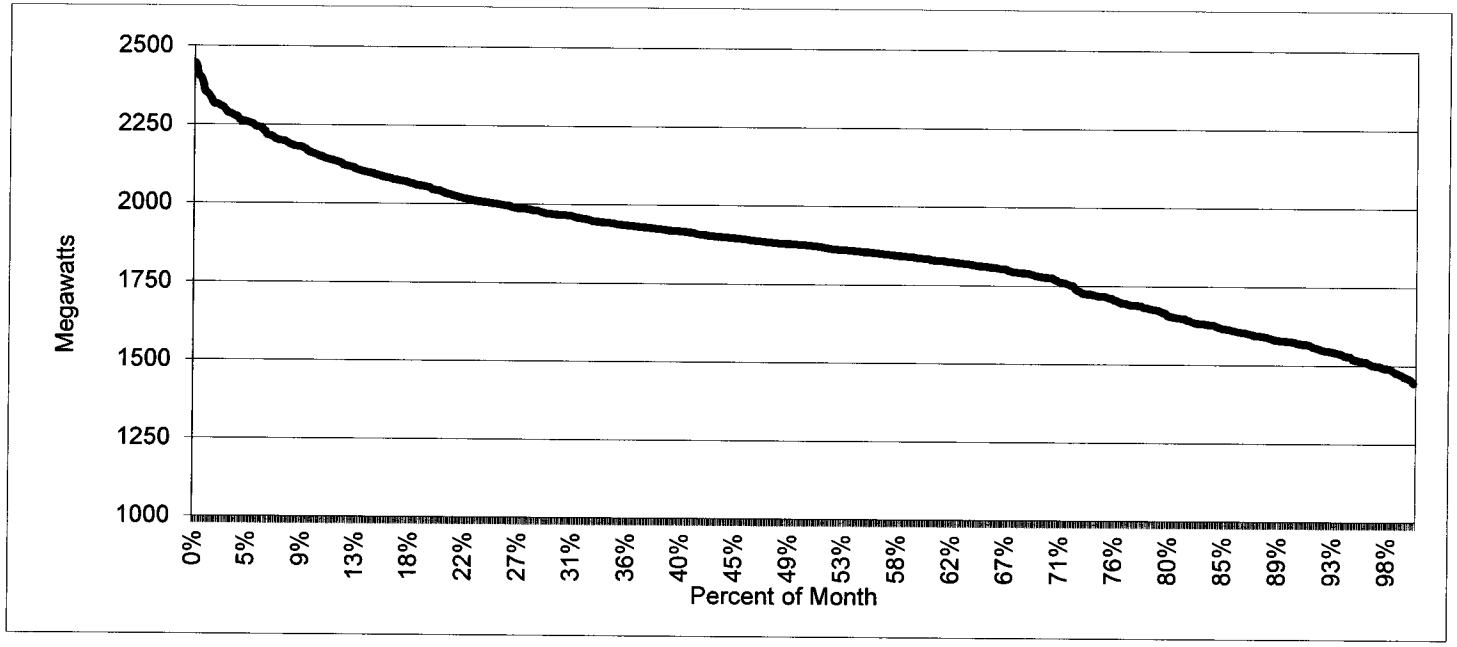
ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2445.225	1	1	0.135
99	2420.77275	1	2	0.269
98	2396.3205	2	4	0.538
97	2371.86825	2	6	0.808
96	2347.416	2	8	1.077
95	2322.96375	3	11	1.480
94	2298.5115	8	19	2.557
93	2274.05925	8	27	3.634
92	2249.607	10	37	4.980
91	2225.15475	7	44	5.922
90	2200.7025	7	51	6.864
89	2176.25025	16	67	9.017
88	2151.798	9	76	10.229
87	2127.34575	14	90	12.113
86	2102.8935	13	103	13.863
85	2078.44125	18	121	16.285
84	2053.989	21	142	19.112
83	2029.53675	15	157	21.131
82	2005.0845	21	178	23.957
81	1980.63225	28	206	27.725
80	1956.18	30	236	31.763
79	1931.72775	34	270	36.339
78	1907.2755	38	308	41.454
77	1882.82325	45	353	47.510
76	1858.371	48	401	53.970
75	1833.91875	45	446	60.027
74	1809.4665	38	484	65.141
73	1785.01425	28	512	68.910
72	1760.562	18	530	71.332
71	1736.10975	8	538	72.409
70	1711.6575	20	558	75.101
69	1687.20525	20	578	77.793
68	1662.753	15	593	79.812
67	1638.30075	15	608	81.830
66	1613.8485	22	630	84.791
65	1589.39625	24	654	88.022
64	1564.944	25	679	91.386
63	1540.49175	17	696	93.674
62	1516.0395	13	709	95.424
61	1491.58725	18	727	97.847
60	1467.135	9	736	99.058
59	1442.68275	7	743	100.000
58	1418.2305	0	743	100.000
57	1393.77825	0	743	100.000
56	1369.326	0	743	100.000
55	1344.87375	0	743	100.000
54	1320.4215	0	743	100.000
53	1295.96925	0	743	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2011 CURVE



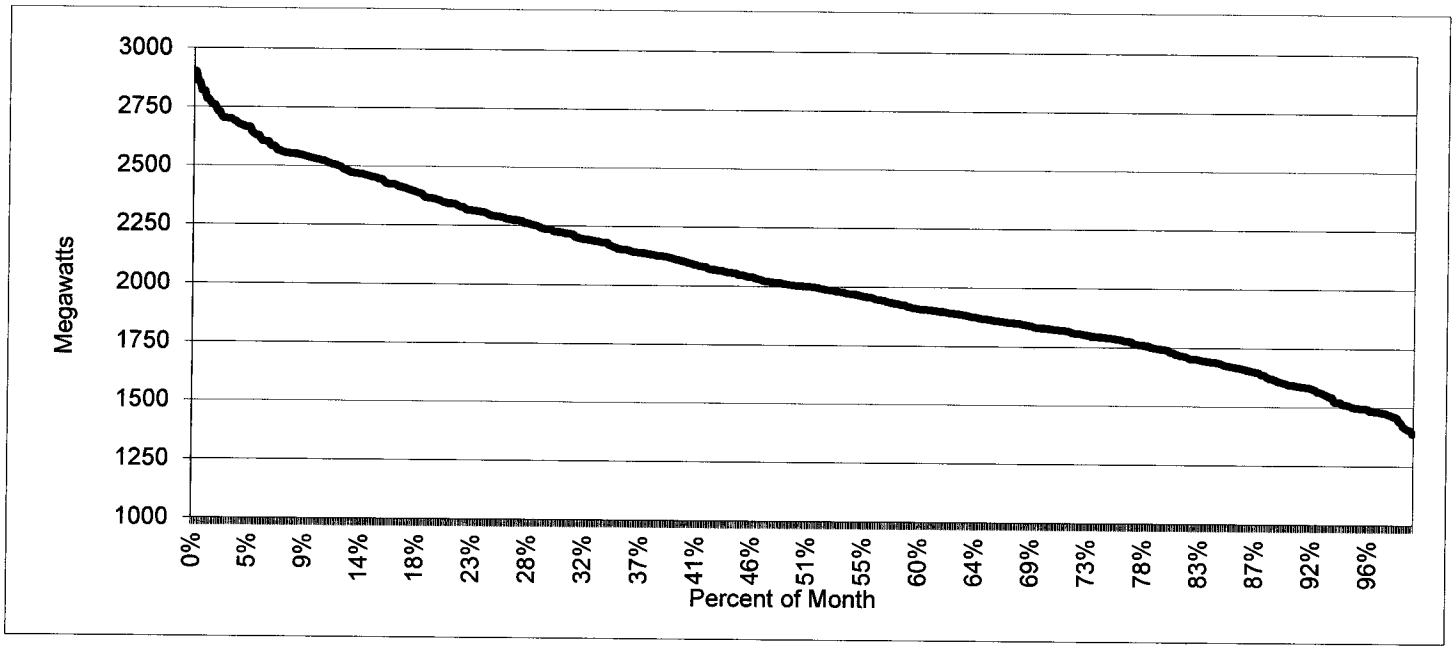
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2902.778	1	1	0.165
99	2873.75022	1	2	0.329
98	2844.72244	2	4	0.659
97	2815.69466	3	7	1.153
96	2786.66688	0	7	1.153
95	2757.6391	5	12	1.977
94	2728.61132	3	15	2.471
93	2699.58354	6	21	3.460
92	2670.55576	8	29	4.778
91	2641.52798	6	35	5.766
90	2612.5002	5	40	6.590
89	2583.47242	7	47	7.743
88	2554.44464	9	56	9.226
87	2525.41686	19	75	12.356
86	2496.38908	12	87	14.333
85	2467.3613	12	99	16.310
84	2438.33352	13	112	18.451
83	2409.30574	12	124	20.428
82	2380.27796	11	135	22.241
81	2351.25018	12	147	23.596
80	2322.2224	13	160	25.197
79	2293.19462	16	176	27.245
78	2264.16684	19	195	29.412
77	2235.13906	16	211	31.352
76	2206.11128	14	225	33.040
75	2177.0835	20	245	35.000
74	2148.05572	13	258	36.857
73	2119.02794	24	282	40.286
72	2090.00016	15	297	42.429
71	2060.97238	16	313	44.714
70	2031.9446	19	332	47.429
69	2002.91682	24	356	50.857
68	1973.88904	29	385	55.000
67	1944.86126	21	406	58.000
66	1915.83348	16	422	60.286
65	1886.8057	30	452	64.571
64	1857.77792	23	475	67.857
63	1828.75014	26	501	71.571
62	1799.72236	29	530	75.714
61	1770.69458	25	555	79.286
60	1741.6668	18	573	81.857
59	1712.63902	13	586	83.714
58	1683.61124	21	607	86.714
57	1654.58346	16	623	89.000
56	1625.55568	12	635	90.714
55	1596.5279	11	646	92.286
54	1567.50012	17	663	94.714
53	1538.47234	10	673	96.143
52	1509.44456	8	681	97.286
51	1480.41678	19	700	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2011 CURVE



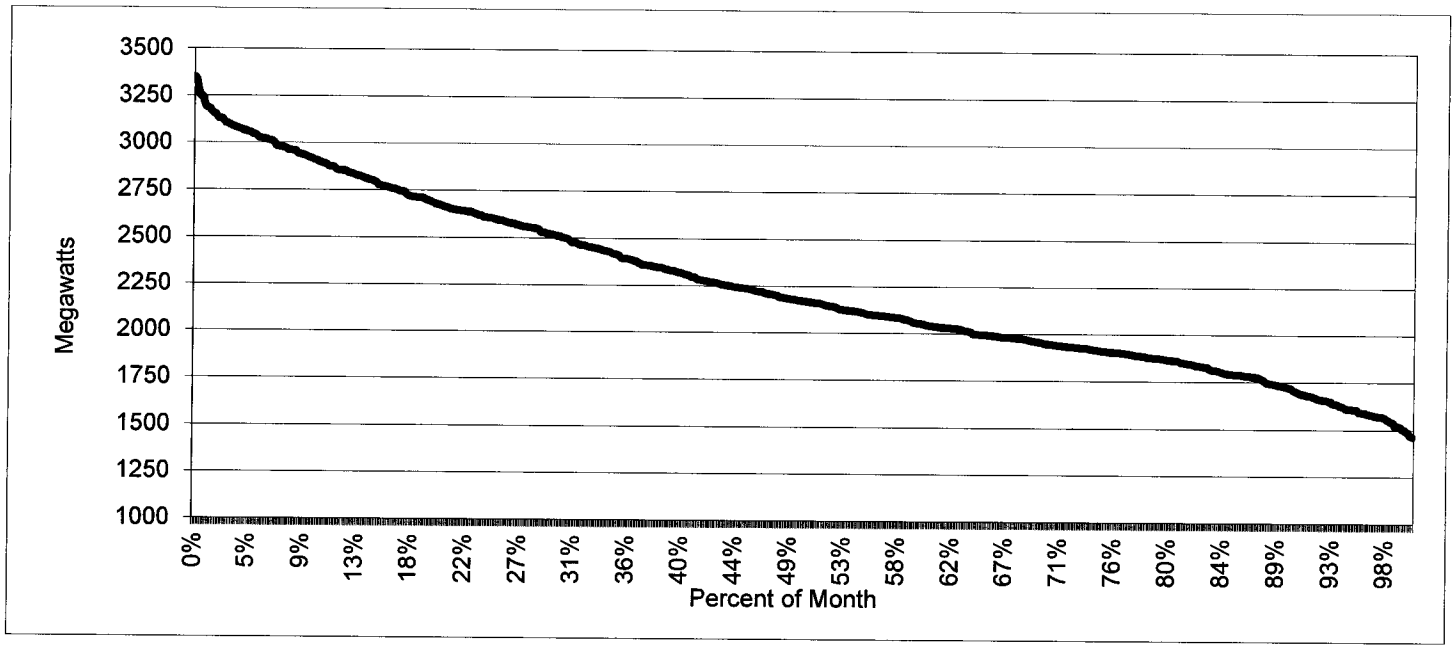
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3347 858	1	1	0.190
99	3314.37942	1	2	0.380
98	3280.90084	1	3	0.570
97	3247.42226	2	5	0.951
96	3213.94368	1	6	1.141
95	3180.4651	4	10	1.901
94	3146.98652	4	14	2.662
93	3113.50794	5	19	3.612
92	3080.02936	8	27	5.133
91	3046.55078	11	38	7.224
90	3013.0722	9	47	8.935
89	2979.59362	6	53	10.076
88	2946.11504	10	63	11.977
87	2912.63646	10	73	13.878
86	2879.15788	9	82	15.589
85	2845.6793	12	94	17.871
84	2812.20072	11	105	19.962
83	2778.72214	8	113	21.483
82	2745.24356	13	126	23.954
81	2711.76498	10	136	24.373
80	2678.2864	12	148	25.170
79	2644.80782	14	162	26.601
78	2611.32924	14	176	28.160
77	2577.85066	17	193	29.738
76	2544.37208	18	211	32.018
75	2510.8935	11	222	33.085
74	2477.41492	8	230	33.675
73	2443.93634	17	247	35.591
72	2410.45776	12	259	36.582
71	2376.97918	11	270	37.448
70	2343.5006	16	286	39.124
69	2310.02202	13	299	40.570
68	2276.54344	12	311	42.198
67	2243.06486	19	330	44.776
66	2209.58628	19	349	47.354
65	2176.1077	19	368	49.932
64	2142.62912	22	390	52.917
63	2109.15054	18	408	55.360
62	2075.67196	25	433	58.752
61	2042.19338	16	449	60.923
60	2008.7148	26	475	64.450
59	1975.23622	31	506	68.657
58	1941 75764	20	526	71.370
57	1908.27906	32	558	75.712
56	1874.80048	30	588	79.783
55	1841.3219	21	609	82.632
54	1807.84332	16	625	84.803
53	1774.36474	24	649	88.060
52	1740.88616	10	659	89.417
51	1707.40758	12	671	91.045
50	1673 929	12	683	92.673
49	1640.45042	11	694	94.166
48	1606 97184	14	708	96.065
47	1573.49326	13	721	97.829
46	1540.01468	10	731	99.186
45	1506.5361	6	737	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2011 CURVE



