



September 2006



HOUSINGSOLUTIONSSUMMIT

Be A Part Of Rebuilding New Orleans

To assist the thousands of New Orleans residents considering their return home and the many options for housing, City Council President Oliver Thomas, Entergy, the Home Builders Association and several professional associations and non-profit groups have organized a signature event to provide local citizens with answers to their housing questions.

A Housing Solutions Summit will take place **September 29 and 30** at the Ernest N. Morial Convention Center from 9:00 a.m. - 9:00 p.m. Free and open to the public, this special event will feature national and local experts who will provide detailed guidance and information on financing, planning, renovation and construction, local, state and federal regulations and assistance programs. In addition, over **200 exhibitor booths** will showcase the latest building supplies and materials.

For more information, go to: www.hssno.com.



New Pay-by-Phone Option

As part of its commitment to provide excellent customer service, Entergy is offering customers a new payment option for their bills.

In conjunction with vendor BillMatrix, Entergy has developed a Pay by Phone system to offer customers another bill payment option. Customers will be able to pay their bill with an electronic check, Visa, MasterCard, Discover and debit cards showing the Star, Pulse, NYCE or Accel logos. The maximum payment allowed per call is \$600. Customers may pay a larger bill by making multiple calls. Each transaction will incur a convenience fee of \$2.95 charged by BillMatrix. Entergy does not receive a portion of this fee.

This service is available 24 hours a day, seven days a week. To use the service, customers must provide their account number, quick payment center number and amount to pay. Payments made between 7 a.m. to 7 p.m. will be posted in one business day; full payments within that time will automatically generate a reconnect order or stop disconnect order if needed. This service is presently available to residential and small business customers. Once a payment is made, the paid amount will post to the customers account in 3-15 seconds. This service is presently available to residential and small business customers. Commercial and industrial customers may be added in the future.

At this time, this service is offered to the customer through the phone center representatives and the Interactive Voice Response unit.

Need a speaker for your organization or an Entergy representative to attend a neighborhood meeting? Call Mary Winder at 504-670-3530 to set up an appointment.

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.

Important Telephone Numbers

Cathy Herren, Customer Service Director

Pat Ricks, Regional Manager

Mike Dupuis, District A
593-3433

Sarah Sharp, District B
593-3452

Ken Faust, District C
263-6342

Lynn Lee, District D
243-5585

Katherine Miller-Harris, District E
243-5544

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

1-800-ENERGY
(1-800-368-3749)

To report an Outage:
1-800-9OUTAGE
(1-800-968-8243)

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Weekend Workshops Offer New Orleans Area Residents “Shelter From the Storm”

Ten months after New Orleans experienced the devastating effects of Hurricane Katrina, home and business restoration efforts continue. To assist area residents and small businesses, Entergy partnered with Home Depot, the Partnership for Advancing Technology in Housing (PATH), Commercial Electric and the Department of Energy to offer “Shelter from the Storm,” a series of free home repair and hurricane preparedness workshops that were held at the Pontchartrain Center in Kenner July 22 and 23.

The two-day event featured hands-on hurricane preparedness and storm repair demonstrations that helped residents learn home repairs and provided tips for making a home more energy efficient.

Pictured, left, Melanie Wesley, Entergy customer care center supervisor.



Entergy Corporation Presents Grants to New Orleans Recipients



Customer Service Manager Sarah Sharp presented grant checks to Therese Badon of the United Negro College Fund, on left, and Julia Bland and Dapne Moore of the Louisiana Children's Museum, on right.

Entergy Supports Night Out Against Crime

Each year, Entergy New Orleans supports Night Out Against Crime activities in New Orleans. National Night Out Against Crime was celebrated August 1, offering an ideal opportunity for citizens and local law enforcement to form powerful partnerships in the fight for a safer city.



In New Orleans, Entergy joined forces with neighborhoods to support this partnership. This year's theme, “Giving Crime & Drugs A Going Away Party,” emphasized heightened crime and drug prevention awareness, generated support for and participation in local anti-crime programs and strengthened neighborhood spirit and police-community partnerships. The message sent to criminals: Neighborhoods are organized and fighting back against crime.

Entergy Customer Service Managers Katherine Miller-Harris, Lynn Lee, Sarah Sharp, Mike Dupuis and Ken Faust attended neighborhood parties throughout New Orleans including, Spring Lake Community, Central City and the Irish Channel. CSMs spoke with residents about electrical and gas safety and energy savings tips and answered questions from customers.

