

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.1 Schedule Sheet 1 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

1.0. SCHEDULE OF EXEMPTIONS FROM GENERAL SERVICE RULES (GSR)

1.1. General Service Rule 3.03.B.(5) Extension of Service Agreement

Entergy Arkansas, LLC (EAL) is currently exempted from GSR 3.03.B.(5). by the addition of the following exception:

Exception: A sketch is not required when:

- (1) a customer requests that an adequate overhead service be replaced with an underground service, or
- (2) a developer, builder or customer requests the installation of a new service in a subdivision where the customers are to be served from the Company's existing underground circuit facilities.

1.2. General Service Rule 4.01. Deposits From Applicants

Entergy Arkansas, LLC (EAL) is currently exempted from GSR 4.01.A. See rate Schedule No. 29, Charges Related To Customer Activity (CAC), § 29.6.1.3.

Entergy Arkansas, LLC (EAL) is currently exempted from GSR 4.01.C. See Rate Schedule No. 29, Charges Related To Customer Activity (CAC), § 29.6.3.1.

1.3. General Service Rule 4.02.A Deposits From Customers - Conditions

EAL is currently exempted from GSR 4.02.A. See Rate Schedule No. 29, Charges Related To Customer Activity (CAC), § 29.7.1.1 and § 29.7.2.1.

1.4. General Service Rule 4.02.D. Deposits From Customers - Payment Procedures

EAL is currently exempted from GSR 4.02.D. See Rate Schedule No. 29, Charges Related To Customer Activity (CAC), § 29.7.1.2.

1.5. General Service Rule 4.03.B. For Inadequate Billing History

EAL is currently exempted from GSR 4.03.B. See Rate Schedule No. 29, Charges Related To Customer Activity (CAC), § 29.8.

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.2 Schedule Sheet 2 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

**1.6. General Service Rule 4.04.D
Guaranty Agreement Form**

EAL is currently exempted from GSR 4.04.D. by replacing the Guaranty Agreement in that Rule with the following Third Party Guarantor Agreement.

THIRD PARTY GUARANTOR AGREEMENT

In consideration of Entergy Arkansas, LLC, providing service to the below named person(s), I agree to be liable for an amount not to exceed \$_____ in lieu of a deposit for the following person(s):

NAME: _____

ADDRESS: _____

ACCOUNT #: _____

I also understand that Entergy Arkansas, LLC, may transfer up to the above amount to my active account if the above-named person does not pay all of the final bill after the account has been closed. I understand I will be responsible for the lesser of the deposit or the amount the above-named person actually owes Entergy Arkansas, LLC This guaranty will transfer to my account (at other locations) should I change my service address. The guaranty on a residential account shall expire under the same conditions as would result in the refund of a deposit. I understand that utilities are not required to refund deposits on business or commercial accounts until the account is closed. I understand that I cannot terminate this guaranty before that time unless my account is closed. The amount of the guaranty is limited to the amount required for a deposit when the guaranty is made.

The Third Party Guaranty Agreement **MUST BE NOTARIZED AND ORIGINAL (no facsimile or copy accepted) RETURNED TO:**

Entergy
c/o Credit & Collections
P.O. Box 2431
Baton Rouge, LA 70821

THIRD PARTY GUARANTOR:

Name: _____

Address: _____

State: _____

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.3 Schedule Sheet 3 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

Zip Code: _____

Account #: _____

Signed: _____

Guarantor

Date: _____

Notary Public: _____

Expires: _____

1.7. General Service Rule 5.01. Information on Bill

1.7.1 The Company is exempted from Rule 5.01.F which requires display on the customer's bill "the amount of any 'late payment charge' ". The "Account Summary" area of the bill clearly displays the amounts due by, and after, the due date enabling the customer to calculate the late payment charge.

1.7.2 The Collective Billing Service Rider (CBR), Rate Schedule No. 19 of EAL is currently exempted from the Commission's General Service Rule 5.01. The exemption allows EAL to offer, and qualifying customers to elect, a Collective Billing option that complies in most but not all respects with § 5.01.B. and 5.01.I. The optional bill format will be considered as meeting the requirements of GSR 5.01., when elected by such qualifying customers.