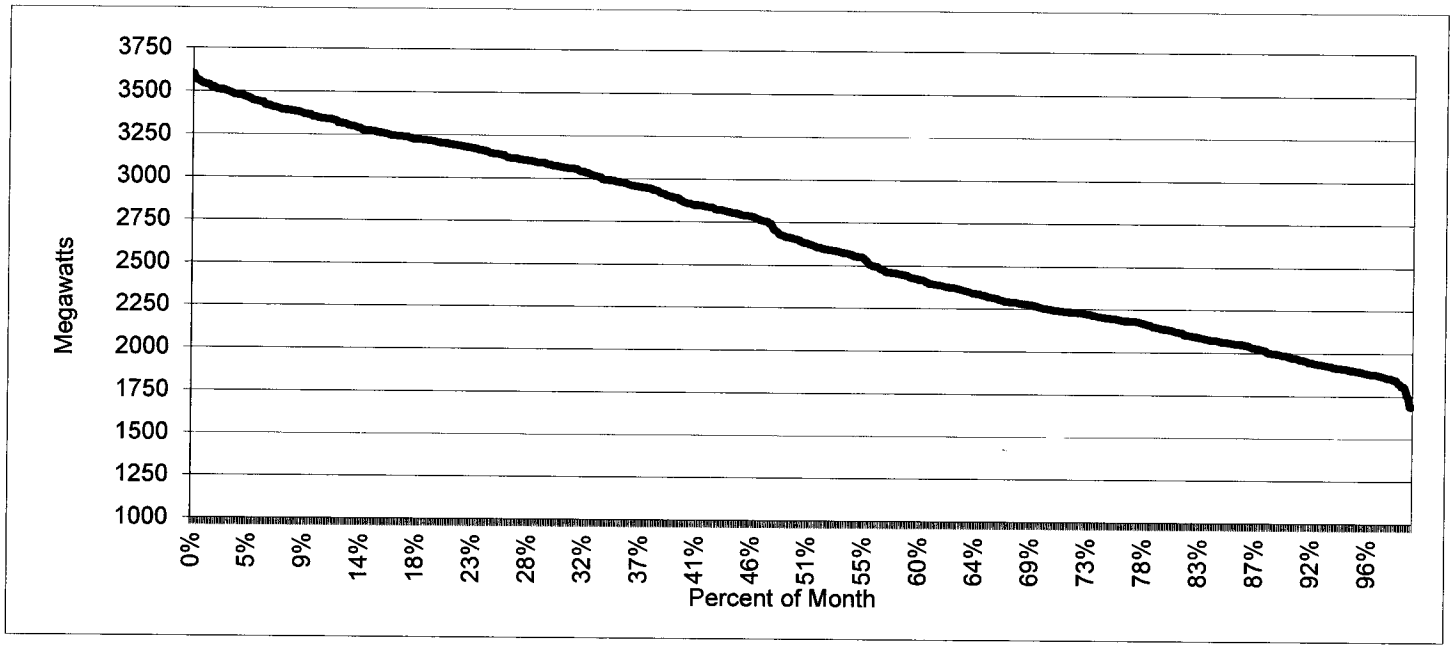
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3598.677	1	1	0.168
99	3562.69023	2	3	0.504
98	3526.70346	7	10	1.681
97	3490.71669	13	23	3.866
96	3454.72992	11	34	5.714
95	3418.74315	11	45	7.563
94	3382.75638	17	62	10.420
93	3346.76961	12	74	12.437
92	3310.78284	16	90	15.126
91	3274.79607	11	101	16.975
90	3238.8093	25	126	21.176
89	3202.82253	20	146	24.538
88	3166.83576	22	168	28.235
87	3130.84899	16	184	30.924
86	3094.86222	18	202	33.950
85	3058.87545	19	221	37.143
84	3022.88868	14	235	39.496
83	2986.90191	14	249	41.849
82	2950.91514	18	267	44.874
81	2914.92837	11	278	45.057
80	2878.9416	9	287	45.340
79	2842.95483	14	301	46.522
78	2806.96806	16	317	47.958
77	2770.98129	16	333	48.827
76	2734.99452	9	342	48.857
75	2699.00775	2	344	49.143
74	2663.02098	8	352	50.286
73	2627.03421	11	363	51.857
72	2591.04744	13	376	53.714
71	2555.06067	14	390	55.714
70	2519.0739	9	399	57.000
69	2483.08713	7	406	58.000
68	2447.10036	14	420	60.000
67	2411.11359	12	432	61.714
66	2375.12682	16	448	64.000
65	2339.14005	16	464	66.286
64	2303.15328	12	476	68.000
63	2267.16651	23	499	71.286
62	2231.17974	20	519	74.143
61	2195.19297	26	545	77.857
60	2159.2062	20	565	80.714
59	2123.21943	14	579	82.714
58	2087.23266	16	595	85.000
57	2051.24589	22	617	88.143
56	2015.25912	16	633	90.429
55	1979.27235	14	647	92.429
54	1943.28558	14	661	94.429
53	1907.29881	21	682	97.429
52	1871.31204	18	700	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2011 CURVE



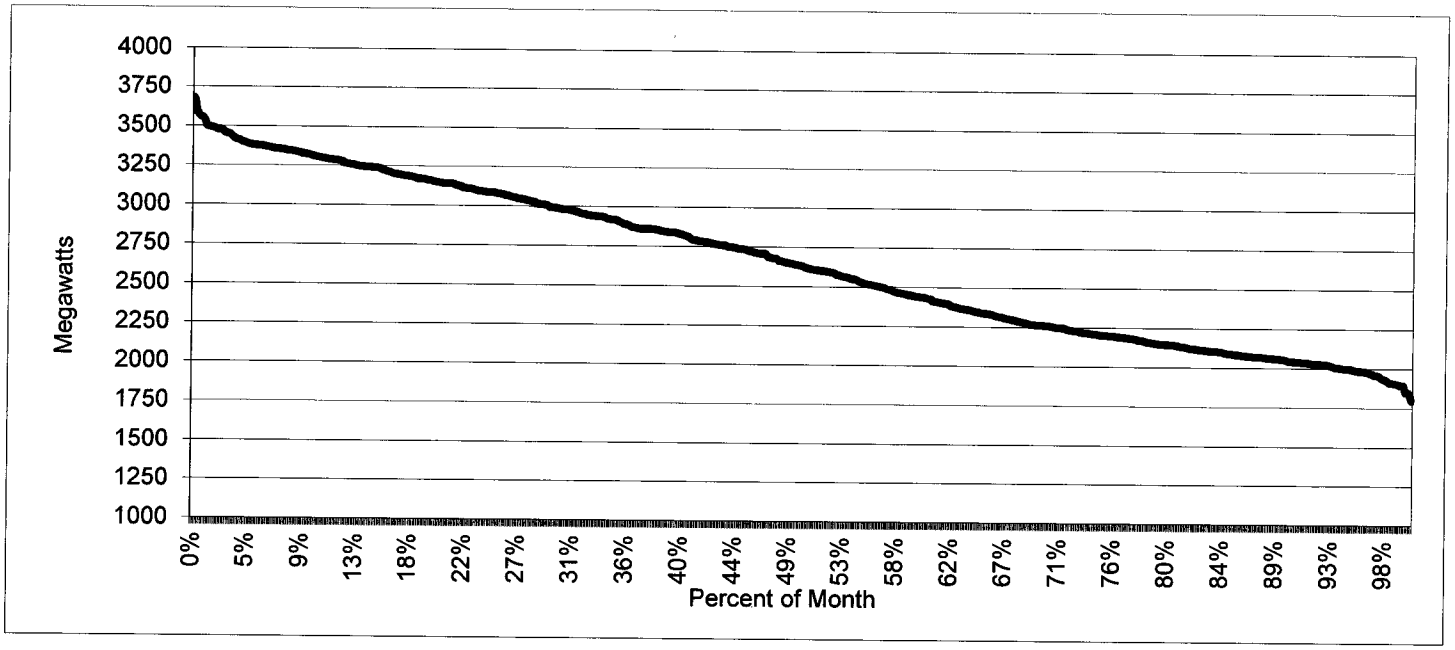
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3681.374	1	1	0.166
99	3644.56026	1	2	0.332
98	3607.74652	0	2	0.332
97	3570.93278	2	4	0.664
96	3534.11904	3	7	1.163
95	3497.3053	3	10	1.661
94	3460.49156	9	19	3.156
93	3423.67782	6	25	4.153
92	3386.86408	9	34	5.648
91	3350.05034	23	57	9.468
90	3313.2366	15	72	11.960
89	3276.42286	20	92	15.282
88	3239.60912	19	111	18.439
87	3202.79538	11	122	20.266
86	3165.98164	19	141	23.422
85	3129.1679	19	160	26.578
84	3092.35416	15	175	29.070
83	3055.54042	19	194	32.226
82	3018.72668	15	209	34.718
81	2981.91294	15	224	35.612
80	2945.0992	16	240	36.364
79	2908.28546	19	259	37.482
78	2871.47172	8	267	37.606
77	2834.65798	28	295	40.746
76	2797.84424	9	304	41.701
75	2761.0305	17	321	43.437
74	2724.21676	18	339	45.687
73	2687.40302	12	351	47.305
72	2650.58928	12	363	48.922
71	2613.77554	14	377	50.809
70	2576.9618	15	392	52.830
69	2540.14806	14	406	54.717
68	2503.33432	13	419	56.469
67	2466.52058	10	429	57.817
66	2429.70684	19	448	60.377
65	2392.8931	14	462	62.264
64	2356.07936	13	475	64.016
63	2319.26562	15	490	66.038
62	2282.45188	16	506	68.194
61	2245.63814	26	532	71.698
60	2208.8244	20	552	74.394
59	2172.01066	25	577	77.763
58	2135.19692	25	602	81.132
57	2098.38318	27	629	84.771
56	2061.56944	31	660	88.949
55	2024.7557	31	691	93.127
54	1987.94196	19	710	95.687
53	1951.12822	14	724	97.574
52	1914.31448	5	729	98.248
51	1877.50074	10	739	99.596
50	1840.687	3	742	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2011 CURVE



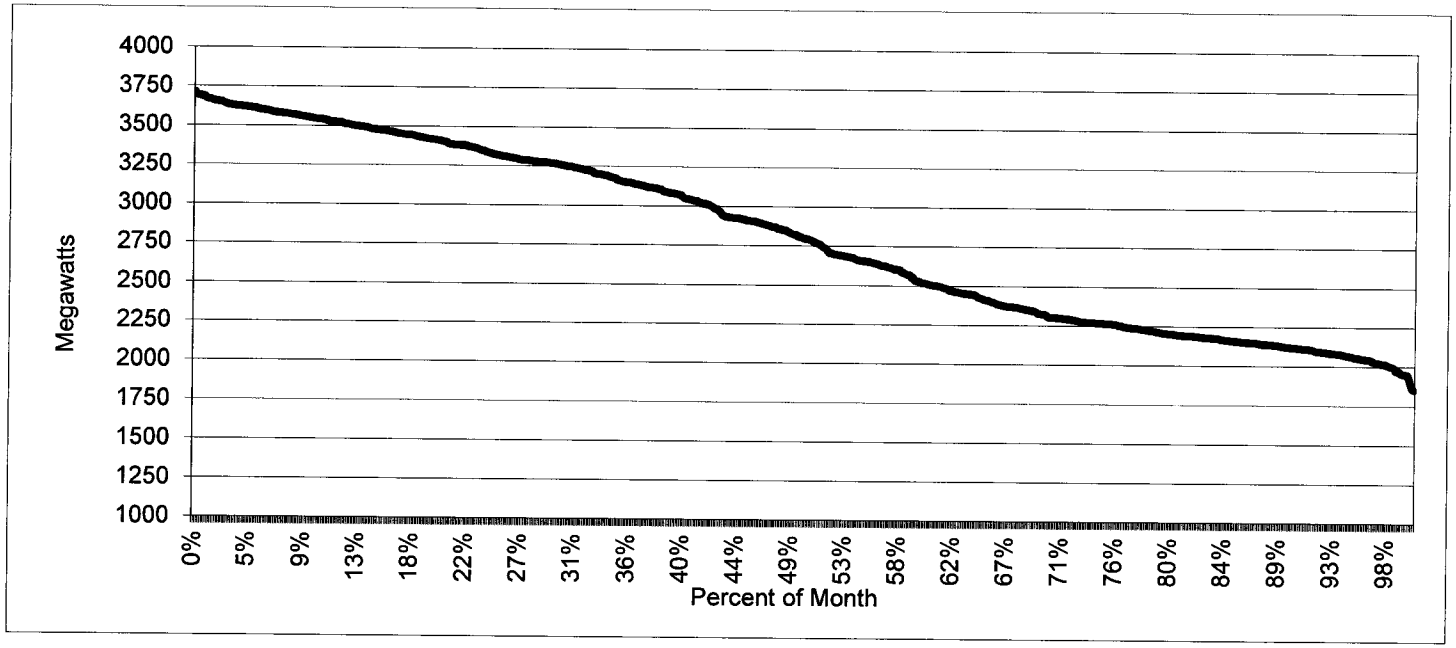
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3712.912	1	1	0.157
99	3675.78288	6	7	1.097
98	3638.65376	13	20	3.135
97	3601.52464	23	43	6.740
96	3564.39552	21	64	10.031
95	3527.2664	19	83	13.009
94	3490.13728	23	106	16.614
93	3453.00816	18	124	19.436
92	3415.87904	21	145	22.727
91	3378.74992	19	164	25.705
90	3341.6208	13	177	27.743
89	3304.49168	15	192	30.094
88	3267.36256	25	217	34.013
87	3230.23344	20	237	37.147
86	3193.10432	14	251	39.342
85	3155.9752	9	260	40.752
84	3118.84608	16	276	43.260
83	3081 71696	16	292	45.768
82	3044.58784	9	301	47.179
81	3007.45872	13	314	46.657
80	2970.3296	5	319	45.702
79	2933.20048	4	323	45.049
78	2896.07136	20	343	47.115
77	2858.94224	12	355	48.299
76	2821.81312	11	366	49.459
75	2784.684	10	376	50.742
74	2747.55488	7	383	51.548
73	2710.42576	4	387	52.016
72	2673.29664	15	402	54.032
71	2636.16752	15	417	56.048
70	2599.0384	13	430	57.796
69	2561.90928	7	437	58.737
68	2524.78016	6	443	59.543
67	2487.65104	14	457	61.425
66	2450.52192	15	472	63.441
65	2413.3928	10	482	64.785
64	2376.26368	12	494	66.398
63	2339.13456	19	513	68.952
62	2302.00544	13	526	70.699
61	2264.87632	31	557	74.866
60	2227.7472	23	580	77.957
59	2190.61808	28	608	81.720
58	2153.48896	30	638	85.753
57	2116.35984	35	673	90.457
56	2079 23072	25	698	93.817
55	2042.1016	19	717	96.371
54	2004.97248	11	728	97.849
53	1967.84336	7	735	98.790
52	1930.71424	5	740	99.462
51	1893.58512	1	741	99.597
50	1856.456	2	743	99.866
49	1819.32688	1	744	100.000
48	1782.19776	0	744	100.000
47	1745.06864	0	744	100.000
46	1707.93952	0	744	100.000
45	1670.8104	0	744	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2011 CURVE



