

See Native Excel file Falstad Direct_ Exhibits DTF-A through D.

DOCKET NO. 53719

APPLICATION OF ENTERGY	§	PUBLIC UTILITY COMMISSION
TEXAS, INC. FOR AUTHORITY TO	§	
CHANGE RATES	§	OF TEXAS

DIRECT TESTIMONY

OF

MOLLY C. GRIFFIN

ON BEHALF OF

ENTERGY TEXAS, INC.

JULY 2022

ENTERGY TEXAS, INC.
DIRECT TESTIMONY OF MOLLY C. GRIFFIN
2022 RATE CASE

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EXHIBITS

Exhibit MCG-1	Security and Reliability Governance and Oversight Department Organization Chart
Exhibit MCG-2	Security and Reliability Governance and Oversight Predominant Billing Methods
Exhibit MCG-A	Affiliate Billings by Class and Department
Exhibit MCG-B	Affiliate Billings by Class and Project Code
Exhibit MCG-C	Affiliate Billings by Class, Department, and Project Code
Exhibit MCG-D	Pro Forma Adjustments to Affiliate Billings

1 **I. INTRODUCTION**

2 Q1. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

3 A. My name is Molly C. Griffin. My business address is 6540 Watkins Drive, Jackson,
4 Mississippi 39213.

5
6 Q2. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

7 A. I am employed by Entergy Services, LLC. (“ESL”), Entergy Corporation’s
8 centralized service company, as Manager of Security and Reliability Programs.

9
10 Q3. ON WHOSE BEHALF ARE YOU FILING THIS DIRECT TESTIMONY?

11 A. I am filing this direct testimony on behalf of Entergy Texas, Inc. (“ETI” or the
12 “Company”).

13
14 **A. Qualifications**

15 Q4. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND
16 PROFESSIONAL EXPERIENCE.

17 A. I hold a Bachelor of Science in Business Administration with a major in
18 Management Information Systems from the University of Alabama. From 2009 to
19 2011, I was an IT Risk and Assurance Auditor at EY. In that role, I conducted
20 information technology Sarbanes-Oxley audits. In 2011, I joined Entergy as an
21 Analyst in the North American Reliability Corporation (“NERC”) Critical
22 Infrastructure Protection group. I was the primary point of contact for the SERC

1 Reliability Corporation (“SERC”)¹ and led NERC Compliance audits. In 2014, I
2 was promoted to Sr. Analyst, NERC Compliance. In 2016, I joined the Entergy
3 Mississippi, LLC (“EML”) Regulatory Affairs group as a Senior Analyst
4 responsible for assisting with the annual Formula Rate Plan filings with the
5 Mississippi Public Service Commission. In 2018, I was promoted to Financial
6 Analyst Lead in the Finance Business Partners group where I assisted with EML
7 regulatory filings, financial reporting, and other finance initiatives. In April 2021,
8 I was promoted to Manager, Security and Reliability Programs with the Chief
9 Security Office (“CSO”) organization. In my current role, I am responsible for
10 governance and oversight of Entergy’s NERC Compliance program as well as
11 monitoring of security-related initiatives.

12
13 Q5. PLEASE DESCRIBE YOUR RESPONSIBILITIES WITH ESL.

14 A. As Manager, Security and Reliability Programs, I am responsible for managing
15 governance and oversight of the NERC Compliance program through compliance
16 monitoring, oversight committee reporting, and assessments. CSO manages risks
17 to the reliability and security of the Bulk Electric System. My team serves as
18 Entergy’s point of contact with SERC and manages all communications and
19 reporting (such as data submittals, NERC non-compliances, mitigation plans, and
20 audits) with SERC. I am also responsible for enterprise security program

¹ SERC Reliability Corporation’s Compliance organization monitors compliance with Reliability Standards among all users, owners, and operators of the bulk power system in the SERC Region. SERC is delegated by NERC to carry out this function.

1 governance where we monitor security-related initiatives from various functions
2 (Chief Security Office, Information Technology, Information Security, Incident
3 Response, and Corporate Security).

4
5 **B. Purpose of Testimony**

6 Q6. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY IN THIS
7 PROCEEDING?

8 A. I am sponsoring the Security and Reliability Governance and Oversight Class,
9 including the costs incurred by ETI from the ESL CSO during the 12 months ending
10 December 31, 2021 (the “Test Year”). I will demonstrate that (1) the Security and
11 Reliability Governance and Oversight Class costs are reasonable and necessary,
12 and (2) the price charged to ETI for these services is no higher than the price
13 charged to other affiliates for the same or similar services and reflects the actual
14 cost of the service.

15
16 Q7. WHAT KNOWLEDGE AND EXPERIENCE ENABLE YOU TO TESTIFY IN
17 THIS PROCEEDING CONCERNING THE TEST YEAR SECURITY AND
18 RELIABILITY GOVERNANCE AND OVERSIGHT CLASS EXPENSES
19 INCURRED BY OR ON BEHALF OF ETI?

20 A. Due to my position, I am familiar with the function of the CSO organization,
21 including the design and operation of the CSO, the services ETI purchases from the
22 CSO, the various cost controls, billing and allocation methodologies used by the
23 CSO, and the reasonableness of the costs of the services provided by the CSO

1 organization.

2

3 Q8. PLEASE DESCRIBE HOW THE REMAINDER OF YOUR TESTIMONY IS
4 ORGANIZED.

5 A. Section II of my testimony describes the Security and Reliability Governance and
6 Oversight Class and the CSO, including the following information: the types of
7 services we perform; the reasonableness and necessity of our services; the amount
8 of Test Year expenses billed to ETI; the predominant billing methods employed to
9 ensure that Test Year expenses were reasonable and necessary; and how the prices
10 charged to ETI for these services are no higher than the prices charged to the other
11 affiliates for the same or similar services and represent the actual cost of the service
12 provided.

13

14 Q9. DO YOU SPONSOR OR COSPONSOR ANY EXHIBITS THAT SUPPORT
15 YOUR TESTIMONY?

16 A. Yes. I sponsor the exhibits listed in the Table of Contents of my direct testimony.

17

18 **II. SECURITY AND RELIABILITY GOVERNANCE**
19 **AND OVERSIGHT CLASS**

20 **A. Description of the Security and Reliability Governance and Oversight Class**

21 Q10. PLEASE DESCRIBE THE SECURITY AND RELIABILITY GOVERNANCE
22 AND OVERSIGHT CLASS.

23 A. ETI's Security and Reliability Governance and Oversight Class is primarily

1 composed of the CSO. Entergy has adopted and implemented a “Three Lines of
2 Defense” model and the NIST Cybersecurity Framework to provide a systematic
3 approach to govern and oversee security risk management and control by defining
4 1st, 2nd, and 3rd line roles, duties, and accountabilities. In this model, Entergy
5 streamlines security and reliability into a centralized oversight and governance
6 program. The CSO is part of the second line of defense² which is responsible for
7 ongoing monitoring of the design and operation of controls in the first line of
8 defense and providing advice and facilitating risk management activities. It is
9 responsible for setting policies, monitoring, and reporting on the security and
10 reliability programs being executed by the first line, and providing some support
11 activities that may not be entirely independent of the first line.

12

13 Q11. WHAT SERVICES DOES ETI OBTAIN FROM THE CSO?

14 A. ETI obtains security risk management governance, oversight, and support through
15 the CSO.³ For example, the CSO coordinates threat intelligence sharing, security
16 guidance through policy and standards setting, and security and resiliency risk
17 tracking with an enterprise-wide security risk register. The CSO also is responsible
18 for governance and oversight of the NERC Compliance Program, including
19 monitoring compliance with the NERC Reliability Standards and ensuring that

² The first line of defense includes operations and business units. First line management is responsible for identifying and managing risk directly (i.e., through the design and execution of controls to respond to risk). This line includes business units such as information technology, transmission, and power generation. The third line of defense includes independent assurance. This line includes internal audit, external audit, and regulatory constructs, such as NERC Reliability Standards.

³ Exhibit MCG-1 is the CSO Organization Chart.

1 ETI's Bulk Electric System assets are secure and reliable.

2

3 Q12. HOW IS THE CSO ORGANIZED TO MEET ETI'S SECURITY RISK
4 MANAGEMENT GOVERNANCE, OVERSIGHT, AND SUPPORT NEEDS?

5 A. The CSO is organized to meet ETI's needs through five comprehensive functions.
6 First, the Security Risk Advisory Services section develops and maintains risk
7 management plans, risk portfolios, and prioritization of risk responses and it also
8 oversees the execution of the Entergy Data Privacy Policy and Data Protection task
9 force. Second, the Security Policy and Compliance section leads the management
10 of enterprise-wide policies, standards, and guidelines; oversees compliance with
11 regulation; oversees security strategies for policy focus areas; oversees the
12 development and dissemination of education and awareness material; and defines
13 and measures security compliance metrics. Third, the Security and Reliability
14 Programs section (which I oversee) leads the management of reliability standards;
15 oversees compliance of operational organizations to reliability standards; and
16 provides enterprise security governance. Fourth, the Assessments and Verification
17 section administers the annual schedule for security testing and assessments
18 (e.g., cyber security, physical security, third party, and regulatory); ensures
19 performance of all assessments; and facilitates management of reporting
20 assessment and verification activities. Finally, the Security Intelligence and
21 Support section coordinates the collection of strategic intelligence inputs and
22 develops various threat alerts, reports, and briefings.

23 The CSO also fosters and maintains relationships with federal, state, and

1 local law enforcement agencies and leverages existing relationships with
2 information sharing groups to identify best practices and trends within the industry.
3

4 **B. Reasonableness and Necessity of the CSO Services**

5 Q13. ARE THE SERVICES PROVIDED BY THE CSO REASONABLE AND
6 NECESSARY FOR ETI TO SAFELY FUNCTION AS AN OPERATING
7 UTILITY?

8 A. Yes. ETI's communities and the nation's security, economic vitality, and way of
9 life require safe, reliable, resilient, and agile electric power operations. Intentional
10 attacks, or even unintentional incidents that impact ETI's operations, can have a
11 cascading effect far beyond the Company and physical location of the event. Due
12 to the interconnection and interdependency of the electrical grid, successful
13 security risk management requires constant, proactive vigilance toward both
14 physical and cyber threats and effective coordination with state, local, and federal
15 law enforcement agencies. In addition to tracking threats to ETI's operations, the
16 CSO helps ETI oversee NERC security and reliability requirements.
17

18 Q14. ARE THE SERVICES PROVIDED BY THE CSO DUPLICATED BY ETI OR
19 ANOTHER ENTERGY ORGANIZATION SERVING ETI?

20 A. No. For efficiency, ETI delegates to ESL the services provided by the CSO and
21 does not duplicate these services internally. Services provided by the CSO,
22 therefore, are reasonable and necessary to mitigate the Company's security risks
23 and ensure its compliance with security- and reliability-related regulatory

1 requirements.

2

3 Q15. ARE THERE ANY SECURITY AND RELIABILITY GOVERNANCE AND
4 OVERSIGHT CLASS COSTS THAT ARE NOT INCLUDED IN THE CSO
5 SERVICES COSTS?

