



Entergy Arkansas, Inc.  
425 West Capitol Avenue  
P.O. Box 551  
Little Rock, AR 72203-0551  
Tel: 501 377 4457  
Fax: 501 377 4415

RECEIVED

2003 OCT 31 AM 9:52  
Steven K. Strickland  
Vice President  
Regulatory Affairs

October 30, 2003

T.R.A. DOCKET ROOM

Ms. Deborah Taylor Tate, Chairman  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Re: Tennessee Regulatory Authority (TRA) Docket No. 03-00578  
Entergy Arkansas, Inc. Revisions to Charges Related to  
Customer Activity Rate Schedule, Rate Schedule No. 29

Dear Chairman Tate:

On October 15, 2003, Entergy Arkansas, Inc. (EAI) transmitted its request for approval of proposed revisions to Rate Schedule No. 29, Charges Related to Customer Activity in a letter addressed to Mr. Hal Novak, Chief, Energy and Water Division.

On October 22, we received a call from Mr. Butch Phillips notifying us that the Energy and Water Division were changing their processes and would no longer be creating dockets for revised tariffs. At his request we mailed a check for the \$25 filing fee on October 27.

Today we received a call from Mr. Phillips stating we needed to send you the additional copies to complete the formal filing package consisting of original plus 13 copies. Enclosed are 8 additional copies to complete our filing.

If you have any questions or need additional information, please do not hesitate to call me at (501) 377-4457 or Mr. Will Morgan at (501) 377-5489.

Sincerely,

SKS/tj  
Attachments

c: Mr. Hal Novak  
Mr. Butch Phillips



Entergy Arkansas  
425 West Capitol Avenue  
P.O. Box 551  
Little Rock, AR 72203  
Tel 501 377 4000

REC-1000

2003 OCT 31 AM 11:58

T.R.A. DOCKET ROOM

October 23, 2003

PAID T.R.A.	
Chk #	1271
Amount	25.00
Rcvd By	HR
Date	10-30-03

Mr. Hal Novak  
Chief, Energy and Water Division  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

Re: Tennessee Regulatory Authority (TRA) Docket No. 03-00578  
Entergy Arkansas, Inc. Revisions to Charges Related to  
Customer Activity Rate Schedule, Rate Schedule No. 29

Dear Mr. Novak:

Entergy Arkansas, Inc. (EAI) transmitted its request for approval of proposed revisions to Rate Schedule No. 29, Charges Related to Customer Activity in its recent letter dated October 15, 2003.

We received a call on Wednesday, October 22, from Mr. Butch Phillips that said revisions to existing tariffs would now require a \$25 fee for initiating a new docket in consideration of this request. Enclosed is a check in the amount of \$25.00 for EAI's filing.

Sincerely,

Will Morgan, Manager  
Arkansas Regulatory Affairs

Attachment



**Entergy**

Entergy Arkansas  
425 West Capitol Avenue  
P.O. Box 551  
Little Rock, AR 72203  
Tel 501 377 4000

RECEIVED

2003 OCT 31 AM 9:49

October 15, 2003

Mr. Hal Novak  
Chief, Energy and Water Division  
Tennessee Regulatory Authority  
460 James Robertson Parkway  
Nashville, TN 37243-0505

T.R.A. DOCKET ROOM  
RECEIVED  
TN REG. AUTHORITY

OCT 16 2003

ENERGY & WATER DIVISION

Re: Tennessee Regulatory Authority (TRA) Docket No. 03-00578  
Entergy Arkansas, Inc. Revisions to Charges Related to  
Customer Activity Rate Schedule, Rate Schedule No. 29

Dear Mr. Novak:

On March 28, 2003, Entergy Arkansas, Inc. (EAI), filed with the Arkansas Public Service Commission (APSC) proposed revisions to Rate Schedule No. 29, Charges Related to Customer Activity, in APSC Docket No. 03-050-TF by which Entergy Arkansas, Inc. proposed revisions to certain fees related to customer activity. Charges for Trip Fee, Reconnection Fee – During Normal Working Hours, and Reconnection Fee – After Normal Working Hours were revised and approved by the APSC Order No. 1 issued on April 22, 2003.

Revised Rate Schedule No. 29 will not result in any change in revenue allocation within a class of customers or among customers. The revisions are intended to allow EAI to recover the costs that are caused by the Company's response to the requests for services to its customers. A brief description of each revision to Rate Schedule No. 29 follows.

**Section 29.12. Trip Fee**

EAI proposed to increase its existing Trip Fee from \$10.00 to \$13.00 to cover substantially the estimated costs of dispatching an employee to a customer's premise when the customer is subject to suspension of service pursuant to APSC General Service Rules and service is not terminated. While it is difficult to estimate how many customers may be impacted by this proposal in the future, during 2001, 30,672 customers paid a trip fee.

**Section 29.13.1 Reconnection Fee – During Normal Working Hours**

EAI proposed to increase the fee it charged to reconnect customers during normal working hours from \$20.00 to \$25.00 to cover substantially its costs to reconnect service during normal working hours. It is difficult to determine in advance how many customers will be impacted by this proposed fee increase. However, during 2001, 27,987 customers paid reconnect fees during normal working hours.

**Section 29.13.2 Reconnection Fee – After Normal Working Hours**

EAI proposed to increase the fee it charged to reconnect customers after normal working hours from \$40.00 to \$45.00 to cover substantially its estimated costs. It is difficult to determine in advance how many customers will be impacted by this proposed fee increase. However, during 2001, 1,696 customers paid reconnect fees after normal working hours.

In addition, EAI proposed to revise the language of Section 29.13.2 to better reflect our business policy for reconnections made after hours. The new language specifies the payment must be received between the hours of 5:00 p.m. and 7:00 p.m. and clarifies that reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

**Section 29.17 Addition of DataLink Service**

On September 8, 2003, EAI filed with the APSC a proposed revision to Rate Schedule No. 29, in APSC Docket No. 03-145-TF by which the Company requested adding Section 29.17 to include fees related to DataLink, an optional fee-based service. EAI filed the Direct Testimony of Charles B. Steen, which provided further details of DataLink and included the Revised Rate Schedule No. 29, the Agreement For DataLink Service and the revised Table of Contents for Policy Schedules as EAI Exhibits CBS-3, CBS-4 and CBS-5, respectively. On September 26, 2003, EAI filed amended Exhibits CBS-3, CBS-4 and CBS-5. On October 1, 2003, the APSC issued Order No. 1 approving this revision as amended.

DataLink is an internet-based meter information reporting service that EAI proposes to offer its customers. DataLink will provide subscribing customers access to their usage information through a secure password-protected web site. Customers will be able to collect and analyze their usage information allowing them to better manage their energy utilization and expenses. Customers will have a choice of receiving daily or hourly meter reading information and will be billed a basic monthly service charge applicable to the frequency of the meter readings.

Participating customers will be required to provide an interval meter. If the customer does not have an existing interval meter, the customer will be required to purchase a meter upgrade that EAI will install and own. The customer would pay the incremental cost difference between the new interval meter and the standard meter through a one-time customer charge or through a monthly charge added to the monthly DataLink service charge. In addition, customers will be offered a wireless communications option for an additional one-time fee or monthly charge.

DataLink will be 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.

The DataLink fees included in Section 29.17 of Revised Rate Schedule No. 29 are intended to allow EAI to recover the costs associated with the DataLink program; therefore, there will not be a material revenue effect from the addition of the DataLink fee. The addition of the DataLink fees will not result in a material change in revenue allocation within a class of customers or among customers. EAI anticipates approximately 600 participants by the end of the fourth year of the program.

The purpose of this letter is to file these identical revisions to Rate Schedule No. 29 with the TRA for its acknowledgement and inclusion into EAI's current tariffs. In addition to this original letter and attached rate schedule, five duplicate copies are included for your use. Included are copies of the EAI's filings, the APSC Staff's filed testimony, and orders issued by the APSC approving revisions to Rate Schedule 29 along with updated tariff sheets reflecting the most recent approving Order and Docket number.

The revised Rate Schedule No. 29 submitted herewith is identical to the schedule filed before the APSC and approved for EAI's Arkansas customers. This schedule superseded the schedule previously approved. All existing Rate Schedules remain in effect as they currently are except for the schedule submitted with this filing.

Pursuant to Chapter 1220-4-1-.05 of the Tennessee Regulatory Authority General Public Utilities Rules, the notice provided for in that Chapter will be posted at EAI's Marion District Office, located at 215 Military Road, Marion, Arkansas from which our Tennessee customers are served. In addition, a summary of the proposed changes and the reasons for them will be published as a news release in local newspapers serving this area.

If you have any questions or need additional information, please do not hesitate to call me at 501-377-5489.

Sincerely,

A handwritten signature in black ink, appearing to read "Will Morgan", with a stylized, flowing script.

Will Morgan, Manager  
Arkansas Regulatory Affairs

Attachments

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.1

Replacing: 1<sup>st</sup> Revised

Sheet No.: 29.1

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

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") 11.02.(d))

### 29.1. APPLICABLE SERVICE AREA (RPP 11.03.(b)(1))

(AT)

In the Distribution Service area allocated by the Arkansas Public Service Commission ("APSC" or the "Commission") to Entergy Arkansas, Inc. ("EAI" or the "Company"), at any point on Company's existing facilities having adequate capacity and suitable voltage for delivery of service. This schedule may also apply outside the Company's allocated Distribution Service area 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. This schedule is also subject to the jurisdiction of the Tennessee Regulatory Authority where applicable.

### 29.2. 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.

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

#### 29.3.1 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.

#### 29.3.2 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:

# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised

Sheet No.: 29.2

Replacing: 2<sup>nd</sup> Revised

Sheet No.: 29.2

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

(AT)

Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>					
kVA Analysis Report (Paper)	\$0 00	\$0.00	\$0.00	\$12.00	\$12.00
kVA Analysis Report (E-mail)	\$0 00	\$0.00	\$0 00	\$12.00	\$12.00
kVA Analysis Report (Diskette)	\$0.00	\$0 00	\$0.00	\$10 00	\$10 00
kVA Peaks Summary Report (Paper)	\$0.00	\$0.00	\$0 00	\$ 7.00	\$7.00
kVA Daily Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 8.00	\$8.00
Load Graph (Paper)	\$0.00	\$0.00	\$0 00	\$12.00	\$12.00
Time of Use Report (Paper)	\$0.00	\$0.00	\$0 00	\$ 7 00	\$7.00
Weekly Load Data Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 9 00	\$9.00
Translation Summary Report (Paper)	\$0.00	\$0 00	\$0.00	\$ 7.00	\$7.00
Monthly Detail Plot (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Daily Load Plot (Paper)	\$0 00	\$0.00	\$0 00	\$13.00	\$13.00

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

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

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

29.5.1 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 based on the applicant's credit score as returned by a credit scoring service.

