

# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised Sheet No. 29.1 Schedule Sheet 1 of 8

(AT)

Replacing: 2<sup>nd</sup> Revised Sheet No. 29.1

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

Docket No.: 06-101-U  
Order No.: 16  
Effective: 6/16/07

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

PSC File Mark Only

### 29.0. CHARGES RELATED TO CUSTOMER ACTIVITY (RULES of PRACTICE and PROCEDURE ("RPP") 11.03.(d))

(CT)

#### 29.1. REGULATORY AUTHORITY

(CT)

The Arkansas Legislature has delegated authority to the Arkansas Public Service Commission ("APSC" or the "Commission") to regulate public utilities in the State of Arkansas, including Entergy Arkansas, Inc. ("EAI" or the "Company"). The APSC's regulatory authority over the provision of electric service applies not only in the Distribution Service area allocated to EAI by the APSC but also extends to service to customers who have been released to EAI by other electric distribution utilities, when such release for service has been approved by the Commission pursuant to Rule 7.04.(b) of the Commission's Rules of Practice and Procedure. Similarly, the Tennessee Regulatory Authority exercises such authority delegated to it by the Tennessee legislature in areas of the State of Tennessee served by EAI.

#### 29.2. ANNUAL ADJUSTMENT

(CT)

The Company will review the charges in this Schedule annually and if an adjustment is necessary to recover the costs of these discretionary services the Company will request revisions in the charges. Each such revision shall be submitted to the Commission on or about March 15 of each year.

(AT)

#### 29.3. CUSTOMER ACCOUNT RECORD STATEMENT (General Service Rule ("GSR") 2.04.A.)

(CT)

The Company does not currently charge a fee for the statement described by GSR 2.04.A.

#### 29.4. ENERGY CONSUMPTION STATEMENT (GSR 2.04.B.)

(CT)

##### 29.4.1. BASIC ENERGY CONSUMPTION STATEMENT

(CT)

EAI will provide upon request a Basic Energy Consumption Statement free of charge once every twelve months to customers whose service is metered with interval recording devices. This Basic Energy Consumption Statement consists of a single kVA Analysis Report including twelve consecutive months or less

# ARKANSAS PUBLIC SERVICE COMMISSION

6<sup>th</sup> Revised Sheet No. 29.2 Schedule Sheet 2 of 8

Replacing: 5<sup>th</sup> Revised Sheet No. 29.2

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

Docket No.: 09-084-U  
Order No.: 20  
Effective: 6/30/10

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### 29.4.2. ELECTRONIC LOAD DATA PRODUCTS FEES

The following Load Data Products will be provided upon request to customers whose service is metered with existing interval recording devices. For customers whose service is metered with devices other than interval recorders, Company will install and maintain interval-recording devices upon customer's request on a job order basis (time and materials). Interval recording devices installed at the customer's request will remain the property of the Company. Such Load Data Products covering monthly billing periods will be provided at the monthly fees specified below:

<u>Billing Item</u>	<u>Monthly Rate</u>
kVA Analysis Report (paper, e-mail, diskette) <sup>(1)</sup>	\$20.00
kVA Peaks Summary Report (paper) <sup>(1)</sup>	\$14.00
Load Graph (paper) <sup>(1)</sup>	\$14.00
Time of Use Report (paper) <sup>(1)</sup>	\$14.00

<sup>(1)</sup> Only electronic medium will be available for new reports requested on or after the effective date of this Sheet.

### 29.5. MEMBERSHIP FEE (GSR 3.01.E.(1)c.)

The fee described by GSR 3.01.E.(1)c. does not apply to the Company

### 29.6. DEPOSITS FROM APPLICANTS (GSR 4.01.)

29.6.1. Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.01.A. by the addition of the following after GSR 4.01.A.(2)f.:

(3) If any of the conditions in GSR 4.01.A.(2) above apply, the Company may waive all or a portion of a deposit for an applicant for residential service based on the applicant's credit score as returned by a credit scoring service.

