

Title 23. Public Utilities and Regulated Industries
Chapter XVI. Arkansas Public Service Commission
Subchapter A. Generally
Part 463. Special Rules — Electric

Codification Notes. This part as promulgated prior to codification into the Code of Arkansas Rules of 2024 provided as follows:

"SPECIAL RULES – ELECTRIC
ADMINISTRATIVE HISTORY

Docket	Date	Order No.	Subject Matter of Docket/Order
107	11-24-36	--	Adoption of Special Rules – Electricity
U-1104	3-8-56	--	General Revision of these Rules
82-290-R	6-15-83	3	Separation of Special Rules – Electricity from Rules and Regulations Governing Utility Service. Substantive changes proposed by Order No. 1 adopted with some revisions.
92-248-R	6-16-94	7	General revision of these Rules. Also renamed Special Rules - Electric.
07-101-R	9-26-07	3	Added Section 8 to these Rules"

"Approved 92-248-R: Order #7 issued on 6-16-94 (Effective 12-15-94)"

"Updated Docket 07-101-R: Order No. 3 issued on 9-26-07 (Effective 9-26-07)"

Subpart 1. Applicability and Scope — Definitions

23 CAR § 463-101. Applicability.

This part shall apply to every electric utility whose activities bring it under the jurisdiction of the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-102. Purpose and scope.

(a)(1) This part sets forth standards for service by each electric utility.

(2) This part is intended to:

- (A) Ensure adequate service;
- (B) Prevent discrimination and unfair practices; and
- (C) Protect both consumers and utilities from unreasonable demands.

(b)(1) Any electric utility service regulation, policy, procedure, rule, or service application, except those approved in special contracts by the Arkansas Public Service Commission, that conflicts with this part is void and unlawful unless the:

- (A) Electric utility files a formal application for an exemption; and
- (B) Arkansas Public Service Commission approves it.

(2) This part is not intended to, and does not, affect or replace any Arkansas Public Service Commission-approved service regulation, policy, procedure, rule, or service application of any electric utility that addresses items other than those covered in this part.

(c) Unless the context otherwise requires, wherever the masculine gender is used in this part, it shall include the feminine gender.

(d) Unless the context otherwise requires, wherever the:

(1) Singular form of a word is used in this part, it shall include the plural form;
and

(2) Plural form is used, it shall include the singular.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-103. Definitions.

As used in this part:

(1) "Active power" means the time average of the values of the instantaneous power, the average being taken over one (1) period;

(2) "Apparent power" means the product of the effective values of the current and the voltage;

(3) "Applicant" means any person or entity requesting utility service, except as excluded by the exception in the Arkansas Public Service Commission's General Service Rules, 23 CAR § 455-301(b);

(4)(A) "Basic reference standard" means those standards with which the values of the electrical units are maintained in the laboratory.

(B) Those standards also serve as the starting point of the chain of sequential measurements carried out in the laboratory;

(5) "Burden" means the impedance of the circuit connected to the secondary winding of an instrument transformer;

(6) "Business office" means a utility office where an individual may:

(A) Arrange for service connection;

(B) Make or arrange payments on his or her bill; and

(C) Ask questions regarding service or the status of his or her account;

(7) "Calibration" means the making of adjustments necessary to bring operating characteristics into substantial agreement with standardized scales or markings;

(8) "Commission" means the Arkansas Public Service Commission;

(9) "Customer" means any person or entity that has applied for and agreed to pay for utility service;

(10) "Demand" means the average value of power over a specified interval of time;

(11) "Demand register" means a mechanism, for use with an accumulating electricity meter, that indicates maximum demand and also registers electric energy;

(12) "Display" means to have an item conspicuously available for public inspection in the public reception area of each utility business office;

(13) "Emergency" means an unexpected serious occurrence or situation that calls for immediate action;

(14) "Instrument transformers" means a transformer that reproduces in its secondary circuit, in a definite and known proportion, the voltage or current of its primary circuit, with the phase relation substantially preserved;

(15) "Interruption of service" means temporarily stopping service for:

(A) Maintenance;

(B) Testing;

(C) Repair; or

(D) Safety;

(16) "Laboratory secondary standards" means standards that are used in the routine calibration tasks of the laboratory;

(17) "Outage" means an unplanned temporary loss of utility service caused by a malfunction of or damage to utility facilities;

(18) "Portable standard watt-hour meter" means a portable watt-hour meter principally used as a standard for testing other watt-hour meters;

(19) "Power factor" means the ratio of active power (kW) to apparent power (kVA);

(20) "Public utility" or "utility" means a jurisdictional utility as defined by Arkansas Code § 23-1-101;

(21) "Standardizing laboratory" means a laboratory responsible for maintaining basic reference standards and assigning values to the working standards used for the testing of electricity meters and auxiliary devices;

(22) "Tariff" means a rate schedule, service regulation, or other document required to be:

(A) Filed as a tariff by the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462; and

(B) Approved by the Arkansas Public Service Commission or by operation of law;

(23)(A) "Test amperes — test current (TA)" means the current specified by the manufacturer for the main adjustment of the meter (heavy-load or full-load adjustment).

