

IT Help Desk

■ Benchmark Scope

- 120,936 handled contacts per year

■ Peer Profile

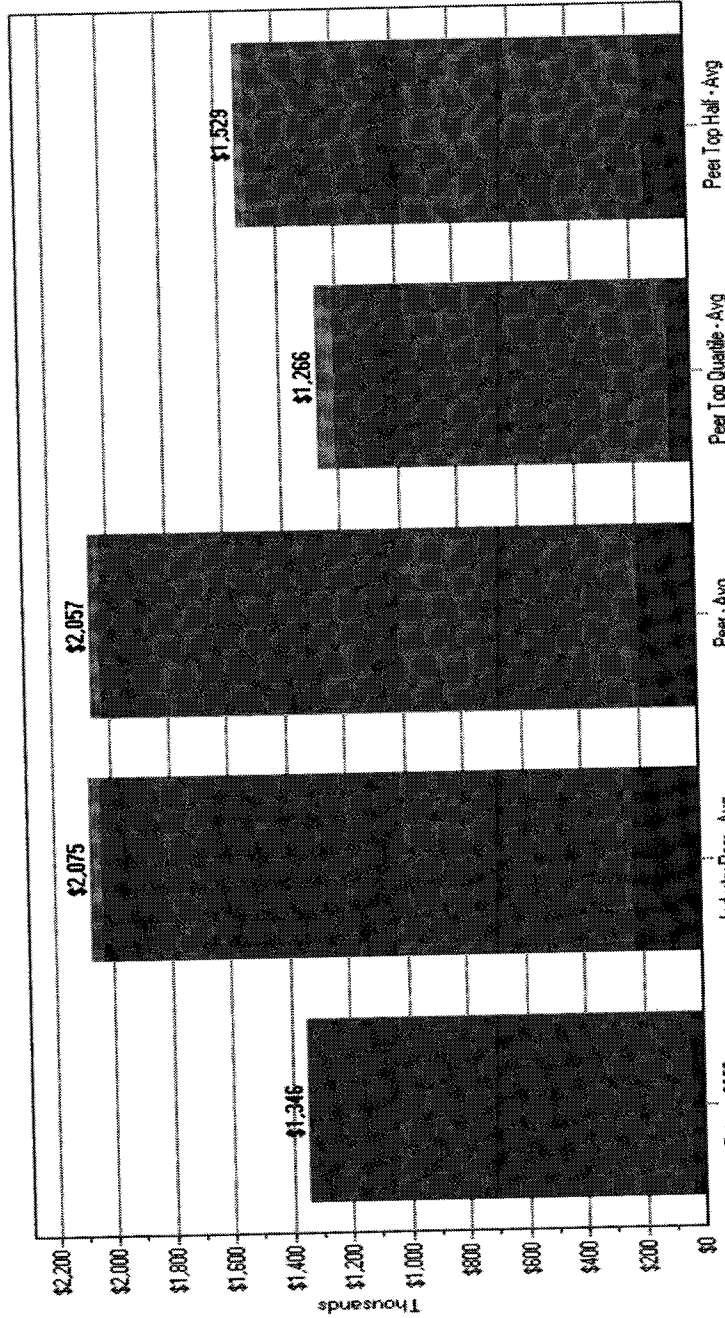
- Peers include organizations which are infrastructure focused IT help desks supporting a similar number of inbound handled contacts
- Peer group consists of 5 utilities, 1 aerospace, 1 business services, 2 consumer goods, 5 public administration, 1 professional services, 2 transportation, 2 financial services, and 1 manufacturing.

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IT Help Desk IT Spending by Cost Category



	Energy 2009	Industry Peer Avg	Peer Avg	Peer Top Quartile Avg	Peer Top Half Avg
Hardware/Software	\$38	\$225	\$187	\$75	\$141
Personnel	\$1,308	\$1,809	\$1,839	\$1,134	\$1,362
Transmission	\$0	\$41	\$31	\$58	\$36

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IT Help Desk Observations

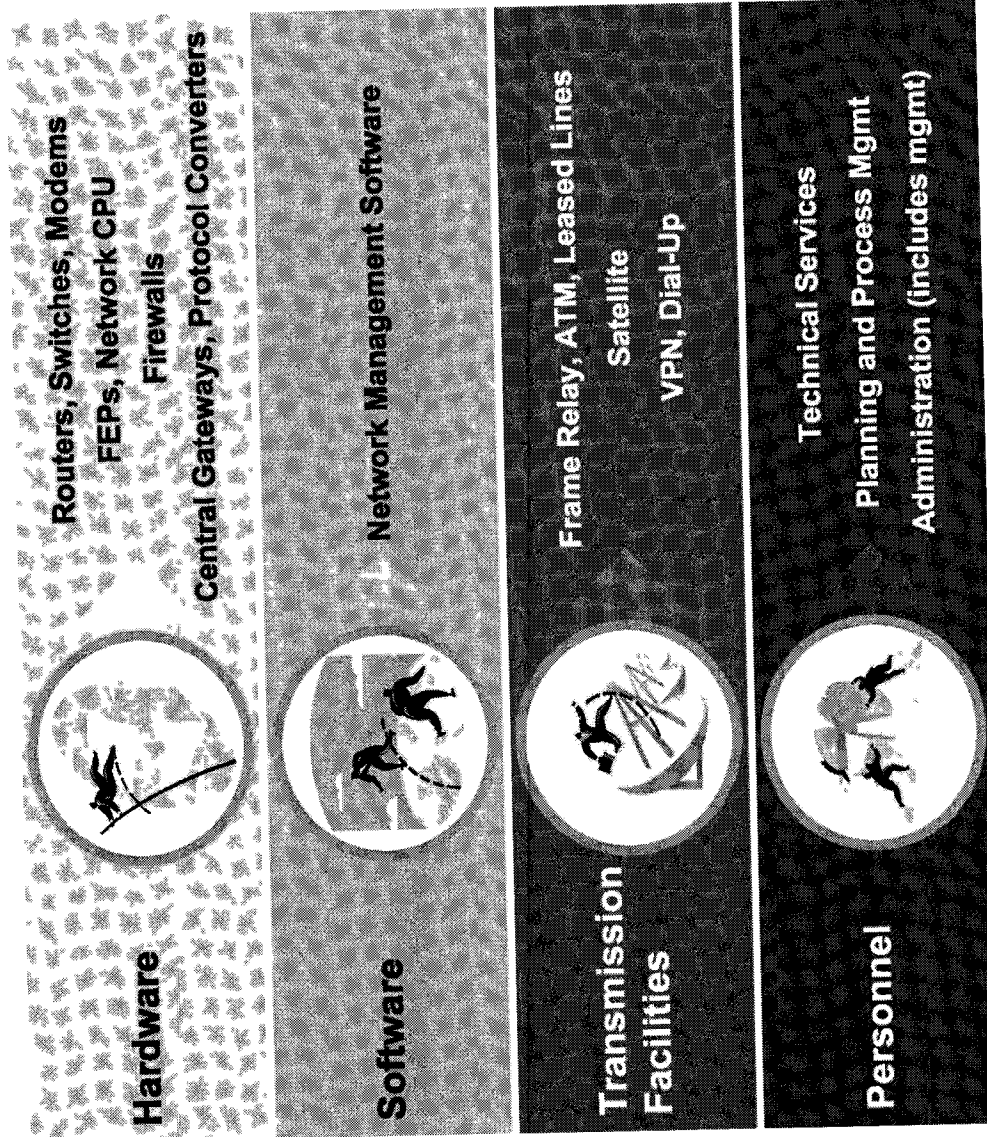
- Entergy continues to be a low cost/high service level provider of Help Desk services. Entergy's cost per handled contact at \$11.13 is 35% lower than the Workload peer average and the Industry peer. Entergy's Help Desk costs are 6% higher than the Top Quartile peer.
 - Hardware/Software costs are lower than the average and than the Top Quartile peer. This may be an indication that Entergy may be spending less on tools and automation than their peers.
- Although queue time from Entergy has decreased slightly from 2008 to 2009, 57 seconds to 53 seconds for 2009, the average speed of answer continues to be higher than the database average of 46 seconds. Where higher queue times did not drive a higher abandonment rate last year, this year the abandonment rate increased from 3.8% in 2008 to 6.9%.
- First Contact Resolution at 95% is in the top decile of Gartner's database.
- Entergy should consider conducting an analysis to determine which types of contacts currently coming into the Help Desk via voice could be resolved by means of a self service tool. Implementing a self service tool could potentially reduce wait times and the number of abandons.

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Wide Area Data Network

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Wide Area Data Network Consensus Model



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Wide Area Data Network Peer Information

■ Benchmark Scope

- 28,189 total devices with data network connectivity at 190 sites
- 246,000 gigabytes of annual WAN traffic volume

■ Peer Profile

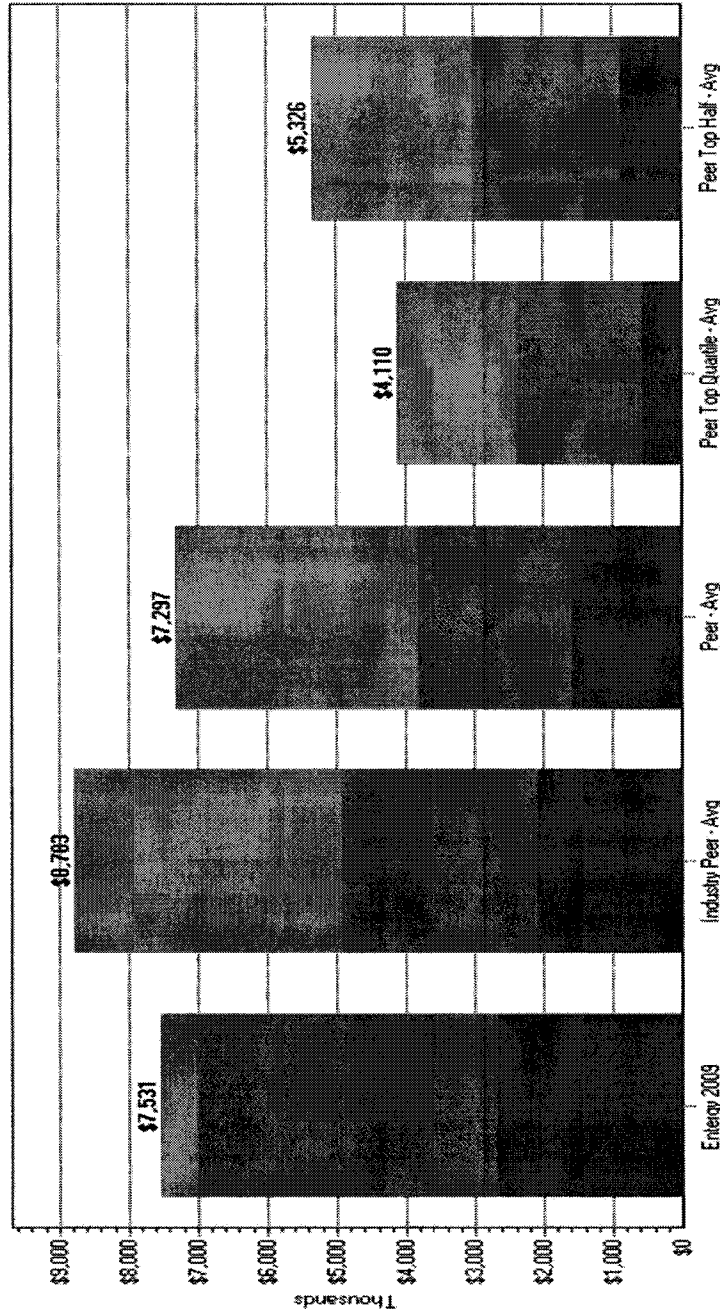
- Organizations possessing a similar distribution of number of sites, devices and traffic
- Peer group consists of 10 utilities, 2 financial services, 6 public administration, 1 insurance, and 1 communications

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Wide Area Data Network IT Spending by Cost Category



	Entergy 2009	Industry Peer - Avg	Peer - Avg	Peer Top Quartile - Avg	Peer Top Half - Avg
Hardware/Software	\$2,677	\$2,093	\$1,586	\$544	\$865
Personnel	\$4,322	\$2,806	\$2,221	\$1,815	\$2,131
Transmission	\$532	\$3,882	\$3,490	\$1,751	\$2,330

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Wide Area Data Network Observations