29.5.2 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.

## ARKANSAS PUBLIC SERVICE COMMISSION

4<sup>th</sup> Revised

Sheet No.: 29.3

Replacing: 3<sup>rd</sup> Revised

Sheet No.: 29.3

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

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

**29.5.4. Non-Residential:** The Company requires a deposit for all non-residential service. For deposits greater than one-thousand dollars (\$1,000.00) the Company will accept the following instruments 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. (MT)

**29.5.5. 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.

### **29.6. DEPOSITS FROM CUSTOMERS (GSR 4.02.)**

**29.6.1.** Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.02.A. by replacing paragraph 4.02.A.(1) with the language below and deleting paragraph 4.02.A.(3).

- (1) The 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 deposit from a Customer for residential service when that Customer meets the criteria listed in GSR 4.02.A. as modified above.

**29.6.2. 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.

**29.6.3.** 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.



# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised

Sheet No.: 29.4

Replacing: 2<sup>nd</sup> Revised

Sheet No.: 29.4

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

## 29.7. CALCULATION OF AVERAGE BILL (GSR 4.03.)

(MT)

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.

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

(MT)

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

## 29.9. RETURNED CHECK CHARGE (GSR 5.13)

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0 00	\$0.00	\$0.00	\$15.00	\$15.00

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.

## 29.10. 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).

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

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0 00	\$0.00	\$0.00	\$50.00	\$50.00

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, Section 7.05.

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.5

Replacing: 1<sup>st</sup> Revised

Sheet No.: 29.5

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 03-050-TF

Order No.: 1

Effective: 4/22/03

Part III. Rate Schedule No.: 29

Title: Charges Related to Customer Activity (CAC)

PSC File Mark Only

## 29.12. TRIP FEE (GSR 6.11.)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence		\$0.00	\$0.00	\$13.00	\$0 00	\$13.00

(CR)

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.

## 29.13. RECONNECTION FEE (GSR 6.12.)

### 29.13.1.DURING NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence.		\$0.00	\$0 00	\$25.00	\$0.00	\$25 00

(CR)

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 work day and makes payment of the reconnect fee and all amounts due at Company offices designed to accommodate receipt of such payments or at Company authorized payment stations by 5:00 p.m. of that day.

### 29.13.2.AFTER NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0 00	\$45.00	\$0.00	\$45.00

(CR)

Charged to reconnect service when the Customer or other authorized party requests reconnection and makes payment of this reconnect fee and all amounts due at Company authorized payment station between the hours of 5:00 p.m. and 7:00 p.m. Reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

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# ARKANSAS PUBLIC SERVICE COMMISSION

1<sup>st</sup> Revised

Sheet No.: 29.6

Replacing: Original

Sheet No.: 29.6

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 03-145-TF

Order No.: 1

Effective: 11/3/03

**Part III. Rate Schedule No.: 29**

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

PSC File Mark Only

## 29.14. 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. This is a Customer Service charge.

## 29.15. 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.

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

	Function: <u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>					
Credit Per Month:	\$0.00	\$0.00	\$0 00	\$1.00	\$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.

## 29.17. CHARGE FOR DATALINK

(NR)

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.

## ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No.: 29.7

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.: 03-145-TF  
Order No.: 1  
Effective: 11/3/03

PSC File Mark Only

The Company can transmit the collected interval data through a telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by way of wireless communication. If wireless communication is elected, the Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge.

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

**Communication Link Charge:**

Wireless Monthly Payment Option	\$ 37.50 per month, per meter
Wireless Single Payment Option	\$744.00 per meter
Telephone	At Customer's expense

**ARKANSAS PUBLIC SERVICE COMMISSION**

Original Sheet No. P13.17.1

Replacing: Sheet No.:

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric Class of Service: As Applicable

**Part IV. Policy Schedule No.: 13**

**Title: Contract Forms**

Docket No.: 03-145-TF

Order No.: 1

Effective: 11/3/03

PSC File Mark Only

**13.17 Agreement For Datalink Service**

NR

This Agreement is made \_\_\_\_\_, 20\_\_\_\_ between \_\_\_\_\_  
\_\_\_\_\_ ("Customer") and Entergy Arkansas, Inc. ("Company"),  
collectively, the Parties.

**1. Rates For Service**

Company currently provides electric service to Customer under Rate Schedule \_\_\_\_\_ at or near (service location) \_\_\_\_\_. Customer wishes to obtain web-based access to Customer's interval load data through Company's DataLink service, and Customer agrees to pay for such service pursuant to the provisions of Company's Rate Schedule No. 29, paragraph 29.17, attached hereto and made a part hereof, or such other superseding Schedules as may be authorized by applicable regulatory authority exercising lawful jurisdiction, or as may become effective in the manner provided by law and Company agrees to provide such service.

**2. Data Viewing Options**

DataLink is a service that provides web based viewing access to interval load data that has been collected by Company. The service gives a subscribing Customer the option of viewing the collected load data on an hourly or daily basis. Customer has elected the Viewing Option indicated below. (Check applicable option)

- ☐ Daily Viewing Option.
- ☐ Hourly Viewing Option.

**3. Interval Metering Payment Options**

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

Company will install and Customer agrees to pay for an interval meter indicated below. (Check applicable statement)

- ☐ Customer has an existing interval meter. No additional charge.
- ☐ Installation of interval meter Monthly Payment Option.
- ☐ Installation of interval meter Single Payment Option.

**ARKANSAS PUBLIC SERVICE COMMISSION**Original Sheet No. P13.17.2

Replacing: Sheet No.:

Entergy Arkansas, Inc.  
Name of CompanyKind of Service: Electric Class of Service: As Applicable**Part IV. Policy Schedule No.: 13****Title: Contract Forms**Docket No.: 03-145-TF  
Order No.: 1  
Effective: 11/3/03

PSC File Mark Only

**4. Communication Link Payment Options**

Company can transmit the collected interval data by telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by wireless communication. If wireless communication is elected, Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge. Customer has elected the Communication Option indicated below. (Check applicable provision)

- ☐ Telephone Communication at Customer's Expense.
- ☐ Wireless Communication Monthly Payment Option.
- ☐ Wireless Communication Single Payment Option.

**5. Term / Cancellation**

The minimum term of this Agreement for DataLink Service is two (2) years and Customer agrees to take service under this Agreement for the minimum term. If Customer elects to cancel service before the completion of the minimum term, Customer will pay to 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. After the minimum term, this Agreement will continue in effect until cancelled by either party, which may be done by one party giving a minimum of 30 (thirty) days notice of cancellation to the other party.

**6. Approvals**

This Agreement is contingent upon approval by Company's President, Vice President or Department Director.

\_\_\_\_\_

**ENTERGY ARKANSAS, INC.**

By: \_\_\_\_\_

By: \_\_\_\_\_

ATTEST: \_\_\_\_\_  
Customer's Secretary

Approved: \_\_\_\_\_

Title: \_\_\_\_\_

Acct.#:  
Rev. Cl.:WR#:  
Bus. Cl.:WO#:  
Rate Class

**ARKANSAS PUBLIC SERVICE COMMISSION**1<sup>st</sup> RevisedSheet No.: P13.2.1Replacing: OriginalSheet No.: P13.2Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 01-018-TF

Order No.: 1

Effective: 2/20/01

**Part IV. Policy Schedule No.: 13****Title: Contract Forms**

PSC File Mark Only

**13.2. TABLE OF CONTENTS****CONTRACT TITLE****PARAGRAPH**

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Agreement For All Night Outdoor Lighting Service	13.4.	
Agreement For Summary Billing Service	13.5.	
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Extension Of Service Agreement	13.7.	(CT)
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Agreement for Residential Underground Electric Distribution System in Subdivision	13.9.	
Facilities Agreements	13.10.	
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Agreement Implementing Economic Development Rider (EDR)	13.11.	
Agreement for Interruptible Service	13.12.	
Market Valued Call Option (MVCO) Service Contract	13.13.	(AT)
Market Valued Energy (MVE) Service Enabling Agreement	13.14.	

**ARKANSAS PUBLIC SERVICE COMMISSION**

2<sup>nd</sup> Revised

Sheet No. P13.2.2

Replacing: 1<sup>st</sup> Revised

Sheet No. P13.2.2

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 03-145-TF

Order No.: 1

Effective: 11/3/03

**Part IV. Policy Schedule No.: 13**

**Title: Contract Forms**

PSC File Mark Only

Experimental Energy Reduction (EER) Enabling Agreement

13.15.

Standard Interconnection Agreement for Net Metering Facilities

13.16.

Agreement for Datalink Service

13.17

(AT)



**EAI'S MARCH 28, 2003, FILING OF PROPOSED REVISIONS  
TO RATE SCHEDULE NO. 29,  
CHARGES RELATED TO CUSTOMER ACTIVITY  
IN APSC DOCKET NO. 03-050-TF**

**APSC GENERAL STAFF TESTIMONY  
OF WITNESS PATTI J. KELLY  
FILED APRIL 18, 2003**

**APSC ORDER NO. 1 ISSUED APRIL 22, 2003  
APPROVING EAI'S FILING**



Entergy

ARK. PUBLIC SERVICE COM.  
DIANA WILSON  
SECRETARY

MAR 28 2 15 PM '03

Entergy Arkansas, Inc.  
425 West Capitol Avenue  
P.O. Box 551  
Little Rock, AR 72203-0551  
Tel 501 377 4457  
Fax 501 377 4415

March 28 , 2003

FILED

Steven K. Strickland  
Vice President  
Regulatory Affairs

Ms. Diana Wilson, Secretary  
Arkansas Public Service Commission  
1000 Center Street  
P. O. Box 400  
Little Rock, AR 72203-0400

Re: APSC Docket No. <sup>3</sup>02-050 -TF  
EAI Revisions to Charges Related To Customer Activity  
Rate Schedule, Rate Schedule No. 29

Dear Ms. Wilson:

Enclosed for filing is revised Rate Schedule No. 29, Charges Related to Customer Activity, by which Entergy Arkansas, Inc. proposes to revise certain fees related to customer activity. Charges for Trip Fee, Reconnection Fee – During Normal Working Hours, and Reconnection Fee – After Normal Working Hours have been revised. Analysis supporting the fees and fee increases presented have been provided to the General Staff of the Arkansas Public Service Commission.

Revised Rate Schedule No. 29 will not result in any change in revenue allocation within a class of customers or among customers. Revised Rate Schedule No. 29 is intended to allow EAI to recover the costs that are caused by the Company's response to the requests for services to its customers. A brief description of each proposed change to Rate Schedule No. 29 follows.

