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News Release

Dated: February 16, 2018

Arkansas Public Service Commission Addresses Inaccurate Social Media Post Regarding Utility Rate Increases

The Arkansas Public Service Commission is aware of a social media post circulating on Facebook which contains incorrect information and which has resulted in several calls to the Commission and utilities. The post suggests that the State of Arkansas has passed a single rate increase that applies to all utilities in Arkansas. There is not a single rate or set of rates for all utilities in Arkansas. Each utility's rates are approved by the Arkansas Public Service Commission in individual utility-specific rate case proceedings. The Facebook post references an "Arkansas Energy (electric) Consumption Rate Increase." There is not a single "Arkansas Energy (electric) Consumption Rate." The Facebook post does not address a specific utility company's rates or a specific proceeding before the Arkansas Public Service Commission. There is not a specific proceeding that fits the circumstances presented in the Facebook post.

The Commission is aware that many Arkansas electric and natural gas customers have experienced high bills associated with their consumption during the month of January. Those high bills are due, in large measure, to higher levels of electricity and natural gas consumption as a result of the very cold temperatures during January. The higher bills for January consumption are not attributable to the circumstances alleged in the inaccurate Facebook post.

Entergy Arkansas, Inc. did implement an increase in its Formula Rate Plan rate adjustment that was approved by the Commission and became effective on January 2, 2018. The effect of this change for a typical customer in the Residential Customer Class using 1,000 kWh per month is an increase of approximately \$3.93 per month, or a change of approximately 3.75%. Entergy Arkansas, Inc. will make its annual Formula Rate Plan filing in July to consider any updates for its rates in 2019.

Customers with questions concerning their bills should contact their electric or natural gas utility directly to discuss their concerns and to confirm whether the

billing is accurate. If customers are not satisfied with the utility response or have remaining questions or concerns, they can then contact the Commission's Consumer Services Section at 501-682-1718 or 800-482-1164, and the Consumer Services Section Staff will assist the customers in investigating their concerns.

For any questions concerning this release, please contact John P. Bethel, Executive Director, at 501-682-1794.

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