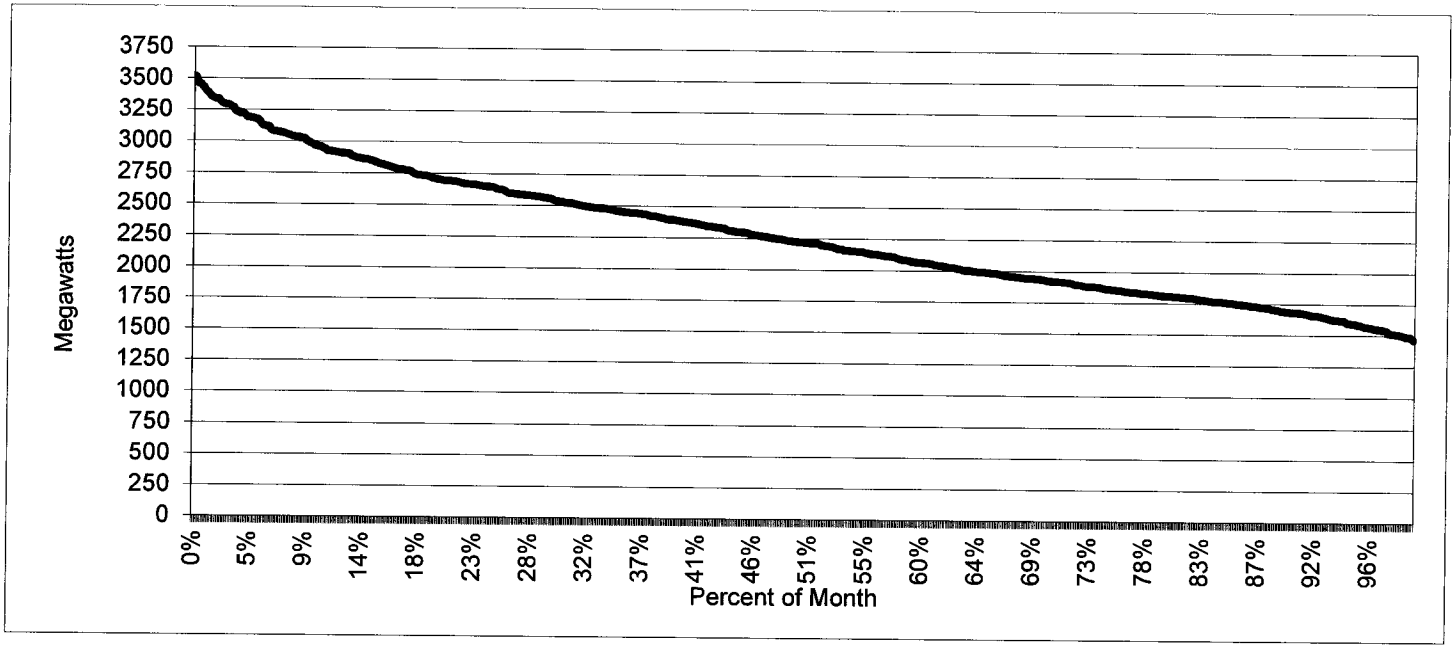
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3517.586	1	1	0.227
99	3482.41014	1	2	0.455
98	3447.23428	2	4	0.909
97	3412.05842	2	6	1.364
96	3376.88256	3	9	2.045
95	3341.7067	3	12	2.727
94	3306.53084	4	16	3.636
93	3271.35498	6	22	5.000
92	3236.17912	3	25	5.682
91	3201.00326	6	31	7.045
90	3165.8274	7	38	8.636
89	3130.65154	2	40	9.091
88	3095.47568	5	45	10.227
87	3060.29982	9	54	12.273
86	3025.12396	11	65	14.773
85	2989.9481	4	69	15.682
84	2954.77224	7	76	17.273
83	2919.59638	7	83	18.864
82	2884.42052	10	93	21.136
81	2849.24466	13	106	22.845
80	2814.0688	7	113	22.967
79	2778.89294	9	122	23.417
78	2743.71708	9	131	24.259
77	2708.54122	11	142	25.403
76	2673.36536	16	158	27.148
75	2638.1895	19	177	29.016
74	2603.01364	7	184	29.068
73	2567.83778	20	204	31.288
72	2532.66192	12	216	32.384
71	2497.48606	13	229	33.285
70	2462.3102	19	248	35.328
69	2427.13434	20	268	37.640
68	2391.95848	13	281	38.812
67	2356.78262	18	299	40.791
66	2321.60676	14	313	42.127
65	2286.4309	15	328	44.086
64	2251.25504	14	342	45.968
63	2216.07918	21	363	48.790
62	2180.90332	15	378	50.806
61	2145.72746	17	395	53.091
60	2110.5516	17	412	55.376
59	2075.37574	10	422	56.720
58	2040.19988	18	440	59.140
57	2005.02402	24	464	62.366
56	1969.84816	28	492	66.129
55	1934.6723	29	521	70.027
54	1899.49644	19	540	72.581
53	1864.32058	19	559	75.134
52	1829.14472	23	582	78.226
51	1793.96886	28	610	81.989
50	1758.793	23	633	85.081
49	1723.61714	19	652	87.634
48	1688.44128	15	667	89.651
47	1653.26542	21	688	92.473
46	1618.08956	14	702	94.355
45	1582.9137	10	712	95.699
44	1547.73784	12	724	97.312
43	1512.56198	9	733	98.522
42	1477.38612	10	743	99.866
41	1442.21026	1	744	100.000
40	1407.0344	0	744	100.000
39	1371.85854	0	744	100.000
38	1336.68268	0	744	100.000
37	1301.50682	0	744	100.000
36	1266.33096	0	744	100.000
35	1231.1551	0	744	100.000
34	1195.97924	0	744	100.000
33	1160.80338	0	744	100.000
32	1125.62752	0	744	100.000
31	1090.45166	0	744	100.000
30	1055.2758	0	744	100.000
29	1020.09994	0	744	100.000
28	984.92408	0	744	100.000
27	949.74822	0	744	100.000
26	914.57236	0	744	100.000
25	879.3965	0	744	100.000
24	844.22064	0	744	100.000
23	809.04478	0	744	100.000
22	773.86892	0	744	100.000
21	738.69306	0	744	100.000
20	703.5172	0	744	100.000
19	668.34134	0	744	100.000
18	633.16548	0	744	100.000
17	597.98962	0	744	100.000
16	562.81376	0	744	100.000
15	527.6379	0	744	100.000
14	492.46204	0	744	100.000
13	457.28618	0	744	100.000
12	422.11032	0	744	100.000
11	386.93446	0	744	100.000
10	351.7586	0	744	100.000
9	316.58274	0	744	100.000
8	281.40688	0	744	100.000
7	246.23102	0	744	100.000
6	211.05516	0	744	100.000
5	175.8793	0	744	100.000
4	140.70344	0	744	100.000
3	105.52758	0	744	100.000
2	70.35172	0	744	100.000
1	35.17586	0	744	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2011 CURVE



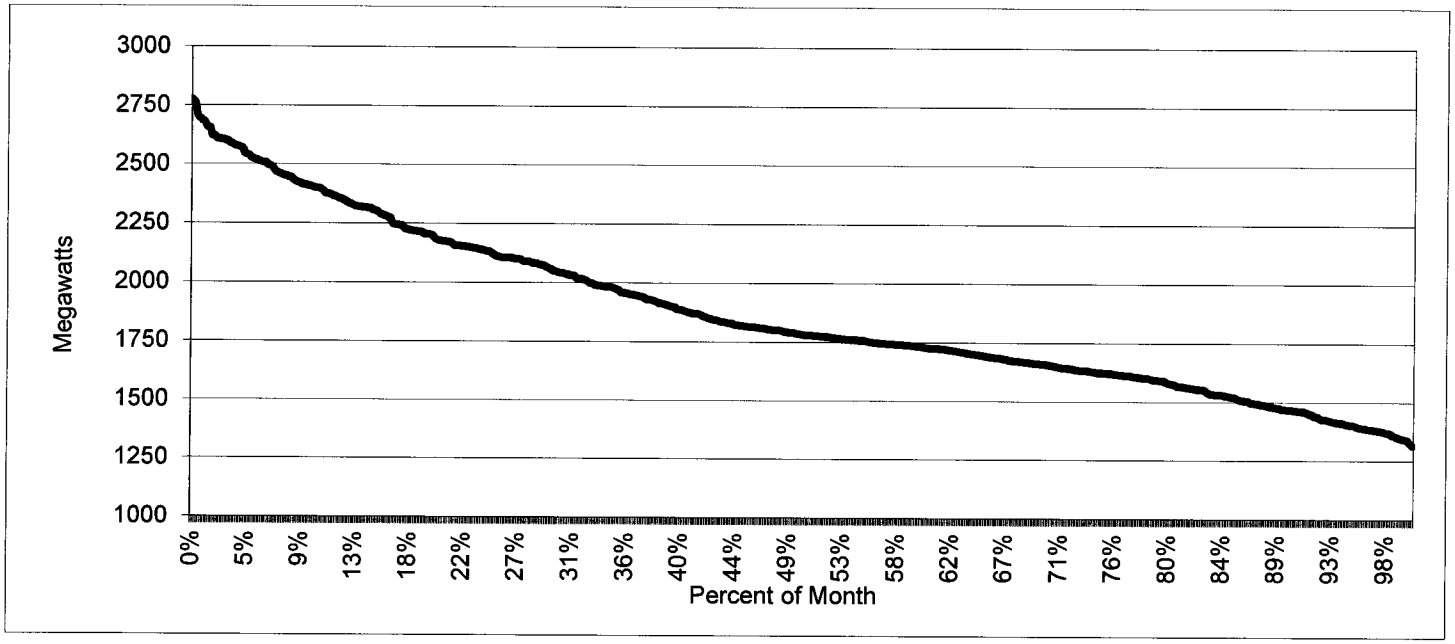
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2774.487	1	1	0.175
99	2746.74213	2	3	0.524
98	2718.99726	0	3	0.524
97	2691.25239	3	6	1.047
96	2663.50752	3	9	1.571
95	2635.76265	3	12	2.094
94	2608.01778	4	16	2.792
93	2580.27291	10	26	4.538
92	2552.52804	6	32	5.585
91	2524.78317	6	38	6.632
90	2497.0383	9	47	8.202
89	2469.29343	4	51	8.901
88	2441.54856	10	61	10.646
87	2413.80369	9	70	12.216
86	2386.05882	11	81	14.136
85	2358.31395	8	89	15.532
84	2330.56908	9	98	17.103
83	2302.82421	14	112	19.546
82	2275.07934	8	120	20.942
81	2247.33447	3	123	20.707
80	2219.5896	12	135	21.916
79	2191.84473	13	148	23.455
78	2164.09986	11	159	24.651
77	2136.35499	19	178	26.727
76	2108.61012	10	188	27.526
75	2080.86525	23	211	30.273
74	2053.12038	9	220	30.769
73	2025.37551	14	234	32.727
72	1997.63064	10	244	34.126
71	1969.88577	16	260	36.364
70	1942.1409	14	274	38.322
69	1914.39603	10	284	39.720
68	1886.65116	14	298	41.678
67	1858.90629	13	311	43.497
66	1831.16142	16	327	45.734
65	1803.41655	25	352	49.231
64	1775.67168	31	383	53.566
63	1747.92681	34	417	58.322
62	1720.18194	42	459	64.196
61	1692.43707	25	484	67.692
60	1664.6922	26	510	71.329
59	1636.94733	28	538	75.245
58	1609.20246	35	573	80.140
57	1581.45759	21	594	83.077
56	1553.71272	22	616	86.154
55	1525.96785	15	631	88.252
54	1498.22298	14	645	90.210
53	1470.47811	21	666	93.147
52	1442.73324	17	683	95.524
51	1414.98837	14	697	97.483
50	1387.2435	18	715	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2011 CURVE



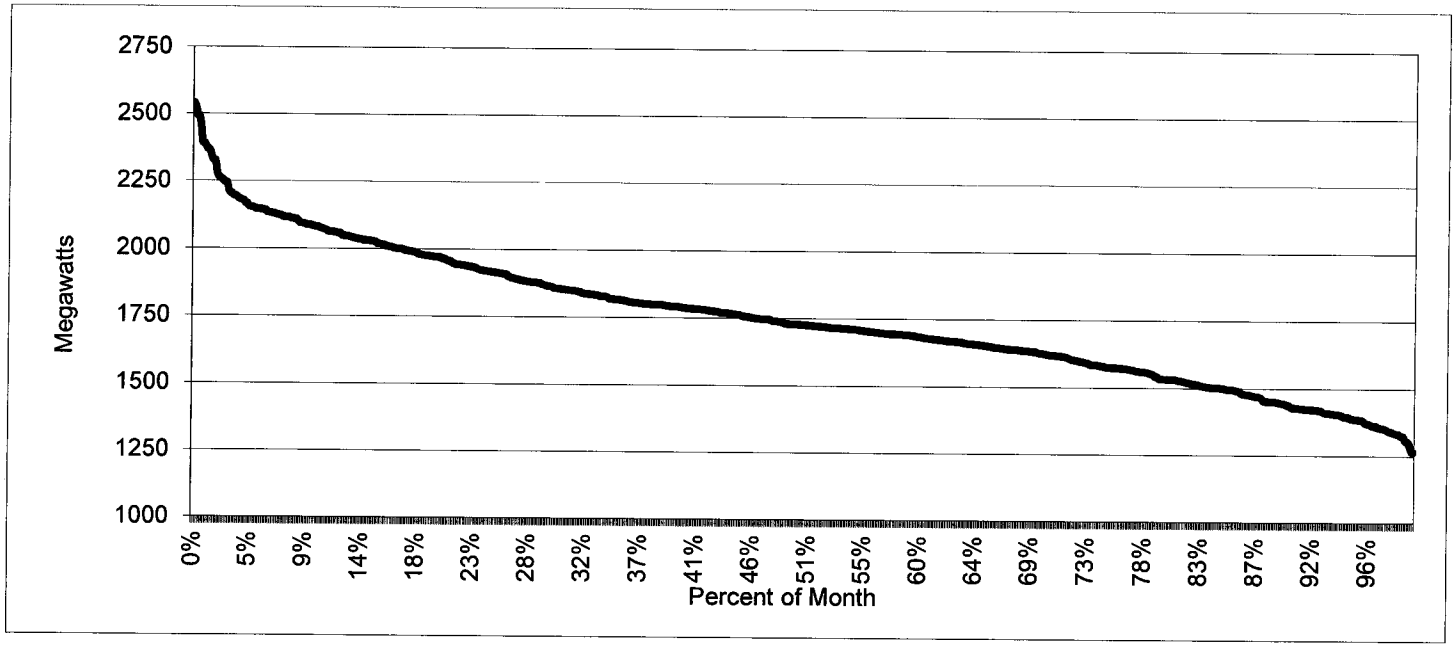
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2541.277	1	1	0.192
99	2515.86423	1	2	0.383
98	2490.45146	2	4	0.766
97	2465.03869	1	5	0.958
96	2439.62592	0	5	0.958
95	2414.21315	0	5	0.958
94	2388.80038	2	7	1.341
93	2363.38761	3	10	1.916
92	2337.97484	1	11	2.107
91	2312.56207	3	14	2.682
90	2287.1493	0	14	2.682
89	2261.73653	2	16	3.065
88	2236.32376	5	21	4.023
87	2210.91099	1	22	4.215
86	2185.49822	5	27	5.172
85	2160.08545	6	33	6.322
84	2134.67268	11	44	8.429
83	2109.25991	17	61	11.686
82	2083.84714	10	71	13.602
81	2058.43437	15	86	16.475
80	2033.0216	14	100	19.157
79	2007.60883	18	118	22.605
78	1982.19606	15	133	25.479
77	1956.78329	18	151	28.927
76	1931.37052	16	167	31.992
75	1905.95775	19	186	35.632
74	1880.54498	14	200	38.314
73	1855.13221	18	218	41.762
72	1829.71944	22	240	45.977
71	1804.30667	23	263	50.383
70	1778.8939	40	303	58.046
69	1753.48113	26	329	63.027
68	1728.06836	28	357	68.391
67	1702.65559	44	401	76.820
66	1677.24282	35	436	83.525
65	1651.83005	34	470	90.038
64	1626.41728	30	500	95.785
63	1601.00451	22	522	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2011 CURVE



