

# ARKANSAS PUBLIC SERVICE COMMISSION

6<sup>th</sup> Revised Sheet No. 29.1 Schedule Sheet 1 of 10

Replacing: 5<sup>th</sup> Revised Sheet No. 29.1

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.: 16-060-U  
Order No.: 11  
Effective: 10/1/18

PSC File Mark Only

### **29.0. CHARGES RELATED TO CUSTOMER ACTIVITY (RULES of PRACTICE and PROCEDURE (“RPP”) 7.03(c)(2))**

#### **29.1. REGULATORY AUTHORITY**

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 6.07(b) or (c) 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**

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.

#### **29.3. CUSTOMER ACCOUNT RECORD STATEMENT (General Service Rule (“GSR”) 2.04.A.)**

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.)**

##### **29.4.1. BASIC ENERGY CONSUMPTION STATEMENT**

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.

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10<sup>th</sup> Revised Sheet No. 29.2 Schedule Sheet 2 of 10

Replacing: 9<sup>th</sup> Revised Sheet No. 29.2

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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 (e-mail)	\$3.20
kVA Peaks Summary Report (email)	\$3.20

### 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. RESIDENTIAL

**29.6.1.1.** The Company may require a deposit for residential service when an applicant meets the criteria listed in GSR 4.01.A.

**29.6.1.2. 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.

**29.6.1.3.** 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.

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11<sup>th</sup> Revised Sheet No. 29.3 Schedule Sheet 3 of 10

Replacing: 10<sup>th</sup> Revised Sheet No. 29.3

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### 29.6.2. NON-RESIDENTIAL

**29.6.2.1.** 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.

### 29.6.3. PAYMENT PROCEDURES – RESIDENTIAL AND NON-RESIDENTIAL DEPOSITS

**29.6.3.1** 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.

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

#### 29.7.1. RESIDENTIAL

**29.7.1.1.** EAI is currently exempted from GSR 4.02.A. by replacing § 4.02.A.(1) with the language below and deleting § 4.02.A.(3).

- (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;

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

**29.7.1.2. 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 under Condition 4.02.A.(1) as exempted above in § 29.7.1.1, GSR 4.02.A.(2), or GSR 4.02.A.(6), the customer will be billed the new or increased deposit in amounts of no more than \$50 until the maximum deposit allowed has been collected. 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.

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### 29.7.2. NON-RESIDENTIAL

29.7.2.1. EAI is currently exempted from GSR 4.02.A. by deleting § 4.02.A.(1) and adding § 4.02.A.(8) as shown below.

(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 non-residential customer when that customer meets the criteria listed in GSR 4.02.A. as modified above.

**29.7.3. DEPOSIT FROM PETITIONER FOR BANKRUPTCY (GSR 4.02.A.(7)) RESIDENTIAL AND NON-RESIDENTIAL:** The Company may require an additional deposit from a petitioner for bankruptcy in an amount calculated as in GSR 4.02.B.

### 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).

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8<sup>th</sup> Revised Sheet No. 29.5 Schedule Sheet 5 of 10

Replacing: 7<sup>th</sup> Revised Sheet No. 29.5

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

<u>Billing Item</u>	<u>Rate</u>
Per occurrence:	\$53.00

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:	\$15.00

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 customer has opted for a non-advanced meter or customer's advanced meter is not capable of remote reconnection:	
When service is reconnected at the customer's meter	\$39.00
When service is reconnected at other than the customer's meter	\$87.00

Per occurrence when customer has an advanced meter capable of remote reconnection:

Remote reconnect fee	\$2.50
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Charged to reconnect service in the normal course of business 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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8<sup>th</sup> Revised Sheet No. 29.6 Schedule Sheet 6 of 10

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### 29.14.2.AFTER NORMAL WORKING HOURS

<u>Billing Item</u>	<u>Rate</u>
Per occurrence when customer has opted for a non-advanced meter or customer's advanced meter is not capable of remote reconnection:	
When service is reconnected at the customer's meter	\$56.00
When service is reconnected at other than the customer's meter	\$105.00
Per occurrence when customer has an advanced meter capable of remote reconnection:	
Remote reconnect fee	\$2.50

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.

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

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.

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6<sup>th</sup> Revised Sheet No. 29.7 Schedule Sheet 7 of 10

Replacing: 5<sup>th</sup> Revised Sheet No. 29.7

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### 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.

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.

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.

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.

