

August 2008

Entergy New Orleans Funds New Energy Efficiency Specialist Program

Entergy New Orleans, Inc. is funding a new program designed to help create a local workforce of Energy Efficiency Specialists qualified to conduct energy assessments for residents and small business owners.

Delgado Community College will begin teaching the Energy Efficiency Specialist course on Sept. 16 and Entergy New Orleans will provide up to \$250 in tuition reimbursement to students who complete the course, for a limited time, in addition to donating equipment and supplies to the program.

Students who complete the program will earn EES Certification to employ a variety of diagnostic tools that determine energy usage and potential energy savings in a home. The program will combine 23 hours of classroom work and 20 hours of hands-on training on the basics of home energy analysis, conservation recommendations and installation. Course tuition is \$526.

Filling a Workforce Gap

"The city currently faces a critical shortage of professionals qualified to perform energy assessments and ensure energy efficiency in our housing stock. This program addresses that issue now," said Rod West, president and chief executive officer, Entergy New Orleans, Inc. "Our customers want solutions to lowering their energy costs and the best way to go about that is to get a home energy assessment. Delgado-trained Energy Efficiency Specialists would begin to fill this growing demand in our region.

"There is a prime opportunity for a large number of residents who are rebuilding or renovating to save a lot of money. If they are educated on the front end about building more energy efficiently, then they can reduce their expenses in the long run," said West.

The EES course is open to those who want to learn how to conduct performance testing and analyze new or existing homes to determine their level of energy efficiency and make financially sound recommendations. Home inspectors, realtors, engineers, builders, appraisers, architects, mortgage lenders, energy service providers and others involved in the building and marketing of homes will especially benefit from the course.

Among other course objectives, participants will develop the ability to:

- Perform advanced weatherization such as duct-leakage and air-infiltration sealing;
- Direct, advise and guide general contractors, architects and other building trade professionals on performing weatherization sealing and energy efficient framing, insulation and HVAC load calculations; and
- Apply building science concepts such as heat transfer, air and moisture transport and evaluate and recommend cost-saving energy efficiency improvements.

Our Mission

The mission of the Entergy New Orleans, Inc. 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
Amy Davis, District B
Preston Favorite, 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

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Entergy New Orleans Spends the Night Out

Joins Neighbors In Fight Against Crime

As New Orleans residents gathered Aug. 5 for the 25th Annual National Night Out Against Crime, Entergy New Orleans, Inc. customer service managers and volunteers were out in force, supporting 20 of the 100 community block parties held throughout the city.



Residents came out in the thousands to the citywide annual event, held by the New Orleans Police Department and neighborhood groups, which aims to heighten crime and drug prevention awareness.

This year the customer service organization and their volunteers reached out to more customers than ever with energy efficiency information.

“This is a great community event for New Orleans businesses, neighborhoods and law enforcement to band together in support of crime prevention and also a great opportunity for us to personally reach our customers,” said Amy Davis, customer service manager, Entergy New Orleans, Inc.

NOPD encouraged residents who could not attend to turn on front porch lights as a sign of support.



Customer Service Director Melonie Hall (left) joins with local fire fighters and Broadmoor residents to raise awareness.



Customer Service Manager Kerry Jones (left) and Sgt. Chris Landry of the NOPD.



At the Historic Faubourg Tremé Association celebration, Customer Service Manager Preston Favorite (right) mingles with District C Councilmember James Carter (third from right) and association members.

EES -- continued

The EES course curriculum was developed by the Louisiana Department of Natural Resources and is based partially on their program for home energy raters. Graduates of this course will have a good foundation in understanding residential home energy efficiency but this course will not be a certification for home energy raters. Should a graduate choose to continue on to become a certified home energy rater, additional training and certification requirements must be met outside of this course.

Additional partners in bringing the course to Delgado are the DNR and the Home Builders Association of Greater New Orleans.

