

Entergy Notes is a publication of Entergy New Orleans, Inc.

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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
entergy-neworleans.com

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Entergy Launches New Cell Phone Outage Alerts

New Feature Uses Text Messaging to Send Personal Outage Updates



A storm rages while you are traveling. Is the power on at home? How can you tell? Don't worry. A new service from Entergy New Orleans will let you know.

With Entergy's latest feature to My Account Anywhere customers can send and receive text information about power outages for their account or that of a loved one.

"More and more people are using cell phones in their daily lives, and now Entergy offers a new feature that brings personalization to a whole new level for our customers," said Melonie Hall, director of Customer Service for Entergy New Orleans, Inc. "Even though

we hope an outage never occurs, by offering information through text messages, this new feature could be our customer's best friend during a weather event."

My Account Anywhere keeps customers in touch with their electric service when they are "on the go." When away from their home, business or computers, customers can access critical information quickly and conveniently.

My Account Anywhere lets customers use their cell phone text messaging to:

- Report a power outage.
- Receive alerts that there was an outage or that power is restored.
- Know how long an outage will be/was, in case they need to take action for loved ones or property.
- Know that loved ones, such as elderly parents, are safe or need attention; property is safe or needs attention.
- Know when it may be convenient to return from evacuation due to a hurricane.

To use the service, customers must register a cell phone number to their Entergy electricity account. Multiple accounts may be registered to one phone and one account may be

registered to multiple phones. For example, a customer could have a home, business and relative's account registered to her phone, and her spouse could have the same accounts registered to another cell phone as well.

Sign Up Now

Registration is simple. From any text-capable cell phone, send the message "reg" (without quotes) to 368374. The system will respond and ask for an Entergy account number and ZIP code. More detailed information is available on entergy-neworleans.com.



State law in Louisiana requires anyone planning to do excavation or demolition work to contact LA One Call through dialing 811 at least 48 hours before digging.

Play it safe! Call 811 before digging.

Visit LA One Call online at:
laonecall.com

Recipe of the Month

from Entergy's "Woodstoves
to Microwaves" Cookbook



Shrimp and Okra Gumbo

2 lbs. peeled and deveined shrimp
1 tablespoon tomato paste
1 cup onion, chopped fine
1/2 cup bell pepper, chopped fine
4 cloves garlic, chopped fine
1/2 cup oil
3 quarts water
2 lbs. fresh okra, cut small
1/2 cup celery, chopped fine
1 fresh tomato, chopped fine
Salt and cayenne to taste

Season shrimp and set aside. Sauté okra in oil for 35 minutes, then add tomato paste, fresh tomato, onions, garlic, celery and bell pepper. Cook for about 30 minutes. Add 3 quarts of water and season to taste. Cook for 45 minutes to an hour; then add shrimp. Cook another 20 minutes. Add green onion tops and parsley 5 minutes before serving. Serve over cooked rice. 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.*

Connections in the Community

Entergy Grant Helps Local Seniors



The American Red Cross of Southeast Louisiana kicked off its new Senior Preparedness Program in October with the help of grants from the Entergy Charitable Foundation and the United Way of the Greater New Orleans Area.

The Senior Preparedness Program will provide informational presentations and preparedness packs to approximately 2,500 senior citizens in Orleans, Jefferson, Plaquemines, Terrebonne and Lafourche parishes – all areas impacted in the 2005 and 2008 hurricane seasons.

As part of the program, Red Cross staff members present information to address senior citizens' concerns and worries about disasters, evacuations and financial and health issues.

During these events, which are scheduled through November, the seniors will receive a preparedness pack including a backpack for essential items, folder with an evacuation checklist detailing items to be packed, disaster preparedness booklet, a personal money management booklet, an American Red Cross emergency contact card and a medication record card.

In the continued effort to support initiatives that help create and sustain thriving communities, the Entergy Charitable Foundation provided \$25,000 to the American Red Cross of Southeast Louisiana earlier this year to help make this program possible.

Entergy New Orleans Offers Security Lighting to Customers

Since daylight savings time came to an end, homeowners might be looking for cost-efficient ways to provide improvements and additional security to their property. Through a new "Light it Up" promotion, Entergy New Orleans is now offering security lighting.

"Entergy's security lighting is one of the easiest and most-effective ways to increase the visibility, security and overall appeal of your home," said

Melonie Hall, director of customer service, Entergy New Orleans, Inc. "And with Entergy's security lighting, you won't have to worry about installation or maintenance. Entergy lighting experts take care of everything – from designing the perfect lighting plan for your business to keeping the fixtures in excellent working condition."

For more information about Entergy security lighting, visit our



Web site at entergy-neworleans.com or call 1-866-603-0192.

IT'S A FACT: You can deter intruders with our security lighting.

Free Installation
Free with existing utility pole. If you need a pole, we'll work with you on a cost-effective option.

Worry-Free Maintenance
Call us 24/7. We will handle all needed repairs and bulb replacement for no extra charge.

Affordable and Convenient
One low fee rolls into your monthly bill.

Act now to protect your home and family! Call 1-866-603-0192 or visit entergy-neworleans.com/securitylighting

A message from Entergy New Orleans, Inc.
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