6 A. No.

7

8 **C. Overview of Security and Reliability Governance and Oversight Class Costs**
9 **and Billing Methods**

10 Q16. WHAT IS THE TOTAL AMOUNT OF AFFILIATE SECURITY AND
11 RELIABILITY GOVERNANCE AND OVERSIGHT CLASS COSTS THAT
12 YOU SUPPORT?⁴

13 A. I sponsor the direct and allocated portions of the \$838,588 Security and Reliability
14 Governance and Oversight Class affiliate costs shown in Table 1 below. This
15 amount, referred to as the “Total ETI Adjusted” amount in Exhibits MCG-A
16 through MCG-C, consists of the total ESL affiliate charges directly billed or
17 allocated by this class during the Test Year, subject to certain exclusions or
18 adjustments explained in the testimony of other witnesses identified in MCG-D.

⁴ Adjustments AJ 14D ETI and AJ19A Affiliate in Schedule A-3 includes adjustments to these costs to ensure that customers do not pay for any non-essential expenses. *See also* Schedule P, WP/P AJ14D.1 and WP/P AJ19A.1.

**Table 1: Security and Reliability Governance and Oversight Class –
Total ETI Adjusted Amount⁵**

Class	Total Billings	Total ETI Adjusted		
		Amount	% Direct Billed	% Allocated
Security and Reliability Governance and Oversight	\$7,831,637	\$838,588	0%	100%

1 Q17. PLEASE DISTINGUISH BETWEEN COSTS THAT ARE “DIRECT BILLED”
2 VERSUS COSTS THAT ARE “ALLOCATED” TO ETI.

3 A. Whenever appropriate, costs are direct billed to ETI. This means the services
4 performed (and the associated costs incurred) are specific to ETI customers or
5 employees and no other affiliate benefits from these activities. By contrast, costs
6 are allocated to ETI only when ETI and one or more of the other Entergy affiliates
7 causes such costs.

8

9 Q18. PLEASE DESCRIBE THE EXHIBITS THAT SUPPORT THE SECURITY AND
10 RELIABILITY GOVERNANCE AND OVERSIGHT CLASS AFFILIATE COST
11 INFORMATION INCLUDED IN TABLE 1.

12 A. Exhibits MCG-A through MCG-C illustrate the calculation of the Total ETI
13 Adjusted amount for the Security and Reliability Governance and Oversight Class.
14 Exhibit MCG-A breaks down the amount by the departments comprising the class.
15 Exhibit MCG-B breaks down the same information by project code and the billing

⁵ **Total Billings** is ESL’s total billings to all Entergy companies for the Test Year, plus all other affiliate charges that originated from any Entergy company. This is the amount from Column C of Exhibits MCG-A, MCG-B, and MCG-C. **Total ETI Adjusted** amount is ETI’s cost of service amount after pro forma adjustments and exclusions. **% Direct Billed** is the percentage of the Total ETI Adjusted amount that was billed directly to ETI for the Test Year. **% Allocated** is the percentage of the Total ETI Adjusted amount that was allocated to ETI for the Test Year.

method assigned to each project code. Exhibit MCG-C breaks down the information by class, department, billing method, and project code.

For a description of Columns A through H in those exhibits and what they represent, please refer to the direct testimony of Ryan M. Dumas. Mr. Dumas also describes the calculations that take the dollars of support services in Column A to the Total ETI Adjusted numbers shown in Column H.

Exhibit MCG-D is a summary of the proforma adjustments broken down by billing method and project code. For an explanation of the pro forma amounts in Exhibit MCG-D, please refer to the direct testimony of the sponsoring witnesses listed in that exhibit, Mr. Bobby Sperandeo and Ms. Allison Lofton.

Q19. WHAT ARE THE MAJOR COSTS COMPONENTS OF THE CHARGES FOR THE SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT?

A. Table 2 reflects the major cost components for the affiliate charges in this class:

**Table 2: Security and Reliability Governance and Oversight Class –
Major Cost Components**

Cost Component	Cost (\$)	% of Total*
Payroll & Employee Costs	\$621,470	74.11%
Outside Services	\$101,800	12.14%
Service Company Recipient	\$84,749	10.11%
Office and Employee Expenses	\$28,463	3.39%
Other	\$2,105	0.25%
Total	\$838,588	100%

* Amounts may not sum due to rounding.

Q20. WHAT IS THE SIGNIFICANCE OF THESE COST CATEGORIES?

A. These cost categories organize the Total ETI Adjusted amount for the Security and

1 Reliability Governance and Oversight Class according to the corporate structures
2 and practices that underlie them. Other witnesses address the reasonableness of
3 these costs pursuant to this paradigm. For instance, Table 2 shows 74.11% of the
4 costs are for payroll, and labor-related expenses. Jennifer A. Raeder addresses the
5 employee compensation programs associated with this category of costs in more
6 detail in her testimony.

7 Next, 12.14% of the costs are associated with outside services (i.e., contract
8 and consulting work) hired by the Security and Reliability Governance and
9 Oversight Class for ESL as contrasted to contract and consulting work security
10 directly by ETI. These costs reflect professional fees charged by consultants
11 necessary to provide services to the CSO that benefit ETI or that are directly
12 provided to ETI.

13 Table 2 also shows that 10.11% of the costs are for “Service Company
14 Recipient,” which are the costs of services performed or contracted by ESL for
15 itself, such as information technology, human resources, and so on. These costs
16 are allocated across all affiliated classes, as explained by Mr. Dumas.

17 Finally, Office and Employee Expenses (3.39%) covers costs of
18 maintaining workspaces, office supplies, business travel, etc. Workspaces and
19 office supplies are primarily addressed by Dawn Renton, and Mr. Sperandeo
20 supports the employee business travel and expense processes and, thus, they
21 provide secondary support for this category of costs in this class. The remaining
22 costs consist of other expenses (0.25%).

1 Q21. HOW ARE THE COSTS OF THE SECURITY AND RELIABILITY
2 GOVERNANCE AND OVERSIGHT CLASS BILLED TO ETI?

3 A. As further explained by Mr. Dumas, in general ESL utilizes project codes to capture
4 costs associated with all services performed by ESL personnel and a single billing
5 method associated with each of the project codes to assign or allocate the costs to
6 ETI as an affiliate.

7 Exhibit MCG-B identifies all project codes used to record costs from this
8 class. Certain project codes are established solely for the purpose of recording costs
9 associated with CSO projects, while other project codes are established by other
10 departments but may be used to record CSO costs associated with projects in those
11 departments.

12 A billing method for each project code, selected based upon cost causation,
13 allocates the costs of all services performed under the project code among the EOCs
14 using the same criteria, at cost. This ensures that where ETI causes costs to be
15 incurred and benefits from the CSO's services, the Company pays its appropriate
16 proportion of the costs. It also ensures that the EOCs are, in total, charged no more
17 and no less than 100% of the costs for services provided under the project code.
18 Finally, the use of a single billing method ensures that the price charged to ETI for
19 the services is no higher than the price charged by ESL to other affiliates for the
20 same or similar services and represents their actual cost.

1 Q22. DOES THE BILLING SYSTEM ENSURE THAT THE PRICE CHARGED TO
2 ETI IS NO HIGHER THAN THE PRICE CHARGED TO OTHER AFFILIATES
3 FOR THE SAME OR SIMILAR SERVICES?

4 A. Yes. As Mr. Dumas explains, only one billing method is assigned to each project
5 code. Several organizations may bill to a single project code, but the billing method
6 for that project code remains the same. A billing method is selected based on cost
7 causation to distribute a discrete percentage of the costs collected under the project
8 code. Further, the project code distributes all costs collected under the project code,
9 meaning the percentages reflected in the billing sum to 100%. This ensures that no
10 entity is double-billed or over-billed for any amount and the amount billed to ETI
11 for the services is no higher than the amount charges to other affiliates for the same
12 or similar services and represents the actual cost of the services.

13

14 Q23. HOW DO YOU ENSURE THAT THE PRICE BILLED TO ETI BY THIS CLASS
15 REPRESENTS THE ACTUAL COSTS OF THE SERVICES PROVIDED?

16 A. As an initial matter, all affiliate services rendered by the Security and Reliability
17 Governance and Oversight Class on behalf of ETI and all outside services billed by
18 this class to ETI are billed at cost, just as such services are billed to all other
19 regulated companies. As a result, ETI pays the same “price,” as the other regulated
20 companies, i.e., the cost of such service to ESL. For example, the costs associated
21 with hiring an external firm to perform a cybersecurity vulnerability assessment or
22 for licensing the use of software utilized by the CSO function are billed at cost
23 using billing method ASSTSALL. The same is true of outside services that are

1 allocated to several different companies on behalf of which those services were
2 performed.

3

4 Q24. WHAT IS THE PREDOMINANT TEST YEAR BILLING METHOD USED FOR
5 THE SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT
6 CLASS COSTS YOU SPONSOR AND WHY IS IT APPROPRIATE?

7 A. The predominant billing method for the Security and Reliability Governance and
8 Oversight Class costs I sponsor is ASSTSALL. As explained in more detail in
9 Exhibit MCG-2, which I sponsor, this billing method is appropriate for the project
10 codes to which it is assigned because it is based on cost causation principles—
11 namely, it allocates the costs associated with the safeguarding of Entergy assets
12 based on the number of assets we protect.

13

14 Q25. HAVE YOU DETERMINED THAT THE APPROPRIATE PROJECT CODES
15 AND BILLING METHODS HAVE BEEN USED FOR THE REMAINING
16 TOTAL ETI ADJUSTED COSTS ASSOCIATED WITH THE SECURITY AND
17 RELIABILITY GOVERNANCE AND OVERSIGHT CLASS?

18 A. Yes. I have reviewed each of the project codes and associated billing methods used
19 for the remaining Total ETI Adjusted costs associated with the Security and
20 Reliability Governance and Oversight Class, set forth in Exhibits MCG-B and
21 MCG-C, and conclude that the project codes and billing methods are appropriate.
22 The costs associated with the remaining billing methods are consistent with and
23 reflect the services captured in each respective project code.

1 Q26. HAVE YOU REACHED A CONCLUSION ABOUT THE MANNER ESL BILLS
2 ETI FOR THE CSO DEPARTMENT SERVICES?

3 A. Yes. The unit cost to ETI as a result of the application of these billing methods is
4 no higher than the unit cost to other affiliates for the same or similar service and
5 represents the actual cost of services.
6

7 **D. Reasonableness and Necessity of Security and Reliability Governance and**
8 **Oversight Class Costs**

9 Q27. ARE THE COSTS FOR THE SECURITY AND RELIABILITY GOVERNANCE
10 AND OVERSIGHT CLASS YOU SPONSOR REASONABLE AND
11 NECESSARY?

12 A. Yes. Based upon my knowledge and experience with the services provided by the
13 CSO to ETI, and based on the evidence presented in this section, I conclude that
14 the costs of the Security and Reliability Governance and Oversight Class are
15 reasonable and necessary. In fact, the services provided can minimize or avoid
16 costs that would otherwise be incurred if ETI did not obtain proper security support.
17

18 Q28. PLEASE EXPLAIN HOW THE SECURITY AND RELIABILITY
19 GOVERNANCE AND OVERSIGHT CLASS CAN HELP ETI REDUCE OR
20 AVOID COSTS.

21 A. These services can reduce or avoid costs in three main ways. First, if the services
22 were not provided and ETI were to suffer security breaches or financial losses due
23 to the lack of proper security support, the overall cost of service would almost

1 certainly be increased, resulting in higher rates for ETI's customers. For example,
2 if there were a ransomware attack due to lack of employee training and awareness,
3 then ETI could face significant financial losses.