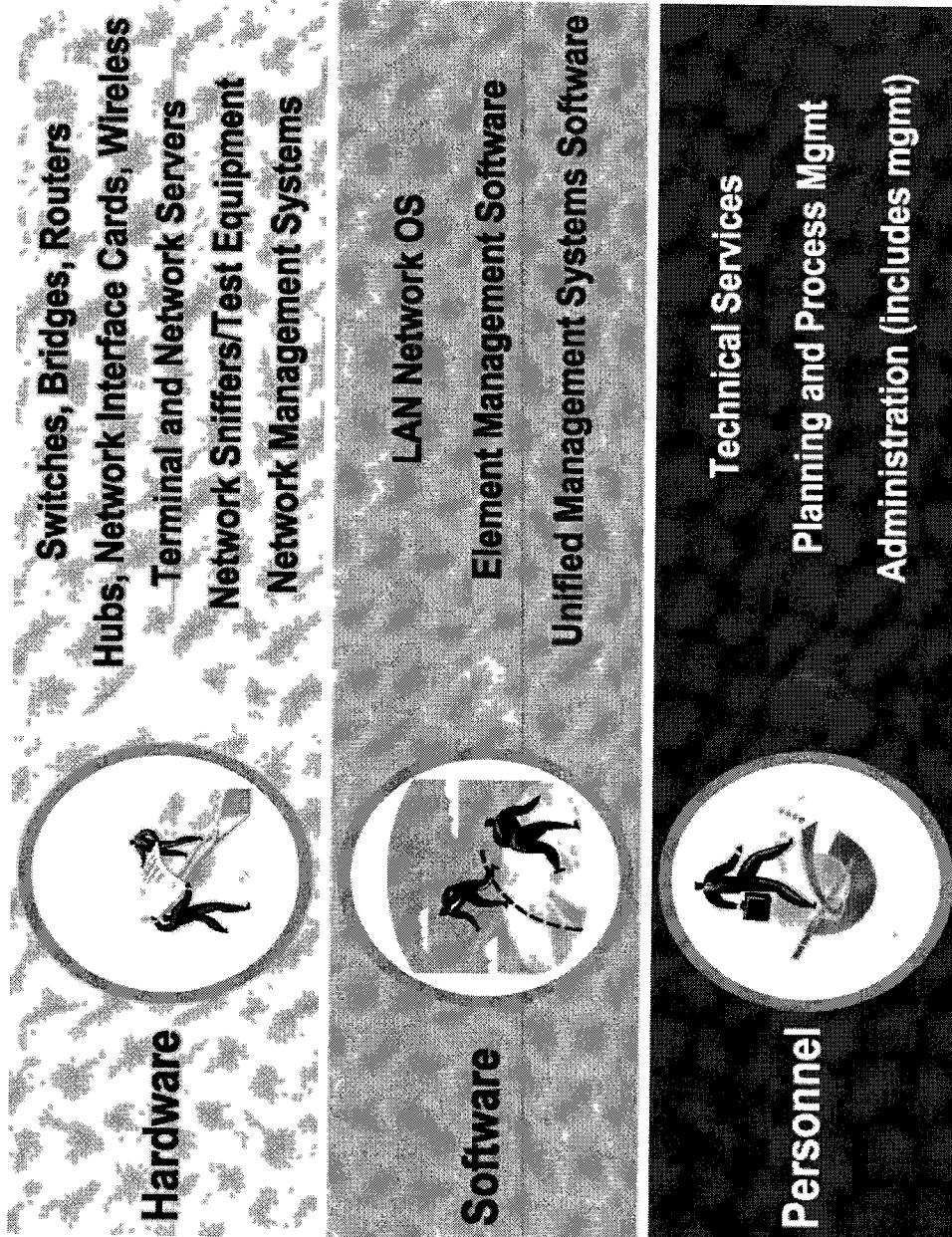
- Entergy's WAN costs are 14% lower than the Industry peer group, and comparable to the Workload peer (3% higher). Entergy's WAN costs have decreased by 6% since 2008.
- Significantly lower Transmission costs are minimizing higher Personnel and Hardware/Software costs.
 - Hardware/software costs are 69% higher than the Workload peer.
 - Entergy's Personnel costs are almost 2 times higher than the Workload peer.
- Costs between Transmission and Personnel vary from organization to organization based on where the transmission is being managed. If the bandwidth provider also manages the environment, organizations will often include the management under Transmission due to the lack of visibility into the charges from the provider.
- Extremely low Transmission costs could indicate insufficient bandwidth resulting in slower connectivity and availability issues. Monitoring service level performance and user satisfaction can aid Entergy in strategic planning for network infrastructure.

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Local Area Network

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Local Area Network Consensus Model



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Local Area Network Peer Information

▪ Benchmark Scope

- 43,263 active ports at 252 sites
- 24,786 inactive ports

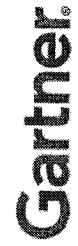
▪ Peer Profile

- Companies possessing a similar number of active ports at number of sites supported
- Peer group consists of 10 utilities, 1 consumer goods, 5 public administration, 1 insurance, 1 publishing, 1 financial services, and 1 communications

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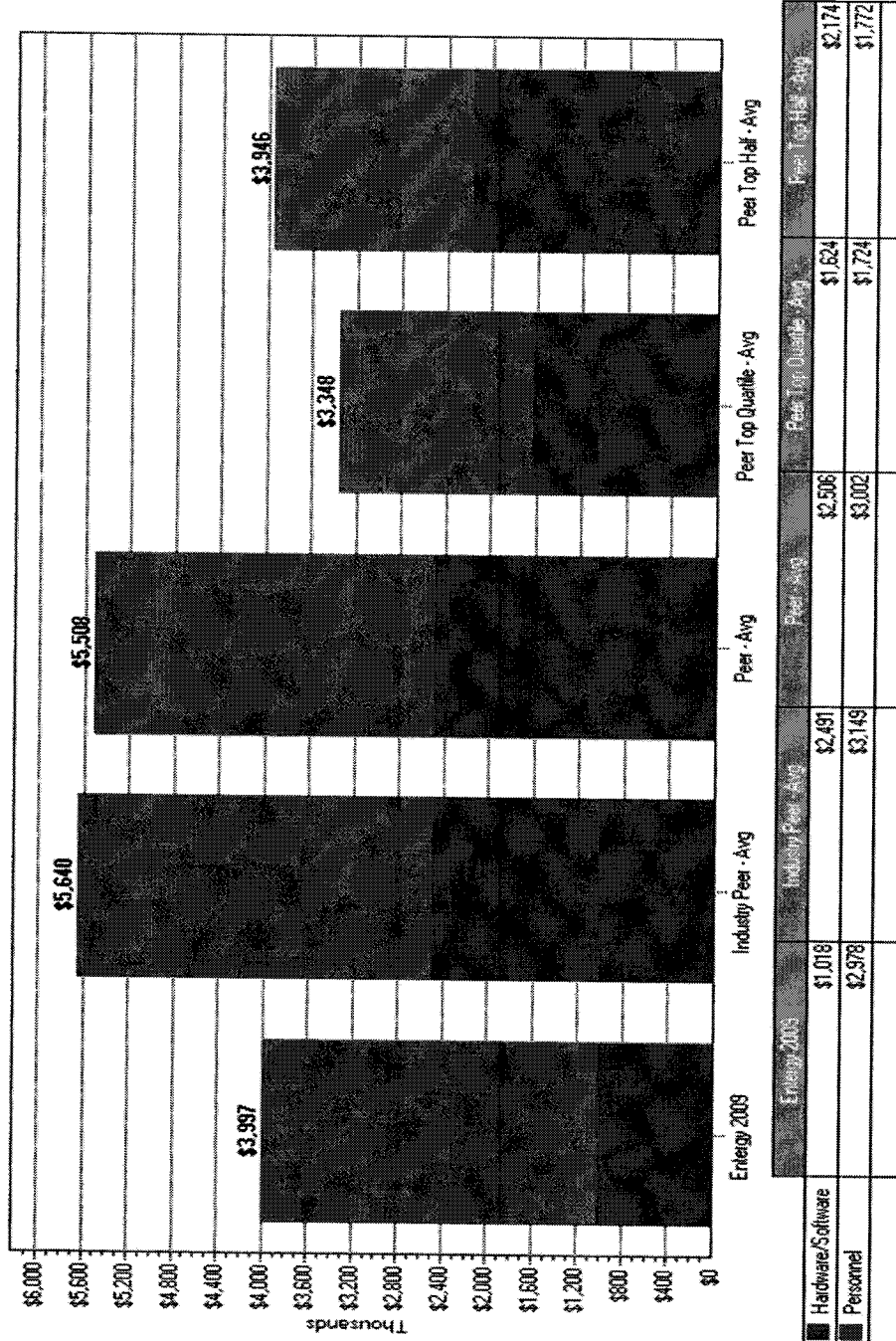
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Local Area Network IT Spending by Cost Category



Local Area Network Observations

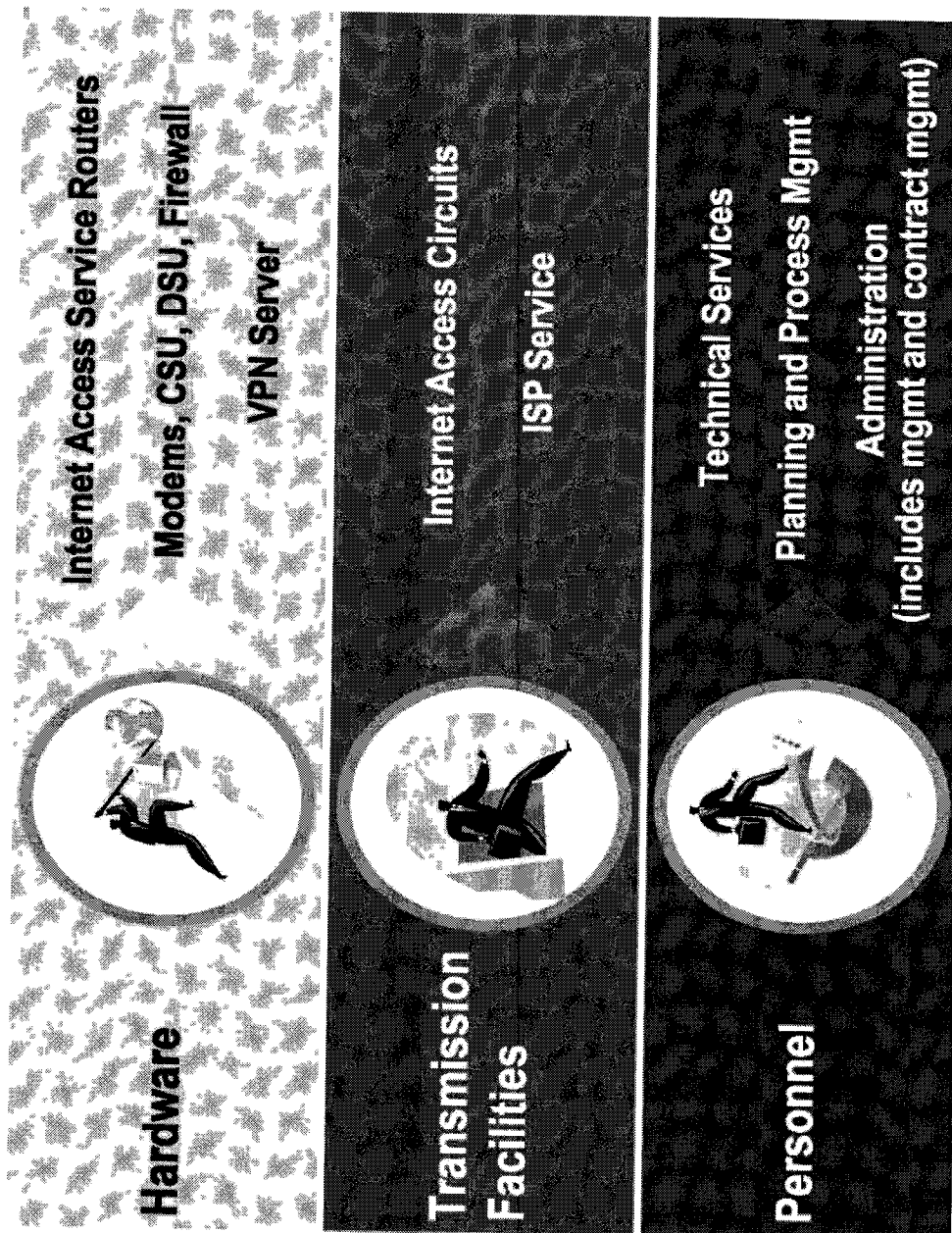
- Active Ports increased by 26% from 2008 to 2009 due to the addition of the Jackson Data Center. The number of sites decreased by 9 from 2008 to 2009. LAN total spending remained flat from 2008 to 2009.
- Overall LAN costs are 27% lower than the peer average, driven by lower Hardware/Software costs.
 - Hardware/Software costs are 59% lower than the Workload peer average.
- Personnel costs are in line with the peer average.
- Entergy's total LAN costs are comparable to the Top Half peer.
 - Entergy's Hardware/Software costs are 53% lower than the Top Half peer.
 - Higher Personnel costs are being offset by much lower Hardware/Software costs.
- Lower Hardware/Software costs suggest aging, fully depreciated equipment which could result in reliability issues. Entergy should continue to monitor LAN performance.

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Internet Access Peer Information

▪ Benchmark Scope

- 235,574 gigabytes transmitted

▪ Peer Profile

- Peers with a similar number of gigabytes transmitted
- Peer group consists of 6 utilities, 1 business services, 8 public administration, and 1 financial services.

