

PUBLIC SERVICE COMPANY OF OKLAHOMA  
P.O. BOX 201  
TULSA, OKLAHOMA 74102-0201  
PHONE: 1-888-216-3523  
KIND OF SERVICE: ELECTRIC  
SCHEDULE: SERVICE CHARGES (SC)

4TH REVISED SHEET NO. 100 - 1  
REPLACING 3<sup>RD</sup> REVISED SHEET NO. 100 - 1  
EFFECTIVE DATE 12/30/2016

### Service Reconnection Fee

The Service Reconnection Fee is charged to the customer to reestablish electric service during normal working hours for any customer who has been disconnected for non payment. To reestablish electric service outside of normal working hours, the after-hours reconnection charge will be assessed.

	Normal Hours	After Hours
Non-Standard Meter	\$22.00	\$56.00
Pole or Subsurface Box	\$66.00	\$171.00
CT Meter	\$55.00	\$168.00

### Meter Tampering Fee

Any time there is unauthorized access into the meter enclosure and there is evidence of current diversion, meter tampering, or other deliberate act(s) contributing to theft of service, the Meter Tampering Fee will be based on the minimum cost to the company during the initial investigation if meter tampering is confirmed. Any additional labor costs needed to normalize the equipment or to investigate the tampering will be charged to the customer based on the established hourly rates listed.

In addition to the Meter Tampering Fee, charges will be assessed based on an estimate of the difference between meter readings during the estimated duration of the theft of service and what the meter should have actually metered. Also, charges for any cost of repairs or replacement of damaged facilities,

missing or destroyed meter, installation of protective equipment, or relocation of meter will also be charged if such is required.

	Normal Hours	After Hours
Labor Cost per hour		
Revenue Protection Coordinator	\$24.56	\$36.83
Analysts	\$40.65	\$40.65
Service Tech	\$41.03	\$61.55
Meter Tech	\$39.34	\$59.02

Rates Authorized by the Oklahoma Corporation Commission

Effective	Order Number	Cause / Docket Number
December 30, 2016	657877/658529	PUD 201500208
April 30, 2015	639314	PUD 201300217
January 31, 2011	581748	PUD 201000050
January 29, 2009	564437	PUD 200800144

APPROVED  
December 23, 2016  
DIRECTOR OF PUBLIC UTILITY

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Field Operations Specialists	\$24.56	\$36.83
Transportation Cost per hour (minimum 1 hr. charge plus mileage at current IRS rate)		
1/2 ton truck	\$4.65	Plus mileage at current IRS rate
4WD service bucket	\$22.65	Plus mileage at current IRS rate
Supplies and miscellaneous expenses	At Cost	

**Broken Meter Seal Fee**

Any time there is an unauthorized breakage of the meter seal, regardless if it is for unauthorized reconnection or service, unauthorized access into the meter enclosure, or for reasons not identifiable, the Broken Meter Seal Fee will be charged. Additional charges for any cost of repairs or replacement of damaged facilities, installing protective equipment, or relocation of meter will also be charged if such is required.

Broken Meter Seal Fee	\$50.00
*Plus all cost to repair or replace facilities	

**Meter Test Fee**

The Meter Test Fee will be charged to the customer for each meter tested, at customer's request, other than tests conducted under the frequency guidelines specified in PSO's Rules and Regulations for meter tests at no cost to customer. If the results of a test indicate the meter accuracy to be outside the tolerance limits specified by the OCC, the Meter Test Fee will be waived.

	Meter Test Fee
Self-Contained Meter	\$48.00
CT Meter	\$81.00

**Special Meter Reading Fee**

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The Special Meter Reading Fee will be charged when a Residential or Commercial customer requests more than once within a twelve month period that a meter be re-read to check the accuracy of the Company's routine meter reading, or requests a special reading be taken between normal meter reading cycles. Special meter readings will be performed only during regular business hours. The fee will not be charged for a re-read if the new reading indicates that the original reading was in error.

Special Meter Reading Fee	\$20.00
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### Special Meter Fee

The Special Meter Fee is for special metering and/or non-standard metering reports, requested by the customer, that are in addition to what is required for the Company to bill the customer for service. The requested product or service, if the Company agrees to provide them, must be appropriate for an electric utility to provide and not be prohibited under the OCC's service restrictions. This fee will be charged monthly to the customer and will be based on the estimated re-occurring monthly costs plus estimated monthly maintenance on any special equipment required for providing the requested service. This monthly fee will be charged in addition to any installation costs for the special metering equipment requested.

