

June 2007

## Entergy Charitable Foundation Awards \$271,500 to New Orleans Nonprofits

Last month, the Entergy Charitable Foundation awarded grants totaling \$737,457 to 57 organizations throughout the Entergy system operating area. New Orleans-based organizations will receive \$271,500 in grants.

New Orleans organizations funded include:

- ACORN - \$17,500
- Administrators of the Tulane Educational Fund - \$5,000
- CBNO-MAC Foundation - \$25,000
- Conservation Services Group, Inc. - \$75,000
- Foundation for Science and Mathematics Education - \$9,500
- Greater New Orleans Sports Foundation - \$5,000
- Louisiana SPCA - \$5,000
- New Orleans Ballet Association - \$20,000
- New Orleans Center for Creative Arts - \$5,000
- Pride of Waterproof - \$9,500
- The Shakespeare Festival at Tulane - \$20,000
- United Negro College Fund, Inc. - \$75,000

"Entergy's shareholders are committed to giving back to the communities that we serve," said Patricia Riddlebarger, director of Corporate Social Responsibility for Entergy Corp. "This foundation is about building bridges from poverty to prosperity by helping people gain access to education, employment and housing opportunities, among other things."

The Entergy Charitable Foundation is a private, not-for-profit foundation that is wholly funded by Entergy Corp. The foundation's purpose is to help low-income families and individuals escape poverty by providing them with tools such as education, job training and placement, literacy, affordable housing and asset creation.

The ECF accepts applications three times per year. The deadline for the next cycle is August 1.

For more information and to access an application form from the Entergy Charitable Foundation, look under "Our Community/Corporate and Foundation Giving" on [www.entergy.com](http://www.entergy.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-critical attitude in serving our customers.

**Customer Service Director**  
Melonie Hall

**Customer Service Managers**  
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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**One of Our Favorites**  
**From Our “Woodstoves to Microwave” Cookbook®**

**Stuffed Tomatoes**



½ cup (1 stick) butter	6 large tomatoes
3 cups French bread cubes	½ cup chopped green onions
Salt and pepper	2 cloves garlic, minced
1/3 cup bread crumbs	½ pound finely chopped ham, shrimp or crabmeat
1 tablespoon butter	

Slice tops off tomatoes; scoop out center and chop. Saute' onion, garlic, ham and tomato in butter for 5-7 minutes; add bread cubes. Season with salt and pepper; stuff into shells. Cover with bread crumbs; dot with butter. Place in a greased pan; bake in 350 degree oven for 25 minutes. Yield: 6 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 results.*

## **New 811 ‘Call Before You Dig’ Number Simplifies Connection to LA One Call**



**Know what's below.  
Call before you dig.**

A new, nationwide "call before you dig" number – 811 – launched last month in Louisiana and connects calls made within the state to LA One Call.

State law requires anyone planning to do excavation or demolition work on their property to contact LA One Call at least 48 hours before digging.

"This new development helps to enhance the safety of employees and their families," said Melonie Hall, director of customer service, Entergy New Orleans. "From a business perspective, it's a very important damage-prevention service that helps protect our facilities, the public, and the environment."

LA One Call can also be reached at the original toll-free number: 1-800-272-3020.

The national 811 number was created to eliminate the confusion of multiple "call before you dig" numbers across the country and connects callers with local one-call centers. The centers notify the appropriate local utilities, which send work crews to the requested sites to mark the approximate location of underground lines for free.

In 2004, according to industry data, there were approximately 680,000 underground line strikes nationwide resulting in damages, including service outages and injury. Many of these accidents might have easily been avoided by calling ahead to have lines marked before digging.

Play it safe and call 811 before you dig. For more information about the 811 service, visit [www.call811.com](http://www.call811.com).

# Entergy Goes to School: Read-a-thon and Mentoring Program a Success



**Melonie Hall, ENO director of customer service, and smiling faces from Pierre A. Capdau Charter School.**

Nineteen Entergy employee volunteers participated in a Read-a-thon on May 24 at the Pierre A. Capdau Charter School, the Entergy New Orleans partner school in District D. The event was hosted by Customer Service Manager Lynn Lee and Councilwoman Cynthia Morrell's office.

Volunteers spent an hour in the classrooms reading to students from first through seventh grade.

"Reading to the first-graders was so enjoyable for both our Entergy volunteers and the students," said Melonie Hall, ENO's director of customer service. "The smiles on the children's faces and the hugs we received were a heartfelt reminder that the rewards of volunteerism far outweigh the time invested."

Councilman-at-Large Arnie Fielkow, Sabrina Montano and Kenderic Green represented his Council Office. Fielkow read to a class and also delivered a motivational speech to the 8<sup>th</sup> graders in which he encouraged them to pursue their career dreams and reinforced the importance of higher education.

