Q93. WHAT EVIDENCE SUPPORTS YOUR OPINION THAT THE COST OF THIS METER READING BUSINESS FUNCTION IS REASONABLE?

3 Α. First, to aggressively control meter reading cost drivers, competitive 4 bidding techniques have been utilized. Second, the use of a single central support group enables the EOCs to reduce overall meter reading support 5 staffing levels and allows the use of a single meter reading system. 6 7 Without this arrangement, each EOC would be required to have its own 8 meter reading system, creating redundant systems and support groups 9 that would require multiple interfaces with the Customer Information 10 System. Also, the single support group fosters negotiating power because the third-party suppliers that support ETI also provide meter reading 11 12 services to other EOCs.

13 It is critical to retain viable third-party meter reading suppliers and 14 corresponding service level agreements in order to achieve the optimum 15 balance between cost and performance (e.g., reading accuracy, minimal 16 complaints/positive public acceptance). To reach this balance, ETI MRO contracts were renegotiated in 2012. At that time, contracts were awarded 17 18 to the low bidder. These contracts went into effect in June 2012 and 19 remain in place today. During the benchmark year, the combined EOCs' 20 total meter reading expense per customer was \$8.61. This cost is in the 21 4th quartile when compared with data reported by First Quartile Consulting 22 (as shown in Exhibit PNS-4).

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1		First Quartile includes companies that have automated meter
2		reading as well as manual meter reading. In contrast, meter reading in
3		ETI is performed primarily manually. Because ETI has a relatively large
4		rural service territory, the meter reading routes have lower customer
5		counts in some areas and require driving distance between meters.
6		Consequently, this low-density territory (ETI) will typically have higher
7		costs per read than more densely populated urban utilities.
8		
9	Q94.	DID THE SERVICES PROVIDED BY THIS BUSINESS FUNCTION
10		DUPLICATE SERVICES PROVIDED BY OTHER CLASSES OF
11		SERVICES OR BY DEPARTMENTS WITHIN ETI?
12	A.	No. Although both ESI and ETI employees were involved in MRO, the
13		employees did not perform the same activities. The cost for these ESI
14		activities was captured in various project codes that were available only to
15		ESI employees. ETI employees did not charge to these projects and did
16		not duplicate any of the activities performed by ESI employees.
17		
18		IV. TEST YEAR COSTS FOR THE RETAIL OPERATIONS CLASS
19	Q95.	PLEASE BRIEFLY DESCRIBE THE ORGANIZATION OF THE RETAIL
20		OPERATIONS CLASS.
21	Α.	The Retail Operations Class consists of various functions within the
22		Customer Experience Department of ESI. These functions consist of:
23		(1) the Office of the Vice-President of Customer Experience; (2) groups

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focused on sales and servicing of large industrial customers and national 1 business chains (Major and National Accounts); (3) a Lighting team 2 focused on new lighting products, program management, and technical 3 support; (4) a group focused on customer program development, 4 customer program management and technical support, which also 5 6 includes a forecasting group providing retail sales forecasts, weather normalization and economic and sales variance analyses (Marketing); 7 (5) a group responsible for development of customer experience 8 strategies, including providing research and customer data analytics 9 (Customer Experience Strategy and Market Support); and (6) other ESI 10 11 employees who are included from a headcount and budget location perspective but have no financial impact on ETI since none of their costs 12 13 are allocated to ETI. I will describe the types of services provided by each 14 of these groups in greater detail later in my testimony.

15

16 Q96. WHERE DOES THE RETAIL OPERATIONS CLASS FIT INTO THE
 17 OVERALL ESI STRUCTURE?

A. As I explained earlier, Exhibits PNS-1 and PNS-2 are organization charts
 that show the Families, Functions, and Classes providing support to ETI,
 including the Retail Operations class. The Retail Operations class is part
 of the Customer Service Function in the Operations Family.
 Exhibit PNS-3 provides an organizational chart for the ESI sales and
 marketing groups that support the Retail Operations class of service.

-

1	Q97.	WHAT BILLING METHODS DO YOU USE TO SUPPORT THE
2		AFFILIATE COSTS IN THE RETAIL OPERATIONS CLASS?
3	Α.	The Retail Operations affiliate costs, and the corresponding billing
4		methods are found in my Exhibits PNS-A, Exhibit PNS-B, Exhibit PNS-C,
5		and Exhibit PNS-D.
6		
7	Q98.	PLEASE DESCRIBE THE ORGANIZATIONS REPRESENTED IN THE
8		RETAIL OPERATIONS CLASS NOTED IN YOUR EXHIBITS PNS-A
9		THROUGH PNS-D.
10	A.	The Retail Operations class is comprised of costs from the services
11		provided to ETI by the sales and marketing functions within the Customer
12		Experience Department of ESI, including, as noted above, the Major and
13		National Account Sales, Lighting, Marketing, Customer Experience
14		Strategies and Marketing Support and Wholesale Business organizations.
15		
16	Q99.	PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY THE
17		MAJOR ACCOUNT SALES ORGANIZATION FOR THE MAJOR
18		ACCOUNT MARKET.
19	Α.	The Major Account Sales Organization's primary task is to serve as a
20		single point of contact between the largest industrial customers and the
21		EOCs. ¹⁰ Examples of customers or industries within this market are:

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¹⁰ Major accounts for ELL, EGSL, and ENOI were moved to Louisiana jurisdictional Commercial and Industrial Accounts in February 2013.

1	chemical plants, petrochemical refineries, pipelines, pulp and paper, and
2	steel manufacturers. The services provided to these customers by the
3	Major Accounts team include developing and implementing account plans,
4	overseeing the sales process, coordinating customer service reliability,
5	resolving complex billing issues and responding to billing statement
6	inquiries.
7	,
8	Q100. PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY THE
9	NATIONAL ACCOUNT MARKET.
10	A. The National Account Market's primary task is to serve as a single point of
11	contact between the multi-state commercial customers and the EOCs,
12	including ETI. Customers in this market include national chains in a broad
13	range of consumer/leisure industries such as retail stores,
14	communications, supermarkets, drug stores, and restaurants. The
15	services provided to these customers by the National Accounts team
16	include managing national business chains through overseeing the sales
17	process, coordinating customer service reliability, monitoring construction
18	of electrical facilities to serve new sites, and resolving billing inquiries.
19	

20 Q101. PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY THE21 LIGHTING GROUP.

A. The Lighting team's primary task is to plan, develop, implement and offer
streetlight and private area lighting services to customers to meet roadway

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1 and security lighting needs. Responsibilities include development and 2 implementation of processes and policies to drive operational efficiencies and ensure service commitments are met, customer research, 3 4 development and implementation of lighting products and tariffs, and 5 development and execution of programs to offer and provide lighting 6 services to customers. Team members are also assigned a specific storm 7 duty to support restoration of services and provide timely, accurate and 8 relevant information to customer during major storm events.

9

Q102. PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY THE
 MARKETING GROUP.

12 The Marketing Group's primary tasks include increasing customers' Α. 13 awareness about products available to them; making it simple for 14 customers to sign up for such services, especially online; managing 15 program development activities related to products such as customer 16 billing and payment options (*i.e.*, budget billing, draw-draft, pay-by-phone, 17 and pick-a-date); identifying and managing the customer web channel My 18 Account and the Entergy App; supporting SalesPage (customer 19 relationship management tool); managing the customer email programs to 20 keep customers informed about saving money and customizing their 21 account services; managing customer newsletters (e.g., Powerful 22 Solutions Online (content subscribership and energy library with an "Ask 23 an Expert" hotline); forecasting activities such as the development and

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monitoring of sales forecasts; and providing technical service activities
 such as engineering support to managed accounts.

3

4 Q103. PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY
5 CUSTOMER EXPERIENCE STRATEGIES AND MARKETING
6 SUPPORT.

7 The Customer Experience Strategy and Market Support Groups' primary Α. 8 tasks include development of customer experience strategies, derived from direct customer research and feedback, that deliver positive 9 10 customer experiences. This research leads to concept development. 11 These concepts are then tested with customers to further refine the 12 product or service. Continued customer feedback is sought to validate 13 product direction towards meeting customer needs. Business cases are 14 then created to validate the cost effectiveness of development of new 15 customer products and services. Upon customer validation and business 16 case approval, products/services are moved to final development and 17 implementation. Continued tracking and monitoring are necessary to 18 ensure successful deployment, ensure customer satisfaction and 19 experience, as well as meeting business objectives. Market Support 20 conducts the customer satisfaction research needed to track the 21 effectiveness of ETI's service delivery and assess customers' overall 22 perception of ETI. Market Support also conducts research to enhance 23 delivery of services for customers, including customer testing of new

1		concepts through focus groups, online panels, usability testing, along with
2		saturation studies to assist in planning for load growth, and providing data
3		compilation and evaluation such as sales data reports for all EOCs.
4		Market Support provides research support for syndicated studies in which
5		ETI participates, such as J.D. Power and Associated Residential and
6		Business Electric Utility Benchmark Studies.
7		
8	Q104	PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY THE
9		WHOLESALE BUSINESS GROUP.
10	A.	The Wholesale Business Group's primary tasks include managing
11		activities of EOCs, including ETI, with wholesale customers such as
12		administering full or partial requirements wholesale supply agreements,
13		energy sales agreements, co-owner agreements and wholesale assets.
14		
15	Q105.	PLEASE DESCRIBE THE TYPES OF WORK PERFORMED BY ANY
16		OTHER GROUPS INCLUDED IN THE RETAIL OPERATIONS CLASS.
17	A.	Other ESI employees included from a headcount perspective provide
18		customer service support for Louisiana customers; however, no costs for
19		these employees are allocated or directly charged to ETI.

1		A. <u>Test Year Affiliate Charges</u>
2	Q106	3. WHAT IS THE TOTAL ETI ADJUSTED AMOUNT OF AFFILIATE COSTS
3		THAT YOU SUPPORT FOR THE RETAIL OPERATIONS CLASS?
4	Α.	The Total ETI Adjusted amount requested for the Retail Operations class
5		is \$1,326,698. Of this amount, ESI directly billed 32% and allocated 68%
6		to ETI. Table 13 below shows the following information for this class:

7 Table 13 –
 8 Total ETI Adjusted Requested Amount for Retail Operations Class

		Tota	al ETI Adju	isted
Class	Total Billings	Amount	% Direct	% Allocated
Retail Operations	\$18,114,030	\$1,323,698	32%	68%

- 9 The following summarizes the information for Retail Operations
- 10 shown in Table 13:

Total Billings	Dollar amount of total Test Year billings from ESI to all Entergy companies, plus the dollar amount of all other affiliate charges that originated from any Entergy company. This is the amount from Column (C) of the cost exhibits PNS-A, PNS-B, and PNS-C.
Total ETI Adjusted Amount	ETI's adjusted amount for electric cost of service after pro forma adjustments and exclusions.
% Direct Billed	The percentage of the ETI adjusted test year amount that was billed 100% to ETI.
% Allocated	The percentage of the ETI adjusted test year amount that was allocated to ETI.

1

2 Q107. PLEASE DESCRIBE THE EXHIBITS THAT SUPPORT THE
3 INFORMATION INCLUDED IN THE RETAIL OPERATIONS CLASS OF
4 AFFILIATE COSTS TO ETI.

5 Α. In Exhibit PNS-A, the information is shown broken down by the 6 departments comprising the Retail Operations class. Exhibit PNS-B 7 shows the same information broken down by project code and the billing 8 method assigned to each project code. Exhibit PNS-C shows the information by class, department and project code. The information 9 presented in each column is described above regarding the similar 10 exhibits to the Customer Service Operations class. 11

1		In her Direct Testimony, Company witness Tumminello describes
2		the calculations that take the dollars of support services in Column A to
3		the per books numbers shown in Column H.
4		
5	Q108	3. ARE THERE ANY PRO FORMA ADJUSTMENTS AFFECTING THE
6		RETAIL OPERATIONS CLASS?
7	A.	Yes. Pro forma adjustments totaling \$(24,439) in the Retail Operations
8		class are shown on my Exhibit PNS-D, which also indicates the Company
9		witnesses who sponsor the pro forma adjustments.
10		
11	Q109	. WHAT ARE THE MAJOR COST COMPONENTS OF THE CHARGES
12		FOR THE RETAIL OPERATIONS CLASS?
13	A.	The major cost components of the total ETI adjusted amounts for the

14 Retail Operations class are shown in Table 14 as follows:

1	
2	

Table 14 – Retail Operations Class Test Year Cost Components

Cost Component	Cost (\$)	% of Total
Payroll & Employee Costs	845,035	64%
Outside Services	243,320	18%
Office & Employee Expenses	74,690	6%
Service Company Recipient	101,057	8%
Other	59,594	5%
Total ¹¹	1,323,698	100.0%

3

4 Q110. WHAT IS THE PURPOSE OF THIS TABLE AND ITS COST 5 CATEGORIES?

I sponsor the costs shown in Table 14 because they comprise the total 6 Α. 7 ETI adjusted requested amount for the Retail Operations class. This 8 breakout of costs sets forth the components of the costs in this class. 9 Other witnesses in this case may also provide support for these costs 10 because they address the corporate structures and practices that underlie 11 these costs. For example, Table 14 demonstrates that 64% of the costs are labor-related costs ("Payroll & Employee Costs"). Company witness 12 13 Raeder discusses the reasonableness and necessity of compensation and benefits costs. The "Service Company Recipient" expenses pertain to 14

¹¹ May not total due to rounding.

1 costs that ESI provides to itself, such as information technology, office 2 rent, office support and human resources. These costs are spread to all 3 affiliate classes as is explained by Company witness Tumminello. 4 Company witness Plauché discusses the "Office & Employee Expenses" 5 category, which covers the costs of maintaining work spaces and office 6 supplies. "Outside Services" pertains to services provided by non-Entergy 7 employees and firms, such as outside consultants and vendors. Costs 8 associated with this category include third-party vendor costs for items 9 such as customer satisfaction survey and website material for Ensight. 10 The "Other" category captures such costs as industry and association 11 dues, the design and printing of informational brochures and bill inserts, 12 copying and printing costs, vendor costs for customer research support, 13 and vendor costs to produce an electronic newsletter for managed 14 account customers.

15

16 Q111. WHAT IS THE BASIS FOR ALLOCATING THE RETAIL OPERATIONS

17 CLASS AFFILIATE COSTS TO ETI?

A. The ETI affiliate costs are made up of services that are charged to one or
 more project codes. As Company witness Tumminello explains in her
 Direct Testimony, only one billing method is assigned to each project
 code. Any organization performing work associated with a project code
 will bill its work to that project code, but regardless of the organization that
 does the work, the billing method for all work done on that project code

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1 remains the same. The billing method for the project code is based on 2 cost causation. The practice of assigning and using one billing method for 3 each project code based upon cost causation assures that the price billed to ETI for the service provided under the project code is no higher than the 4 5 price charged to other affiliates for the same or similar services and 6 represents the actual costs of the service. Company witness Tumminello 7 provides a complete listing of billing methods, method numbers, project 8 titles, descriptions, families, and percentages by Affiliate Company. As 9 charges are incurred in the Retail Operations class, they are billed to the appropriate project code, allocated based upon the applicable billing 10 11 method, and then billed to each affiliate, including ETI.