(B) It has been identified as a "TA" on revenue meters manufactured since 1960.

(C) The main adjustment of a meter used with a current transformer may be made either at the test current or at the rated secondary current of the transformer;

(24) "Transport standards" means standards of the same nominal value as the basic reference standards of a laboratory, and preferably of equal quality, which are regularly intercompared with the basic group but are reserved for periodic interlaboratory comparison tests to check the stability of the basic reference group;

(25)(A) "Trouble report" means any verbal or written report given to a utility concerning an operational problem with facilities or equipment.

(B) Billing complaints shall not be considered trouble reports for the purpose of this definition; and

(26) "Utility service" means service:

(A) Provided by a public utility; and

(B) Subject to regulation by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. "kW" refers to kilowatt.

"kVA" refers to kilovolt-ampere.

23 CAR § 463-104. Exemption from rules.

Amendments or exemptions to the Arkansas Public Service Commission's rules may be granted by the Arkansas Public Service Commission:

(1) In conformity with the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462; or

(2) As otherwise provided within this part.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.03 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-105. Duties under the law.

This part shall in no way relieve any person or entity of any duty under the laws of the State of Arkansas or the United States of America.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.04 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-106. Availability of rules.

(a) **Utilities.**

(1) **To employees.**

(A) Electric utility employees who are responsible for the application and explanation of any of this part shall have ready access to those sections that apply to their respective job responsibilities.

(B) "Ready access to the sections" means that they are easily accessible to an electric utility employee in his or her work area at the utility's offices.

(2) **To the members of the public.**

(A) **Notice to public.**

(i) Each electric utility business office shall post an eight and one-half inches by eleven inches (8 1/2" x 11") notice stating that this part is available for public use.

(ii) The notice shall be in the following form and will be provided through the Arkansas Public Service Commission's Consumer Services Office:

NOTICE TO CUSTOMERS

The Arkansas Public Service Commission governs many areas of customer service for this utility. The Commission's Rules contain important information about rights and responsibilities for applicants and customers. Copies of the Commission's Rules and Commission-approved Company tariffs and service regulations are on display in this office and are available for public inspection. A copy of any pertinent part of these Rules, tariffs, or service regulations is available to applicants and customers upon request.

(B) Availability of rules.

(i) This part and any approved additions, revisions, or exemptions to this part shall be on display in each electric utility business office and be available for inspection.

(ii) Each electric utility shall provide a copy of any pertinent section of this part to an applicant or customer upon request.

(b) Arkansas Public Service Commission.

(1) This part shall be on display and available for inspection in the office of the secretary of the Arkansas Public Service Commission.

(2) A copy of this part will be provided to any member of the public upon request.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 1.05 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 2. Records and Reports

23 CAR § 463-201. Location of records.

(a) Each electric utility shall maintain records:

- (1) Within the State of Arkansas;
- (2) At the offices of the electric utility; or
- (3) At locations outside the State of Arkansas authorized by the Arkansas

Public Service Commission.

(b) Such records shall be available at all reasonable hours for examination by the Arkansas Public Service Commission, its representatives, or others authorized by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-202. Retention of records.

(a) Records required by this part and orders of the Arkansas Public Service Commission shall be maintained for at least the period of time designated in the most current Federal Energy Regulatory Commission rules and regulations governing the preservation of records for electric utilities or as specifically provided for in this part or orders of the Arkansas Public Service Commission, whichever period of time is longer.

(b) In any event, such records shall be maintained for at least two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-203. Test and inspection records.

(a) Each electric utility shall make a complete record of every test or inspection made to comply with this part.

(b) The record shall include the:

- (1) Time;
- (2) Date;
- (3) Place;
- (4) Tester;
- (5) Inspector; and
- (6) Results.

(c) Each electric utility shall maintain test and inspection records:

- (1) For at least two (2) years; or
- (2) As specified in this part.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.03 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-204. Construction records and plans.

(a) Each electric utility shall maintain copies of all construction reports and plans for a period of at least two (2) years after the completion of a project.

(b) The records shall include, but not be limited to:

- (1) Design specifications;
- (2) Contracts;

- (3) Work orders;
- (4) Material placed; and
- (5) Associated costs.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.04 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-205. Trouble report records.