(AT)

29.6.2. Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.01.C. by replacing GSR 4.01.C. in its entirety with the following language:

#### C. Payment Procedures

Except for deposits under Rule 4.01.B.(3), applicants shall be allowed to pay the deposit in 2 installments - 1/2 of the deposit at a Company authorized payment location prior to service initiation and the remaining 1/2 with the first bill for electric service. Alternatively, the customer may elect to pay the total amount of the deposit on the first month's bill for electric service.

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7<sup>th</sup> Revised Sheet No. 29.3 Schedule Sheet 3 of 8

Replacing: 6<sup>th</sup> Revised Sheet No. 29.3

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

Docket No.: 09-084-U  
Order No.: 20  
Effective: 6/30/10

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**29.6.3. Residential:** The Company may require a deposit for residential service when that applicant meets the criteria listed in GSR 4.01.A.

**29.6.4. Non-Residential:** The Company may require a deposit for non-residential service. The Company may accept the following instruments in amounts and under terms and conditions acceptable to EAI in lieu of cash deposits: an irrevocable bank letter of credit or a surety bond from a bank or surety company acceptable to the Company.

**29.6.5. Deposit From Landlord:** The Company requires a deposit when an applicant for residential service qualifies as a landlord as defined in the APSC General Service Rules.

### 29.7. DEPOSITS FROM CUSTOMERS (GSR 4.02.)

**29.7.1.** Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.02.A. by replacing § 4.02.A.(1) with the language below, deleting § 4.02.A.(3), and adding § 4.02.A.(8) as shown below.

(1) The residential customer's account appears more than one time in a twelve month period on the list of customers eligible to be disconnected following the mailing of a Disconnect Notice which contained notification of the deposit billing;

(8) As of the effective date of Rate Schedule CAC approved in Docket No. 09-084-U, any non-residential customer who fails to maintain a Credit Rating of at least BBB- as determined by the S&P Rating Group, BBB- from Fitch Ratings or Baa3 from Moody's Investor Service, or their successors may be notified of the intent to obtain or increase a deposit. The customer will be advised in writing noting the information and source that supported the decision to obtain the deposit or deposit increase. The Company may require the amount of the deposit subject to EAI's monitoring of the customer's financial metrics in comparison to EAI's credit risk exposure. If the review indicates an increased credit risk, then the deposit may be increased.

The Company may require a new or increased deposit from a customer when that customer meets the criteria listed in GSR 4.02.A. as modified above.

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# ARKANSAS PUBLIC SERVICE COMMISSION

7<sup>th</sup> Revised Sheet No. 29.4 Schedule Sheet 4 of 8

Replacing: 6<sup>th</sup> Revised Sheet No. 29.4

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

Docket No.: 09-084-U  
Order No.: 20  
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**29.7.2. Deposit From Petitioner For Bankruptcy (GSR 4.02.A.(7))** The Company may require an additional deposit from a petitioner for bankruptcy in an amount calculated as in GSR 4.02.B. (MT)

**29.7.3. Deposits From Customers – Payment Procedures (GSR 4.02.D)** EAI is currently exempted from GSR 4.02.D in the following way. If a new or increased residential deposit is allowed for Conditions 4.02.A.(1) as exempted above in § 29.6.1, 4.02.A.(2) or 4.02.A.(6) the customer will be billed the new or increased deposit in amounts of no less than \$25 until the maximum deposit allowed has been collected or until the difference between the deposit collected and the maximum is less than \$25. The customer may avoid receipt of additional bills for new or increased deposit amounts, after the first new or increased deposit billing, by paying the first deposit amount and all bills for electric service by the close of business on the last day to pay as shown on the Disconnect Notice. (MT,AT)  
(MT)

### **29.8. CALCULATION OF AVERAGE BILL (GSR 4.03.)**

EAI is currently exempted from GSR 4.03.B. by the addition of the following language:

When a non-residential applicant requests service in a location where the previous customer at that location was of the same business type and size as the applicant for service, the average bill shall not be more than the average monthly bill for that location for the most recently completed representative 12 month period.