12

Q112. WHAT WERE THE PREDOMINANT BILLING METHODS USED FOR
 THE RETAIL OPERATIONS CLASS OF SERVICE?

A. The predominant billing methods were "MACCTALL," "DIRECTTX,"
"CUSTEGOP" and "MACCTNLA." For the Test Year, these four billing
methods represented 93% of the Total ETI Adjusted charges to ETI for the
Retail Operations class.

19

20 Q113. PLEASE DESCRIBE BILLING METHOD "MACCTALL."

A. Billing method "MACCTALL" represents costs billed for managed accounts
allocated based on the number of retail managed accounts.

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1 Q114. WHY IS THIS BILLING METHOD "MACCTALL" APPROPRIATE?

Projects billed under this billing method represent projects for which the 2 Α. benefit is proportional to the number of accounts that have to be 3 managed. An example is Project Code E1PCR56226, which captures 4 5 costs associated with assisting Entergy's industrial and commercial 6 customers in evaluating the technical, operational and financial attractiveness of alternate energy supply and demand options. This billing 7 8 method appropriately recognizes the cause of the cost incurred for this 9 service and the benefit received from this service.

10

11 Q115. PLEASE DESCRIBE BILLING METHOD "DIRECTTX."

A. Billing method "DIRECTTX" represents costs billed 100% to ETI.
DIRECTTX is used to allocate costs that benefit ETI customers only and
are directly charged to ETI customers.

15

16 Q116. WHY IS BILLING METHOD "DIRECTTX" APPROPRIATE?

A. Projects billed under this billing method are those for which ETI is the sole
beneficiary. An example is Project Code F3PCRJRACT, which captures
costs associated with the overall implementation of the account
management function with the Major Accounts Sales and the National
Accounts Sales and Services groups serving the ETI jurisdiction. This
billing method appropriately recognizes the cause of the cost incurred for
this service and the benefit received by ETI from this service.

1 Q117. PLEASE DESCRIBE BILLING METHOD "CUSTEGOP."

- A. Billing method "CUSTEGOP" allocates charges based on a 12-month
 average for the number of residential, commercial, industrial,
 governmental and municipal customers for all EOCs.
- 5

6 Q118. WHY IS THIS BILLING METHOD "CUSTEGOP" APPROPRIATE?

- 7 Projects reflected under this billing method represent projects from which Α. 8 customers of all EOCs benefit. An example is Project Code 9 F3PPREALL2, which captures costs associated with the operation of the 10 Market Support Group on behalf of all EOC customers. Costs are driven 11 by the surveying of customers and analysis of customer feedback 12 throughout the EOCs' respective systems (including ETI) in order to 13 understand the perceptions, wants, and needs of customers the EOCs 14 serve. Benefits of these costs are proportionate to the relative number of 15 customers served by all EOCs.
- 16

17 Q119. PLEASE DESCRIBE THE BILLING METHOD "MACCTNLA."

A. Billing method "MACCTNLA" captures costs associated with the overall
 implementation of the Accounts management function with the National
 Accounts/Key Accounts group excluding Louisiana.

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1 Q120. WHY IS THIS BILLING METHOD "MACCTNLA" APPROPRIATE?

2 Α. The costs charged to this project code support the customer service 3 functions of the system and, to a large extent, are driven by number of 4 retail managed accounts. These activities are specifically related to 5 support of Entergy's commercial and industrial customer accounts. All 6 costs associated with the maintenance of Entergy's C&I accounts 7 excluding Louisiana should be allocated based on the number of managed 8 accounts. Therefore, the appropriate billing method is MACCTNLA, which 9 allocates costs based on the number of retail managed accounts 10 excluding Louisiana. An example is Project Code F3PCR12602, which 11 captures costs capture and manage costs associated with the supervision 12 and overall management of the Regulated Retail Commercial & Industrial 13 organization. This billing method appropriately recognizes the cause of 14 the cost incurred for this service and the benefit received from this service.

15

Q121. HAVE YOU DETERMINED THAT THE COSTS REFLECTED IN THE
 FOUR PREDOMINANT BILLING METHODS ASSOCIATED WITH THIS
 CLASS HAVE BEEN BILLED APPROPRIATELY?

A. Yes. I have reviewed each of the project codes and associated billing
 methods. The costs reflected by the three billing methods are consistent
 with and reflect the services captured in each respective project code.
 The unit price charged to ETI as a result of the application of these billing

1	methods is no higher than the unit price charged to other affiliates for the
2	same or similar service and represents the actual cost of the services.
3	
4	Q122. YOU HAVE ADDRESSED 93% OF THE TOTAL ETI ADJUSTED COSTS
5	ASSOCIATED WITH THIS CLASS. PLEASE ADDRESS THE
6	REMAINING 7%.
7	A. A number of other project codes and different billing methods were used
8	for the remaining 7% of such costs. The remaining project codes and
9	billing methods are set forth in my Exhibit PNS-C.
10	
11	Q123. HAVE YOU DETERMINED THAT THE APPROPRIATE PROJECT
12	CODES AND BILLING METHODS WERE USED FOR THE REMAINING
13	7% OF TOTAL ETI ADJUSTED COSTS ASSOCIATED WITH THIS
14	CLASS?

Yes. I have reviewed each of the project codes and associated billing 15 Α. methods used for the remaining 7% of Total ETI Adjusted costs 16 associated with this class and they are reasonable. The costs associated 17 18 with the remaining billing methods are consistent with and reflect the 19 services captured in each respective project code. The unit price charged to ETI as a result of the application of these billing methods is no higher 20 than the unit price charged to other affiliates for the same or similar 21 22 service and represents the actual cost of the services.

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1	Q124	. DO THE SERVICES PROVIDED BY THIS CLASS OF SERVICES
2		DUPLICATE THE SERVICES PROVIDED BY OTHER CLASSES OR BY
3		DEPARTMENTS WITHIN ETI?
4	A.	No. Although both ESI and ETI employees participate in performing Retail
5		Operations services, they do not perform the same activities. The
6		management oversight of these programs was performed by ESI and the
7		cost was captured in various project codes that can be charged only by
8		ESI employees. ETI employees do not charge to these projects and do
9		not duplicate any of the activities performed by ESI employees.
10		
11		B. <u>Budget Processes and Controls</u>
12	Q125	. PLEASE DESCRIBE THE BUDGETING PROCESS USED TO CONTROL
12 13	Q125	. PLEASE DESCRIBE THE BUDGETING PROCESS USED TO CONTROL COSTS FOR THE RETAIL OPERATIONS CLASS.
	Q125 A.	
13		COSTS FOR THE RETAIL OPERATIONS CLASS.
13 14		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate
13 14 15		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate for contractor services, miscellaneous general expenses (primarily
13 14 15 16		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate for contractor services, miscellaneous general expenses (primarily membership, association and affiliation dues for industry organizations),
13 14 15 16 17		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate for contractor services, miscellaneous general expenses (primarily membership, association and affiliation dues for industry organizations), other direct costs, employee expenses, relocation, telecommunication,
13 14 15 16 17 18		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate for contractor services, miscellaneous general expenses (primarily membership, association and affiliation dues for industry organizations), other direct costs, employee expenses, relocation, telecommunication, office and general, and rental. The estimates are based on specific
13 14 15 16 17 18 19		COSTS FOR THE RETAIL OPERATIONS CLASS. Each group within Retail Operations develops an initial budget estimate for contractor services, miscellaneous general expenses (primarily membership, association and affiliation dues for industry organizations), other direct costs, employee expenses, relocation, telecommunication, office and general, and rental. The estimates are based on specific projects expected to occur within the next budget cycle. These categories

5-657 2215

1 The labor-related expenses (payroll and payroll loaders and 2 allocations) and service company billings are then input to the budget 3 proposal via the accounting department and are not controlled or adjusted 4 by the sales and marketing functions within the Customer Experience 5 Department. These labor-related expenses make up a large percentage 6 of sales and marketing function's annual budget.

After the initial compilation, the budget is presented to management
and subject to modification and adjustment. During this phase, the
budgeted amounts are subject to significant review, justification, challenge
and adjustment. After all adjustments are made, the budget is input to the
accounting system.

12

13 Q126. IS COMPLIANCE WITH THE BUDGET MONITORED?

14 Α. Yes. Cost reports are provided to ETI organizations through various cost 15 reporting systems. Each organization's management reviews actual 16 charges and compares them to the budget. The process of reviewing 17 variance reports is performed on a monthly and year-to-date basis. Each 18 organization's management is held accountable for its organization's 19 budget and must explain variances between the actual and budgeted 20 amounts. For further description of the cost reporting process for actual 21 verses budgeted amounts, see Company witness Donna S. Doucet's 22 Direct Testimony.

1		C. <u>The Services and Charges Are Reasonable and Necessary</u>
2	Q127.	PLEASE STATE THE DOLLAR AMOUNTS OF THE ACTUAL CHARGES
3		TO ETI FOR THE RETAIL OPERATIONS CLASS FOR EACH OF THE
4		PAST THREE YEARS AND THE TEST YEAR.
5	Α.	Table 15 shows the ETI portion of the Retail Operations O&M costs for
6		2010-2012 and the Test Year. These charges have been adjusted to
7		remove the MISO and ITC-related affiliate costs that the Company is
8		removing from the requested cost of service (as explained by Company
9		witness Considine), as well as the nuclear and gas department codes (as
10		explained by Company witness Tumminello).

11

Table 15 –Trend of ETI Portion of the Retail Operations Charges
(excludes pro formas except as described above)

ETI Portion of Retail Operations	2010	2011	2012	Test Year
Total ETI Charges	\$1,349,826	\$1,373,637	\$1,394,549	\$1,336,535

12

13 Q128. PLEASE EXPLAIN THIS TREND.

A. This trend indicates a stable level of spending for the Retail Operations
class over the past three years. The slight increases in 2011 and 2012
are attributable to expanded focus on various customer desired options for
contacting the Company, particularly through web or digital channels. The

- expanded opportunity to interact with ETI via the ETI web page has been
 very positively received by ETI's customers. Decreases are attributable to
 process improvements and cost containment initiatives.
- 5 Q129. ARE THE SERVICES PROVIDED BY THE RETAIL OPERATIONS
 6 CLASS NECESSARY TO ETI'S OPERATIONS?
- 7 A. Yes. As I have previously described, the services provided by ESI
 8 personnel are essential to ETI's retail operations in that they enable ETI to
 9 meet its customers' current needs and prepare to meet future customer
 10 expectations. If these services were not provided by centralized
 11 organizations, they would have to be duplicated in each of Entergy's
 12 jurisdictions.
- 13

14 Q130. ARE THE COSTS OF THE RETAIL OPERATIONS CLASS15 REASONABLE?

16 Α. Yes. As referenced in Table 6 described above, the FERC Form 1 17 benchmark study showing the average customer service cost per 18 customer includes both ETI non-affiliate and affiliate costs. There is no 19 readily available benchmarking study that deals separately with 20 non-affiliate and affiliate costs. As set forth in this comparison, ETI 21 compares very favorably among the 21 utilities included in the benchmark 22 study. This study supports the reasonableness of the cost of the Retail 23 Operations class as a component of ETI's customer service costs.

Q131. WHAT OTHER EVIDENCE SHOWS THE REASONABLENESS OF THESE AFFILIATE COSTS?

A. ESI employee headcount provides an indicator of cost management within
the Retail Operations class. When comparing the ESI employee count
from 2010-2012 and the Test Year, the study demonstrates that the
employee count stayed relatively stable without any major increase to
staffing despite a concerted effort to improve processes associated with a
customer experience focus. Table 16 below shows the yearly employee
headcount comparison.

10

Table 16 – Affiliate Employee Headcount Comparison Retail Operations Class 2010-2012 and Test Year

	2010	2011	2012	Test Year
Retail Operations Employee Headcount	77	80	81	81

11

12 Q132. WHAT CONCLUSION DO YOU REACH FROM THE EMPLOYEE

13 COUNT COMPARISON NOTED IN TABLE 16?

A. The table above shows that the ESI employee count for the Retail
 Operations class has been stable, increasing only slightly to maintain the
 operations necessary to manage the customer service activities and

- provide quality customer service with initiatives aimed at improving
 customer experience.
- 3

4 Q133. WHAT PROCESS IMPROVEMENTS DID THE COMPANY IMPLEMENT 5 TO REDUCE ITS COSTS IN PROVIDING SERVICE?

A. The Company implemented general process improvements during the
Test Year in the sales and marketing functions, which account for most of
the dollars attributable to the Retail Operations class, to better serve its
customers.

10 For example, the National Accounts team implemented a process 11 to provide information to national accounts customers during major outage 12 events (Hurricanes Gustav and Ike, for example) using electronic channels such as daily emails and text messaging with restoration 13 14 progress (outage map images from the Entergy website) allowing 15 customers to more effectively plan their operations. Research revealed 16 that many customers prefer alternative eChannels in order to interact with 17 Several departments within Customer Experience have worked to us. 18 make alternative self-service channels available to customers 24/7.

In addition, the Company enhanced the features of outage texting
 and its View Outage map to provide more information to customers to
 obtain outage information quicker and 24/7, without the need to call a
 CSR. In most cases, the Company notifies them before they reach out to
 us. This service provides customers convenience and the ability to

1		conduct business outside normal business hours and helps them make
2		decisions during critical periods. This group has also implemented ways
3		to make it easier for customers to sign up for services through electronic
4		channels (online) through the use of "intelligent login." This helps
5		customers get to the right place to sign up for programs of interest by
6		minimizing navigation confusion.
7		
8		V. CUSTOMER SERVICE OPERATIONS CAPITAL ADDITIONS
9	Q134	4. WHAT IS THE PURPOSE OF THIS SECTION OF YOUR TESTIMONY?
10	A.	As part of this rate case, ETI is seeking to include Customer Service
11		Operations capital additions in its rate base. In this section of my
12		testimony, I address those capital additions.
13		
14	Q135	5. WHAT IS THE TIME PERIOD FOR THESE CUSTOMER SERVICE
15		OPERATIONS CAPITAL ADDITIONS?
16	Α.	ETI is seeking to add to rate base those Customer Service Operations
17		projects closed to plant in service on ETI's books during the period starting
18		on July 1, 2011 and ending on March 31, 2013. The starting date for this
19		period is the day after the end of the test year in the most recent base rate
20		case affecting the Company, Docket No. 39896 (for which the test year
21		ended on June 30, 2011). The ending date for this period is the end of the
22		test year in this current rate case.

Q136. WHAT TYPES OF CUSTOMER SERVICE OPERATIONS CAPITAL ADDITIONS DO YOU SUPPORT?

- A. I support the General and Intangible capital additions that were necessary
 for the Customer Service Operations functions.
- 5
- 6 Q137. WHAT IS THE TOTAL DOLLAR AMOUNT OF THE CUSTOMER7 SERVICE OPERATIONS CAPITAL ADDITIONS?
- A. The total dollar amount closed to plant in service of Customer Service
 Operations related General and Intangible capital additions for ETI starting
 on July 1, 2011 through March 31, 2013 is \$105,699.
- Table 17 summarizes the Customer Service Operations projects
 closed to plant in service. Exhibit PNS-5 provides details of all Customer
 Service Operations projects closed to plant in service on ETI's books
 during that period.

