

ENERGY

NEW ORLEANS

AT YOUR SERVICE





WELCOME TO ENTERGY NEW ORLEANS

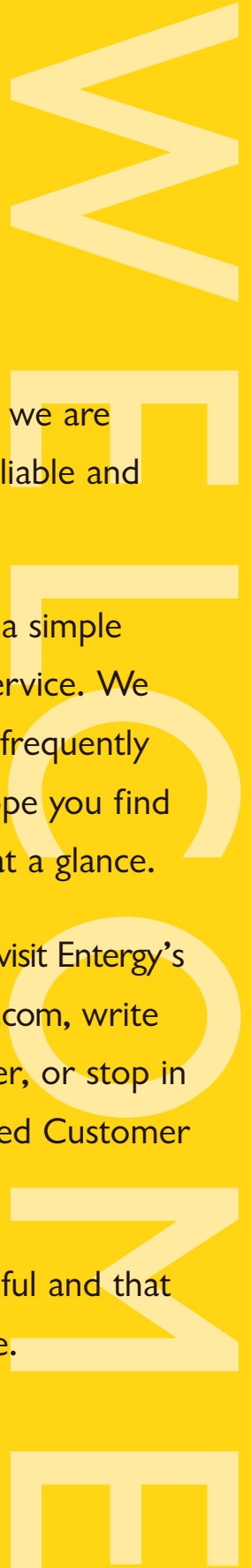


We are pleased to serve you, and we are committed to providing you with reliable and friendly service.

We have developed this booklet as a simple guide to your electric and/or gas service. We have addressed the questions most frequently asked by our customers, and we hope you find an answer to your particular need at a glance.

If you have further questions you can visit Entergy's Web site at www.entergy-neworleans.com, write us, call our Customer Service Center, or stop in one of our three conveniently located Customer Care Centers.

We hope you find this booklet helpful and that you will keep it as a useful reference.



HOW TO REACH US

If you have questions about your service or bill, Entergy has established several ways to contact us. Call Entergy at 1-800-ENTERGY for general questions, or 1-800-9-OUTAGE to report power outages. It is always helpful if you know your account number. If you don't know your account number, the name under which service was established, the service address, or the phone number will help the customer service representative answer your questions.

You can also visit us at www.entergy-neworleans.com, or write to us at P.O. Box 61000, New Orleans, LA 70161-1000.

Visit us at one of our three Customer Care Centers

CARROLLTON OFFICE: 3801 Cambronne Street
New Orleans, LA 70118
Located behind the Carrollton Shopping Center

NEW ORLEANS EAST OFFICE: 5700 Read Boulevard
New Orleans, LA 70127
Located in the Plaza Shopping Center

ALGIERS OFFICE: 4600 Behrman Highway, Suite J
New Orleans, LA 70114
Located in the River Commons Shopping Center

If you plan to do any digging near your home, please call Louisiana One Call at 1-800-272-3020. They will alert Entergy to mark any underground facilities, pipelines, and similar systems so that you can avoid them.

ONLINE SERVICES

Entergy is pleased to offer online billing and payment. You can learn more about this service in this booklet or by visiting our Web site, www.entergy-neworleans.com. Additionally, Entergy offers other online customer service features to assist you. These include:

- Turning on or transferring service for a house.
- Turning off service for a house.
- Changing your billing address, telephone number, and/or your email address.
- Signing up for billing options such as Levelized Billing, Automatic Bank Draft, or Pick-a-Date.

NEW SERVICE

Customers applying for gas and/or electric service with Entergy New Orleans can call 1-800-ENTERGY or visit one of our Customer Care Centers.

Customers applying for service at a newly constructed home should visit www.entergy-neworleans.com to learn more about permit requirements and other information that may be needed to begin service.

What information is needed to start my service?

You will need to provide credit and background information such as a Social Security Number, valid driver's license number, place of employment, home phone number, and, if applicable, a spouse's name and Social Security Number.

"At Entergy, we're committed to powering our community."

—Wilfred Ferbos, Jr.
Operations Coordinator



Do I need to provide a deposit?

Yes. Entergy requires a deposit as security for the payment of bills and may require the deposit to be posted before service can begin. The deposit amount varies and is based on the type and location of service required.