**Section 29.12. Trip Fee**

EAI proposes to increase its existing Trip Fee from \$10.00 to \$13.00 to cover substantially the estimated costs of dispatching an employee to a customer's premise when the customer is subject to suspension of service pursuant to APSC General Service Rules and service is not terminated. While it is difficult to estimate how many customers may be impacted by this proposal in the future, during 2001, 30,672 customers paid a trip fee.

**Section 29.13.1 Reconnection Fee – During Normal Working Hours**

EAI proposes to increase the fee it charges to reconnect customers during normal working hours from \$20.00 to \$25.00 to cover substantially its costs to reconnect service during normal working hours. It is difficult to determine in advance how many customers will be impacted by this proposed fee increase.

However, during 2001, 27,987 customers paid reconnect fees during normal working hours.

**Section 29.13.2 Reconnection Fee – After Normal Working Hours**

EAI proposes to increase the fee it charges to reconnect customers after normal working hours from \$40.00 to \$45.00 to cover substantially its estimated costs. It is difficult to determine in advance how many customers will be impacted by this proposed fee increase. However, during 2001, 1,696 customers paid reconnect fees after normal working hours.

In addition, EAI is proposing to revise the language of Section 29.13.2 to better reflect our business policy for reconnections made after hours. The new language specifies the payment must be received between the hours of 5:00 p.m. and 7:00 p.m. and clarifies that reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

EAI respectfully requests that the Arkansas Public Service Commission approve the fee revisions as reflected in this filing. Thank you for your attention in this matter.

Sincerely,

SD

Steven K. Strickland

SKS/sd  
Attachments

CERTIFICATE OF SERVICE

I, Steven K. Strickland, do hereby certify that a copy of the foregoing has been served upon all parties of record this 28th day of March 2003.

Steven K. Strickland  
Steven K. Strickland SD

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.5

Replacing: 1st Revised

Sheet No.: 29.5

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.:

Order No.:

Effective:

**Part III. Rate Schedule No.: 29**

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

PSC File Mark Only

## 29.12. TRIP FEE (GSR 6.11.)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0.00	\$0.00	\$13.00	\$0.00	\$13.00	(CR)

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.

## 29.13. RECONNECTION FEE (GSR 6.12.)

### 29.13.1.DURING NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0 00	\$0.00	\$25.00	\$0.00	\$25 00	(CR)

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 work day and makes payment of the reconnect fee and all amounts due at Company offices designed to accommodate receipt of such payments or at Company authorized payment stations by 5:00 p.m. of that day.

### 29.13.2.AFTER NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0.00	\$0.00	\$45.00	\$0.00	\$45 00	(CR)

Charged to reconnect service when the Customer or other authorized party requests reconnection and makes payment of this reconnect fee and all amounts due at Company authorized payment station between the hours of 5:00 p.m. and 7:00 p.m. Reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

APR 18 10 12 AM '03

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

FILED

IN THE MATTER OF THE APPLICATION FOR )  
APPROVAL OF ENTERGY ARKANSAS, INC.'S )  
PROPOSED REVISION TO RATE SCHEDULE NO. 29, )  
CHARGES RELATED TO CUSTOMER ACTIVITY )

DOCKET NO. 03-050-TF

PREPARED TESTIMONY

OF

PATTI J. KELLY  
RATE ANALYST

ON BEHALF OF THE GENERAL STAFF OF THE  
ARKANSAS PUBLIC SERVICE COMMISSION

APRIL 18, 2003

INTRODUCTION

**Q. Please state your name and business address.**

A. My name is Patti J. Kelly. My business address is 1000 Center Street, Little Rock, Arkansas 72201.

**Q. What is your present position with the Arkansas Public Service Commission (APSC or Commission)?**

A. I am currently employed by the Arkansas Public Service Commission's General Staff (Staff) as a Rate Analyst. In that capacity, I analyze utility filings, research and evaluate issues, and recommend and support Staff's position in testimony before the Commission.

**Q. Please state your qualifications and background.**

A. I began my employment with the Commission in September of 1994. As a Rate Analyst, I have testified and made recommendations concerning cost of service, cost allocation, rate design, rate unbundling, promotional practices, avoided costs, and innovative tariffs. I received specialized utility industry training at the Annual Regulatory Studies Program sponsored by the National Association of Regulatory Utility Commissioners (NARUC) and a "Hands On" Workshop on Pricing and Restructuring Alternatives in a Changing Electric Industry sponsored by the Center for Public Utilities. I also participated in a workshop on unbundling electric cooperative rates sponsored by the National Rural Utilities Cooperative Finance Corporation. I hold a Bachelor of Business Administration degree in Economics from the University of Central Arkansas and a Master of Science degree in Economics from Oklahoma State University.

From 1985 until 1991, I was employed by Arkansas Power and Light Company

**ENTERGY ARKANSAS, INC.**

**DOCKET NO. 03-050-TF**

**PREPARED TESTIMONY OF PATTI J. KELLY           2**

(now, Entergy Arkansas, Inc.) as a Corporate Planner performing cost of equity analysis for use in regulatory proceedings before the Commissions in Arkansas and Missouri. During 1987-1988, I worked on the AP&L Load and Energy Forecast. From 1988 until 1991, I performed profitability analyses of residential end-uses, private outdoor lighting and agricultural water pumping services. In 1991-1992, I served on the Market Segmentation Committee for Arizona Public Service Company identifying and analyzing commercial and industrial end-use technologies. From 1992 until 1994, I was employed by the Arizona Department of Revenue as an Economist where my responsibilities included sales tax forecasting, analysis for proposed tax legislation and development of a Corporate Income Tax modeling system.

**Q.     What is the purpose of your testimony?**

A.     I will discuss and make a recommendation regarding Entergy Arkansas, Inc.'s (EAI) proposed changes to Rate Schedule No. 29, Charges Related to Customer Activity filed on March 28, 2003.

**Q.     Briefly describe the tariff changes EAI is proposing.**

A.     EAI is proposing tariff changes to make incremental adjustments in discretionary rates necessary to recover the costs of providing those discretionary services. The changes made are to increase the amount of the Trip Fee from \$10.00 to \$13.00, charges to reconnect during normal working hours from \$20.00 to \$25.00, and charges to reconnect customers after normal working hours from \$40.00 to \$45.00. EAI also proposed a change in the tariff language to clarify the terms regarding "after hours reconnect".



1 Q. Were incremental adjustments in discretionary rates addressed in EAI's last rate  
2 case, Docket No. 96-360-U?

3 A. Yes. On December 12, 1997, the APSC issued Order No. 31 in Docket No. 96-360-U  
4 approving a Stipulation and Agreement (Stipulation) dated October 9, 1997 which  
5 addressed the annual incremental adjustment in discretionary rates necessary to recover  
6 the costs of providing discretionary services in Paragraph 3.D(3)(c) of the Stipulation.  
7 EAI agreed that each such revision for changes would be submitted on or about March 15  
8 of each year.

9 Q. Have you reviewed EAI's proposed tariff changes?

10 A. Yes, I have reviewed the proposed tariff changes and additional workpapers prepared by  
11 EAI. The proposed rates for these discretionary services are based on the costs incurred  
12 by EAI to provide the services, thus the proposed revisions will not result in any changes  
13 in revenue allocation within a class of customers or among customers. The only  
14 customers who will be impacted by the fee increases proposed by EAI are those who, due  
15 to an action, or inaction, on their part have caused costs to be incurred by the Company  
16 and who are subsequently charged the associated fee.

17 The language change in Section 29.13.2 regarding reconnection policy for after  
18 normal working hours clarifies the hours that payment must be received for after hours  
19 reconnection (5:00 p.m. to 7:00 p.m.) at Company authorized payment stations. Also, the  
20 language clarifies that reconnection after 7:00 p.m. will be made only in cases of extreme  
21 emergency.

22 Q. What is your recommendation?

**ENTERGY ARKANSAS, INC.**

**DOCKET NO. 03-050-TF**

**PREPARED TESTIMONY OF PATTI J. KELLY      4**

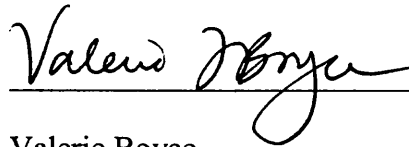
1    A.    I recommend that 2<sup>nd</sup> Revised Sheet No. 29.5 filed on March 28, 2003, be approved as  
2        filed.

3    Q.    Does that conclude your testimony?

4    A.    Yes, it does.

CERTIFICATE OF SERVICE

I, Valerie Boyce, hereby certify that a copy of the foregoing Testimony has been served on all parties of record by forwarding the same by fax, hand-delivery, or first class mail, postage prepaid, this 18<sup>th</sup> day of April, 2003.

A handwritten signature in cursive script, reading "Valerie Boyce", is written over a horizontal line.

Valerie Boyce

ARKANSAS PUBLIC SERVICE COMMISSION  
APR 22 12 23 PM '03

IN THE MATTER OF THE APPLICATION  
FOR APPROVAL OF ENTERGY ARKANSAS,  
INC.'S PROPOSED REVISION TO RATE  
SCHEDULE NO. 29, CHARGES RELATED TO  
CUSTOMER ACTIVITY

**FILED**  
DOCKET NO. 03-050-TF  
ORDER NO. 1

**ORDER**

On March 28, 2003, Entergy Arkansas, Inc. ("EAI") filed proposed 2<sup>nd</sup> Revised Sheet No. 29.5 to Rate Schedule No. 29, Charges Related to Customer Activity. Charges for Trip Fee, Reconnection Fee – During Normal Working Hours, and Reconnection Fee – After Normal Working Hours have been revised. EAI also proposed a change in the tariff language to clarify the terms regarding "after hours reconnect".

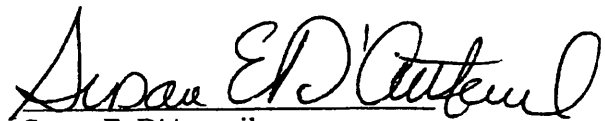
On April 18, 2003, Ms. Patti J. Kelly, Rate Analyst on behalf of the General Staff of the Arkansas Public Service Commission, reviewed the proposed changes and recommended approval.

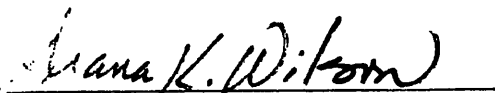
IT IS, THEREFORE, ORDERED that 2<sup>nd</sup> Revised Sheet No. 29.5 of Rate Schedule No. 29 is approved as filed.

There being no further action to be taken in this matter at this time, the Secretary of the Commission is hereby authorized and directed to close this docket.