1 2

Table 17 – Summary Customer Service Operations Dollars Closed to Plant in Service July 1, 2011 – March 31, 2013

Projects	Dollars Closed to Plant
CE Keep Me Informed Release 1	\$17,549
2012 CMS Customer/Partner Self Service Enhancement	\$41,458
2012 CMS Customer Mgmt System Enhancement	\$12,391
2012 CE Keep Me Informed Release 2	\$20,430
2012 CE Save Me Money Release 2	\$13,872
Total	\$105,699

3

4	Q138. PLEASE DESC	RIBE THE	INFORMATION	PROVIDED	ON
5	EXHIBIT PNS-5.				
6	A. This exhibit include	s the following i	nformation for each	project:	
7	Column A	Project Code			
8	Column B	Project Code [Description		
9	Column C	Asset class			
10	Column D	In service date)		
11	Column E	Asset location	description		
12	Column F	State location			
13	Column G	Business Unit	("BU")		
14 15	Column H	Non-Affiliate (and Reimburse	Charges Excluding ements	Capital Susp	ense

1	Column I	Reimbursements
2 3 4 5 6 7 8 9 10 11 12	Column J	Represents capital suspense overhead costs associated with administrators, engineers and supervisors to the capital projects for which they provide services. Each function charges their capital suspense to a "Capital Suspense" project, which is then allocated out to the appropriate capital projects. Capital Suspense costs and the subsequent allocation is separated by BU and function combination to more accurately match such costs on the actual projects worked on for each function within a BU.
13 14	Column K	Represents the portion of capital suspense overhead costs (in Column J) from an affiliate.
15 16 17	Column L	Represents the portion of capital suspense overhead costs (in Column J) that are charged to the project by ETI employees.
18 19 20 21 22 23	Column M	Represents charges incurred by the ESI service company and allocated out to the appropriate BUs based on the ESI billing method assigned to the project plus loaned resource charges incurred at one BU and charged to another BU for services rendered on behalf of that BU.
24 25 26		Represents the total affiliate portion of the charges included in Column O, and is the total of Columns K, and M.
27 28	Column O	Represents the total amount of capital additions closed to plant in service.
29		
30	Q139. EXHIBIT PNS-5 I	NCLUDES AFFILIATE COSTS. ARE THOSE
31	AFFILIATE COSTS	NECESSARY TO IMPLEMENT PROJECTS IN
32	SUPPORT OF THE	CUSTOMER SERVICE OPERATIONS FUNCTION?
33	A. Yes. These Custor	mer Service Operations projects are undertaken as
34	System-wide efforts,	and therefore, by necessity, include affiliate costs.

Q140. WHAT IS THE DIFFERENCE BETWEEN THE AFFILIATE CHARGES
 YOU DISCUSSED IN THOSE PORTIONS OF YOUR TESTIMONY
 ADDRESSING THE CUSTOMER SERVICE OPERATIONS CLASS OF
 SERVICES AND THE AFFILIATE CHARGES YOU DISCUSS IN THIS
 SUBSECTION?

A. The affiliate charges for the Customer Service Operations class of
services discussed in Section III of my testimony include only O&M
affiliate charges during the test year. In contrast, the affiliate charges in
this section refer to capital charges that were closed to plant in service
from July 1, 2011 through March 31, 2013. The same budgeting, billing,
and cost control measures I discuss in Section III apply equally to the
affiliate charges that are capitalized.

13

Q141. WERE THE OVERALL ETI AND AFFILIATE CAPITAL COSTS FOR THE
 CUSTOMER SERVICE OPERATIONS CLASS REASONABLE AND
 NECESSARY?

17 Α. Yes. The various projects were necessary to enable the effective 18 performance of ETI's Customer Service Operations functions. These 19 projects are associated with Entergy's efforts to improve customer 20 experience and to ensure that the systems through which customers 21 interact with the EOCs are up-to-date. The customer experience 22 initiatives fall under two overall umbrellas: Keep Me Informed and Save 23 Me Money.

1	Enhancements to the Call Management System ("CMS") were
2	necessary to upgrade the Avaya call management platform to more
3	current software release versions. The Avaya upgrade project was
4	completed in 2012.
5	Company witness Julie F. Brown discusses the overall
6	reasonableness of IT costs obtained at competitive market rates, and IT
7	costs acquired in the Customer Service Operations class were acquired in
8	a similar manner. In addition, for projects where hardware was required,
9	ESI used a competitive bidding process to minimize acquisition costs.
10	
11	VI. <u>CONCLUSION</u>
12	Q142. DOES THIS CONCLUDE YOUR PREPARED DIRECT TESTIMONY?
13	A. Yes, at this time.

ESI Families and Functions



Exhibit PNS-1 2013 TX Rate Case Page 1 of 1 This page has been intentionally left blank.

Supply Chain Supply Chain R Jackson \$1,048,563 Corporate Support Functions & Classes (\$ Total ETI Adjusted) Information Technology J Brown \$6,066,324 Information Technology Human Resources & Administration Human Resources J Raeder \$2,469,206 Administration T Plauche \$1,368,447 Service Company Recipient Offsets S Tumminello Other Expenses S Tumminello (\$1,058,055) Accounting Entries Depreciation S Tummelio \$2,952,022 Income Tax Expense *R Roberts* \$116,027 8 Regulatory Services J Lewis \$1,422,392 Utility & Executive Management S Rairer \$2,337,992 Internal & External Communications D Caplan \$509,526 Legal Services M Brown \$5,456,903 Corporate **Freasury Operations** Financial Services Tax Services P Galbraith \$2,523,998 D Doucet \$3,813,906 S McNeal \$866,687 Finance

Exhibit PNS-2 2013 TX Rate Case Page 1 of 2 Operations Functions & Classes (\$ Total ETI Adjusted)

 Distribution
 Customer

 Distribution
 Customer

 Service
 Transmission

 Distribution
 Customer

 Scontrain
 Customer

 Scontrain
 Scontrain

 Found
 Scontrain

 Scontrain
 Scontrain

 Found
 Scontrain

 Scontrain
 Scontrain

Nelson 6 Co-Owner G Fontenof \$10,802,587

.