Any special equipment required for providing the requested service. This monthly fee will be charged in addition to any installation costs for the special metering equipment requested.

Special Meter Fee	\$25.00
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### Inaccessible Company Equipment Fee

The Inaccessible Company Equipment Fee may be charged to the customer each month that the Company is unable to gain access to Company's equipment located on the customer's property. The customer will be allowed one notification from the Company at no charge. For each instance the Company is unable to gain access to a meter, an estimated meter reading for that month will be billed to the customer for electrical connection service based upon the estimated reading. In addition to the

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service charges based upon the estimated reading. the customer may be billed the Inaccessible Company Equipment Fee.

Inaccessible Company Equipment Fee	\$63.00
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**Late Payment Fee**

The Late Payment Fee of 1.5% of the total unpaid balance for services and charges, excluding security deposit, will be added to the next monthly billing for bills not paid within twenty-one (21) days after the current bill is mailed.

**Returned Check Fee**

The Returned Check Fee is charged for each check returned unpaid by a financial institution to the Company.

Returned Check Fee	\$22.00
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REPLACING 2<sup>ND</sup> REVISED SHEET NO. 101  
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**SCHEDULE: LEAVE-ON AGREEMENT (LOA)**

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**AVAILABILITY**

The Company is authorized to enter into a written Leave-On Agreement (owner-agent letter) with an owner of rental property, at the option of such property owner. If such Leave-On Agreement is entered into, the charges set forth therein for connection of service to rental units covered by the Agreement shall be those set forth below. The charges set forth herein and in such Agreement are exclusive of and in addition to charges for electric service rendered under any of the Company's rate schedules.

The term "Leave-On Agreement", as used herein, shall mean a written (owner-agent letter) agreement between the Company and an owner of rental property, whereby said owner agrees to be responsible for payment of all charges for electric service provided to a rental unit covered by such agreement during any period subsequent to the closing of an account for service to a tenant or occupant of such rental unit and prior to the opening of an account for service to a new tenant or occupant of such rental unit.

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### AVAILABILITY

The following is Public Service Company of Oklahoma's Deposit Plan for all classification of Customers. Where a difference in the deposit criteria exists between Residential and non-Residential Customers, it shall be specifically stated in the plan.

### PURPOSE OF SECURITY DEPOSIT

Customer deposits are security for the payment of any unpaid amounts the customer may owe at the time of service termination. This amount includes, but is not limited to:

- Monthly bills
- Service charges
- Meter diversion charges
- Temporary service

### DEPOSIT RECORDS

Accurate records are maintained on customer deposits for two years after service termination or deposit is refunded or applied. These records shall include:

- Account number
- Customer's name
- Current address
- Deposit receipt number
- Date of deposit
- Amount of deposit
- Date interest paid to
- Amount of interest paid to date
- Date deposit refunded or applied

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### ESTABLISHING DEPOSIT AMOUNT

Public Service Company shall not require a deposit of more than 1/6 of the average annual bill based on previous billing history on the account. No deposit will be required from a residential customer who has received the same or similar type and classification of service for twelve (12) consecutive months and service was not terminated for non-payment nor was payment late more than twice nor was a check for payment dishonored. The twelve (12) month service period shall have been within eighteen (18) months prior to the application for new service.

If the billing history is insufficient or not available, PSO may estimate the average based on one or more of the following:

1. Square footage
2. Appliance usage
3. Conservation measures
4. Same type of service at another location
5. Load (which includes connected horsepower, lighting, incidental load and hours of operation)
6. Type of heating and cooling
7. Minimum deposit amount

Deposit amounts may be reduced when one or more of the following conditions exist:

1. Reduction in installed appliances or equipment
2. Reduced usage
3. Installation of higher efficiency heating/cooling equipment
4. Added conservation measures
5. Rate changes
6. Sufficient on-peak and off-peak billing history

### ISSUING DEPOSIT RECEIPTS

Customers paying deposits at an authorized PSO paystation will be given a non-assignable receipt for their deposit at that time. Receipts for billed deposits shall be mailed to the customer within 10 days after the billed deposit amount is paid.

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### INTEREST ON ACTIVE DEPOSITS

Accrued interest on active deposits held at least 30 days or longer, shall be credited to the customer's billing at least once annually. If deposit was refunded or applied within one year, interest will be based on one year U.S. Treasury Securities interest rate, otherwise if deposit retained, interest will be based on ten year U. S. Treasury Securities interest rate. These rates will be established by the Oklahoma Corporation Commission (OCC).