Entergy may waive the deposit if a new customer chooses to be scored on the basis of their credit history. An independent consumer reporting agency performs the scoring under the standards of the Fair Credit Reporting Act. A residential deposit of \$75 may be required for each service (up to a total of \$150) when a customer has no credit score, chooses not to participate in the process, or is found ineligible.

Your deposit(s) will earn interest at six percent per year. The interest is credited to your account once a year. The deposit, with interest, will be applied to your final bill from Entergy.

How can I be sure that my credit information will be kept confidential?

Entergy receives only a numeric credit score from a national credit bureau. The number is converted into a message telling our customer service representative whether to waive or collect a deposit. The numeric score is not made available to the customer service representative. Entergy does not receive any specific credit information on an applicant.

Entergy reports customer payment information to credit bureaus, as do all creditors. But we do not sell customer payment histories or make them publicly available without the customer's permission.

Can I get my deposit back?

Entergy will return your deposit when service is stopped if all amounts owed have been paid. Customers with excellent payment history will receive deposit refunds automatically after 24 months of service if they made prompt payments for the past 12 months and, during that same period, had no returned checks or service suspensions for any reason.

How quickly will my service be turned on?

For an existing residence, service is typically turned on within two working days of the application date. If a service connection requires more than a meter installation, new service will take three to seven working days. Customers should be very specific about their needs when placing a new service order with an Entergy customer service representative. If your

property requires a special city permit, service should be turned on within two days following the release of the permit to Entergy.

Do I need to be home to have my service turned on?

No one needs to be home for electric service to be turned on. Special instances—such as the fuse panel not being accessible or the meter or main switch needing to be installed or connected—do require someone to be home.

For gas service, someone 18 years of age or older will need to be available so that the service representative may perform a safety inspection and light the pilots on any gas appliances.

BILLING INFORMATION**How does Entergy calculate my bill and when will I receive it?**

The amount of energy a customer uses is collected by a meter. The reading of your meter and the billing of your account will occur at about the same time each month. The reading date varies from customer to customer, and it depends on where you reside in the city. You can expect to receive your bill within six days after your meter is read.

“We’re here to answer your billing questions.”

—Regina LaBlue
Customer Service Representative



Bills are based on an individual's electric and/or gas usage, natural gas prices, the cost of fuel used to generate power, and a home's energy efficiency. Visit www.energy-ensight.com to learn how an energy efficient home can help save you money.

How can I check the accuracy of my bills?

Learning to read your meter will allow you to check the accuracy of your bills. Call 1-800-ENERGY to find out the date your meter is read every month, then read your meter on or around that date. The reading should be very close to that shown on your bill, although it will vary slightly because your reading may have been taken at a different time of day or on a different day than the reading taken by the meter reader.

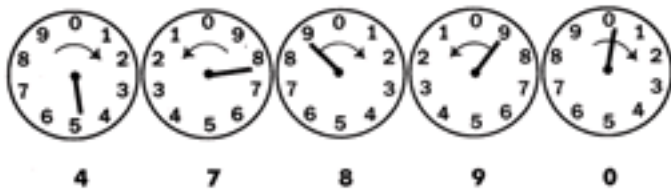
How do I read my meter?

Reading your meter is easy. Once you know how, you can check the amount of service you use each day or at any time you wish.

To illustrate, a five-dial electric meter is shown below, although some meters may have four dials. Electric use is computed in kilowatt-hours (kWh) and gas use is computed in hundreds of cubic feet (ccf).

Notice on the five-dial meter the first, third, and fifth hands turn clockwise and the second and fourth turn counterclockwise. Four-dial meters have similarly alternating hand directions. To read the meter accurately, work from right to left, recording the last number each dial has passed. Then read the final number from left to right.

Assuming this is a February reading, we see from the position of the hands that the reading is 47890, and let's assume that January's reading was 45724. Remembering that every reading



gives a running total, subtract January's reading from February's, leaving a difference of 2166. This means 2166 kilowatt-hours were used during February.

What do I do if the bill for my usage seems incorrect?

If your bill appears to be incorrect, please call 1-800-ENERGY. A customer service representative will look into your concern promptly and work with you to resolve any discrepancy. Be sure to call before your payment's due date and before you receive a disconnection notice, or you might temporarily lose your service.

How does my energy use influence my bill?