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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3<sup>rd</sup> Revised Sheet No. 29.8 Schedule Sheet 8 of 10

Replacing: 2<sup>nd</sup> Revised Sheet No. 29.8

Entergy Arkansas, Inc.  
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Title: **Charges Related to Customer Activity (CAC)**

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### 29.19. LATE PAYMENT CHARGE (GSR 5.07)

**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.

### 29.20. CHARGE FOR STUDY COSTS TO ACCOMMODATE CUSTOMER SERVICE REQUESTS

Customer requests for service from and/or interconnection with Company facilities may require analyses of the impacts on the Company's system and other customers. The Customer will be notified by EAI that such studies are to be conducted. The Customer shall have the option to contact an engineering firm qualified to provide the studies to procure the study, or alternatively, the Company will procure the study and the Customer shall reimburse the Company for the associated costs. EAI will make available to Customers who choose to procure the study a list of at least three approved engineering firms from which the Customer may choose.

**29.20.1.**The Studies for interconnection of customer generating systems may include, but are not limited to:

- (a) **Service study** - An on-site analysis used to determine the interconnection requirements and the system voltage for providing parallel service to a Customer with an on-site generating facility operating in parallel with Company's system. All net metering facilities will require this study.



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2<sup>nd</sup> Revised Sheet No. 29.9 Schedule Sheet 9 of 10

Replacing: 1<sup>st</sup> Revised Sheet No. 29.9

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- (b) **Coordination study** - An engineering analysis that determines whether the presence of the on-site generating facility would interfere with the protective fusing and relaying on the distribution delivery system. It includes an analysis of the renewable energy facilities' contribution to power flow, available fault current, capacitor bank impact, and effects of voltage under normal and worst case situations.
- (b) **Distribution delivery system impact study** - An engineering study that models the distribution delivery system with the proposed on-site generating facility in place. The modeling must determine whether the distribution delivery system will be able to support the proposed on-site generating facility without reliability problems or interruptions in service to other customers. The study must also include a transient analysis to determine the potential for stability problems. If the model and transient studies indicate that power can flow back to the substation and consequently onto the transmission grid, then similar assessments will be required for the transmission system. This type of study would be required when several Customers have on-site generating facility interconnected on the same feeder circuit and the total output of all interconnected renewable energy facilities on that feeder is 50% or more of the feeder circuit's base load.
- (c) **Secondary network study** - An engineering analysis to specifically determine whether an on-site generating facility can be safely added to a secondary network. Typically, this study would be required when a Customer's on-site generating facility is proposed for interconnection to a secondary network.

**29.20.2.** Studies for system impacts of significant additions of customer demand and energy requirements may include, but are not limited to:

**Transmission System Impact Study** – An engineering study that models the transmission delivery system with the proposed on-site demand in place. The modeling must determine whether the transmission delivery system will be able to support the proposed on-site demand without reliability problems or interruptions in service to other customers. The study must also include a transient analysis to determine the potential for stability problems. If the model and transient studies indicate that new customer demand will cause violations of the NERC standards, a list of proposed projects to remove the violation will be developed. A Facilities Study will be required to determine the project scope, cost, and schedule. This type of study would be required when the demand cannot be supported with the existing infrastructure and a new substation is required to support the customer's demand.

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Entergy Arkansas, Inc.  
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### 29.21 Advanced Metering Infrastructure (AMI) Opt-Out Fees

This optional service is available to residential customers, except residential customers taking service under Residential Energy Management Time-Of-Use (REMT) Rate Schedule No. 33 or Optional Residential Time-Of-Use (RT) Rate Schedule No. 2, who make the required request to the Company to elect non-standard meter service in lieu of the standard communicating advanced meter service (Opt-Out) and who are currently taking service at no more than 200 Amps under a rate schedule for which a communicating advanced meter is the standard meter service. Such customers may request to receive non-advanced metering service through a non-communicating meter. Customers requesting the Opt-Out service option will be charged a one-time service and administration fee and a monthly manual meter reading fee in addition to all rates and adjustments contained in the customer's otherwise applicable rate schedule. AMI Opt-Out fees are as follows:

**One-Time Service and Administration Fee per Account:\*** \$63.50

**Monthly Manual Meter Reading Fee per Account:** \$21.80

*\*Existing meters must pass an inspection to ensure the meter meets safety and accuracy standards. If the existing meter fails the safety inspection or accuracy test, the existing meter will be replaced with a refurbished digital non-communicating meter.*

Customers taking service under Opt-Out relocating to a new premise who wish to continue service under Opt-Out are required to request new service according to the Company's Opt-Out request requirements including payment of the one-time service and administration fee at the new premise. Customers who cancel service under Opt-Out and later re-enroll for this service at any location, would also be required to pay another one-time service and administration fee.