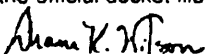
BY ORDER OF THE PRESIDING OFFICER PURSUANT TO DELEGATION.

This 22 day of April, 2003.

  
Susan E. D'Auteuil  
Presiding Officer

  
Diana K. Wilson  
Secretary of the Commission

I hereby certify that the following order issued by the Arkansas Public Service Commission has been served on all parties of record this date by the U S mail with postage prepaid using the address of each party as indicated in the official docket file

  
Diana K. Wilson

**EAI'S SEPTEMBER 8, 2003, FILING OF PROPOSED REVISIONS  
TO RATE SCHEDULE NO. 29,  
CHARGES RELATED TO CUSTOMER ACTIVITY  
IN APSC DOCKET NO. 03-145-TF  
ALONG WITH DIRECT TESTIMONY  
OF EAI WITNESS CHARLES B. STEEN**

**EAI'S SEPTEMBER 26, 2003, FILING OF  
REVISED EAI EXHIBITS CBS-3, CBS-4, AND CBS-5  
IN APSC DOCKET NO. 03-145-TF**

**APSC GENERAL STAFF TESTIMONY  
OF WITNESS ROBERT H. SWAIM  
FILED SEPTEMBER 29, 2003**

**APSC ORDER NO. 1 ISSUED OCTOBER 1, 2003  
APPROVING EAI'S FILING AS AMENDED  
ON SEPTEMBER 26, 2003**



**Entergy**

ARK. PUBLIC SERVICE COMMISSION  
DIVISION OF REGULATION  
SECRETARY OF COMMISSION

SEP 8 4 23 PM '03

Entergy Arkansas, Inc.  
425 West Capitol Avenue  
PO Box 551  
Little Rock AR 72203-0551  
Tel 501 377 4457  
Fax 501 377 4415

Steven K. Strickland  
Vice President  
Regulatory Affairs

September 8, 2003

FILED

Ms. Diana Wilson  
Secretary of the Commission  
Arkansas Public Service Commission  
P.O. Box 400  
1000 Center Street  
Little Rock, AR 72203

RE: IN THE MATTER OF A TARIFF REVISION FILED BY  
ENTERGY ARKANSAS, INC. TO ADD DATALINK  
PROGRAM FEES TO CUSTOMER ACTIVITY CHARGES  
TARIFF, RATE SCHEDULE NO. 29  
DOCKET NO. 03- 145 - TF

Dear Ms. Wilson:

Enclosed for filing are the original and 13 copies of Entergy Arkansas, Inc.'s (EAI) request for approval of the proposed revision to Rate Schedule No. 29, Charges Related to Customer Activity, which adds Section 29.17 to include fees related to DataLink, an optional fee-based service.

DataLink is an internet-based meter information reporting service that EAI proposes to offer its customers. DataLink will provide subscribing customers access to their usage information through a secure password-protected web site. Customers will be able to collect and analyze their usage information allowing them to better manage their energy utilization and expenses. Customers will have a choice of receiving daily or hourly meter reading information and will be billed a basic monthly service charge applicable to the frequency of the meter readings.

Participating customers will be required to provide an interval meter. If the customer does not have an existing interval meter, the customer will be required to purchase a meter upgrade that EAI will install and own. The customer would pay the incremental cost difference between the new interval meter and the standard meter through a one-time customer charge or through a monthly charge added to the monthly DataLink service charge. In addition, customers will be offered a wireless communications option for an additional one-time fee or monthly charge.

DataLink will be 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.

The DataLink fees included in Section 29.17 of Revised Rate Schedule No. 29 are intended to allow EAI to recover the costs associated with the DataLink program; therefore, there will not be a material revenue effect from the addition of the DataLink fee. The addition of the DataLink fees will not result in a material change in revenue allocation within a class of customers or among customers. EAI anticipates approximately 600 participants by the end of the fourth year of the program. The Direct Testimony of Mr. Charles B. Steen is attached, which provides further details of DataLink and includes the Revised Rate Schedule No. 29, the Agreement For DataLink Service and the revised Table of Contents for Policy Schedules as EAI Exhibits CBS-3, CBS-4 and CBS-5, respectively. An analysis supporting the fees presented has been provided to the General Staff of the Arkansas Public Service Commission.

If you have any questions, please call me at 501-377-4457 or Susan Davidson at 501-377-5720.

Sincerely,

A handwritten signature in black ink, appearing to read 'Steven K. Strickland', written over a horizontal line.

Steven K. Strickland

Attachments  
SK/sd

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03- 145 -TF

DIRECT TESTIMONY  
OF  
CHARLES B. STEEN  
DIRECTOR, MARKETING  
ENTERGY SERVICES INC.

ON BEHALF OF  
ENTERGY ARKANSAS, INC.

SEPTEMBER 8, 2003



1 I. BACKGROUND AND INTRODUCTION

2 Q. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

3 A. My name is Charles B. Steen. My business address is 9425 Pinecroft,  
4 The Woodlands, Texas 77380.

5

6 Q. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

7 A. I am currently employed by Entergy Services Inc., an affiliate of Entergy  
8 Arkansas, Inc. ("EAI" or the "Company"), as Director, Marketing.

9

10 Q. PLEASE DESCRIBE YOUR CURRENT RESPONSIBILITIES.

11 A. As Director, Marketing, my responsibilities include the development,  
12 implementation and management of new products and services, market  
13 segmentation, market research, customer satisfaction measurement,  
14 sales forecasting and analysis, market communications, technical analysis  
15 and overall market planning.

16

17 Q. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND  
18 PROFESSIONAL WORK EXPERIENCE.

19 A. I graduated in December of 1979 from the Mississippi State University  
20 with a Bachelor of Science in Civil Engineering. My professional work  
21 experience began in 1980 with Mississippi Power & Light Company, and I  
22 held numerous positions including Marketing Representative, Market  
23 Research Manager, Manager of Residential and Commercial Marketing

1 and Director of Marketing. In 1992, I began work with Entergy Systems,  
2 Inc. as the Director of Commercial & Industrial Accounts responsible for  
3 the management and care of the large commercial and industrial  
4 customers for the Entergy system. From 1997 -1999, I worked as the  
5 Director of Business Development for Entergy Business Solutions, which  
6 was responsible for the development and implementation of unregulated  
7 products and services. From 1999-2001, I worked as the Director of  
8 Commercial & Industrial Markets for Entergy Solutions. I have been in my  
9 current position since 2001.

10

11 Q. ON WHOSE BEHALF ARE YOU TESTIFYING?

12 A. I am testifying on behalf of EAI.

13

14 Q. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY?

15 A. The purpose of my testimony is to describe the components of the Entergy  
16 DataLink program, the benefits participating customers may derive from  
17 this service, and why EAI wants to offer this service. In addition, I will  
18 describe how the Company proposes to treat the revenue and costs of the  
19 DataLink program.

20

1     **II.     DATALINK**

2     **Q.     WHAT IS DATALINK?**

3     **A.     DataLink is the Company's name for an Internet-based meter information**  
4           **reporting service that EAI proposes to provide to customers as an optional**  
5           **fee-based service.**

6  
7     **Q.     WHAT ARE THE BENEFITS PARTICIPATING CUSTOMERS DERIVE**  
8           **FROM THIS SERVICE?**

9     **A.     A participating customer receives detailed interval-metered information**  
10          **through a secure Internet site from each DataLink meter serving any of**  
11          **their sites. Information is presented in a format that allows the customer**  
12          **to analyze the usage data in the following potential activities:**

- 13           • the evaluation of energy efficiency improvement plans for a
- 14           particular site,
- 15           • the calculation of potential savings resulting from an upgrade of
- 16           production equipment,
- 17           • the consideration of shifting load to off-peak hours or another
- 18           facility,
- 19           • the creation of a site-specific load profile, and
- 20           • the aggregation of all sites to obtain a total load profile.

21

1 Q. WHICH CUSTOMERS ARE ELIGIBLE FOR THIS SERVICE?

2 A. DataLink will be available to customers receiving electric service under the  
3 following Rate Schedules: Small General Service (SGS), Large General  
4 Service (LGS), Large General Service Time-Of-Use (GST), Large Power  
5 Service (LPS), Large Power Service Time-Of-Use (PST) and customers  
6 receiving service under a Commission-approved Special Rate Contract.  
7 EAI estimates about 600 customers will subscribe by the end of the fourth  
8 year. EAI anticipates that commercial or industrial customers with multiple  
9 meters and multiple sites will have the greatest interest. DataLink also  
10 benefits customers with multiple operating plants or multiple processes.  
11 This service would allow a customer to access detailed meter data to  
12 analyze load shifting aimed at controlling electricity costs.

13  
14 Q. WHY DOES EAI WANT TO OFFER THIS SERVICE?

15 A. EAI wants to improve customer satisfaction and provide our customers  
16 with options for determining how they might increase energy efficiency  
17 and improve energy utilization. Many customers have asked for tools to  
18 help them to document and to improve their energy use. EAI Exhibit CBS-  
19 1 contains letters from such customers expressing interest in participating  
20 in the DataLink program.

21 DataLink would allow customers who choose to subscribe to the  
22 service to collect and to utilize their usage information, plan efficiency  
23 improvements, manage energy expenses, and consider other fuels and

1 technologies. It also allows them to improve their energy utilization and to  
2 use the information to improve their load management process. Use of  
3 load information could even result in the adjustment of production  
4 schedules, operating hours, and site selection for new production.  
5 DataLink is, in essence, a planning tool that allows customers to utilize the  
6 usage data to improve their energy plan.

7  
8 Q. HOW WILL EAI DEVELOP AND OFFER THIS SERVICE?

9 A. EAI will contract with a third party vendor to provide this service. EAI will  
10 obtain the data from the customer's meter(s), including meter interrogation  
11 and data retrieval, and will organize the data into the required formats.  
12 Once the data is collected, EAI will utilize the services of a third party  
13 vendor to provide the Internet-based service to make this data accessible  
14 to participating customers.

15  
16 Q. HOW WILL METER INFORMATION BE OBTAINED AND DISPLAYED  
17 BY THE VENDOR?

18 A. Each participating customer will be required to provide an interval meter.  
19 EAI will remotely interrogate the meter on a periodic basis (daily or hourly)  
20 as directed by the customer. The meter data will then be transferred to a  
21 third party vendor, who translates the information into a suitable format for  
22 display and posts it on the web site.

23

1 Q. HOW WILL A PARTICIPATING CUSTOMER ACCESS THE USAGE  
2 DATA?

3 A. The customer can access the usage information through a secure  
4 password-protected web site. The customer will be directed to URL:  
5 <http://epo.energyinteractive.com/entergyregepo>. The customer will gain  
6 access to his data utilizing a unique password, which will be provided by  
7 the Company's Program Manager.