- (a) Each electric utility shall maintain accurate records of trouble reports.
- (b) Each record shall be maintained for at least two (2) years.
- (c) At a minimum, each record shall include:
 - (1) Appropriate identification of the:
 - (A) Person or persons reporting the trouble; and
 - (B) Specific geographic area;
 - (2) Time and date of the initial report;
 - (3) Description of the trouble reported;
 - (4) Description of the trouble found by the electric utility;
 - (5) Action taken to clear the trouble; and
 - (6) Date and time the trouble was cleared.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.05 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-206. Service outage records.

- (a) Each electric utility shall maintain records of all detected or documented service outages.

(b) Each record shall include the date, time, location, cause, extent, and duration of the outage.

(c) Each electric utility shall maintain the records for at least two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.06 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-207. Maps and associated records.

(a) System maps.

(1) Each electric utility shall maintain current system schematic drawings and maps depicting plant in all service areas served by the electric utility.

(2) Those maps or plans shall be in sufficient detail to enable prompt location of each line and facility owned or operated by the electric utility.

(3) Each system map and its associated records shall be maintained in sufficient detail to enable the reconstruction of the system, if required.

(b) Changes to maps.

(1) Each electric utility shall map or add each change, relocation, or extension of plant to existing system maps no later than twenty-four (24) calendar months after the change, relocation, or extension is completed.

(2) Until such changes are posted to the system maps, either sufficiently detailed engineering drawings showing the changes or a reference to the location of the drawings shall be attached to the existing maps.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.07 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-208. Records of meters and meter tests.

(a)(1) Each electric utility shall maintain a meter record for each meter.

(2) Each record shall include the information set out in subsections (b), (c), and (d) of this section.

(b) **General information.** Each meter record shall contain the name of the manufacturer, type, size, serial and/or company number, and the date purchased, if known.

(c) **Meter tests.** Each meter record shall contain the following information regarding meter tests:

(1) All information necessary to identify the meter;

(2) The date of the test;

(3) The reason for making the test;

(4) The meter reading upon removal from service;

(5) All test data used in performing the test;

(6) The results of the test, any repairs made as a result of the test, and the accuracy percentages of the meter after the test and repairs; and

(7) The complete history of the last two (2) tests including:

(A) The date of the tests;

(B) Any types of repairs made; and

(C) The accuracy percentages of the meter after the testing and repairs.

(d) **Customer and meter location.**

(1) Each meter record shall identify the customer and the location of each numbered meter.

(2) A record of the date a meter is removed from customer service for testing, repair, or service discontinuation and a record of the last customer and location shall be maintained until the meter is placed back into service or retired.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.08 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-209. Records of kilowatt and kilowatt hour purchases and sales.

Each electric utility shall maintain sufficiently detailed records to show the units of kilowatts and kilowatt hours of electricity purchased and sold.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.09 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-210. Substation records.

- (a) Each electric utility shall maintain records of substation operations.
- (b) The electric utility shall maintain these records at least two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.10 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-211. Voltage surveys and records.

- (a) All voltage survey records derived from load analysis performed on distribution or transmission facilities shall be maintained for a period of three (3) years.
- (b) All voltage recording records associated with substation, distribution, or transmission equipment operations shall be maintained for a period of two (2) years.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.11 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-212. Permit records.

(a) The electric utility shall maintain copies of all permits required and issued by the applicable regulatory or jurisdictional agencies.

(b) The copies of the permits shall be maintained at the appropriate office of the utility for inspection by the Arkansas Public Service Commission.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.12 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-213. Reports to the Arkansas Public Service Commission.

The Arkansas Public Service Commission may require any information in any form from a utility that it has a right to obtain (Arkansas Code § 23-2-309).

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 2.13 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 3. Operations

23 CAR § 463-301. Service connections.

(a) **Acceptance of applications.** When an electric utility receives an application for service within its allocated service territory, the utility shall neither refuse to accept the application for service nor request the applicant to withdraw the application.

(b) **Service connection requirements.**

(1)(A) All extensions of service shall be made in accordance with the utility's approved extension of facilities tariffs.

(B) An applicant for service must meet all requirements of the Arkansas Public Service Commission's General Service Rules, 23 CAR pt. 455, in order to qualify to receive service.

(2) Where distribution facilities are available.

(A) **Service connection deadlines.** All reasonable efforts shall be made to serve qualified applicants within five (5) working days after:

(i) A temporary or permanent meter loop has been properly installed;
and

(ii) The applicant has notified the utility that he or she is ready to receive electric service.

(B) **Quality of service evaluations.** For purposes of evaluating the quality of service, ninety-five percent (95%) or more of all qualified applications must be served within the time frame specified above.

(C) Expected service dates.

(i) Each electric utility shall notify the applicant of the expected service date.

(ii) If an electric utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

(3) Where distribution facilities are not available.

(A) **Initial information.** Within five (5) working days after receipt of a qualified application for service, an electric utility shall:

(i) Inform or mail notice to the applicant that facilities are not readily available; and

(ii) Inform the applicant that within ten (10) working days the utility will provide the applicant an expected service date.