4 Second, NERC Reliability Standards are in place to assure the effective and
5 efficient reduction of risks to the reliability and security of the grid. NERC
6 compliance oversight services aim to reduce these risks that could impact ETI's
7 reliability by maintaining compliance with the NERC standards.

8 Finally, familiarity with the Company's security needs increases the
9 efficiency of the resolution of ETI's security issues. Accordingly, the Security and
10 Reliability Governance and Oversight Class and its associated costs, in addition to
11 measures to ensure the reasonableness of those costs, can minimize overall costs to
12 ETI and its customers.

13
14 Q29. HOW DO YOU DEMONSTRATE THE REASONABLENESS OF ETI'S COSTS
15 ASSOCIATED WITH THE SECURITY AND RELIABILITY GOVERNANCE
16 AND OVERSIGHT CLASS?

17 A. I demonstrate the reasonableness of ETI's costs for the Security and Reliability
18 Governance and Oversight Class by (1) the relatively small Test Year costs
19 associated with the Security and Reliability Governance and Oversight Class in
20 comparison to the benefits provided to ETI, and (2) the internal measures employed
21 by the Security and Reliability Governance and Oversight Class to control costs.

1 Q30. PLEASE COMPARE ETI'S BENEFITS FROM THE SECURITY AND
2 RELIABILITY GOVERNANCE AND OVERSIGHT CLASS TO THE COSTS
3 INCURRED FOR THESE SERVICES.

4 A. As described above, ETI enjoys the full benefits of sophisticated, comprehensive
5 security and NERC Compliance programs without bearing the fully loaded costs of
6 the Security and Reliability Governance and Oversight Class due to the cost
7 allocation process. The CSO's services can in fact minimize or avoid costs that
8 would otherwise be incurred if ETI did not obtain proper security support. For
9 example, if ETI failed to fulfill certain compliance, reliability, security, or data
10 protection requirements, the costs to remediate the issue may be significant.
11 Therefore, in my opinion, a Total ETI Adjusted amount for these services of
12 \$838,588 is reasonable.

13

14 Q31. PLEASE DESCRIBE THE PROCESSES THAT ARE EMPLOYED TO ENSURE
15 THE REASONABLENESS OF THE SECURITY AND RELIABILITY
16 GOVERNANCE AND OVERSIGHT CLASS COSTS.

17 A. The CSO maintains reasonable Security and Reliability Governance and Oversight
18 Class costs for services to ETI by adhering to Entergy's competitive bidding
19 process when selecting security products and services, negotiating attractive rates
20 and fees, and closely tracking actual dollars spent against the budget.

1 Q32. WHAT BUDGETING AND MONITORING PROCESSES CONTROL
2 SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT COSTS?

3 A. Actual spending for the Security and Reliability Governance and Oversight Class
4 is tracked on a monthly basis against what has been allocated for the Security and
5 Reliability Governance and Oversight Class budget. Additionally, key security
6 projects and initiatives are tracked across Entergy to ensure budgets stay within
7 funded amounts and schedules meet target dates. Bobby Sperandeo describes the
8 overall Entergy budgeting process in his direct testimony.
9

10 Q33. WHAT CONCLUSIONS DO YOU DRAW FROM THE EVIDENCE
11 PRESENTED ABOVE REGARDING THE REASONABLENESS OF THE
12 SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT CLASS
13 COSTS INCURRED DURING THE TEST YEAR?

14 A. The Security and Reliability Governance and Oversight Class costs I sponsor are
15 reasonable and necessary. This conclusion is borne out by the budgeting and cost
16 control measures in place and the actual costs.
17

18 Q34. WHAT WERE THE LEVELS OF AFFILIATE EXPENSE CHARGED TO ETI
19 FOR SERVICES PROVIDED BY THE SECURITY AND RELIABILITY
20 GOVERNANCE AND OVERSIGHT CLASS FOR THE LAST THREE YEARS
21 AND THE TEST YEAR?

22 A. ESL's Total Operations and Maintenance ("O&M") charges to ETI for each of the
23 past three calendar years and the Test Year for this class of services are shown in

1 Table 3 below:

**Table 3*: Affiliate Regulatory Services Provided to ETI
(Excludes pro forma adjustments except as described below)⁶**

Security and Reliability Governance and Oversight Class	2018	2019	2020	Test Year
Total ETI Charges	\$677,077	\$767,019	\$825,924	\$838,588

*These cost trends have been adjusted to remove Corporate Aviation costs, Nuclear and Gas department costs, and other non-ratemaking items.

2 Q35. WHY IS THE TOTAL ADJUSTED AMOUNT FOR THE COSTS INCURRED
3 DURING THE TEST YEAR FOR THE SECURITY AND RELIABILITY
4 GOVERNANCE AND OVERSIGHT CLASS HIGHER THAN THE COSTS
5 INCURRED DURING THE TEST YEAR IN ETI'S LAST RATE CASE?

6 A. The total adjusted amount for the costs incurred during the test year for ETI's last
7 rate case, Docket No. 48371, did not reflect a full calendar year of costs incurred,
8 as the CSO was created in 2017. Furthermore, in 2021, there was an organizational
9 change that moved the former NERC Compliance Department into the CSO
10 Department. See the historical headcount in Table 4 below. The range of services
11 that the CSO provides is now fully developed and includes the components I
12 describe in this testimony. Additionally, there are vendors that were originally
13 managed in other organizations that are now managed by CSO. For example, the
14 vendor cost of the Annual NERC Cyber Vulnerability Assessment was transferred
15 from the Information Security department to the CSO department in 2021.

⁶ The affiliate costs for CSO and NERC Compliance were combined in 2021 due to a reorganization. In order to be able to provide a comparison to the test year costs, the costs for 2018 through 2020 have been combined.

Table 4: Security and Reliability Governance and Oversight Class Headcount 2018-2021⁷

Security and Reliability Governance and Oversight Class	2018	2019	2020	Test Year
Total Headcount	33	44	38	37
CSO Department	12	25	19	37
NERC Compliance Department	21	19	19	N/A

1 Q36. IS THERE ANY GENERAL BENCHMARKING SUPPORT FOR THE
2 SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT CLASS
3 COSTS IN THE COMPANY'S FILING?

4 A. Yes. Although it does not apply explicitly to the CSO, Mr. Sperandeo and
5 Mr. Dumas address benchmarking studies that apply to ETI's costs. Mr. Sperandeo
6 addresses benchmarking applicable to ETI's total company non-production O&M
7 costs, and Mr. Dumas addresses benchmarking that applies at the service company
8 (ESL) level.

9
10 **E. Summary of Security and Reliability Governance and Oversight Class**

11 Q37. PLEASE SUMMARIZE YOUR CONCLUSION WITH REGARD TO THE
12 SECURITY AND RELIABILITY GOVERNANCE AND OVERSIGHT CLASS.

13 A. In summary, I conclude that the services provided to ETI via the Security and
14 Reliability Governance and Oversight Class costs are reasonable and necessary.
15 The budgeting process and cost control measures I described ensure that the costs
16 are reasonable. The application of the described billing methodology ensures that

⁷ In 2021 (Test Year), the former NERC Compliance organization moved under the CSO organization.

5

7 Q38. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

8 A. Yes, it does.

AFFIDAVIT OF MOLLY C. GRIFFIN

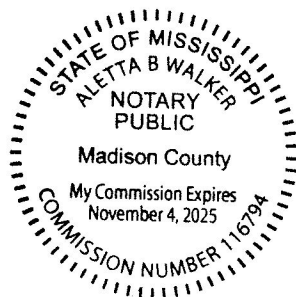
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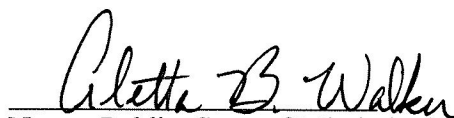
This day, Molly C. Griffin the affiant, appeared in person before me, a notary public, who knows the affiant to be the person whose signature appears below. The affiant stated under oath:

My name is Molly Crawford Griffin. I am of legal age and a resident of the State of Mississippi. The foregoing testimony and exhibits offered by me are true and correct, and the opinions stated therein are, to the best of my knowledge and belief, accurate, true, and correct.


Molly C. Griffin

SUBSCRIBED AND SWORN TO BEFORE ME, notary public, on this the 22nd day of June 2022.




Notary Public, State of Mississippi

My Commission expires:

11-4-25

6/7/2022



Security and Reliability Governance and Oversight Class Predominant Billing Method

Billing Allocation Methodology	Basis for Selection of Billing Allocation Methodology
--------------------------------	---

ASSTSALL The cost driver for the project codes to which this billing method is assigned is based on total assets.

For example, Project Code F3PPCRPSEC captures costs associated physical and cyber security protection, investigations, compliance, and ongoing security services that protect company assets. Billing Method ASSTSALL is appropriate because the Chief Security Office (CSO) supports Entergy's commitment to corporate governance and will also help to preserve and protect each companies' assets.

For example, Project Code F3PPCRPSEC captures costs associated physical and cyber security protection, investigations, compliance, and ongoing security services that protect company assets. Billing Method ASSTSALL is appropriate because the Chief Security Office (CSO) supports Entergy's commitment to corporate governance and will also help to preserve and protect each companies' assets.

See Native Excel file Griffin Direct_ Exhibits MCG-A through D.

DOCKET NO. 53719

APPLICATION OF ENTERGY	§	PUBLIC UTILITY COMMISSION
TEXAS, INC. FOR AUTHORITY TO	§	
CHANGE RATES	§	OF TEXAS

DIRECT TESTIMONY

OF

BRYAN C. BENNETT

ON BEHALF OF

ENTERGY TEXAS, INC.

JULY 2022

ENTERGY TEXAS INC.
DIRECT TESTIMONY OF BRYAN C. BENNETT
2022 RATE CASE

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EXHIBITS

Exhibit BCB-1	Example of Customer Safety Communication
Exhibit BCB-2	Example of Customer Storm Communication
Exhibit BCB-3	Example of Customer Maintenance and Service Improvement Communication
Exhibit BCB-4	Example of Customer Energy Conservation Communications
Exhibit BCB-5	Example of Customer Special Needs Communication
Exhibit BCB-6	Example of Customer Rates Communication
Exhibit BCB-7	Example of Employee Safety Communication
Exhibit BCB-8	Example of Employee Policies and Benefits Communication

Exhibit BCB-9	Internal and External Communications Class Predominant Billing Methods
Exhibit BCB-A	Affiliate Billings by Class and Department
Exhibit BCB-B	Affiliate Billings by Class and Project Code
Exhibit BCB-C	Affiliate Billings by Class, Department, and Project Code
Exhibit BCB-D	Pro Forma Adjustments to Affiliate Billings

I. INTRODUCTION

Q1. PLEASE STATE YOUR NAME AND BUSINESS ADDRESS.

A. My name is Bryan C. Bennett. My business address is 639 Loyola Avenue,
New Orleans, Louisiana 70113.

Q2. BY WHOM ARE YOU EMPLOYED AND IN WHAT CAPACITY?

A. I am employed by Entergy Services, LLC (“ESL”), Entergy Corporation’s
centralized service company, as a Senior Lead Communications Specialist within
the Corporate Communications department (“Corporate Communications”).

Q3. ON WHOSE BEHALF ARE YOU FILING THIS DIRECT TESTIMONY?

