Join Us As We Celebrate
the Grand Opening of Entergy's
Eastbank Customer Care Center
10 a.m., Wednesday, January 24, 2007
3400 Canal Street

Packer Retires as Entergy New Orleans President and CEO; West Named Successor

Daniel F. Packer, president and chief executive officer of Entergy New Orleans since 1996, retired Jan. 1. Packer will continue to serve as ENO’s chairman until an undetermined date after the company exits bankruptcy.

Roderick K. West, 38, Packer’s successor as president and CEO, has served as director of Entergy New Orleans’ Metro Distribution Operations since December 2003, and previously served as ENO director of Regulatory Affairs. West’s primary responsibility during the last year was restoring New Orleans’ electric distribution system after the devastation brought by Hurricane Katrina. Prior to joining Entergy Corp. in April 1999 as senior regulatory counsel, West was senior attorney in the New Orleans office of Vial, Hamilton, Koch and Knox, L.L.P, having previously spent five years with the New Orleans-based firm of Jones, Walker, Waechter, Poitevent, Carrere & Denegre, L.L.P.

West has extensive roots in New Orleans and is a dedicated civic leader for the community. He currently serves as chairman of the Louisiana State University System’s Board of Supervisors, vice president of the Ernest N. Morial Convention Center Board of Commissioners, commissioner of the New Orleans Public Belt Railroad and is a past chairman of New Orleans Regional Leadership Institute. He is a board member of the Allstate Sugar Bowl and Greater New Orleans Inc., and a former board member of the Louisiana Recovery Authority.

West holds a bachelor of arts degree from the University of Notre Dame, a juris doctorate degree from Tulane University and a master of business administration degree from the Tulane University Freeman School of Business. A prep standout at Brother Martin High School in New Orleans, West lettered three years at outside linebacker and tight end for Lou Holtz and the Fighting Irish of Notre Dame, including playing on the 1988 National Championship team. “I'm committed to building upon the excellent groundwork laid by Dan Packer for successfully guiding the company out of bankruptcy, as well as fortifying the electric and gas distribution systems serving our customers in the aftermath of Hurricane Katrina,” said West.

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.

Cathy Herren, Customer Service Director
Mike Dupuis, District A
Sarah Sharp, District B
Vacant, 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
(1-800-968-8243)

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Children Learn To Make Homes Energy Efficient

Sarah Sharp, Entergy New Orleans customer service manager conducted an energy efficiency presentation to all 5th and 6th graders at Trinity Episcopal School in New Orleans. The students, who were studying energy and electricity as part of their science curriculum, each received an energy efficiency kit and instructions on energy savings tips to share with their parents and implement in their homes.

The kits included weather stripping, caulk, a hot water temperature gauge, thermostat gauge, air filter blockage whistle, window insulation kit, energy efficient light bulb and energy saving “how-to” booklet.

“It’s never too early to educate about energy efficiency,” said Sharp. “These students took the initiative to go home and share what they learned with their parents and siblings. The students were extremely interested and attentive.”

Sharp also promoted the ENsight Web site and the home energy calculator that allows the customer to calculate their own home’s energy usage. As a follow-up to the presentation, the teacher incorporated the home energy calculator into the students’ homework assignment.

Students expressed their appreciation to Entergy and Sharp through notes stating that they had shared the efficiency tips with their families and used the weatherization items included in the kit.

Contribute To Helping Hands and Receive A Light Bulb

Stop by the Algiers Customer Care Center to make a donation to Helping Hands and receive a free compact fluorescent light bulb.

Money contributed by customers and Entergy employees to Helping Hands are matched dollar-for-dollar by Entergy Corporation to help elderly and disabled customers. The program is administered by the New Orleans Council on Aging and last year helped 1,500 elderly and disabled people pay their utility bills.

“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 the New Orleans Council on Aging. “Helping Hands has assisted thousands of elderly and disabled people, but with the need still growing, we must do everything possible to get new donations.”

Pictured : Customer Service Manager Sarah Sharp discusses the benefits of using fluorescent light bulbs with a customer at the Algiers Customer Care Center.
Here’s One of Our Favorites
from Our “Woodstoves to Microwaves” Cookbook*

Old-Fashioned Vegetable Soup*

2 pounds soup meat
3 quarts water
4 cabbage leaves, shredded
5 sprigs parsley
2 onions, diced
1 cup green beans
Salt and pepper

2 carrots, diced
1 turnip, diced
1 medium potato, diced
1 cup whole kernel corn
½ cup diced celery
1 can (1 pound, 4 ounces) tomatoes

Place meat in water, add remaining ingredients. Cover; bring to boil, reduce heat and simmer about 3 hours.
Skim off fat if necessary. Season to taste. Yield: 8 servings

*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

Carter Is A Celebrity--Reader That Is

Bridget Carter, economic development executive with Entergy New Orleans, was a celebrity reader at a Nov. 2 event at Benjamin Franklin Elementary School in New Orleans.