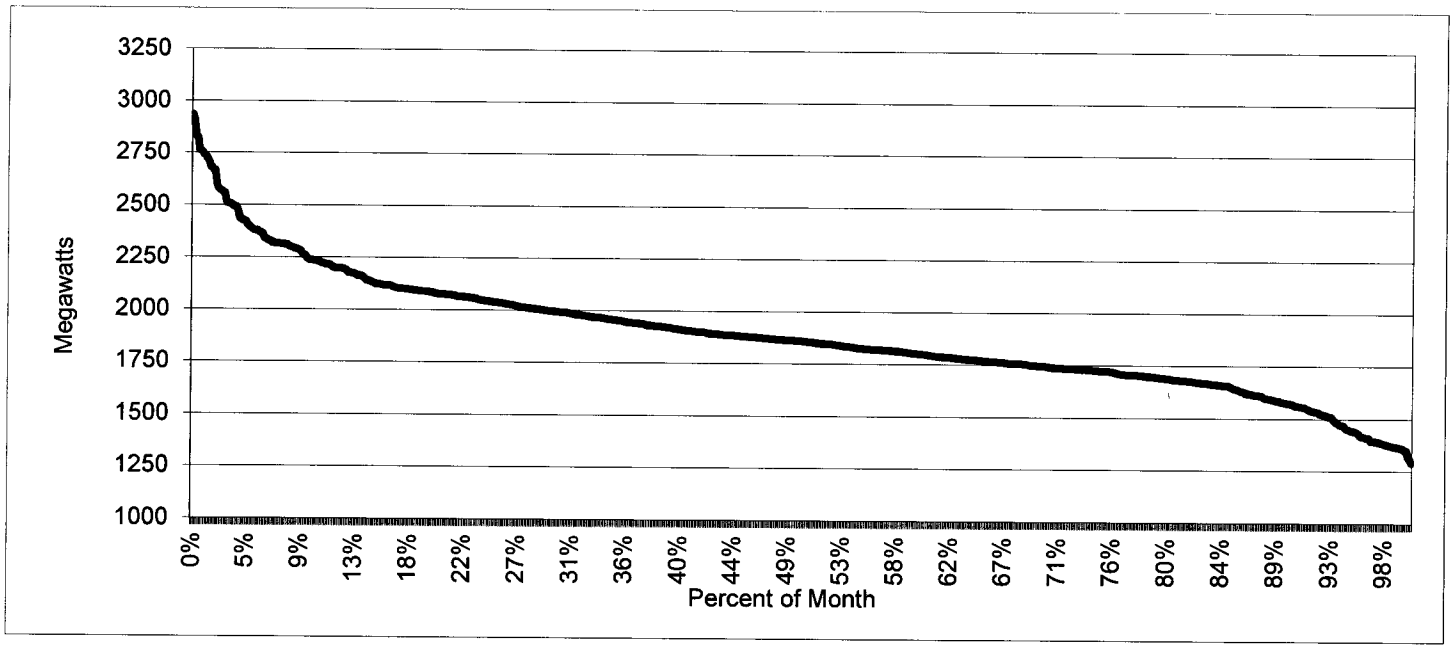
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2933.729	1	1	0.172
99	2904.39171	0	1	0.172
98	2875.05442	1	2	0.344
97	2845.71713	0	2	0.344
96	2816.37984	2	4	0.688
95	2787.04255	0	4	0.688
94	2757.70526	2	6	1.033
93	2728.36797	3	9	1.549
92	2699.03068	2	11	1.893
91	2669.69339	2	13	2.238
90	2640.3561	2	15	2.582
89	2611.01881	0	15	2.582
88	2581.68152	1	16	2.754
87	2552.34423	5	21	3.614
86	2523.00694	0	21	3.614
85	2493.66965	5	26	4.475
84	2464 33236	3	29	4.991
83	2434.99507	1	30	5.164
82	2405.65778	4	34	5.852
81	2376.32049	7	41	6.699
80	2346.9832	3	44	6.929
79	2317.64591	7	51	7.883
78	2288.30862	14	65	9.804
77	2258.97133	4	69	10.177
76	2229.63404	8	77	11.208
75	2200.29675	10	87	12.500
74	2170.95946	13	100	14.245
73	2141.62217	6	106	14.930
72	2112.28488	16	122	16.992
71	2082.94759	25	147	20.220
70	2053.6103	27	174	23.545
69	2024 27301	23	197	26.586
68	1994.93572	24	221	29.825
67	1965.59843	30	251	33.873
66	1936.26114	26	277	37.382
65	1906.92385	25	302	40.756
64	1877.58656	40	342	46.154
63	1848.24927	40	382	51.552
62	1818.91198	43	425	57.355
61	1789.57469	29	454	61.269
60	1760.2374	43	497	67.072
59	1730.90011	44	541	73.009
58	1701.56282	40	581	78.408
57	1672.22553	31	612	82.591
56	1642.88824	23	635	85.695
55	1613 55095	12	647	87.314
54	1584.21366	16	663	89.474
53	1554.87637	15	678	91.498
52	1525.53908	9	687	92.713
51	1496.20179	9	696	93.927
50	1466.8645	6	702	94.737
49	1437.52721	8	710	95.816
48	1408.18992	8	718	96.896
47	1378.85263	9	727	98.111
46	1349.51534	12	739	99.730
45	1320.17805	2	741	100.000

Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2011 CURVE



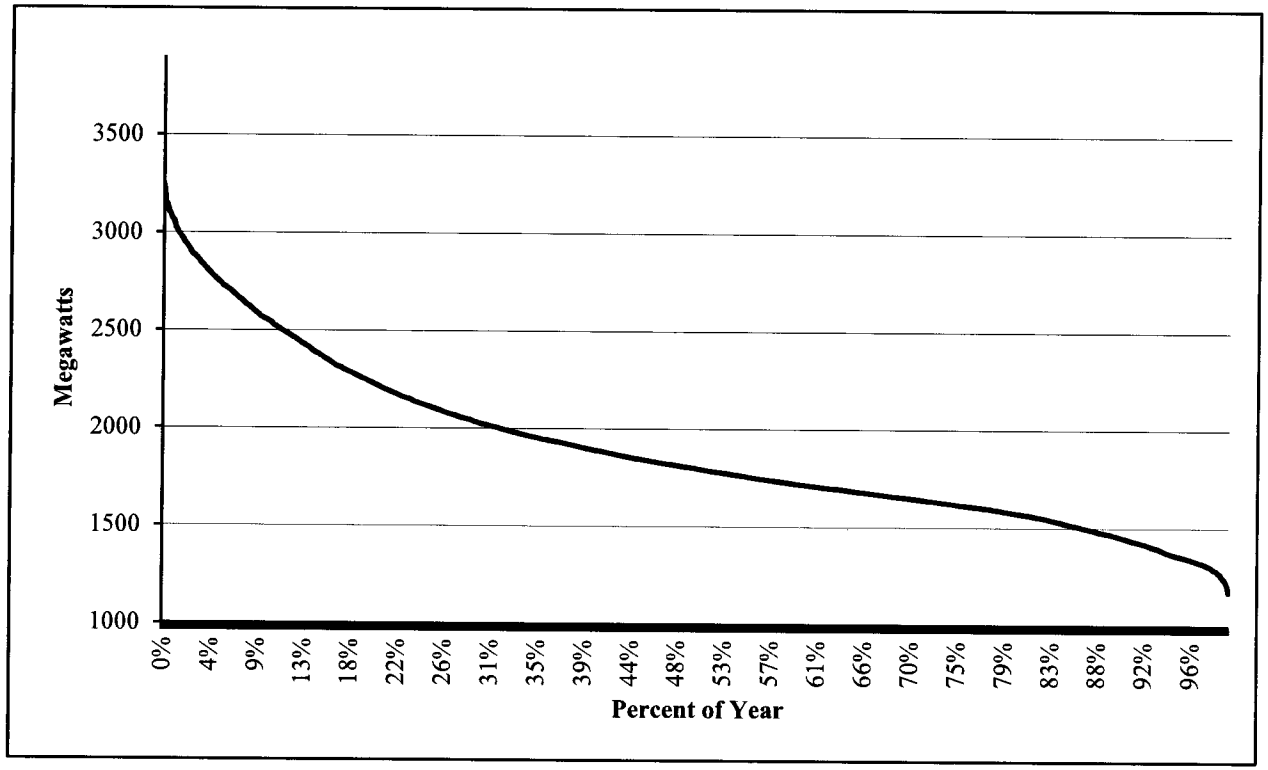
Sponsored by: Michael J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2009 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3246.151	1	1	0 011
99	3213.68949	3	4	0.046
98	3181.22798	5	9	0.103
97	3148.76647	12	21	0 240
96	3116.30496	15	36	0.411
95	3083.84345	24	60	0.685
94	3051.38194	25	85	0.970
93	3018.92043	19	104	1.187
92	2986.45892	31	135	1.541
91	2953.99741	32	167	1.906
90	2921.5359	38	205	2.340
89	2889.07439	37	242	2.763
88	2856.61288	52	294	3.356
87	2824.15137	46	340	3.881
86	2791.68986	47	387	4.418
85	2759.22835	52	439	5.011
84	2726.76684	54	493	5 628
83	2694.30533	72	565	6.450
82	2661.84382	61	626	7.146
81	2629.38231	61	687	7.842
80	2596 9208	61	748	8.539
79	2564.45929	66	814	9.292
78	2531.99778	82	896	10 228
77	2499.53627	79	975	11.130
76	2467.07476	88	1063	12.135
75	2434.61325	76	1139	13 002
74	2402.15174	80	1219	13 916
73	2369.69023	83	1302	14.863
72	2337.22872	76	1378	15.731
71	2304.76721	94	1472	16.804
70	2272.3057	108	1580	18.037
69	2239.84419	112	1692	19.315
68	2207.38268	102	1794	20.479
67	2174 92117	120	1914	21.849
66	2142.45966	129	2043	23.322
65	2109.99815	143	2186	24.954
64	2077 53664	151	2337	26.678
63	2045.07513	174	2511	28.664
62	2012.61362	173	2684	30.639
61	1980.15211	205	2889	32.979
60	1947.6906	215	3104	35.434
59	1915.22909	261	3365	38.413
58	1882.76758	250	3615	41.267
57	1850.30607	247	3862	44.087
56	1817.84456	321	4183	47.751
55	1785.38305	310	4493	51.290
54	1752.92154	338	4831	55.148
53	1720.46003	364	5195	59.304
52	1687.99852	441	5636	64.338
51	1655.53701	410	6046	69.018
50	1623.0755	415	6461	73.756
49	1590.61399	379	6840	78.082
48	1558.15248	315	7155	81.678
47	1525.69097	239	7394	84.406
46	1493.22946	219	7613	86.906
45	1460.76795	219	7832	89.406
44	1428.30644	183	8015	91.495
43	1395.84493	169	8184	93.425
42	1363.38342	135	8319	94.966
41	1330.92191	177	8496	96.986
40	1298.4604	121	8617	98.368
39	1265.99889	72	8689	99.189
38	1233.53738	40	8729	99.646
37	1201.07587	22	8751	99.897
36	1168.61436	9	8760	100 000

Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2009 CHART



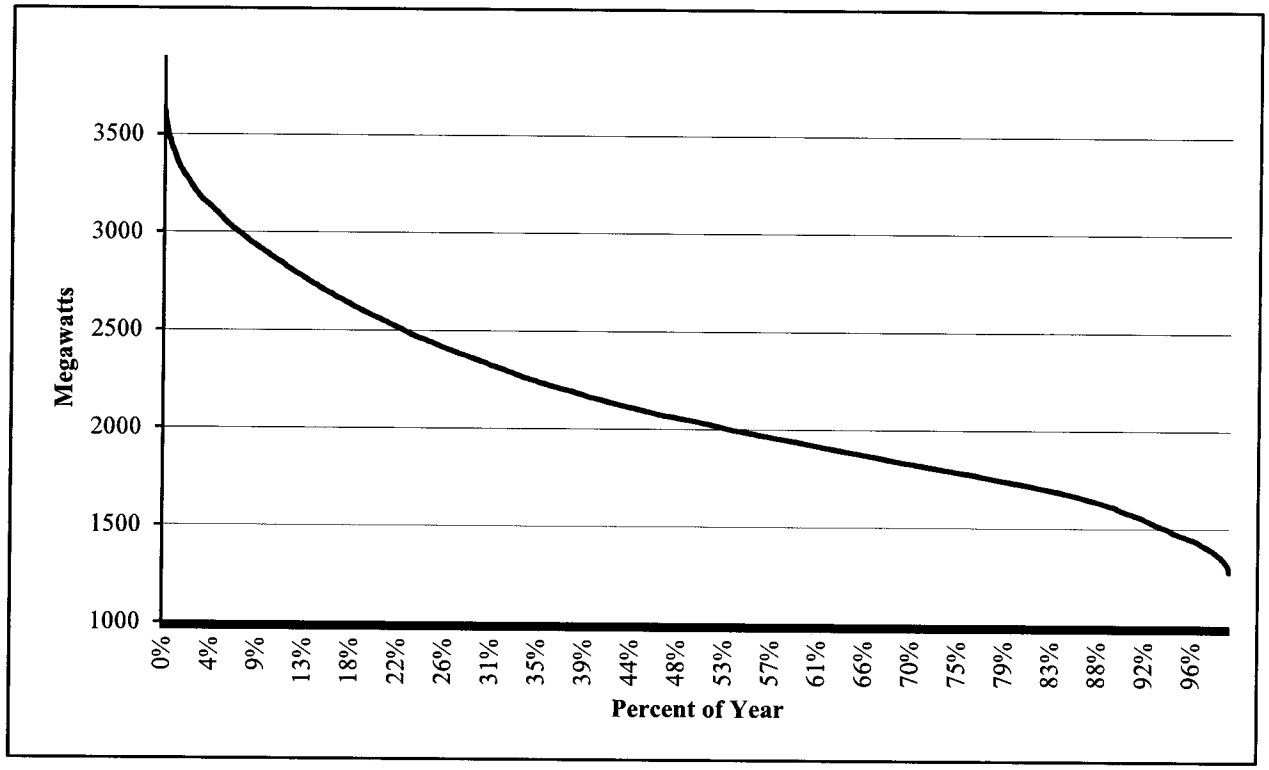
Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2010 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3621.526	1	1	0.011
99	3585.31074	4	5	0 057
98	3549.09548	9	14	0.160
97	3512.88022	9	23	0.263
96	3476.66496	14	37	0.422
95	3440.4497	18	55	0 628
94	3404.23444	24	79	0.902
93	3368.01918	22	101	1.153
92	3331 80392	25	126	1.438
91	3295.58866	35	161	1.838
90	3259.3734	43	204	2.329
89	3223.15814	37	241	2.751
88	3186.94288	42	283	3.231
87	3150.72762	63	346	3.950
86	3114.51236	61	407	4.646
85	3078.2971	62	469	5.354
84	3042.08184	56	525	5.993
83	3005.86658	72	597	6.815
82	2969.65132	80	677	7 728
81	2933.43606	78	755	8.619
80	2897.2208	85	840	9.589
79	2861.00554	81	921	10.514
78	2824.79028	84	1005	11.473
77	2788.57502	90	1095	12.500
76	2752.35976	97	1192	13 607
75	2716.1445	94	1286	14.680
74	2679.92924	105	1391	15.879
73	2643.71398	106	1497	17.089
72	2607.49872	111	1608	18.356
71	2571.28346	124	1732	19.772
70	2535.0682	119	1851	21.130
69	2498.85294	121	1972	22.511
68	2462.63768	123	2095	23.916
67	2426.42242	151	2246	25.639
66	2390.20716	151	2397	27.363
65	2353.9919	158	2555	29.167
64	2317.77664	155	2710	30.936
63	2281.56138	166	2876	32.831
62	2245.34612	171	3047	34.783
61	2209.13086	192	3239	36.975
60	2172.9156	213	3452	39.406
59	2136.70034	211	3663	41.815
58	2100.48508	244	3907	44.600
57	2064.26982	264	4171	47.614
56	2028.05456	293	4464	50.959
55	1991.8393	255	4719	53.870
54	1955.62404	303	5022	57.329
53	1919.40878	317	5339	60.947
52	1883.19352	306	5645	64.441
51	1846.97826	307	5952	67.945
50	1810.763	330	6282	71.712
49	1774.54774	353	6635	75.742
48	1738.33248	304	6939	79.212
47	1702.11722	299	7238	82.626
46	1665.90196	267	7505	85.674
45	1629.6867	204	7709	88.002
44	1593.47144	159	7868	89.817
43	1557.25618	165	8033	91.701
42	1521.04092	115	8148	93.014
41	1484.82566	139	8287	94.600
40	1448.6104	145	8432	96.256
39	1412.39514	120	8552	97.626
38	1376.17988	90	8642	98.653
37	1339.96462	69	8711	99.441
36	1303.74936	37	8748	99.863
35	1267.5341	12	8760	100.000

Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2010 CHART



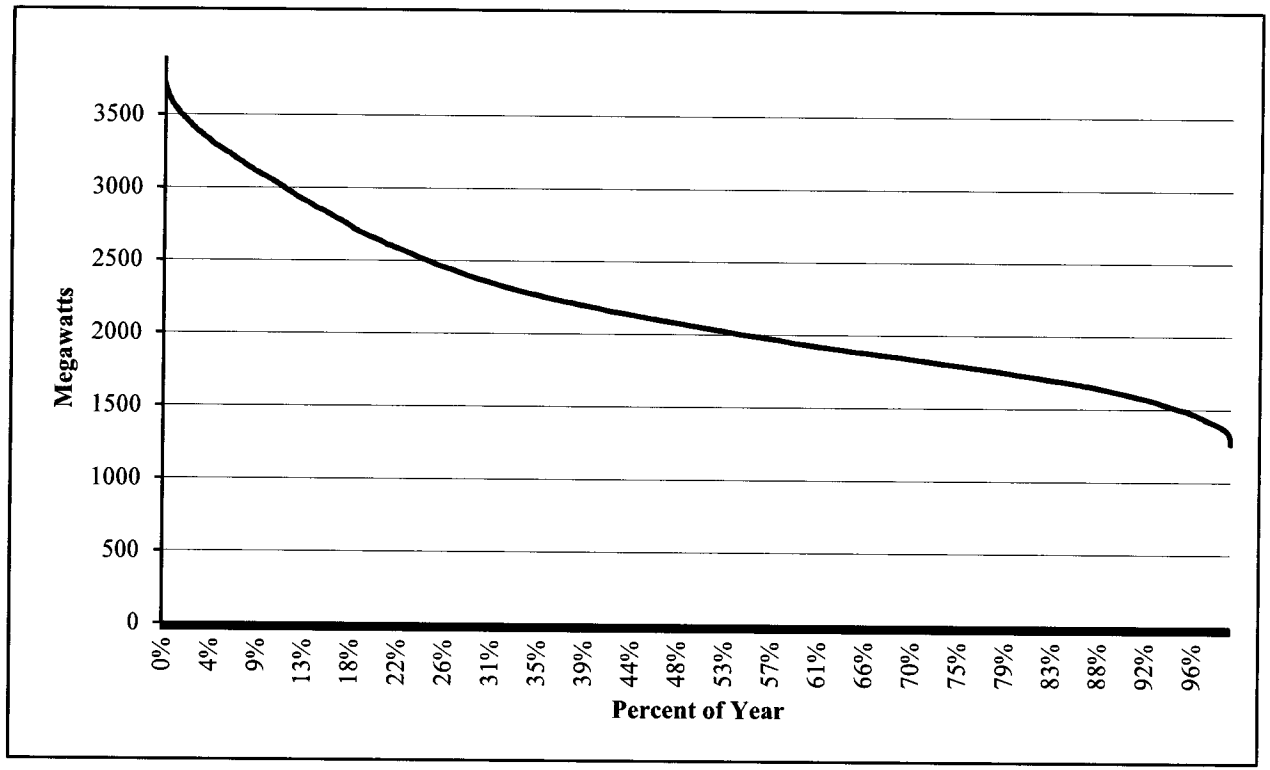
Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2011 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3712.912	1	1	0.011
99	3675.78288	7	8	0.091
98	3638.65376	14	22	0.251
97	3601.52464	23	45	0.514
96	3564.39552	27	72	0.822
95	3527.2664	31	103	1.176
94	3490.13728	43	146	1.667
93	3453.00816	43	189	2.158
92	3415.87904	43	232	2.648
91	3378.74992	55	287	3.276
90	3341.6208	54	341	3.893
89	3304.49168	51	392	4 475
88	3267.36256	74	466	5.320
87	3230.23344	74	540	6.164
86	3193.10432	59	599	6 838
85	3155.9752	68	667	7.614
84	3118.84608	64	731	8.345
83	3081.71696	87	818	9.338
82	3044.58784	77	895	10.217
81	3007.45872	76	971	11 084
80	2970.3296	62	1033	11.792
79	2933 20048	66	1099	12.546
78	2896.07136	83	1182	13.493
77	2858.94224	73	1255	14.326
76	2821.81312	88	1343	15 331
75	2784.684	78	1421	16.221
74	2747.55488	79	1500	17.123
73	2710.42576	68	1568	17.900
72	2673.29664	88	1656	18.904
71	2636.16752	113	1769	20.194
70	2599.0384	99	1868	21.324
69	2561.90928	109	1977	22.568
68	2524.78016	101	2078	23.721
67	2487.65104	116	2194	25.046
66	2450.52192	123	2317	26.450
65	2413.3928	123	2440	27.854
64	2376.26368	132	2572	29.361
63	2339.13456	153	2725	31.107
62	2302.00544	152	2877	32.842
61	2264.87632	184	3061	34.943
60	2227.7472	196	3257	37.180
59	2190.61808	221	3478	39.703
58	2153.48896	207	3685	42.066
57	2116.35984	261	3946	45.046
56	2079.23072	256	4202	47.968
55	2042.1016	258	4460	50.913
54	2004.97248	259	4719	53.870
53	1967.84336	309	5028	57.397
52	1930.71424	264	5292	60.411
51	1893.58512	324	5616	64.110
50	1856.456	348	5964	68.082
49	1819.32688	329	6293	71.838
48	1782.19776	317	6610	75.457
47	1745.06864	315	6925	79.053
46	1707.93952	284	7209	82.295
45	1670.8104	286	7495	85.559
44	1633.68128	230	7725	88.185
43	1596.55216	192	7917	90.377
42	1559.42304	191	8108	92.557
41	1522.29392	143	8251	94.189
40	1485.1648	151	8402	95.913
39	1448.03568	108	8510	97.146
38	1410.90656	92	8602	98.196
37	1373.77744	91	8693	99.235
36	1336 64832	48	8741	99.783
35	1299.5192	14	8755	99.943
34	1262.39008	5	8760	100.000

Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2011 CHART



Sponsored by: M.J. Goin

ENTERGY TEXAS, INC.
QUALITY OF SERVICE INFORMATION
FOR THE TWELVE MONTHS ENDED March 31, 2013

Entergy is committed to providing quality service to all its customers at a reasonable price. The business functions that must be involved to achieve this are the planning, engineering, construction, operation, and maintenance of the generation, transmission, and distribution facilities.

Entergy's Distribution organization provides effective customer service. The structure provides service teams that perform routine service work and outage restoration. It also ensures process standardization and facilitates the sharing of resources across the Entergy System to meet customer expectations. See Schedule H-13.1e for added details.

There are two systems that managed customer outage information during the test year: the Transmission Consolidated Outage System for transmission circuits and the Automated Mapping/Facilities Management Outage Management System (AM/FM OMS) for distribution circuits. Both systems track outages by root cause and by device. The systems facilitate detailed outage analysis by specific transmission line, substation or distribution feeder, serve as a source of historical performance data, and, in the case of AM/FM OMS, provide updated estimates of outage duration. The circuit breaker operation results are described in Schedule H-13.1b.

The Company continuously monitors system voltage levels through use of the Supervisory Control and Data Acquisition System, which is described in Schedule H-13.1a.

The Company has a Customer Issue Resolution process, which has a focus of using complaints as opportunities for continual service improvements. It is further described in Schedule H-13.1c.

Within the Vegetation Management process, the Company utilizes custom-tailored trimming cycles, separates cycle maintenance trimming and reactive trimming, and has a contractor accountability pricing mechanism. The Company pursues agreements with key contractors at market unit-based pricing for trimming activities. Further details are in Schedule H-13.1d.

Several reliability measures are tracked to monitor the Company's quality of service performance. These measures of system reliability include System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI). Specifically, further details for continuity of service and average length of interruptions can be found in Schedule H-13.3.

Other quality of service improvements described in Schedule H-13.1e include the major reliability programs and initiatives, the advanced applications that utilize AM/FM information, the Customer Service Center initiatives, and many more process and system improvements.

Sponsor: Shawn B. Corkran

ENTERGY TEXAS, INC.
VOLTAGE SURVEYS
FOR THE TWELVE MONTHS ENDED March 31, 2013

The Texas service area is served by one Distribution Operations Center (DOC) for the operation of the distribution system and one Transmission Operations Center (TOC) for the operation of the transmission system. These centers monitor and record voltages every two seconds by the use of a Supervisory Control and Data Acquisition System (SCADA). This monitoring is achieved via Remote Terminal Units (RTU) tied into the SCADA system. Voltage levels are monitored at the power plant generators and transformers, inside bulk transmission substations on transformers and selected transmission lines, and in RTU equipped distribution substations on distribution circuits and some transformers.

When voltage falls below established threshold values, the SCADA terminals alert the operators to the situation, so that corrective action can be taken. Voltage measurements are also taken on a daily basis by Company field personnel as they remove and install transformers and meters and as requested by customers through requests phoned into the Customer Service Centers (CSC). In addition, the Company employs portable solid state recording voltmeters to verify acceptable voltage levels at specific locations as needed.

SPONSOR: Shawn B. Corkran

ENTERGY TEXAS, INC.
CIRCUIT BREAKER OPERATIONS
FOR THE TWELVE MONTHS ENDED MARCH 31,2013

SPONSOR: Shawn B. Corkran

Records of transmission circuit breaker forced operations were obtained from the Transmission Consolidated Outage System (TCOS) and do not include momentary or major events.

Records of distribution circuit breaker forced operations were obtained from the Automated Mapping Facilities Management Outage Management System (AM/FM OMS) and do not include momentary or major events.

The data below is for the Texas service area only.
Test year: 4/1/2012 - 3/31/2013

The operations for the test year are summarized as follows:

Transmission (69, 115, 138, 230, 345, and 500 kV)	55
Distribution (4.2, 13.2, and 34.5 kV)	232
Total	287

Below is a list of the top primary recorded causes of breaker operations:

TRANSMISSION	
Cause	Percent
Line Material Failure	27.27%
Storm - Transmission	16.36%
Vegetation	16.36%
Substation/Switchyard Equip.	7.27%
Fire	5.45%
Foreign Trouble	5.45%
Contamination	3.64%
Foreign Objects	3.64%
Other	3.64%
Arc While Switching	1.82%
Lightning	1.82%
Living Creatures	1.82%
Logging	1.82%
Malicious Damage	1.82%
Relay Failure of Adjacent Branc	1.82%
TOTAL	100.00%

DISTRIBUTION	
Cause	Percent
Vegetation	25.86%
Equipment Failure	21.12%
Other	15.95%
Conductor Failure	15.95%
Human Factors	9.48%
Lightning	8.19%
Animal	3.45%
TOTAL	100.00%

Note: Amounts may not add or tie to other schedules due to rounding.
See page 2 of this schedule for a sample of the Transmission System records.
See page 3 for a sample of the Distribution System records.