The amount of electricity and/or gas a customer uses is usually dependent upon the weather. If temperatures are extremely high or low, the amount of energy a customer uses to cool or heat a home will fluctuate. There are a number of small steps a customer can take to manage energy usage in their home and stay comfortable. If your usage is higher than normal, consider weatherizing your home to help keep your utility bills more manageable. You can find these tips at www.energy-ensight.com.

How does the price of natural gas and other fuels influence my bill?

The price of natural gas across the country will increase or decrease fuel costs on customer bills. Natural gas prices tend to rise during the winter

"New Orleans is our home—where we live and raise our families. We share your pride."

—Molly Buckley
Customer Relations Specialist



months. This is caused by increased demand for heat during colder temperatures. Natural gas is a commodity. Its price changes due to national supply and demand trends. This change is seen in customer bills because these costs are passed directly to the customer.

Entergy has diversified the fuels it uses to generate electricity, relying less on natural gas and saving customers millions of dollars.

If my home is weatherized, will my bills decrease?

A home's energy efficiency can help customers better manage their utility bills. For example, insulation in the attic or floor can help to retain heating and cooling. Also, sealing gaps or crevices where air can seep out are weatherization steps that save money. Visit www.entergy-ensight.com to learn how much money you can save.

What is the fuel adjustment on my bill?

The fuel adjustment line item of your bill reflects the actual cost of fuel purchased to generate electricity you've used in your home.

What is the purchased gas adjustment on my bill?

The purchased gas adjustment line item of your bill reflects the fluctuating market price of natural gas. While the price of natural gas may decline from time to time, it's important to remember that natural gas prices across the country generally rise during the winter months.

Natural gas distribution companies, like Entergy, do not add charges to the natural gas commodity. Entergy receives payment for delivering natural gas to homes and businesses through the gas service charge line item of a customer's bill. Entergy purchases natural gas on the public market, where it is traded like stocks, and passes the charge directly on to customers.

What is the energy charge or gas service item on my bill?

The energy charge or the gas service item of a customer's bill is the cost for distributing electricity and gas to homes and businesses. The charge is approved by the New Orleans City Council and set on a per unit used basis. It is calculated based on each individual's usage.

What if I don't receive a bill at the usual time?

If you don't receive your bill at the usual time, call Entergy at 1-800-ENTERGY. We can tell you the amount due or provide a duplicate bill. You should contact us as soon as possible so that you do not miss your due date.

PAYING YOUR BILL

When is my payment due each month?

The due date for payment is approximately 21 days after the bill is



mailed to you. If under normal circumstances Entergy does not receive payment on or before the due date, a late charge is added, and service may be subject to disconnection. Additionally, if a due date falls on a weekend or holiday, then the due date is extended to the next workday.

Can I pay my bills in person?

Yes. Quick Payment Centers have been established at a number of locations so customers can pay their bills conveniently. Customers must have an account number and Quick Payment Center (QPC) code to make a payment. To receive a list of our Quick Payment Centers or to find the one nearest you, call the Entergy Customer Service Center at 1-800-ENTERGY or visit us on the Internet at www.entergy-neworleans.com. Payments are also accepted at our Customer Care Centers.

Please be sure you are at an authorized Entergy Quick Payment Center before making any payments. We cannot be responsible for payments made at unauthorized establishments.

An important warning to our customers:

Entergy employees never make personal visits to customers' homes to collect bill payments or charges for special services, and they are not allowed to accept any payments—even at a customer's request. If anyone comes to your home saying that he or she is an Entergy employee and asks for a payment, do not pay. Immediately notify the police and call Entergy.

Can I pay my bill on the Internet?

Entergy is pleased to offer customer billing and payment online. Customers can view monthly charges, pay bills, receive reminders by email and view Entergy statements from the past six months.

Customers who want to view and pay their Entergy bill online can do so at no charge through CheckFree's bill payment service site. If you already subscribe to an online bill payment service through your financial institution or a provider such as Quicken.com—and your provider is a CheckFree partner—you may be able to simply add Entergy as a biller. Please note that most online bill providers charge a fee for their services.

Any residential customer with an active Entergy electric or gas account in good standing may apply for Entergy's online billing and payment service. Your payment history will be considered prior to acceptance.

Visit www.energy-neworleans.com to enroll.

What do I do if I have difficulty paying my bill?

Entergy has programs and resources that customers can use to assist them with managing the payment of their bills. A disconnection notice will be sent to a customer before their service is turned off for non-payment. Customers having difficulty paying a bill, should contact Entergy immediately.