A. I am filing this direct testimony on behalf of Entergy Texas, Inc. (“ETI” or the
“Company”).

A. Qualifications

Q4. PLEASE DESCRIBE YOUR EDUCATIONAL BACKGROUND AND
PROFESSIONAL EXPERIENCE.

A. I graduated from Louisiana State University, Baton Rouge with a Bachelor of
Science in 1983. In 1985, I earned my Master of Business Administration from
Louisiana State University. I joined Entergy¹ in 1987 as a customer attitude
research coordinator. My other roles at Entergy have included: Advertising

¹ For convenience, I use the term “Entergy” to refer individually and collectively to Entergy Corporation and its affiliates, including but not limited to ESL and the Entergy Operating Companies (“EOCs”). The five EOCs are Entergy Arkansas, LLC (“EAL”); Entergy Louisiana, LLC (“ELL”); Entergy Mississippi, LLC (“EML”); Entergy New Orleans, LLC (“ENO”); and ETI.

1 Coordinator, Bill Insert Coordinator, Employee Communications Specialist, and
2 Web Communications Manager. In 2014, I assumed my current position as a
3 Senior Lead Communications Specialist.
4

5 Q5. PLEASE DESCRIBE YOUR RESPONSIBILITIES WITH ESL.

6 A. As a Senior Lead Communications Specialist, I manage Entergy's public websites,
7 including Entergy.com and EntergyTexas.com. I also coordinate the budget for
8 Corporate Communications.
9

10 **B. Purpose of Testimony**

11 Q6. WHAT IS THE PURPOSE OF YOUR DIRECT TESTIMONY IN THIS
12 PROCEEDING?

13 A. I am sponsoring ETI's Internal and External Communications Class, including the
14 affiliate costs incurred by or on behalf of ETI for this class during the 12 months
15 ending December 31, 2021 (the "Test Year"). I will demonstrate that: (1) this class
16 of services and its associated costs are reasonable and necessary, and (2) the price
17 charged to ETI for these services is no higher than the price charged to other
18 affiliates for the same or similar services and reflects the actual cost of the service.

1 Q7. WHAT KNOWLEDGE AND EXPERIENCE ENABLE YOU TO TESTIFY IN
2 THIS PROCEEDING CONCERNING THE TEST YEAR INTERNAL AND
3 EXTERNAL COMMUNICATIONS EXPENSES INCURRED BY OR ON
4 BEHALF OF ETI?

5 A. As a Senior Lead Communications Specialist and the Budget Coordinator for
6 Corporate Communications, I am familiar with the design and operation of
7 Corporate Communications, the services ETI purchases from the group, the various
8 cost controls, billing and allocation methodologies used for the group, and the
9 reasonableness of the costs of our services.
10

11 Q8. PLEASE DESCRIBE HOW THE REMAINDER OF YOUR TESTIMONY IS
12 ORGANIZED.

13 A. Section II of my testimony describes the Internal and External Communications
14 Class, including the following information: the types of services we provide; the
15 necessity of our services; the amount of Test Year expenses billed to ETI; the
16 billing methods employed to ensure that Test Year expenses were reasonable and
17 necessary; how the prices charged to ETI were no higher than the prices charged to
18 the other Entergy affiliates; how the amounts charged reflect the actual cost of the
19 services provided; and the reasonableness of the costs associated with our services.
20

21 Q9. DO YOU SPONSOR ANY EXHIBITS THAT SUPPORT YOUR TESTIMONY?

22 A. Yes. I sponsor the exhibits listed in the Table of Contents to my testimony.

1 **II. INTERNAL AND EXTERNAL COMMUNICATIONS CLASS**

2 **A. Description of the Internal and External Communications Class**

3 Q10. PLEASE DESCRIBE THE INTERNAL AND EXTERNAL
4 COMMUNICATIONS CLASS OF AFFILIATE SERVICES.

5 A. The Internal and External Communications Class of affiliate services consists of
6 Corporate Communications. Our group provides external and internal
7 communications services to ETI by providing system-wide services and providing
8 support to ETI's communications personnel for ETI-specific communications.²

9 For purposes of this testimony, I have divided the services of this class into
10 three general categories: shareholder communications, customer communications,
11 and employee communications. I will not discuss in detail shareholder
12 communications in my testimony because the costs for those communications are
13 billed to Entergy Corp. and not to ETI customers.³ ETI is not seeking recovery for
14 any amounts associated with such communications. I discuss below the customer
15 communications and employee communications services for which ETI seeks to
16 recover.

17
18 Q11. PLEASE DESCRIBE THE CUSTOMER COMMUNICATIONS SERVICES ETI
19 OBTAINS FROM ESL.

20 A. These services include general external communications to help customers and
21 members of the public do business with the Company and use electricity safely and

² Three ETI employees provide communications services solely in support of ETI.

³ The purpose of shareholder communications is to inform the financial community about the activities of Entergy Corp. and its subsidiaries

1 efficiently, as well as communications support for ETI's community development
2 efforts and community relations activities.

3

4 Q12. HOW DOES ETI USE THESE SERVICES TO COMMUNICATE WITH
5 CUSTOMERS?

6 A. ETI uses these services to communicate with customers through personal visits;
7 fliers, brochures, and pamphlets; bill inserts; news releases; speeches to customer
8 groups; safety, storm, and customer service advertising; website customer
9 information; traditional media; social media; and our mobile app.

10

11 Q13. HOW DOES ETI USE ESL'S EMPLOYEE COMMUNICATIONS SERVICES?

12 A. ETI uses a multitude of Corporate Communications' tools to disseminate
13 information to employees, such as the intranet site, MyEntergy; Facebook
14 Workplace, an internal collaboration platform; audio-visual communications;
15 senior management speeches and presentations; and employee information
16 meetings. ETI communicates time-critical information through Corporate
17 Communications' electronic messages sent directly to employees, or to supervisors
18 for distribution to all of their employees.

19

20 B. **Reasonableness and Necessity of the Internal and External Communications**
21 **Class of Services**

22 Q14. IS THIS CLASS OF SERVICE NECESSARY?

23 A. Yes. I discuss separately below why both customer communications and employee
24 communications services provided by our group are reasonable and necessary to

1 ETI's operations.

2

3 Q15. WHY ARE CUSTOMER COMMUNICATIONS REASONABLE AND
4 NECESSARY?

5 A. Customer communications are reasonable and necessary to provide the public
6 information that is critical to their safe and efficient use of electricity. These
7 communications provide important and needed information to customers about
8 electric safety,⁴ major storms,⁵ power emergencies or outages, energy
9 conservation,⁶ community needs,⁷ and other topics.⁸ In addition, the Public Utility
10 Commission of Texas requires ETI to communicate certain information to
11 customers regarding what they can legally be charged for electric service.⁹

12

13 Q16. WERE CUSTOMER COMMUNICATIONS AN IMPORTANT PART OF ETI'S
14 RESPONSE TO WINTER STORM URI?

15 A. Yes. Customer communications played a vital role in ETI's successful Winter

⁴ For example, see Exhibit BCB-1. Safety communications educate customers about the dangers of electricity and how to prevent injury to themselves and their families.

⁵ For example, see Exhibit BCB-2. Major storm communications educate customers on how to reach ETI during outage events and update them on outage information, restoration efforts, and the safety of electric facilities.

⁶ For example, see Exhibit BCB-4. Communications about how to conserve energy are necessary to help customers reduce their electric bills. This is particularly critical for low-income customers.

⁷ For example, see Exhibit BCB-5. Corporate Communications produces materials that support low-income projects and Low-Income Summit meetings for service providers, The Power to Care fund drives, and other related programs and events.

⁸ Other topics include maintenance and service improvement communications. For example, see Exhibit BCB-3.

⁹ For example, see Exhibit BCB-6. In addition to bill inserts and legal advertisements, communications employees write press releases, research and write speeches for senior management, and give media interviews to help spread the word about rate changes and matters related to customers' rates.

1 Storm Uri response and restoration by coordinating, developing, and
2 communicating outage and restoration information to customers during the roughly
3 one-week period that Winter Storm Uri impacted ETI's service area and during the
4 storm's immediate aftermath. Given the requests for conservation and impacts to
5 system operations, regular communication with the public played a critical role in
6 educating customers. During this time period, Entergy communicators posted 34
7 updates on our Storm Center website and Newsroom website (which received
8 418,328 visits). The group also made more than 192 posts across the Entergy social
9 media pages. In total, our social media outreach resulted in more than 70,000
10 engagements (such as likes, shares, reactions, retweets, and similar interactions
11 with the posts), and approximately 7.7 million "impressions," or views.

12 Advertising also played a key role in communicating with customers with
13 162 radio spots and digital ads reaching 3.2 million. Additionally, Entergy
14 communicators issued five press releases during the event and conducted more than
15 50 interviews with local media.

16
17 Q17. YOU INDICATED THAT EMPLOYEE COMMUNICATIONS ARE ALSO
18 NECESSARY. PLEASE ELABORATE.

19 A. Employee communications are necessary to provide employees with information
20 needed to perform their jobs safely and efficiently, inform employees and their
21 families about corporate policies and benefits, and engage them to support the
22 Company's efforts to achieve higher levels of performance.

23 Employees must be provided with safety information in order to stay abreast

1 of work practices that protect their health on the job. To that end, Corporate
2 Communications provides expert communications counsel and produces materials
3 to inform employees about safe work practices. The Occupational Safety and
4 Health Administration, the Department of Transportation, the Environmental
5 Protection Agency, Department of Homeland Security, and other federal, state, and
6 local agencies or regulatory bodies mandate communication of many of these safety
7 programs. An example of an employee safety communication is included in
8 Exhibit BCB-7.

9 Additionally, as Entergy has deployed new tools and systems to more
10 efficiently serve customers, change management efforts are an important part of
11 ensuring that employees understand the benefits of new technology. A robust
12 change management program helps the adoption of new systems and tools,
13 ultimately resulting in a better customer experience.

14 Furthermore, basic information about the Company's activities, goals, and
15 values is necessary to keep employees engaged and enthusiastic about their work
16 and committed to providing quality service to their customers, both internal and
17 external. An engaged and mobilized workforce can result in substantial
18 productivity savings and the achievement of company goals. In addition,
19 employees need to be informed and educated on the changing electric utility
20 business.

21 Finally, employees need access to timely and comprehensive information
22 about their salary, benefits, savings and pension plans, work hours, work rules,
23 corporate policies, and various local, state, and federal compliance issues. While

1 much of this communication is mandated by labor, employment, pensions and
2 benefits, and securities laws, these also serve to ensure that employees:

- 3 • understand corporate values and ethics in order to provide exemplary
4 customer service;
- 5 • adhere to local, state and federal regulations; and
- 6 • understand and use benefit offerings to the maximum extent while
7 supporting business goals regarding employee safety and wellness, and
8 managing health care spending.

9 Exhibit BCB-8 is an example of a corporate policies and benefits
10 communication.

11

12 Q18. ARE THE SERVICES PROVIDED IN THIS CLASS DUPLICATED BY OTHER
13 ENTERGY ORGANIZATIONS?

14 A. No. There is no duplication of the services I describe from any other Entergy
15 organization. These services are provided exclusively by Corporate
16 Communications and are therefore necessary and reasonable to safely operate ETI's
17 electric system.

18

19 **C. Overview of the Communications Class Costs and Billing Methods**

20 Q19. WHAT IS THE TOTAL AMOUNT OF TEST YEAR INTERNAL AND
21 EXTERNAL COMMUNICATIONS CLASS OF AFFILIATE COSTS THAT
22 YOU SUPPORT?

