

ARKANSAS PUBLIC SERVICE COMMISSION

Original Sheet No. P9.1 Schedule Sheet 1 of 8

Replacing: Sheet No.

Entergy Arkansas, LLC
Name of Company

Kind of Service: Electric Class of Service: All

Part IV. Policy Schedule No. 9

Title: Service Regulations (SRP)

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

PSC File Mark Only

9.0. SERVICE REGULATIONS

9.1. REGULATORY AUTHORITY

The Arkansas Legislature has delegated authority to the Arkansas Public Service Commission ("APSC" or the "Commission") to regulate public utilities in the State of Arkansas, including Entergy Arkansas, LLC ("EAL" or the "Company"). The APSC's regulatory authority over the provision of electric service applies not only in the Distribution Service area allocated to EAL by the APSC but also extends to service to customers who have been released to EAL by other electric distribution utilities, when such release for service has been approved by the Commission pursuant to Rule 6.07(b) or (c) of the Commission's Rules of Practice and Procedure. Similarly, the Tennessee Regulatory Authority exercises such authority delegated to it by the Tennessee legislature in areas of the State of Tennessee served by EAL.

9.2. DEFINITIONS

The following expressions when used in these Service Regulations, Rate Schedules, and in Service Agreements, shall, unless otherwise indicated, have the meanings given below.

9.2.1. POINT OF DELIVERY

The point at which Company ownership of facilities terminates and at which customer's ownership of facilities begins, or as otherwise defined and agreed upon in an Agreement for Electric Service.

9.2.2. CUSTOMER'S INSTALLATION

In general, all electrical circuits and facilities of any kind or nature on customer's side of the point of delivery (except Company's meter installation).

9.2.3. SERVICE DROP

The wires owned by Company connecting Company's distribution facilities to customer's service terminals.

9.2.4. MONTH

An interval of approximately 30 days, except when the calendar month is specified.

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9.2.5. NOTICE

A written notification delivered personally or mailed by one party to the other at such other party's last known address -- the period of notice being computed from the date of such personal delivery or mailing.

9.2.6. METER

The meter or meters, excluding the meter enclosure and current transformer enclosure, together with auxiliary devices, if any, constituting the complete installation needed to measure the power and energy supplied to any individual customer at a single point of delivery.

9.2.7. COMPANY EXTENSION TO CUSTOMER

Any branch from, or continuation of, an existing line to the point of delivery to customer, including increases in capacity of any of Company's existing facilities, or the changing of any lines to meet the customer's requirements, including all transformers, service drops, meters, and installed service facilities owned by Company.

9.2.8. NATIONAL ELECTRICAL CODE

The current edition of the National Electrical Code Standard of the National Board of Fire Underwriters for Electric Wiring and Apparatus as recommended by the National Fire Protection Association.

9.2.9. INTERCONNECTION FACILITIES

All facilities installed to interconnect and receive power from or deliver power to the customer including, but not limited to, connection, transmission, distribution, transformation, switching, metering and safety equipment. Interconnection Facilities shall include any additions and/or reinforcements to the Company's system required to facilitate interconnection, that the Company, in a reasonable exercise of its judgment, deems necessary.

9.2.10. ON-SITE GENERATION

Any device(s) capable of generating power and energy that is (are), or may be, connected on the customer's side of the point of delivery for the purpose of satisfying all or a portion of the customer's electrical requirements at any time. The customer's facility and equipment shall meet all requirements of applicable codes, and all requirements of any duly constituted regulatory or municipal authority having jurisdiction. The Company's determination of the applicability of a code, or any portion thereof, shall be subject to review by the Commission upon petition by the customer.

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9.3. AGREEMENTS FOR ELECTRIC SERVICE - NONRESIDENTIAL

9.3.1. CUSTOMER'S RIGHT TO CANCEL AGREEMENT FOR ELECTRIC SERVICE OR SUSPEND OPERATIONS

Unless Company has made an out of the ordinary investment, or has a specific contract to provide service to customer for a term of years, under the Agreement for Electric Service, customer, after giving 10 days written notice and receiving Company's written approval, may suspend operation if no electric service is required during the period of suspension of operation. In the event of such suspension of operation, the expiration date of the Agreement for Electric Service shall be extended for a period of time equal to the period of suspension of operation. Under like circumstances customer may give Company 30 days written notice of desire to cancel the Agreement, if due to permanent and total abandonment of operation, electric service is no longer required on the premises. If Company is satisfied that customer no longer requires any electric service, the Agreement may be canceled by Company, at its option, giving customer written acceptance of such notice of permanent and total abandonment.