(B) Written proposal.

(i) Within thirty (30) working days of the receipt of a qualified application, the electric utility shall provide a written proposal to the applicant for service that shall provide:

- (a) An explanation of any conditions and circumstances the applicant must meet before service will be provided;
- (b) A description of the facilities to be constructed; and
- (c) If there will be a cost to the applicant, an estimate of his or her costs.

(ii) **Exception.** When an engineering study is required, the utility shall provide a:

- (a) Written proposal to the applicant for service within sixty (60) working days of the receipt of the application; or
- (b) Notice that the company must file for an Arkansas Public Service Commission certificate.

(C) **Changing the expected service date.** If the electric utility will not be able to connect service on the expected service date, it shall promptly notify the applicant of the new expected service connection date.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-302. Extension of facilities.

(a)(1) Each electric utility shall make reasonable extensions of its facilities as provided in the electric utility's Arkansas Public Service Commission-approved extension of facilities tariff.

(2) Each electric utility shall file its extension of facilities policy as a tariff according to the Arkansas Public Service Commission's Rules of Practice and Procedure, 23 CAR pt. 462.

(3) Also see the Arkansas Public Service Commission's General Service Rules, 23 CAR § 455-303.

(b)(1) When a customer pays for an extension of service and later moves from that service location, the electric utility shall attempt to leave those facilities in place for use by other customers.

(2) If the electric utility removes the facilities, an applicant requesting the same extension of service at the premises shall obtain the extension cost-free.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-303. Ability to receive customer trouble reports.

Each electric utility shall provide equipment or personnel to receive customer trouble reports on a continuous twenty-four-hour basis.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.03 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-304. Emergency repair service.

Each electric utility shall provide emergency repair service on a continuous twenty-four-hour basis.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.04 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-305. Station instruments and meters.

(a) Each electric utility shall install instruments and meters to obtain a daily record of the load and a monthly record of the output of its electric generating plant.

(b) Each electric utility purchasing electrical energy shall install instruments and meters to record all information regarding monthly purchases unless the electric utility supplying the energy has already installed instruments from which the information can be obtained.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.05 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-306. Customer meters.

(a) Installation, operation, and maintenance.

(1) Each electric utility shall provide, own, install, operate, and maintain at its expense equipment necessary for regulating and measuring service delivered to customers.

(2) A utility may charge an Arkansas Public Service Commission-approved fee for additional meters:

- (A) Used as special meters; or
- (B) Provided for the customer's convenience.

(3) The amount of the approved fee shall be set forth in the utility's tariffed schedule of fees and charges.

(b) Meter location.

(1)(A) A meter shall not be more than six feet (6') nor less than four feet (4') above the final standing surface, measured from the center of the meter cover.

(B) There shall be a minimum of three feet (3') of unobstructed space in front of a meter, measured from the surface on which the meter is mounted.

(2) Outdoor meters.

(A) Meters installed outdoors shall be:

- (i) Placed in locations not subject to severe vibration; and
- (ii) Readily accessible to authorized company representatives for

meter reading, testing, and maintenance.

(B) Meters shall not be placed in locations where they:

- (i) Are subject to accidental damage; or
- (ii) Will cause inconvenience either to the customer or to the

company's representative.

(3) Indoor meters.

(A) Meters installed indoors:

- (i) Shall not be placed in locations subject to severe vibration or excessive dampness; and

(ii) Shall be readily accessible to authorized company representatives for meter reading, testing, and maintenance.

(B)(i) Meters shall not be installed in:

(a) A location that may endanger the safety of those working on the meter; or

(b) Any place that will cause unreasonable inconvenience either to the customer or the meter reader.

(ii) Meters shall not be installed near belts or moving machinery that could endanger the safety of those working on them.

(iii) Meters shall be installed at least eighteen inches (18") from the conductors of other circuits carrying in excess of one hundred (100) amperes unless the circuit metered or the neighboring circuit is in conduit, in which case no limitation shall be imposed.

(c) Meter relocation.

(1)(A) An electric utility may, at its option and expense, relocate meters.

(B) Meters relocated at the option of the company shall be for just cause.

(C) An electric utility shall coordinate and cooperate with the customer in relocating the meter.

(2) The customer shall provide and have installed at his or her expense all wiring and equipment necessary for relocating the meter when relocation is:

(A) Requested by a customer;

(B) Required because of customer-initiated alterations; or

(C) Necessary to prevent a recurrence of discovered tampering or damage caused by the customer.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.06 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-307. Interstate transmission of electricity.

Each electric utility that transmits energy either into or out of the state shall accurately meter and record the interchange of energy.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 3.07 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 4. Maintenance

23 CAR § 463-401. Restoration of service.

(a) General requirements.