23 A. I sponsor the direct and allocated portions of ETI's \$392,382 total Internal and
24 External Communications Class costs shown in Table 1 below. This amount,
25 referred to as the "Total ETI Adjusted" amount in Exhibits BCB-A through BCB-C,
26 consists of the total ESL affiliate charges directly billed or allocated to ETI during

the Test Year subject to certain exclusions or adjustments explained below or in the testimony of other witnesses identified below.

**Table 1: Internal and External Communications Class –
Total ETI Adjusted Amount¹⁰**

		Total ETI Adjusted		
Class	Total Billings	Amount	% Direct Billed	% Allocated
Internal and External Communications	\$11,695,002	\$392,382	4%	96%

Q20. ON WHAT BASIS DOES ETI INCUR “DIRECT BILLED” VERSUS “ALLOCATED” COSTS?

A. Whenever appropriate, costs are direct billed to ETI. This means the services performed (and the associated costs incurred) are specific to ETI customers or employees and no other affiliate benefits from these activities. By contrast, costs are allocated to ETI only when ETI and one or more of the other Entergy companies causes such costs.

Q21. PLEASE DESCRIBE THE EXHIBITS THAT SUPPORT THE INFORMATION INCLUDED IN TABLE 1.

A. Exhibits BCB-A through BCB-C illustrate the calculation of the Total ETI Adjusted amount for the Internal and External Communications Class. Exhibit BCB-A breaks down the amount by the departments comprising the class.

¹⁰ **Total Billings** is ESL’s total billings to all Entergy companies for the Test Year, plus all other affiliate charges that originated from any Entergy company. This is the amount from Column C of Exhibits BCB-A, BCB-B, and BCB-C. **Total ETI Adjusted** amount is ETI’s cost of service amount after pro forma adjustments and exclusions. **% Direct Billed** is the percentage of the Total ETI Adjusted amount that was billed directly to ETI for the Test Year. **% Allocated** is the percentage of the Total ETI Adjusted amount that was allocated to ETI for the Test Year.

1 Exhibit BCB-B breaks down the same information by project code and the billing
2 method assigned to each project code. Exhibit BCB-C breaks down the information
3 by class, department, billing method, and project code.

4 In his testimony, Company witness Ryan Dumas describes the calculations
5 that take the dollars of support services in Column A to the Total ETI Adjusted
6 numbers shown in Column H of each of the above exhibits.

7
8 Q22. DOES ETI PROPOSE ANY KNOWN AND MEASURABLE ADJUSTMENTS
9 TO AFFILIATE COSTS FROM THE INTERNAL AND EXTERNAL
10 COMMUNICATIONS CLASS?

11 A. Yes. Exhibit BCB-D lists the known and measurable changes to the Internal and
12 External Communications Class and indicates the witnesses who sponsor these
13 changes.

14
15 Q23. WHAT ARE THE MAJOR COST COMPONENTS OF THE AFFILIATE
16 CHARGES FOR THE INTERNAL AND EXTERNAL COMMUNICATIONS
17 CLASS?

18 A. The major cost components of the affiliate charges for the Internal and External
19 Communications Class are reflected in Table 2:

**Table 2: Internal and External Communications Class –
Major Cost Components**

Cost Component	Cost (\$)	% of Total*
Payroll and Employee Costs	\$289,663	73.82%
Service Company Recipient	\$39,842	10.15%
Outside Services	\$38,575	9.83%
Office and Employee Expenses	\$22,311	5.69%
Other	\$1,990	0.51%
Total	\$392,382	100%

* Amounts may not sum due to rounding.

Q24. WHAT IS THE IMPORTANCE OF THESE COST CATEGORIES?

A. Other witnesses provide additional support for the reasonableness of these cost categories because they address the corporate structures and practices that underlie these costs. For example, Table 2 shows that 74% of the affiliate costs in the Internal and External Communications Class are for compensation-related expenses. Ms. Raeder illustrates the reasonableness and necessity of this category of costs in her testimony.

Next, 10% of the costs are for Service Company Recipient, which are costs for ETI to provide services to itself. Service Company Recipient costs include information technology, services, rents, and human resources. These costs are allocated across all affiliate classes as explained by Mr. Dumas.

Approximately 10% of the costs are for Outside Services, which include contracted services such as multimedia studio maintenance, a social media management system, and one temporary internal communications employee.

In addition, 6% of the costs are associated with Office and Employee

1 Expenses, which cover the cost of maintaining work spaces, office supplies, and
2 travel necessary for company business. Work spaces and office supplies are
3 primarily addressed by Ms. Renton and, thus, she provides secondary support for
4 this category of costs in this class. Bobby R. Sperandeo addresses employee travel
5 and expense processes. The remaining costs consist of Other expenses.

6

7 Q25. HOW ARE THE COSTS OF THIS CLASS OF SERVICES BILLED TO ETI?

8 A. As Mr. Dumas explains, ESL tracks expenses incurred by ETI through project
9 codes. Each project code uses a single billing method determined by cost causation
10 principles. The billing method associated with the project code distributes a
11 discrete percentage of the costs collected under the project code (or the entire
12 amount in the event of direct billing) to the entity or entities receiving service under
13 the code. Further, the project code distributes all costs collected under the project
14 code, meaning the percentages reflected in the billing method sum to 100%. This
15 system ensures that no entity is double-billed or over-billed for any amount, and
16 the amount billed to ETI for the services rendered is no higher than the amount
17 charged to other affiliates for the same or similar services and represents the actual
18 cost of the services.

1 Q26. WHAT ARE THE PREDOMINANT BILLING METHODS USED FOR THE
2 INTERNAL AND EXTERNAL COMMUNICATIONS CLASS AFFILIATE
3 COSTS, AND WHY ARE THEY APPROPRIATE?

4 A. For this class of service, the following six billing methods accounted for
5 approximately 91% of the Test Year Total ETI Adjusted costs: CUSTEGOP,
6 EMPLOYAL, ASSTSALL, CUSEOPCO, LBRCOMUN, and DIRECTTX. These
7 billing methods are appropriate for the services to which they are applied because
8 they are based on cost causation principles. For a detailed explanation of the above
9 predominant billing methods and why they are appropriate to the project codes to
10 which they are assigned, please refer to Exhibit BCB-9.

11

12 Q27. HAVE YOU DETERMINED THAT THE REMAINING 9% OF THE TOTAL
13 ETI ADJUSTED COSTS ASSOCIATED WITH THIS CLASS — THOSE NOT
14 COVERED BY THE BILLING METHODS THAT YOU JUST ADDRESSED —
15 HAVE BEEN APPROPRIATELY BILLED?

16 A. Yes. I have reviewed each of the project codes and billing methods used to bill the
17 remaining 9% of the Total ETI Adjusted costs of this class, set forth in my
18 Exhibits BCB-B and BCB-C, and conclude that they are reasonable. The cost
19 drivers reflected in the billing methods are consistent with and reflect the cost
20 drivers of the services captured in each respective project code.

1 Q28. HAVE YOU REACHED A CONCLUSION ABOUT THE MANNER IN WHICH
2 ESL BILLS ETI FOR INTERNAL AND EXTERNAL COMMUNICATIONS
3 CLASS AFFILIATE SERVICES?

4 A. Yes. The unit cost to ETI as a result of the application of these billing methods is
5 no higher than the unit cost to other affiliates for the same or similar service and
6 represents the actual cost of services.

7
8 **D. Reasonableness and Necessity of the Internal and External Communications**
9 **Class Costs**

10 Q29. ARE THE COSTS YOU SPONSOR FOR THE INTERNAL AND EXTERNAL
11 COMMUNICATIONS CLASS REASONABLE AND NECESSARY?

12 A. Yes. Based on the cost control measures and best practices Corporate
13 Communications has implemented, described below, I conclude that the Total ETI
14 Adjusted amount for this class was reasonably incurred and necessary.

15
16 Q30. WHAT WERE THE TOTAL AFFILIATE CHARGES FOR CORPORATE
17 COMMUNICATIONS SERVICES FROM 2018 THROUGH THE TEST YEAR?

18 A. The following table shows yearly total affiliate operation and maintenance charges
19 to ETI for this class of service from 2018 through the Test Year. These charges
20 have been adjusted to remove Corporate Aviation costs, Nuclear department codes,
21 Gas department codes, and other Non-Ratemaking items.

22 **Table 3: Internal and External Communications Class Cost Trends**

	2018	2019	2020	Test Year
Internal and External Comms.	\$268,937	\$298,124	\$371,479	\$392,382

1 Q31. PLEASE EXPLAIN THE VARIATION IN COST TRENDS DURING THE
2 YEARS PRESENTED.

3 A. As Table 3 illustrates, the year-over-year costs for this class increased from
4 \$268,937 in 2018 to \$392,382 in the Test Year. Approximately 78% of the variance
5 between 2018 and 2021 was due to increased labor costs for vacancies filled after
6 August 2018. About 24% of the variance was primarily related to the cost of a
7 social media management system for customer service, energy efficiency, and
8 safety communications on Facebook and Twitter. Increased Service Company
9 Recipient costs accounted for 10% of the variance. These increases were offset by
10 a 12% reduction in other costs, including employee related expenses.

11

12 Q32. WHAT EVIDENCE SUPPORTS YOUR OPINION THAT THE COSTS OF THIS
13 CLASS ARE REASONABLE?

14 A. First, Corporate Communications' budget process helps ensure that the costs
15 associated with this class are reasonable. Second, Corporate Communications is
16 constantly evaluating opportunities to reduce or hold costs steady. Finally,
17 Corporate Communications routinely looks for ways to implement best practices in
18 the delivery of its services, which therefore increases the value of the dollars ETI
19 spends on its services.

1 Q33. DESCRIBE HOW CORPORATE COMMUNICATIONS' BUDGET PROCESS
2 ENSURES ETI'S COSTS FOR THIS CLASS ARE REASONABLE.

3 A. Corporate Communications' multi-layer budgeting process sets aggressive, though
4 attainable, budget caps. During the budget development phase, the Finance
5 Department assigns a budget target to Corporate Communications. The Group
6 Vice President of Corporate Communications works with the Budget Coordinator
7 to allocate this budget among the different work groups for both affiliate and certain
8 ETI direct costs based largely on past experience. Managers of the work groups
9 also provide input on the budget if they expect any deviations from their past needs.
10 Once compiled, the total budget is reviewed by the Finance Department, and
11 adjustments are made as necessary to meet Corporate Communications' budget
12 targets. For an overview of Entergy's budget process, please refer to the direct
13 testimony of Bobby R. Sperandeo.

14

15 Q34. DOES ESL MONITOR COMPLIANCE WITH THE BUDGET?

16 A. Yes. Each month, ESL generates and reviews performance reports that include
17 year-to-date spending versus budget, broken down by type of spending, such as
18 payroll and outside services. Our Group Vice President and his or her lead team
19 reviews these reports to ensure that costs do not exceed budgeted levels and to make
20 certain that charges are accurately and appropriately recorded. Adjustments are
21 made when necessary.

1 Q35. ARE EMPLOYEES HELD ACCOUNTABLE FOR DEVIATIONS FROM THE
2 BUDGET?

3 A. Yes. The reports mentioned above roll up into higher-level reports that are
4 reviewed by the Finance Department. Corporate Communications' Group
5 Vice President reviews monthly spending; in the event that our actual spending
6 significantly varies from the budget, the Group Vice President must explain such
7 variances to the Finance Department.