We will make every effort to help you avoid losing your service because of a temporary personal setback. To avoid having your service disconnected for non-payment, it is important that you contact Entergy prior to the disconnection date that appears on the notice. We can also refer you to social agencies that may be able to assist you.

Entergy does not disconnect service for non-payment on weekends, holidays, and under extreme weather conditions. Should your service be disconnected for non-payment, you may be assessed a reconnect charge, be subject to an additional deposit, and be required to pay any amounts owed prior to having your service restored.

PAYMENT OPTIONS

Customers have the opportunity to participate in several programs to assist in payment planning, such as Levelized Billing, Pick-a-Date, Third-Party Notification, and Bank Draft payment. Customers must meet specific qualifications to be eligible to participate in these programs. Please contact Entergy for more information.

What are the benefits of Levelized Billing and how can I qualify?

With Entergy's Levelized Billing plan, you pay about the same each month for your energy usage. The program is designed to eliminate the typical summer and winter peaks of utility costs and to help you budget your payments more evenly. Levelized Billing does not typically change the total amount you pay over a year's time. If you have significant lifestyle changes, your bill may increase or decrease depending on the circumstances.

To qualify for Levelized Billing you must have service established in your name for at least one year at the same location. If you plan to move within a year, Levelized Billing may not be a good billing option for you.

"We've created options to better serve you, like online billing and payments."

—Melanie Wesley
Customer Care Center Supervisor



I get my assistance checks at a time of the month that makes it difficult to pay my bill on time. Can I request a due date convenient for me?

Yes. Entergy offers you an opportunity to “Pick-a-Date” that corresponds to the time of month most convenient for you to make payments. Under this program you tell us what date you would like to pay your bill. Your payment will not be due until the date you request.

My mother is getting older, and I’m afraid she won’t understand the seriousness of a disconnection notice if she receives one. Is Third Party Notification a good choice for us?

Entergy’s Third Party Notification plan allows customers to name another person or social agency to receive copies of any disconnection notices. We established this program to avoid having a customer lose service because of a breakdown in communication. This may happen if a disconnection notice is lost in the mail, if the customer is ill or doesn’t remember receiving the notice, or if he or she does not understand the consequences of missing the payment due date. The third party can remind the customer that payment is due and provide whatever assistance is necessary.

Any person or agency can be designated as the third party with the customer’s consent. That person or entity will not be held responsible in any way for actual payment of the bill.

I’ve heard you have a Bank Draft payment option, which sounds like a convenient way to pay my bills. How does it work and how do I qualify?

It is convenient. Your monthly bills can be paid automatically through your regular checking account. If you use the Bank Draft plan, you will receive each month for your records a copy of your bill marked “Paid by Bank Draft.” The date your payment is received will be on your bill.

As long as your bank or financial institution will honor drafts, you can qualify for the plan. Simply contact our Customer Service Center or visit us at www.entergy-neworleans.com to obtain an authorization form.

I’m going away for an extended period of time. How do I avoid having my service disconnected for non-payment?

You might want to consider using our Bank Draft plan, in which your monthly service bill is paid automatically through your regular checking account whether you are home or out of town. The Bank Draft plan

is explained above. You may also use the Third Party Notification plan to avoid disconnection of your service.

Does Entergy have programs that support the elderly or disabled who can have trouble paying some bills?

Helping Hands is a program developed specifically to assist elderly or handicapped people on low or fixed incomes when they cannot pay their energy bills. The Entergy-supported program is administered by the New Orleans Council on Aging.

Helping Hands can help customers who are disabled or 60 years of age or older. Entergy’s customers and employees donate to the program, and the company matches each contribution dollar for dollar.