Domestic Regulated Utility Operations Group

Exhibit PNS-3 2013 TX Rate Case Page 1 of 2



Exhibit PNS-3 2013 TX Rate Case Page 2 of 2



2013 ETI Rate Case
First Quartile Consulting 2012 Benchmarking Results

3rd 58.29 54.28 54.98 56.17 55.48 4th 55.62 53.61 55.11 55.38 4th 55.62 53.61 55.11 55.38 % 1st 0.860% 0.146% 0.570% % 1st 0.860% 0.146% 0.561% 0.570% % 1st 0.860% 0.146% 0.570% 0.570% % 1st 0.524% 0.011% 0.148% 0.360% % 1st 0.5713 54.21 55.00 57.73 3rd 57.16 53.70 55.50 57.57 % 3rd 57.16 53.70 55.50 57.57 % 3rd 57.16 53.77 59.33 57.57 % 3rd 57.16 53.77 59.33 57.57 % 3rd 57.16 53.77 59.33 57.57 % 3rd 53.16 57.77 59.33 57.56	Function	Metric	Data	Entergy Qu	Quartile	Mean	LiM Min	1st	2nd	3rd	Max
Iotal Billing Cost Per Account * Commodity 2011 56.65 56.65 56.61 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.51 56.14 56.50 57.13 56.13 56.50 57.13 56.50 57.13 56.50 57.15 56.30 57.53 55.00 57.55 56.50 57.75 56.50 57.75 56.50 57.75 56.50 57.75 56.30 57.75 56.30 57.75 56.30 57.75 56.30 57.75 56.30 57.75 56.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.76 55.60 57.73 55.76 55.60 57.73 55.76 55.60 57.73 57.76 55.60 57.76 55.77 <th></th> <th></th> <th>2010</th> <th></th> <th></th> <th>\$8.29</th> <th>\$4.28</th> <th>\$4.98</th> <th>\$6.12</th> <th>\$6.70</th> <th>\$35.44</th>			2010			\$8.29	\$4.28	\$4.98	\$6.12	\$6.70	\$35.44
2012 56.72 44.6 55.17 56.44 55.17 56.45 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 56.17 56.46 57.13 36.21 56.43 56.17 56.17 56.12 57.13 36.21 56.17 56.12 56.13 56.17 56.13 56.17 56.13 5		I otal Billing Cost Per Account * Commodity	2011			\$5.62	\$3.61	\$5.11	\$5.38	\$6.20	\$8.48
Dill Accuracy - Percent of Bills Adjusted After Sent To Customer 2010 0.145% 1560% 0.146% 0.269% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.360% 0.361%	Billing		2012			\$5.67	\$4.46	\$5.17	\$5.48	\$5.82	\$8.31
Dill Accuracy - Percent of Bills Adjusted After Sent To Customer 2011 0.097% 1st 0.452% 50.0% 0.74% 0.569 7.13 55.00 7.13 55.00 7.13 55.00 7.13 55.00 7.13 55.00 7.13 55.00 7.13 55.00 7.13 55.00 7.73 55.00 7.73 55.00 7.73 55.00 7.73 55.00 7.73 55.00 7.75 55.00 7.75 55.00 7.75 55.00 7.75 55.00 7.75 55.00 7.77 55.00 7.77 55.00 7.77 55.00 7.77 55.00 7.77 55.00 7.77 55.30 55.00 57.77 55.30 57.77 55.33 57.77 55.33 55.50 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.77 55.30 57.74 55.30 57.73% 55.30 57.73% 55.30 57.73% 55.30 57.73% 55.30 57.73% 56.73% 55.30			2010				0.146%	0.280%	0.570%	1.470%	2.200%
2012 0.095% 1st 0.452% 55.00% 0.264% 0.044% Total Meter Reading Cost Per Account * Commodity 2011 8.5.6 341 57.15 54.0 55.0 57.8 50.0 55.9 57.8 Meter Reading Cost Per Account * Commodity 2011 55.50 37.16 53.70 55.50 57.77 55.50 57.75 Meter Reading Errors (Percent of Reads) 2011 50.73 344 0.166% 0004% 0034% 0034% 50.33 57.75 53.30 57.66 53.03 57.66 53.03 53.33 57.66 53.03 53.33 57.66 53.03 50.33 53.33 57.66 53.03 57.66 53.03 56.66 57.77 59.33 57 59.33 56.56 57.77 59.33 57 59.33 57.77 59.33 57.77 59.33 57.77 59.33 57.73 59.66 57.73 57.73 59.77 59.66 57.73 57.73% 57.73% 57.73% 57.73% 5	-	Bill Accuracy - Percent of Bills Adjusted After Sent To Customer	2011	ny 2			0.011%		0.360%	0.919%	2.040%
Total Meter Reading Cost Per Account * Commodity 2010 53.38 4th 57.13 54.21 56.04 57.29 Notal Meter Reading Cost Per Account * Commodity 2011 58.61 3rd 0.166% 0.000% 0.024% 0.044% Meter Reading Errors (Percent of Reads) 2010 0.097% 3rd 0.166% 0.000% 0.015% 0.033% 0.034% 0.044% 0.004% 0.016% 0.003% 0.015% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.034% 0.016% 0.016% 0.014% 0.016% 0.014% 0.016% 0.015% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.033% 0.034% 0.016%			2012				9.500%	1	0.541%	0.611%	8.200%
Ioral meter reading Cost Fer Account * Commodity 2011 88.50 3rd 97.68 so.166% 0.003% 37.57 35.90 37.67 35.56 37.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35.61 35.77 35			2010	-Mananou		. 1	\$4.21	\$6.04	\$7.29	\$8.25	\$9.41
2012 58.61 4th 57.16 55.50 55.51 55	Meter		2011				\$0.80	\$5.90	\$7.86	\$8.62	\$17.92
Meter Reading Errors (Percent of Reads) 2010 0.097% 3rd 0.166% 0.0015% 0.0016% 0.0015% 0.0016%			2012			1	\$3.70	\$5.50	\$7.57	\$8.55	\$11.25
Merer freading Errors (Percent of Reads) 2011 0.078% 3rd 0.196% 0.004% 0.003% 0.033% Total Contact Center Cost Per Account * Commodity 2012 9.133% 4th 0.046% 0.004% 0.015% 0.031% Total Contact Center Cost Per Account * Commodity 2012 \$10.09 3rd \$8.75 \$3.93 \$7.04 \$9.69 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2011 \$2.9 \$1 \$2.5 \$5.0 \$7.04 \$9.69 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2010 \$2.1 \$8.71 \$3.33 \$11 \$29 \$5.5 \$5.60 \$7.04 \$9.69 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2010 \$21 \$18 \$7.5 \$9.0 \$7.0 \$9.0 \$7.0 \$9.6 Sconds) 2010 80% 14t 72.5 \$9.0 \$7.10% \$7.1% \$6.76% \$7.0% \$7.1% \$6.76% \$7.1% \$7.1% \$6.76% \$7.1% \$7.1% \$7.1% \$7.1%	Keading	- - - -	2010					0.024%		0.099%	0.994%
Z012 0.133% 4th 0.046% 0.0015%		Meter Keading Errors (Percent of Reads)	2011	-					0.039%	0.100%	1.630%
Total Contact Center Cost Per Account* Commodity 2010 \$9.30 2nd \$8.75 \$3.64 \$7.36 \$7.77 \$9.33 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2011 21 \$9.25 3rd \$8.75 \$3.60 \$7.04 \$9.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.60 \$5.68 \$6.94 \$7.60 \$5.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.69 \$6.94 \$7.70 \$6.90 \$7.70 \$6.90% \$7.10% \$2.900% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.95 \$7.00% \$7.			2012						0.031%	0.062%	0.133%
Iotal Contact Center Cost Per Account * Commodity 2011 \$9.25 3rd \$8.71 \$3.39 \$7.69 \$8.96 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2010 23 1st 83 11 29 57 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2010 23 1st 78.5 53.60 \$7.04 \$9.69 Average Speed of Answer (ASA) For Calls Answered by CSR (in 2010 27 1st 78.5 9.0 25.5 83.0 Percent (%) of Calls Answered within 30 Seconds (Service Level 2010 80% 1st 66.6% 46.9% 77.3% 67.1% SL) (excluding IVR) 80 1st 43 53.61 37.13 67.1% Average Handle Time (AHT) (seconds) CSR on call with cuton with cuton 2011 314 1st 43 203 713 Average Handle Time (AHT) (seconds) CSR on call work) 2011 314 1st 435 203 36 36 Total Credit & Collections Cost (Office, Field, Outbound Calls, 2011 2011 32.5 21st			2010				\$7.36	\$7.77	\$9.33	\$9.62	\$15.15
2012 \$10.09 3rd \$5.5 \$3.60 \$7.04 \$9.65 Records) 2011 21 14t 78.5 9.0 25.5 83.0 Percent (%) of Calls Answered by CSR (in 2010 23 14t 78.5 9.0 25.5 83.0 Percent (%) of Calls Answered within 30 Seconds (Service Level 2010 80% 14t 78.5 9.0 27.5 59.6 -S.L) (excluding IVR) 80% 14t 66.6% 31.4 398 27.10% 57.1% Average Handle Time (AHT) (seconds) CSR on call with customer (2010 314 15t 44.5 200 37.4 441 Seconds (Service Level 2010 314 15t 44.9 200 37.4 441 Seconds (Service Level 2011 332 14t 449 200 35.41 456 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5 36.5	-	Total Contact Center Cost Per Account * Commodity	2011				\$3.39	\$7.69	\$8.94	\$9.85	\$13.34
Average Speed of Answer (ASA) For Calls Answered by CSR (in 2011 21 1st 78.5 9.0 25.5 83.0 2012 21 1st 78.5 9.0 25.5 83.0 2012 2012 80% 1st 64.6% 34.0.0% 71.0% 62.90% 73.5% 70.0% Percent (%) of Calls Answered within 30 Seconds (Service Level 2011 80% 1st 64.6% 34.0.0% 77.3% 67.1% Percent (%) of Calls Answered within 30 Seconds (Service Level 2011 80% 1st 64.6% 34.0.0% 77.3% 67.1% Percent (%) of Calls Answered within 30 Seconds (Service Level 2011 80% 1st 64.6% 34.0.0% 77.3% 67.1% Percent (%) of Calls Answered within 30 Seconds (Service Level 2011 80% 1st 64.6% 34.0.0% 77.3% 67.1% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 44.9 200 337 441 233 214 49.9 200 337 441 2013 55.43 2011 232 215 214 23.5 5.17 4 52.63 30.5 5.17 4 52.63 20.16 52.6% 0.60% 1.06% 2.010 2.266 1st 1.10% 0.08% 0.726 1.18% Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 2.265 2nd 52.6% 30.36 5.17 4 52.63 20.35 5.17 4 52.63 20.16 52.6% 0.60% 1.06% 2.05 2.55 2.56 2.50 3.5 5.1.7 4 52.63 2.51 5.5 2.51 5.5 2.51 5.5 2.51 5.5 5.5 2.51 5.5 5.5 5.5 5.1 5.5 5.5 5.5 5.5 5.5			2012				\$3.60	\$7.04	\$9.69	\$10.09	\$12.02
seconds) 2011 21 1st 78.5 9.0 25.5 83.0 Percent (%) of Calls Answered within 30 Seconds (Service Level 2012 27 1st 72.5 9 27 59.6 -SL) (excluding IVR) 2011 80% 1st 64.6% 34.00% 73.5% 70.0% 67.1% -SL) (excluding IVR) 2011 80% 1st 64.6% 34.00% 73.3% 67.1% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2011 332 1st 435 200 337 441 Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2011 332 1st 436 77.3% 67.1% Total Credit & Collections Cost (Office, Field, Outbound Calls, 2011 332 1st 431 213 366 396 396 Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 2.212 31st 42.90 50.71 52.83 51.41 52.63 51.43 55.43		Average Speed of Answer (ASA) For Calls Answered by CSR (in	2010		1st	83	11	29	57	130.7	253
2012 27 1st 72.5 9 27 59.6 Percent (%) of Calls Answered within 30 Seconds (Service Level 2010 80% 1st 58.2% 286.0% 71.0% 62.90% -SL) (excluding IVR) 2011 80% 1st 58.2% 286.0% 71.0% 62.90% -SL) (excluding IVR) 2012 80% 1st 66.6% 46.9% 77.3% 67.1% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 66.6% 46.9% 77.3% 67.1% Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 314 332 1st 439 200 337 441 Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 32.72 1st 439 200 35.13 366 35.6 53.61 55.43 365 365 365 366 366 366 366 366 366 366 366 366 366 356 366 366 366 366 366 366 366 366 366 <td< th=""><th></th><th>seconds)</th><th>2011</th><th></th><th>1st</th><th>78.5</th><th>9.0</th><th>25.5</th><th>83.0</th><th>103.3</th><th>224.0</th></td<>		seconds)	2011		1st	78.5	9.0	25.5	83.0	103.3	224.0
Percent (%) of Calls Answered within 30 Seconds (Service Level 2010 80% 1st 58.2% 286.0% 71.0% 62.90% -SL) (excluding UR) 2011 80% 1st 64.6% 34.00% 73.5% 70.0% -SL) (excluding UR) 2012 80% 1st 64.6% 34.00% 73.5% 70.0% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 435 208 314 398 Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2011 332 1st 435 208 314 398 Total Credit & Collections Cost (Office, Field, Outbound Calls, EX Write-Offs) Per Account * Commodity 2010 \$2.72 1st 449 203 35.6 366 36.43 366.43 36.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43 366.43	Contact		2012		1st	72.5	6	27	59.6	66	209
-SL) (excluding IVR) 2011 80% 1st 64.6% 34.00% 73.5% 70.0% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2012 80% 1st 65.6% 46.9% 77.3% 67.1% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 435 208 314 398 Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2011 314 1st 435 208 314 398 Total Credit & Collections Cost (Office, Field, Outbound Calls, Ex Write-Offs) Per Account * Commodity 2010 \$2.72 1st 4.49 200 32.13 366 396 396 396 396 Fx Write-Offs) Per Account * Commodity 2011 \$2.65 2nd \$2.12 314 \$15 51.74 \$2.65 Write-Offs as a Percent of Revenue 2011 \$2.255 2nd \$2.65 \$1.74 \$2.65 Write-Offs as a Percent of Revenue 2010 \$2.46 1st 1.10% 0.72% 1.18%	Center		2010					· _	62.90%	39.00%	85.0%
Z012 80% 1st 66.6% 46.9% 77.3% 67.1% Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 435 208 314 398 Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 1st 435 208 314 398 Total Credit & Collections Cost (Office, Field, Outbound Calls, Ex Write-Offs) Per Account * Commodity 2010 \$2.72 1st 431 213 366 36 366 36 366 366 36 366 366 36.36 36.36 366 36.36 36.36 366 36.36 366 366 36.36 366 366 366 36.36 366 366 366 366 36.36 366			2011			14			70.0%	58.9%	85.0%
Average Handle Time (AHT) (seconds) CSR on call with customer (ring time + talk time + hold time + aftercall work) 2010 314 145 208 314 398 customer (ring time + talk time + hold time + aftercall work) 2011 332 1st 449 200 337 441 customer (ring time + talk time + hold time + aftercall work) 2012 366 1st 431 213 366 396 396 Total Credit & Collections Cost (Office, Field, Outbound Calls, Ex Write-Offs) Per Account* Commodity 2010 \$2.72 1st \$4.90 \$0.75 \$3.61 \$5.43 Write-Offs) Per Account* Commodity 2011 \$2.55 2nd \$2.63 \$0.35 \$1.16% \$2.63 Write-Offs as Percent of Revenue 2010 0.246% 1st 1.06% 0.72% 1.06% 0.72% 1.16% Write-Offs as Percent of Revenue 2010 0.287% 1st 1.06% 0.72% 0.07% 1.06% 0.72% 1.06% 0.72% 0.41 0.45 \$0.45 \$0.45 \$0.45 \$0.46 \$0.71 \$0.45			2012		· • • •		, ,	3	67.1%	55.0%	86.0%
customer (ring time + talk time + hold time + aftercall work) 2011 332 1st 449 200 337 441 Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 \$2.72 1st 54.90 \$0.75 \$3.61 \$5.43 Ex Write-Offs) Per Account * Commodity 2010 \$2.72 1st \$4.90 \$0.75 \$3.61 \$5.43 Write-Offs) Per Account * Commodity 2011 \$2.55 2nd \$2.63 \$0.35 \$1.74 \$2.63 Write-Offs as a Percent of Revenue 2011 0.246% 1st 1.06% 0.72% 1.16% Revenue Collected Per Revenue 2011 0.282% 1st 1.106% 0.72% 1.16% 2012 \$2.55 2nd 1st 1.106% 0.72% 1.16% 8 2012 \$2.55 2nd 51.31 51.36 50.35 51.45 8 2011 0.282% 1st 1.106% 0.72% 1.16% 50.26 8 2012 \$2.139 54.40 51.37 50.45 50.74 50.26 8 2012 </th <th></th> <th>Average Handle Time (AHT) (seconds) CSR on call with</th> <th>2010</th> <th>,</th> <th>lst</th> <th>435</th> <th>208</th> <th>314</th> <th>398</th> <th>483</th> <th>1018</th>		Average Handle Time (AHT) (seconds) CSR on call with	2010	,	lst	435	208	314	398	483	1018
Z012 366 1st 431 213 366 396 Total Credit & Collections Cost (Office, Field, Outbound Calls, 2010 \$2.72 1st \$4.90 \$0.75 \$3.61 \$5.43 Ex Write-Offs) Per Account * Commodity 2011 \$2.55 2nd \$2.82 \$0.90 \$2.10 \$2.93 Write-Offs as a Percent of Revenue 2011 \$2.55 2nd \$2.63 \$0.05% 1.06% Revenue Collection Expense 2011 0.246% 1st 1.106% 0.72% 1.16% Revenue Collection Expense 2010 \$2.83% 1st 1.106% 0.72% 1.16% Revenue Collection Expense 2011 \$2.83% 1st 1.06% 0.72% 1.16% Revenue Collection Expense 2011 \$2.83% 1st 51.30 \$4.40 \$1.15% 2012 \$3.26 1st \$1.30 \$4.40 \$1.26 \$0.47 \$0.47 8.0 \$1.1 \$3.26 1st \$1.26 \$0.74 \$0.47 \$0.47 \$0.47 8.0 \$4.40 1st \$1.37		customer (ring time + talk time + hold time + aftercall work)	2011	141	lst	449	200	337	441	509	939
Total Credit & Collections Cost (Office, Field, Outbound Calls, Ex Write-Offs) Per Account * Commodity 2010 \$2.72 1st \$4.90 \$0.75 \$3.61 \$5.43 Ex Write-Offs) Per Account * Commodity 2011 \$2.67 2nd \$2.82 \$0.90 \$2.10 \$2.93 Write-Offs) Per Account * Commodity 2012 \$2.55 2nd \$2.63 \$0.35 \$1.74 \$2.63 Write-Offs as a Percent of Revenue 2010 0.246% 1st 1.106% 0.72% 1.18% Revenue Collected Per Revenue 2010 54.69 1st 1.06% 0.72% 1.16% 2011 0.282% 1st 1.06% 0.72% 1.18% 2012 0.279% 1st 1.06% 0.72% 1.16% Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$0.74 \$0.47 2012 54.69 1st \$1.06% 0.74 \$0.47 \$0.47 2012 \$3.26 1st \$1.25 \$0.44 \$0.47 \$0.47 \$0.47			2012		st	431	213	366	396	501	782
Ex Write-Offs) Per Account * Commodity 2011 \$2.67 2nd \$2.82 \$0.90 \$2.10 \$2.93 Write-Offs) Per Account * Commodity 2012 \$2.55 2nd \$2.63 \$0.35 \$1.74 \$2.63 Write-Offs as a Percent of Revenue 2010 0.246% 1st 1.06% 0.25% 1.66% 2011 0.282% 1st 1.10% 0.08% 0.72% 1.18% 2012 0.279% 1st 1.06% 0.10% 0.83% 1.15% Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$1.30 \$4.40 \$1.75 \$0.47		Total Credit & Collections Cost (Office Field Outhound Calls	2010	*			\$0.75	\$3.61	\$5.43	\$6.04	\$8.22
Z012 \$2.55 Znd \$2.63 \$0.35 \$1.74 \$2.63 Write-Offs as a Percent of Revenue 2010 0.246% 1st 1.06% 0.25% 0.60% 1.06% Z011 0.246% 1st 1.10% 0.08% 0.72% 1.18% Z012 0.279% 1st 1.10% 0.08% 0.72% 1.16% Revenue Collected Per Revenue Collection Expense 2010 \$4.69 1st \$1.30 \$4.49 \$1.45 \$0.26 Revenue Collection Expense 2011 \$3.26 1st \$1.30 \$4.40 \$1.26 \$0.74 \$0.47		Ex Write-Offs) Per Account * Commodity	2011		ŧ		3	\$2.10	\$2.93	\$3.93	\$7.94
Write-Offs as a Percent of Revenue 2010 0.246% 1st 1.06% 0.25% 0.60% 1.06% Write-Offs as a Percent of Revenue 2011 0.282% 1st 1.10% 0.08% 0.72% 1.18% 2012 0.279% 1st 1.10% 0.08% 0.72% 1.15% 2012 0.279% 1st 1.06% 0.10% 0.83% 1.15% Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$1.30 \$4.49 \$0.47 \$0.47 2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81		<i>6</i>	2012				÷	\$1.74	\$2.63	\$3.39	\$4.82
Write-Offs as a Percent of Revenue 2011 0.282% 1st 1.10% 0.08% 0.72% 1.18% 2012 0.279% 1st 1.06% 0.10% 0.83% 1.15% 2012 0.279% 1st 1.06% 0.10% 0.83% 1.15% 2010 \$4.69 1st \$1.30 \$4.65 \$0.26 Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$0.88 \$3.26 \$0.47 \$0.47 2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81	Collections		2010				·	0.60%	1.06%	1.25%	2.73%
2012 0.279% 1st 1.06% 0.10% 0.83% 1.15% Revenue Collected Per Revenue Collection Expense 2010 \$4.69 1st \$1.30 \$4.69 \$1.45 \$0.26 Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$0.88 \$3.26 \$0.74 \$0.47 2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81		Write-Offs as a Percent of Revenue	2011		~			0.72%	1.18%	1.42%	2.20%
2010 \$4.69 1st \$1.30 \$4.69 \$1.45 \$0.26 Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$0.88 \$3.26 \$0.74 \$0.47 2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81			2012					0.83%	1.15%	1.35%	1.80%
Revenue Collected Per Revenue Collection Expense 2011 \$3.26 1st \$0.88 \$3.26 \$0.74 \$0.47 2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81	Revenue		2010					\$1.45	\$0.26	\$0.10	\$0.10
2012 \$4.40 1st \$1.37 \$4.40 \$1.26 \$0.81	Assurance	Revenue Collected Per Revenue Collection Expense	2011					\$0.74	\$0.47	\$0.20	\$0.15
			2012	\$4.40			\$4.40	\$1.26	\$0.81	\$0.63	\$0.21

Exhibit PNS-4 2013 TX Rate Case Page 1 of 1

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Entergy Texas, Inc. Dollars Closed to Plant in Service Including Affiliate Component July 1, 2011 - March 31, 2013

F		<u></u>		<u> </u>						T
Q	Dollars	to Plant	17,549	41,458	12,391		20,430	13,872	105,600	105.699
14)	Total	Charges	141	10,019	12,027		13,203	12,562	47 953	47,952
(AA)	Non- Capital Suspense Affiliate	Charges	'	9,788	11,940	100 C 1	Ton'er	12,388	47 197	47,197
10	Capital Suspense Charges excluding	Amilate	'n	55	21	ç	67	41	178	178
(N)	Affiliate Capital	Suspense	747	231	88		777	174	755	755
	Capital Suspense	Charges 174	#/T	286	108	5		215	933	933
	Reimburs			'	'	•			•	
(H)	Non-Affiliate Charges Excluding Cap Susp and Reimbursem	17 375		31,384	343	7 199		1,269	57,569	57,569
(6)		TX000. ENTERGY	TX000: ENTERGY	TYDAD: ENTERCY	TEXAS, INC	TX000: ENTERGY TEXAS. INC.	TX000: ENTERGY	TEXAS, INC.		
(F)	÷	Multi- State	Multi-	Judite Multi-	State	Multi- State	Multi-	State		
(E)	Asset Location Descriment	CBLE - Capital Billed to LEs	CBLE - Capital Billed to LEC	CBLE - Capital	Billed to LEs	CBLE - Capital Billed to LEs	CBLE - Capital	Billed to LEs		
(a)	In Service Date	5-Apr-12	28.Dec.13	11.000	28-Dec-12	30-Jun-12		30-Jun-12		
Û	Asset Class	Intangible	Intaneihle	D	Intangible	Intangible		Intangible		
(B)	Project Code Description	CE-Keep Me Informed Release 1	2012-CMS- Cust/Partner Self Serv Enh	2012-CMS-Customer	Mgmt Sys Enhm	2012-CE-Keep Me Informed Rei 2	2012-CE-Save Me	Money Rei 2		
(A)	Project Code	C1PPFI7346	C1PPFI7350		C1PPFI7355	C1PPFI7361		VICE	tal	
		CUSTOMER SERVICE OPERATIONS	CUSTOMER SERVICE OPERATIONS	CUSTOMER SERVICE	OPERATIONS	SERVICE	CUSTOMER SERVICE	CUSTOMER SERVICE	OPERATIONS Total	Grand Total

Exhibit PNS-5 2013 TX Rate Case Page 1 of 1 This page has been intentionally left blank.