8

9 Q36. PLEASE DESCRIBE CORPORATE COMMUNICATIONS' RECENT COST
10 CONTROL EFFORTS.

11 A. The directors and managers of each group within Corporate Communications —
12 and all employees, for that matter — are responsible for ensuring that we obtain
13 and provide quality communications services at the lowest reasonable cost. Cost is
14 a major factor as each group prepares and monitors its budget, processes invoices,
15 and determines whether needed services can be obtained internally or if outside
16 assistance is required. The group reviews departmental staffing levels on a
17 continuing basis to identify and capture efficiencies.

18 Additionally, Corporate Communications leverages electronic tools for
19 both customer and employee communications. For example, the group increasingly
20 relies on the external website and social media tools such as Twitter and Facebook
21 to provide electricity safety, energy efficiency, and other customer educational
22 materials rather than incur printing and distribution costs. Furthermore, the group
23 uses the intranet and Facebook Workplace almost exclusively to communicate

1 information to employees in a targeted and timely manner, which has greatly
2 reduced paper consumption and lowered printing costs.

3

4 Q37. YOU MENTIONED THAT CORPORATE COMMUNICATIONS IDENTIFIES
5 AND INTEGRATES BEST PRACTICES TO INCREASE THE VALUE OF ITS
6 SERVICES. PLEASE ELABORATE.

7 A. Corporate Communications routinely compares its communications practices with
8 other electric utilities in order to identify and apply best practices and increase the
9 values of the dollars ETI spends for this class of services. The group subscribes to
10 the Ragan Communications Leadership Council. This program provides access to
11 industry trainings, webinars and consulting around communications best practices.
12 Additionally, the KEY Board, an internal group within Corporate Communications,
13 is responsible for developing professional growth opportunities and organizational
14 development for the department through trainings on communications best
15 practices.

16

17 Q38. HOW ELSE DOES THIS CLASS IMPROVE ITS VALUE TO ETI?

18 A. In addition to implementing the best practices described above, Corporate
19 Communications improves its value to ETI by increasing the speed of
20 communication and the amount of information shared with employees, customers,
21 and the media. We have implemented a mobile-optimized version of the Entergy
22 NewsRoom website and have increased the use of webcasts for employee
23 communications. This provided benefits to ETI as the company shifted to remote

1 work during the COVID-19 pandemic. As the Company's approach to work
2 shifted, the platforms and capabilities of Corporate Communications allowed
3 Entergy leaders to regularly communicate and engage with employees.
4

5 **E. Summary of the Internal and External Communications Class**

6 Q39. PLEASE SUMMARIZE YOUR CONCLUSION WITH REGARD TO THE
7 COMMUNICATIONS CLASS OF AFFILIATE SERVICES.

8 A. In summary, I conclude that the services provided to ETI under the Internal and
9 External Communications Class as well as the costs for those services are
10 reasonable and necessary. The budgeting process, cost control measures, and best
11 practices I described ensure that the costs are reasonable. The application of the
12 described billing methodology ensures that the costs allocated to ETI reflect the
13 actual costs of providing the services and are no higher than the prices charged to
14 other affiliates for the same or similar services. As such, ETI should be allowed to
15 recover its affiliate expenses for this class.
16

17 **III. CONCLUSION**

18 Q40. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

19 A. Yes, it does.

THE STATE OF LOUISIANA)
)
ORLEANS PARISH)

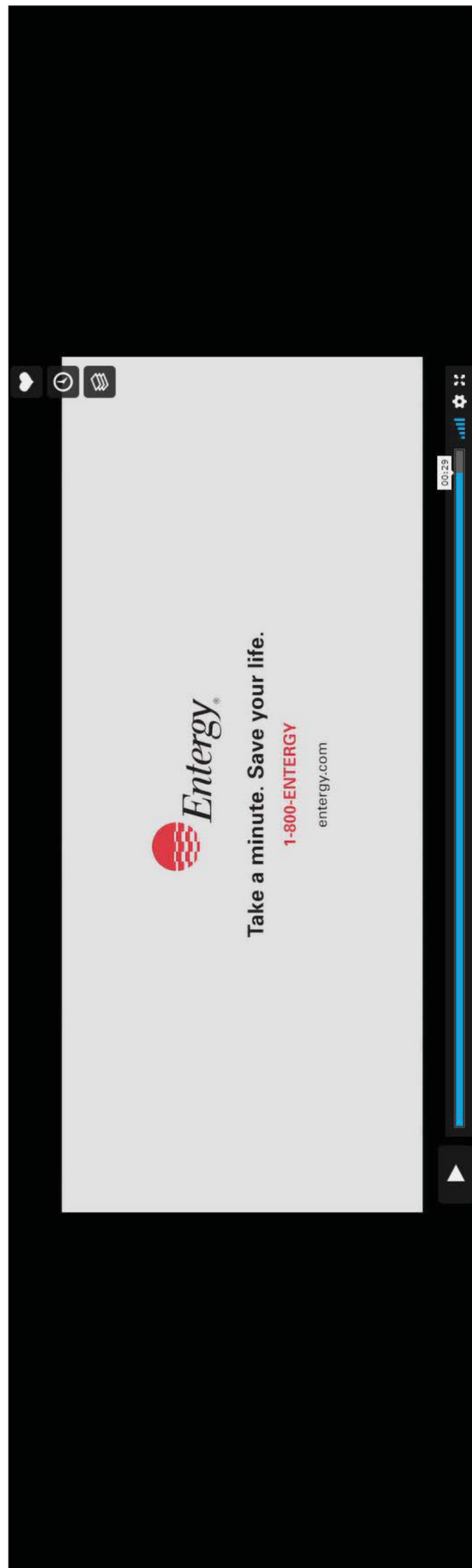
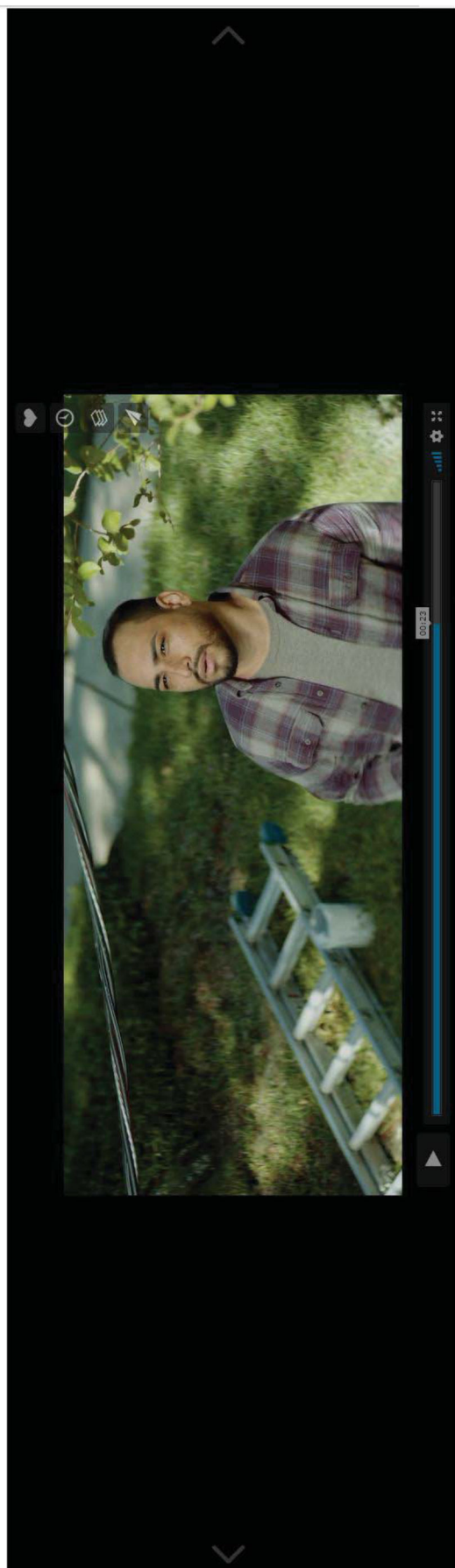
My name is Bryan C. Bennett. I am of legal age and a resident of the State of Louisiana.

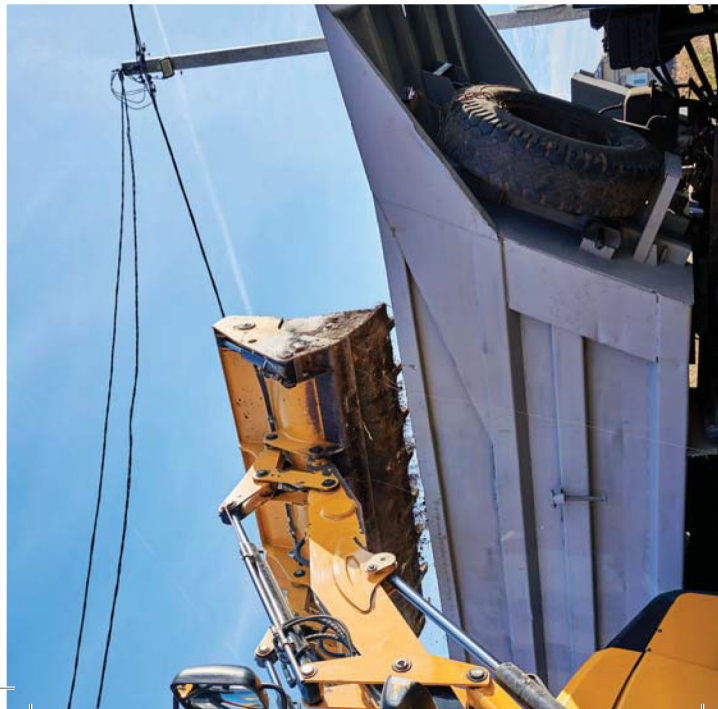
The foregoing testimony and exhibits offered by me are true and correct, and the opinions stated therein are, to the best of my knowledge and belief, accurate, true and correct.

SUBSCRIBED AND SWORN TO BEFORE ME, notary public, on this the 7th day of June 2022.

upon death

Sean Damian Moore
Notary ID# 40557
Notary Public for the State of Louisiana
My Commission Expires Upon Death





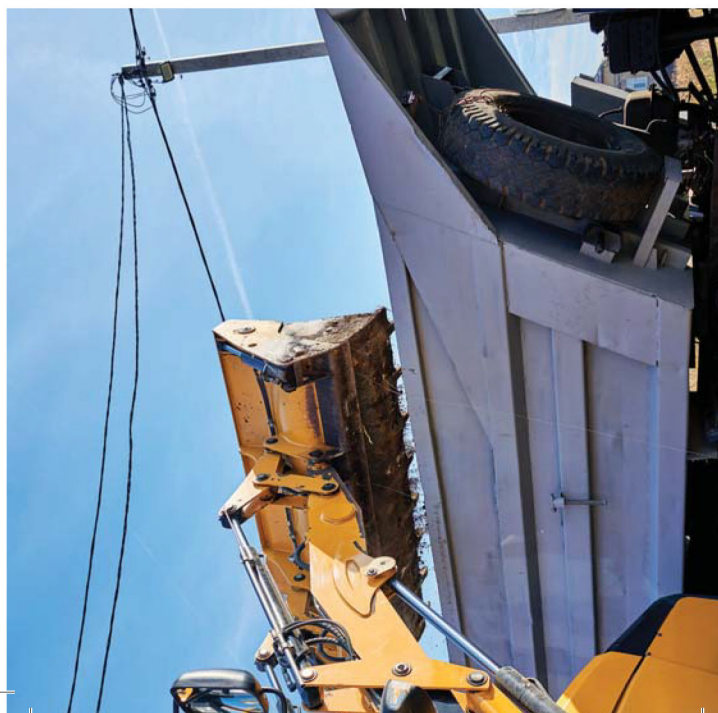
Keep your distance. Keep your life.