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72

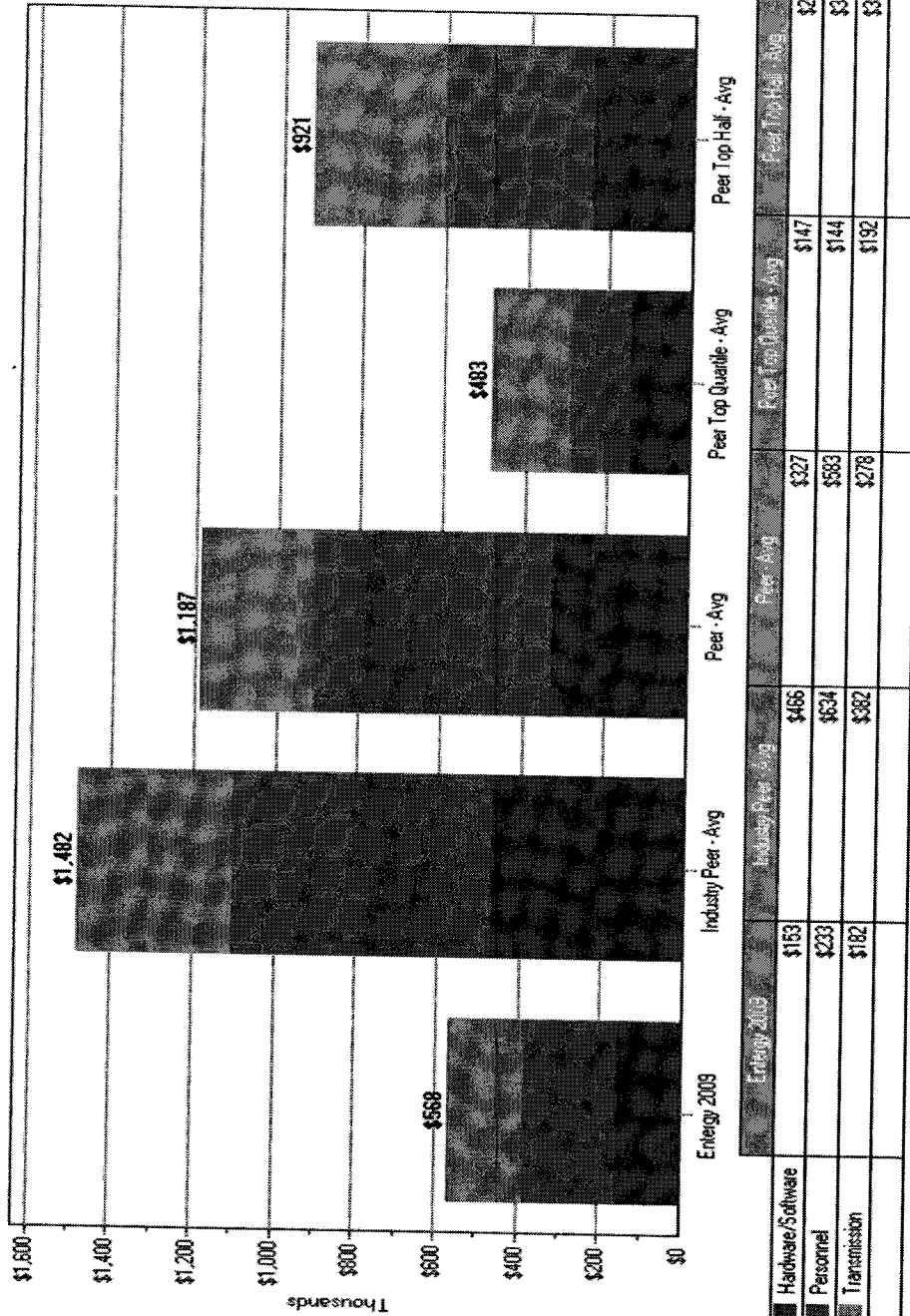
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Internet Access IT Spending by Cost Category



Internet Access Observations

- Traffic volumes increased by 11% from 162,724 GB in 2008 to 181,332 GB in 2009. Although unit costs decreased slightly from 2008 to 2009, total cost for Internet Access increased by 34%, \$423K in 2008 to \$568K in 2009.
- Entergy is spending 18% more than the Top Quartile peer, driven by slightly higher Personnel costs.
- Gartner recommends that Entergy continue to monitor Internet Access growth to ensure that requirements are being met.

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74

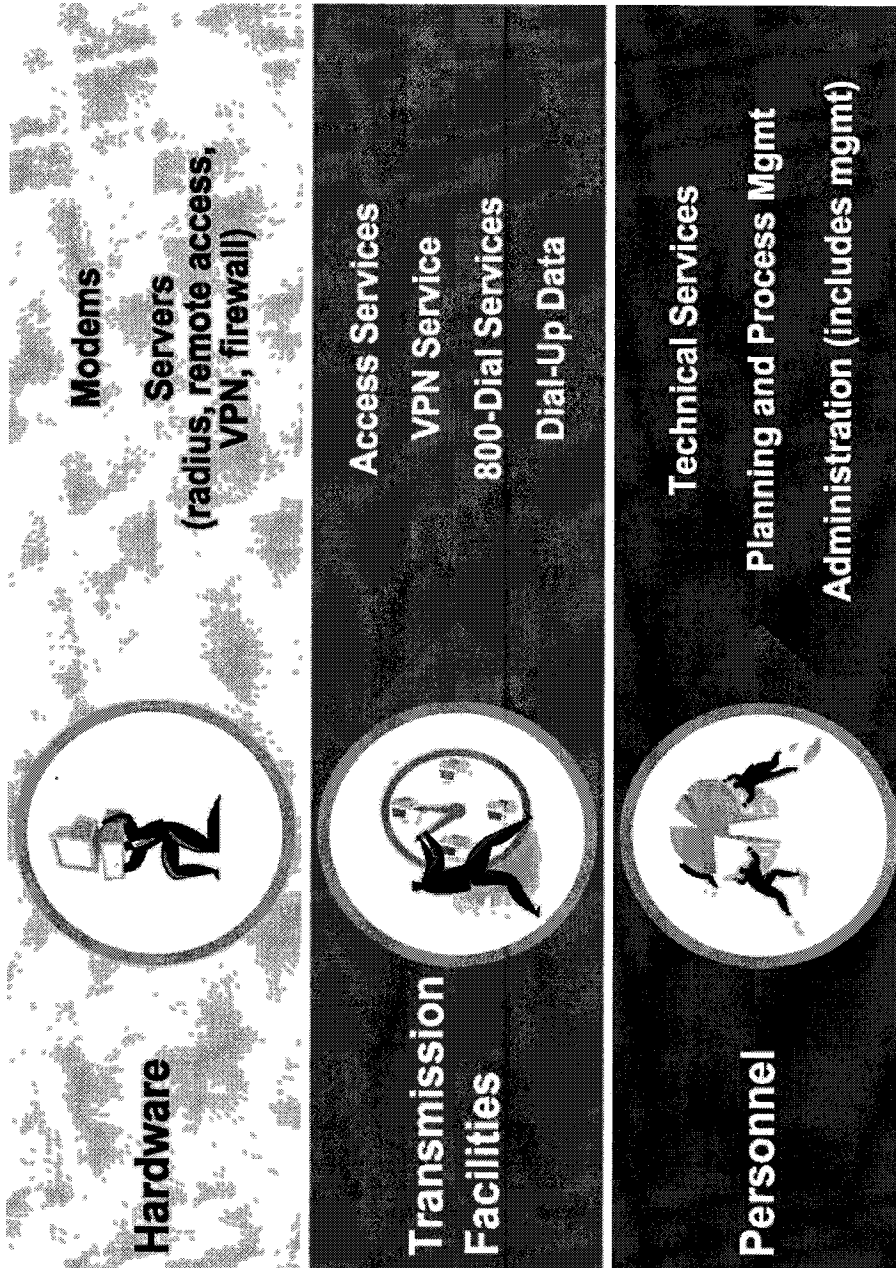
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Remote Access

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Remote Access Peer Information

■ Scope

- 7,306 remote access users

■ Peer Profile

- Peers are organizations with a similar number of users
- Peer group consists of 10 utilities, 2 financial services, 6 public administration, 1 consumer goods and 1 health services.

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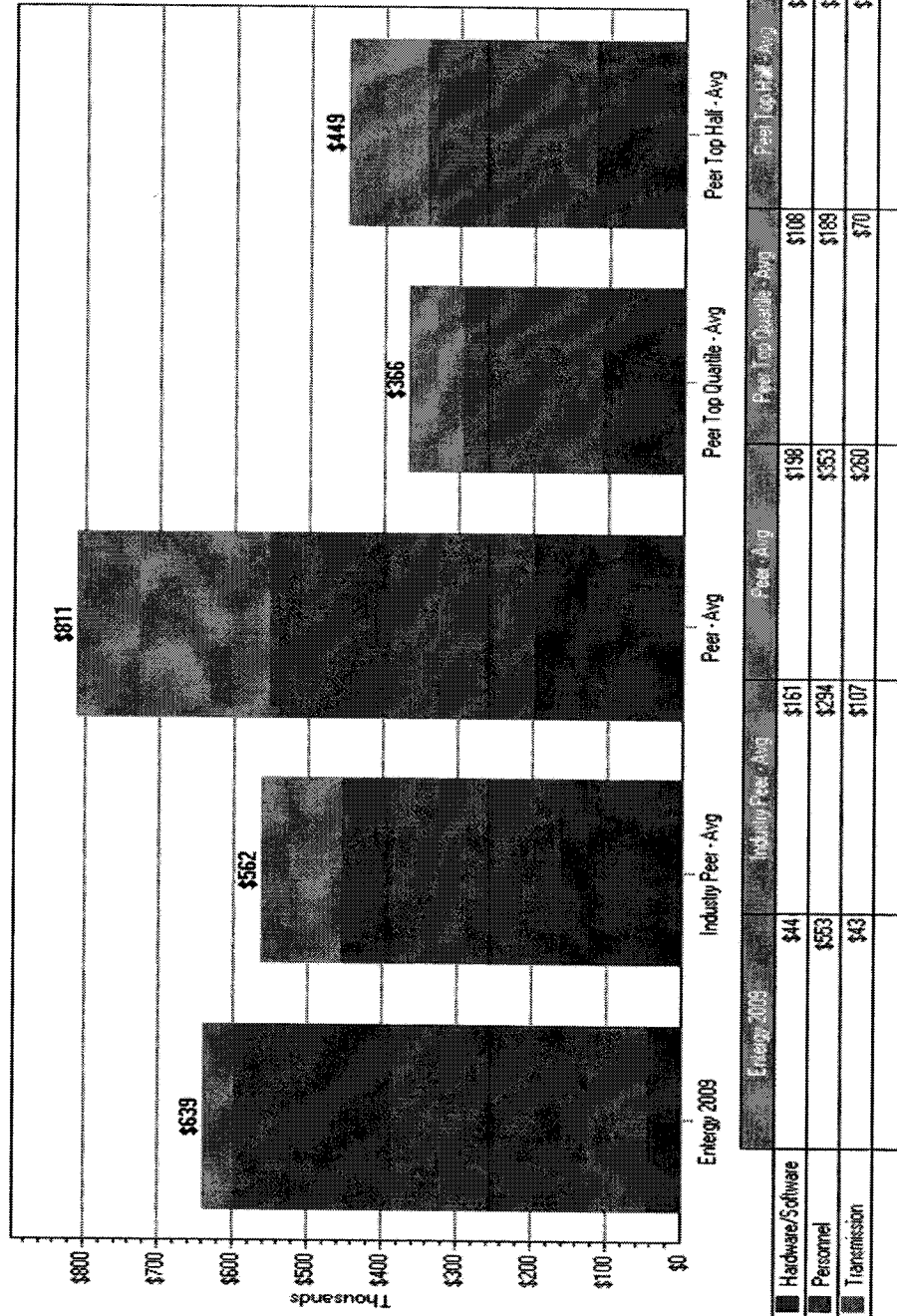
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Remote Access IT Spending by Cost Category