The program was sponsored by Start the Adventure in Reading (STAIR). Carter, who serves on the STAIR board of directors, read Pete Seeger’s book, *Abiyoyo*, to second-graders enrolled in the program.

“This was the best children’s book I’ve read in years,” she said. “The best part of the reading session was seeing the children’s excitement and enthusiasm for a story that started out with a series of disturbing events but ended in a favorable way.”

Entergy is a strong supporter of the STAIR program through donations of approximately $12,000 for curriculum, materials, books and supplies, in addition to employee volunteers.

STAIR is celebrating its 21st anniversary with a series of children’s literacy events at its 18 tutoring sites in Orleans, Jefferson and Plaquemines parishes. STAIR is a volunteer-based, non-profit children’s literacy organization that provides reading tutors to children in a one-on-one atmosphere.

STAIR was founded in New Orleans in 1985 and the program serves as a model for affiliate sites around the country, including Port Charlotte, Fla.; Lewisburg, W.Va.; Birmingham, Ala.; Lexington, Ky.; Wilmington, Del.; Annapolis, Md.; and Ruston and Lacombe, La.

For more information or to learn how to become a volunteer STAIR tutor, visit [www.stairnola.org](http://www.stairnola.org).

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Energy Management Tip of the Month

Fluctuations in the amount of your monthly utility bill depends on your usage. A colder winter normally results in higher bills due to increased use of heating systems. The best way to manage your utility costs is to manage your electric and natural gas usage.

General Gas Safety Rules

- Never use a gas range/oven to heat your home.
- Keep papers, gasoline, fluids, paints and curtains away from gas furnaces, water heaters, ranges and clothes dryers.
- Make sure gas appliances are vented to the outside of the building.
- Keep a fire extinguisher by gas appliances at all times.
Additional Resources Secured To Handle Gas Outages

Hurricane Katrina’s flood waters inundated New Orleans and approximately 800 miles of Entergy New Orleans natural gas pipelines. And despite the fact that the Entergy New Orleans gas business removed more than 4 million gallons of water from the system and restored gas service to those customers capable of taking service, small and undetectable amounts of water remain in the pipes.

In some cases, it is possible that less than a cup of water could cause a gas outage to an individual's home. Those pipes and meters containing water may not allow gas to pass through to the customer’s home,” said Rusty Burroughs, vice president of the Entergy New Orleans gas business. “And as cold weather and a growing customer base increases gas usage, the small amount of remaining water is causing an increased number of isolated customer gas outages.”

To address the issue before the first cold snap in November, ENO secured additional personnel including professionally trained contractors and Entergy employees from its Baton Rouge gas business. The company has prepared for cold temperatures this winter and is ready if a customer experiences a gas outage to quickly and safely clear water from gas lines.

“We believe we can address a customer’s outage within 48 hours of their call to our 1-800-ENTERGY phone line,” said Burroughs.

“The ENO gas situation is unique to the entire gas utility industry worldwide. Never before has an urban gas system been flooded on the magnitude that Hurricane Katrina flooded our system. And even though ENO maintained an extremely reliable gas system prior to Katrina, any gas system that incurred this level of damage will certainly experience some level of isolated gas outages,” said Burroughs.

Burroughs added that the only long-term solution to this problem will be to completely rebuild the flooded portions of the gas system. In the meantime, ENO is quickly developing interim, case-by-case solutions in areas that are suffering repeat outages.

Entergy New Orleans notes that the problem is more acute this year because the population has returned to many areas that had been flooded but were virtually uninhabited this time last year.

Customers can take specific actions to mitigate the aggravation of a gas outage:

- Customers living in homes that were flooded after Hurricane Katrina should have a licensed plumber check their gas appliances before they turn on the heat, to ensure that the gas service line from the meter to the home is clear of water and that their gas system and appliances are working correctly. If left unchecked, an unsuspecting customer could experience damage to their gas appliances and the inconvenience of an outage. This step could help prevent gas outages and eliminate any safety hazards caused by flood waters.

- Customers should not use an oven or stove to heat their homes as this could damage the appliance and cause a build up of carbon monoxide inside the home.

- Customers should not use candles or other flammable devices to warm their homes.

- Customers should visit www.entergy-neworleans.com for conservation and safety tips.

- If a customer loses gas service, call 1-800-ENTERGY immediately.