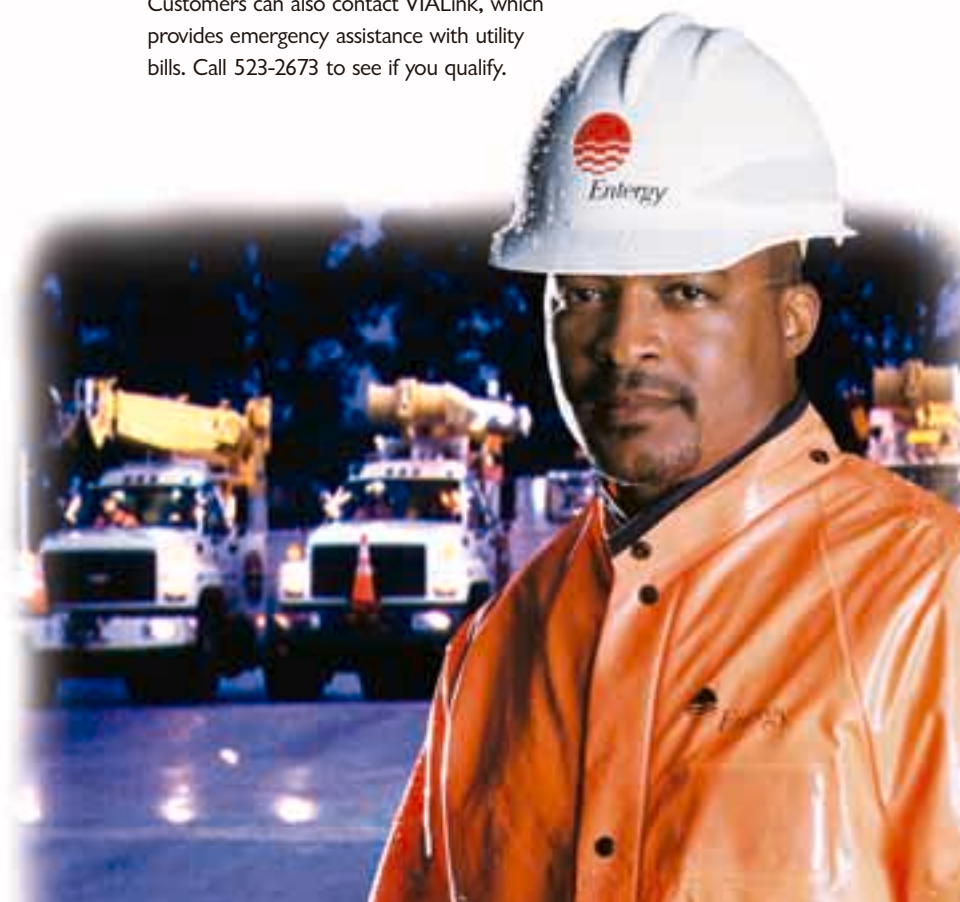
Applications for Helping Hands are accepted by the New Orleans Council on Aging. For more information call the New Orleans Council on Aging office at 821-4121.

Additionally, Entergy and the New Orleans City Council have established an Elderly and Handicapped Emergency Assistance Fund. The fund is administered by two local agencies to assist elderly or handicapped people on low or fixed incomes when they are facing financial hardships. To see if you qualify, contact either Total Community Action (TCA) at 827-2219 or the New Orleans Council on Aging at 821-4121.

Customers can also contact VIALink, which provides emergency assistance with utility bills. Call 523-2673 to see if you qualify.

“We’re working night and day to keep your lights on.”

—Andrew Cola
Senior Line Mechanic



SPECIAL BILLING PROCEDURES

What is estimated billing and how does it affect me?

Entergy will estimate a bill when the customer's meter is unreachable due to obstructions such as locked gates, bushes, or vehicles. An estimated bill is based on the customer's previous use, with adjustments made for actual weather conditions during the billing period. Your bill will state that the reading has been estimated. The next month's bill usually can be based on an actual reading. Because our meters continuously record total service used, we are able to make an accurate adjustment against your estimated billing, so you pay for actual service used.

It is the customer's responsibility to ensure that the meter is accessible and can be read each month. This will help reduce the possibility of an estimated bill.

STOPPING YOUR SERVICE

If I am moving out of town, how do I stop my service?

To arrange to have your meter read and your service turned off, call Entergy. We routinely accept telephone requests to stop service as a convenience to customers. Since a written request is not required,

you will be required to produce proof of identification before the process can be completed. It is also important during this process that you supply a forwarding address for any unpaid charges from your last meter reading.

So that we can meet your needs, please notify us at least one working day before you need the service stopped and please ensure that our field service agent has easy access to your meter. You will receive a final bill for your usage up to the time your service was turned off.

If I am moving somewhere else in town, do I need to reapply for service?

No. To arrange for service to be transferred from one location to another within the Entergy service area, you do not need to reapply for service. Simply call or stop in at one of our Customer Care Centers. Entergy will have the meter read and your service turned off at your old address, and service initiated at the new address. Have your old account number and the new service address available.