Id Line	Name Of Line	Voltage	Outage Date	Final Restoration	Major Cause	Detail Cause	Outage
1286	TOLEDO BEND - LEESVILLE (CLECO) 138 kV (482.0)	138 kV	4/2/2012 11:28 08	4/2/2012 12 08 00	Foreign Trouble	Neighboring Utility	162124
2631	JNEC BUNA - EVADALE (CUSTOMER OWNED) 138 kV	138 kV	4/15/2012 11 59 49	4/15/2012 13:46.00	Vegetation	Fell From Off R-O-W	162312
1551	PEE DEE - BRYAN 138 kV (59.0)	138 kV	5/11/2012 09:20 26	5/11/2012 19 55:00	Line Material Failure	Crossarm	162679
1258	NEWTON BULK - TOLEDO BEND 138 kV (449.0)	138 kV	5/11/2012 09.55:30	5/11/2012 17 16 00	Line Material Failure	Anchor/Guy	162682
1130	AMELIA BULK-CYPRESS 230 kV (488.0)	230 kV	6/8/2012 02:52.45	6/8/2012 12 18 01	Substation/Switchyard Equip.	Arrestor, Gray Porcelain (MOV	162987
2401	HIGHTOWER - CYPRESS 138 kV (187.0)	138 kV	6/10/2012 20 41 52	6/12/2012 14:54 27	Foreign Objects	Land Vehicle / Equipment	163005
1245	NECHES STATION - SABINE 138KV 138 kV (5.0)	138 kV	6/15/2012 06 05:44	6/15/2012 11:14 00	Substation/Switchyard Equip.	Arrestor, Gray Porcelain (MOV	163061
2471	BIG HILL CO - MEMORIAL 138 kV (552.0)	138 kV	6/16/2012 10:35 39	6/16/2012 17.37:39	Foreign Objects	Land Vehicle / Equipment	163080
1518	ECHO - FAWIL 69 kV (81.0,409.0,439.0,460.0)	69 kV	7/2/2012 13 07 00	7/2/2012 18 16.00	Vegetation	Fell From Off R-O-W	163183
1238	SABINE 138KV - PORT NECHES BULK 138 kV (516.0)	138 kV	7/10/2012 03 55:31	7/10/2012 07.57 34	Line Material Failure	Insulator, Porcelain / Glass	163266
1238	SABINE 138KV - PORT NECHES BULK 138 kV (516 0)	138 kV	7/10/2012 12 46 38	7/18/2012 17.43:00	Arc While Switching	Transmission Switch	163276
2356	BATSON - SOUR LAKE 69 kV (55.0,102.0)	69 kV	7/11/2012 08:51:14	7/11/2012 16 02 57	Line Material Failure	Insulator, Porcelain / Glass	163286
1219	SAM DAM CO - NEWTON BULK 138 kV (425.0,455.0,597 0)	138 kV	7/13/2012 09:58 47	7/14/2012 13:46:00	Vegetation	Fell From Off R-O-W	163321
1200	SOUTH BEAUMONT - LINCOLN 69 kV (443.0,576.0)	69 kV	7/13/2012 22 51.20	7/14/2012 04:37 00	Vegetation	Fell From Off R-O-W	163325
1261	NECHES STATION - MAYHAW 69 kV (413.0)	69 kV	7/24/2012 06:10 42	7/24/2012 07:35.00	Lightning	Stroke KA / Duration above des	163465
1518	ECHO - FAWIL 69 kV (81.0,409.0,439.0,460.0)	69 kV	7/24/2012 17.00:00	7/25/2012 01 30.00	Line Material Failure	Conductor	163479
2384	JAYHAWKER CREEK CO - SHECO SECURITY 138 kV (811.0)	138 kV	7/25/2012 12 10:53	7/25/2012 17.48.00	Logging	Tree Cut Into Line	163485
1131	HARTBURG - CYPRESS 500 kV (547.0)	500 kV	7/27/2012 23:25.16	7/27/2012 23:56:00	Substation/Switchyard Equip.	Breaker, Gas	163508
2232	ORANGE - FIRESTONE ORANGE 69 kV (505.0,517.0,575.0)	69 kV	8/8/2012 07 09 00	8/9/2012 14:32 00	Line Material Failure	Anchor/Guy	163600
2549	ALDEN - LEWIS CREEK 138 kV (569.0)	138 kV	8/18/2012 15.49 31	8/18/2012 16 07 00	Living Creatures	Snake	163705
1155	GEORGETOWN-HELBIG 230 kV (421.0)	230 kV	8/22/2012 03:03 55	8/22/2012 05:06:58	Other	Describe in Notes	163748
1244	GEORGETOWN - SABINE 230KV 230 kV (572.0)	230 kV	8/22/2012 03 03:59	8/22/2012 13 52 00	Contamination	Other	163749
1244	GEORGETOWN - SABINE 230KV 230 kV (572.0)	230 kV	8/23/2012 11.18:07	8/23/2012 19:04 00	Line Material Failure	Insulator, Porcelain / Glass	163773
1168	ORANGE - BUNCH GULLY (CO) 138 kV (584.0)	138 kV	8/27/2012 02:34.32	8/27/2012 03.49:09	Contamination	Bird Dropping / Streamers	163784
2634	FAWIL - NEWTON BULK 138 kV (420.0)	138 kV	8/29/2012 16:58:45	8/29/2012 21.49:00	Storm - Transmission	Wind	163925
2401	HIGHTOWER - CYPRESS 138 kV (187.0)	138 kV	9/14/2012 17.56:56	9/15/2012 17.00 00	Foreign Trouble	Neighboring Utility	164136
2360	NECHES STATION - HOUSTON CHEMICAL 69 kV (90.0,454.0,566.	69 kV	10/6/2012 15:29:00	10/7/2012 11 41:00	Line Material Failure	Anchor/Guy	164344
1117	SABINE 230KV - CHINA 230 kV (496.0)	230 kV	10/7/2012 12.47:39	10/7/2012 12:56.25	Fire	Other	164350
1207	SABINE 230KV - MID COUNTY 230 kV (532.0)	230 kV	10/7/2012 12:47:46	10/7/2012 17:50:46	Fire	Other	164351
1255	WINSHIRE - STOWELL 69 kV (410.0)	69 kV	10/30/2012 16.15 00	10/30/2012 22:37 00	Unknown	Under Investigation	164664
2593	CONROE BULK - SHECO NEW CANEY CREEK 138 kV (523 0,587.	138 kV	11/3/2012 15.16:17	11/3/2012 15 25.10	Vegetation	Fell From Off R-O-W	164695
1111	NECHES STATION - CARROLL STREET PARK 138 kV (528.0)	138 kV	11/15/2012 08:02:12	11/16/2012 01.48:00	Line Material Failure	Conductor	164849
1258	NEWTON BULK - TOLEDO BEND 138 kV (449.0)	138 kV	11/24/2012 10:50:24	11/25/2012 12:16 00	Line Material Failure	Splice, Full Tension	164910
1131	HARTBURG - CYPRESS 500 kV (547.0)	500 kV	11/26/2012 05:18.42	11/27/2012 05 56 05	Malicious Damage	Transmission Line	164912
1241	HUNTSVILLE - RIVTRIN 138 kV (91.0,558.0)	138 kV	12/10/2012 06:10 06	12/10/2012 15:35:31	Vegetation	Fell From Off R-O-W	165079
1241	HUNTSVILLE - RIVTRIN 138 kV (91.0,558.0)	138 kV	12/20/2012 00 56:21	12/20/2012 19 45 00	Storm - Transmission	Wind	165172
2375	PANSY - WINSHIRE 69 kV (63.0)	69 kV	12/20/2012 03:20:08	12/20/2012 12.28.32	Line Material Failure	Static Wire	165178
2549	ALDEN - LEWIS CREEK 138 kV (569.0)	138 kV	12/20/2012 03 32:45	12/20/2012 03.38:20	Storm - Transmission	Wind	165181
2431	PORT ACRES BULK - SAVANNAH 69 kV (805.0)	69 kV	12/20/2012 03.33:54	12/20/2012 07 00.09	Storm - Transmission	Wind	165182
2593	CONROE BULK - SHECO NEW CANEY CREEK 138 kV (523.0,587.	138 kV	12/20/2012 05:08 33	12/20/2012 05 14:10	Storm - Transmission	Wind	165186
1258	NEWTON BULK - TOLEDO BEND 138 kV (449.0)	138 kV	12/25/2012 04 42:10	12/25/2012 17:58 00	Storm - Transmission	Wind	165216
2633	CLECO COOPER - FAWIL 138 kV (20.0)	138 kV	12/25/2012 12:11:20	12/27/2012 18.35 00	Storm - Transmission	Wind	165224
2549	ALDEN - LEWIS CREEK 138 kV (569.0)	138 kV	12/25/2012 15:10 48	12/25/2012 16.34:00	Storm - Transmission	Wind	165231
1249	RAYWOOD - SHILOH CO 138 kV (435.0,541.0,812.0)	138 kV	12/25/2012 16:18 07	12/26/2012 18.09:00	Storm - Transmission	Wind	165233
1676	RAYWOOD - SOUTH LIBERTY 69 kV (440.0)	69 kV	12/28/2012 16:37:20	12/28/2012 22:45 57	Line Material Failure	Insulator, Porcelain / Glass	165271
2430	PORT ACRES BULK - ALLIGATOR BAYOU 69 kV (473.0)	69 kV	1/9/2013 15:18:00	1/10/2013 19:11:00	Line Material Failure	Insulator, Polymer	165349
2224	DAYTON BULK - NEW LONG JOHN 138 kV (150.0)	138 kV	1/29/2013 22 11:33	1/30/2013 13 57 00	Line Material Failure	Insulator, Porcelain / Glass	165536
1249	RAYWOOD - SHILOH CO 138 kV (435.0,541.0,812.0)	138 kV	1/30/2013 11:35 16	1/30/2013 17:00.00	Relay Failure of Adjacent Branch	Backup for Foreign Trouble	165554
2500	STOWELL - SHILOH CO 138 kV (475.0,476.0,536.0)	138 kV	1/30/2013 11:35.16	1/30/2013 11 44:07	Line Material Failure	Anchor/Guy	165556
1112	SOUTH BEAUMONT - CENTRAL 138 kV (429.0)	138 kV	2/17/2013 14 41:28	2/17/2013 22 32 00	Substation/Switchyard Equip.	Transformer, Current	165739
2356	BATSON - SOUR LAKE 69 kV (55 0,102.0)	69 kV	2/25/2013 21:00 55	2/26/2013 00 20:41	Vegetation	Fell From Off R-O-W	165836
1246	NECHES STATION - SABINE 138KV 138 kV (172.0)	138 kV	3/4/2013 00 09:06	3/11/2013 18 32 12	Fire	Other	165893
2305	AMELIA BULK - SOUR LAKE 69 kV (6.0)	69 kV	3/4/2013 12:14 15	3/4/2013 13.13 04	Vegetation	Fell From Off R-O-W	165912
2356	BATSON - SOUR LAKE 69 kV (55.0,102.0)	69 kV	3/4/2013 14:51.54	3/4/2013 15:48 11	Vegetation	Fell From Off R-O-W	165916
1216	LONGMIRE - NAVASOTA 138 kV (96.2)	138 kV	3/12/2013 11 54:41	3/12/2013 12:04 10	Foreign Trouble	Customer Equipment	166005

Sponsor: Shawn B. Corkran

ENTEGY TEXAS, INC.
SAMPLE OF DISTRIBUTION RECORDS

Month	Year	Off Date	Off Time	On Date	On Time	Distribution Feeder Id	Substation	Cause	Customer Interruptions	Customer Minutes	Duration
4	2012	4/1/2012	7:38:16 PM	4/1/2012	8:32:04 PM	577CN	CONROE BULK	Vehicle	11	594	54
4	2012	4/2/2012	5:39:28 AM	4/2/2012	6:04:44 AM	29NOE	NORTH END	Tree On Line Outside R.O.W.	312	7800	25
4	2012	4/2/2012	8:40:00 AM	4/2/2012	7:27:00 PM	725DY	DAYTON BULK	Lightning	1323	855981	647
4	2012	4/2/2012	9:23 52 AM	4/2/2012	9.56:48 AM	133CE	CENTRAL	Lightning	1594	52602	33
4	2012	4/2/2012	9:51:08 AM	4/2/2012	10:12:00 AM	380MC	MCLEWIS	Tree On Line Outside R.O.W.	2363	49623	21
4	2012	4/2/2012	4:50:20 PM	4/2/2012	6:40:44 PM	577CN	CONROE BULK	Unknown - Under Investigation	203	22330	110
4	2012	4/3/2012	7:24.04 AM	4/3/2012	8:47:32 AM	382MC	MCLEWIS	Tree On Line Outside R.O.W.	6	498	83
4	2012	4/4/2012	8:18:08 AM	4/4/2012	9:33:40 AM	519DO	DOBBIN	Tree On Line Outside R.O.W.	1481	111075	75
4	2012	4/12/2012	6:23:16 AM	4/12/2012	7.07 00 AM	304NC	NEW CANEY	Vehicle	1160	51040	44
4	2012	4/13/2012	8:06:04 AM	4/13/2012	9:12:08 AM	723DY	DAYTON BULK	Animal - Squirrel	919	60654	66
4	2012	4/14/2012	2:04:16 PM	4/14/2012	3:15:12 PM	320AP	APOLLO	Tree On Line Outside R O.W.	295	20945	71
4	2012	4/15/2012	9:44 16 AM	4/15/2012	10:45:20 AM	333NC	NEW CANEY	Tree On Line Outside R.O.W.	678	41358	61
4	2012	4/15/2012	3:04:00 PM	4/15/2012	4:09:50 PM	332AD	ADAMS BAYOU	Tree On Line Outside R.O.W.	570	37620	66
4	2012	4/15/2012	6:34:00 PM	4/15/2012	7.28:44 PM	198CR	CROCKETT	Inspected Unknown	41	2255	55
4	2012	4/16/2012	5:45:00 AM	4/16/2012	5:59:13 AM	197NE	NECHES	Lightning	172	2408	14
4	2012	4/16/2012	6:42:00 AM	4/16/2012	8:19:21 AM	141LV	LOVELLS LAKE	Equipment Failure - Primary Conductor	213	20661	97
4	2012	4/17/2012	1:28:56 PM	4/17/2012	1:52:00 PM	126SO	SOMERVILLE	Equipment Failure - Arrestor	839	19297	23
4	2012	4/20/2012	5:24:20 PM	4/20/2012	6:01:08 PM	111MC	MCHALE	Tree On Line Outside R O.W.	573	21201	37
4	2012	4/20/2012	5·24.20 PM	4/20/2012	6:01.44 PM	110MC	MCHALE	Tree On Line Outside R.O W	1047	38739	37
4	2012	4/20/2012	5:37:16 PM	4/20/2012	10:11:44 PM	163VD	VIDOR	Tree On Line Outside R.O.W.	510	139740	274
4	2012	4/20/2012	5:39:48 PM	4/20/2012	6:24:00 PM	162VD	VIDOR	Overhanging Limb	1849	81356	44
4	2012	4/20/2012	6:04:20 PM	4/21/2012	1:34:08 AM	71ECH	ECHO	Slack Conductor / Inadequate Phase Spacing	675	303750	450
4	2012	4/21/2012	5:15:00 AM	4/21/2012	5.57:20 AM	134TG	TANGLEWOOD	Unknown - Under Investigation	603	25326	42
5	2012	5/2/2012	2:08:48 PM	5/2/2012	2.19:28 PM	406CV	CLEVELAND (TX)	Equipment Failure - Connector Sleeve	1029	11319	11
5	2012	5/2/2012	3:59:28 PM	5/2/2012	4:42:48 PM	710GL	GOSLIN	Unknown - Under Investigation	849	36507	43
5	2012	5/7/2012	6:36:32 AM	5/7/2012	6:43:12 AM	162VD	VIDOR	Tree On Line Outside R.O.W.	1849	12943	7
5	2012	5/8/2012	1·08:16 PM	5/8/2012	1:44:20 PM	767AL	Alden Bridge	Equipment Failure - Primary Conductor	1991	71676	36
5	2012	5/8/2012	9:21:40 PM	5/8/2012	10:49:20 PM	182AM	AMELIA BULK	Equipment Failure - Insulator	518	45584	88
5	2012	5/9/2012	12:50 00 PM	5/9/2012	1:05:08 PM	111MC	MCHALE	Overhanging Limb	572	8580	15
5	2012	5/10/2012	3:49:12 AM	5/10/2012	5:08:56 AM	569DC	DOUCETTE	Tree On Line Outside R O.W.	189	15120	80
5	2012	5/10/2012	7:57:20 AM	5/10/2012	8:16:04 AM	334NC	NEW CANEY	Equipment Failure - Fuse Switch	1028	19532	19
5	2012	5/10/2012	11:50:00 PM	5/11/2012	1:27:20 AM	28HRN	HEARNE	Inspected Unknown	28	2716	97
5	2012	5/11/2012	4:48:40 AM	5/11/2012	5:59:40 AM	569DC	DOUCETTE	Equipment Failure - Insulator	45	3195	71
5	2012	5/11/2012	7:34:56 AM	5/11/2012	8:08:44 AM	134TG	TANGLEWOOD	Tree On Line Outside R.O.W.	606	20604	34
5	2012	5/11/2012	7:55:44 AM	5/11/2012	8:26:56 AM	682VI	VIWAY	Equipment Failure - Neutral Conductor	1157	35867	31
5	2012	5/11/2012	8·15:08 AM	5/11/2012	9:18·24 AM	31BRC	BRIARCLIFF	Tree On Line Outside R.O W.	205	12915	63
5	2012	5/11/2012	9:44:32 AM	5/11/2012	10·26:20 AM	479MD	MCDONALD	Tree On Line Outside R.O.W.	759	31878	42
5	2012	5/11/2012	2:00:00 PM	5/11/2012	2:36:20 PM	63GRO	GROVES-EGSI	Overhanging Limb	743	26748	36
5	2012	5/16/2012	4:03:12 PM	5/16/2012	4:34:20 PM	327CO	CORDREY	Tree On Line Outside R.O.W.	425	13175	31
5	2012	5/18/2012	10:44.20 PM	5/18/2012	11:38:08 PM	570CR	CRYSTAL	Equipment Failure - Air Break / Disconnect Switch	780	42120	54
5	2012	5/26/2012	3:29:00 PM	5/26/2012	3:35:54 PM	158HA	HAMPTON	Emergency Switching	281	1967	7
5	2012	5/27/2012	1:38:00 PM	5/27/2012	1:54:39 PM	30BRC	BRIARCLIFF	Vehicle	2382	40494	17
5	2012	5/31/2012	10 18:00 AM	5/31/2012	11:48:31 AM	53BAT	BATSON	Tree On Line Outside R O.W.	690	62100	90
5	2012	5/31/2012	11:03:20 AM	5/31/2012	11:11:11 AM	165CH	CHEEK	Lightning	106	848	8
5	2012	5/31/2012	11:32:00 AM	5/31/2012	12:11:52 PM	330AD	ADAMS BAYOU	Lightning	139	5560	40
5	2012	5/31/2012	1:14:00 PM	5/31/2012	1:53:58 PM	471NS	NORTH SILSBEE	Equipment Failure - Crossarm	66	2640	40
6	2012	6/2/2012	2:44:04 PM	6/2/2012	3:52:44 PM	304NC	NEW CANEY	Vehicle	1254	86526	69
6	2012	6/5/2012	5 32.00 AM	6/5/2012	6:36:11 AM	567FT	FORT WORTH	Contamination (Describe in remarks)	10	640	64

ENTERGY TEXAS, INC.
QUALITY OF SERVICE COMPLAINTS
FOR TWELVE MONTHS ENDED March 31, 2013

Entergy places high importance on responding to customer issues. Complaints and concerns are recorded in its Agent Information System (AIS) and are directed to the appropriate department for resolution. The Company's Customer Issue Resolution (CIR) program captures issues in AIS and coding of complaints into fourteen areas. All customers with a complaint receive a call back no later than the following business day. Whenever a customer expressed dissatisfaction or has any type of customer issue, each issue is assigned to an owner. The objective is to decrease the occurrences of repeat calls to the phone center and to improve customer satisfaction.