(1) If a customer experiences a service outage that does not result in an emergency, the electric utility shall make every reasonable effort to restore service not later than twenty-four (24) hours after the outage is reported.

(2) If corrective action is required of the customer before service can be restored, the twenty-four-hour time limit will begin as soon as the electric utility is notified by the customer that the corrective action has been completed.

(3) If service cannot be restored within twenty-four (24) hours, the electric utility shall make reasonable efforts to:

(A) Notify the affected customers; and

(B) Give a time when service should be restored.

(b) **Emergency requirements.** When the electric utility becomes aware of an outage that results in an emergency, the electric utility shall begin immediate restoration of service and shall continue restoration until service is restored, unless subdivision (a)(2) of this section applies.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-402. Inspection and repair of plant facilities.

(a) Inspection.

(1) Each electric utility shall adopt a program of maintenance and inspection of its electric plant in order to determine the necessity for replacement and repair.

(2) The frequency of the various inspections shall be based on:

(A) The utility's experience; and

(B) Accepted good practice.

(3) Each electric utility shall be able to provide evidence of compliance with its maintenance and inspection program.

(b) Remedying defects.

(1) Electric utility lines and equipment with defects that would endanger life or property shall be immediately:

(A) Repaired;

- (B) Replaced;
- (C) Disconnected; or
- (D) Isolated.

(2)(A) Deficiencies found during an inspection that do not require immediate correction shall be scheduled for maintenance.

(B) A periodic report of corrective activity shall be kept with or refer to the appropriate inspection report.

(c) **Permanently abandoned facilities.** When electric utility lines or equipment are permanently abandoned, the electric utility shall remove them or maintain them in a safe condition.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-403. Tree trimming.

(a) While trimming trees as part of the utility's maintenance program, the electric utility shall consider the health of the plant involved, the goodwill of property owners, and the safety of the personnel to the extent practical.

(b)(1) Trees that may interfere with electric conductors shall be trimmed or removed.

(2) Factors to be considered in determining the extent of tree trimming required include:

- (A) Normal tree growth;
- (B) The combined movement of trees and conductors under adverse weather conditions;
- (C) Voltage;
- (D) Sagging of conductors at elevated temperatures; and
- (E) Economic trimming cycles.

(c) Where the utility determines trimming or removal is not practical, the conductor shall be separated from the tree with suitable materials or devices to avoid conductor damage by abrasion and grounding of the circuit through the tree.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.03 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-404. Service and adjustment of control — Equipment.

(a) **Service and maintenance.** Each electric utility shall:

(1) Service and maintain electric utility equipment installed on customers' premises; and

(2) Adjust thermostats, clocks, relays, time switches, or photosensitive devices in order to provide service in accordance with approved tariffs.

(b) **Adjustment.**

(1) **Time switches.**

(A) The time switches installed by an electric utility for controlling equipment, such as street lights, shall be of such quality that the timing mechanism may be adjusted to operate within ten (10) minutes per month of the accurate time.

(B) Time switches shall be inspected for proper operation at least quarterly and adjusted when:

(i) Found to be operating improperly; or

(ii) Service interruptions or outages cause an error of one-half (1/2) hour or more.

(2) **Control devices.**

(A) Control devices installed by the electric utility to restrict the operation of appliances during on-peak hours shall be inspected for proper operation at regular intervals.

(B) Control devices shall be adjusted when:

- (i) Found to be operating improperly;
- (ii) Service interruptions or outages result in an error of two (2) hours or more; or
- (iii) They fail to control the appliance during on-peak periods.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 4.04 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 5. Construction Standards

23 CAR § 463-501. Construction standards.

(a) For new construction of electric utility plant, the current issues of the American National Standard Institute's National Electrical Safety Code published by the Institute of Electrical and Electronics Engineers, Inc., and/or the NFPA 70: National Electrical Code published by the National Fire Protection Association are designated as the standards.

(b) Construction completed prior to the effective dates of current standards shall be in accordance with the standards in effect at the time of construction.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 5.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-502. Facility identification.

(a)(1) Electric utility outside plant facilities and equipment shall be marked or numbered in accordance with the current issues of the NESC to identify the owner and the location, e.g., sections 217A3, 220D, and 220E in the 1993 NESC.

(2) The date the facilities or equipment were first placed into service shall be recorded on appropriate records.

(b) When two (2) or more utilities jointly own a structure, each utility shall have a distinguishing mark on the structure.

(c)(1) On a continuous distribution or transmission line, marks and numbers shall be affixed to structures at regular intervals.

(2) Marks and numbers are not required to be affixed more frequently than to every tenth structure.

Authority. Arkansas Code § 23-2-305.

Codification Notes. “NESC” means the American National Standard Institute’s National Electrical Safety Code.

This section was promulgated as Rule 5.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 6. Quality Standards

23 CAR § 463-601. Voltage and frequency standards.

(a) Standard nominal voltage.