### **29.9. PROCESSING FEE FOR LEVELIZED BILLING WITHDRAWAL (GSR 5.10.C.(3))**

The Company does not currently charge a fee for the Levelized Billing Withdrawal described by GSR 5.10.C.(3).

### **29.10. RETURNED CHECK CHARGE (GSR 5.13)**

Charged when payment for services by check or other payment instrument is not honored by customer's financial institution for any reason other than bank error. The returned check charge shall be the maximum collection fee amount under Ark. Code Ann. § 4-60-103.

### **29.11. METER READING REPORT CHARGE (GSR 5.16.B.(3))**

The Company does not currently charge a fee for a Meter Reading Report described by GSR 5.16.B.(3).

# ARKANSAS PUBLIC SERVICE COMMISSION

5<sup>th</sup> Revised Sheet No. 29.5 Schedule Sheet 5 of 8

Replacing: 4<sup>th</sup> Revised Sheet No. 29.5

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

Docket No.: 09-084-U  
Order No.: 20  
Effective: 6/30/10

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### 29.12. METER TEST FEE (GSR 5.18.C.(1))

(MT)

<u>Billing Item</u>	<u>Rate</u>
Per occurrence:	\$52.00

Charged for each customer requested meter test after the first customer requested test in a calendar year if such test shows the meter to be registering within the accuracy limits of APSC Special Rules - Electric, Rule 7.05.

### 29.13. TRIP FEE (GSR 6.11.)

<u>Billing Item</u>	<u>Rate</u>
Per occurrence:	\$14.00

Charged when the last day to pay, as printed on the shut-off notice, has passed; and, a Company employee is dispatched to customer's premises to terminate service and service is not terminated for either of the following reasons:

1. because receipt of payment at the premises was refused by the Company employee but customer was allowed 24 hours to pay at an authorized payment location; or,
2. because customer's normally accessible meter was inaccessible and the customer or other adult was not at the premises or did not respond.

### 29.14. RECONNECTION FEES (GSR 6.12.)

#### 29.14.1.DURING NORMAL WORKING HOURS

<u>Billing Item</u>	<u>Rate</u>
Per occurrence:	
When service is reconnected at the customer's meter	\$35.00
When service is reconnected at other than the customer's meter	\$72.00

Charged to reconnect service the same day when customer or other authorized party requests reconnection between 8:00 a.m. and 5:00 p.m. on a normally scheduled workday and makes payment of the reconnect fee and all amounts due at Company offices designated to accept such payments or at Company authorized payment stations by 5:00 p.m. of that day.

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5<sup>th</sup> Revised Sheet No. 29.6 Schedule Sheet 6 of 8

Replacing: 4<sup>th</sup> Revised Sheet No. 29.6

Entergy Arkansas, Inc.  
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### 29.14.2.AFTER NORMAL WORKING HOURS

(MT)

<u>Billing Item</u>	<u>Rate</u>
Per occurrence:	
When service is reconnected at the customer's meter	\$54.00
When service is reconnected at other than the customer's meter	\$96.00

Charged to reconnect service in emergency situations requiring immediate initiation of service when payment of this reconnect fee and all amounts due at a Company authorized payment station is made after 5:00 p.m. All other reconnections for payments made after 5:00 p.m. will be performed the next normally scheduled workday.

(MT,AT)

### 29.15. FINANCE CHARGE ON DELAYED PAYMENT AGREEMENTS (GSR 6.13.I.)

(MT)

The Company will charge interest on Delayed Payment Agreements equal to the daily rate equivalent of the annual rate required to be paid on customer deposits by GSR 4.05.A.

### 29.16. CHARGE FOR ADDITIONAL METERS (SR-E 3.06.A.)

The Company does not currently charge a fee for additional meters used as special meters or provided for the customer's convenience. Installation, ownership and maintenance of meters located on the customer's side of the Company's billing meter are the responsibility of the customer.

### 29.17. PAYMENT BY DRAWDRAFT AND LEVELIZED/EQUAL PAYMENT

<u>Billing Item</u>	<u>Rate</u>
Credit Per Month:	\$1.00

Credited to account when customer currently authorizes drawdraft payments at the due date for services rendered by Company and the drawdraft is honored for payment in full, and the customer also has either levelized or equal payment of billing.