### REFUNDING DEPOSIT AND INTEREST ON FINAL BILLS

Deposit and accrued interest shall be applied to the final billing up to and including the service termination date. When the deposit and interest exceed the final billing, the credit balance shall be refunded by refund draft, bank card or other instrument as allowed by Commission rules within 30 days.

The customer shall not be required to return the deposit receipt at the time of service termination or time of refund.

### DISPUTED BILLS

PSO may withhold refund or return of a customer's deposit until a dispute of any charges covered by the deposit is resolved.

### RESIDENTIAL ACCOUNTS WITH INADEQUATE DEPOSITS

PSO shall communicate with the customer, by letter, to obtain a cash deposit or one of the appropriate deposit options on accounts with inadequate deposit amounts which have become past due two or more times in the last 12 months, has had service discontinued for non-payment, or had a check for payment dishonored more than once in a year.

### TRANSFER/SALES

With the sale or transfer of service territory to any other utility, PSO shall file with the application of transfer, a verified listing of all active customer deposit records affected by this sale or transfer.

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### OPTIONS TO CASH DEPOSITS FOR RESIDENTIAL CUSTOMERS

Based on information provided by the customer, PSO shall consider one of the following options to a cash deposit that will satisfy both the customer and company needs:

- **LETTER OF GUARANTEE**

PSO customers with 12 months good pay history may sign a *Residential Letter of Guarantee* for any residential customer. The Guarantor will be liable for the terms specified in the *Residential Letter of Guarantee*. The form, which includes *Third Party Notification*, is available, upon request from PSO.

- **LETTER OF REFERENCE**

A letter of referral from another utility company that indicates satisfactory payment record.

- **DEFERRED DEPOSIT AMOUNT**

The deposit amount is recorded on the customer's account, but is not charged unless the customer has a past due bill (greater than \$10.00) and the account becomes past due at any monthly bill date.

- **BILLED DEPOSITS**

Rather than pay the deposit amount when applying for electric service, the customer may pay the billed deposit with their first electric service bill.

- **INSTALLMENTS ON BILLED DEPOSIT**

It is possible to arrange to make the billed deposit payments in installments, with partial payment allowed initially and installments not to exceed three consecutive months.

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• **PREVIOUS PAY HISTORY**

A deferred deposit may be required of a residential customer whose last 12 consecutive months of service was with satisfactory pay history, provided service was terminated within the last 18 months.

**REFUNDING DEPOSITS ON ACTIVE RESIDENTIAL ACCOUNTS**

Customers' payment history shall be reviewed monthly. Customers with 10 out of 12 months satisfactory pay history (as defined in the next section) will be refunded their deposit with accrued interest by either a credit against billing or by refund draft, bank card or other instrument as allowed by Commission rules.

**SATISFACTORY PAYMENT HISTORY -- RESIDENTIAL**

PSO considers a satisfactory pay customer as a customer who meets all of the following criteria:

- No past due or returned check balance in current month
- No more than two 30-day balances in last 12 months
- No more than one returned check in the last 12 months
- No history of diversion on the account
- Service has not been disconnected within last 12 months

**OPTIONS TO CASH DEPOSITS FOR NON-RESIDENTIAL CUSTOMERS**

Based on information provided by the customer, PSO shall consider one of the following options to a cash deposit that will satisfy both the customer and company needs:

• **IRREVOCABLE LETTER OF CREDIT**

Customer may obtain an *Irrevocable Letter of Credit* from banks or other financial institutions. The bank guarantees to pay a specific amount if the customer does not pay the final bill.

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- **SURETY BOND**

A surety bond may be purchased by the customer from an Oklahoma based Insurance Company. They are normally for the amount of the deposit. Surety Bonds must have an expiration date of not less than 12 months.

- **BILLED DEPOSITS**

Rather than pay the deposit amount when applying for electric service, the customer may pay the billed deposit with their first electric service bill.

- **INSTALLMENTS ON BILLED DEPOSIT**

It is possible to arrange to make the billed deposit payments in installments, with partial payment allowed initially and installments not to exceed three consecutive months.

- **DEFERRED DEPOSITS**

The deposit amount is recorded on the customer's account, but is not charged unless the customer has a past due bill (greater than \$10.00) and the account becomes past due at any monthly bill date.

- **REFUNDING DEPOSITS ON ACTIVE NON-RESIDENTIAL ACCOUNTS**

Non-residential customer service deposits of less than \$20,000, with accrued interest, will be automatically refunded after twenty-four (24) months' satisfactory payment of undisputed charges and where payment was not late more than twice; provided, however, that service has not been disconnected within the twenty-four (24) month period. Non-residential customers, who meet the above criteria, must have a minimum of five (5) years continuous service at the service location with PSO before a deposit will be refunded.