To ensure local control of the CIR process, complaint owners from each organizational unit with direct customer contact are designated to handle complaints. The complaint owner serves as a point of contact in their function as someone with the most knowledge of the customer's issue and the most authority to resolve it. The Customer Operations Support group oversees the local CIR process when complaints are not resolved by the Customer Service Center to ensure each local functional group resolves its assigned customer issue, ensures consistency through liaison with workgroups that have direct customer contact, provides technical analysis expertise, and manages the reporting and tracking function.

The CIR process is focused on making an initial contact with the customer no later than the next business day. The department assigned to the customer complaint owns the complaint until resolution. Emphasis is placed on ownership of the issue and reducing the need for the customer to call the phone center again about the same issue. Entergy continues to use this valuable customer feedback to make changes in processes and improve customer satisfaction.

The Texas Customer Operations Support group places priority on successfully managing the complaint process for its Texas customers. All complaints are recorded in the CIR database and are categorized by type and subtype. Each complaint record also includes the means by which it was received and the source of the complaint. ETI adheres to the following to address customer complaints:

- A customer's call is returned within one business day after receipt by an individual who can listen to the customer's complaint.
- Regulatory complaints are completed with a formal written response to the customer and the Public Utility Commission of Texas' (PUCT) Office of

Sponsored by: H. Vernon Pierce

Customer Protection within twenty-one calendar days from the receipt of the complaint and are assigned to the local Customer Service Manager as the complaint owner.

- Routine complaints are generally received by one of the four areas: Customer Service Center, local field personnel, Entergy website or Facebook.
- In order to monitor and better manage recurring issues, a customer service center call voice recording process has been instituted. This call monitoring process provides for individual call voice recordings and confirms discussions held with customers. This process is a unique training tool to avoid recurring issues and is valuable in confirming conversations with customers that result in misunderstandings.
- Automated dialer calls are utilized in order to proactively mitigate customer complaints. In cases of public inflicted damage to distribution equipment which result in customer outages, proactive calls are made to customers shortly following the outages explaining the cause of the event. By better communicating with customers, this is impacting the number of follow-up calls and inquiries by customers, as well as complaints by proactively resolving issues beforehand.
- As a result of fuel and other customer refunds during this time frame, extensive customer communications explaining these refunds were utilized to mitigate complaints. This communication consisted of phone calls, bill messaging and other communications, to better inform customers particularly at the end of these refund periods when bills went back to normal. These communications addressed the step increase in billings on a month to month perspective once these refunds ended to proactively address high bill complaints at the end of these events.

Sponsored by: H. Vernon Pierce

Complaints are now categorized into 14 types and 86 subtypes. A ranked summary of complaints for Texas is shown below for April 1, 2012 through March 31, 2013:

Type	Subtype	Number of Complaints	Percent
Billing/Payments	High/Low Bill	2,128	26.2%
Billing/Payments	Misc. Other Billing/Payments	907	11.2%
Service	Damages	796	9.8%
Tree Trim		627	7.7%
Service	Other	621	7.6%
Deposit		561	6.9%
Collections		451	5.5%
Service	Turn on/Turn off	449	5.5%
Outage/Voltage		412	5.1%
Service	Construction	317	3.9%
Personnel		288	3.5%
Other	Current Diversion, Tampering, Non-Classified	278	3.4%
Meter Reading		260	3.2%
Access/Availability		41	0.5%
	Total	8,136	100.0%

Sponsored by: H. Vernon Pierce

ENTERGY TEXAS, INC.
TREE TRIMMING PROGRAM
VEGETATION MANAGEMENT PROGRAM
FOR THE TWELVE MONTHS ENDED MARCH 31, 2013

The Entergy System has developed a comprehensive Vegetation Management Program that minimizes customer service interruptions due to vegetation contact with power lines. This program has improved service reliability, improved customer satisfaction, created a more productive trimming workforce, and minimized the long-term cost of vegetation maintenance in and around Entergy's rights-of-way (ROW). The key elements of the program are:

- Utilize custom trimming cycles for each feeder in the Entergy system so that trimming will occur according to a feeder's specific needs and will be accomplished before service interruptions become a problem,

- Design Reactive trimming (internal and external customer requests that arise between cycles) work processes to aggressively set and meet customer work completion commitment dates,

- Utilize proactive and planned approaches to manage vegetation between cycles, thus minimizing problems with dead/damaged trees, vines, and other vegetation-related conditions that may arise.

To facilitate the implementation of the above program elements, Entergy has the following strategies to accomplish the overall goal and objectives provided above:

- Utilize a scientific approach to determine a feeder's appropriate cycle, facilitating optimal planning, and scheduling of trimming activities.

- Utilize a centralized organizational design to help manage the overall process (contractor management, work processes, measures, etc.).

- Utilize contractor management strategies to focus the organization on customer satisfaction, feeder trimming costs, reactive work costs, and contractor compliance with Entergy tree trimming specifications, trimming schedules, etc.

- Utilize constant analysis of performance to maximize reliability. Vegetation Management personnel have developed several performance tracking tools, used on a weekly or monthly basis, to identify the "Worst of the Worst" reliability performers and address them in a timely fashion.

- Utilize a "Hazard Tree" removal program, designed to target feeders with high numbers of outside ROW tree outages or feeders with historical evidence of the same, patrol them, and identify/remove any "Hazard Trees". ("Hazard Trees" are any dead, dying, decayed, or leaning trees that could potentially pose a threat to Entergy service and equipment).

SPONSOR: Shawn B. Corkran

- Utilize a Skyline program, designed to remove all vegetation overhanging the line on areas of ROW that historically have high numbers of overhang-related outages.

- Utilize herbicides for floor treatment to increase visibility and safety along the ROW's, as well as lower future maintenance costs.

- Utilize a Tree Growth Regulator (TGR) program to increase cycle lengths and lower maintenance costs without adversely affecting customer satisfaction and reliability through the systematic application of chemical tree growth inhibitors.

These process improvements have been implemented throughout the Entergy System. To monitor and assure full implementation, the following activities have been initiated and are ongoing:

- Audit each operating Area Vegetation Management organization to assure compliance, identify gap issues, and make necessary adjustments.

- Work towards long-term agreements with key contractors and clearly establish market unit-based pricing for trimming activities within each Operating Area.

- Monitor internal workload of Vegetation Management personnel to provide work destruction/addition as necessary to supply continued quality service to all internal and external customers.

Within the last 12 months Entergy Texas:

- Vegetation 12 ME System Average Interruption Frequency Index (SAIFI) improved 21% (.478 in 2012 (July) to .376 in 2013 (June))

- Vegetation 12 ME System Average Interruption Duration Index (SAIDI) improved 20% (64.13 in 2012 (July) to 51.40 in 2013(June))

- Vegetation 12 ME Outages increased 2% from July 2011 to June 2012 (3,432) vs. Outages from July 2012 to June 2013 (3,513). A 2% increase in 12ME outages.

- Vegetation Related Complaints have reduced YTD. 37% fewer than in 2012 (276 Complaints through June 2012 vs. 176 Complaints through June 2013).

- Vegetation Management has removed 21,294 Hazard Trees in past 12 Months (July 2012- June 2013)

SPONSOR: Shawn B. Corkran

ENTERGY TEXAS INC
QUALITY OF SERVICE IMPROVEMENTS
FOR THE TWELVE MONTHS ENDED MARCH 31, 2013

Entergy continues to maintain and implement systems and processes for the improvement of quality of service to its customers. Some of the programs and activities for improving quality of service are:

Distribution Organization

Distribution is structured to create an organization that promotes both customer satisfaction improvements and cost control. The structure was developed to meet customer expectations in the following five key areas: scheduling commitments, service reliability, outage restoration information, complaint resolution, and employee behavior while providing service. Local management of service teams is provided for routine service work and outage restoration.

Another part of the Distribution organization is the T&D Program Development and Distribution Engineering, which provides process standardization and support. These are a centralized organization that provides distribution support to ETI's Distribution Operations group

Transmission Organization

The Transmission Organization's Asset Management group has clarified and standardized its funding of capital projects. Using a new ranking and tracking system allows for more accountability and accurate planning. Root cause analysis using lightning detection, solid state relays and digital fault recorders, coupled with improved outage recording software, allows for trending and examination to target quality improvements. Additionally, each discipline has advanced its ongoing work processes:

- **Vegetation Maintenance:**
  - Procedures, software, and organizational structure, along with additional aerial patrols of lines 200 kV and higher, have improved work tracking, hazard identification and record management.
  - Restoration techniques have improved storm response (*e.g.,* the use of sky cranes to repair damaged lines and remove fallen trees).
  - Lidar- Light Imaging Detection and Ranging flights have identified areas of ROW encroachment. All 200 kV and above lines have been flown, and also a portion of the 138 kV lines.
  - 2 year herbicide cycle has been adopted

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

- **Substation Maintenance:**
  - Monthly substation infrared inspections to proactively identify current and potential issues.
  - Testing-based assessments that determine maintenance needs for oil-filled equipment.
  - Animal mitigation.

- **Line Maintenance**:
  - Line hardening, using steel and concrete materials to replace wood components (concentrated in coastal areas).
  - Using improved insulating techniques (material and design) to mitigate flashover risk.
  - Improved grounding techniques (material and design) to mitigate lightning damage.
  - Increased helicopter use for outage restoration.

- **LIDAR-Light Imaging Detection and Ranging**

The Transmission and Distribution Organization has embraced the Entergy Continuous Improvement (ECI) process, a systematic approach for achieving continuous improvement that engages all employees and drives the company to achieve its goals. ECI Teams use tools to improve performance in safety or regulatory compliance, eliminate rework, reduce process cycle time, improve the quality of a product or service, eliminate or reduce errors, and achieve financial benefits for Entergy. The Transmission and Distribution Organization uses these teams to provide an avenue for employees to pursue increased quality of service to customers.

Asset Planning Organization

The function of planning for and providing reliable electric service is addressed by the Planning Organization. The organization is distributed throughout the Entergy System, and ETI is served directly by the Asset Planning personnel domiciled in Texas. The Asset Planning engineers maintain direct communication with their key customer groups. Capacity planning, project planning, ranking, and prioritization are performed with a consistent set of process guidelines, which assure that the resources expended will improve the quality of service.
Improved technological tools and software are utilized to provide load modeling, reliability modeling, and electrical/customer connectivity modeling.

Work Management Organization

The function of monitoring and providing reliable electric service is addressed by the Work Management Organization and the Asset management Organization.. Work Management is managed directly by personnel domiciled in Texas. Its main function is to manage the implementation of reliability projects identified through collaboration between ETIs Distribution Organization, including Work Management and Asset Management. Asset Management is an

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

ESI system service organization providing independent oversight, monitoring and guidance to the Work Management organization.

ETI's reliability improvements have been achieved through the aggressive implementation of the following major programs and initiatives:

- Vegetation Management
- Planned Improvements
- Targeted Circuit Program
- Pole Inspection Program
- Performance-Based Maintenance Program (TACTICS)
- Underground Cable Maintenance Program
- Equipment Maintenance Programs
- Backbone Feeder Program:
- Internal request program
- Weather Monitoring
- Service Suite System
- Outage Information—AM/FM Outage Management System & Predict
- New GTD program – Graphical Design Tool
- Enhanced Minor Storm Oversight

  - **Vegetation Management Program:** ETI's distribution line vegetation management program consists primarily of a cycle-based proactive element, also includes a reactive, customer driven component and tree growth regulator (TGR) program. The proactive trim cycles are examined annually and are determined by a number of factors including growth rates, type and density of side and floor vegetation, vegetation-related outage information, time from last maintenance, and reliability. Based on this, the present cycle is approximately 5.6 years per feeder circuit. Identified circuits or areas are maintained using a combination of both conventional side trimming and herbicides depending on the specific application. The reactive program consists of investigating potential problem areas that are identified by Company personnel and/or the public and determining a course of action.

  - **Planned Improvement:** The planned improvement process includes categories such as load, voltage and contingency planning projects. In the load category, a planning horizon of five years is utilized in order to more effectively smooth capacity additions. Voltage projects address situations where delivery voltage levels are approaching ranges that are deemed marginal. Contingency projects include Alternate Load Transfer

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

Systems that utilize technology to create a system that automatically sectionalizes and self-restores in the event that an outage occurs.

- **Targeted Circuits:** This program identifies circuit devices in need of reliability improvement. An annual analysis of our system is conducted that ranks each feeder's reliability performance using (a) total individual feeder Customer Interruptions and (b) the individual feeder's SAIFI. The feeder devices identified as the worst of the combined two components, are marked for reliability inspection and improvement. Corrective actions are planned and implemented in the form of prioritized engineering and maintenance solutions.

- **Pole Inspection and Replacement Program:** The annual pole inspection program at ETI is a preventative program designed to identify weakened wood poles prior to failure. The program consists of both a visual and physical inspection of the structure, which includes the pole, cross-arms, insulators, etc. The resulting actions depend on the results of the inspection. Poles judged to be sound are tagged and receive no further action. Those that have been identified as needing additional attention are either reinforced, or replaced depending on the condition of the pole.

- **TACTICS Program:** Targeted Approach Centered Toward Improving Customer Service ("TACTICS") is a program designed to address specific protective devices exceeding the TACTICS threshold of momentary and sustained outages count. This program examines the outage history at the level of individual devices on a circuit, such as a line fuse. Outage reports are analyzed daily, and those devices whose last operation resulted in an outage meeting certain criteria are identified. The lines served from these devices are given a detailed inspection to identify weaknesses and potential future outage causes. Corrective actions are then planned, prioritized and implemented.

- **Underground Cable Program:** This program identifies sections of cable that meet the segment outage failure rate criteria and establishes a repair / replacement plan.

- **Equipment Maintenance Programs:** These programs include recloser, capacitor bank and voltage regulator inspections. Issues are either immediately resolved in the field, or reported for planning and implementation of repair / replacement

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

- **Backbone Feeder Program:** This program targets feeder backbones (typically the section of the feeder from the substation breaker to the first protective devices) with inspection and prioritized mitigation. Inspections consist of both visual and infrared portions.

- **Internal Request Program:** This program allows our field employees, such as service and line personnel, to note deficiencies on our distribution system and submit them into our design/repair processes for attention. The projects are reviewed, prioritized and addressed on an individual basis.

- **Weather Monitoring:** Lightning and weather detection tools have been made widely available throughout the Entergy System on Entergy Net. These tools include US Radar, IR Satellite information and four-day weather forecasts for the major metropolitan areas. For the four-state area served by Entergy, regional radar, lightning strikes, temperatures, and Mississippi River forecasts are available. Access to two weather reporting services provides a customized forecast for the Entergy service territories and consulting services during extreme weather events. These monitoring tools facilitate the quick mobilization of Entergy resources for customer restoration anywhere within the System.

- **Service Suite System:** The Service Suite system is an infrastructure of hardware and software, using wireless cell phone service via Air cards, to route high-volume, short-cycle work orders directly to the vehicle terminal of the person performing the work. This process allows near real-time updates of information, decreasing the cycle time to process the order and providing in many instances a means to complete same day service.

  Currently, work orders associated with meter installs, disconnects, re-connects, voltage checks, service installs, Lights out tickets etc. are routed through the Service Suite system, which is monitored and adjusted from a central dispatch group. ETI utilizes this system within all of its networks.

  The Service Suite system infrastructure is established in most areas across the Entergy System. The present Service Suite system implementation was completed in the ETI service area in August 2009. This system replaced the Mobile Data System that operated off of an 800 MHz radio system.