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

ase			(Y)	(B)	(C)	(D)	(E)	(F)	(9)	(H)
				Total Billings						
				Service		AII	E			Total
	Billing			Company		Other	Per		Proforma	ETI
	đ	Dept	Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
	E	CAPNT	380,335	0	380,335	0	380,335	ō	-55	380,280
1.00°	-						n is			
Annalis of Array of A	EAI		380,335	•	380,335	0	380,335	0	-55	380,280
Customer Service Operations	EGSL	CAODL	72,897	0	72,897	0	72,897	0	-10	72.886
Customer Service Operations	EGSL	CAPST	229,877	0	229,877	0	229,877	0	-33	229.844
	Total		,)
2 000000000000000000000000000000000000	EGSL		302,774	* 0 *	302,774	Ő	302,774	0	-44	302.730
Customer Service Operations	ELL	CAMKQ	43	0	43	0	43	0	0	43
	Total				8. * *	***		 		
5 (2004)	ELL		43	°0	43	0	43	• 0	O	43
Customer Service Operations	ESI	CACRI	16	0	16	16	0	Ū	, c	
Customer Service Operations	ESI	CACS9	209,700	0	209,700	178,445	31,255	0	0	31.255
Customer Service Operations	ESI	CALCA	793,673	92,590	886,263	756,209	130,054	-335	-1.259	128 460
Customer Service Operations	ESI	CAM12	2,147	4,413	6,560	6,548	12	0	0	
Customer Service Operations	ESI	CAMIF	1,531,339	152,000	1,683,339	1,473,251	210,088	66-	-1,345	208.643
Customer Service Operations	ESI	CAMIY	1,435,196	162,859	1,598,055	1,496,000	102,055	-3,425	-1.145	97.485
Customer Service Operations	ESI	CAMJS	146,432	17,385	163,817	141,624	22,192	•	-222	21,971
Customer Service Operations	ESI	CAMKB	745,137	81,652	826,788	716,883	109,905	-684	-1,170	108,052
	ESI	CAMKG	200,501	25,745	226,246	212,574	13,672	0	-38	13,634
	ESI	CAMKN	1,877,680	232,402	2,110,083	1,997,388	112,694	-187	-606	111,902
Customer Service Operations	ESI	CAMKU	808,048	103,408	911,457	775,065	136,391	Ő	-553	135,838
Customer Service Operations	ESI	CAMKW	1,778,138	141,730	1,919,868	1,670,513	249,355	5,959	-1,457	253,858
Customer Service Operations	ESI	CAMKY	6,637,228	235,955	6,873,183	6,110,104	763,079	-2,297	-14,117	746,665
Customer Service Operations	ESI	CAMKZ	538	0	538	478	60	o	0	
8 48 V	ESI	CAML1	415,748	52,110	467,858	415,756	52,101	-4,175	488	47,437
Customer Service Operations	ESI	CAMLC	181,655	20,991	202,646	202,560	87	0	-1	86
	ESI E	CAMMB	395,784	49,253	445,037	391,357	53,679	0	-724	52,955
	ESI •	CAMYW	892,660	87,984	980,644	877,612	103,031	-2,164	-763	100,105 a b
									20.000 0000-1-0000-1-0000-1-0000-1-0000-1-0000-1-	

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

2013 ETI Rate Case

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

ase			(A)	(B) Total Billings	(C)	(<u>a</u>)	(E)	(E)	(9)	(H)
				Service		AII	E			Totai
	Billing			Company		Other	Per		Proforma	ET
	Entity	Dept	Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
Customer Service Operations	ESI	CAMYX	88	0	88	88	0	0	0	o
Customer Service Operations	ESI	CANFH	5,455,782	705,788	6,161,570	5,505,278	656,292	-11,381	-1,566	643,345
Customer Service Operations	ESI	CANGU	1,088,387	128,771	1,217,158	1,088,886	128,273	-2,147	-242	125,884
Customer Service Operations	ESI	CAOCE	312,830	32,170	345,000	55,321	289,679	0	-2,536	287,143
Customer Service Operations	ESI	CAOCI	2,215,471	269,375	2,484,846	2,161,018	323,827	-942	-2,060	320,825
Customer Service Operations	ESI	CAOCK	326,887	36,207	363,094	347,833	15,261	-11	-150	15,100
	ESI	CAODG	364,568	39,572	404,140	403,987	153	-76	4	76
Customer Service Operations	ESI	CAOFL	37,222	5,023	42,245	42,245	0	0	0	0
Customer Service Operations	ESI	CA0G2	71,387	4,744	76,131	68,217	7,913	0	-31	7,882
Customer Service Operations	ESI	CAOG3	5,084,958	662,154	5,747,112	5,129,002	618,110	-10,397	-1,288	606,425
Customer Service Operations	ESI	CAOGI	1,161,606	62,963	1,224,569	1,074,698	149,871	-1,250	-559	148,062
Customer Service Operations	ESI	CAOGR	1,618,344	193,757	1,812,101	1,620,432	191,669	-4,175	-1,752	185,742
Customer Service Operations	ESI	CAOGV	511,549	54,802	566,351	513,818	52,534	0	-452	52,082
Customer Service Operations	ESI	CAOGX	6	0	σ	6	0	0	0	0
Customer Service Operations	ESI	CAOHE	20,563	0	20,563	17,698	2,864	0	0	2,864
Customer Service Operations	ESI	CAOHG	910,840	109,789	1,020,629	859,710	160,919	-67	-1,308	159,544
Customer Service Operations	ESI	CAOHI	3,099	0	3,099	2,759	340	0	0	340
Customer Service Operations	ESI	САОНУ	700,953	83,404	784,357	758,244	26,113	0	-264	25,849
Customer Service Operations	ESI	CAOHZ	867,854	113,146	981,000	848,363	132,638	606-	-630	131,098
	ESI	CAOIR	1,770,840	214,218	1,985,058	1,909,440	75,619	-162	-737	74,719
	ESI	CAOKS	9,025	ō	9,025	7,762	1,263	0	o	1,263
Customer Service Operations	ESI	CS809	8	0	84	84	0	0	0	0
Customer Service Operations	ESI	CSMAB	355	0	355	355	õ	0	0	0
Customer Service Operations	ESI	CSMAI	1,147	0	1,147	1,147	0	ō	0	0
-	ESI	CSMK0	365,193	27,306	392,499	349,391	43,108	0	-65	43,043
Customer Service Operations	ESI	CSMLN	312,996	838	313,834	279,312	34,522	-36	-	34,485
- Tenniko	ESI	PRLIO	2,187,451	664	2,188,116	1,811,033	377,083	-223,115	1,631	155,599
	ESI	SLMAM	1,249,233	149,757	1,398,990	1,225,470	173,520	-4,382	-1,656	167,481
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Amounts may not add or tie to other schedules due to rounding.

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

asc			(A)	(B)	(C)	â	(E)	(E)	(0)	(H)
				Total Billings						
				Service		AII	E			Total
- <u></u>	Billing			Company		Other	Per		Proforma	ETT
Class	Entity	Dept	Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
	ESI	~~~~	44 700 241	4 3EA 07E	AD AFE JEC.	COO COO CV			****	
Total	a www.mar.	*	T-C/02/4-1	C76/400/4	007/000/64	206/2002/24	497'TCC'C	- 200,457	755,75-	5,247,270
Customer Service Operations			45,383,493	4,354,925	49,738,417	43,503,982	6,234,436	-266,457	-37,656	5,930,323
	. FAT	Cel D1	5			~~~~ ;		····· · · · · · · · · · · · · · · · ·		
	Total	; ;	Ø/	D	8	0	87	-87	0	
	EAI		87	0	87.	C	87	-87	ć	c
Retail Operations	EGSL	CPLD1	135		135	• •	135	-135) C	
	Total)))				au ammunum			
0000000 00000000000 000000000000000000	EGSL		135	0	135	•••	135°	-135	C	c
Retail Operations	ESI	CEMYT	437,034	45,767	482,801	475,639	7,162	0	-99 -99	260.7
Retail Operations	ESI	CPDSM	1,103,443	70,828	1,174,272	1,017,930	156,342	-2.489	-4.416	149 437
Retail Operations	ESI	CPICC	350,800	0	350,800	301,896	48,903	0	0	48.903
	ESI	CPLD1	607,399	24,922	632,321	599,584	32,737	-14,773	-246	17,718
Retail Operations	ESI	CPLD2	286,895	277,72	314,667	310,988	3,679	41	-1,290	2.348
Retail Operations		CPLD3	1,448	8	1,457	1,457	0	0	0	
Retail Operations	ł	CPLT	613,474	65,505	678,979	618,973	60,006	-308	-518	59,179
		CPMA1	1,331,499	150,010	1,481,509	1,199,338	282,171	0	-11,221	270,950
Retail Operations	1	CPMSH	816,528	67,731	884,259	773,936	110,322	0	-734	109,588
		CPMUU	1,271,584	101,195	1,372,779	1,216,530	156,249	-751	-1,052	154,446
		CPNAM	1,039,880	110,519	1,150,399	1,031,840	118,559	0	-1,033	117,527
	\$ 7	CPOIS	1,837,428	142,385	1,979,813	1,717,541	262,272	0	517	262,789
Retail Operations	Ì	CPRAM	360,208	42,746	402,954	348,581	54,373	-19	-3,308	51,046
8		CPRAS	509,035	48,745	557,780	487,274	70,506	0	-573	69,933
		CRM29	695,426	74,533	769,958	769,928	30	0	0	30
*	2 6	(5660	635,504	68,590	704,094	704,069	24	Ő	0	24
		CSMUZ	1,435,072	162,619	1,597,691	1,596,689	1,003	o	-79	924

Amounts may not add or tie to other schedules due to rounding.
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Affiliate Billings - by Witness, Class, and Department For the Twelve Months Ended March 31, 2013 Entergy Texas, Inc. **Amounts in Dollars**

ase			(A)	(B)	(c)	(a)	(E)	(F)	(e)	(H)
				Total Billings						
				Service		AII	H			Total
	Billing			Company		Other	Per		Proforma	E
Class	Entity		Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
Retail Operations	ESI	Ś	5	÷ 1	2	• •	•	0	- 0	
Retail Operations	ESI	СЅМѺ҅Ѵ	3,136		3,136	3,136	0	0	0.	* ************************************
Retail Operations	ESI	CSMSC	247,958		276,986	276,955	31	0	c	3
Retail Operations	ESI	CSMWU	1,725,020	173,010	1,898,031	1,897,252	778		ۍ ن	1000 million and a second s
Retail Operations	ESI	CSMZ3	129,283		141,567	141,564	m	0		
Retail Operations	ESI	CSNAS	1,128,090		1,256,882	1,256,225	657	0		656.
Retail Operations	ESI	CSOAG	710		710	0	710	c	418	202
Retail Operations	ESI	CSOAL	212	0	212	212	C			
Retail Operations	ESI	CSOCI	432	0	437	437				
Retail Operations	ESI	CSOC2	-685	»	-685 -685	-685				
	Total					8	>		Þ	
a wanne area waanna aanaa aanaa waxaanaa a	ESI		16,566,819	1,546,989	18,113,808	16,747,291	1,366,518	-18,381	-24,439	1,323,698
*Detail Onerations	*:						*****	en. 1	No tor	
			16,567,040	1,546,989	18,114,030	16,747,291	1,366,739	-18,602	-24,439	1,323,698
\$\$ ###################################			2000 000 000 000 000 000 000 000 000 00		2000 a 1999 a 1999					A 2000000 10000000
. For	10 -00 W A			5° 33		90 O			:	
Witness	~ `			0.0003	300.484		900	ge ge	* >	
Sharp, Phil N			61,950,533	5,901,914	67,852,447	60,251,272	7,601,175	-285,059	-62,095	7.254.021
		1 1 1	1	÷						
				2		· · · · · · · · · · · · · · · · · · ·		-		
				***************************************					· · ·	
2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2 2					20 202000000 00 20200000000		e e commune	analysis and the second s	,	WWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWWW
					0.0 0.000000000 version 0.0000000	0000000000 ***************************			0000 (10)	10000 10 JULIO 40040000000 00000000 10000