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- **NON-RESIDENTIAL ACCOUNTS WITH INADEQUATE DEPOSITS**

A non-residential customer may be required to post a supplemental deposit amount if PSO determines an inadequate amount exists due to any of the following events: 1) If undisputed charges have become delinquent, with delinquent meaning a payment not received on or before the due date as posted on the bill in two (2) out of the last twenty-four billing periods, or 2) if the customer has had service disconnected during the last twenty-four (24) months, or 3) has presented a check subsequently dishonored.

This plan shall be administered in accordance with the Oklahoma Corporation Commission's established Rules and Regulations.

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**SCHEDULE: AVERAGE MONTHLY PAYMENT PLAN (AMP)**

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For the convenience of our electric service customers, Public Service Company of Oklahoma offers an Average Monthly Payment Plan (AMP) to spread the customer's total annual electric cost over twelve (12) average monthly payments. The AMP Plan is available to residential customers, and when mutually agreeable with Company and customer, to commercial and industrial customers.

The AMP Plan is designed to minimize large seasonal variations in electric service billings by allowing the customer to pay an average amount each month based upon the actual electric usage over the past twelve (12) months. By electing the option of the AMP Plan, customers on fixed income or budgeted finances will benefit through the more nearly consistent payment schedule, which this plan offers. This should serve to minimize credit activity on certain customers due to high billings during summer and winter months.

In order that the customer more fully understand the benefits derived from the AMP Plan, it is important to explain to the customer the basic conditions under which this plan operates. When talking to customers inquiring about the AMP Plan, the following points should be stressed:

1. The customer should understand that the average payment amount is based on the current month's billing, including applicable sales tax, plus the eleven (11) preceding months, divided by twelve (12). The average amount will be the current month's payment under the AMP Plan. At the next billing period, the oldest month's billing history is dropped, the current month's billing is added, and the total is again divided by twelve (12) to find a new average payment amount. The average is recalculated each month in this manner.
2. Monthly variations, upward or downward, may result from fluctuations in fuel cost, variations in usage, and rate changes, but the AMP Plan will serve to minimize large changes due to the averaging of billings over a twelve month period.
3. At the time a customer elects to participate in the plan, the account should be in current status. This means that the current billing should not be past due and no unpaid balance should exist on the account.
4. A customer that is unable to bring the account to a current status may be placed on the plan by using the AMP average amount plus an additional amount, over a specific period of time.

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SCHEDULE: AVERAGE MONTHLY PAYMENT PLAN (AMP)

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5. In such instances where sufficient billing history is not available, an AMP account may be established by using an estimated AMP amount average. When sufficient billing history (6 months) has been attained, the system will automatically compute the new AMP amount based on actual billing history.
6. Participation in the plan will have no effect on the Company's approved rate schedules or other billing charges used to calculate the customer's actual monthly billing.
7. Actual billing will continue to be based upon the applicable rate and meter readings obtained to determine consumption. However, the AMP amount will be identified as a separate item on the electric service bill so that the participating customer will know the amount to pay. The actual billing will also be reflected on the bill as a memo item for the customer's information. The unpaid balance referred to as "balance before payment" will appear on the bill. At such time as an AMP account becomes delinquent, a late payment charge may be assessed against the delinquent AMP amount.
8. The difference between actual billings and the averaged billings under the AMP Plan will be carried in a deferred balance that will accumulate both debit and credit differences for the duration of the AMP Plan year--twelve consecutive billing months.
9. At the end of the AMP Plan year (anniversary month), the current month's billing, the eleven (11) preceding months' billing and the net accumulated deferred balance will be summed, and the totals divided by twelve (12) to strike a new average and thereby commence a new AMP Plan year with the average being the first month's billing and required payment under the AMP Plan.
10. Settlement occurs only when participation in the plan is terminated. This happens if an account is final billed, if the customer requests termination, or may be terminated by the Company as a result of past due amounts on an account. The deferred balance (debit or credit) is then applied to the billing now due.

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SCHEDULE: AVERAGE MONTHLY PAYMENT PLAN (AMP)

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- II. The AMP Plan will be offered to residential customers during the months of April and October each year. However, a customer may request participation at any time by telephone, mail, or in person at a Company business office.

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**SCHEDULE: POWERPAY™ PROGRAM**

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PSO's Prepay Program, or PowerPay™, is a voluntary payment option that allows customers to pay as they use electric service. Eligible customers can receive timely billing and payment information provided through the program in addition to avoiding deposits, reconnection and late fees.