9.3.2. COMPANY'S RIGHT TO CANCEL AGREEMENT FOR ELECTRIC SERVICE OR TO SUSPEND SERVICE

The Company may terminate the Agreement For Electric Service pursuant to Section 6 of the APSC General Service Rules and for use of service in a manner prohibited by any of Company's applicable tariffs. Failure of Company to act at any time pursuant to the foregoing except as noted in GSR 6.09.A.(4), shall not affect any of the Company's rights hereunder or constitute a waiver of any remedy or defense afforded by law.

9.4. SUPPLYING AND TAKING OF ELECTRIC SERVICE

9.4.1. CONTINUITY OF ELECTRIC SERVICE

Company will use all reasonable diligence in providing a regular and uninterrupted supply of electric service, but does not guarantee the electric service against interruptions or irregularities. In case the supply of electricity shall fail, or be interrupted, or become defective through an act of God, or the public enemy, or state, municipal or other public authority, or because of accident, strike, or any other causes beyond the reasonable control of the Company, Company shall not be liable for such failure, interruption or defect.

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9.4.2. INTERRUPTION OF ELECTRIC SERVICE FOR REPAIRS AND CHANGES

When necessary to make repairs to or changes in Company's plant, transmission or distribution system, or other property, Company may, without incurring any liability, interrupt electric service for such periods as may be reasonably necessary. Company will notify customer in advance of such interruption whenever possible.

There shall be no reduction of demand, minimum or similar charges for months in which such interruptions do not exceed an aggregate of twenty-four hours. There shall be a pro rata reduction in such charges for months in which such interruptions do exceed that amount, which reductions shall be liquidated damages to customers for all defaults of Company in electric service rendition.

9.4.3. USE OF ELECTRIC SERVICE

Customer shall use service only for the purpose specified in the Agreement for Electric Service and in accordance with the provisions of the Rate Schedule designated therein.

In no case shall customer extend or connect his installation to lines across or under a street, alley, lane, court, avenue or other public space in order to obtain electric service for adjacent property through one meter even though such adjacent property be owned by customer unless such extension is made pursuant to Arkansas Public Service Commission General Service Rule (GSR) 5.20., Separate Metering and Billing.

Company shall have the right to refuse to commence or to continue electric service whenever it appears that customer's installation is not in good operating condition. Company does not in any event assume any responsibility whatever in connection with any hazards or injury caused by the customer's failure to maintain the customer's installation.

9.4.4. CUSTOMER'S RESPONSIBILITY

Customer assumes all responsibility on customer's side of the point of delivery for the electric service supplied or taken, as well as for the electrical installation, appliances and apparatus used in connection therewith, and shall save Company harmless from and against all claims for injury or damage to persons or property occasioned by or in any way resulting from such electric service or the use thereof on customer's side of the point of delivery. Company does not in any event assume any responsibility in connection with such matters. Notwithstanding the foregoing, a customer who is prohibited by law shall not be required to save Company harmless from and against claims for injury or damage to persons or property as set forth above.

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Customers that have On-Site Generation facilities shall not operate such facilities in parallel with the facilities of the Company unless all of the safety and technical requirements of the Company's published policies on parallel operation of generation are satisfied and the customer has executed a written agreement covering such parallel operation and the proper coordination of protective devices. The reasonableness of the Company's published policies, or any portion thereof, shall be subject to review by the Commission upon petition by the customer. Such customers shall be solely responsible for providing protective devices to disconnect their facilities from those of the Company when a disturbance on the Company's system results in their generation becoming isolated from the Company's generation.

9.4.5. RIGHT OF WAY

Without reimbursement customer shall make or procure conveyance to Company of right of way (to include licenses for franchises, if essential) for all Company owned distribution facilities whether installed by Company, purchased by Company or contributed to Company by customer and for all future extensions and modifications to such facilities, satisfactory to Company for Company's extension and shall protect Company in its peaceful use and occupancy of such right of way.

9.5. CUSTOMER'S INSTALLATION

9.5.1. COMPLIANCE WITH RECOGNIZED STANDARDS

Customer's installation shall meet or exceed all requirements of the National Electrical Code and all state and local regulations applicable thereto, at the time of such installation.

9.5.2. SERVICE FROM COMPANY

In all cases where new installations or alterations and additions to existing installations are to be made, Company shall be consulted as to the location of all service connections and/or meters and metering equipment. The Company shall also be consulted regarding the size and character of load to be connected or added and the characteristics of service to be supplied.

The point of attachment of Company's facilities to the customer's building and the nature and characteristics of service will be given in writing for all new installations and for alterations or additions to existing installations. The Company will not be responsible for re-work when such information is given orally.

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9.5.3. NATURE AND USE OF INSTALLATIONS

Customer will select and operate his equipment in such manner that it will not adversely affect Company's electric service either to the customer or to others. When Company supplies three phase service, the customer will control his use of the electric service so that the load at the point of delivery will be maintained in reasonable electrical balance between the phases.

