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.

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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, 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 PO. 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 70118 Located in the River Commons Shopping Center
ALGIERS OFFICE: 4600 Behrman Highway, Suite J New Orleans, LA 70114 Located in the Plaza Shopping Center

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. 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 LinkedList Billing, Automatic Bank Draft, or Pookv-A-Pay.

We’re here to answer your billing questions.
—Regina LaBlair
Customer Service Representative

We’re here to answer your billing questions.
—Wilfred Ferbos, Jr.
Operations Coordinator

ONLINE SERVICES
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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 $50 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 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 unscored payment histories who receive deposit refunds automatically after 24 months of service or if they make prompt payments for the past 12 months and, during that same period, had no return 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.

BILLY 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.

What service is established, the service address, or the phone number will help the customer service representative answer your questions.

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• Turning on or transferring service for a house.
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• 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.

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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.

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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.

Can I get my deposit back?
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. If you are an existing customer and have maintained a good payment history, 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 make prompt payments for the past 12 months and, during that same period, had no returned checks or service suspensions for any reason.

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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.
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 kilowatthours (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 45,724. It is assumed that January’s reading was 45,724. Remembering that every reading gives a running total, subtract January’s reading from February’s, leaving a difference of 262. This means 262 kilowatthours 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-ENTERGY. 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.entergy-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 months. The cost of fuel used to generate power, and a home’s energy efficiency. Visit www.entergy-ensight.com to learn how much money you can save.

What is the purchased gas adjustment on my bill?

The purchased gas adjustment line item of your bill reflects the actual cost of fuel purchased to generate electricity you’ve used in your home. Entergy purchases natural gas on the public market, where it is traded like stocks, and passes the charge directly on to customers.

If your usage is lower than normal, consider weatherizing your home to help keep your utility bills more manageable. Visit www.entergy-ensight.com to learn how much money you can save.

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 is the fuel adjustment line item 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. 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 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 working day.

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 may visit 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.
PAYMENT OPTIONS

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 Energy statements from the past six months.

Customers who want to view and pay their Energy 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 Energy as a biller. Please note that most online bill providers charge a fee for this service.

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.entergy-neworleans.com to enroll.

PAYMENT OPTIONS

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 nonpayment. 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 nonpayment, 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 nonpayment on weekends, holidays, and under extreme weather conditions. Should your service be disconnected for nonpayment, 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 reactivated.

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PAYMENT OPTIONS

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.

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 for 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 agency 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 due 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 65 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 481-4231.

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 821-4231.

Customers can also contact VACLink, which provides emergency assistance with utility bills. Call 533-2671 to see if you qualify.

“We’re creating options to better serve you, like online billing and payments.”

—Melanie Wesley Customer Care Center Supervisor

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

—Andrew Cola Senior Line Mechanic

PAYMENT OPTIONS
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—Andrew Cola

Senior Line Mechanic

“We’ve created options to better serve you, like online billing and payments.”

—Melanie Wesley

Customer Care Center Supervisor

PAYMENT OPTIONS

PAYMENT OPTIONS
What is estimated billing and how does it affect me?

Estimated billing is our routine procedure for estimating your usage on a monthly basis. It is based on your past usage and our billing weather adjustments. The estimated bill is usually due on the 15th of each month, and your final bill will be based on the meter reading taken on the 1st of the month. The final bill is usually mailed by the 15th of the month following the meter reading.

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

If you are moving out of town, we need you to stop your service. You can request the service to be stopped by calling customer service, or you can fill out a service terminations request form and mail it to us. You will receive a final bill for your usage up to the time your service was turned off.

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

In the event of a dispute, you can contact a customer service representative to discuss your issue. If you feel that Entergy is at fault for damage to your property, you can file a claim with the company. Entergy will initiate an investigation and provide a response to the customer.
CONNECTIONS
If I am moving out of town, how do I stop my service?

STOPPING YOUR SERVICE

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.

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 established 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 to arrange for your meter to be read. Your bill will state that the reading has been estimated. The final amount to be paid will also be transferred 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.

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 violations, 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.

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, and 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.
• 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 service lines, public gas piping, and gas and electric appliances on the customer’s property.
• Ensuring the customer is responsible for unusually high bills resulting from electrical grounds, malfunctioning appliances, leaks, use by an unauthorized party, etc.
• Replacing fuses, clearing for gas leaks on the customer side, lighting and turning off gas pilots, and other such functions.
• Providing service for those functions as 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 lines up to and including the gas meter. Unmaintained 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, repairing, and replacing buried gas piping.

ENTERGY IS RESPONSIBLE FOR:

• 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.
• Providing service at fair and reasonable rates in compensation for services rendered.

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 the 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 6100, New Orleans, LA 70161-2000, 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.

IMPORTANT SECURITY MESSAGE

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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.

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 unrecovered amount of service. Entergy may bill an estimated amount based on prior billing, weather, and type of equipment.

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 or anyone else可疑 tampering with a meter, please call us immediately. Your confidentiality will be protected, and you will not be asked to identify yourself.

CUSTOMERS ARE RESPONSIBLE FOR:

• Providing an appropriate location and access for meters and equipment.
• Using electric and gas service in a safe and prudent manner.
• Preventing service interruptions caused by factors beyond its control such as storms and lightening, fires, failure of equipment, and 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.

ENDING 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.

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

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

—Shirley T. Sang

Risk Management & Audit Analyst

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