8  
9 Q. WHAT IF A CUSTOMER DOES NOT HAVE AN INTERVAL METER?

10 A. If a customer does not have an existing interval meter, the customer would  
11 be required to purchase a meter upgrade. This meter would be installed  
12 and owned by EAI.

13  
14 Q. WHO PAYS FOR THE ADDITIONAL COST TO UPGRADE TO AN  
15 INTERVAL METER?

16 A. The customer would pay the incremental cost difference between the new  
17 meter and the standard meter issued for that rate class, plus labor. The  
18 incremental cost for any necessary modifications to a standard meter  
19 would be recovered by a one-time customer charge of \$300, the average  
20 cost of a meter upgrade for an EAI customer, or through a monthly charge  
21 added to the DataLink service charge.

22

1 Q. WHAT COMMUNICATION OPTIONS WILL BE OFFERED TO  
2 INTERROGATE THE INTERVAL METERS?

3 A. In addition to dedicated land lines and cell phones provided by the  
4 customer, EAI intends to offer an enhanced communication option for an  
5 additional fee. A communication module can be attached to the meter that  
6 allows transmission of meter data via a wireless network, such as  
7 broadband, satellite, or a private network.

8  
9 Q. WHAT FEE WILL EAI CHARGE PARTICIPATING CUSTOMERS?

10 A. The base fee for DataLink service will be \$39.50 per month for a one-time-  
11 per-day reading of each interval meter. This monthly charge for the basic  
12 package offering consists of vendor fees, EAI labor costs, and customer  
13 education costs. A charge of \$122.50 will be rendered if the participating  
14 customer requests hourly readings. A summary of the fee schedule is  
15 attached as EAI Exhibit CBS-2. EAI proposes to add this service to Rate  
16 Schedule 29, Charges Related to Customer Activity. EAI Exhibit CBS-3  
17 contains the proposed revision to Rate Schedule 29 that reflects the  
18 addition of the DataLink options.

19  
20 Q. WHAT PROCESS WILL THE CUSTOMER FOLLOW TO OBTAIN  
21 DATALINK SERVICE?

22 A. The program initially will be offered to larger customers with compatible  
23 metering. The Company will send these customers a leaflet describing

1 the service along with a contact point for addressing inquiries. EAI  
2 account representatives will be trained on the application of the DataLink  
3 service and will be provided access to an Internet-based module, allowing  
4 them to demonstrate the service to interested customers.

5 A customer electing to subscribe to the service will complete a two  
6 year contract for service and sign a release allowing transfer of the  
7 customer's load history and load data to the vendor providing Internet  
8 services for DataLink. An Agreement for DataLink Service will be added  
9 to Policy Schedule No. 13, Contract Forms. A copy of the Agreement for  
10 DataLink Service is included as EAI Exhibit CBS-4. A revised Table of  
11 Contents for Policy Schedules is included as EAI Exhibit CBS-5. In  
12 addition, the customer will complete a request for the Company to  
13 exchange the customer's current meter to an interval meter, if necessary,  
14 in accordance with EAI's meter services policy.

15  
16 **III. ACCOUNTING TREATMENT OF DATALINK PROGRAM REVENUE**  
17 **AND COSTS**

18 Q. HOW WILL EAI ACCOUNT FOR REVENUES AND COSTS INCURRED  
19 BY DATALINK?

20 A. Revenue generated by DataLink will be recorded as Miscellaneous  
21 Service Revenue. Costs incurred will be charged to specific project codes  
22 for DataLink in order to track total program costs.  
23



1 Q. WILL OTHER CUSTOMERS BE IMPACTED BY THE IMPLEMENTATION  
2 OF THE DATALINK PROGRAM?

3 A fee schedule is proposed that would allow the Company to recover all  
4 direct and allocated expenses of the DataLink service from participants  
5 electing to use the service. These estimated expenses and the recovery  
6 fee assume the service will become self-sufficient by the end of the  
7 second year, if customer utilization reaches the anticipated level of  
8 approximately 300 participants. Workpapers supporting the DataLink tariff  
9 schedule have been provided to the General Staff of the Arkansas Public  
10 Service Commission.

11

12 Q. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

13 A. Yes, it does.

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03- 145 -TF

EAI EXHIBIT CBS-1  
CUSTOMER LETTERS



# Great Lakes Chemical Corporation

August 19, 2003

Entergy Arkansas, Inc.  
425 West Capitol Ave  
Little Rock, AR 72003  
Att: Randy Teale

Dear Randy:

I greatly appreciate the time you spent with my team a few weeks ago explaining the benefits of the Datalink program that your company is currently planning on offering to it's customer base. After reviewing the product offering we believe that this program could provide a potential benefit to our business, allowing for more visibility to our detailed energy costs within our sites in South Arkansas.

My company after reviewing this fully has decided to support Entergy in its request for a tariff associated with this program. We sincerely hope that Datalink will be approved by the APSC so that we may continue to manage our costs more effectively via the use of this program offered by Entergy, Inc.

Kind Regards

Daniel P. Sistrunk

Director of Purchasing  
Great Lakes Chemical Corp.

dps



**RIVIANA FOODS INC. • 400 West Main • Carlisle, AR 72024**  
**Phone: (870)552-7544 • Fax: (870) 552-3028**

September 8, 2003


**Mr. Richard Smith**  
**Entergy Arkansas, Inc.**  
**425 West Capitol Avenue**  
**Little Rock, AR 72203**  
**Attn: Randy Teale**

**Dear Richard:**

**We appreciate the presentation sent to us by Entergy, Inc. regarding the Datalink program. After reviewing this product, we find this program very helpful in evaluating our ongoing business.**

**Therefore, we fully support Entergy's request for a tariff associated with this program. We sincerely hope that Datalink will be approved by the APSC so that we may continue to manage our cost more effectively via the use of this program offered by Entergy, Inc.**

**Kind Regards,**

  
**David Kay**  
**Plant Manager**  
**Riviana Foods Inc.**

DGK/bjc

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03- 145 -TF

EAI EXHIBIT CBS-2  
DATALINK FEE SCHEDULE

**DataLink Fee Schedule**

<b>DATALINK BASIC PACKAGE OFFERING Subscription Service</b>	<b>Monthly Charge per Meter</b>	<b>One Time Charge per Meter</b>
Basic Web-based service*	\$39.50	---
Extended Web-based service (hourly read)	\$122.50	

<b>OPTIONAL FEATURES</b>	<b>Additional Charge per Meter *</b>
Wireless Option-Meter Communication (one-time)	\$744.00
Wireless Option-Meter Communication (billed monthly)	Add \$37.50
Standard Option-Upgrade from non-interval to interval meter (one-time)	\$300.00
Standard Option-Upgrade from non-interval to interval meter (billed monthly)	Add \$12.50

\* Additional charges are added to the Basic Package monthly charge of \$39.50.

**NOTES:**

Customer must have a compatible interval meter in place or obtain one at customer expense.  
Customer provides a dedicated phone line for meter interrogation at customer expense unless wireless alternative is selected.

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION  
FILED BY ENTERGY ARKANSAS, INC. TO  
ADD DATALINK PROGRAM FEES TO  
CUSTOMER ACTIVITY CHARGES TARIFF,  
RATE SCHEDULE 29

)  
)  
)  
)  
)

DOCKET NO. 03-\_\_\_\_-TF

EAI EXHIBIT CBS-3  
REVISED RATE SCHEDULE 29

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.1

Replacing: 1<sup>st</sup> Revised

Sheet No.: 29.1

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

**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") 11.02.(d))**

### **29.1. APPLICABLE SERVICE AREA (RPP 11.03.(b)(1))**

(AT)

In the Distribution Service area allocated by the Arkansas Public Service Commission ("APSC" or the "Commission") to Entergy Arkansas, Inc. ("EAI" or the "Company"), at any point on Company's existing facilities having adequate capacity and suitable voltage for delivery of service. This schedule may also apply outside the Company's allocated Distribution Service area 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. This schedule is also subject to the jurisdiction of the Tennessee Regulatory Authority where applicable.

### **29.2. 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.

### **29.3. ENERGY CONSUMPTION STATEMENT (GSR 2.04.B.)**

#### **29.3.1 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.

#### **29.3.2 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:



# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised

Sheet No.: 29.2

Replacing: 2<sup>nd</sup> Revised

Sheet No.: 29.2

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

(AT)

Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<b>Billing Item</b>					
kVA Analysis Report (Paper)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
kVA Analysis Report (E-mail)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
kVA Analysis Report (Diskette)	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00
kVA Peaks Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
kVA Daily Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 8.00	\$8.00
Load Graph (Paper)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
Time of Use Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Weekly Load Data Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 9.00	\$9.00
Translation Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Monthly Detail Plot (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Daily Load Plot (Paper)	\$0.00	\$0.00	\$0.00	\$13.00	\$13.00

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

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

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

29.5.1 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 based on the applicant's credit score as returned by a credit scoring service.

29.5.2 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.

# ARKANSAS PUBLIC SERVICE COMMISSION

4<sup>th</sup> Revised

Sheet No.: 29.3

Replacing: 3<sup>rd</sup> Revised

Sheet No.: 29.3

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

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

**29.5.4. Non-Residential:** The Company requires a deposit for all non-residential service. For deposits greater than one-thousand dollars (\$1,000.00) the Company will accept the following instruments 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. (MT)

**29.5.5. 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.

## **29.6. DEPOSITS FROM CUSTOMERS (GSR 4.02.)**

**29.6.1.** Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.02.A. by replacing paragraph 4.02.A.(1) with the language below and deleting paragraph 4.02.A.(3).

- (1) The 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 deposit from a Customer for residential service when that Customer meets the criteria listed in GSR 4.02.A. as modified above.

**29.6.2. 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.

**29.6.3.** 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.

# ARKANSAS PUBLIC SERVICE COMMISSION

3<sup>rd</sup> Revised

Sheet No.: 29.4

Replacing: 2<sup>nd</sup> Revised

Sheet No.: 29.4

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

## 29.7. CALCULATION OF AVERAGE BILL (GSR 4.03.)

(MT)

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.

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

(MT)

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

## 29.9. RETURNED CHECK CHARGE (GSR 5.13)

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$0.00	\$15.00	\$15.00

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.

## 29.10. 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).

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

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$0.00	\$50.00	\$50.00

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, Section 7.05.

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.5

Replacing: 1<sup>st</sup> Revised

Sheet No.: 29.5

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 03-050-TF

Order No.: 1

Effective: 4/22/03

Part III. Rate Schedule No.: 29

Title: Charges Related to Customer Activity (CAC)

PSC File Mark Only

## 29.12. TRIP FEE (GSR 6.11.)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$13.00	\$0.00	\$13.00

(CR)

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.