Remote Access Observations

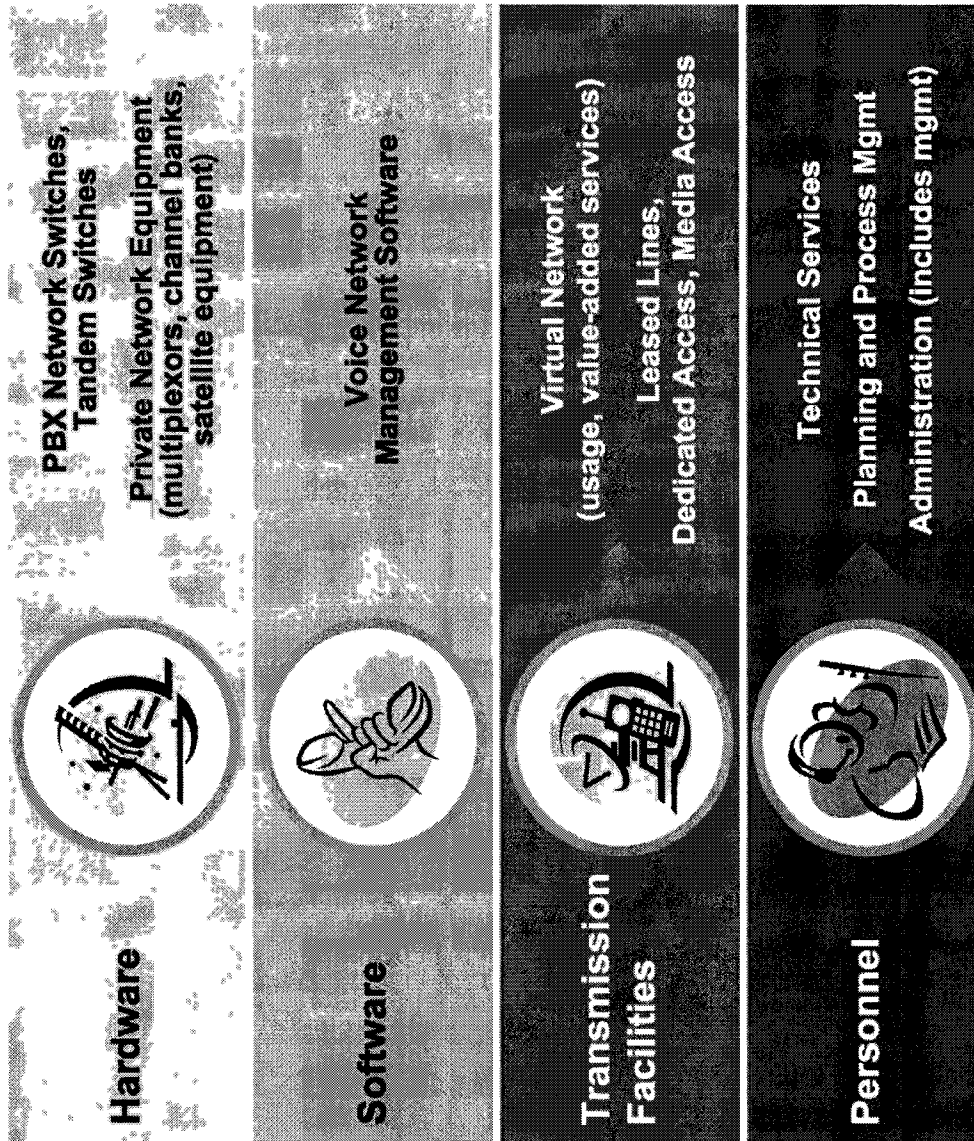
- Entergy's Remote Access costs have increased by 25% from 2008 to 2009. Hardware/Software and Personnel costs have increased while Transmission costs have decreased.
- Entergy's total Remote Access costs are 21% lower than the Workload peer and 14% higher than the Industry peer.
- Lower Hardware/Software and Transmission costs are being offset by higher Personnel costs.

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Wide Area Voice Network

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Voice Network Consensus Model



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Voice Network - Virtual Peer Information

■ Benchmark Scope

- 90M total annual minutes
- Calling card, cellular and international calling have been excluded

■ Peer Profile

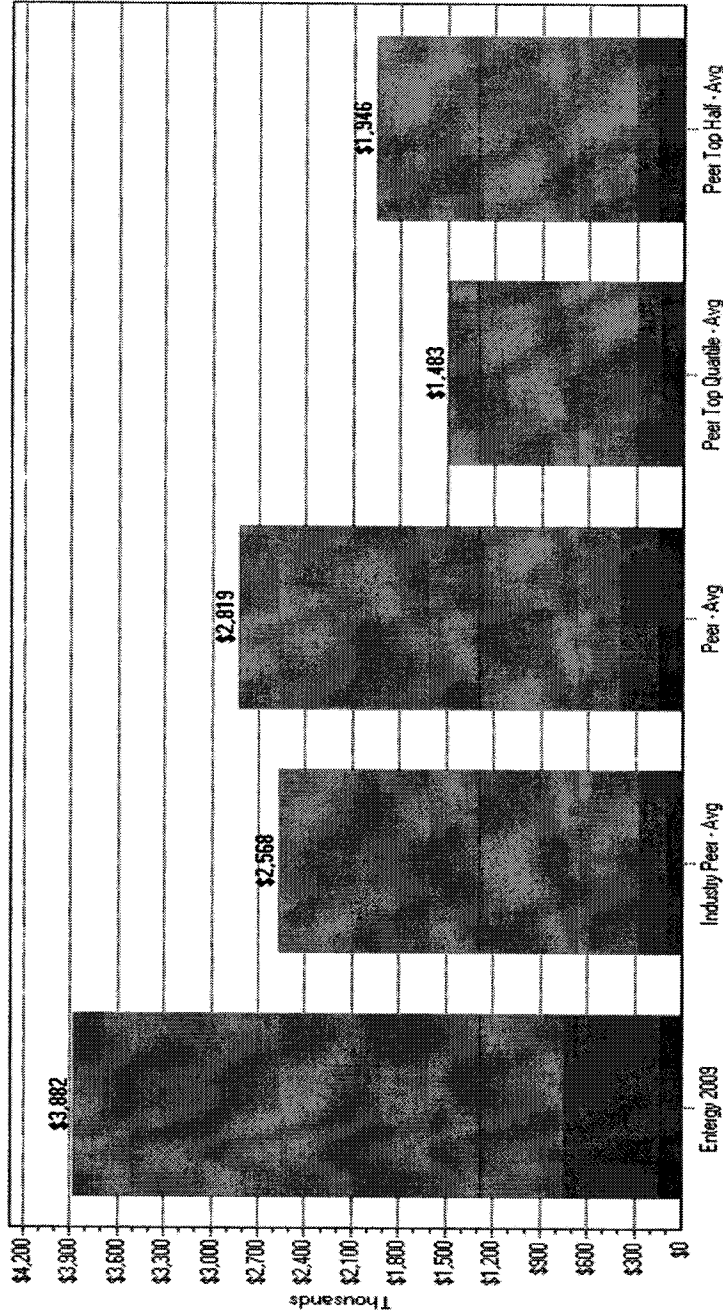
- Peers are organizations with a similar number of total annual call minutes
- Peer group consists of 10 utilities, 1 business services, 1 financial services, 6 public administration, 1 publishing and 1 communications.

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Voice Network - Virtual IT Spending by Cost Category



	Energy 2009	Industry Peer Avg	Peer Avg	Peer Top Quartile Avg	Peer Top Half Avg
Hardware/Software	\$135	\$103	\$153	\$137	\$157
Personnel	\$514	\$167	\$239	\$145	\$134
Transmission	\$3,133	\$2,296	\$2,427	\$1,200	\$1,656

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Voice Network - Private Peer Information

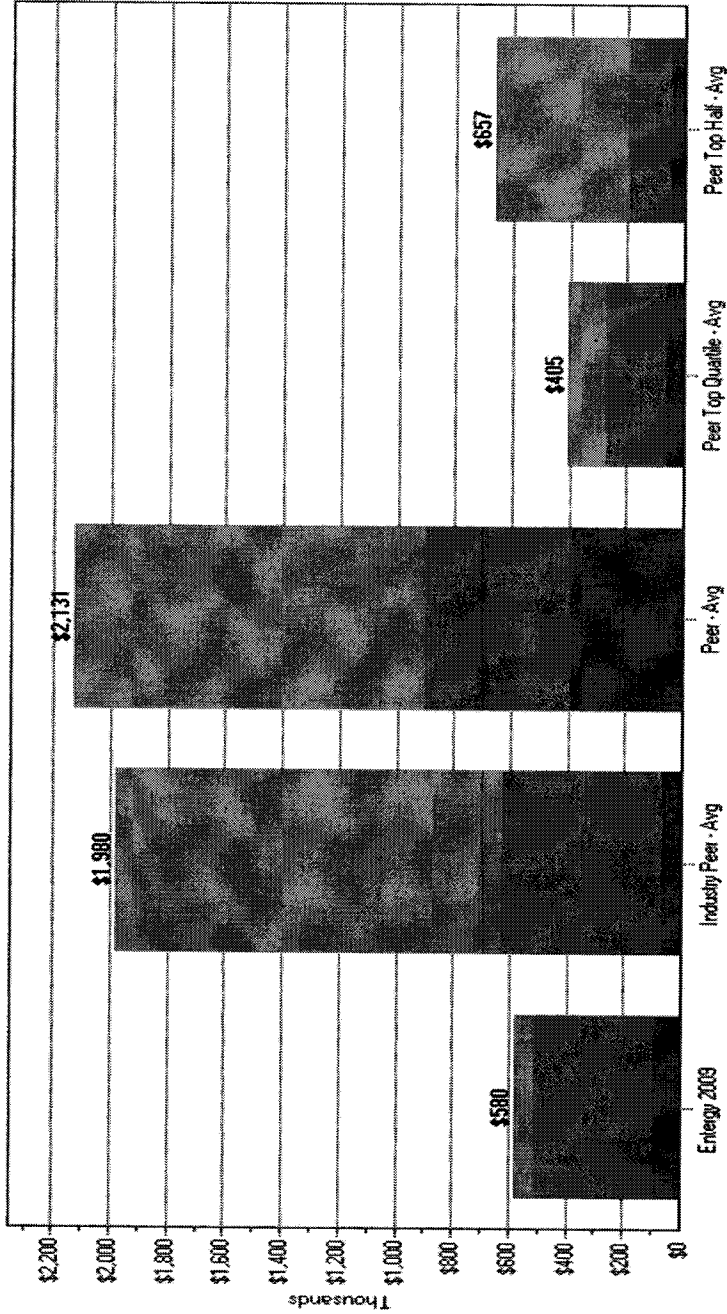
- **Benchmark Scope**
 - 61M total annual minutes
- **Peer Profile**
 - Peers are organizations with a similar number of total annual call minutes
 - Peer group consists of 7 utilities and 1 financial services.

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Voice Network - Private IT Spending by Cost Category



	Enterprise 2009	Industry Peer - Avg	Peer - Avg	Peer Top Quintile - Avg	Peer Top Half - Avg
Hardware/Software	\$82	\$69	\$391	\$82	\$50
Personnel	\$417	\$558	\$512	\$210	\$144
Transmission	\$71	\$1,353	\$1,228	\$134	\$463

Voice Network Observations

- **Entergy's total cost for the Virtual Voice Network service decreased by 4% from 2008 to 2009, however the cost per minute increased by 9% due to volume of long distance minutes decreasing by 10M from 2008 to 2009.**
- **Entergy's total costs are 38% higher than the peer group average.**
 - Higher Personnel and Transmission costs are driving higher total cost. Transmission costs are 30% higher than the Peer group.
- **Entergy continues to maintain a low cost per minute for the Private Network with total costs falling between Top Quartile and Top Half peer groups. Entergy continues to leverage their Private Network as a cost effective alternative voice network.**

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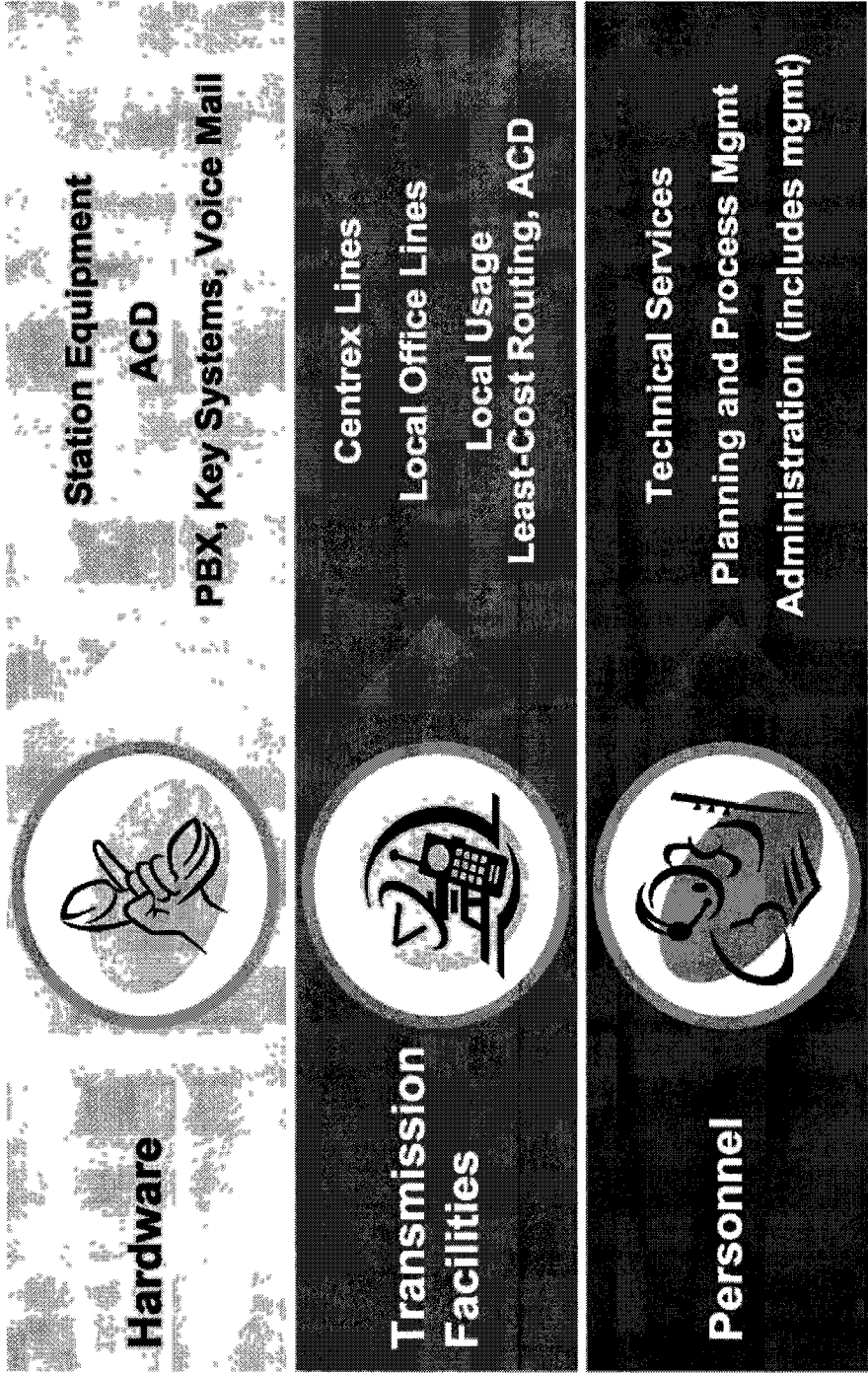
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Voice Premise Technology