1.7.3 The Community Antenna TV Amplifier Service (CTV), Rate Schedule No. 16 of EAL is exempted from Rule 5.01 allowing EAL to bill CTV customers under the Collective Billing procedure. The exemption allows EAL to render Collective Bills that comply in most but not all respects with § 5.01.B. and 5.01.I. The bill format will be considered as meeting the requirements of GSR 5.01.

1.7.4 EAL is currently exempted from the requirements of GSR 5.01 with regard to Electronic Data Interchange (EDI) billing for commercial and industrial customers who contract for the service. The number of days in the billing period, required by the Rule, is calculated by the recipient from reading dates electronically transmitted by EAL. The bill date of an EDI bill is the electronic mail date.

1.8. General Service Rule 5.05. Due Dates

The Collective Billing Service Rider (CBR), Rate Schedule No. 19 and the Community Antenna TV Amplifier Service (CTV), Rate Schedule No. 16 of EAL are currently exempted from the Commission's General Service Rule 5.05. The exemption allows the Company to require a fourteen (14) day due date for all accounts included on one Collective Bill.

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.4 Schedule Sheet 4 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF

Order No.: 2

Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

1.9. General Service Rule 5.08. Estimated Usage for Billing

EAL is currently exempted from GSR 5.08. with regard to the Company's bill estimating procedure.

When it is not possible to obtain a customer's meter reading for any reason the Company will employ an appropriate computer estimation procedure described below instead of the manual method described in GSR 5.08.

The first step in the estimation process is to determine a valid representative period from which to estimate. If available and appropriate, the same period of the previous year is used as the base period. If not available or logically determined by the Company to be inappropriate, the system will use the previous month as the basis of estimation. If neither is available or appropriate, such as with new service, a default value based on class profiles will be used.

Once an available and appropriate base period is determined for the customer, then the system adjusts that consumption amount as described below.

The system applies a weighting factor to the representative period to determine the kWh consumption for billing. Linear Weighting is used for commercial accounts and Degree-Day Weighting is used for residential accounts. In using Linear Weighting, each day is given the same weighting to calculate the expected consumption for the current period. The consumption for the representative period is divided by the number of days in that period to determine the average daily usage. The representative average daily usage is then multiplied by the number of days in the current period to determine the consumption for the current period.

In using Degree-Day Weighting, the expected consumption calculated by the system is varied by factors that are directly related to the difference between the daily average temperatures in the representative period and base temperatures in the period for which the consumption is being estimated. The basis for the Heating Degree-Day calculation is 60° F; that is, there is one half of a Heating Degree-Day for each degree that the average of the high and low temperatures for the day is below 60° F. Similarly the basis for the Cooling Degree-Day calculation is 70° F and there is one Cooling Degree-Day for each degree that the average of the high and low temperatures for the day is above 70° F. The weighting factors contain a base amount to reflect that some consumption is not weather related and therefore should not be adjusted. Similarly, Heating Degree-Days are reduced to reflect that the majority of customers do not have electric heat.

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.5 Schedule Sheet 5 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

1.10. **General Service Rule 5.09. Extended Due Date Policy**

EAL is currently exempted from GSR 5.09.C. by making Extended Due Date available to more customers than the Rule requires. See Policy Schedule No. 1, Pick A Date Plan, § 1.2, Availability for the types of customers who are not eligible for the Plan.

1.11. **General Service Rule 5.21. Transferring Past Due Balances to Other Accounts**

EAL is currently exempted from GSR 5.21. by the addition of the following paragraph.

“C. An account of any customer, of any class, when the Company receives a written request to have a balance transferred to the requesting Customer’s account and when the following information is stated in the letter of request:

- (1) Name and account number of the customer requesting that a balance is to be transferred to their account;
- (2) Name and account number of the customer whose balance is to be transferred;
- (3) A statement that the requesting customer understands that their own service may be terminated for non-payment if the transferred balance is not paid in full in accordance with any agreed upon payment arrangements.”