CSM Sarah Sharp commented, “Night Out offers an ideal opportunity for Entergy to support the neighborhood associations and provide information on energy efficiency, safety and hurricane preparedness. This year's events also had participation from several charitable organizations assisting in the rebuilding efforts.” CSM Lynn Lee added, “Attending the Spring Lake event in the aftermath of Katrina and seeing the neighbors together was a true sign that New Orleans is coming back.”

National Night Out Against Crime began in 1984 with 2.5 million Americans participating. In 2005, 34 million people from all 50 states, U.S. territories, Canadian provinces and military bases worldwide took part in activities.

Pictured is CSM Sarah Sharp attending Night Out Against Crime.

Keep Your Gas Heating Equipment Safe

Tips for the coming cool weather that will keep you safe and save your money:

- If your natural gas heating system has air filters, clean or replace them regularly before they become clogged with dirt. Install new filters per the manufacturer's instructions.
- Keep the area around your furnace clean and free from litter and combustible materials.
- Never store flammable liquids in your home or near fuel-burning appliances. The vapors can be ignited by pilot lights and appliance flames.
- Check your heat exchanger.
- A gas heater or furnace has a heat exchanger that forms an envelope separating the combustion area from the heated air. A crack in the exchanger can allow toxic carbon monoxide to be released into the room. Inspect the exchanger regularly to prevent this from happening.
- Check flues and vents regularly.
- Every year or two, have a service representative inspect your furnace, vents, connections, and chimneys for corrosion and blockages. If you have a high-efficiency furnace that exhausts outside your home, keep intakes and vents clear of debris.

Entergy Management Tip

The heating season is almost here. Remember to set your heating thermostat to 68 degrees or the lowest comfortable temperature. Each degree over 68 will increase your utility bill by 3 per cent.



Customer Care Centers Meet Customer Needs

Even after losing two of its Customer Care Centers--the Carrollton/Hollygrove center and Lake Forest center in New Orleans East--due to Hurricane Katrina, Entergy was quickly able to handle customer needs. The Algiers Customer Care Center reopened on October 1 along with a new center in the Uptown Square Shopping Center. Shortly after, a new center on Loyola in the Riverlands Credit Union offices opened its doors.

Customers can have many of their concerns handled at the customer care centers including:

- Turning on or turning off Entergy service
- Reviewing Entergy bills with a friendly customer service representative professional
- Making payments
- Discussing and choosing payment options like Levelized Billing, Pay-by-Phone and Pick-a-Date
- Or just getting answers to billing or service questions

The three centers handle approximately 1,500 customers a week for bill payment and other services listed above. In addition, the "night drop" located at the Algiers Customer Care Center processes approximately 2,000 payments each week. These numbers reflect the popularity of the centers and the rapidly evolving customer needs.

"We are continually looking for ways to exceed our customers' expectations," said Cathy Herren, ENO director of customer service. "The Customer Care Centers are part of our commitment to help our community and our customers." The centers were established in April 1999 to help Entergy interface with customers.

Customers can stop by any of these locations:

Algiers Customer Care Center
4021 Berhman Highway
River Commons Shopping Center, Suite J
Algiers, LA
8:30 a.m. - 5:30 p.m., M-F

Riverlands Credit Union office
601 Loyola Avenue
New Orleans, LA
9 a.m. - 4 p.m., M-F

Uptown Customer Care Center
200 Broadway
New Orleans, LA
9 a.m. - 4 p.m., M-F

School's In

Walking and Biking to School



Teach your children to protect themselves when walking or biking to school. Because of minimal supervision, young pedestrians face a wide variety of situations and dangers while walking to and from school. Here are a few basic safety tips your kids can follow:

- Pay attention to all traffic signals and/or the crossing guard -- never cross the street against a light, even if you don't see any traffic coming.
- Walk your bike through intersections.
- Walk with a buddy.
- Wear reflective material; it makes you more visible to street traffic.

**Entergy Notes is a
publication of
Entergy New Orleans**

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Entergy ENsight, Your Online Source for Energy Information

The Entergy ENsight Web site, launched in 2004, uses technology to help customers learn more about electricity usage and how to use that knowledge to stretch their energy dollars.

"ENsight has something for everyone," said Dan Packer, president and CEO of Entergy New Orleans. "Customers can find information about their energy usage and kids will enjoy a special page that includes information about electricity, its history and how we use it today."

