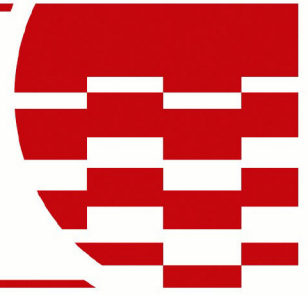


Entergy Notes

News for our Customers



December 2007

Electric Bills Drop in December

Entergy New Orleans' customers have something to look forward to as 2007 comes to a close – paying approximately 12 percent less on their Fuel Adjustment Clause in December.

On a typical bill, customers who use 1,000 kWh of electricity will see a \$7.64 decrease in the FAC, from \$63.02 to \$55.38, in December.

The lower rates are due to recent favorable power management activities by ENO, including accessing lower-cost generation from Grand Gulf and purchased power agreements.

"We're always pleased when we can pass on savings to our customers," said Rod West, president and chief executive officer of Entergy New Orleans. "We work hard every day to position the company to take advantage of cost saving opportunities. Lowering expenses through the timely utilization of economic purchased power agreements and our continued commitment to a diverse fuel mix are key factors in the company's overarching goal of providing reliable service at affordable costs."

Entergy does not profit on the fuel it purchases to generate electricity. The FAC reflects the amount ENO pays for fuel and is driven by market prices and customer usage. When fuel costs go down, the savings are passed directly to the customer.

Fuel often accounts for more than half of a customer's electricity bill, and Entergy's energy management staff monitors markets closely to ensure they are getting the best price.

Customers can make the biggest impact on their bills by managing the amount of electricity and gas they use. Air conditioning and heating can account for more than half of customers' bills. Energy conservation tips, such as setting your thermostat to 68 degrees in the winter to reduce your bill, can be found at www.energy-neworleans.com.

Our Mission

The mission of the Entergy New Orleans 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.

Customer Service Director
Melonie Hall

Region
Customer Service Manager
Toni Green

Customer Service Managers
Kerry Jones, District A
Sarah Sharp, District B
Amy Davis, District C
Lynn Lee, District D
Katherine Miller-Harris, District E

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

Energy Management Tip of the Month

Reduce Costs with a Booster Heater

Some people keep their home's water heater temperature set at 140°F because their dishwasher requires this temperature to break down powdered dish soaps. However, most dishwashers have built-in heaters to boost water temperature up to 140°F to 145°F, the temperature range recommended by manufacturers for best dish washing performance. Having a booster heater allows you to turn your water heater thermostat down, which will reduce water heating costs.



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Schedule an Appointment for LIHEAP Assistance

The Low Income Home Energy Assistance Program, administered by Total Community Action Inc., is now scheduling appointments for Orleans Parish residents. Appointments for energy assistance can be made by calling (504) 309-6707, (504) 309-6708 or (504) 309-6709. These appointments will be made until all the money has been allocated.

The program is also accepting appointments for weatherization assistance, which can be made by calling (504) 218-5282 or (504) 218-5505.

Customers must qualify for crisis energy assistance to receive LIHEAP funds.

Customer Dispute Resolution Process Launched

A new customer dispute resolution process agreed to by Entergy New Orleans in partnership with the New Orleans City Council took effect on Oct. 27.

Passed in August as part of the Customer Bill of Rights ordinance, the dispute resolution process was originally proposed to the council in 2001 and was thoroughly reviewed by the council members, utility committee advisors and the public, including groups such as the Alliance for Affordable Energy.

Under the Bill of Rights a new, independent, third-party customer dispute process will give customers the right to ask for Louisiana Mediation and Arbitration, Inc. to review and rule on their complaint.

The proposal covers residential and commercial customers in the ENO service territory and Entergy Louisiana customers in Algiers. Those customers have the opportunity, after completing the traditional four-step internal process, to file a formal complaint through the Council Utilities Regulatory Office, which then notifies the utility and the third-party administrator. If the customer's complaint meets established guidelines and criteria for third-party review, a hearing is held before a complaint officer who then issues written findings.

The targeted timeframe for completion of both the internal and third party reviews is two months. Complete information on the process is available at the City Council Utility Committee office, at the ENO Web site (www.energy-neworleans.com/your_home) and at ENO customer care centers.

One of Our Favorites From Our "Woodstoves to Microwaves" Cookbook*

Sugared Pecans

1 ½ cups sugar	¼ teaspoon salt
½ cup water	1 teaspoon vanilla
1 teaspoon light corn syrup	2 cups pecan halves



Cook first four ingredients to 236 degrees or soft ball test. Remove from heat; add vanilla and pecans. Stir until creamy and pecans are coated. Turn onto foil, separate pecans.