The Program is available, after an initial testing through employee participation, to Residential and Limited Use General Service (LUGS) customers who have an Advanced Meter Infrastructure (AMI) meter rated up to 200 amps. It is not available to customers with medical or life threatening conditions, customers having on-site generation operated in parallel with the Company's system, or customers on the Average Monthly Payment (AMP) plan. It also is not available to customers without a valid and operable electronic communication method (i.e., text or electronic mail). Additionally, the Program is not available to a customer scheduled for a disconnection of service for nonpayment who has initiated the process for enrollment in PowerPay™ without completing all of the requirements for enrollment for PowerPay™ two or more times within a thirty (30) day period.

The Program operates as follows:

1. The standard tariff remains the basis for the bill calculation. It will be based on the customer's daily usage, the effective base rate, the tax rate and all applicable riders and fees at the time of purchase. Fixed charges will be paid on a daily basis based on 1/30 of the total fixed charges. These amounts will be subtracted from the customer's daily PowerPay™ account balance.
2. To enroll in the Program customers must pay an initial account balance of \$40.00.

Existing customers with established deposits on file will have their deposit applied to their current balance with the remaining credit/debit balance transferred to their prepay balance. A customer with an outstanding current balance or finaled account balance from a previous account may be placed on the plan by paying 50% of the outstanding balance with the 50% of remaining arrears balance to be applied to the account or carry-over up to \$500 in arrears with any amount over \$500 due at that time. Any payments made to the account will first have a 20% portion of the payment applied to the arrears balance before it is credited to the customer's account until the past balance is paid.

3. The customer is responsible for monitoring prepaid usage and ensuring that the account balance is sufficient to continue electric service. The customer will be notified when the account reaches the customer-selected balance threshold or the minimum threshold amount of \$25.00. Notification will occur through the customer's preferred form of communication, including email, and/or text message. A customer web portal will be available to view the customer's usage information.

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**Rates Authorized by the Oklahoma Corporation Commission**

Effective	Order Number	Cause / Docket Number
December 30, 2016	657877/658529	PUD 201500208 June 2, 2016

APPROVED  
December 23, 2016  
653170 PUD 201400364  
DIRECTOR OF PUBLIC UTILITY



PUBLIC SERVICE COMPANY OF OKLAHOMA  
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KIND OF SERVICE: ELECTRIC

1ST REVISED SHEET NO. 104 - 2  
REPLACING ORIGINAL SHEET NO. 104 - 2  
EFFECTIVE DATE: 12/30/2016

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**SCHEDULE: POWERPAY™ PROGRAM**

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4. Should a customer's balance reach zero, the customer will be notified via the customer's chosen communication method. The customer will have until the beginning of the next business day to regain a positive balance or the customer's meter will automatically be disconnected during normal business hours. Normal business hours are 8:00 a.m. to 5:00 p.m., Monday through Friday, excluding Company-observed holidays and moratoriums. Customers will be required to adjust their payment to cover any accrued balance for usage during weekends, holidays and moratoriums. Once the customer's payment is received and accepted, service will be restored by the Company in a timely manner.
5. No deposit, reconnect, or late fee charges shall apply to customers enrolled in the Prepay Program.
6. When the Company receives a dishonored negotiable instrument, any account credits associated with that instrument will be removed from the customer's account. If the removal of the credits results in the customer's balance reaching zero, the customer will be notified and will have until the beginning of the next business day to regain a positive balance or the customer's meter will automatically be disconnected during normal business hours.
7. Actual billing will continue to be based upon the applicable rate and meter readings obtained to determine consumption. Prepay Program customers are required to participate in and receive their information through the Company's paperless billing program. Customers will continue to receive an online monthly statement summary containing all of the charges, usage and payments applied during their normal 30-day billing cycle.
8. Customer accounts must be funded through a Company authorized payment channel, including immediate payment via telephone or website using electronic check, debit or credit cards, and any in-person pay station or U.S. Payment kiosk. Each authorized payment method is subject to Company guidelines. Timing of the payments to the accounts cannot be guaranteed if payment is made through an unauthorized pay agent or by mail.
9. The customer may cancel service under this program at any time and will be returned to the traditional post-pay billing option in accordance with PSO's Commission approved Electric Service Rules, Regulations and Conditions of Service.
10. Settlement occurs when participation in the plan is terminated. This happens if an account is final billed or if the customer requests termination. If the account finals off-cycle during the billing period, the remaining monthly fixed charges and fees that have not been collected will be applied to the final bill.

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