Anyone can access the information by logging into www.entropy-ensight.com. The site includes an appliance and lighting calculator that enables customers to see how much their family might save by using compact fluorescent bulbs. Much more information is available, including how to read an electric meter and energy management tips.

The site also provides energy information for your business including an extensive library with in-depth information on various commercial energy systems, building design and energy technologies. The commercial energy calculator provides estimates of energy usage and costs based on your input and presents a comparison of three efficiency levels for each calculation.

Entergy is a utility partner of the Energy Star program – a government backed label for energy efficiency. Information about Energy Star programs and resources is available on the site.

Entergy is committed to helping customers manage their energy costs. Many customers and employees will need to rebuild homes that were damaged by Hurricane Katrina. ENsight describes Louisiana programs and federal tax credits to help people rebuild their homes better than they were before, by making them more energy efficient.

Entergy New Orleans Holds Low Income Summit



"Moving Ahead with Shared Directions" was the theme of this year's ENO Low Income Summit. Over 80 advocates attended the day-long event.

Director of Customer Service Cathy Herren headed the list of speakers as she welcomed all to the event. The purpose of the yearly event is to share with low income advocates the latest information so that they can better serve the eligible New Orleans residents.

After an inspirational message from ENO's CEO and President Dan Packer, the list of speakers included: Patty Riddlebarger, Entergy's Director of Corporate Social Responsibility, who spoke about Entergy's low income and charitable initiatives. LRA Housing Chairman Walter Leger presented information on the Road Home Plan. He was followed by Gretchen Edinburgh of the Finance Authority of New Orleans, Mike Putiak of Peoples Health Network, Howard Rodgers, executive director of the New Orleans Council on Aging and Chief Joseph Matthews, director of the New Orleans Office of Emergency Preparedness. Norman Robinson, WDSU news anchor, served as the keynote speaker.

This year's recipient of the "Making Things Brighter Award" was the religious order of the Sisters of the Holy Family. The Sisters of the Holy Family work in a wide array of fields including educating youth and caring for the aged. In presenting the award, Tracie Boutte, vice president of regulatory affairs for ENO, said, "The Sisters are helping to make New Orleans a brighter and better place." Each year, this award honors those who have demonstrated leadership in support of low income efforts in the community.

Photo: Sister Clare of Assisi Pierre with the Sisters of the Holy Family (right) received the "Making Things Brighter" award from Tracie Boutte (left).

Remembering Katrina

One year after New Orleans experienced the devastating effects of Hurricane Katrina, restoration efforts by Entergy New Orleans continue.

As a result of Katrina, Entergy New Orleans's infrastructure was severely damaged with more than 14,000 electric meters submerged in water, damaged or destroyed. In addition, 95 of 126 transmission line miles were out, 12 of 23 substations were flooded, more than 1,700 poles were down and approximately 17,000 streetlights were damaged. On the gas side, 257 miles of cast iron pipe was flooded, 587 miles of steel pipe flooded and 110,000 gas meters were comprised.

Under extraordinary and sometimes hazardous situations, Entergy crews went right to work to get power restored to the New Orleans pumping stations utilizing air boats launched from the I-610 interstate. Crews worked under the shadow of the National Guard and other service members as they worked to get New Orleans back up and running. Entergy New Orleans Gas Operations experienced unique challenges after Hurricane Katrina. This prompted unique solutions, including the use of divers to secure damaged gas pipes and meters.

Due to the extent of damage to Entergy's transmission towers, substations, poles and power lines, the company reconfigured the electric system to make power available to the vast majority of New Orleans residents, who could accept power, by December 31, 2005. Now, electric service is available to all customers who are capable of receiving the service. Gas service is available to 97.5 percent of total gas customers. All this was made possible because of the dedication and work ethic of ENO's employees.

While many employees sustained huge personal losses due to Katrina, they never wavered in their desire to return to work to get the job done. Seventy percent of ENO's employees sustained complete loss or damage to their homes. Some employees lost family members and a life-time of memories, but never lost sight of the goal to repower the area. Wilfred Ferbos, ENO operations coordinator said, "We still had a job to do." According to Ferbos, "Entergy was always a family, but the hurricane brought everyone closer together as they looked after and supported each other." Despite personal hardships, employees were on the streets working to turn the lights on and get the gas flowing as soon as floodwaters receded, and in some cases, while the city was still flooded.

New Orleans is coming back after the hurricane, and Entergy is playing a vital role in its return.

