. Three-phase, 480 volts, three wire	To locations where the largest single motor is 40 HP or more, or to locations where the aggregate of all motors is 60 HP or more
	o. Three-phase wye, 277/480 volts, four wire	For individual customers with an estimated minimum monthly load of 85 kW, or for business establishments with an aggregate of 85 kW estimated minimum monthly load, when each establishment is individually metered.
	p. Three-phase, 2400 volts, three wire q. Three-phase wye, 2400/4160 volts, four wire	For customers contracting for 200 kW minimum billing basis
	r. Three-phase, 13,800 volts, three wire s. Three-phase wye, 7,960/13,800 volts, four wire  (In certain parts of Claiborne, Copiah, DeSoto, Hinds, Leake, Madison, Rankin, and Warren Counties, the primary distribution voltage available is 7,200/12,500 volts.)	For customers contracting for 200 kW minimum billing basis. Smaller loads may be served at this voltage, but where this is done, service will be metered on the secondary side of Customer's substation or, if this is impractical, Company may require Customer to make a non-refundable contribution equal to the estimated difference in Company's cost of primary metering and the normal cost of metering an equivalent load at secondary.
<b>From Overhead Transmission Lines</b>	t. Three-phase, 115,000 volts, three wire	For customers contracting for 4,000 kW minimum billing basis