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

Exhibit PNS-A 2013 TX Rate Case Page 4 of 4

(F) (G) (H)		Total	Proforma ETI	Exclusions Amount Adjusted	0 -55 380,280			****			OCT COC			0 0 43.		₩ × × × × × × × × × × × × × × × × × × ×							-176 -18	· · ··································	-45 -8 -8 -8		0 0	-3,717 -32 -32	0 0	0 0	0 0	0 0	0 0	0 0		и тики жени и таки и тики и Отики и тики и		-539			
(D) (E)		FT ET	Other Per		0 380,335		0 380,335	0 72.897	0 229.877		0 307 CUE		me mi s ministere	, 43	0 0	-2.784		10 875 0	16 240 · · · · · · · · · · · · · · · · · · ·			л ж	**************************************	ι Ņ	× *	1,863 0	-5,036 0	21,143 3,717	46,228 0	7,805 0	122,895 0	11,714 0	4,774 0	43 0	82 0		52 0 0	0 579			
(C)	llings	ice		Total	0 380,335		0 380,335	0 72,897	0 229.877		0 302.7748	0 43	1000 000 000 000 000 000 000 000 000 00	0 43	0	-2.784 -2.784	**	*	1000 N 10000	~	*	-	******	6,548, -39,809		1,863 1,863	-5,036 -5,036	8	•		- ,		4,369 4,774	43 43	0 82	0, 698	0 52	и "		0.8	777 ****
(A) (B)	Total Billings	Service	Company	Support Recipient	380,335	y0000	380,335	72,897	229,877	« «»»««»»»»»»»»»»»»»»»»»»»»»»»»»»»»»»»	302.774*	43	00 × 10 × 100	43	0	0				3 401	22.179		1,164	-33,261 -6		0				~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~~		š	404	0	82	698	52	529	120 I	2211	U
_		ESI	Billing	Method	DIRECT		~	DIRECT	DIRECT			DIRECT	; 	NE 001	N/A	N/A	N/A	N/A	N/A	CUSTEGOP	CUSEGXTX	N/A	CUSTEGOP	CUSTEGOP	EMPOPCPE	N/A	N/A	CUSEOPCO	CUSEGXTX	CUSECATA	CUSEGA LA	DIRCTEAL	DIRCIENO	DIRCTENO	DIRCTEAL	DIRECTLG	DIRCTEMI	DIRECTTX	DIRCTELL		DIRECTTX
		Activity/	Project		CSC non-ESI loaned labor to LE		2000 - 2000		Provide Call Center Contact	100000 X 10000000 XX 100 XX 00000000 X X X X		FIELD METER READING SUPPORT, ADM	10000 11 11 11 11 11 11 11 11 11 11 11 1	000 000 000000000000000000000000000000	Accrue Payroll	CS-Agent Care System-Consumer	Cust Sys-Managed Acct Website Integ	CE-Keep Me Informed Release 1	CE-Save Me Money Release 1	2012-CMS-Cust/Partner Self Serv Enh	2012-CustSys-Agent Care Sys Enhm	2012-CMS-Rate Making Process Automa	2012-CE-Keep Me Informed Rel 2	2012-CE-Save Me Money Rel 2	Regulated Time-LBR & Absence Mgmt	DistSys-Itron Upgrade	LE-Save Me Money Release1-Minor Add	2012 CE-Outage Communications Rel 2	ZUIZ LE -Welcome Experience Kel Z	SAF Upgi aue Suitware Fremv Statement Drinted & Toter	DICTO I THE DEVENIE DI WINTER DOU DE	DISTB LINES REVENUE BLANKET NON-DES		ENO AMI: Project Analysis & Closure	2012-DistSys-Itron Upgr-EAI HW	2012-DistSys-Itron Upgr-EGSL HW	2012-DistSys-Itron Upgr-EMI HW	2012-DistSys-Itron Upgr-ETI HW	ELL Time & Labor		ETT Time & Labor
		_			F5PCCSS06L	A	ale and a second	F3PCR56245	22 22		*	F3PCR73323			ACPR	C1PPF27300	C1PPFI7228	C1PPFI7346	C1PPFI7347	C1PPFI7350	C1PPFI7358	C1PPFI7360	C1PPFI7361	C1PPFI7362	CIPPFIRGTL	CIPPFS7340	C1PPML/34/						COPPORTING	COPPAMINUS	C6PPF7340A	C6PF7340G	C6PPF7340M	C6PPF7340T	C6PPFL8207	Ammin of the second	C6PPFT8207
┦			Billing	Entity			EAI	EGSL	EGSL	Total	EGSL	E	Total	ĒĽ	ES.	ESI	3	ESI	ESI	ESI	ESI	ß	ESI	5 1 1	IS I	1 1 1	<u>7</u>	3 5	1	1 2	5.5	0 8	<u>7</u>	<u>7</u>	8	ES	ESI	ESI	ESI	AND	ESI
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2013 ETI Rate Case

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

Exhibit PNS - B 2013 TX Rate Case

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

Matrix for constraints Matrix for constraints<						(Y)	(B)	(c)	(<u>a</u>)	(E)	(F)	(C)	(H)
unstan Potential Each Second Each Potential							Total Billings						
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Est CPR52135 Ent Invuever 2013 FOORME OR CORFNE DIRCTEMO 3,18 1,373 1,577 1,576 1,577 1,577	Customer Service Operations	ESI	C7PPSJ3233	EMI DECEMBER 2012 STORM DIST OPS MS	DIRCTEMI	1.674	400	2.074	2.074			Č	
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[51] Cripestade Factorial Factorial Conception	Customer Service Operations	ESI	C7PPSJ3236		DIRCTEM	3.169	514	3.683	3.683			, c	
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Esi CrPPSJ4097 TORM INGLA DIST ORS ENDITS ATTA DIRCTIPNO 233 236 236 236 236 0 Esi CPPSJ2400 Strown More LADIST ORS ENDITS 7/20 DIRECTTX 1,31 1,447 1,447 1,447 1,447 1,0 1,0 1,0 0 0 0	Customer Service Operations	ß	C7PPSJ4096	STORM DMG LA DIST OPS ENO ISS 4-4-	DIRCTENO	261	58	319	319.	0	0		
EX CPPESAtion STORW OWG (A DIST OPS ENCISS 7/20) DIRECTTX 531 1391 447 70 6 EX CPPESAtion Storm Drong dist ETT 4/21/12 DIRECTTX 533 93 617 0 1,040 0 1,040 0 1,040 0 1,040 0 1,040 1,040 0 1,040 0 1,040 0 1,040 0 1,040 1,040 0 1,040 0 1,040 1,040 0 1,040 1,040 0 1,040 1,040 0 1,040	Customer Service Operations	ESI	C7PPSJ4097	STORM DMG LA DIST OPS ENOI ISS 6/11	DIRCTENO	222		258	258	0	0	0	* C
ES CPPSJ7263 Storm brog Dat ETT 4/2/12 DifeCTT X Sist List 2/39 List 2/39 List 0 Liot 1 0 Liot 1 1 0 Liot 1 </td <th>Customer Service Operations</th> <td>ESI</td> <td>C7PPSJ4100</td> <td>STORM DMG LA DIST OPS ENO ISS 7/20</td> <td>DIRCTENO</td> <td>370</td> <td>7</td> <td>447</td> <td>447</td> <td>0</td> <td>**</td> <td>0</td> <td>. 0</td>	Customer Service Operations	ESI	C7PPSJ4100	STORM DMG LA DIST OPS ENO ISS 7/20	DIRCTENO	370	7	447	447	0	**	0	. 0
[ESt CPPES/T260 Stem bing Dest ETT 4/20/12 DirectTX 153 299 1, 812 0 1, 812 1, 912 0 1, 812 1, 912 0 1, 812 1, 912 0 1, 812 <th>Customer Service Operations</th> <td>ß</td> <td>C7PPSJ7259</td> <td>Storm Dmg Dist ETT 4/2/12</td> <td>DIRECTTX</td> <td></td> <td>189</td> <td>1,040</td> <td>0</td> <td>1.040</td> <td>-1.040</td> <td>0</td> <td></td>	Customer Service Operations	ß	C7PPSJ7259	Storm Dmg Dist ETT 4/2/12	DIRECTTX		189	1,040	0	1.040	-1.040	0	
ESI CPPES/7263 Soun Drog Ost ETT 5/3/1.2 DIRECTTX 533 54 617 0 617 ESI CPPES/7263 Soun Drog Ost ETT 5/3/1.2 DIRECTTX 255 115 70 0 2,600 0 2,600 -2 ESI CPPE3/726 Soun Drog Ost ETT 3/2/1.2 DIRECTTX 2,331 373 2,600 0 2,600 -2 2,600 -2	Customer Service Operations	ESI	C7PPSJ7260	Storm Dmg Dist ETT 4/20/12	DIRECTTX	1,513	299	1,812	0	1,812	-1,812		0
EIS CPPSJ7263 Storm Dmg Det EII 66/12 DIRECTTX 10 125 125 0 125 2690 0 2690<	Customer Service Operations	ESI	C7PPSJ7262	Storm Dmg Dist ETI 5/31/12	DIRECTTX	533	84	617		617	-617	.0	. 0
Est CPPEX/T264 Storm Dring Date ETI 6-12-12 DIRECTTX 2,312 379 2,690 0 2,690 -2 Est C/PPEX/T26 Storm Dring Date ETI 7/21/12 DIRECTTX 555 115 0 2,690 0 2,690 -0 98 Est C/PPEX/T26 Storm Dring Date ETI 8/12/12 DIRECTTX 555 115 0 18 0 180 0 98 0 98 -11 98 0 180 -11 98 0 98 -11 98 -11 98 0 180 -11 98 0 180 -11 98 -11 98 -11 98 -11 98 -11 98 -11 98 -11 98 -11 98 -11 -11 98 -11 98 -11 98 -11 -11 98 -11 -11 -11 -11 -11 -11 -11 -11 -11 -11 -11 <td< td=""><th>Customer Service Operations</th><td>ß</td><td>C7PPSJ7263</td><td>Storm Drng Dist ETI 6/6/12</td><td>DIRECTTX</td><td>109</td><td>16</td><td>125</td><td>0</td><td>125</td><td>-125</td><td>0</td><td></td></td<>	Customer Service Operations	ß	C7PPSJ7263	Storm Drng Dist ETI 6/6/12	DIRECTTX	109	16	125	0	125	-125	0	
Ex C/PES/T26/ C/PES/T26/ Storm Drong Ost ETT 7/12/12 OIRECTTX 555 115 670 670 670 670 Exi C/PES/T270 Storm Drong Ost ETT 7/12/12 DIRECTTX 15 15 670 0 0 0 0 0 0 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10 1690 10	Customer Service Operations	ISI	C7PPSJ7264	Storm Dmg Dist ETI 6-12-12	DIRECTTX	2,312	379	2,690	0	2,690	-2,690	0	
Est C7PESJTZ/0 Storm Ong Dat ETT 8/6/12 DIRECTTX 86 13 96 0 96 Est C7PESJTZ/1 Som Ong Dat ETT 8/10/12 DIRECTTX 15/ 31 188 0 96 96 Est C7PESJTZ/1 Som Ong Dat ETT 8/10/12 DIRECTTX 1,5/2 31 1,897 0 1,897 -1,997 -1,1 Est C7PESJTZ81 Som Ong Dat ETT 8/10/12 DIRECTTX 24,955 375 1,897 0 1,897 -1,997 -1,997 -1,997 -2,9513 -2,951 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513 -2,9513	Customer Service Operations	ESI	C7PPSJ7267	Storm Dmg Dist ETI 7/21/12	DIRECTTX	555	115	670	0	670	-670	0 ×	
Esi C7PFSJ721 Som bing Dist ETT 8/10/12 DireCTTX 157 11 188 0 188 Esi C7PFSJ723 Som bing Dist ETT 8/10/12 DireCTTX 307 44 350 0 350 Esi C7PFSJ728 Som bing Dist ETT 12/26/12 DireCTTX 1,522 356 1,897 0 1,897 0 350 Esi C7PFSJ7281 Som bing Dist ETT 12/26/12 DireCTTX 24,955 4,564 29,519 0 29,519 29 Esi C7PFSJ783 Som bing Dist ETT 12/26/12 DireCTLG 24,955 151 24,951 0 29,519 0 29,519 0 29,519 0 245 17,133 0 245 17,133 17,138 0 245 0 245 0 245 0 245 0 245 0 245 17,138 0 0 245 17,138 0 0 245 17,097 0 245 246 0 246	Customer Service Operations	ESI	C7PPSJ7270	Storm Dmg Dist ETI 8/6/12	DIRECTTX	86	13	98	°0	98	-98	0	0
Esi CryPESJ7212 Stoom Ding Dist ETI 8/18/12 DIRECTTX 307 44 339 0 359 Esi C7PPSJ7280 Stoom Ding Dist I1/20/12 DIRECTTX 1,922 376 1,897 0 1,897 -1 Esi C7PPSJ7281 Stoom Ding Dist I1/20/12 DIRECTTX 24,955 4,564 29,519 0 29,519 -29 Esi C7PPSJ7281 Stoom Ding Dist I1/2/212 DIRECTTX 24,955 4,564 29,519 0 29,519 -29 Esi C7PPSJ8435 Stoom Ding Edic LA (x/12/6/7/12 DIRECTLG 207 1,17,183 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 0 29,519 117,183 0 <th>Customer Service Operations</th> <th>ß</th> <th>C7PPSJ7271</th> <th>Storm Drug Dist ETT 8/10/12</th> <th>DIRECTTX</th> <th>157</th> <th>31</th> <th>188</th> <th>0</th> <th>188</th> <th>-188</th> <th>o</th> <th>0</th>	Customer Service Operations	ß	C7PPSJ7271	Storm Drug Dist ETT 8/10/12	DIRECTTX	157	31	188	0	188	-188	o	0
Est C7PPS37280 Storm Drong Dist 112/20/12 DIRECTTX 1,522 375 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 1,897 01 2,9519 0 2,9519	Customer Service Operations	ESI	C7PPSJ7272	Storm Dmg Dist ETI 8/18/12	DIRECTTX	307	4	350	0	350	-350	0	0
Exi C7PPS37281 Storm Dmg Det ETI 12/12/12 DIRECTIX 24,955 4,564 29,519 0 20,519 110,71 20,	Customer Service Operations	ESI	C7PPSJ7280	Storm Dmg Dist 12/20/12	DIRECTTX	1,522	376	1,897	0	1,897	-1,897	0	0
Est C7PPSJ7283 Storm Ding Ost ETI 2/25/13 DiRECTIX 694 151 445 0 845 Est C7PPSJ8411 HURKUGNIE ISAAC DIST EGSL 8-28-12 DIRECTIG 102.490 14.693 117,183 117,183 0 845 Est C7PPSJ8413 FURKUGNIE ISAAC DIST EGSL 8-28-12 DIRECTIG 905 192 1,097 0 845 Est C7PPSJ8433 STORM DMG LA EGSL 4/2/12 DIRECTIG 931 207 1,138 0 0 Est C7PPSJ8435 STORM DMG EGSL-LA 7/57/9/12 DIRECTIG 530 74 424 424 0 0 Est C7PPSJ8435 STORM DMG EGSL-LA 7/57/9/12 DIRECTIG 530 74 424 424 424 0 Est C7PPSJ8435 STORM DMG EGSL-LA 7/57/9/12 DIRECTIG 530 74 424 424 424 424 424 424 424 424 424 424 424 424 424 424 421 421	Customer Service Operations	ESI	C7PPSJ7281	Storm Drng Dist ETI 12/25/12	DIRECTTX	24,955	4,564	29,519	0	29,519	· ·	0	0
Est C7PPS38411 HURRUCANE ISAAC DIST EGSL 8-28-12 DIRECTIG 102,490 14,693 117,183 1 Est C7PPS38432 STORM DWG LA EGSL 3/20-3/32/12 DIRECTIG 905 192 1007 Est C7PPS38433 STORM DWG LA EGSL 4/7.2 DIRECTIG 931 207 1,138 Est C7PPS38433 STORM DWG EGSL-4/5/12 DIRECTIG 931 207 1,138 Est C7PPS38435 STORM DWG EGSL-4/5/7/12 DIRECTIG 530 74 423 Est C7PPS38436 STORM DMG EGSL-8/17/12 DIRECTIG 336 74 1,288 Est C7PPS38436 STORM DMG EGSL-8/17/12 DIRECTIG 337 441 1,288 Est C7PPS38436 STORM DMG EGSL 8/17/12 DIRECTIG 337 441 2286 Est C7PPS38433 STORM DMG EGSL 8/17/12 DIRECTIG 337 441 2286 Est C7PPS38433 STORM DMG EGSL 8/17/12 DIRECTIG 336 441 2286	Customer Service Operations	ISI	C7PPSJ7283	Storm Dmg Dist ETI 2/25/13	DIRECTTX	694	151	845	0	845	MADONINE	0 0	• •
Est C7PPS3B432 STORM DMG LA EGSL 3/20 - 3/22/12 DIRECTUG 905 192 1,097 1 Est C7PPS3B433 STORM DMG LA EGSL 4/2 - 4/5/12 DIRECTUG 931 207 1,138 1 Est C7PPS3B435 Storm Dmg EGSL-LA 7/5-7/9/12 DIRECTUG 931 207 1,138 1 Est C7PPS3B435 Storm Dmg EGSL-LA 7/5-7/9/12 DIRECTUG 330 74 424 Est C7PPS3B436 STORM DMG EGSL 4/7/12 DIRECTUG 336 41 278 Est C7PPS3B438 STORM DMG EGSL 8/17/12 DIRECTUG 338 94 424 Est C7PPS3B438 STORM DMG EGSL 12.20.12 DIRECTUG 338 94 421 Est C7PPS3B433 STORM DMG EGSL 12.20.12 DIRECTUG 338 94 421 Est C7PPS3B433 STORM DMG EGSL 12.20.12 DIRECTUG 338 94 421 Est C7PPS3B433 STORM DMG EGSL 12.20.12 DIRECTUG 338 94 421<	Customer Service Operations	ESI	C7PPSJ8411	HURRICANE ISAAC DIST EGSL 8-28-12	DIRECTLG	102,490	14,693	117,183	117,183	• •	0	0	0
ESI C7PPS3B433 STORM DMG LA EGSL 4/2 - 4/5/12 DIRECTLG 931 207 1,138 1 ESI C7PPS3B433 STORM DMG EGSL-LA /6/71/2 DIRECTLG 931 207 1,138 1 ESI C7PPS3B435 Storm Dmg EGSL-LA /5/79/12 DIRECTLG 330 74 424 ESI C7PPS3B435 STORM DMG EGSL, 4/7.2/72/12 DIRECTLG 1,514 314 1,828 1 C7PPS3B439 STORM DMG EGSL 8/17/12 - 8/10/12 DIRECTLG 207 441 2/28 ESI C7PPS3B439 STORM DMG EGSL 8/17/12 - 8/20/12 DIRECTLG 338 84 421 ESI C7PPS3B433 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421 ESI C7PPS3B433 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421 ESI C7PPS3B433 STORM DMG EGST 12.20.12 DIRECTLG 338 84 421 ESI C7PPS3B433 STORM DMG EGST 12.20.12 DIRECTLG 338 84 421	Customer Service Operations	ESI	C7PPSJ8432	STORM DMG LA EGSL 3/20 - 3/22/12	DIRECTLG	905	192	1,097	1,097	0	ő	0	0
Est C7PPS38435 Storm Dmg EGSL-LA 5/67/1/2 DIRECTLG 530 75 606 Est C7PPS38435 STORM DMG EGSL-LA 7/5-7/9/12 DIRECTLG 350 74 424 Est C7PPS38435 STORM DMG EGSL-LA 7/5-7/9/12 DIRECTLG 1,514 314 1,828 1 Est C7PPS38439 STIM DMG EGSL 8/5 - 8/10/12 DIRECTLG 1,514 314 1,828 1 Est C7PPS38439 STIM DMG EGSL 8/5 - 8/10/12 DIRECTLG 236 41 278 Est C7PPS38439 STORM DMG EGSL 12.20.12 DIRECTLG 337 84 421 Est C7PPS38439 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421 Est C7PPS3843 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421 Est C7PPS3843 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421 Est C7PPS3843 STORM DMG EGSL 12.20.12 DIRECTLG 338 84 421	Customer Service Operations	ESI	C7PPS38433	STORM DMG LA EGSL 4/2 - 4/5/12	DIRECTLG	931	207	1,138	1,138	0	· ·		
Est Crees/38436 STORM DMG EGSL-LA 7/5-7/9/12 DIRECTLG 350 74 424 Est C7PPS38437 EGSL-LA Xiom 7/19/12 DIRECTLG 1,51,4 31,4 1,828 1 Est C7PPS38437 EGSL-LA Xiom 7/19/12 DIRECTLG 1,51,4 31,4 1,828 1 Est C7PPS18439 STORM DMG EGSL 8/7/112 8/20/12 DIRECTLG 236 41 278 1 Est C7PPS18439 STORM DMG EGSL 8/7/112 8/20/12 DIRECTLG 337 44 350 Est C7PPS18443 Stom DMG EGSL 12.20.12 DIRECTLG 338 84 421 Est C7PPS18443 Stom DMG EGST 12.20.12 DIRECTLG 338 84 421 Est C7PPS18443 Stom DMG LA DIST OPS EGS 12.20.12 DIRECTLG 5.006 766 5,793 5 Est C7PPS1843 Stom DMG LA DIST OPS EGS 12.20.12 DIRECTLG 5.006 766 5,793 5 Estl Est Ming - ELL OIRCTLEL <th>Customer Service Operations</th> <td>ESI</td> <td>C7PPSJ8435</td> <td>Storm Dmg EGSL-LA 6/6/12-6/7/12</td> <td>DIRECTLG</td> <td>530</td> <td>75,</td> <td>606</td> <td>606</td> <td>0</td> <td>0</td> <td>0</td> <td>0</td>	Customer Service Operations	ESI	C7PPSJ8435	Storm Dmg EGSL-LA 6/6/12-6/7/12	DIRECTLG	530	75,	606	606	0	0	0	0
Est C7PPS38437 EGSL-LA Storm 7/19/12 - 7/12/12 DIRECTLG 1,51,4 31,4 1,828 1 ESt C7PPS38438 STM DWG EGSL 8/5 - 8/10/12 DIRECTLG 236 41 278 1 Est C7PPS38439 STORM DWG EGSL 8/17/12 - 8/20/12 DIRECTLG 236 41 278 Est C7PPS38439 STORM DWG EGSL 8/17/12 - 8/20/12 DIRECTLG 337 44 350 Est C7PPS38435 STORM DWG EGST 12.20.12 DIRECTLG 338 84 421 Est C7PPS38443 STORM DWG LA DIST OPSE EGS 12.20.12 DIRECTLG 338 84 421 Est C7PPS38443 STORM DWG LA DIST OPSE EGS 12.20.12 DIRECTLG 338 84 421 Est C7PPS3843 STORM DWG LA DIST OPSE EGS 12.20.12 DIRECTLG 5,006 766 5,733 5 Est Est Est 10,035 1,1,332 111,332 111,332 111,332 111,332 111	Customer Service Operations	ESI	C7PPS38436	STORM DMG EGSL-LA 7/5-7/9/12	DIRECTLG	350	74	424	424	0	0	0	0
ESI C7PPS3B438 STM DWG EGSL 8/5 - 8/10/12 DIRECTLG 236 41 278 ESI C7PPS3B439 STORM DWG EGSL 8/17/12 - 8/20/12 DIRECTLG 307 44 350 ESI C7PPS3B439 STORM DWG EGSL 8/17/12 - 8/20/12 DIRECTLG 337 44 350 ESI C7PPS3B443 STORM DWG EGSI 12.20.12 DIRECTLG 338 84 421 ESI C7PPS3B443 STORM DWG LA DIST OPS EGS ISS 12/26 DIRECTLG 338 84 421 ESI C7PPS3B443 STORM DWG LA DIST OPS EGS ISS 12/26 DIRECTLG 5,006 766 5,733 5 ESI ELPCR55222 Sales & Mog - ELL DIRCTTEL 10,036 1,356 11,332 111	Customer Service Operations	ESI	C7PPSJ8437		DIRECTLG	1,514	314	1,828	1,828	0	0	0	• •
ESI C7PPS18439 STORM OMG EGSL 8/17/12 - 8/20/12 DIRECTLG 307 44 ESI C7PPS18442 Storm DMG EGSI 12.20.12 DIRECTLG 338 84 ESI C7PPS18442 Storm DMG EGSI 12.20.12 DIRECTLG 338 84 ESI C7PPS18443 STORM DMG LA DIST OPS EGSI 12.20.12 DIRECTLG 5,006 786 ESI ELPCR56222 Sales & Mrdy - ELL DIRECTLL 10,0356 1,3556 1	Customer Service Operations	ESI	C7PPS38438		DIRECTLG	236	41*	278	278,	•••0 ••••	* 0	°0	•
LEXI C7PPS18442 Storm DWG EGSI 12.20.12 DIRECTLG 338 84 ESI C7PPS18443 STORM DWG LÅ DÅT OPS EGS ISS 12/26 DIRECTLG 5,006 786 ESI C7PPS18443 STORM DWG LÅ DÅT OPS EGS ISS 12/26 DIRECTLG 5,006 786 ESI ELPCR56222 Sales & Mr03 - ELL DIRCTEL 10,036 1,356 1	Customer Service Operations	ESI	C7PPSJ8439	STORM DMG EGSL 8/17/12 - 8/20/12	DIRECTLG	307	4	350	350	0	0	0	0
EST (77PF38443 STORM DVG LA DIST OPS EGS ISS 12/26 DIRECTLG 5,006 786, 786, EST ELPCR56222 Sales & Mr0g - ELL 017,026 1,356 1	Customer Service Operations	ESI	C7PPSJ8442	Storm DMG EGSI 12.20.12	DIRECTLG	338	8	421	421	0	0	0	0
ESI ELPCR56222 Soles & Mkg - ELL DIRCTELI 10,036 1,356 1 Merene and Alexandre and A	Customer Service Operations	ESI	C7PPSJ8443	STORM DMG LA DIST OPS EGS ISS 12/26	DIRECTLG	5,006	786	5,793	5,793	o	õ	0	0
	Customer Service Operations	ES	E1PCR56222	Sales & Mktg - ELL	DIRCTELI	10,036	1,356	11,392	11,392	0	°	0	ő