## 29.13. RECONNECTION FEE (GSR 6.12.)

### 29.13.1.DURING NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$25.00	\$0.00	\$25.00

(CR)

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 work day and makes payment of the reconnect fee and all amounts due at Company offices designed to accommodate receipt of such payments or at Company authorized payment stations by 5:00 p.m. of that day.

### 29.13.2.AFTER NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$45.00	\$0.00	\$45.00

(CR)

Charged to reconnect service when the Customer or other authorized party requests reconnection and makes payment of this reconnect fee and all amounts due at Company authorized payment station between the hours of 5:00 p.m. and 7:00 p.m. Reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

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# ARKANSAS PUBLIC SERVICE COMMISSION

1<sup>st</sup> Revised

Sheet No.: 29.6

Replacing: Original

Sheet No.: 29.6

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: U

Order No.:

Effective:

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

## 29.14. 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. This a Customer Service charge.

## 29.15. 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.

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

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Credit Per Month:		\$0.00	\$0.00	\$0.00	\$1.00	\$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.

## 29.17. CHARGE FOR DATALINK

(NR)

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.

# ARKANSAS PUBLIC SERVICE COMMISSION

Original

Sheet No.: 29.7

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.: U

Order No.:

Effective:

PSC File Mark Only

The Company can transmit the collected interval data through a telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by way of wireless communication. If wireless communication is elected, the Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge.

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

**Communication Link Charge:**

Wireless Monthly Payment Option	\$ 37.50 per month, per meter
Wireless Single Payment Option	\$744.00 per meter
Telephone	At Customer's expense

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03- 145 -TF

EAI EXHIBIT CBS-4  
AGREEMENT FOR DATALINK SERVICE

**ARKANSAS PUBLIC SERVICE COMMISSION**OriginalSheet No. P13.17.1

Replacing:

Sheet No.:

Entergy Arkansas, Inc.

Name of Company

Kind of Service: ElectricClass of Service: As Applicable

Docket No.:

Order No.:

Effective:

**Part IV. Policy Schedule No.: 13****Title: Contract Forms**

PSC File Mark Only

NR

**13.17 Agreement For Datalink Service**

This Agreement is made \_\_\_\_\_, 20\_\_\_\_ between \_\_\_\_\_  
\_\_\_\_\_("Customer") and Entergy Arkansas, Inc. ("Company"),  
collectively, the Parties.

**1. Rates For Service**

Company currently provides electric service to Customer under Rate Schedule \_\_\_\_\_ at or near (service location)\_\_\_\_\_.

Customer wishes to obtain web-based access to Customer's interval load data through Company's DataLink service, and Customer agrees to pay for such service pursuant to the provisions of Company's Rate Schedule No. 29, paragraph 29.17, attached hereto and made a part hereof, or such other superseding Schedules as may be authorized by applicable regulatory authority exercising lawful jurisdiction, or as may become effective in the manner provided by law and Company agrees to provide such service.

**2. Data Viewing Options**

DataLink is a service that provides web based viewing access to interval load data that has been collected by Company. The service gives a subscribing Customer the option of viewing the collected load data on an hourly or daily basis. Customer has elected the Viewing Option indicated below. (Check applicable option)

☐ Daily Viewing Option.☐ Hourly Viewing Option.**3. Interval Metering Payment Options**

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

Company will install and Customer agrees to pay for an interval meter indicated below. (Check applicable statement)

☐ Customer has an existing interval meter. No additional charge.☐ Installation of interval meter Monthly Payment Option.☐ Installation of interval meter Single Payment Option.



**ARKANSAS PUBLIC SERVICE COMMISSION**OriginalSheet No. P13.17.2

Replacing:

Sheet No.:

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: As Applicable

**Part IV. Policy Schedule No.: 13****Title: Contract Forms**

Docket No.:

Order No.:

Effective:

PSC File Mark Only

**4. Communication Link Payment Options**

Company can transmit the collected interval data by telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by wireless communication. If wireless communication is elected, Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge. Customer has elected the Communication Option indicated below. (Check applicable provision)

- ☐ Telephone Communication at Customer's Expense.
- ☐ Wireless Communication Monthly Payment Option.
- ☐ Wireless Communication Single Payment Option.

**5. Term / Cancellation**

The minimum term of this Agreement for DataLink Service is two (2) years and Customer agrees to take service under this Agreement for the minimum term. If Customer elects to cancel service before the completion of the minimum term, Customer will pay to 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. After the minimum term, this Agreement will continue in effect until cancelled by either party, which may be done by one party giving a minimum of 30 (thirty) days notice of cancellation to the other party.

**6. Approvals**

This Agreement is contingent upon approval by Company's President, Vice President or Department Director.

**ENTERGY ARKANSAS, INC.**

By: \_\_\_\_\_

By: \_\_\_\_\_

ATTEST: \_\_\_\_\_  
Customer's Secretary

Approved: \_\_\_\_\_

Title: \_\_\_\_\_

Acct.#:

WR#:

WO#:

THIS SPACE FOR PSC USE ONLY

**ARKANSAS PUBLIC SERVICE COMMISSION**

Original

Sheet No. P13.17.3

Replacing:

Sheet No.:

Entergy Arkansas, Inc.

Name of Company

Kind of Service: Electric

Class of Service: As Applicable

**Part IV. Policy Schedule No.: 13**

**Title: Contract Forms**

Docket No.:

Order No.:

Effective:

PSC File Mark Only

Rev. Cl.:

Bus. Cl.:

Rate Code

THIS SPACE FOR PSC USE ONLY

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03- 145 -TF

EAI EXHIBIT CBS-5  
REVISED TABLE OF CONTENTS  
FOR POLICY SCHEDULES

**ARKANSAS PUBLIC SERVICE COMMISSION**2<sup>nd</sup> RevisedSheet No. P13.2.2Replacing: 1<sup>st</sup> RevisedSheet No. P13.2.2Entergy Arkansas, Inc.

Name of Company

Kind of Service: ElectricClass of Service: All**Part IV. Policy Schedule No.: 13****Title: Contract Forms**

PSC File Mark Only

Experimental Energy Reduction (EER) Enabling Agreement

13.15.

Standard Interconnection Agreement for Net Metering Facilities

13.16.

Agreement for Datalink Service

13.17

(AT)

CERTIFICATE OF SERVICE

I, Steven K. Strickland, do hereby certify that a copy of the foregoing has been served upon all parties of record this 8<sup>th</sup> day of September 2003.

  
Steven K. Strickland



**Entergy**

ARK. PUBLIC SER. COMM.  
DIRECTOR OF REGULATION  
SECRETARY OF COMM.

SEP 26 2 16 PM '03

**Entergy Arkansas, Inc.**  
425 West Capitol Avenue  
P.O. Box 551  
Little Rock, AR 72203-0551  
Tel 501 377 4457  
Fax 501 377 4415

**FILED**

**Steven K. Strickland**  
Vice President  
Regulatory Affairs

September 26, 2003

Ms. Diana Wilson, Secretary  
Arkansas Public Service Commission  
P. O. Box 400  
1000 Center Street  
Little Rock, AR 72203

RE: IN THE MATTER OF A TARIFF REVISION FILED BY  
ENTERGY ARKANSAS, INC. TO ADD DATALINK  
PROGRAM FEES TO CUSTOMER ACTIVITY CHARGES  
TARIFF, RATE SCHEDULE NO. 29  
DOCKET NO. 03-145-TF

Dear Ms. Wilson:

Attached is an original and 13 copies of revised EAI Exhibits CBS-3, CBS-4 and CBS-5 to Charles B. Steen's Direct Testimony filed in Docket No. 03-145-TF on September 8, 2003. The Exhibits are revised to correct a minor typographical error and pagination of the documents. Please replace the exhibits originally filed with these revised exhibits.

If you need further information, please let me know.

Sincerely,

Steven K. Strickland

SKS/sd  
Attachment

SEP 26 2 16 PM '03

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION **FILED**

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03-145-TF

EAI EXHIBIT CBS-3  
REVISED RATE SCHEDULE 29

**ARKANSAS PUBLIC SERVICE COMMISSION**

2<sup>nd</sup> Revised

Sheet No.: 29.1

SEP 26 2 16 PM '03

Replacing: 1<sup>st</sup> Revised

Sheet No.: 29.1

Entergy Arkansas, Inc.

Name of Company

**FILED**

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Part III. Rate Schedule No.: 29

Effective: 3/9/01

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

PSC File Mark Only

**29.0. CHARGES RELATED TO CUSTOMER ACTIVITY (RULES of PRACTICE and PROCEDURE ("RPP") 11.02.(d))**

**29.1. APPLICABLE SERVICE AREA (RPP 11.03.(b)(1))**

(AT)

In the Distribution Service area allocated by the Arkansas Public Service Commission ("APSC" or the "Commission") to Entergy Arkansas, Inc. ("EAI" or the "Company"), at any point on Company's existing facilities having adequate capacity and suitable voltage for delivery of service. This schedule may also apply outside the Company's allocated Distribution Service area 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. This schedule is also subject to the jurisdiction of the Tennessee Regulatory Authority where applicable.

**29.2. 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.

**29.3. ENERGY CONSUMPTION STATEMENT (GSR 2.04.B.)**

**29.3.1 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.

**29.3.2 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:



**ARKANSAS PUBLIC SERVICE COMMISSION**

3<sup>rd</sup> Revised

Sheet No.: 29.2

Replacing: 2<sup>nd</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)**

SEP 26 2 16 PM '03

**FILED**

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

PSC File Mark Only

(AT)

Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<b><u>Billing Item</u></b>					
kVA Analysis Report (Paper)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
kVA Analysis Report (E-mail)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
kVA Analysis Report (Diskette)	\$0.00	\$0.00	\$0.00	\$10.00	\$10.00
kVA Peaks Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
kVA Daily Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 8.00	\$8.00
Load Graph (Paper)	\$0.00	\$0.00	\$0.00	\$12.00	\$12.00
Time of Use Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Weekly Load Data Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 9.00	\$9.00
Translation Summary Report (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Monthly Detail Plot (Paper)	\$0.00	\$0.00	\$0.00	\$ 7.00	\$7.00
Daily Load Plot (Paper)	\$0.00	\$0.00	\$0.00	\$13.00	\$13.00

**29.4. MEMBERSHIP FEE (GSR 3.01.E.(1)c.)**

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

**29.5. DEPOSITS FROM APPLICANTS (GSR 4.01.)**

**29.5.1** 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 based on the applicant's credit score as returned by a credit scoring service.