1.12. **General Service Rule 6.08.B. Payment Requirements to Prevent Suspension**

EAL is currently exempted from GSR 6.08.B. by a replacement of the word “collection” with the word “trip”. As revised GSR 6.08.B reads as follows for EAL:

B. The utility may require the customer to pay any applicable approved trip fee or late charge to prevent suspension.

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.6 Schedule Sheet 6 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

1.13. **General Service Rule 6.09.B.(1) Suspension Procedures at the Premises**

EAL is currently exempted from GSR 6.09.B.(1) by replacement of the second paragraph in its entirety with the following language:

“The utility employee may refuse a customer’s offer of payment of any kind if the customer is given 24 hours to make payment at an authorized payment location. The utility employee shall honor a receipt from the utility or a canceled check showing that the customer paid the bill.”

1.14. **General Service Rule 6.09.B.(2) e. Suspension Procedures at the Premises**

EAL is currently exempted from GSR 6.09.B.(2) e. by a replacement of the words “collection charge” with the words “trip fee”. GSR 6.09.B.(2) e., as revised, reads as follows for EAL:

e. any approved trip fee; and,

1.15. **General Service Rule 6.11 Collection Fees**

EAL is currently exempted from GSR 6.11 by the removal of all references to collections at the customer’s premises, replacement of the words “collection charge” with the words “trip fee” and the revision of GSR 6.11 to read as follows for EAL:

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.7 Schedule Sheet 7 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF

Order No.: 2

Effective: 2/1/19

Part II. Exemption Schedule No. 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

Rule 6.11 Trip Fees

A utility may charge a Commission-approved trip fee under the following conditions:

- A. The last day to pay, as printed on the shut-off notice, has passed; and,
- B. A utility employee is dispatched to the 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 and the customer was allowed 24 hours to pay at an authorized payment location; or,
 - 2. because the customer's normally accessible meter was inaccessible and the customer or other adult was not at the premises or did not respond.

The employee must leave a notice as described in Rule 6.09.B. (2) if the customer or other adult is not at the premises or does not respond.

1.16. General Service Rule 6.15 Cold Weather Rule

EAL is currently exempted from GSR 6.15 by replacing the words "National Weather Service" with the words "national weather service reporting company to which it subscribes" in the Rule. GSR 6.15, as revised, reads as follows for EAL:

Electric and gas utilities may not suspend residential service on a day when the national weather service reporting company to which it subscribes forecasts that a temperature of 32 degrees Fahrenheit or lower will occur at any time during the following 24 hour period. The utility must obtain the most recent forecast for the customer's weather zone from the national weather service reporting company to which it subscribes on the morning of the day that the customer's shut-off is scheduled.

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. ES 1.8 Schedule Sheet 8 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Docket No.: 18-073-TF
Order No.: 2
Effective: 2/1/19

Part II. Exemption Schedule No.: 1

Title: Schedule of Exemptions from General Service Rules

PSC File Mark Only

**1.17. General Service Rule 6.17.D.
Medical Need For Utility Service
Physician's Certificate**

EAL is currently exempted from GSR 6.17.D. by the insertion of the bold italicized language in the following two passages below:

"To: _____
(Name of Utility) ***Account Number*** _____ ***Date*** _____."

"I certify that loss of utility service would give rise to a substantial risk of death or gravely impair the health of _____ who lives at _____
DATE OF BIRTH: _____."

This exemption also includes the insertion of the following passage immediately above the Physician's signature line:

***"List electrical medical equipment in use _____
_____."***

***Is any of the above listed equipment utilized 24 hours continuously?
YES _____ . NO _____."***

**1.18 General Service Rule 6.18.E
Hot Weather Protection**

EAL is currently exempted from GSR 6.18.E by replacing the words "National Weather Service" with the words "national weather service reporting company to which it subscribes" in the Rule. GSR 6.18.E, as revised, reads as follows for EAL:

- (1) An electric or gas utility shall not suspend residential service to an elderly customer or customer who is an individual with disabilities on a day when the national weather service reporting company to which it subscribes forecasts that a temperature of 95 degrees Fahrenheit or higher will occur at any time during the following 24-hour period. For gas utilities, hot weather protection shall be limited to elderly or individuals with disabilities air conditioning customers only.
- (2) The utility must obtain the forecast for the customer's weather zone from the national weather service reporting company to which it subscribes on the morning of the day that the customer's shut-off is scheduled.