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Voice Premise Technology Consensus Model



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Voice Premise Technology - PBX

Peer Information

■ Benchmark Scope

- 28,555 PBX extensions at 124 sites
- 0.5 MACs per extension

■ Peer Profile

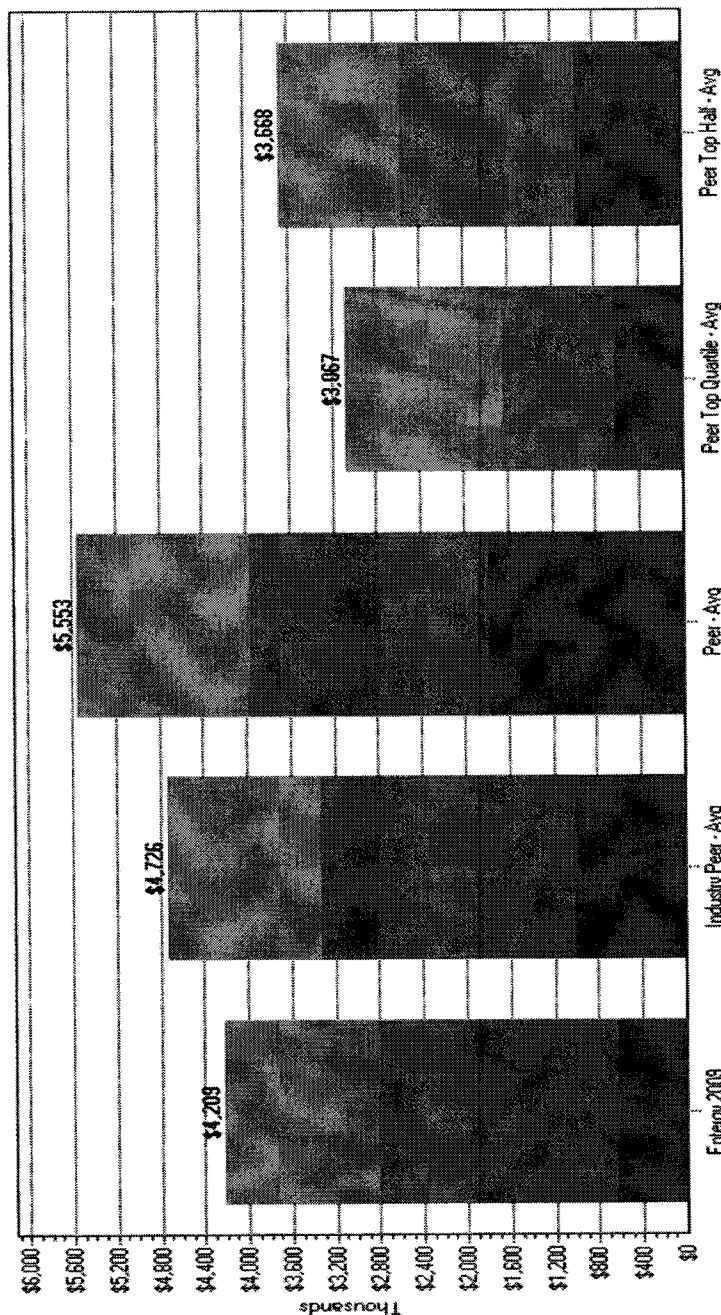
- Peers are organizations with a similar number of active extensions and sites supported
- Peer group consists of 11 utilities, 2 financial services, 1 pharmaceutical, 4 public administration, 1 publishing, and 1 insurance

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Voice Premise Technology - PBX IT Spending by Cost Category



	Energy 2008	Industry Peer - Avg	Peer - Avg	Peer Top Quartile - Avg	Peer Top Half - Avg
Hardware/Software	\$532	\$1,003	\$1,775	\$622	\$952
Personnel	\$2,170	\$2,312	\$2,186	\$1,009	\$1,801
Transmission	\$1,407	\$1,411	\$1,593	\$1,436	\$1,105

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Voice Premise Technology - VoIP Peer Information

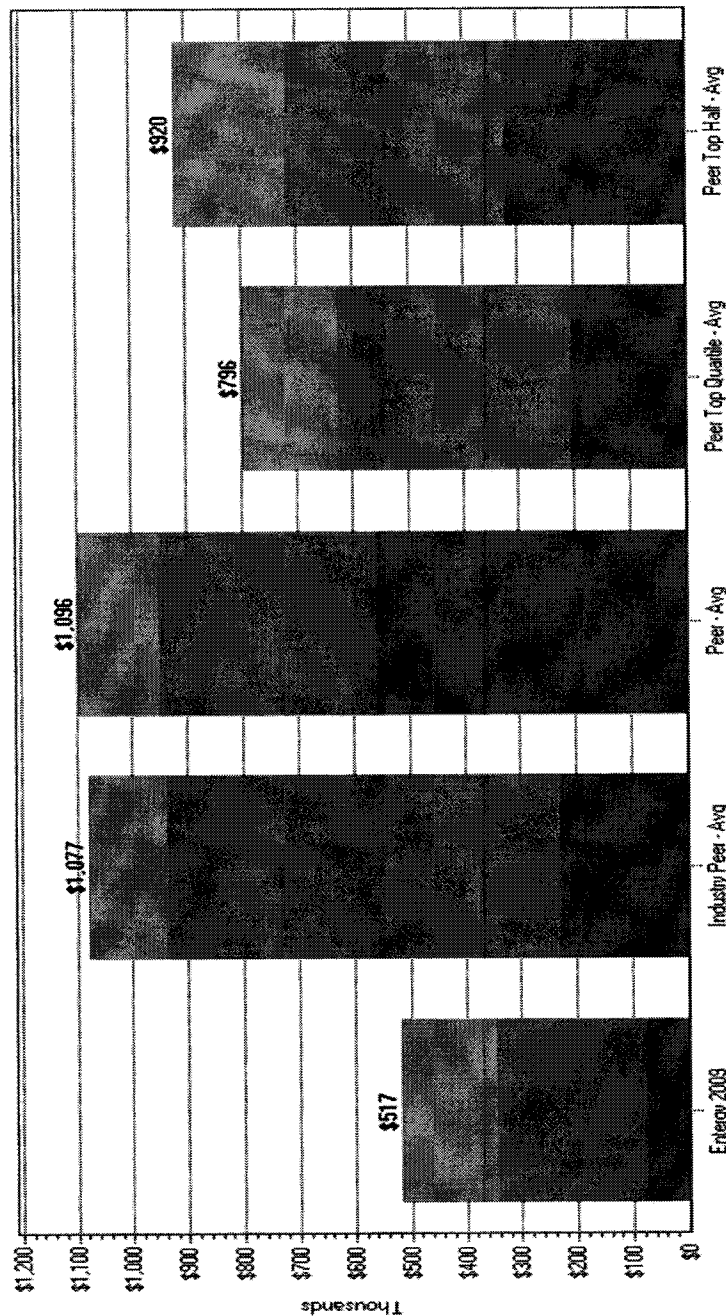
■ Benchmark Scope

- 3,496 VoIP system extensions at 66 sites
- 0.5 annual MACs per extension

■ Peer Profile

- Peers are organizations with similar number of active extensions and sites supported
- Average number of MACs per extension (0.3)
- Peer group consists of 6 utilities, 3 services, 1 communications and 2 public administration

Voice Premise Technology - VoIP IT Spending by Cost Category



	Enterprise 2003	Industry Peer - Avg	Peer - Avg	Peer Top Quartile - Avg	Peer Top Half - Avg
Hardware/Software	\$77	\$230	\$556	\$203	\$324
Personnel	\$255	\$706	\$394	\$421	\$332
Transmission	\$174	\$141	\$146	\$172	\$204

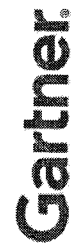
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Voice Premise Technology Observations

- In the PBX environment, Entergy spending is comparable to the Top Quartile peer in Hardware/Software and Transmission. Personnel spending is comparable to the Peer average.
- In the VoIP environment, Entergy is spending less than the Top Quartile peer in Hardware/Software and Personnel. Transmission spending is in-line with the Top Quartile.
- Spending in Voice Premise, both PBX and VoIP, continues to be an area where Entergy is managing their costs well.



Contact Information

Gartner Contact

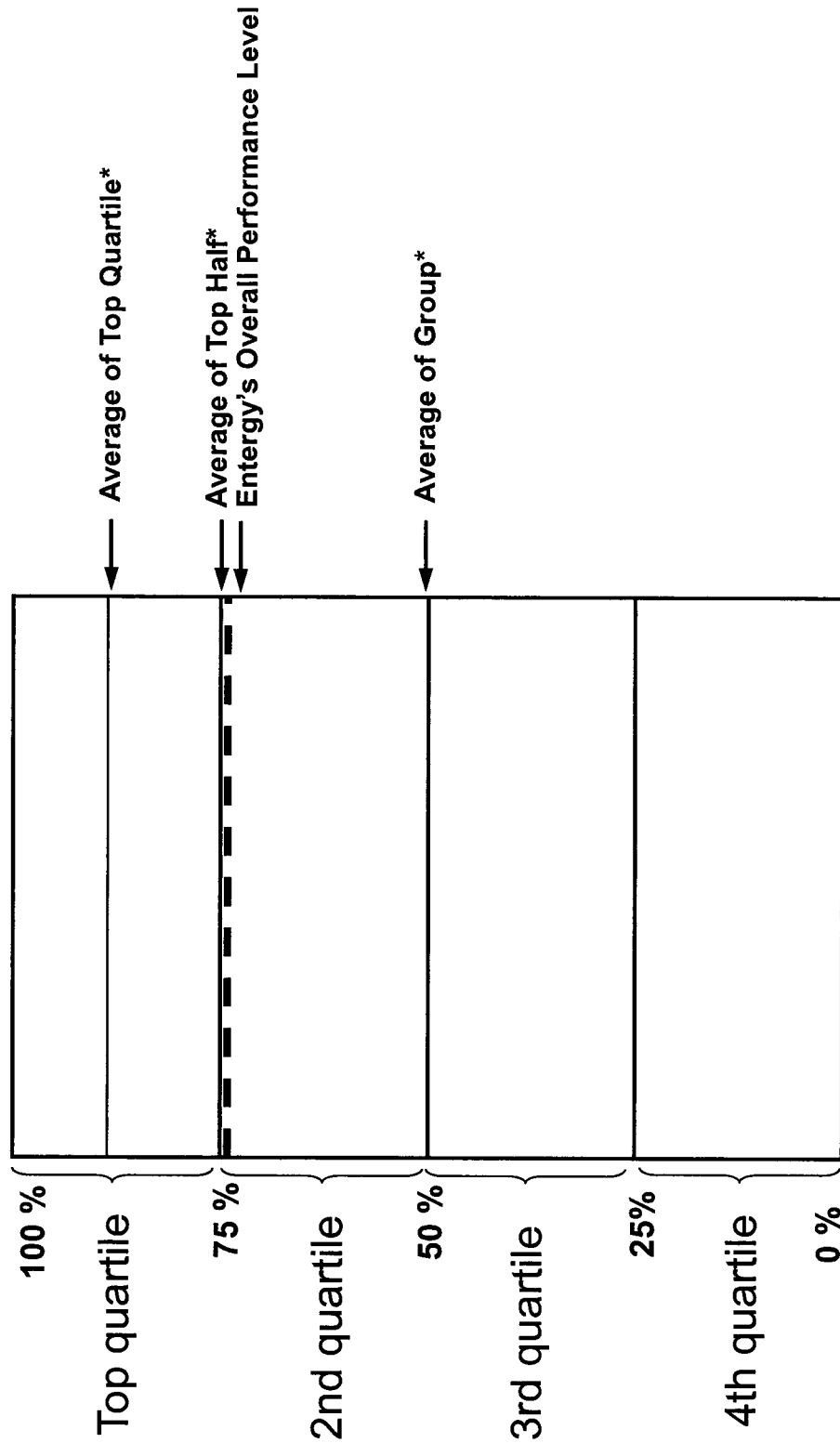
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Gartner Assessment Groupings

