

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. P4.1 Schedule Sheet 1 of 1

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: Residential

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

Part IV. Policy Schedule No. 4

Title: Provisions for Landlords and Tenants (LTP)

PSC File Mark Only

4.0. PROVISIONS FOR LANDLORDS AND TENANTS (General Service Rule 6.19.)

4.1. ACCOUNT IDENTIFICATION

4.1.1. Entergy Arkansas, LLC ("EAL" or the "Company") has established the following procedures for identifying landlord/tenant accounts:

- A. At the time of application, EAL will mail to the new customer an informational booklet that describes the provisions of the Landlord/Tenant process. Landlords may identify themselves to the Company and identify their tenants by name, address, and account number. This can be done at the time of application or any subsequent call to the Company's Customer Service Center.
- B. When EAL is made aware of a landlord tenant relationship at a particular account, they will mail the landlord a form to be completed and returned to EAL. When the completed form is received, the account will be coded so that it is identified as a landlord tenant relationship.

4.2. PROCEDURES FOR SUSPENDING SERVICE

4.2.1. Prior to suspending service to accounts constituting a landlord/tenant relationship as identified by GSR 6.19.A., the Company shall take the following actions:

- A. A suspension notice shall be mailed or delivered to the landlord.
- B. If no response is received from the landlord within 7 days from the mail date of the suspension notice, the Company shall post a suspension notice in conspicuous locations at the premises, such as near mail boxes, building entrances and exits, and any other areas of common usage. In cases where the premises contains 20 or less individual units, the Company may mail a suspension notice to each tenant at least 14 days before suspending service.
- C. Service will not be suspended until the account is at least 30 days past due.
- D. If separate metering is feasible at the premises, the Company will allow any tenant to apply for service in the tenant's name.

4.2.2. No tenant will be required to pay any amounts owed by the landlord to the Company.