(1) Each electric utility shall adopt standard nominal voltage or voltages as may be required by its distribution system for:

- (A) Its entire constant voltage service; or
- (B) Each of the several districts into which the systems may be divided.

(2) The nominal voltage to be supplied to a customer shall be specifically stated in the:

- (A) Customer's service agreement; and
- (B) Electric utility's tariffs.

(3) The voltage supplied to a customer shall not vary more than plus or minus five percent (5%) from the adopted nominal voltage measured at the meter.

(b) **Voltage variations.** Voltage variations in excess of those specified in subdivision (a)(3) of this section shall not be considered a violation if variations are caused by:

- (1) The operation of power equipment on a customer's premises;
- (2) The action of the elements; or
- (3) Infrequent and unavoidable fluctuations of short duration in station operation.

(c) **Voltage recording requirement.**

(1)(A) Each electric utility shall have available one (1) or more portable recording voltmeters for the purpose of evaluating customer service.

(B) These instruments shall be of a type and capacity suited to the voltage supplied.

(2)(A) Each electric utility shall make continual voltage recordings at each distribution substation in order to verify voltage standards.

(B) Each electric utility whose distribution substations do not have permanently installed recording voltmeters shall file a plan to provide facilities to comply with this subdivision (c)(2).

(C) The plan shall be filed as a tariff within one (1) year of the Arkansas Public Service Commission's adoption of this part.

(d) **Standard frequency.**

(1) Each electric utility supplying alternating current shall adopt a standard frequency.

(2) The electric utility shall establish a standard frequency and maintain this frequency to within five percent (5%) below the standard at all times.

(3) Infrequent and unavoidable fluctuations of short duration due to system operations shall not be considered a violation of this section.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 6.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 7. Testing

23 CAR § 463-701. Meter test standards.

The most current edition of the American National Standards Institute's Code for Electricity Metering (ANSI C12.1) published by the Institute of Electrical and Electronics Engineers, Inc., is designated as the standard for meter testing.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-702. Standardizing laboratory.

(a) Each electric utility furnishing metered electric service shall establish and maintain, or arrange for the use of, a standardizing laboratory acceptable to the Arkansas Public Service Commission.

(b) The Arkansas Public Service Commission may inspect the facilities, instruments, and methods for accuracy at any time.

(c) The standardizing laboratory shall have one (1) ultra-stable electronic standard or at least three (3) separate electromechanical standards that can be readily compared.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.02 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-703. Meter testing facilities and equipment.

(a) Each electric utility furnishing metered electric service shall provide for or have available:

- (1) A meter laboratory;
- (2) Standard meters;
- (3) Instruments; and
- (4) Other equipment and facilities necessary to make the tests required by this

part.

(b) The equipment and facilities:

- (1) Shall be acceptable to the Arkansas Public Service Commission;
- (2) Shall be available at all reasonable times for inspection by any authorized representative of the Arkansas Public Service Commission; and
- (3) May be located outside the State of Arkansas.

(c) Each electric utility shall report the location of its standardizing laboratory or laboratories to the Arkansas Public Service Commission in Docket No. 86-033-A.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.03 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-704. Test standards.

(a) **Basic reference standards.**

- (1) The basic reference standards shall be:
 - (A) Housed in a temperature-controlled environment; and
 - (B) Energized continuously.
- (2)(A) Every twelve (12) months at least one (1) basic reference standard (the one (1) with the oldest calibration date) shall be calibrated by an independent

standardizing laboratory so that its accuracy is referenced to the National Institute of Standards and Technology.

(B) As an alternative, the basic reference standards shall be compared to a National Institute of Standards and Technology transport standard every twelve (12) months.

(3) Each month, the basic reference standards shall be compared and the results recorded.

(b) Laboratory secondary standards.

(1) For testing the accuracy of portable standard watt-hour meters and other portable instruments used for testing service meters, each electric utility shall provide for and have available secondary standards as reference or check standards.

(2) Secondary standards may include any or all of the following:

- (A) Electrical instruments;
- (B) Watt-hour meters; and
- (C) Wattmeters.

(3) Service-type watt-hour meters used as secondary standards shall be:

(A) Permanently mounted in the meter laboratory of the electric utility;

and

(B) Used for no other purpose than for checking working watt-hour standards.

(4) Secondary standards shall be compared to a basic reference standard and adjusted, if necessary, every twelve (12) months by an Arkansas Public Service Commission-approved standardizing laboratory.

(c) Portable standard watt-hour meters.

(1)(A)(i) All portable electromechanical standard watt-hour meters shall be compared with secondary standards at least once a month.

(ii) All portable electronic standard watt-hour meters shall be compared with secondary standards at least every six (6) months.