Variations:

Orange: Substitute ½ cup orange juice and 1½ teaspoons grated orange peel for water and vanilla

Spiced: Add ½ teaspoon each of nutmeg and cloves and 2 teaspoons cinnamon

**These recipes have been in use for a long period of time. They were developed and tested when home appliances were not as efficient and powerful as they are today. Cooking times and temperature suggestions may have to be altered to provide optimum results.*

May Your Days Be Merry and Bright -- and SAFE

It's time for the Christmas "to-do" lists and if you're like most of us, the first item of business is decorating for the season. Entergy urges customers to put safety first so the season stays merry all the way through.

According to the National Fire Protection Association, almost half of the home Christmas tree fires from 2002-2005 were caused by some type of electrical failure or malfunction. Twenty-seven percent of the Christmas tree fires resulted from a heat source placed too close to the tree. Five percent resulted from someone, typically a child, playing with fire or other heat source.

Holiday lights were involved in 22 percent of the home Christmas tree structure fires. Fixed or portable space heaters were involved in seven percent of these incidents. Also, candles were the heat source in 15 percent of the home Christmas tree fires.

EN0 wishes all of its customers a happy and safe holiday season and offers the following Christmas tree safety guidelines:

- Place your tree in a stand with water, well away from heaters or the fireplace. Check water daily.
- Keep bulbs from touching branches. If lights do not have clips, never fasten them to branches with wire.
- Use only lighting approved by Underwriters Laboratories. Examine each light string before hanging for fraying.
- Never burn candles on or near the tree.
- Avoid using flammable decorations, even the paper ones made by children.
- Never use lights on a metallic tree.
- Don't overload extension cords or outlets.
- Turn off decorative lighting when you leave the room.



Entergy Announces Plan to Spin off Non-Utility Nuclear Business

Entergy announced a plan last month to spin off its non-utility nuclear business in 2008. Subject to various approvals, Entergy targets completion of the transaction during third quarter 2008. The yet-to-be-named new company will be an independent, publicly traded company headquartered in Jackson, Miss. Its business is expected to be comprised of the James A. FitzPatrick, Indian Point Energy Center, Palisades, Pilgrim and Vermont Yankee nuclear plants, and a power marketing operation.

Entergy and the new company also intend to enter into a nuclear services joint venture with equal ownership and membership on the joint venture's board of directors. The joint venture is expected to operate the new company's nuclear plants. The joint venture operating structure ensures that the core nuclear operations expertise currently in place at each of the non-utility nuclear plants will remain in place after the spin-off. The joint venture also expects to offer nuclear services to third parties, including decommissioning, plant relicensing and plant operations for the Cooper nuclear station and others. Entergy Operations, Inc. will remain in place and continue to be the operator of the utility nuclear plants.

Entergy Corporation will continue to be headquartered in New Orleans and its business will be comprised of six regulated utility subsidiaries (as previously announced, Entergy Gulf States will become two separate companies at the end of 2007), System Energy Resources, Inc., the regulated services subsidiaries System Fuels, Inc., Entergy Operations, Inc., Entergy Services, Inc., and the remaining Entergy subsidiaries, including Entergy New Orleans. Entergy stock at the time of the separation will convert into shares of stock in both publicly traded companies.

The spin-off process is an outgrowth of Entergy's dynamic point-of-view-driven business model that looks for new opportunities to grow and create value.

Entergy Corporation Wins Corporate Citizenship Award

The U.S. Chamber of Commerce Business Civic Leadership Center (BCLC) announced Nov. 9 that Entergy Corporation received a Corporate Citizenship Award in the category of U.S. Community Service.

"The U.S. Community Service Award is about commending companies that make a positive difference where they do business," said BCLC Executive Director Stephen Jordan. "Entergy has gone beyond the call of duty over the past seven years to help make the Gulf Coast a better place to live."

Entergy Corp.'s Low-Income Initiatives program helps individuals and families living in Louisiana, Mississippi, Arkansas, and Texas achieve economic self-sufficiency by supporting job training, literacy, scholarships, and affordable housing programs. In addition, since 2006, Entergy customers, employees, and shareholders have contributed \$2.4 million to help 18,584 low-income, elderly and disabled individuals who are in financial crisis pay their utility bills.

"We are honored to be distinguished with this award from the U.S. Chamber of Commerce," said Patty Riddlebarger, Entergy's director of corporate social responsibility. "Entergy remains committed to the eradication of poverty in its service area and will continue to participate in socially-responsible initiatives that have a long-term impact on the community."

A panel of corporate citizenship experts, including past award winners and BCLC's board of directors, selected Entergy as the award winner. Other finalists in the U.S. Community Service category were Freddie Mac, Safeway, Time Warner's Cartoon Network and the Victoria, Texas Chamber of Commerce.

Entergy Notes
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www.energy-neworleans.com