Interested students can obtain more information by contacting Shelly Tigler at Delgado at (504) 671-6457 or stigle@dcc.edu. They may also visit the Continuing Education and Workforce Development and Education sections of the Delgado Web site at www.dcc.edu.

Three Years After Hurricane Katrina Entergy New Orleans Sees Increase In Number of Customers

Entergy New Orleans, Inc. reports continued growth in the number of electric and gas customers, though gas customer growth is much slower than desired.

In the past year, the number of electric customers increased from approximately 125,000 to 141,000. The number of gas customers increased at a smaller rate from approximately 80,000 to 88,000 over the past year.

“It is a positive sign for our city that our customer count is rising, because it means that more people are moving into the city and establishing or re-establishing residence,” said Rod West, president and chief executive officer of Entergy New Orleans, Inc. “We hope that we can see continued growth in both our electric and gas businesses.”

Currently the number of electric customers has climbed to 75 percent of the pre-Hurricane Katrina customer base. And while the gas system’s physical footprint remains unchanged, and gas service is available to virtually the same areas it was pre-Hurricane Katrina, the number of gas customers is at 61 percent of its pre-Katrina level.

Prior to Hurricane Katrina, Entergy New Orleans provided service to more than 190,000 electric customers and more than 147,000 gas customers in Orleans Parish.

Study Shows Customers Are More Energy Efficient

Research shows that returning New Orleans customers are using 20 percent less energy than pre-Katrina. Decline in usage among customers is most dramatic in the heavily damaged areas and is less dramatic in non-flooded areas like Uptown where most residents only replaced refrigerators.

The study was led by Greg Rigamer, CEO of GCR & Associates, and attributes reduced energy usage to more energy efficient building codes, rebuilding with more energy efficient materials and upgrading appliances in the household because of storm damage.

One of Our Favorites From Our “Woodstoves to Microwaves” Cookbook*

Creole Zucchini



2 onions, chopped	¼ C. cooking oil
3 stalks celery, chopped	1 can (1 lb. 13 oz.) tomatoes
1 small green pepper, chopped	1 small bay leaf
1 clove garlic, minced	4 medium zucchini

Sauté onions, celery, green pepper and garlic in oil. Add tomatoes and bay leaf. Cover and simmer for 1 hour. Remove bay leaf. Add thinly sliced squash; simmer for 1 hour. Remove cover and cook to desired thickness. 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.*

Entergy Workers Say Hello to Dolly in South Texas

Entergy's Louisiana companies sent more than 150 restoration workers to Texas last month to help restore service to American Electric Power customers who lost power as a result of Hurricane Dolly.

The storm made landfall Wednesday, July 23 as a Category 2 storm at South Padre Island, Texas.

Entergy Louisiana, LLC, Entergy New Orleans, Inc. and Entergy Gulf States Louisiana, L.L.C. combined forces to send the workers to San Benito, Texas, which is just north of Brownsville, Texas. Included were 66 line workers, 45 contract line workers, 25 scouts and 18 support personnel such as safety specialists, logistics managers, supervisors and transportation specialists.



A convoy of bucket trucks rolled into San Benito, Texas to restore power to customers affected by Hurricane Dolly.

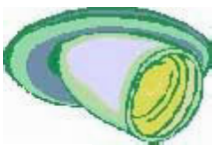


"AEP came to our assistance in the aftermath of Hurricane Katrina and now we're able to return the favor," said Tom Peters, region manager, metro distribution operations.

Louisiana's restoration crew is part of a total of 465 Entergy employees and contractors that were sent to the area to aid AEP in restoring power.

Support team member Emily Voros (left) performs customer service outreach to a Texas family.

Energy Management Tip of the Month:



Inspect Recessed Lights

A lot of air can escape through the openings cut for recessed lights. To close up leaks, remove the trim pieces and then seal around the edges with caulk. Or, if it's a newer model fixture, try covering with insulation.

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