Please notify us at least one working day before you need the service stopped and be sure that our field service agent has easy access to your meter. After the final reading has been taken, you will receive a final bill for your usage up to the time your service at the old address was turned off. That final bill amount will also be transferred along with any deposit amounts to your new account.

Besides nonpayment of bills, are there other reasons Entergy stops service?

Yes. We would discontinue service for the following reasons:

- City orders Entergy to stop service because the property does not meet electrical and/or plumbing codes, or has conditions that might be dangerous to a person's health or life, or cause damage to property.
- Fire at the location causes the fire department to order Entergy to remove a meter and disconnect service for the safety of the firefighters.
- Customer fails to pay the required deposit.
- Customer has issued a check for uncollected, insufficient funds.
- Customer receives service by supplying false information.
- Customer tampers with meters or Entergy property.

"We believe we have an obligation to help the communities we serve."

—Katherine Miller Harris
Customer Service Manager



- Customer refuses to arrange for or allow Entergy employees to inspect, maintain, or replace equipment or read meters.
- Customer takes action that creates a hazard or possible danger to Entergy facilities.
- Customer fails to pay final bills for service at another address.

I heard special status is given to customers on life support and medical treatment systems. How does it work?

If a customer is on life support or any other medical treatment system requiring gas or electricity, he or she should notify Entergy immediately. This information is kept on file so that the customer may be given special consideration following power outages. It is important to note that Entergy does not guarantee uninterrupted service and cannot guarantee service restoration in a specified time following outages.

Any customer having specific medical requirements that require special designation must provide an official certificate of medical condition by a licensed physician. This certification must be submitted to Entergy in writing.

The certification statement must include the nature of the health problem, the effect of stopping service, the patient's permission for the physician to discuss the case with the company's representative, and the signatures of: (i) the patient, (ii) customer under which service is provided (if different from patient), and (iii) the physician (not a nurse or doctor's employee). Periodic re-certification is required to continue such designation.

RECONNECTING YOUR SERVICE

My service was turned off because I couldn't pay my bills, but now I can. What do I do?

To have your service reconnected, you will have to pay the amounts due on your account, a reconnection fee, and possibly an additional deposit. Notification of these amounts are included with each disconnection notice.

Please call Entergy or visit one of our Quick Pay Centers or Customer Care Centers to arrange payment. Once payment is received, we will schedule your service to be restored.

On regular business days, if payment is made by 7 p.m., service will be restored that day; otherwise, service may not be reconnected until the next business day. If payment is made by 3 p.m. on Saturday, service will be restored that day. There are no routine service reconnections on holidays

"Safety is our number one priority."

—Eddie White
Gas Services Supervisor

and Sundays. Entergy cannot guarantee a time of the day when service will be reconnected. Every effort will be made to reconnect service the same day your payment is received.

What about reconnecting service that was stopped because of a safety problem?

If Entergy disconnects your service because of a safety problem or wiring or plumbing code violation, it will be restored when the condition is corrected and any necessary inspections, permits, and/or approvals are obtained from the City of New Orleans. If a service is stopped because Entergy equipment has been tampered with, it will be restored once the customer pays all unpaid bills, a deposit, a reconnection fee, the costs of unauthorized service actually used, and any other incurred charges.

IN THE EVENT OF A DISPUTE

What if I believe Entergy is at fault for damage to my property?

Entergy has a process for customers to make a claim for loss or damage to property. Customers should contact Entergy immediately and discuss their issue with a customer service representative. Entergy will initiate an investigation and provide a response to the customer.



What should I do if I have a dispute with Entergy?

We consider all customer concerns a priority, and we will work to resolve all disputes in a prompt, efficient, and courteous manner. Despite our best efforts to provide the highest quality of service at all times, errors and misunderstandings sometimes occur.

If you have a concern that is not being addressed in a manner satisfactory to you, please give us an opportunity to correct the matter by reporting the concern to our Customer Service Center at 1-800-ENTERGY or in person at one of our Customer Care Centers. A detailed review of your concern along with any information—such as specific dates, times, and names of any persons involved in your situation—will help us address your concern more efficiently.

DAMAGE TO ENTERGY PROPERTY

Meter tampering can lead to serious physical injury or damage to property. Only Entergy employees who are rigorously trained are allowed to handle meters and break or remove meter seals. They are prohibited from allowing or helping anyone else to do so for any reason.