(B) If the comparison shows any portable standard watt-hour meter to be more than plus or minus five percent (5%) in error at any load at which the portable

standard will be used, the portable standard watt-hour meter shall be tested, adjusted, and certified in:

- (i) The laboratory of the electric utility; or
- (ii) Some other independent laboratory.

(C) A certificate or calibration card that shows the date the meter was last certified and adjusted and that is signed by the proper authority must be kept with each portable standard watt-hour meter at all times.

(D) Records of certification and calibration shall be kept on file with the electric utility for a period of at least one (1) year.

(2) Portable standard watt-hour meters that are infrequently used shall be certified or calibrated prior to use.

(d) Portable testing instruments.

(1)(A) All portable electrical testing instruments such as voltmeters, ammeters, and wattmeters shall be checked and calibrated in accordance with procedures and intervals recommended by the instrument manufacturer.

(B) All instruments used for such purposes shall have:

(i) A manufacturer-stated instrument error no greater than one percent (1%) of full-scale value; and

(ii) No appreciable error at zero reading.

(2) Portable equipment that is infrequently used shall be compared with a standard before using.

(3) For portable equipment used to obtain routine or general operating information, the limits of accuracy as specified in subdivision (d)(1) of this section need not apply, but such instruments shall be within the range of accuracy necessary to obtain reliable data.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.04 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-705. Accuracy requirements for service watt-hour meters, demand meters, and pulse recorders.

(a) Initial and test adjustments.

(1)(A) No watt-hour meter that has an incorrect register constant, test constant, gear ratio, or dial train, or that registers upon no load ("creeps") shall be placed in service or allowed to remain in service without adjustment and correction.

(B) An in-service meter "creeps" when, with potential applied to all stators and with all load wires disconnected, the moving element makes one (1) complete rotation in ten (10) minutes or less.

(2)(A) No watt-hour meter that has an error in registration of more than the limits allowed in subdivision (b)(1) of this section shall be placed in service or be allowed to remain in service without adjustment.

(B) When meter error is found to exceed any one (1) of the test limits in subdivision (b)(1) of this section, it must be adjusted and a correction made to the customer's bill in accordance with the Arkansas Public Service Commission's General Service Rules, 23 CAR § 455-519.

(3) Meters must be adjusted as closely as practicable to the condition of zero error but no greater than plus or minus five-tenths percent (0.5%).

(b) Acceptable performance.

(1) **Watt-hour meter accuracy.** The average error of the watt-hour meter shall not exceed plus or minus two percent (2%).

	<u>Test Current</u>	<u>Power Factor</u>	<u>Accuracy</u>
Heavy Load	100% Test Amperes	1.0	±2%
	100% Test Amperes	0.5	±2%
Light Load	10% Test Amperes	1.0	±2%

(2) **Demand meter accuracy.** The error of the demand register shall not exceed plus or minus four percent (4%) of full-scale value when tested between twenty-five percent (25%) and one hundred percent (100%) of full-scale value.

(3) **Pulse recorders.**

(A) Pulse recorders shall not differ by more than plus or minus two percent (2%) from the corresponding kilowatt-hour meter registration.

(B) The timing error shall not exceed plus or minus two (2) minutes per day.

(4) **Time-of-use meters.** The timing element of time-of-use meters shall not be in error with central standard/daylight savings time by more than plus or minus fifteen (15) minutes.

(c) **Average error.**

(1) The average error of a service watt-hour meter shall be determined as follows:

$$WA = \frac{LL + 4HL}{5}$$

Where:

WA = weighted average error of a service watt-hour meter

LL = error at light load for 100 percent power factor

HL = error at heavy load for 100 percent power factor

(2) The average error of the watt-hour portion of a demand meter shall be determined as follows:

$$WA = \frac{LL + 4HL + 2HHL}{7}$$

Where:

WA = weighted average error of the watt-hour portion of a demand meter

LL = error at light load for 100 percent power factor

HL = error at heavy load for 100 percent power factor

HHL = error at heavy load with 50 percent lagging power factor

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.05 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-706. As-found meter tests.

Each electric utility shall test meters as required by this part before making any alteration or adjustment.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.06 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-707. Location and methods for meter and instrument transformer testing.

(a) Location of meter test.

(1) Periodic tests of watt-hour and demand meters may be conducted with the meter in place or the meter may be removed from service and tested, except as provided for in subdivision (a)(2) of this section.

(2)(A) A customer-requested or Arkansas Public Service Commission-requested test of a watt-hour meter shall be made with the meter installed in place on the customer's premises under normal operating conditions, except that a detachable meter may be mounted on a test device designed for insertion into the meter mounting.

(B) If a meter test at the customer premises is beyond the technical capability of the electric utility, the meter may be removed for testing provided the meter is sealed in the presence of the customer or Arkansas Public Service Commission representative in accordance with the Arkansas Public Service Commission's General Service Rules, 23 CAR § 455-518.