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						Total Billings						
	-	Activity/	Activity/	ESI		Service		Ы	ET			Total
	Billing	Project	Project	Billing		Company		Other	Per		Proforma	E
Class	Entity	Code	8	Method	Support	Recipient	Total	s,na	Books	Exclusions	Amount	Adjusted
Lustomer Service Operations	5	E1PCR56226		MACCTALL	322,144	18,488	340,632	296,220	44,412	•	-271	44,141
Customer Service Operations	ß	E1PCR73451	TRAINING & PROCESS IMPROVEMENT - EA	DIRCTEAL	313	0	313	313	0			
Customer Service Operations	ESI	E1PCR73452	TRAINING & PROCESS IMPROVEMENT - EG	DIRECTLG	4	, 0	4	4	C	c		
Customer Service Operations	ES	E1PCR73455	TRAINING & PROCESS IMPROVEMENT - EM	DIRCTEMI	· ····	0		. 4		, ,) (
Customer Service Operations	ESI	E1PCR73457	TRAINING & PROCESS IMPROVEMENT - ES	CUSTCALL	1.662.172	196.738	1 858 910	1 654 900	204.011		* ************************************	202 067
Customer Service Operations	ESI	EIPPPALULA	Unbilled Lights Recovery Louisiana	CUSTELLA	2 2	σ	87 87	-100-1000				100/202
Customer Service Operations	ES	E2PPSJ1255	T-Grid Storm Tornadoes EAI 4/25/11	DIRCTEAI	í r	•••••••	، ۲, ۳					
Customer Service Operations	ESI	E2PPSJ2478	T-Grid Storm - ELL 4/25 - 4/27/11	DIRCTELI			p r	, . , .	, ,	5) (
Customer Service Operations	ISI	E2PPSJ2517	HURRICANE ISAACT-Grid ELL 8-27-2012	DIRCTELI	4 225	202	2- 2-	7- 0(2 P		.	.	
Customer Service Operations	ESI	E2PPSJ3206	T-Grid Storm Tornadoes EMI 4/25/11	DIRCTEMI		* C	07//r	· ·		5.0	.	
Customer Service Operations	ĚSI	E2PPSJ3211		DIRCTEMI		й 	¥.	-T		5° 0		
Customer Service Operations	ĒSI	E2PPSJ4087	HURRICANE ISAAC T-Grid ENOI 8.28.12	DIRCTENO	1 861	000		Can c				.
Customer Service Operations	ESI	E2PPSJ8444	HURRICANE ISAAC T-Grid EGSL	DIRECTLG	503	67	2027	2007			>.c	5 . C
Customer Service Operations	ß	E2PPSJSCC1	System Command Center costs	DIRCTESI		;				o		
Customer Service Operations	ESI	E2PPSJSCC2	System Command Center ISAAC 2012	DIRCTESI				, c		, c		
Customer Service Operations	53	F3PCCEPARK	CONSUMER ED PROGRAMS ARKANSAS	DIRCTEAL	97 739		07 730	07 730			, s	
Customer Service Operations	ESI	F3PCCEPLOU	CONSUMER ED PROGRAMS - LOUISIANA	CUSELGLA	71.387		77 052	72.052			o c	
Customer Service Operations	ទ	F3PCCEPMIS	CONSUMER ED PROGRAMS MISSISSIPPI	DIRCTEMI	57 510		57 510	57 510				.
Customer Service Operations	ES	F3PCCEPNEW	CONSUMER ED PROGRAMS N.O.	DIRCTENO	20.459	p c	0110'/C	016,16				.
Customer Service Operations	ß	F3PCCEPTEX	CONSUMER ED PROGRAMS TEXAS	DIRFCTTX	E0.703	, ,				8		
Customer Service Operations	ES	F3PCE14420	REGULATORY AFFAIRS - EAI	DIRCTEAL	267'6C 781 PC	0	24,445	0,0 50	59,293	-31,085	0	28,208
Customer Service Operations	ESI	F3PCFACALL	FACILITIES SVCS- ALL COS	SOFTALLC	1 547		1 547	010, 12 975 1	120°		5	
Customer Service Operations	ES	F3PCFAPWHS	POWERHOUSE OPERATIONS	EMPLOYAL	781	c	787	745	36.			26 77/0
Customer Service Operations	B	F3PCFASCSS	FACILITIES SVCS- ESI- CUSTOMER SERV	DIRCTESI	17 375		······	17 275	2	0		5
Customer Service Operations	IS	F3PCFASUOP	FACILITIES SVCS- ESI- UTILITY OPNS	DIRCTESI	7.657		7 657	7 657				5
Customer Service Operations	ទេ	F3PCHRSALL	HR SERVICES- ALL COMPANIES	EMPLOYAL	,0 	c			°			.
Customer Service Operations	ESI	F3PCR10210	MAJOR ACCOUNTS BILLING - EAI	DIRCTEAL	152.127	18.483	170.610	170.610			••••	
Customer Service Operations	ESI	F3PCR10212	MAJOR ACCOUNTS BILLING - ELI/ENOI	CUSEGNL-	217,570	29,379	246,949	246,949		0	, ¹ 0	c
Customer Service Operations	ESI	F3PCR10213	MAJOR ACCOUNTS BILLING - EMI	DIRCTEMI	117,094	14,197	131,291	131.291	* 0	•		
Customer Service Operations	ESI	F3PCR102G2	BILLING OF CUSTOMERS-ELI (AUTO/MANU	DIRCTELI	286,985	36,891	323,876	323,876	0	0	0	6
Customer Service Operations	ESI	F3PCR102GL	BILLING OF CUST-EGSI/LA(OUTSIDE CIS	DIRECTLG	563,268	72,418	635,686	635,686	0	0	0	0
Customer Service Operations	ESI	F3PCR102GX	BILLING OF CUST-TX DISC(OUTSIDE CIS	DIRECTTX	156,732	19,957	176,689	0	176.689		×676-	175 760.
Customer Service Operations	ß	F3PCR102N2	BILLING OF CUSTOMERS-ENOI (AUTO/MAN	DIRCTENO	360,204	47,371	407,575	407,575	* o	0	0	0
Customer Service Operations	ន	F3PCR10306	TELEPHONE CENTER - SOUTHERN	CUSESOUT	2,820	0	2,820	2,820	0	× 0	0	Ċ
Customer Service Operations		F3PCR10310	CUSTOMER RELATIONS - SOUTHERN	CUSESOUT	21,941	° 0	21,941	21,941	0	0	0	To
Customer Service Operations	1	F3PCR10360	CUSTOMER ACCOUNTING	CUSTEGOP	167,022	14,100	181,122	155,859	25,262	0	-371	24,891
Customer Service Operations	ŝ	F3PCR10362		MACCTALL	648,497	74,888	723,385	631,343	92,042		-849	91.192
Customer Service Operations	ទេ	F3PCR10363	CUSTOMER ACCT SVCS- ELI & ENOI	CUSEGNL-	83	0	83	8	0	• • •	••••••••••••••••••••••••••••••••••••••	0
The second	· · · · · · · · · · · · · · · · · · ·	10. Manual	WANNUM 201000000 000000 000000 0000	onnananaoo A	iluinnanan ana	and a second second	man manual manual	x xaaraarah	armenende.			mounter made