**29.5.2** 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.

# ARKANSAS PUBLIC SERVICE COMMISSION

ARK PUBLIC SERVICE COMMISSION  
DEPARTMENT OF COMMUNICATIONS  
SECRETARY OF COM. COMM.

4<sup>th</sup> Revised

Sheet No.: 29.3

SEP 26 2 16 PM '03

Replacing: 3<sup>rd</sup> Revised

Sheet No.: 29.3

Entergy Arkansas, Inc.

Name of Company

FILED

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

Title: Charges Related to Customer Activity (CAC)

PSC File Mark Only

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

**29.5.4. Non-Residential:** The Company requires a deposit for all non-residential service. For deposits greater than one-thousand dollars (\$1,000.00) the Company will accept the following instruments 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. (MT)

**29.5.5. 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.

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

**29.6.1.** Entergy Arkansas, Inc. (EAI) is currently exempted from GSR 4.02.A. by replacing paragraph 4.02.A.(1) with the language below and deleting paragraph 4.02.A.(3).

- (1) The 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 deposit from a Customer for residential service when that Customer meets the criteria listed in GSR 4.02.A. as modified above.

**29.6.2. 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.

**29.6.3.** 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.

# ARKANSAS PUBLIC SERVICE COMMISSION

ARK PUBLIC SERV COMM.  
DISPATCH DIVISION  
SECRETARY OF COMM.

3<sup>rd</sup> Revised

Sheet No.: 29.4

SEP 26 2 17 PM '03

Replacing: 2<sup>nd</sup> Revised

Sheet No.: 29.4

FILED

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric

Class of Service: All

Docket No.: 99-249-U

Order No.: 15

Effective: 3/9/01

Part III. Rate Schedule No.: 29

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

PSC File Mark Only

## 29.7. CALCULATION OF AVERAGE BILL (GSR 4.03.)

(MT)

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.

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

(MT)

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

## 29.9. RETURNED CHECK CHARGE (GSR 5.13)

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$0.00	\$15.00	\$15.00

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.

## 29.10. 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).

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

(AT)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Per occurrence:		\$0.00	\$0.00	\$0.00	\$50.00	\$50.00

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, Section 7.05.

# ARKANSAS PUBLIC SERVICE COMMISSION

2<sup>nd</sup> Revised

Sheet No.: 29.5

Replacing: 1<sup>st</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)**

SEP 26 2 17 PM '03

FILED

Docket No.: 03-050-TF

Order No.: 1

Effective: 4/22/03

PSC File Mark Only

## 29.12. TRIP FEE (GSR 6.11.)

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0.00	\$0.00	\$13.00	\$0.00	\$13.00	(CR)

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.

## 29.13. RECONNECTION FEE (GSR 6.12.)

### 29.13.1.DURING NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0.00	\$0.00	\$25.00	\$0.00	\$25.00	(CR)

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 work day and makes payment of the reconnect fee and all amounts due at Company offices designed to accommodate receipt of such payments or at Company authorized payment stations by 5:00 p.m. of that day.

### 29.13.2.AFTER NORMAL WORKING HOURS

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>	
<u>Billing Item</u>							
Per occurrence:		\$0.00	\$0.00	\$45.00	\$0.00	\$45.00	(CR)

Charged to reconnect service when the Customer or other authorized party requests reconnection and makes payment of this reconnect fee and all amounts due at Company authorized payment station between the hours of 5:00 p.m. and 7:00 p.m. Reconnects after 7:00 p.m. will be made only in cases of extreme emergency.

# ARKANSAS PUBLIC SERVICE COMMISSION

SEP 26 2 17 PM '03

1<sup>st</sup> Revised

Sheet No.: 29.6

Replacing: Original

Sheet No.: 29.6

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)**

FILED

Docket No.: U  
 Order No.:  
 Effective:

PSC File Mark Only

## 29.14. 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. This is a Customer Service charge.

## 29.15. 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.

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

	Function:	<u>Generation</u>	<u>Transmission</u>	<u>Distribution</u>	<u>Customer Service</u>	<u>Total</u>
<u>Billing Item</u>						
Credit Per Month:		\$0.00	\$0.00	\$0.00	\$1.00	\$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.

## 29.17. CHARGE FOR DATALINK

(NR)

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.

# ARKANSAS PUBLIC SERVICE COMMISSION

Original

Sheet No.: 29.7

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)**

SEP 26 2 17 PM '03

FILED

Docket No.: U

Order No.:

Effective:

PSC File Mark Only

The Company can transmit the collected interval data through a telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by way of wireless communication. If wireless communication is elected, the Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge.

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

## **Communication Link Charge:**

Wireless Monthly Payment Option	\$ 37.50 per month, per meter
Wireless Single Payment Option	\$744.00 per meter
Telephone	At Customer's expense

SEP 26 2 17 PM '03

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION **FILED**

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03-145-TF

EAI EXHIBIT CBS-4  
AGREEMENT FOR DATALINK SERVICE

**ARKANSAS PUBLIC SERVICE COMMISSION**

Original Sheet No. P13.17.1

Replacing: Sheet No.:

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric Class of Service: As Applicable

Part IV. Policy Schedule No.: 13

Title: Contract Forms

SEP 26 2 17 PM '03

**FILED**

Docket No.:

Order No.:

Effective:

PSC File Mark Only

**13.17 Agreement For Datalink Service**

NR

This Agreement is made \_\_\_\_\_, 20\_\_\_\_ between \_\_\_\_\_  
\_\_\_\_\_, ("Customer") and Entergy Arkansas, Inc. ("Company"),  
collectively, the Parties.

**1. Rates For Service**

Company currently provides electric service to Customer under Rate Schedule \_\_\_\_\_ at or  
near (service location) \_\_\_\_\_.

Customer wishes to obtain web-based access to Customer's interval load data through  
Company's DataLink service, and Customer agrees to pay for such service pursuant to the  
provisions of Company's Rate Schedule No. 29, paragraph 29.17, attached hereto and made  
a part hereof, or such other superseding Schedules as may be authorized by applicable  
regulatory authority exercising lawful jurisdiction, or as may become effective in the manner  
provided by law and Company agrees to provide such service.

**2. Data Viewing Options**

DataLink is a service that provides web based viewing access to interval load data that has  
been collected by Company. The service gives a subscribing Customer the option of viewing  
the collected load data on an hourly or daily basis. Customer has elected the Viewing Option  
indicated below. (Check applicable option)

☐ Daily Viewing Option.

☐ Hourly Viewing Option.

**3. Interval Metering Payment Options**

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

Company will install and Customer agrees to pay for an interval meter indicated below.  
(Check applicable statement)

☐ Customer has an existing interval meter. No additional charge.

☐ Installation of interval meter Monthly Payment Option.

☐ Installation of interval meter Single Payment Option.



**ARKANSAS PUBLIC SERVICE COMMISSION**ARK PUBLIC SERVICE COM.  
DISPATCH ON  
SECRETARY'S COMM.

SEP 26 2 17 PM '03

Original Sheet No. P13.17.2

Replacing: Sheet No.:

Entergy Arkansas, Inc.  
Name of CompanyKind of Service: Electric Class of Service: As Applicable**Part IV. Policy Schedule No.: 13****Title: Contract Forms****FILED**Docket No.:  
Order No.:  
Effective:

PSC File Mark Only

**4. Communication Link Payment Options**

Company can transmit the collected interval data by telephone line or by wireless communication. Customers who must install interval metering for DataLink Service may choose telephone or wireless communication. Customers who currently have interval metering where data is transmitted by telephone line for billing purposes may continue that method or may elect to have data transmitted by wireless communication. If wireless communication is elected, Customer may elect a one-time charge to pay for the wireless communication or may pay a recurring monthly charge. Customer has elected the Communication Option indicated below. (Check applicable provision)

- ☐ Telephone Communication at Customer's Expense.
- ☐ Wireless Communication Monthly Payment Option.
- ☐ Wireless Communication Single Payment Option.

**5. Term / Cancellation**

The minimum term of this Agreement for DataLink Service is two (2) years and Customer agrees to take service under this Agreement for the minimum term. If Customer elects to cancel service before the completion of the minimum term, Customer will pay to 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. After the minimum term, this Agreement will continue in effect until cancelled by either party, which may be done by one party giving a minimum of 30 (thirty) days notice of cancellation to the other party.

**6. Approvals**

This Agreement is contingent upon approval by Company's President, Vice President or Department Director.

**ENTERGY ARKANSAS, INC.**

By: \_\_\_\_\_

By: \_\_\_\_\_

ATTEST: \_\_\_\_\_  
Customer's Secretary

Approved: \_\_\_\_\_

Title: \_\_\_\_\_

Acct.#:  
Rev. Cl.:WR#:  
Bus. Cl.:WO#:  
Rate Class

SEP 26 2 17 PM '03

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION

FILED

IN THE MATTER OF A TARIFF REVISION )  
FILED BY ENTERGY ARKANSAS, INC. TO )  
ADD DATALINK PROGRAM FEES TO )  
CUSTOMER ACTIVITY CHARGES TARIFF, )  
RATE SCHEDULE 29 )

DOCKET NO. 03-145-TF

EAI EXHIBIT CBS-5  
REVISED TABLE OF CONTENTS  
FOR POLICY SCHEDULES

**ARKANSAS PUBLIC SERVICE COMMISSION**

2<sup>nd</sup> Revised

Sheet No. P13.2.2

Replacing: 1<sup>st</sup> Revised

Sheet No. P13.2.2

Entergy Arkansas, Inc.  
Name of Company

Kind of Service: Electric

Class of Service: All

**Part IV. Policy Schedule No.: 13**

**Title: Contract Forms**

PSC File Mark Only

SEP 26 2 17 PM '03

**FILED**

Experimental Energy Reduction (EER) Enabling Agreement

13.15.

Standard Interconnection Agreement for Net Metering Facilities

13.16.

Agreement for Datalink Service

13.17

(AT)

BEFORE THE  
ARKANSAS PUBLIC SERVICE COMMISSION **FILED**

IN THE MATTER OF A TARIFF REVISION FILED BY )  
ENTERGY ARKANSAS, INC. TO ADD DATALINK ) DOCKET NO. 03-145-TF  
PROGRAM FEES TO CUSTOMER ACTIVITY )  
CHARGES TARIFF, RATE SCHEDULE NO. 29 )

PREPARED TESTIMONY

OF

ROBERT H. SWAIM  
RATE ANALYST

ON BEHALF OF THE GENERAL STAFF  
OF THE ARKANSAS PUBLIC SERVICE COMMISSION

SEPTEMBER 29, 2003

**INTRODUCTION**

**Q. Please state your name and business address.**

A. My name is Robert H. Swaim and my business address is Arkansas Public Service Commission (APSC), Post Office Box 400, Little Rock, Arkansas 72203-0400.