Common Terminology

Gartner Categorization



* Assuming uniform distribution

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Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Department
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Exhibit JFB - A
2013 TX Rate Case

			(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
Class	Billing Entity	Dept	Total Billings		Total	All Other BU's	ETI Per Books	Exclusions	Proforma Amount	Total ETI Adjusted
			Support	Service Company Recipient						
Information Technology	EAI	TE3SB	4,511	0	4,511	0	4,511	-3,759	0	752
	Total									
Information Technology	EAI	TE3HQ	4,511	0	4,511	0	4,511	-3,759	0	752
Information Technology	EGSL	TE3HQ	3,598	0	3,598	0	3,598	-3,598	0	0
Information Technology	EGSL	TE3SB	3,794	0	3,794	0	3,794	0	-1	3,793
	Total									
Information Technology	EGSL	TE3SB	7,392	0	7,392	0	7,392	-3,598	-1	3,793
Information Technology	ELL	TE3SB	1,487	0	1,487	0	1,487	0	0	1,486
	Total									
Information Technology	ELL		1,487	0	1,487	0	1,487	0	0	1,486
Information Technology	ESI	FN2FY	3,605,043	362,819	3,967,862	3,684,586	283,276	-59,151	-997	223,129
Information Technology	ESI	FN2SI	0	0	0	0	0	2	0	2
Information Technology	ESI	FN2YS	322,031	23,328	345,359	317,215	28,144	-5,107	-165	22,873
Information Technology	ESI	FSFIA	0	-180	-180	-180	0	0	0	0
Information Technology	ESI	FSFIL	0	-60	-60	-60	0	0	0	0
Information Technology	ESI	FSFIM	0	-120	-120	-120	0	0	0	0
Information Technology	ESI	FSFIS	0	146	146	214	-68	69	0	1
Information Technology	ESI	FSFIT	3,515	0	3,515	3,218	297	37,934	-428	37,803
Information Technology	ESI	FSGIG	0	-60	-60	-60	0	0	0	0
Information Technology	ESI	FSGIT	0	-299	-299	0	-299	0	0	-299
Information Technology	ESI	HR473	1,215	0	1,215	0	1,215	0	0	1,215
Information Technology	ESI	NEH38	14,744	204,423	219,167	219,167	0	0	0	0
Information Technology	ESI	NEIT1	0	27,639	27,639	27,639	0	0	0	0
Information Technology	ESI	NEK81	0	137	137	137	0	0	0	0
Information Technology	ESI	NEKP1	44	0	44	44	0	0	0	0
Information Technology	ESI	NET81	0	23,222	23,222	23,222	0	0	0	0
Information Technology	ESI	NHQ11	221,838	16,783	238,621	238,602	19	0	-19	0
Information Technology	ESI	NHQ12	1,955,048	158,603	2,113,652	2,110,099	3,552	-1,294	-2,270	-11

Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Department
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Exhibit JFB - A
2013 TX Rate Case

Class	Billing Entity	Dept	(A)		(B)		(C)		(D)		(E)		(F)		(G)		(H)	
			Support		Service Company Recipient		Total		All Other BU's		ETI Per Books		Exclusions		Proforma Amount		Total ETI Adjusted	
Information Technology	ESI	NHQ13	1,935,136	134,771	2,069,907	2,069,907	2,069,907	2,069,907	2,069,907	170	-170	0	0	0	0	0	0	0
Information Technology	ESI	NHQ17	3,738,998	217,862	3,956,860	3,956,860	3,956,860	3,956,860	3,956,860	36	-36	0	0	0	0	0	0	0
Information Technology	ESI	NPHPL	0	80	80	80	80	80	80	0	0	0	0	0	0	0	0	0
Information Technology	ESI	NRYTC	0	29,325	29,325	29,325	29,325	29,325	29,325	0	0	0	0	0	0	0	0	0
Information Technology	ESI	SCSSS	1,563,055	90,126	1,653,181	1,653,181	1,653,181	1,653,181	1,653,181	234,266	-234,266	-144,102	0	0	0	0	89,942	89,942
Information Technology	ESI	SES01	-27,465	-9,457	-36,922	-36,922	-36,922	-36,922	-36,922	-4,714	0	0	0	0	0	0	-4,714	-4,714
Information Technology	ESI	SESAC	79,166	0	79,166	79,166	79,166	79,166	79,166	6,325	0	0	0	0	0	0	6,311	6,311
Information Technology	ESI	SESEA	640,966	54,895	695,860	695,860	695,860	695,860	695,860	28,542	-28,542	-14,329	0	0	0	0	14,061	14,061
Information Technology	ESI	TE319	1,347,654	0	1,347,654	1,347,654	1,347,654	1,347,654	1,347,654	56,681	0	0	0	0	0	0	56,681	56,681
Information Technology	ESI	TE364	19	0	19	19	19	19	19	0	0	0	0	0	0	0	0	0
Information Technology	ESI	TE366	2	0	2	2	2	2	2	2	0	0	0	0	0	0	2	2
Information Technology	ESI	TE36D	824,306	38,863	863,169	863,169	863,169	863,169	863,169	36,087	-36,087	-9,847	0	0	0	0	25,987	25,987
Information Technology	ESI	TE36I	52,412	4,155	56,567	56,567	56,567	56,567	56,567	6,682	0	0	0	0	0	0	6,632	6,632
Information Technology	ESI	TE374	2,501	0	2,501	2,501	2,501	2,501	2,501	114	0	0	0	0	0	0	114	114
Information Technology	ESI	TE38H	835,873	64,069	899,942	899,942	899,942	899,942	899,942	95,591	-95,591	-7,236	0	0	0	0	86,222	86,222
Information Technology	ESI	TE38I	781,847	42,314	824,161	824,161	824,161	824,161	824,161	44,575	-44,575	-88	0	0	0	0	42,428	42,428
Information Technology	ESI	TE38K	166	0	166	166	166	166	166	10	0	0	0	0	0	0	10	10
Information Technology	ESI	TE38M	3,477	0	3,477	3,477	3,477	3,477	3,477	181	0	0	0	0	0	0	181	181
Information Technology	ESI	TE38N	39,688	0	39,688	39,688	39,688	39,688	39,688	3,337	0	0	0	0	0	0	3,203	3,203
Information Technology	ESI	TE38T	718,364	24,162	742,526	742,526	742,526	742,526	742,526	42,946	0	0	0	0	0	0	42,540	42,540
Information Technology	ESI	TE38U	1,029,087	53,214	1,082,301	1,082,301	1,082,301	1,082,301	1,082,301	41,693	-41,693	-22,846	0	0	0	0	17,930	17,930
Information Technology	ESI	TE399	874,660	144,232	1,018,892	1,018,892	1,018,892	1,018,892	1,018,892	82,674	-82,674	-23,666	0	0	0	0	58,407	58,407
Information Technology	ESI	TE3BC	152	0	152	152	152	152	152	18	0	0	0	0	0	0	18	18
Information Technology	ESI	TE3BO	1,036,587	258,186	1,294,772	1,294,772	1,294,772	1,294,772	1,294,772	168,758	-168,758	-66,697	0	0	0	0	89,507	89,507
Information Technology	ESI	TE3CA	191,576	14,761	206,337	206,337	206,337	206,337	206,337	13,547	0	0	0	0	0	0	13,433	13,433
Information Technology	ESI	TE3CO	241	0	241	241	241	241	241	14	0	0	0	0	0	0	14	14
Information Technology	ESI	TE3CS	9,889,390	110,030	9,999,419	9,999,419	9,999,419	9,999,419	9,999,419	1,203,108	-1,203,108	-26,399	0	0	0	0	67,985	67,985
Information Technology	ESI	TE3E5	371,535	27,934	399,468	399,468	399,468	399,468	399,468	21,222	-21,222	-423	0	0	0	0	20,625	20,625

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Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Department
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Exhibit JFB - A

2013 TX Rate Case

			(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
			Total Billings							
			Support	Service Company Recipient	Total	All Other BU's	ETI Per Books	Exclusions	Proforma Amount	Total ETI Adjusted
Class	Billing Entity	Dept								
Information Technology	ESI	TE3HD	245	0	245	234	11	0	0	11
Information Technology	ESI	TE3HQ	10,755,780	1,901,550	12,657,329	12,052,923	604,406	-334,009	222	270,619
Information Technology	ESI	TE3KA	1,321,261	0	1,321,261	1,241,591	79,670	0	0	79,670
Information Technology	ESI	TE3KD	16,277,729	0	16,277,729	14,822,225	1,455,503	-36,000	0	1,419,503
Information Technology	ESI	TE3KE	2,310,481	0	2,310,481	2,197,756	112,725	0	0	112,725
Information Technology	ESI	TE3MT	379,966	27,868	407,834	377,274	30,560	-83	-231	30,247
Information Technology	ESI	TE3N5	594,584	46,767	641,351	599,118	42,233	-4,887	-435	36,911
Information Technology	ESI	TE3S6	182,745	13,614	196,359	186,913	9,446	0	-94	9,352
Information Technology	ESI	TE3SN	242,475	15,398	257,873	238,070	19,803	-1,657	-479	17,666
Information Technology	ESI	TE3SS	339	0	339	322	17	0	0	17
Information Technology	ESI	TE510	1,674,705	80,335	1,755,040	1,472,761	282,279	-9,914	-328	272,037
Information Technology	ESI	TE511	952,763	40,125	992,888	851,169	141,719	-21,642	-802	119,275
Information Technology	ESI	TE512	1,745,213	166,030	1,911,243	1,664,855	246,388	-43,497	-2,628	200,263
Information Technology	ESI	TE513	1,139,783	274,828	1,414,611	1,191,416	223,195	-13,149	-2,066	207,981
Information Technology	ESI	TE514	912,484	86,404	998,888	835,289	163,598	-1,979	-1,823	159,796
Information Technology	ESI	TE520	851,488	71,261	922,749	790,167	132,582	-42,640	-1,486	88,456
Information Technology	ESI	TE521	854,157	65,787	919,943	759,369	160,574	-41,779	-2,187	116,608
Information Technology	ESI	TE522	888,178	73,057	961,235	871,114	90,120	-3,661	-917	85,543
Information Technology	ESI	TE523	1,308,651	125,280	1,433,931	1,219,589	214,342	-33,653	-4,015	176,674
Information Technology	ESI	TE524	2,840	332	3,172	2,729	443	0	-1	442
Information Technology	ESI	TE530	1,454,863	108,004	1,562,867	1,370,460	192,407	-32,112	-1,176	159,119
Information Technology	ESI	TE540	1,727,741	80,785	1,808,527	1,536,764	271,763	-51,739	-997	219,027
Information Technology	ESI	TE550	1,559,638	156,094	1,715,732	1,517,184	198,548	-17,372	-775	180,401
Information Technology	ESI	TE551	201,197	23,616	224,813	175,146	49,667	-1,558	-471	47,638
Information Technology	ESI	TE570	2,889,243	89,790	2,979,033	2,587,301	391,732	-280,593	-727	110,413
Information Technology	ESI	TE571	1,364,243	115,968	1,480,210	1,377,055	103,155	-26,553	-1,126	75,475
Information Technology	ESI	TE572	1	0	1	1	0	0	0	0
Information Technology	ESI	TE6BS	111,967	0	111,967	111,967	0	0	0	0

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Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Department
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