Customer will so select and operate his equipment as to maintain a power factor of not less than 90% at the point of metering. Company may, at its option, install meters or others instruments to measure the kilovolt-ampere demand or power factor or for other tests. If Company, at its option, installs kVA demand metering the kW demand as measured may be adjusted to correspond to the customer's maximum kVA demand.

9.5.4. GROUNDING

Customer shall be responsible for the installation and maintenance of an electrical ground which meets or exceeds all requirements of the National Electrical Code, and all state and local regulations applicable thereto at the time of such installation for grounding the neutral bus of the service entrance panel, main disconnecting switch or main circuit breaker.

9.6. COMPANY'S INSTALLATION

9.6.1. INSTALLATION AND MAINTENANCE

Except as otherwise provided in these Service Regulations, in Agreements for Electric Service or Rate Schedules, Company will install and maintain its lines and equipment on its side of point of delivery. Company shall not be required to install, inspect, or maintain any lines or equipment except meters on customer's side of the point of delivery. Only Company's employees or its designees are authorized to connect Company's service drop to customer's service terminals.

9.6.2. PROTECTION BY CUSTOMER

Customer shall protect Company's wiring and apparatus on customer's premises and shall permit no one but Company employees or persons authorized by law to inspect or handle same. In the event of any loss or damage to the Company's property arising out of carelessness, neglect, or misuse by customer or other unauthorized persons, the cost of making good such loss or repairing such damage shall be paid by customer.

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All wiring and apparatus supplied by Company, purchased by Company or contributed to Company by customer shall remain its property, and if in customer's possession, shall on termination of Agreement for Electric Service be returned to Company by customer in as good condition as when received by customer, ordinary wear and tear excepted. Company may at any time examine, change or repair its property on the premises of customer and may remove its property upon or at any time after termination of Agreement for Electric Service.

9.7. METERING

9.7.1. INSTALLATION

The Company will furnish, install, own, and maintain all meters and metering equipment except as noted below.

- A. Customer will furnish and install at the agreed upon location the meter enclosure for any single or three phase service connection of 320 Amperes or less.
- B. Company will furnish and customer will install at the agreed upon location the meter enclosure and current transformers (does not include the current transformer enclosure) for all service connections requiring instrument rated transformers.

All equipment supplied by customer must be to Company specifications.

No retail customer will furnish or install any meter or other measuring device for the purpose of measuring electric service for resale to any person, firm, corporation, association, or to any third party except that a customer may furnish or install a meter or other measuring device for the purpose of measuring electric service for resale to any person, firm, corporation, association, or to any third party where it is exclusively for electric vehicle recharging.

9.7.2. EVIDENCE OF CONSUMPTION

The registration of Company's meter shall be accepted and received at all times and places as prima facie evidence of the amount of service taken by customer.

9.8. BILLING

9.8.1. BILLING PERIODS

Customer bills for electric service supplied will be rendered at regular intervals. Non-receipt of bills by customer shall not release or diminish the obligation of customer with respect to payment thereof. Bills for service periods of less than 25 days or greater than 35 days shall be prorated except for initial or final service periods. Initial and final bills will be

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prorated for determining blocking only; the Customer Charge will not be prorated on any bill.

9.8.2. UNAUTHORIZED USE OF ELECTRIC SERVICE

If electric service has been suspended, or the Agreement For Electric Service terminated, because of unauthorized use or disposition of such electric service by customer, Company shall be entitled to collect from customer at the appropriate rate for any electric service not properly recorded on the meter (the amount of which may be estimated by Company from the best available data), and also for all expenses incurred by Company on account of such unauthorized act or acts.

9.8.3. SELECTION OF RATE SCHEDULE

When a prospective customer makes application for electric service, the Company will upon request assist in the selection of the rate schedule most favorable to customer for the electric service requested. The selection will be based on the prospective customer's statement as to the class of electric service desired, the amount and manner of use, and any other pertinent information, which statement will be recorded and filed with the application. Company shall not be liable for any errors in connection herewith.

A customer being billed under one of two or more optional schedules applicable to his class of electric service may elect to be billed on any other applicable schedule by notifying Company in writing, and Company will bill customer under such elected schedule from and after the date of the next meter reading. However, a customer having made such change of schedule may not make another such change within the next twelve months.

9.9. ALTERATION OF ADEQUATE COMPANY FACILITIES AT CUSTOMER'S REQUEST

Alteration of existing adequate Company facilities at the customer's request shall be performed only if the customer pays the Company in advance of construction for the entire Company estimated cost of such alteration less any salvage value.