

# ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. P14. 1 Schedule Sheet 1 of 3

Replacing: Sheet No.

Entergy Arkansas, LLC  
Name of Company

Kind of Service: Electric Class of Service: Residential

## Part IV. Policy Schedule No. 14

**Title: Prepaid Electric Service Program (PESP)**

Docket No.: 16-060-U  
Order No.: 16  
Effective: 2/25/22

PSC File Mark Only

### 14.0. PREPAID ELECTRIC SERVICE PROGRAM

#### 14.1. AVAILABILITY

The Prepaid Electric Service Program (PESP) is available to residential customers on a voluntary basis when Entergy Arkansas, LLC (EAL or the Company) has installed advanced metering and other technology making PESP participation possible for the customer. All PESP customers will be served under Rate Schedule 1, General Purpose Residential Service (RS).

PESP is not available to:

- 1) landlord-tenant situations where the landlord is responsible for the bill for electric service,
- 2) customers residing at duplexes or apartments that are served under one electric meter,
- 3) customers who have withdrawn from PESP within the past 12 months,
- 4) customers who are responsible for a monthly line extension minimum under Rate Schedule No. 60 Extension of Facilities (EOFP).

Customers participating in PESP do not qualify for the following programs and services:

- 1) Pick a Date Plan (PADP) Policy Schedule No. 1,
- 2) Budget Billing Plan (BBP) Policy Schedule No. 2,
- 3) Collective Billing Rider (CBR) Rate Schedule No. 19,
- 4) Net-Metering Service (N-M) Rate Schedule No. 52,
- 5) Solar Energy Purchase Option Schedule No. 62,
- 6) Automatic Draw Draft for bill payment.
- 7) Peak Time Rebate Rider Pilot Rate Schedule No. 58
- 8) Monthly line extension minimum under Extension of Facilities (EOFP) Rate Schedule No. 60

#### 14.2. ENROLLMENT AND APPLICATION

**14.2.1.** Customers may apply for PESP by telephone. At the time of enrollment, the customer will confirm his or her preferred and available method of automated notification (text or email) of a low balance, the current balance, payment received, pending disconnection, disconnection, or reconnection. At the time of enrollment, the customer also will confirm his or her acknowledgement that such automated notifications will replace disconnect notices that apply to standard non-prepaid service; under this provision EAL will not leave a paper copy of the notice of disconnection at the premise.

**14.2.2.** Customers participating in PESP will not be required to pay a deposit. Except in cases of tampering and/or unauthorized use, any existing deposit will be applied to the current outstanding balance. Unless otherwise requested by the customer, any remaining deposit balance will be added to the customer's beginning prepaid account balance. Alternatively,

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when requested by the customer, any remaining deposit balance will be returned to the customer via check. In cases of tampering and/or unauthorized use, the Company will retain and apply any deposit toward amounts due.

- 14.2.3.** Customers participating in PESP will establish an initial account balance of at least \$25.
- 14.2.4.** Customers may make payments in the same manner as for standard non-prepaid service including on-line, by telephone, or at quick payment centers. Customers have the option to select a preferred manner of notification and at what balance level notifications will occur, but in any event, EAL will notify the customer when his or her prepaid account balance reaches or falls below \$20, or some other dollar amount if requested by the customer.
- 14.2.5.** Customers with an arrearage at the time of application to participate in PESP may be allowed to enroll in PESP once his or her arrearage balance is less than or equal to \$750 if the customer enrolls prior to March 31, 2023. If the customer enrolls after March 31, 2023, the customer's arrearage balance must be less than or equal to \$200. Once the customer's arrearage balance is less than or equal to the required amount, the customer may transfer the outstanding balance to his or her PESP account. Thereafter, any payments made on the customer's PESP account will be applied 25 percent to the outstanding balance and 75 percent toward current electric service.
- 14.2.6.** Applicable rates and rider charges will be prorated on a daily or weekly basis for appropriate application, where deemed necessary by the Company.

### 14.3. DISCONNECTION

- 14.3.1.** Zero or negative balance will result in a disconnection. Disconnections scheduled to occur during weather moratoriums, after 5 p.m. on weekdays, on Saturday or Sunday, or other Commission ordered moratoriums will not be disconnected and instead rescheduled for disconnection on the next business day. Customers will not be disconnected outside of EAL's normal business hours. Customers will not be disconnected on Company-observed holidays consistent with the Arkansas Public Service Commission's General Service Rules. To avoid disconnection, the PESP account balance must be made positive prior to scheduled disconnect.
- 14.3.2.** Customers with a medical certificate under General Service Rule (GSR) 6.17 and customers identified pursuant to GSR 6.18 Elderly and Individuals with Disabilities who choose to continue to be registered as provided in GSR 6.18 may postpone suspension of service consistent with GSRs 6.17 and 6.18, except that after the suspension postponement if the customer is delinquent, the customer will be disconnected unless payment is received.
- 14.3.3.** Customers participating and remaining in PESP will not be assessed late fees or reconnect fees. To reconnect a customer must bring their account balance to a positive \$25.

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**14.3.4.** Customers may not enter into a delayed payment agreement (DPA) while enrolled in PESP. However, a customer who has a medical certificate under GSR 6.17 (as described in section 14.3.2) or after a weather moratorium as described in 14.3.1 may enter into a DPA, if requested. The customer will be moved to post-pay service during the term of the DPA, and the customer must request to be re-enrolled in PESP after the DPA has been paid in full, or once the customer's arrearage balance is equal to or less than \$200 as described in section 14.2.5. Customers may only be re-enrolled in PESP if the DPA is paid in full in accordance with its terms or as described in section 14.2.5; otherwise, consistent with section 14.1, the customer will not be eligible to re-enroll in PESP for 12-months. Customers will not be required to pay a deposit under this section when switching to post-pay for the sole purpose of entering into a DPA. If the terms of the DPA are violated, or if the customer chooses not to re-enroll in PESP, all standard terms and conditions of service including applicable GSRs and deposit requirements, will be applied.

### 14.4. PROGRAM WITHDRAWAL

Customers may withdraw from PESP at any time with no exit fee. Upon exit, the standard terms and conditions will then apply including the following provisions:

- a. Any PESP credit balance on the customer's account will be credited on the customer's next month's bill. If the customer is discontinuing service with EAL, the customer's PESP balance will be refunded via check.
- b. Customer must pay any remaining arrearages and can do so pursuant to a mutually agreed upon installment payment plan, provided that the customer satisfies each installment in full by the respective due date. The Company may not offer such an installment payment plan in cases of tampering or unauthorized usage on the customer's account.
- c. Customers who choose to return to a traditional post-pay account will be subject to the same deposit and credit scoring requirements for post-pay accounts. If a deposit is required, customers must pay the deposit in accordance with GSR 4.02 "Deposits from Customers" in order to return to post-pay.

### 14.5. OTHER PROVISIONS

Except as modified herein, all terms and conditions of the applicable rate schedule(s) shall remain unchanged and shall apply.