			(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)	
Class	Billing Entity	Dept	Total Billings				All Other BU's	ETI Per Books	Exclusions	Proforma Amount	Total ETI Adjusted
			Support	Service Company Recipient	Total						
Information Technology	ESI	TE6CS	5,858,649	253,696	6,112,345	5,861,889	250,456	-32,054	-990	217,413	
Information Technology	ESI	TE6DI	7,680,195	503,969	8,184,164	7,012,986	1,171,178	-723,098	-2,900	445,179	
Information Technology	ESI	TE6IS	808,409	50,045	858,454	753,439	105,014	-46,376	-534	58,104	
Information Technology	ESI	TE6MS	805,918	151,372	957,290	832,812	124,477	-39,542	-712	84,223	
Information Technology	ESI	TE6TS	780,324	120,968	901,292	791,406	109,886	-93,002	-326	16,558	
Information Technology	ESI	TPHD2	0	0	0	0	0	0	0	0	
Information Technology	ESI	TPHD4	-74	0	-74	-62	-13	0	0	-13	
Information Technology	ESI	TPHD5	2,239	0	2,239	1,834	405	0	-472	-67	
Information Technology	ESI	TPHD6	3,862	0	3,862	3,412	450	0	-34	416	
Information Technology	ESI	TPHD8	0	0	0	0	0	99	-42	57	
Information Technology	ESI	TPHE2	0	0	0	0	0	1,127	-5	1,122	
Information Technology	ESI	TPHG5	0	0	0	0	0	0	-233	-233	
Information Technology	ESI	TPHH8	1,906	0	1,906	1,678	228	0	-284	-55	
Information Technology	ESI	TPHM8	0	0	0	0	0	11	0	11	
Information Technology	ESI	TPHT2	34,782	0	34,782	28,862	5,919	0	-269	5,650	
Information Technology	ESI	TPHT3	41,802	0	41,802	34,677	7,125	0	-62	7,063	
Information Technology	ESI	TPHV5	5,674	-22	5,652	4,799	853	0	-90	763	
Information Technology	ESI	TPHV8	147,920	2,974	150,893	102,796	48,097	-47,754	-899	-556	
Information Technology	ESI	TPHX4	2,420	21,684	24,104	17,843	6,261	-5,808	-400	53	
Information Technology	ESI	TPHX5	615,245	0	615,245	510,864	104,381	-55	-126	104,200	
Information Technology	ESI	TPHY3	17,344	203	17,547	14,982	2,566	0	-259	2,307	
Information Technology	ESI	WCITS	631,965	18,455	650,420	650,420	0	0	0	0	
Total			101,196,210	6,802,138	107,998,348	98,446,175	9,552,173	-2,328,412	-1,163,469	6,060,292	
Information Technology			101,209,600	6,802,138	108,011,738	98,446,175	9,565,563	-2,335,769	-1,163,470	6,066,324	

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Exhibit JFB - A
2013 TX Rate Case

Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Department
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Class	Billing Entity	Dept	(A)			(B)		(C)		(D)	(E)	(F)	(G)	(H)
			Total Billings			Support		Service Company Recipient		Total	All Other BU's	ETI Per Books	Proforma Amount	Total ETI Adjusted
Total For Witness														
Brown, Julie F						101,209,600		6,802,138		108,011,738	98,446,175	9,565,563	-1,163,470	6,066,324

Amounts may not add or tie to other schedules due to rounding.

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Exhibit JFB - B
2013 TX Rate Case

Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Project
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Class	Billing Entity	Activity/Project Code	Activity/Project Description	ESI Billing Method	(A) Total Billings		(D) All Other BU's	(E) ETI Per Books	(F) Exclusions	(G) Proforma Amount	(H) Total ETI Adjusted
					Support	Service Company Recipient					
Information Technology	EAI	CGPPFB281	Microwave Replacement Texas 2012	DIRECT	3,759	0	0	3,759	-3,759	0	0
Information Technology	EAI	FSPFERG100	Systemwide Ergonomics Initiative	DIRECT	752	0	0	752	0	0	752
	Total				4,511	0	0	4,511	-3,759	0	752
Information Technology	EGSL	CGPPID047B	Woodland SC WAN Improvements	DIRECT	3,598	0	0	3,598	-3,598	0	0
Information Technology	EGSL	FSPCFZCTRN	REGULATD NON-BACKBONE FIBER	DIRECT	3,794	0	0	3,794	0	-1	3,793
	Total				7,392	0	0	7,392	-3,598	-1	3,793
Information Technology	ELL	FSPCFZCTRN	REGULATD NON-BACKBONE FIBER	DIRECT	1,487	0	0	1,487	0	0	1,486
	Total				1,487	0	0	1,487	0	0	1,486
Information Technology	ESI	ACPR	Accrue Payroll	N/A	0	0	0	0	0	0	0
Information Technology	ESI	ATTR	Attend Training	N/A	0	0	0	0	0	0	0
Information Technology	ESI	CLPP1024HR	HRRA System Maintenance-2012	EMPLOYAL	1,145	162	1,247	60	-60	-1	-1
Information Technology	ESI	CLPP1024HR	HR Talent Mgmt Maintenance-2012	EMPLOYAL	404	49	453	21	-21	0	0
Information Technology	ESI	CLPP1025HR	HR Core System Maintenance-2012	EMPLOYAL	1,178	151	1,329	61	-61	-1	-1
Information Technology	ESI	CLPP1026HR	DB Plan Rebuilding	EMPLOYAL	186	20	205	9	-9	0	0
Information Technology	ESI	CLPP11EA01	Mobile App-iPhones & Androids	CUSEOPCO	21,000	0	21,000	3,130	-3,130	0	0
Information Technology	ESI	CLPP2SP53A	RTO-SPO GMS HW Upgrade-Jackson DC	N/A	0	4,400	4,400	0	0	0	0
Information Technology	ESI	CLPPCF070H	Pyntmt Proc Sys Upgrd-TMS 2011 HW	N/A	69,245	1,169	1,169	0	0	0	0
Information Technology	ESI	CLPPCF070S	Pyntmt Proc Sys Upgrd-TMS 2011 SW	CUSEOPCO	0	1,089	70,334	10,515	-10,515	-3	-3
Information Technology	ESI	CLPPCS003A	Meter Management System	SCDITMS	0	103	103	88	-15	0	0
Information Technology	ESI	CLPPCS012A	Asset Suite PO Clean Up	SCMATRAN	19,778	4,314	24,093	20,879	-3,214	-30	-30
Information Technology	ESI	CLPPCX006A	Sharepoint - IPADS & Smart Devices	EMPLOYAL	12,822	4,175	16,997	16,226	-771	0	0
Information Technology	ESI	CLPPCX007A	Sharepoint - Enterprise Search Tool	EMPLOYAL	265,948	649	266,597	254,538	-12,059	-4	-4
Information Technology	ESI	CLPPCX008A	Sharepoint - Knowledge Management	EMPLOYAL	11,508	116	11,624	11,091	-533	-1	-1
Information Technology	ESI	CLPPBMRG12	IT Bus Unit Emerging Projects 12	N/A	0	7,853	7,853	0	0	0	0
Information Technology	ESI	CLPPBMRGDL	Data Loss Prevention	N/A	0	1,812	1,812	1,812	0	0	0
Information Technology	ESI	CLPPF12127	Payroll Compliance 2011	N/A	0	-3,671	-3,671	-3,671	0	11	11
Information Technology	ESI	CLPPF15C05	Settlement-Eval Receipts Settlement	N/A	0	0	0	0	0	0	0
Information Technology	ESI	CLPPF21217	Payroll Enhancements 2011	N/A	0	483	483	0	0	0	0
Information Technology	ESI	CLPPF27300	CS-Agent Care System-Consumer	N/A	0	-5,961	-5,961	0	0	0	0
Information Technology	ESI	CLPPF25C05	eSettlement-Services Solution	N/A	0	0	0	0	0	0	0
Information Technology	ESI	CLPPF3EA01	Cycle Watch for Smart Signal	N/A	0	9	9	0	0	0	0
Information Technology	ESI	CLPPF728A	CusSysMind Act Website Intk ph 2	CUSTGUP	8,644	1,432	10,076	8,666	-1,410	-14	-14
Information Technology	ESI	CLPPF7EA01	Storm Invoice Automation	N/A	0	1,207	1,207	0	0	0	0
Information Technology	ESI	CLPPFA7352	2012-DigSys-Fleet Enhim - exd Fos	VEHCLUSG	32,675	0	32,675	28,492	-4,183	0	0
Information Technology	ESI	CLPPFA7152	Infrastructure Emerging Proj - 2012	N/A	0	11,356	11,356	0	0	0	0
Information Technology	ESI	CLPPFA7153	Infrastructure Emerging Proj - 2013	N/A	0	5,254	5,254	0	0	0	0

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Exhibit JFB - B
2013 TX Rate Case

Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Project
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Class	Billing Entity	Activity/ Project Code	Activity/ Project Description	ESI Billing Method	(A) Total Billings		(C) Total	(D) All Other BU's	(E) ETI Per Books	(F) Exclusions	(G) Proforma Amount	(H) Total ETI Adjusted
					Support	Service Company Recipient						
Information Technology	ESI	CLPPFAPI3M	ISMC Website Conversion-SharePoint	APPS/PAL	0	3,653	3,653	3,095	558	-558	0	0
Information Technology	ESI	CLPPFCAT12	WAN Capital Replacement 2012	N/A	0	2,448	2,448	2,448	0	0	0	0
Information Technology	ESI	CLPPFCAT13	WAN Capital Replacement 2013	N/A	0	751	751	751	0	0	0	0
Information Technology	ESI	CLPPFCIX11	Desktop/LAN Capital Replacement 11	N/A	0	365	365	365	0	0	0	0
Information Technology	ESI	CLPPFCIX12	Desktop/LAN Capital Replacement 12	N/A	0	1,328	1,328	1,328	0	0	0	0
Information Technology	ESI	CLPPFCIX13	Desktop/LAN Capital Replacement	N/A	0	465	465	465	0	0	0	0
Information Technology	ESI	CLPPFDS12	CapDesignatedSys-Infrastructure'12	N/A	0	8,831	8,831	8,831	0	0	0	0
Information Technology	ESI	CLPPF2153	Sharepoint for Finance	EMPLOYAL	1,120	1,763	2,883	2,751	132	-132	-1	-1
Information Technology	ESI	CLPPF7339	Safety Information Management & Rep	CUSTEGOP	256,136	6,985	263,121	226,392	36,729	-36,729	-47	-47
Information Technology	ESI	CLPPF7352	2012-DisSys-Fleet Enhn - Fossil	VEH/FLOS	2,086	0	2,086	1,939	146	-146	0	0
Information Technology	ESI	CLPPF11016	HR&A Portal Enhancements	N/A	0	37	37	37	0	0	0	0
Information Technology	ESI	CLPPF12010	GL/Fin Rpt/BuSdim Brk Fix 2010-2011	N/A	0	200	200	200	0	0	0	0
Information Technology	ESI	CLPPF12123	Tax Systems Enhancements 2011	N/A	0	434	434	434	0	0	0	0
Information Technology	ESI	CLPPF12124	AP/EARL/PEARL Break-Fix 2011	N/A	0	43	43	43	0	0	0	0
Information Technology	ESI	CLPPF12128	Treasury Compliance 2011	N/A	0	1,920	1,920	1,920	0	0	0	0
Information Technology	ESI	CLPPF12134	Debt Accounting Automation	N/A	0	3,279	3,279	3,279	0	0	0	0
Information Technology	ESI	CLPPF12145	PeopleSoft Tools Upgrade	N/A	0	39	39	39	0	0	0	0
Information Technology	ESI	CLPPF12153	Sharepoint Foundational Projects	CUSEOPCO	0	17,852	17,852	17,852	0	0	0	0
Information Technology	ESI	CLPPF12154	RPC/Pymt Proc Break-Fix 2012	APTRNALL	1,186	2,055	3,241	2,757	484	-484	-2	-2
Information Technology	ESI	CLPPF12155	AP/EARL/PEARL Break-Fix 2012	APTRNALL	18,853	13,874	32,727	30,708	2,019	-2,019	-4	-4
Information Technology	ESI	CLPPF12156	AR/BI/Contracts Break-Fix 2012	APTRNALL	204	6,011	6,215	5,530	685	-685	0	0
Information Technology	ESI	CLPPF12157	Cost Rpt&Analy/Int Rpt-Bk-Fix 2012	GENLEDAL	521	4,667	5,189	4,883	305	-305	0	0
Information Technology	ESI	CLPPF12158	PowerPlant/Prop Act Brk-Fix 2012	ASSTSALL	85,499	4,408	89,907	81,401	8,506	-8,506	-25	-25
Information Technology	ESI	CLPPF12159	ISABill Break-Fix 2012	GENLEDAL	685	3,787	4,472	4,209	263	-263	-1	-1
Information Technology	ESI	CLPPF12161	GL/Fin Rpt/COA/BuSdim Brk-Fix 2012	GENLEDAL	562	2,830	3,392	3,192	200	-200	0	0
Information Technology	ESI	CLPPF12162	Tax Systems Enhancements 2012	ASSTSALL	7,532	4,054	11,585	10,494	1,092	-1,092	-7	-7
Information Technology	ESI	CLPPF12163	Treasury Enhancements 2012	BNKACCTA	90	-1,894	-1,804	-1,775	-29	29	0	0
Information Technology	ESI	CLPPF12164	Payroll Enhancements 2012	PRCHKALL	2,585	6,332	8,917	8,511	406	-406	-1	-1
Information Technology	ESI	CLPPF12165	Payroll Compliance 2012	PRCHKALL	3,778	13,486	17,265	16,476	789	-789	-3	-3
Information Technology	ESI	CLPPF12167	FIN Reg Rptg Init - Fuel Fillings	CUSTEGOP	912	5,253	6,164	5,306	859	-859	-3	-3
Information Technology	ESI	CLPPF12168	UnitofProp- Distr Sys Data	CUSEOPCO	102,335	8,377	110,712	94,190	16,522	-16,522	-38	-38
Information Technology	ESI	CLPPF12169	PeopleSoft Tools Upgrade	N/A	0	17,283	17,283	17,283	0	0	0	0
Information Technology	ESI	CLPPF1217A	Distributed UPS Refresh - 2012	N/A	0	1,046	1,046	1,046	0	0	0	0
Information Technology	ESI	CLPPF1227A	Mobile Device Management-Good '12	N/A	0	44	44	44	0	0	0	0
Information Technology	ESI	CLPPF1229A	Rptmnt Low Level NonIber Equipmt	N/A	0	3,476	3,476	3,476	0	0	0	0
Information Technology	ESI	CLPPF1233B	Wireless LAN Upgrades-2012	N/A	0	3,276	3,276	3,276	0	0	0	0
Information Technology	ESI	CLPPF1259A	Internal Audio Conf Bridge-2012	N/A	0	3,281	3,281	3,281	0	0	0	0
Information Technology	ESI	CLPPF1265A	LRDC Switch Replacement	N/A	0	38,443	38,443	38,443	0	0	0	0
Information Technology	ESI	CLPPF1273A	Server Capacity Expansion '12	N/A	0	3,031	3,031	3,031	0	0	0	0