Bruce Trigo and Lynn Lee presented "The Smart Home," an energy efficient model home, to the eighth graders.

ENO also used the opportunity to acknowledge the teachers and staff by hosting a luncheon in honor of Teacher Appreciation Week.

Lee has been working with the Cultivating Student Interns program, which is comprised of 20 students from fifth through eighth grade. The CSI program aims to provide students with the knowledge, skills, and experiences to lay the foundation for achieving their career goals. She hosted a mentoring program which allowed students to spend half a day at Entergy New Orleans.

"Cultivating Student Interns is a good example of the type of programs we need in the school systems," Lee said. "Students are exposed at an early grade level to the many opportunities available to them. Employees were more than happy to pair with a student at one of the functions to share their career experience."

Students spending time at ENO were divided into groups and were mentored by employees from customer relations, commercial and industrial accounts, the gas departments and customer service management; and four of the students spent time in the City Council office. The CSI team, in return, hosted 11 ENO employees for Career Day at the school.

Lee is looking forward to getting more employees involved in the mentoring program in the upcoming year and hopes to double the participation level.



**Entergy Read-a-thon volunteers were (first row, from left), Zena Nelson, Gisele Sabathia, Cristell Gray and Pam Smith; and (second row, from left) Melonie Hall, Bruce Trigo, Joan Dumes, Debra Baxter, Katherine Miller-Harris and Lynn Lee.**

# Rebuilding New Orleans and Louisiana Energy Efficiently

## Programs and Tax Credits for helping New Orleans and Louisiana residents rebuild their homes to more energy-efficient levels

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

**Federal Tax Credits and Appliance Rebates for Homeowners** – Under the new energy bill, consumers are eligible for up to a \$500 tax credit for money spent on energy improvements in their homes. For example, you can get a \$300 credit for installing a highly efficient central air conditioner, heat pump or water heater, or a \$200 credit for installing energy-saving windows. To be eligible for the tax credit, these improvements must be made in 2006-2007. You would receive the tax credit in the tax form you file by April 15th of 2007 or 2008. For more information, visit the Energy Star Web site at [www.energystar.gov/taxcredits](http://www.energystar.gov/taxcredits).

**Louisiana Home Energy Loan Program** – Under this program, homeowners can get reduced interest home improvement loans to make energy-related improvements to their existing homes. DNR will finance half of the improvements at 2 percent interest, up to a maximum of \$6,000 on the DNR portion. To participate in the HELP program, homeowners must use a lending institution participating in the program. For a list of participating lenders, call the HELP hotline at 1-800-836-9589. Information on how to apply and a list of pre-approved items is available at this Web site: [www.dnr.state.la.us/SEC/EXECDIV/TECHASMT/programs/residential/help](http://www.dnr.state.la.us/SEC/EXECDIV/TECHASMT/programs/residential/help)

**Louisiana Home Energy Rebate Option (HERO) program** – This offers an actual cash payment for Louisiana residents who build or improve homes to high levels of energy efficiency. The amount of the cash payment depends on the level of energy savings and the amount spent and can be up to a maximum of \$2,000. The energy savings is determined by a home-energy rating required on all homes that participate in the program. The cost of the energy rating depends on the size and complexity of the house. Applications for HERO are made by contacting qualified Louisiana Home Energy Raters, who are listed on the DNR HERO Web site. Information and step-by-step instructions are also available on this site:

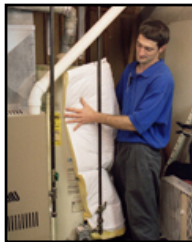
[www.dnr.state.la.us/SEC/EXECDIV/TECHASMT/programs/residential/hero/instructions.htm](http://www.dnr.state.la.us/SEC/EXECDIV/TECHASMT/programs/residential/hero/instructions.htm)

## Did You Know?

When you buy a new appliance, look for the ENERGY STAR label that will save money in energy use over time. ENERGY STAR is a government-backed program helping businesses and individuals protect the environment through superior energy efficiency. Energy-efficient choices can save families about a third on their energy bills with similar savings of greenhouse gas emissions, without sacrificing features, style or comfort. For more information please visit [www.ENERGYSTAR.gov](http://www.ENERGYSTAR.gov).



## Energy Management Tip of the Month



**Wrap your water heater.** In most homes, insulating your water heater and the pipes that lead to and from it is the single most cost-effective improvement you can make. A water heater jacket can be purchased for as little as \$10 to \$15, and you can install it yourself.

*Entergy Notes*  
is a publication of  
Entergy New Orleans

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