Every year, people are killed when they come into contact with power lines on job sites. One touch from your hand – or anything you're holding – can send a deadly current into your body. Whether you touch a line directly or your body touches any object in contact with a line, your life could be over in a flash.

Always stop to look for power lines, especially when working with ladders, long tools or heavy equipment. Please call **1-800-ENTERGY** to report any potential hazards or downed lines.



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Mantén tu distancia. Conserve tu vida.

Cada año, las personas mueren cuando entran en contacto con líneas eléctricas en los lugares de trabajo. Un toque con su mano, o cualquier cosa que esté sosteniendo, puede enviar una corriente fatal por su cuerpo. Ya sea que toque una línea directamente o que su cuerpo toque cualquier objeto en contacto con una línea, su vida podría terminar en un instante.

Siempre deténgase para buscar líneas eléctricas, especialmente cuando esté trabajando con escaleras, herramientas largas o equipo pesado. Llame al **1-800-ENTERGY** para reportar cualquier peligro potencial o líneas caídas.



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Residential Customers Business Customers Community Sustainability Investors Operations About Us

12/15/2021 at 4:10 ET / ETR \$109.85 10 Copyright West LLC. Delayed 15 Minutes

Texas High Voltage Overhead Lines Act

To promote worker and public safety, Texas has existing laws that are to be followed by those who work or perform activities near overhead power lines. Specifically:

Texas' Health & Safety Code, Chapter 752 (Health & Safety Code § 752.001, et seq., Vernon 2002) prohibits unauthorized persons from performing any function or activity on land, a building, a highway, or other premises within 6 feet of a high voltage overhead line.

If any unauthorized person intends to work within 6 feet of any high voltage overhead electric utility line, the person responsible for the work to be done must notify the owner or operator of the high voltage overhead electric utility line not less than 48 hours prior to commencing work.

Work shall be performed only after satisfactory mutual arrangements have been completed between the owner or operator of the high voltage overhead electric utility line and the person responsible for the work to be done.

To notify Entergy that you intend to work within 6 feet of a high voltage overhead electric utility line owned or operated by it, please call 1-800-ENTERGY (1-800-368-3749).

[>> Back to Power Line Safety](#)

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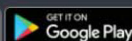
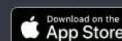
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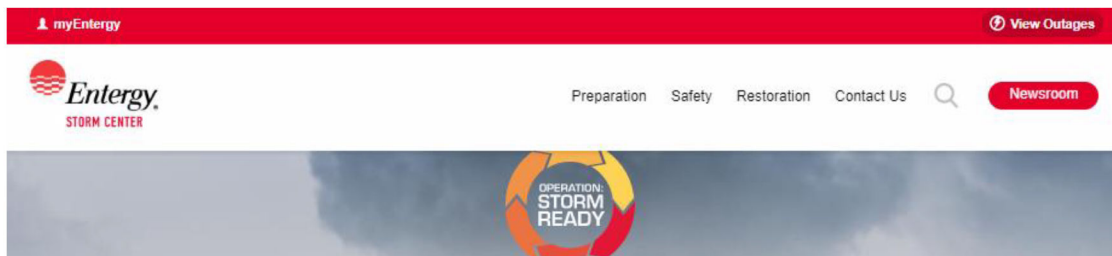
Careers



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Storm Center > Entergy Texas Ready to Respond Through Another Potentially Active Hurricane Season

Entergy Texas Ready to Respond Through Another Potentially Active Hurricane Season

BY: TEXAS EDITORIAL TEAM

05/21/2021



Entergy's restoration workforce supported its communities through one of the most active hurricane seasons in history in 2020. We are ready to respond again if needed during what forecasters predict will be another active season.

The company is #StormReady and encourages residents and businesses to be as well. Hurricane season starts June 1 with [predictions of above-normal activity](#). With many pandemic-related guidelines still in place, the time to prepare is now.

Along with standard storm preparations, Entergy employees continue navigating through the COVID-19 pandemic by taking additional preparation steps. These include adjusting office settings and crew staging locations and increasing the use of drones to help team members maintain social distancing. It is important to remember that due to the additional safety measures we must take because of the pandemic or an inability to secure enough offsite resources, restoration times may be extended, especially if there are widespread outages. But despite these potential challenges, Entergy remains committed to restoring power quickly and, above all, as safely as possible.

Stay Prepared

Monitoring severe weather threats is a full-time job, 24/7, 365 days a year. When there's a severe weather threat, we use forecasts and computer models based on experience with previous storms to predict an estimated number and duration of outages that could possibly occur. Based on those estimates, the company calls on restoration workers from around the country to safely get the power back on as quickly as possible for customers.

Entergy continuously plans and improves the process of assessing damage, positioning personnel to the right place with the required materials and restoring power. Employees across the system also complete annual storm-response exercises to make sure company procedures are reviewed and updated prior to the beginning of hurricane season.

Safety is a core value at Entergy, and we encourage customers to make it a priority for themselves and their families. We urge customers to get their personal storm plans in place and make a kit with the basic supplies needed in an emergency. [Learn more about what can go in your kit here.](#)

Important safety tips, such as staying away from downed power lines and debris, not walking in standing water and following local authorities' instructions, can be found on the [Entergy Storm Center](#).

Stay Informed

Staying informed before, during and after a tropical system strikes are just as important as making personal storm plans. Here's how you can stay up to date on our preparations and restoration efforts:

- **Download the Entergy App.** Customers can use the app to report outages or check on the status of power at their home or business.
- **Entergy's View Outages website** includes maps that show where outages are located and give information about restoration progress.
- **Sign up for text messages** about storm and restoration efforts by texting REG to 36778.
- **The Entergy Storm Center website** has storm safety, preparation and restoration information that is updated throughout the day.
- **Operation: Storm Ready Guide** is a free downloadable guide that helps customers plan and prepare for weather emergencies.

Get Social

Social media plays an important role in keeping customers informed, and the company places a high priority on updating its social media channels throughout an event with tips. Customers can follow Entergy Texas **Facebook** and **Twitter**.

In addition to safety and preparedness tips, Entergy's shareholders provided a two-year commitment of \$500,000 beginning in 2020 to support the American Red Cross Disaster Responder Program, which helps our communities better prepare for and recover from potential disasters. The contribution will help streamline the response process in times of disaster, allowing funds to arrive more quickly to help those affected across the company's four-state service area.

TAGS

TEXAS

STORM CENTER

STORM PLANNING

STORM PREPARATION

STORM PREPAREDNESS



Texas Editorial Team



OPERATION:

STORM READY

HOPING FOR THE BEST.
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I N S I D E :

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GET PREPARED!
MAKE A PLAN. MAKE A KIT.

AFTER THE STORM
STAY SAFE WITH THESE LIFESAVERS TIPS.



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THE ENTERGY PLAN FOR SEVERE WEATHER

When weather phenomena strike, Entergy is well prepared to get your lights back on safely and as quickly as possible. We rely on our continuous cycle of planning, preparation and training.

We call it Operation: Storm Ready.

As you read this booklet, you will learn how Operation: Storm Ready prepares us year-round to deal with weather threats that affect our system and customers like you. You will find valuable information and tips to help you create your own plan and prepare for severe weather to help keep you and your loved ones safe. You will also learn how to find information to keep you informed about outages and the status of repairs on our website, entergystormcenter.com.

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Prepared For Every Weather Situation That Comes Our Way

It's the news no one wants to hear: severe weather is on the way. In next to no time, the sky darkens. The wind begins to howl. Then the rain comes down in relentless sheets. Everyone begins to wonder, "What will happen after the storm has passed?"

"When there's a storm in the Gulf of Mexico, that's not the first time to be thinking about how you're going to go about restoring power," said Willie Wilson, Entergy's system storm incident commander.

"We follow a very detailed, rehearsed plan that has worked well for us during storm recovery," Entergy serves areas that are prone to some of the most severe weather in the United States: ice storms, tornadoes, violent thunderstorms and of course, hurricanes. To combat those and other perils, we have a plan of continuous preparation, training and action. We call that plan Operation: Storm Ready.

Entergy plans restoration efforts months before the first sign of foul weather. "We have mutual assistance agreements in place with utility providers in nearby states to help us to build the needed work force to get your lights back on as safely and quickly as possible," Wilson said.

Monitoring weather threats is a full-time job, 24/7, 365 days a year. The company views Operation: Storm Ready as a state of rolling readiness. "At the hint of trouble, the action part of our plan is activated," said Mike Fricke, a member of the Entergy Incident Response group. "That means consulting weather forecast experts, monitoring weather reports and putting our recovery, logistics and materials supply teams on alert."

"It also means preparing for the worst, but hoping for the best," Wilson added.

"When a weather threat is confirmed, Entergy uses weather forecasts and computer models based on knowledge from past storms to predict an estimated number and duration of outages that could occur," Fricke explained. "If needed, some Entergy crews and materials that are at risk from the storm are evacuated from the area before it hits. Those crews are positioned far enough away for their safety, but close enough to respond quickly when it is safe to do so after the storm has passed."

A PROVEN PLAN TO RESTORE POWER

Following a storm, restoration efforts proceed in an orderly manner, beginning at the source and working outward. When the storm passes, Entergy personnel must assess damage to electric equipment and facilities to determine corrective actions.

Our crews make damage reports in storm-stricken areas, so we can build the most effective restoration plan possible. Whether or not you see us in your neighborhood, please know that we are working hard to determine the cause of every outage, so we can quickly restore power to all our customers.

Safety is our top priority for our workers and customers. In the first three days following a storm, we work on assessing damage to deploy the right personnel with the right materials, restoring minimally damaged power plants and large transmission lines, and repairing substations and distribution lines that serve critical customers.



- 1 Power plants, the primary sources of power production, are restored.
- 2 Large transmission lines are repaired and restored, delivering power to cities, towns and major industrial facilities.
- 3 Substations are brought online, and power is restored to emergency services, life-support facilities, police and communications networks.
- 4 Power is restored to areas with the largest numbers of customers, including businesses and neighborhoods. Bucket trucks are safe to use when winds fall below 30 mph.
- 5 Individual services, often the most time-consuming repairs, are restored.



Staging sites provide restoration workers lodging, dining and equipment depot facilities.

It Takes An Army To Restore A Village

When a storm hits, the affected area can't always accommodate an influx of thousands of restoration workers. Hotels, restaurants and fuel for vehicles may not be available. Since local infrastructure may not be intact during a restoration, to support this vast number of workers Entergy sets up base camps, known as staging sites. These tent cities provide lodging, dining and sanitary facilities for workers in the field, as well as vehicle maintenance and supply depots. The sites are usually set up within 24 hours of the weather event.