**Q. By whom are you employed and in what capacity?**

A. I am currently employed by the APSC's General Staff (Staff) as a Rate Analyst. In that capacity, I analyze utility company filings, identify and evaluate issues, and present those issues in written and oral testimony before the APSC.

**QUALIFICATIONS**

**Q. Please state your qualifications and background.**

A. I was employed by Entergy Services, Inc. for more than twenty years in various capacities, including Manager of Forecasting. In that position, I was responsible for the Load, Energy and Revenue Forecasts for each of the Entergy System's regulated electric, natural gas, and steam utility operations. Those functions included the estimation of econometric models, weather adjustment, marketing program impact analysis, and detailed modeling to depict the rates and revenue recovery mechanisms in each of those retail jurisdictions (namely, Arkansas, Louisiana, Mississippi, New Orleans, and Texas). I joined the Staff in April, 2001 as a rate analyst. I have presented testimony and exhibits addressing billing determinants, peak day volumes, and rate design before the APSC. My educational qualifications include a Bachelor of Science in General Studies, a Master of Science in Economics, and I have completed all of the requirements for

1 a Doctor of Philosophy in Economics except for the dissertation, all from  
2 Louisiana State University in Baton Rouge, Louisiana. My minors in the Ph.D.  
3 program included Microeconomic Theory, the Regulation of Public Utilities, and  
4 Econometrics. Since joining the Staff, I have received specialized training,  
5 including Utility Regulatory Training sponsored by the Center for Public Utilities,  
6 a branch of the College of Business Administration and Economics at New  
7 Mexico State University.

8 **PURPOSE OF TESTIMONY**

9 **Q. What is the purpose of your testimony in this proceeding?**

10 A. I will address and make recommendations regarding the tariff revisions to its  
11 Charges Related to Customer Activity, Rate Schedule 29 and the Contract Forms,  
12 Policy Schedule 13, filed by Entergy Arkansas, Inc. ("EAI" or "Company") on  
13 September 8, 2003 and amended on September 26, 2003. With these revisions,  
14 EAI is proposing to add a new service to its list of optional services. The new  
15 service, DataLink, is an Internet-based meter reporting service

16 **Q. Briefly describe the proposed DataLink service.**

17 A. As stated in the Direct Testimony of Charles B. Steen, the DataLink service will  
18 allow participating customers access to their daily or hourly metered usage  
19 information (through a secure, password protected, Internet site) from each  
20 DataLink meter serving any of their sites. EAI will collect the data from the  
21 customer's meter(s) via telephone or wireless communications and will organize  
22 the data into the required formats. EAI will contract with a currently

1           undetermined third party vendor to translate the collected data into a suitable  
2           format for display and to post it on the website. The information will be  
3           presented in a format that allows the customer to analyze the usage data for:

- 4           1) the evaluation of energy efficiency improvement plans for a particular site;
- 5           2) the calculation of potential savings resulting from an upgrade of  
6           production equipment;
- 7           3) the consideration of shifting load to off-peak hours or another facility;
- 8           4) the creation of a site-specific load profile; or
- 9           5) the aggregation of all sites to obtain a total load profile.

10   **Q.   How will participating customers access their usage information?**

11   A.   EAI has designed the service such that a participating customer will gain access to  
12       his/her usage data utilizing a unique password. The customer will be given  
13       his/her unique password by the Company's Program Manager.

14   **Q.   Which customers are eligible to subscribe to this service?**

15   A.   If approved, DataLink will be available to EAI's customers receiving electric  
16       service under the Small General Service (SGS), Large General Service (LGS),  
17       Large General Service Time-Of-Use (GST), Large Power Service (LPS), or Large  
18       Power Service Time-Of-Use (PST) Rate Schedules and to customers receiving  
19       service under an APSC-approved Special Rate Contract. Participating customers  
20       will be required to provide an interval meter.

21   **Q.   How will customers subscribe to this service?**

1 A. A customer electing to subscribe to the service will be required to sign a two-year  
2 contract for service, sign a release allowing transfer of the customer's load history  
3 and load data to the vendor providing Internet services for DataLink, and (if  
4 necessary) complete a request for EAI to exchange the customer's current meter  
5 for an interval meter.

6 **Q. How will customers be made aware of this new service?**

7 A. The program initially will be offered to larger customers with compatible  
8 metering. The Company will send these customers a leaflet describing the service  
9 along with a contact point for addressing inquiries. EAI account representatives  
10 will be trained on the application of the DataLink service and will be provided  
11 access to an Internet-based module, allowing them to demonstrate the service to  
12 interested customers.

13 **Q. Have any of EAI's customers expressed an interest in this program?**

14 A. Yes. On page 5 of his Direct Testimony, Mr. Steen states that "many customers  
15 have asked for tools to help them to document and improve their energy use."  
16 Copies of letters from two of EAI's customers expressing an interest in the  
17 DataLink service are attached to the Direct Testimony of Mr. Steen as EAI  
18 Exhibit CBS-1.



1    **Q.     What are the proposed fees for the DataLink service?**

2    A.     The various DataLink options and their associated fees are as follows:

3               **Subscription Charge:**

4               Daily Viewing Option               \$ 39.50 per month, per meter

5               Hourly Viewing Option             \$122.50 per month, per meter

6  
7               **Installation of Interval Meter Charge:✓**

8               Monthly Payment Option           \$ 12.50 per month, per meter

9               Single Payment Option            \$300.00 per meter

10  
11              **Communication Link Charge:**

12              Wireless Monthly Payment Option   \$ 37.50 per month, per meter

13              Wireless Single Payment Option   \$744.00 per meter

14              Telephone                         At Customer's expense

15  
16    **Q.     Are these fees based on the costs of providing these services?**

17    A.     EAI provided workpapers detailing its design of the DataLink service fees. The  
18             proposed DataLink service fees were designed to recover the cost which EAI  
19             estimates it will incur to provide this service. As stated on page 10 of the Direct  
20             Testimony of Mr. Steen, the DataLink service will become self-sufficient by the  
21             end of the second year, assuming an annual customer participation level of  
22             approximately 300. Because DataLink is a new service, the actual cost of  
23             providing the service and the actual level of customer participation are unknown.

24    **Q.     Has EAI proposed to track the actual costs it incurs to provide the DataLink**  
25             **service and the actual revenues generated by the program?**

26    A.     On page 9 of his Direct Testimony, Mr. Steen states that specific project codes  
27             will be used to track the DataLink program costs. The revenues generated by the  
28             program will be recorded as Miscellaneous Service Revenue.

1 **Q. Will other customers be affected by the implementation of the DataLink**  
2 **service?**

3 A. Since this is an optional service, only those customers who elect to subscribe to  
4 the DataLink service should be affected by its implementation. EAI has not  
5 proposed to adjust any of its other rates and charges as a result of implementing  
6 this service.

7 **Q. What are your recommendations?**

8 A. I recommend that Rate Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised  
9 Sheet No. P13.2.2 filed by EAI on September 26, 2003 be approved. Rate  
10 Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised Sheet No. P13.2.2 filed by  
11 EAI on September 8, 2003 should be disapproved. I also recommend that EAI be  
12 ordered to establish accounting procedures to track all costs incurred by the  
13 Company in providing the DataLink service and all revenues generated by the  
14 DataLink service. The information should be maintained in such a manner that  
15 Staff can readily ascertain whether the costs of providing the DataLink service are  
16 being fully recovered through the fees being charged for the service.

17 **Q. Does this conclude your testimony?**

18 A. Yes, it does.

## CERTIFICATE OF SERVICE

I hereby certify that a copy of the foregoing has been served on all parties of record by forwarding the same by first class mail, postage prepaid, this 29<sup>th</sup> day of September, 2003.

Constance J. Jettis

OCT 1 1 51 PM '03

ARKANSAS PUBLIC SERVICE COMMISSION

FILED

IN THE MATTER OF A TARIFF REVISION  
FILED BY ENTERGY ARKANSAS, INC. TO  
ADD DATALINK PROGRAM FEES TO  
CUSTOMER ACTIVITY CHARGES TARIFF,  
RATE SCHEDULE NO. 29

DOCKET NO. 03-145-TF  
ORDER NO. 1

ORDER

On September 8, 2003, Entergy Arkansas, Inc. ("EAI") filed proposed Rate Schedule No. 29, Charges Related to Customer Activity; Policy Schedule 13, Contract Forms; and 2<sup>nd</sup> Revised Sheet No. P13.2.2, which were amended on September 26, 2003. EAI is proposing to add a new service to its list of optional services, DataLink, which is an Internet-based meter reporting service.

On September 29, 2003, Staff witness Robert H. Swaim filed Prepared Testimony recommending that Rate Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised Sheet No. P13.2.2, filed by EAI on September 26, 2003, be approved. He also recommended that Rate Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised Sheet No. P13.2.2, filed on September 8, 2003, not be approved.

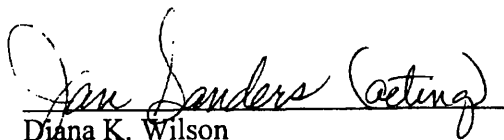
IT IS, THEREFORE, ORDERED that Rate Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised Sheet No. P13.2.2, filed by EAI on September 26, 2003, are approved. Rate Schedule 29, Policy Schedule No. 13 and 2<sup>nd</sup> Revised Sheet No. P13.2.2, filed on September 8, 2003, are not approved. It is further ordered that EAI shall establish accounting procedures to track all costs incurred in providing the DataLink service and all revenues generated by the service. The information shall be maintained in such a manner that the Staff of the Arkansas Public Service

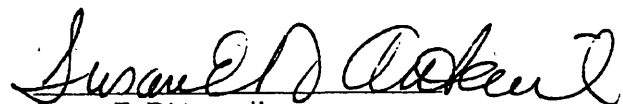
Commission can readily ascertain whether the costs of providing the DataLink service are being fully recovered through the fees being charged for the service.

There being no further action to be taken in this matter at this time, the Secretary of the Commission is hereby authorized and directed to close this docket.

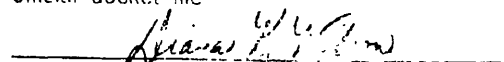
BY ORDER OF THE PRESIDING OFFICER PURSUANT TO DELEGATION.

This 15<sup>th</sup> day of October, 2003.

  
Diana K. Wilson  
Secretary of the Commission

  
Susan E. D'Auteuil  
Presiding Officer

I certify that the following order is  
of the Arkansas Public Service Commission  
as it has been received on all parties of record this  
order is being mailed with postage prepaid, using  
the address of each party as indicated in the  
official docket file

  
Diana K. Wilson  
Secretary of the Commission

10-1-03 