### 29.18. CHARGE FOR DATALINK

DataLink is available to customers receiving electric service under the following Rate Schedules: Small General Service (SGS), Large General Service (LGS), Large General Service Time-Of-Use (GST), Large Power Service (LPS), Large Power Service Time-Of-Use (PST) and customers receiving service under a Commission approved Special Rate Contract.

# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised Sheet No. 29.7 Schedule Sheet 7 of 8

Replacing: 2<sup>nd</sup> Revised Sheet No. 29.7

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

Docket No.: 09-084-U  
Order No.: 20  
Effective: 6/30/10

## Part III. Rate Schedule No. 29

### Title: Charges Related to Customer Activity (CAC)

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DataLink provides web based viewing access to interval load data that has been collected by the Company. Subscribing customers have the option of viewing the collected load data on an hourly or daily basis.

(MT)

Customers that do not have interval metering must have an interval meter installed by the Company to enable interval data collection. Customers may elect to pay for the interval meter installation by a one-time charge or by a recurring monthly charge.

The communication link for the transmission of the collected interval data by the Company will be the telephone line which will be provided by the customer and at the customer's expense. At the customer's request, the Company will provide an optional wireless communication link with daily and hourly viewing options priced as shown below.

(MT,AT)  
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An Agreement for DataLink Service requires a minimum term of two (2) years. If the customer elects to cancel service before the completion of the minimum term, the customer will pay to the Company liquidated damages equal to the balance of the fees due, based on the current tariff, for the remainder of the minimum term of the Agreement.

(MT)

All equipment installed to provide service under this Schedule is and will remain the property of Entergy Arkansas, Inc.

The various DataLink Service options and their associated charges are as follows:

#### Subscription Charge:

Daily Viewing Option	\$ 39.50 per month, per meter
Hourly Viewing Option	\$122.50 per month, per meter

#### Installation of Interval Meter Charge:

Monthly Payment Option	\$ 12.50 per month, per meter
Single Payment Option	\$300.00 per meter

#### Optional Wireless Communication Link Charges

Daily Viewing Option	\$ 9.00 per month, per meter
Hourly Viewing Option	\$ 12.00 per month, per meter
Initial Setup/Activation - Single Payment	\$ 15.00 per meter

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# ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. 29.8 Schedule Sheet 8 of 8

Replacing: Sheet No.

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: All

## Part III. Rate Schedule No. 29

**Title: Charges Related to Customer Activity (CAC)**

Docket No.: 09-084-U  
Order No.: 20  
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### 29.19. LATE PAYMENT CHARGE (GSR 5.07)

(MT)

**29.19.1.**The Late Payment Charge for all Rate Schedules to which a Late Payment Charge applies except Rate Schedule No. 19, Collective Billing Service Rider (CBR) will apply and be calculated as follows:

All bills are due and may be paid without a Late Payment Charge within twenty-two (22) calendar days after the date the bill is mailed. All amounts billed shall be deemed delinquent after 5:00 PM on the twenty-second (22<sup>nd</sup>) day after the date the bill is mailed and a Late Payment Charge of ten percent (10%) of the first thirty dollars (\$30.00) of the bill amount plus two percent (2%) of the amount over thirty dollars (\$30.00) may then apply.

**29.19.2.**The Late Payment Charge for Rate Schedule No. 19, Collective Billing Service (CBR) will apply and be calculated as follows:

All bills are due and may be paid without a Late Payment Charge within fourteen (14) calendar days after the date the bill is mailed. All amounts billed shall be deemed delinquent after 5:00 PM on the fourteenth (14<sup>th</sup>) day after the date the bill is mailed and a Late Payment Charge of ten percent (10%) of the first thirty dollars (\$30.00) of the bill amount plus two percent (2%) of the amount over thirty dollars (\$30.00) may then apply.

**29.19.3.**The Late Payment Charge shall not apply to Federal or State accounts.