Exhibit PNS - B 2013 TX Rate Case

Class Outomer Service Operations				_	ŝ						2	-
Classs Customer Service Operations						Total Billings			ŕ			
Class Customer Service Operations		_	Activity/	ESI		Service		AII	E			Total
Customer Service Operations	Billing	_	Project	Billing		Company		other	Per		Proforma	E
				Method	Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
	õ	F3PCK1036/	REVENUE ASSURANCE - EMI	DIRCTEMI	282,840	31,180	314,020	314,020	0	; ; ;	ò	
Customer Service Operations	ESI	F3PCR10370	CUST ACCTG SRVS - EMI WORK ALLOC	DIRCTEMI	94,579	11,333	105,912	105,912	0	0	0	0
Customer Service Operations	ESI	F3PCR10385	REVENUE ASSURANCE - ENOI	DIRCTENO	78,254		86,421	86.421	*	••••••••••••••••••••••••••••••••••••••		• • • • • • • • • • • • • • • • • • •
Customer Service Operations	ESI	F3PCR29324	REVENUE ASSURANCE - ADM.	CUSTEGOP	1.586.287	77	1.774.843	1 527 301	247 543	-3 475	-1016	
Customer Service Operations	ß	F3PCR53095	HEADQUARTER'S CREDIT & COLLECTIONS	CUSTEGOP	1.997.387	204 114	2 201 501	1 804 473	202,078		010 f	202,242
Customer Service Operations	ESI	F3PCR56136	BUSINESS OFFICE STUDY - ENOI	DIRCTENO	8 410	1 103				ۍ _* د	OCO/T-	0/T'cnc
Customer Service Operations	ESI	F3PCR56240	BILLING & PAYMENT SOLUTIONS - EAI	DIRCTEAL		***	270'6	770'6			5,	"C
Customer Service Operations	ESI	F3PCR56241	BILLING & PAYMENT SOLUTIONS - ELI	DIRCTELT	EF / 0	•	OTO'S	010/5	n •	o ,	•	
Customer Service Operations	ESI	F3PCR56242	BILLING & PAYMENT SOLLITIONS - EMI	DIRCTEM	CHT/CT	T	14,00U	14,660	0	• •	» ⁶	•
Customer Service Operations	ESI	F3PCR56243	BILLING & PAYMENT SOLUTIONS - ENOT	DIDCTENO	4,180		4,506	4,606	0	0	* o ,	o
Customer Service Onerations	1	E3DCDE6744			/06/6	1,192	11,099	11,099	•	0	0	0
Cistomer Service Operations		CONDECTAE	BULLING & PANALATE COLLEMONS - EGSI	הואברו רפ	9,109	28 28	9,912	9,912	0	0	0	0
		F3PCR50245		DIRECTTX	12,992	1,505	14,497	0	14,497	0	-146	14,351
	E	F3PCR5/265		CUSEOPCO	591,667	71,151	662,818	563,899	98,919	0	-959.	97.960
	ESI	F3PCR73320	SYSTEM DEVELOP. & PROJ MGMT	CUSTEGOP	1,669,865	142,548	1,812,414	1,559,640	252.774	0	-1.681	251.093
Customer Service Operations	ESI	F3PCR73322	CUSTOMER BILLING OPERATIONS ADM	CUSTEGOP	21,986	•	21,986	18.923	3.063			3.063
Customer Service Operations	ESI	F3PCR73323	FIELD METER READING SUPPORT, ADM	CUSTEGOP	976,724	109,276	1,086,000	934.525	151.475	c	-1 571	
Customer Service Operations	ESI	F3PCR73326	CUSTOMER SE	CUSTCALL	7,294,467	310,231	7,604,699	6.767.487	837.211	ĉ	- 3 032	834 170
Customer Service Operations	ESI		FIELD METER I	DIRCTEAL	262,625	28,727	291,352	291.352	0	0		
Customer Service Operations	ESI	F3PCR73330	FIELD METER READING - ELI	DIRCTELI	230,522	26,163	256,685	256.685		c	, c	
Customer Service Operations	ESI	F3PCR73332	FIELD METER READING - ENOI	DIRCTENO	137,967	16,068	154,035	154.035	0	ő	, c	• • •
Customer Service Operations	ß	F3PCR73333	FIELD CREDIT & COLLECTIONS - SOUTHE	CUSESOUT	128,141	15,038	143,179	143.179) O	c	·····	
Customer Service Operations	ESI	F3PCR73336	FEILD METER READING - EMI	DIRCTEMI	5,197	669	5.897	5.897	°c			D
Customer Service Operations	ESI	F3PCR73337	INTERVAL BILLING DATA - ELI	DIRCTELI	34,501	4,659	39,160	39,160	0	0	0	. c
Customer Service Operations	ESI	F3PCR73338	INTERVAL BILLING DATA - ENOI	DIRCTENO	34,181	4,591	38,772	38.772	•	C	••• •	,
Customer Service Operations	ß	F3PCR73345	QUICK PAYMENT CENTER, ADM	CUSEOPCO	6,976	870	7,846	6,674	1.172	0	-12	······································
Customer Service Operations	ESI	F3PCR73348	BUSINESS PROCESS SOLUTIONS	CUSTEGOP	34,395	4,194	38.588	33.206	5 387	× C	12-	5,225 5,228
Customer Service Operations	ESI	F3PCR73350	LOAD RESEARCH - EAI	DIRCTEAL	32,946	4,109	37.055	37.055			5	
Customer Service Operations	ESI	F3PCR73351	INTERVAL BILLING DATA - EMI	DIRCTEMI	25,821	3,522	29,343	29,343	ŏ	^ 0		
Customer Service Operations	ESI	F3PCR73353	FIELD CREDIT AND COLLECTIONS-ELI &	CUSEGNL-	91	13	5	104	0). 	Ċ	
Customer Service Operations	ESI	F3PCR73371	NEW ORLEANS CUSTOMER SERVICE CENTER	CUSEMETR	129	0	, 129	129		o c		, c
Customer Service Operations	ESI	F3PCR73372	LOUISIANA CUSTOMER SERVICE CENTER	CUSESOUT	34,443		34.453	34 453	• c			b c
Customer Service Operations	ESI	F3PCR73373	MISSISSIPPI CUSTOMER SERVICE CENTER	DIRCTEMI	144	c	144	144		, °C		
Customer Service Operations	ESI	F3PCR73374	Jackson Customer Service Center	CUSTCALL	4 140 150	521 330	4 661 480	4 140 825	C1 545	,		
Customer Service Operations	ESI	F3PCR73380	CREDIT SYSTEMS	CUSTEGOP	1 366 453	167 447	1 533 000	1 210 070			060'T-	64C/0TC
Customer Service Operations	ESI	F3PCR/3381	CUSTOMER SVC CNTR VERIFICATION DESK	CUSTEGOP	253 008	100.021	222 200	6/6/6TC/T	176/017	5	-1,312	212,609
Customer Service Operations	ESI	F3PCR73382	West Monroe Customer Service Center	CUSTCALL	4 938 459	100,001 631 543	527,000 5 570,000	000,075 4 050 552	00//NCT	5	در در در در در در در در در در در در در د	130,143
Customer Service Operations	ESI	F3PCR73384	CUSTOMER SVC CENTER TECHNICAL DESK	CUSEGXTX	5 281		5 281	000/0000/L	601/TTD		, 105,12-	010,132
Customer Service Operations	ß	F3PCR73390	CUSTOMER SVS CTL - ENTERGY BUSINESS	MACCTALL	1162 751	136 262	107/0	107/0		. .		5
AND -	10 Million Annon Annon	× .0000000000 00 0000000000000000000000	allow as well wanted and the second	ww.		www.unitedation		*/L//OCT/T *	/0C'00T	,	050'T-	100,/1/

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

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

					~~~	(n)	<u> </u>	(1)	(=)	(r) I	(9)	(1)
						<b>Total Billings</b>						
	1	Activity/	Activity/	ESI		Service		AI	H			Total
	Billing	Project	Project	Billing		Company		Other	Per		Proforma	E
l Class	Entity	Code	Description	Method	Support	Recipient	Total	BU's	Books	Exclusions	Amount	Adjusted
Customer Service Operations	ម្ព	F3PCR73400	FIELD METER READING -TX DISTRIBUTIO	DIRECTTX	304,222	32.139	336.361		336.361	•		333 606
Customer Service Operations	ESI	F3PCR73401	FIELD METER READING - EGSI -LA ONLY	DIRECTLG	247,001	26.920	273.921	273.921	0			
Customer Service Operations	S	F3PCR73408	REV ASSURANCE EGSI - LA	DIRECTLG	84.989	9.948	94 937	04 037				
Customer Service Operations	ង	F3PCR73411	REV ASSURANCE - ELI	DIRCTELI	291.742	34.489	326.231	376.731		р) с		
Customer Service Operations	8	F3PCR73450	TRAINING & PROCESS IMPROVEMENT SUMM	CUSTCALL	» (۲۰۰ ۱۹۹۳ - ۲۰۰۳ - ۲۰۰۳	50. Y	180	162/020	2 5	້		⊃* <del>;</del>
Customer Service Operations	ESI	F3PCR73458	CREDIT CALL OUTSOURCING	CUSTEGOP	7.469	, , ,	7 469	201	244			77 77
Customer Service Operations	8	F3PCR73492	INTERVAL BILLING DATA-ADM	CUSEOPCO	18 337	1 917	00 240	0EC 21	010 0		> •	<b>F</b>
Customer Service Operations	ESI	F3PCRCCS03	CCS SYSTEM SUPPORT	CUSEGXTX	1 640 833	106 705	1 037 550	0027/17	ofn'c	> «	ρ ,	3,UIU
Customer Service Operations	ESI	F3PCRCSCLA	LOUISIANA CUSTOMER SERVICE CENTER -	N/A	88	0	88	88. 88		>, c	) C	
Customer Service Operations	ß	F3PCTDDS26	Utility Management Support - O&M	CUSTEGOP	89.011	006.6	98.911	85 115 [°]	13 796		-238 	13 460
Customer Service Operations	ESI	F3PCTDTR06	SKILLS TRAINING - EGSI TX	DIRECTTX	1.384	124	1.508	0	1 508	~ - ~		0CL/CT
Customer Service Operations	ESI	F3PCTDTR07	SKILLS TRAINING - EGSI LA	DIRECTLG	1.070	95	1.165	1 165				061/7
Customer Service Operations	ß	F3PCTTDS38	TRANSMISSION O&M MGMT/SUPPORT - ESI	TRSBLNOP	161	23	184	162	22	, c		
Customer Service Operations	53	F3PPAMISTG	AMI Strategy Expense	CUSEOPCO	39,450	4,804	44.254	37,651	6.604	Č		55 6 537
Customer Service Operations	ESI	F3PPAMPDEV	Advanced Mgmt Dev Program	EMPLOYAL	14,572	0	14.572	13.903	669		5	
Customer Service Operations	53	F3PPCESTRA	Customer Expenence Strategy	CUSTEGOP	762,202	23,856	786.058	676.516	109 542			100 243
Customer Service Operations	ESI	F3PPCPLITG	Fall Lighting Campaign EGSL	DIRECTLG	25,881	3,390	29,271	29,271	0	0		
Customer Service Operations	S	F3PPCPLTTL		DIRCTELI	36,319	4,816	41,135	41,135	0	0	0	)
Customer Service Operations	ES ,	F3PPCPLITN	Fall Lighting Campaign ENOI	DIRCTENO	4,343	575	4,917	4,917	*`o	0	0	o o
Customer Service Operations	53	F3PPCSARNE	EAI CS Northeast Region	N/A	259	ō	259	259	0	* ° °	0	
customer Service Operations	minik	F3PPEAI013	EAI 2013 Rate Filing	DIRCTEAL	21,782	2,526	24,308	24,308	0	• <b>0</b>	0	
Customer Service Operations		F3PPEGSL12	EGSL LPSC Rate Case TY2012	DIRECTLG	7,559	906	8,460	8,460	0	•	0	0
	*	F3PPELL012	ELL LPSC Rate Case TY2012	DIRCTELI	10,695	1,272	11,967	11,967	0	ő	0	0
Customer service Operations	Mondor	F3PPLCPSPA	Spring Lighting Campaign - EAI	DIRCTEAL	24	o	245	244	0	•	0	* <b>0</b> *
	IO.	F3PPLCPSPL	Spring Lighting Campaign - ELL	DIRCTELI	141	õ	141	141	0	0	0	0
	35	F3PPLGTCPG	Winter Lighting Campaign EGSL	DIRECTLG	-21	0	-21	-21	0	0	0	0
	3	F3PPLGICPL	winter Lighting Campaign ELL	DIRCTEL	119	19	138	138	0	0	0	ö
Customer Service Operations	2 2 2	F3PPLGICPN	Winter Lighting Campaign ENOI	DIRCTENO	65	0	65	65	0	0	0	0
×	-			DIRCIEAL	92,650	11,152	103,803	103,803	ő	0	ò	o
	0 E			CUSTELLA	101,280	10,735	112,015	112,015	0	0	0	0
	•	ž	CLS CUSIOMER ACCOUNTING	CUSEGXTX	572,673	68,483	641,156	641,156	o	ó	0	0
	ų		CUST ACCOUNTING ESI HAMMOND	CUSTEXTX	145,922	13,971	159,892	159,892	0	0	0	•
	- iji	F3PPK/33BM	Beaumont Customer Service Center	CUSTCALL	64,693	4,744	69,437	61,809	7,628	0	-31	7,597
Customer Service Operations		F3PPK/33BK	Baton Kouge Customer Service Center	CUSTCALL	834,372	83,863	918,235	817,413,	100,823	0	-763	100,059
Customer Service Operations	*	F3PPK/33CA	Central Administration Costs	CUSTCALL	348,735	30,737	379,472	337,796	41,676	0	-97	41,579
Customer Service Operations	1	F3PPK/33LK E3DDD723NO			304,044	189	304,234	270,845	33,389	0	0	33,389
		- X	Trev Undans Lusionier Service Lenter	CUSICALL	984,683	112,906	1,097,590	977,137	120,452	0	-240	120,212
	war-ĝ	. ww	YI-ICON DIDDUCTO	DIRECULX	61,492	- 7,519	69,011	0	69.011	C	503	