We have a comprehensive program to detect evidence of tampering. If we discover tampering, suspects will be arrested and prosecuted. In addition, if a meter is removed from your property, it cannot be reinstalled until one business day after all bills and charges have been paid.

If you know or suspect someone is tampering with a meter, please call us immediately. Your confidentiality will be protected, and you will not be asked to identify yourself.

COMPANY AND CUSTOMER RESPONSIBILITIES

Entergy is responsible for the installation, operation, inspection, and maintenance of meters and other company equipment. In cases where a defective meter has stopped or registered only a portion of a customer's use, the customer is responsible for the unrecorded amount of service. Entergy may bill an estimated amount based on such factors as prior billing, weather, and type of equipment.

Entergy is not responsible for service interruptions caused by factors beyond its control such as storms and lightning, fires, failure of equipment, or acts of God, and the company is not responsible for monetary losses due to damaged food or appliances when such interruptions occur.

The reliability of the electric and gas system in New Orleans depends on Entergy and its customers following current industry technical standards and practices.

ENTERGY IS RESPONSIBLE FOR:

- Providing safe, adequate, and reliable electric and gas service as defined by the service standards, service regulations, rate schedules, and regulatory authority.
- Providing an accurate bill for services rendered each and every month.
- Completing service orders and work requests in a timely and professional manner.
- Resolving customer complaints quickly and professionally.

“Our commitment to New Orleans is strong, because our city's future is our future.”

—Shirley Tsang
Risk Management & Audit Analyst



- Adhering to the regulatory authority having jurisdiction over the operations of the company in the authorized service area.
- Serving all that seek service within the authorized area of operation and imposing reasonable conditions as to the terms under which service will be rendered.
- Rendering service at fair and reasonable rates in compensation for services rendered.

CUSTOMERS ARE RESPONSIBLE FOR:

- Providing an appropriate location and access for meters and equipment.
- Using electric and gas service after it passes through the meter.
- Maintaining wiring, fuses, buried gas piping, and gas and electric appliances on the customer's property. (Therefore, the customer is responsible for unusually high bills resulting from electrical grounds, malfunctioning appliances, leaks, use by an unauthorized party, etc.)
- Replacing fuses, checking for gas leaks on the customer side, lighting and turning off gas pilots, and other such functions. Entergy can provide service for these functions at a customer's request, but cannot guarantee time of service. Entergy is not liable for any changes from electricians, plumbers, or others if Entergy does not detect and/or correct such problems.
- Informing Entergy promptly whenever it appears that a bill is incorrect.

In addition, gas customers should know that Entergy does not maintain customer gas piping from the gas meter to the home. The company owns the service line up to and including the gas meter. Un-maintained buried pipelines may be subject to the potential hazards of corrosion and leakage. Gas customers therefore are responsible for the following with respect to gas piping on the customer side of the meter:

- Maintaining buried pipelines on the customer's side of the point of delivery against the potential hazards of corrosion and leakage.
- Periodically inspecting for corrosion and leakage, and repairing unsafe conditions.
- Locating buried gas piping in advance when excavating (digging), and doing the excavation by hand.
- Contracting with plumbers and heating professionals for assistance in locating, inspecting, and repairing buried gas piping.

"We're working every day, to keep the lights on and the gas flowing."

—Charlie Flynn
Transmission Technical Specialist

IMPORTANT SECURITY MESSAGE

FOR YOUR SAFETY, PLEASE READ THE FOLLOWING:

Every Entergy employee has an identification card with the employee's photo and name. A number of our employees wear normal street clothing instead of uniforms, and they drive their personal cars rather than company cars or trucks. You should not hesitate to ask for identification from anyone who comes to your property and says he or she is representing Entergy.

If from time to time changes are made to our policy or procedures that may not be included in this guide, Entergy's most current policy will apply. To confirm information about our policies, please call our Customer Service Center at 1-800-ENTERGY, write to us at P.O. Box 61000, New Orleans, LA 70161-1000, or visit us at our Customer Care Centers.

Electric and gas service is furnished according to rate schedules approved by the New Orleans City Council. Please refer to the Rate Schedules, Service Regulations, and Service Standards on file with the City of New Orleans for the specific conditions and regulations of electric and gas service in the City of New Orleans.

