



Entergy Notes

Summer 2006

Manage Your Summer Energy Bill by Following These Simple Warm Weather Tips

With temperatures rising, your air conditioner use will probably rise. But, there are steps you can take to "chill" your summer bill. Try some or all of these tips in your home and see just how easy saving money on your energy bills can be. Here are your tips to live by:

Seal the Duct Work--In eight out of 10 houses in the South, leaky ducts waste more energy than any other problem. To stop this energy loss, your duct work should be made airtight -- by using mastic tape or foil tape everywhere ducts attach to vents, each other and the cooling unit. Some do-it-yourselfers can handle this job; others may want to hire a professional.

Install Energy-Efficient Light Bulbs--Every home has lights, and compact fluorescent light bulbs can save a lot of energy. They cost more to purchase, but last much longer than regular incandescent bulbs. In fact, compact fluorescents can save enough energy to pay for themselves twice.

Add Attic Insulation--About half of all homes have attics with insufficient insulation. Insulation is rated by "R-values." A good rule is that if you have less than six inches of insulation, you need more. In general, you would benefit from up to 12 inches of attic insulation. Insulate walls as much as their thickness allows and floors to at least R-19, or six inches. Cellulose insulation is recommended.

Seal other Air Leaks--Air infiltration from the outside is another huge energy loser. In a drafty home, the air may "turn over" several times an hour, meaning that the home's entire volume of air must be recooled that often. A tight house sees a complete air exchange only once every two to three hours. Caulking and weather-stripping are the keys to sealing leaks, and here are some of the biggest offenders to look for:

Fireplaces -- Caulk everywhere the brick or stone meet the walls and ceiling. Cover the opening with tight-fitting glass doors.

Attic Fans -- If you have an attic fan that you don't use, seal the opening with a temporary or permanent cover.

Recessed Lights -- A lot of cool air can escape through the opening cut for recessed lights. Newer models can be covered with insulation. Older models require a makeshift cover like a bucket turned upside down in the attic.

Windows and Doors -- Install weather-stripping on all that do not fit tightly.

By following these and other simple techniques, you can be more comfortable this summer and still "chill" your summer bill.

Entergy Management Tip of the Month

Set your thermostat to 78 degrees or the highest comfortable temperature. Each degree lower than 78 will increase your utility bill by as much as 3 percent. If you're going to be away for an extended period, set your air conditioner thermostat to 80 degrees or higher.

Our Mission

The mission of the ENO Customer Service organization is to provide exceptional customer service safely and profitably by fostering professionalism, nurturing positive relationships, communicating effectively, unifying our efforts and adapting a self-crucial attitude in servicing our customers.

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Important Telephone Numbers

For questions about your bill, or to report a gas emergency call:

1-800-ENTERGY
(1-800-368-3749)

To report an Outage:

1-800-9OUTAGE
(1-800-968-8243)

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Caution: Meters Can Be Dangerous

Entergy New Orleans advises residents living in travel trailers to use caution around electric meters, temporary electric poles and other electrical equipment, as they could result in serious injury or death if improperly handled.

Each year, hundreds of people are killed and more than 10,000 are injured in the U.S. from electrical incidents around the home. Electric meters and temporary poles installed to supply electricity to travel trailers and other residences should be accessed and handled only by authorized utility personnel or a licensed electrician.

Travel trailer residents should notify both Entergy and FEMA when moving in or out of the trailer to ensure that proper installation and removal of electrical equipment is made. FEMA is responsible for installation and removal of the temporary electric pole, while Entergy is responsible for setup and removal of the meter. For residents living in a private trailer, a licensed electrician should be hired to install and remove the temporary electric pole.

Customers are encouraged to follow these safety precautions around travel trailers and all residences:

- Never pry, loosen or remove a meter from its secure location. Removing an active meter can lead to an electrical fire, serious injury and/or electrocution. A broken seal or the exposed wiring from a missing meter pose the risk of electrocution.
- If moving into or out of a travel trailer, do not touch or attempt to move the meter and/or electrical wiring and equipment connected to the trailer. Leave the meter and electric pole where they are.

Meter Tampering & Theft

If a meter or meter seal has been tampered with, Entergy may add meter tampering charges to the customer's bill. Altering a meter to reduce consumption, meter theft or diversion of service with the intent to not pay, constitute theft of electric energy.

Consumers guilty of theft of electric energy will be billed the estimated cost of electricity stolen, plus the cost of repairing or replacing a meter if applicable. In addition, possible charges for these offenses include first degree misdemeanor or fourth degree felony, punishable by jail time and/or a monetary fine.

Entergy Fund Provides Utility Assistance

As post-Katrina rebuilding continues and temperatures begin to rise this summer, elderly and disabled Entergy customers throughout the New Orleans area may face financial hardships and difficulty in meeting their most basic needs.

To help those needy customers, Entergy New Orleans employees, customers and shareholders joined forces to contribute \$112,000 to Helping Hands. The program helps our elderly and disabled neighbors in times of financial emergency.

Entergy Corporation matched the local donations to Helping Hands, bringing the total amount raised for New Orleans customers to \$162,000. Helping Hands is administered by the New Orleans Council on Aging and last year helped 1,500 elderly and disabled people pay their utility bills.



One hundred percent of each contribution goes directly to help local utility customers who need assistance. There are no administrative costs associated with the donations. And, Entergy shareholders will match new contributions up to \$500,000 annually.

"We never want a customer to be forced to choose between medicine and air conditioning," said Dan Packer, president and CEO of Entergy New Orleans. "Entergy is committed to helping customers in need and we are asking everyone to help out with this critical program."

"Helping Hands receives hundreds of requests daily for assistance. And a large number of our city residents who are elderly and handicapped live in poverty," said Howard Rogers, executive director of New Orleans Council on Aging. "Helping Hands has assisted thousands of elderly and disabled people, but with the need still growing, we must continue to do everything possible to get new donations."

Pictured are Entergy New Orleans Customer Service Manager Sarah Sharp with Howard Rogers, executive director of New Orleans Council on Aging.

Be Prepared: Hurricane Season Is Here



Hurricane season is here. Please remember to stay on the right track while preparing for a storm.

As you know, the most catastrophic natural disaster Entergy customers might face is a direct hit by a powerful hurricane. The time to plan for just such an emergency is now. It's important to remain calm in this type of emergency, but to also react with caution.

When the Storm is Over, the Danger is Not

- Report downed lines or poles to 1-800-ENTERGY.
- Stay away from all electrical devices when water is present.
- If the gas order is strong, immediately leave your home.
- Use caution when removing debris.
- If lines are dangling or down, stay away from them.
- If gas appliances have been under water, call a licensed plumber to inspect and repair.