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

- **Outage Information -- AM/FM Outage Management System & PREDCT:** The Company continues to improve the quality of information available to its customers regarding power outages. Providing quality outage information is intended to satisfy the customer's basic need for detailed information at the time of the initial inquiry. Entergy utilizes an innovative approach to provide this important service to the customers.

  AM/FM Outage Management, a subset of the AM/FM System, takes advantage of four available sources of outage information. The most accurate of these four is provided to the customer via the Interactive Voice Response (IVR) system, by the Customer Service Representative (CSR), or by a web-based View Outages web site available at entergy-texas.com. If the outage has already been investigated and the cause and expected duration are known, then this data is provided to the customer. The secondary estimate source is the database of outage history pertaining directly to the customer's own feeder. The third source the system looks for is data from a Network Overview Case. Such cases are accessible as a result of the AM/FM enhancement. Lastly, if all of these sources are exhausted, Predictive Restoration Estimator Damage Communications Tool (PREDCT), a program that has been enhanced and incorporated into AM/FM Outage Management, provides an estimate based on historical data. This data matches the caller's local office, the day of the week, and time of day with past outage durations.

  - **Enhanced Minor Storm Oversight**

  ETI has enhanced its minor storm response by consolidating restoration oversight from a regional to state wide basis. We have implemented a one point contact process managing both Scouting and Logistics needs during minor weather events. This allows for a more organized and timely approach to restoration."

  - **GTD – Graphical Design Tool**

  The GDT is new software that Entergy purchased from GE and has implemented throughout our Distribution Design organization during the first half of 2013. The Distribution Designers use GDT to create construction work orders for new electric distribution installations as well as designed modifications to our existing distribution system. GDT has analytical tools which aid our designers by determining if the current design complies with Entergy's Engineering Guidelines for structural integrity, proper clearances, and various electrical parameters.

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

Customer Service Center (CSC) Organization

- **Web Self Service (WSS)**: Starting in mid-2008, Entergy began making improvements to its web site by providing more information and more customer services via the internet. Customers with access to the internet can register for *My Account Online*, Entergy's online account management system, enabling them to manage their bills, payments, and account information at their convenience without having to contact Entergy. Online bill payment options are convenient, flexible and can be made 24 hours a day, 7 days a week. Customers can pay online during regular business hours at no charge with real-time posting, presenting them with an easy alternative to Quick Payment Centers and an opportunity to save on mailing costs. Entergy also offers online bill payment via credit card utilizing a third-party vendor, Bill Matrix (now Fiserv), for a small fee. Online payments made on weekends or after regular business hours are credited the next business day. Additional services available online include enrollment in programs such as Level Billing, Automatic Monthly Payment, and Pick-A-Date; getting a payment extension if the customer meets eligibility requirements; receiving a quote to stop a disconnection action or to reconnect their service; viewing the status of a service order or permit; viewing and making copies of current or historical bills for up to 13 months; and making a pledge or one-time donation to the Power to Care fund for needy customers. Entergy Texas customers can apply online to start, stop, or move their electric service by completing and submitting a form available at entergy-texas.com.

- **Text Messaging**: Text-based messaging service for cellular phones was added in 2010, which allows customers another means of interacting with Entergy quickly and electronically. Texting customers can report and get the status of an outage, work order, or permit, check the balance on their account, get a payment extension if they are eligible, as well as get an alert if they have been sent a disconnection notice. Additional alerts are also available via text and e-mail such as when their payment is due within a customer-set timeframe, if a payment is returned, and if an automatic draft payment exceeds a customer-set limit. Customers with smart mobile phones can access 95% of online services through the mobile site.

- **Mobile Apps/View Outage**: Entergy added a mobile phone "app" for customers who prefer to do business with their smart phones (iPhone or Android types only). The "app" enables customers to quickly sign up for texting services, easily login to myAccount, report a power outage, and pull up our real-time online outage information system, *View Outages*. Through the *View Outages* web site,

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

customers can monitor the status of outages for their homes and businesses or for family members. The system offers information on the number of customers out, outage start time and estimated restoration time, and status of the repairs. Proactive outbound outage communications to customers was expanded to include both voice and text channels and provides improved messaging throughout the life cycle of an outage. When outages occur, customers can receive the following series of messages by voice or text: the outage is detected (includes initial estimated restoration time); serviceman has arrived; if crew is dispatched (for more significant repairs); restoration time has changed due to updated assessment; and power is restored.

- **Telephony Integration**: Entergy has used outsourcers and mutual assistance partners to varying degrees and in multiple capacities since 2000. In late 2010, Entergy completed a project to more fully integrate agent pools and call traffic among its in-house and outsourced call centers. Beginning in 2012, outsourcers were further integrated with Entergy, which assumed all forecasting, staffing and scheduling activities related to outsourcer personnel. This better enables Entergy to deliver consistent service by managing agent resources both in-house and at outsourcers as a single pool.

- **Upgraded PBX and Associated Systems**: Entergy installed the Avaya "Integrated Contact Center" (ICC) in 2004. Technology enhancements and software upgrades since that time have included: Virtual Hold (callbacks), IVR replacement and full call & screen recordings. However, Entergy's maintenance contract (a customized extension) expired in June 2011and could not be extended by Avaya. The Avaya Upgrade project will upgrade the critical portions of the infrastructure to maintain Entergy's ability to receive and respond to customer's calls. As a result, reliable and technologically current systems will accept and deliver customer calls either to be served by the Entergy Interactive Voice Response (IVR) system or directed to a customer service representative with the skill and training to resolve the customer's request.

- **Call Center Management Dashboard**: In 2011, the CSCs enhanced the web-based dashboard system to provide a better view of contact center performance and operational status to managers, supervisors and key stakeholders. Prior to the creation of the Dashboard, management and staff used multiple websites and software applications coupled with numerous static reports to evaluate queue status, staffing levels, outage status, and present/historical call volumes and service levels. The Dashboard collects and processes this information from source systems in real-time and presents an actionable, easy-to-understand summary via an intranet web page.

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

- **Workforce Management Upgrade**: In 2012, the CSCs began a project to upgrade TotalView, the software package used for forecasting, staffing and scheduling of agents in Entergy CSCs and at our outsourcers. This was completed in 2Q 2013.

- **Outbound Dialer**: In 2012, Entergy rolled out an enhanced outbound dialer for providing both list-based and proactive outbound notifications to Entergy customers in a variety of conditions including those affected by outages and pending disconnection for non-pay. While a capability for notifications related to pending disconnect activity and other situations such as vegetation trimming and service disruption due to planned maintenance has been in place for many years, the enhanced automated/proactive component ties outbound notification calls to events in Entergy's outage management system, providing customers with timely status, estimated restoration time and root cause of service-affecting outages.

Sponsors: Shawn B. Corkran (Pages 1 through 6)
Phillip N. Sharp (Pages 7 through 9)

ENTERGY TEXAS, INC.
IE-24 REPORTS (FORM 417R)-DOE
FOR THE TWELVE MONTHS ENDING MARCH 31, 2013

For both the 2012 and 2013 portions of the test year, there were no Form OE-417 reports related to Entergy Texas, Inc. ("ETI") filed with the Department of Energy.

Sponsor: Mark F. McCulla

ENTERGY TEXAS INC.
CONTINUITY OF SERVICE
FOR THE TEST YEAR ENDED MARCH 31, 2013 AND PREVIOUS NINE CALENDAR YEARS

Below is the Continuity of Service data for the Texas service area:

YEAR	CONTINUITY OF SERVICE*	AVERAGE LENGTH OF INTERRUPTIONS** (Hours)
Test Year 4/1/2012- 3/31/2013	99.9685%	1.850
2012	99.9648%	1.884
2011	99.9718%	1.769
2010	99.9743%	1.563
2009	99.9679%	1.682
2008	99.9663%	1.370
2007	99.9660%	1.533
2006	99.9667%	1.437
2005	99.9663%	1.478
2004	99.9653%	1.415
AVERAGE	99.9678%	1.598

The data above excludes Major Events.
* Continuity of Service measured by the Average Service Availability Index (ASAI)
** Average Length of Interruptions measured by the Customer Average Interruption Duration Index (CAIDI)

NOTES: CONTINUITY OF SERVICE INDEX = $\frac{\text{CUSTOMER HOURS POSSIBLE} - \text{CUSTOMER HOURS OUTAGE}}{\text{CUSTOMER HOURS POSSIBLE}}$

CUSTOMER HOURS POSSIBLE = TOTAL NUMBER OF CUSTOMERS x PERIOD HOURS

CUSTOMER HOURS OUTAGE = A SUMMATION OF (NUMBER OF CUSTOMERS AFFECTED BY EACH OUTAGE x AVERAGE LENGTH (IN HOURS) OF EACH INTERRUPTION OR OUTAGE)

PERIOD HOURS = NUMBER OF HOURS PER SPECIFIED UNIT OF TIME (Example: 8760 hours per year)

Sponsor: Shawn B. Corkran

ENTERGY TEXAS, INC.
AVAILABLE CAPACITY WHEELING
APRIL 2012 - MARCH 2013

FROM	TO	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
MEGAWATTS (MW)													
THERE WERE NO WHEELING TRANSACTIONS FOR QFs DURING THE TEST YEAR													
MEGAWATT - HOURS (MWH)													
THERE WERE NO WHEELING TRANSACTIONS FOR QFs DURING THE TEST YEAR													

Sponsor: Mark F. McCulla

ENTERGY TEXAS, INC.
PLANNED CAPACITY WHEELING
APRIL 2012 - MARCH 2013

FROM	TO	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13
MEGAWATTS (MW)													
THERE WERE NO PLANNED WHEELING TRANSACTIONS FOR QFs DURING THE TEST YEAR													
MEGAWATT - HOURS (MWH)													
THERE WERE NO PLANNED WHEELING TRANSACTIONS FOR QFs DURING THE TEST YEAR													

Sponsor: Mark F. McCulla

Entergy Texas Inc.
Wheeling Information
Test Year April 1, 2012 - March 31, 2013

kV	Branch (Station A to Station B)	Miles	MVA	80% Thermal Rating MVA	MW/ MVA Miles
500	COTTONWOOD CO - HARTBURG #1 500 kV (800.0)	0.46	1215	972	559
500	COTTONWOOD CO - HARTBURG #2 500 kV (801.0)	0.45	1215	972	547
500	HARTBURG - CYPRESS 500 kV (547.0)	31.63	1732	1386	54,783
500	HARTBURG - MOUNT OLIVE 500 kV (204.0,204.2,559.0) (ETI portion)	67.77	1200	960	81,324
500	NELSON 500KV - HARTBURG 500 kV (520.0) (ETI portion)	1.85	1732	1386	3,204
500 Total		102.16			140,417
345	GRIMES - CROCKETT (SWEPCO) 345 kV (119.0) (ETI portion)	38.00	1121	897	42,598
345	GRIMES - FRONTIER (TENASKA) 345 kV (120.0)	2.26	1195	956	2,701
345 Total		40.26			45,299
230	AMELIA BULK - CHINA 230 kV (599.0)	17.09	797	638	13,621
230	AMELIA BULK-CYPRESS 230 kV (488.0)	18.61	685	548	12,748
230	CARLYSS - SABINE 230KV 230 kV (428.0) (ETI portion)	10.36	595	476	6,164
230	CHINA - PORTER 230 kV (822.0)	64.24	749	599	48,116
230	CHINA - SHECO BATISTE CREEK 230 kV (583.0)	23.95	797	638	19,088
230	GEORGETOWN - SABINE 230KV 230 kV (572.0)	25.97	566	453	14,699
230	GEORGETOWN-HELBIG 230 kV (421.0)	13.44	351	281	4,717
230	GULFWAY - SABINE 230KV 230 kV (196.0)	7.01	519	415	3,638
230	GULFWAY - VFW PARK CO 230 kV (197.0)	2.38	519	415	1,235
230	HARTBURG - HELBIG 230 kV (195.0)	33.08	681	545	22,527
230	HELBIG - AMELIA BULK 230 kV (422.0)	10.38	685	548	7,110
230	JACINTO - PEACH CREEK 230 kV (524.0)	16.51	502	402	8,288
230	JACINTO - SHECO BATISTE CREEK 230 kV (568.0)	25.62	749	599	19,189
230	KOLBS - GULFWAY 230 kV (499.0)	6.06	780	624	4,727
230	KOLBS-PORT ACRES BULK 230 kV (554)	6.10	441	353	2,690
230	LEWIS CREEK 230kV - PEACH CREEK 230 kV (824.0)	12.05	502	402	6,049
230	MID COUNTY - PORT ACRES BULK 230 kV (591.0)	4.97	595	476	2,957
230	PORT ACRES BULK - KEITH LAKE 230 kV (829.0)	11.66	352	282	4,104
230	PORT ACRES BULK - KEITH LAKE 230 kV (830.0)	11.61	352	282	4,087
230	SABINE 230KV - CHINA 230 kV (496.0)	36.26	685	548	24,838
230	SABINE 230KV - MID COUNTY 230 kV (532.0)	16.73	566	453	9,469
230	SABINE 230KV - VFW PARK CO 230 kV (199.0)	5.77	685	548	3,952
230 Total		379.85			244,013
138	ALDEN - LEWIS CREEK 138 kV (569.0)	16.24	411	329	6,675
138	BENTWATER - GRIMES 138 kV (113.0)	25.90	206	165	5,335
138	BIG HILL CO - MEMORIAL 138 kV (552.0)	26.78	151	121	4,044
138	BLANCHARD CO - BOLD SPRINGS (SHECO) 138 kV (817.0)	5.30	282	226	1,495
138	BOLD SPRINGS (SHECO) - POCO 138 kV (816.0)	3.40	287	230	976
138	BRYAN - COLLEGE STATION JUNCTION 138KV SW STA 138 kV (183.0)	10.93	287	230	3,137
138	CARROLL STREET PARK - SOUTH BEAUMONT 138 kV (465.0)	3.61	357	286	1,289
138	CARROLL STREET PARK - SOUTH BEAUMONT 138 kV (828.0)	3.53	357	286	1,260
138	CENTRAL - UNION 138 kV (178.0,578.0)	2.72	241	193	656
138	CHEEK - DAYTON BULK 138 kV (88.0)	43.18	347	278	14,983
138	CHINA - RAYWOOD 138 kV (424.0)	20.70	216	173	4,471
138	CLECO COOPER - FAWIL 138 kV (20.0) (ETI portion)	4.65	143	114	665
138	CLEVELAND (TX)-JAYHAWKER CREEK CO 138 kV (808.0)	4.58	206	165	943
138	COLLEGE STATION JUNCTION 138KV SW STA - CITY OF COLLEGE STATION (ERCOT CONN	0.10	311	249	31
138	COLLEGE STATION JUNCTION 138KV SW STA - GRIMES 138 kV (490.0)	24.39	206	165	5,024
138	COLLEGE STATION JUNCTION 138KV SW STA - NAVASOTA 138 kV (83.0)	21.27	243	194	5,169
138	CONROE BULK - BENTWATER 138 kV (112.0)	20.33	206	165	4,188
138	CONROE BULK - GOSLIN 138 kV (820.0)	8.71	382	306	3,327
138	CONROE BULK - SHECO NEW CANEY CREEK 138 kV (523.0,587.0)	14.92	357	286	5,326
138	CONROE BULK - TAMINA 138 kV (813.0,886.0)	16.46	468	374	7,703
138	COW-BUNCH GULLY (CO) 138 kV (556.0)	2.53	287	230	726
138	COW-DUPONT SABINE 3 CO 138 kV (549.0)	1.51	502	402	758
138	COW-DUPONT SABINE 4 CO 138 kV (548.0)	1.01	502	402	507

Sponsored by: Mark J. McCulla