(b) Test methods.

(1)(A) Watt-hour meters installed with instrument transformers or shunts may be tested independently of the instrument transformers provided that the transformer ratios and phase angles have been determined and are taken into account in the adjustment of the meter.

(B) The transformer errors may be neglected in the adjustment of the meter if instrument transformers are used that conform to the three-tenths (0.3) accuracy-class limits at standard burdens approximating the actual secondary burden.

(2)(A) When the meter or metering installations are inspected, the instrument transformers associated with the installations shall receive close visual inspection for correct connections or evidence of impairment resulting from:

- (i) Severe overloads;
- (ii) Physical damage; or
- (iii) Abnormal conditions.

(B) Tests of instrument transformers shall be performed at the same time and the results of the tests shall be recorded.

(3) The current transformer shall be tested with a suitable variable-burden device to determine if the windings of the secondary circuit have developed an:

- (A) Open circuit;
- (B) Short circuit; or
- (C) Unintentional ground.

(4) The secondary voltage of the potential transformer shall be measured and compared to the primary voltage to reveal defects in the transformer or associated circuits.

(c) Accuracy of tests.

(1) If the accuracy of the instrument transformers is suspect, then an accuracy test shall be made by:

- (A) An independent laboratory; or
- (B) The electric utility's testing facility.

(2) Unless the accuracy of the transformer ratios is questioned, manufacturer's ratings will be acceptable.

(3) The most recent rating shall be maintained by the electric utility.

Authority. Arkansas Code § 23-2-305.

Codification Notes. This section was promulgated as Rule 7.07 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

23 CAR § 463-708. Meter testing programs and filing requirements.

(a) **Meter test programs for new meters.** Before installation:

(1) All new meters shall be inspected and tested in a meter shop or laboratory, either on a one hundred percent (100%) basis or on a sampling basis acceptable to the Arkansas Public Service Commission; and

(2) Appropriate action shall be taken to ensure that the meters conform to the requirements of 23 CAR § 463-705(b) and ANSI C12.1-1982, § 8.1.5.

(b) Meter test programs for in-service meters.

(1) Meters may be tested under any of the following test programs:

- (A) Periodic interval, ANSI C12.1-1982, § 8.1.8.4 and § 8.2.3.1;
- (B) Variable interval, ANSI C12.1-1982, § 8.1.8.5; or
- (C) Statistical sampling, ANSI C12.1-1982, § 8.1.8.6.

(2) In each of these three (3) categories, all of the meters shall be tested under the same program.

(c) Test method filing requirements. A utility shall state in its tariffs on file with the Arkansas Public Service Commission:

- (1) Which sampling method is used by the utility for testing new meters; and
- (2) Which sampling method described in subsection (b) of this section is used by the utility for testing in-service meters.

(d) Report to the Arkansas Public Service Commission.

(1) A report on the results of the previous calendar year sample test program shall be sent to the Arkansas Public Service Commission by March 30 to be filed in Docket No. 86-033-A.

(2) The report shall include the:

- (A) Meter type;
- (B) Number of meters in service;
- (C) Number of meters sample-tested; and
- (D) Test results.

(3) The report shall indicate:

- (A) The lots rejected;
- (B) A complete summary of the meter retirement history for the previous five (5) years; and
- (C) The proposed meter retirements.

Authority. Arkansas Code § 23-2-305.

Codification Notes. “ANSI” refers to American National Standards Institute.

This section was promulgated as Rule 7.08 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.

Subpart 8. Federal Litigation Consulting Fees

23 CAR § 463-801. Recovery of costs for Arkansas Public Service Commission-retained consultants or attorneys under Arkansas Code § 23-4-102.

(a) When the Arkansas Public Service Commission retains contract attorneys or contract consultants pursuant to Arkansas Code § 23-4-102(c), and the fees and expenses for the contract attorneys or contract consultants are recovered from the affected electric public utility that is owned by a public utility holding company as defined by Section 1262 of the Energy Policy Act of 2005, Pub. L. No. 109-58, the affected utility may directly recover from ratepayers only the amounts directly recovered from the utility.

(b) The affected utility may recover the fees and expenses under subsection (a) of this section pursuant to the provisions of Arkansas Code § 23-4-102(c), and the specific procedures, terms, and conditions of this recovery must be set forth in a Litigation Consulting Fee Rider or other recovery mechanism:

- (1) Filed with the Arkansas Public Service Commission; and
- (2) Approved pursuant to the Arkansas Public Service Commission’s Rules of Practice and Procedure, 23 CAR pt. 462.

Authority. Arkansas Code §§ 23-2-305, 23-4-102.

Codification Notes. This section was promulgated as Rule 8.01 of the Special Rules — Electric prior to codification in the Code of Arkansas Rules.