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Energy Texas, Inc.
Affiliate Billings - by Witness, Class, and Project
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Class	Billing Entity	Activity/ Project Code	Activity/ Project Description	Total Billings			All BU's	ETI Per Books	Exclusions	Proforma Amount	Total ETI Adjusted
				Support	Service Company Recipient	Total					
Information Technology	ESI	CLIPF1273B	UNIX Hardware/Software Refresh '12	0	8,013	8,013	8,013	0	0	0	0
Information Technology	ESI	CLIPF1273C	Wintel Hardware Refresh 2012	0	27,041	27,041	27,041	0	0	0	0
Information Technology	ESI	CLIPF1273D	Symantec Brightmail Gateway 9.5	0	4,204	4,204	4,204	0	0	0	0
Information Technology	ESI	CLIPF1273L	WintelHardwareRefresh'12-FossilHQ	0	252	252	252	0	0	0	0
Information Technology	ESI	CLIPF1273M	Wintel Software Refresh	0	4,136	4,136	4,136	636	-636	0	0
Information Technology	ESI	CLIPF1277A	RCRG-Identity Mgmt Phase 3	0	4,565	4,565	4,565	160	-160	0	0
Information Technology	ESI	CLIPF1279A	Server Intrusion Prevention (HIPS)	0	1,628	1,628	230,246	42,082	-42,082	0	0
Information Technology	ESI	CLIPF1282A	Sharepoint Infra Foundation	270,619	13,916	13,916	11,789	2,127	-2,127	0	0
Information Technology	ESI	CLIPF15207	Payroll Time & Labor - Phase I	0	0	0	0	0	0	0	0
Information Technology	ESI	CLIPF15208	Time and Labor Enhancements	23,177	27,626	50,803	48,474	2,329	-2,329	0	-2
Information Technology	ESI	CLIPF15263	AR/BILL'G/CONTRACT BrkFix 2010-2011	-32	-21	-54	-51	-3	3	0	0
Information Technology	ESI	CLIPF1728	Cust Sys-Managed Act Website Integ	0	61,446	61,446	61,446	0	0	0	0
Information Technology	ESI	CLIPF1743	Utility Operations Graphical Design	1,536,188	135,850	1,672,038	1,438,697	233,341	-233,341	-771	-771
Information Technology	ESI	CLIPF1754	Utility Grp Asset Management System	0	63	63	63	0	0	0	0
Information Technology	ESI	CLIPF1730	CS 2011 MAQ/MAA Enhim	0	-607	-607	-607	0	0	0	0
Information Technology	ESI	CLIPF1733	Dist-2011-Operations Mgmt Appl Enhim	0	99	99	99	0	0	0	0
Information Technology	ESI	CLIPF1739	CDW&S-Perf Mgmt 60 to 600 Build Out	0	14,750	14,750	14,750	0	0	0	0
Information Technology	ESI	CLIPF17346	CE-Keep Me Informed Release 1	0	20,963	20,963	20,963	0	0	0	0
Information Technology	ESI	CLIPF1748	CS Zero Billed Lighting	59,375	0	59,375	59,375	0	0	0	0
Information Technology	ESI	CLIPF17350	2012-CMS-Cust/Partner Self Serv Enh	30,873	15,983	46,856	40,327	6,529	-6,529	-38	-38
Information Technology	ESI	CLIPF17351	2012-DistSys-Asset Mgmt Enhim	56,540	7,899	64,439	56,708	7,731	-7,731	-67	-67
Information Technology	ESI	CLIPF17353	2012-DistSys-Operations Mgmt Enhim	111,829	10,580	122,409	105,355	17,053	-17,053	-12	-12
Information Technology	ESI	CLIPF17354	2012-DistSys-Work Mgmt Enhim	45,281	11,557	56,838	48,916	7,922	-7,922	-48	-48
Information Technology	ESI	CLIPF17355	2012-CMS-Customer Mgmt Sys Enhim	84,581	371	84,953	73,117	11,836	-11,836	-5	-5
Information Technology	ESI	CLIPF17356	2012-CustSys-Customer Care Sys Enhim	231,745	4,802	236,547	236,547	0	0	0	0
Information Technology	ESI	CLIPF17358	2012-CustSys-Agent Care Sys Enhim	94,868	10,287	105,155	105,155	0	0	0	0
Information Technology	ESI	CLIPF17359	2012-DistSys-Serv Suite for Reliab	45,395	28,610	74,005	62,969	11,036	-11,036	-82	-82
Information Technology	ESI	CLIPF17360	2012-CMS-Rate Making Process Automa	0	6,708	6,708	6,708	0	0	0	0
Information Technology	ESI	CLIPF17361	2012-CE-Keep Me Informed Rel 2	43,540	4,404	47,944	41,264	6,679	-6,679	-34	-34
Information Technology	ESI	CLIPF17362	2012-CE-Save Me Money Rel 2	74,332	755	75,086	64,626	10,460	-10,460	-23	-23
Information Technology	ESI	CLIPF17363	2012-DistSys-Asset Mgmt Compliance	60,353	14,564	74,917	66,042	8,875	-8,875	-85	-85
Information Technology	ESI	CLIPF17364	2012-DistSys-Gas DIMP	371,916	12,063	383,979	383,979	0	0	0	0
Information Technology	ESI	CLIPF17365	2012-DistSys-Environmental Tracking	119,810	10,109	129,919	111,820	18,099	-18,099	-50	-50
Information Technology	ESI	CLIPF17371	2012 Service Suite Upgrade	59,645	4,588	64,233	55,278	8,954	-8,954	-54	-54
Information Technology	ESI	CLIPF18208	Data Privacy-Network Mnt&Psn Data	0	261	261	261	0	0	0	0
Information Technology	ESI	CLIPF18209	Microsoft EPM Upgrade to Proj 2010	0	-14	-14	-14	0	0	0	0
Information Technology	ESI	CLIPF18219	Enterprise SAN/Storage Refresh	0	107,154	107,154	107,154	0	0	0	0
Information Technology	ESI	CLIPF18263	IntegratedVoiceSolrns-PBXRefresh2012	0	20,910	20,910	20,910	0	0	0	0
Information Technology	ESI	CLIPF18264	Firewall Proxy IntrusPrev EQI.2012	0	4,428	4,428	4,428	0	0	0	0

Amounts may not add or tie to other schedules due to rounding.

Exhibit JFB - B
2013 TX Rate Case

Entergy Texas, Inc.
Affiliate Billings - by Witness, Class, and Project
For the Twelve Months Ended March 31, 2013
Amounts in Dollars

Class	Billing Entity	Activity/ Project Code	Activity/ Project Description	Total Billings			(A)	(B)	(C)		(D)	(E)	(F)	(G)	(H)
				Support	Service Company Recipient	Total									
Information Technology	ESI	CLPFB265	Distribution Switch Replacement 2012	0	41,057	41,057				41,057				0	0
Information Technology	ESI	CLPFB266	Data Network LAN/WAN Lab Test Equip 2012	0	70	70				70				0	0
Information Technology	ESI	CLPFB269	Accelerated Windows 7 Adoption	48,664	22,772	71,436				67,851	3,585		-3,585	-11	
Information Technology	ESI	CLPFB270	Bits Clock Modernization Program	0	3,509	3,509				3,509				0	0
Information Technology	ESI	CLPFB272	Backup Infrastructure Redesign/Implement	0	0	0				0				0	0
Information Technology	ESI	CLPFB273	Windows 2000 Replacement Phase 3	0	24,737	24,737				24,737				0	0
Information Technology	ESI	CLPFB275	Fiber Rollout of Mid Level Equip '12	0	3,188	3,188				3,188				0	0
Information Technology	ESI	CLPFB277	RRC-Identity Mgmt New Release/Rpl	360,962	20,781	381,742				367,854	13,888		-13,888	-1	
Information Technology	ESI	CLPFB278	Reliability of DC Power Systems '12	0	5,225	5,225				5,225				0	0
Information Technology	ESI	CLPFB280	Shared Applications Enhancements/Imprv	240,944	17,811	258,755				218,957	39,797		-39,797	-7	
Information Technology	ESI	CLPFB282	MS SharePoint 2010 Implementation	2,600	2,812	5,412				5,412	272		-272	-1	
Information Technology	ESI	CLPFB290	Server 2008 Ctrix Implementation	410,409	8,092	418,501				402,773	15,728		-15,728	-1	
Information Technology	ESI	CLPFB291	SQL and Oracle Refresh 2012	51,795	22,753	74,549				62,784	11,765		-11,765	-18	
Information Technology	ESI	CLPFB292	Strategic I/O DACS Replacement '12	0	19,292	19,292				19,292				0	0
Information Technology	ESI	CLPFB293	Cyber - LRDC Reverse Proxy Replc	0	821	821				821				0	0
Information Technology	ESI	CLPFB301	ENN Server Refresh 2012	0	9,584	9,584				9,584				0	0
Information Technology	ESI	CLPFB303	ENN Application Centralization III	0	4,851	4,851				4,851				0	0
Information Technology	ESI	CLPFB306	Parkwood II/SPO PBX	0	4,810	4,810				4,810				0	0
Information Technology	ESI	CLPFB307	CMDB Deployment/BMC Software	218,729	7,960	226,689				192,061	34,628		-34,628	-1	
Information Technology	ESI	CLPFB309	OCS 2007 R2 Upgrade to Lync 2010	7,790	12,408	20,199				19,450	748		-748	-3	
Information Technology	ESI	CLPFB311	Twilio Endpoint Manager/Big Fix	350,308	0	350,308				375,610	14,697		-14,697	0	
Information Technology	ESI	CLPFB312	Backup Infrastructure Redesign/Implement	831,892	13,767	845,660				715,987	129,673		-129,673	0	
Information Technology	ESI	CLPFB301	2011 Compliance Application Enhn	0	140	140				140				0	0
Information Technology	ESI	CLPFB303	2012 UDW & BW Enhancements	56,308	15,646	71,953				61,924	10,029		-10,029	-88	
Information Technology	ESI	CLPFB312	Data Center Blanket 2012	0	3,057	3,057				3,057				0	0
Information Technology	ESI	CLPFB313	Data Center Blanket 2013	0	1,287	1,287				1,287				0	0
Information Technology	ESI	CLPFB304	Smartzone Radio Sys Repl Oversight	6,769	35,359	42,127				41,258	869		-869	-6	
Information Technology	ESI	CLPFB304	Relocate Gretna Telecom Hub	0	0	0				0				-3	
Information Technology	ESI	CLPFB305	Backbone Overbid Expsn South Ring A	0	34,212	34,212				34,212				0	0
Information Technology	ESI	CLPFB305	Backbone Overbid Expsn North Ring A	0	3,185	3,185				3,185				0	0
Information Technology	ESI	CLPFB306	CF-Jackson IT Equipment	0	0	0				0				0	0
Information Technology	ESI	CLPFB307	NonReg Time-LBR & Absence Mgmt	508	65	573				573				0	0
Information Technology	ESI	CLPFB308	2011 Asset Suite Workflow Enhn NucS	134,228	7,071	141,300				141,300				0	0
Information Technology	ESI	CLPFB309	Parkwood II 2nd Flr Improvements	0	280	280				280				0	0
Information Technology	ESI	CLPFB310	Regulated Time-LBR & Absence Mgmt	95,514	50,806	146,320				133,556	12,763		-12,763	-72	
Information Technology	ESI	CLPFB311	2012-Compliance Apps Enhance	49,081	7,471	56,551				51,347	5,204		-5,204	0	
Information Technology	ESI	CLPFB312	SC Scorecard Enhn to support P2P	0	3,154	3,154				3,154				0	0
Information Technology	ESI	CLPFB313	2011 Asset Suite Workflow Enhn SpCh	0	2,540	2,540				2,540				0	0
Information Technology	ESI	CLPFB314	SC Word Merge Upgrade	8,761	5,446	14,206				12,639	1,568		-1,568	-12	

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