The line and vegetation crews may be the most visible part of the restoration, but many other employees are working behind the scenes, too. Workers from all areas of Entergy work at many critical locations including staging sites, dispatch centers, customer service centers and material supply sites. They provide the support needed to keep the restoration moving.

"A lot more goes into restoring power than repairing lines," said Ian Madison, an Entergy system safety officer. "From a safety perspective, we have to house all these workers and take care of them. If we can provide for their needs, we can get them to concentrate on their repair work. They don't have to worry about where their next meal is going to be or where they're going to sleep. They can concentrate on getting the lights back on and working safely."

"Every storm is different and no amount of planning can cover all situations," Wilson cautioned. "But by consulting weather experts, studying and comparing the restoration results of past storms, and collaborating with mutual assistance partners, as well as our own experienced employees, we can confidently craft the right plan to respond to a particular situation."

Lessons Learned, Knowledge Earned

Staying storm ready means that as soon as a weather event ends and power is restored, the learning and training phases of the plan begin again. Entergy teams meet several times a year to review recent storms, drill new storm scenarios and learn what worked well and which plans can be further refined. The Incident Response group works year round to continuously monitor weather patterns that may affect Entergy's system, review past storm responses and refine recovery plans.

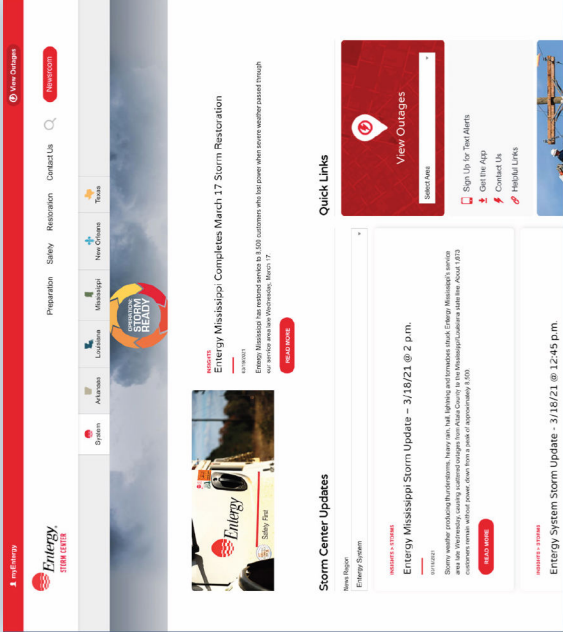
Practice, Practice, Practice

Mike Fricke, an Entergy outage response senior manager, said, "Operation: Storm Ready is a continual cycle of preparation, training and action. Entergy teams run drills in fair weather to help us stay sharp, focused and on top of whatever nature throws our way." Those drills take place throughout the year in coordination with local, state and federal agencies. Entergy's mutual assistance and logistics partners take part in the drills as well.

"Each agency brings its own invaluable experience to the table," Fricke explained. "By working together, we lay out priorities and basic procedures to safely restore power and get back to normal." Meanwhile, Entergy watches the skies for signs of trouble.

"We use a number of weather experts to help us look for specific weather threats across our system," Fricke reiterated. "The Incident Response group has the job of making sure that we are continuously and carefully monitoring the potential for threat, then acting on it. You really can't wait until a hurricane is about to make landfall before evacuating and repositioning crews for restoration after the storm passes. We use many tools, such as the track forecast cone and other predictions, to help us determine if our service area will be impacted and where to strategically locate crews for safe and quick restoration."

Get Up-To-Date Information at
entergystormcenter.com



Keeping customers informed after a storm is a top priority. Our website, entergystormcenter.com, gives you up-to-date information about outages in your area. We're committed to providing our customers with accurate and timely information about what's happening in our system.

"Entergystormcenter.com is a great example. It allows customers to click and learn about outages, find the status of restoration in their area and get estimated restoration times on an almost real-time basis. You can find good information about what you can do before and after a storm to keep your loved ones safe until things get back to normal. You can also reach us by phone at **1-800-ENTERGY** (368-3749)."

The importance of safety during a storm restoration applies to our customers as well as our employees. Customers need to remember there is no way to know if a downed line is energized or not, so when you see one, play it safe. Keep your distance from downed lines and call **1-800-9OUTAGE** (1-800-968-8243).

MAKE A PLAN AND MAKE A KIT

What You Can Do To Prepare For Severe Weather



A kit of basic emergency supplies like this is helpful.

Preparing your family emergency plan is not complicated. If your family is separated when disaster strikes, having a plan in advance will help you know how you will contact one another and how you will get back together.

A kit of basic emergency supplies and a first aid kit are easy to assemble and are smart ways you can prepare for severe weather. Remember to check the expiration dates on your supplies often and replace the expired items.



There are many things to consider when making your family emergency plan. Sit down with your family and decide how you will contact each other, where you will go for safety and what you will do during and after the severe weather has passed. Things to discuss are:

Designate one or more out-of-town contacts. These people may be reached more easily and can relay messages to your family members if you should become separated during or after the storm. Make sure you check with your emergency contacts beforehand to make sure they are willing and able to assist you in an emergency.

Important phone numbers. Be sure every member of your family knows the phone numbers to call your emergency contacts. If you have a cellphone for each family member, that is good and you should program your emergency contacts' phone numbers in as "ICE" (In Case of Emergency). Emergency personnel will often check your ICE listings in order to reach someone you know. Make sure to tell your family and friends that you've listed them as emergency contacts.

Experts agree that having a family emergency plan and a kit of the basic supplies you'll need in an emergency is the best way to be prepared for severe weather. Entergy has plans in place for how we will react to severe weather, and we urge our customers to have one, too.

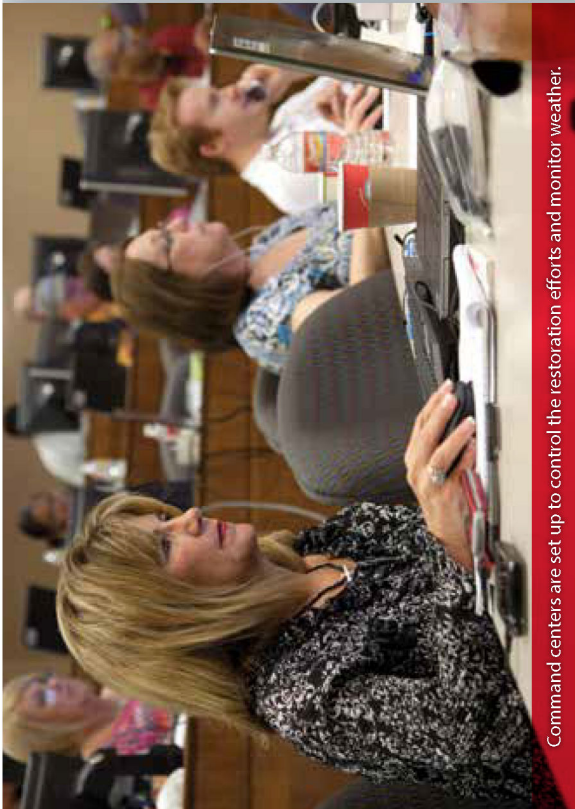


Have plenty of non-perishable food on hand and be sure to have plenty of bottled water in your supply kit.

Text message. Often times a text message can get around network disruptions when voice communications cannot. Knowing how to send and receive text messages can be an important way to communicate with loved ones.

Decide to stay or go. Before the storm approaches, it is important to decide whether you stay where you are or evacuate. You should understand and plan for both possibilities. If you evacuate, you may need several possible destinations to travel to depending on where the storm is headed and should plan accordingly. A mandatory evacuation is just that- mandatory. However, use common sense in reaching your decision. Remember in an emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. Radio, TV and the internet may provide you with official information as it becomes available to help you decide if there is an immediate danger.

Know the plan at work or school. Find out about emergency plans at places where your family spends time: work, day care and school. If there are no plans, then consider volunteering to help create one.



Command centers are set up to control the restoration efforts and monitor weather.

Having A Plan Beforehand Is Key

No matter how much time, effort and material goes into storm restoration, it means nothing without a plan. "Before, during and after a storm, everyone has a role, including our customers. Experts agree that having a personal plan before it is needed is the best way to keep you, our customers, safe and storm ready," Fricke said. "That advice goes for Entergy, too.

We've put a lot of time and effort into making a plan in advance, exercising that plan and going through drills, making sure that we know our responsibilities as a company.

"But just as important, every customer needs to have a personal plan for what to do for themselves and their families when a storm threatens. It's important to think that through in advance and to take every storm threat seriously. Entergy is prepared for every weather threat that comes our way, and we urge you to be prepared, too." Customers can visit entergystormcenter.com for tips and other information to prepare for severe weather and to get information on the restoration efforts that follow.

Wilson summed up Entergy's efforts this way: "We monitor. We mobilize. We act. That's the Entergy plan to deal with severe weather. That's what it means to us to be storm ready. Have a plan and stay safe."



After a storm passes, it likely will be some time before things return to normal. It could be hours or days. You may have to fend for yourself and your family until help arrives.

The best way to accomplish that is to have a kit ready containing the basic supplies you'll need in an emergency.

You can find lists from many sources to help you make your kit, including entergystormcenter.com, ready.gov, and the American Red Cross (redcross.org). In general, experts agree your kit could include:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation.
- Battery-powered or hand-crank radio and a National Oceanic and Atmospheric Administration Weather Radio with tone alert and extra batteries for both. Cellphone with charger, inverter or solar charger.
- Flashlight and extra batteries.
- First aid kit with reference material such as a first aid book.
- Complete change of clothing including a long-sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- Personal documents such as copies of insurance policies, identification and bank account records in a waterproof container.
- Moist towelettes, garbage bags and plastic ties for personal sanitation.
- Personal hygiene items including feminine supplies.
- Matches in a waterproof container.
- Whistle to signal for help.
- Paper towels.
- Paper cups, plates and plastic utensils or mess kits.
- Cash or traveler's checks and change.



Before, during and after a storm, everyone has a role, including our customers.



- Paper and pencil.
- Wrench or pliers to turn off utilities
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place.
- Household chlorine bleach and medicine dropper. When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.
- Fire extinguisher.
- Local maps.
- Prescription medications and glasses.
- Infant formula and diapers.
- Pet food and extra water for your pet.
- Books, games, puzzles or other activities for children.



In an emergency, you or a loved one may suffer injuries like cuts or burns or worse. Not every injury is life threatening, and it is important not to panic.

Store your supplies in a watertight container where you can easily reach it in an emergency.

Keep your first aid kit up-to-date and replace anything past its expiration date.

Make your first aid kit with the following supplies:

- Two pairs of latex or other sterile gloves.
- Sterile dressings to stop bleeding.
- Cleansing agent/soap and antibiotic towelettes to disinfect.
- Antibiotic ointment to prevent infection.
- Burn ointment to prevent infection.
- Adhesive bandages in a variety of sizes.
- Eye wash solution to flush the eyes or as general decontaminant.
- A thermometer.
- Prescription medications you take every day such as insulin, heart medicine and asthma inhalers. You should periodically rotate medicines to account for expiration dates.
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies.
- Scissors and tweezers.
- Cellphone and charger.
- Tube of petroleum jelly or other lubricant.
- Non-prescription drugs:
- Aspirin or nonaspirin pain reliever.
- Anti-diarrhea medication, antacid and laxative.



Knowing how to use your first aid kit will make a difference in an emergency.

To help you decide what you should have in your emergency plan and basic emergency supply kit, visit these agency websites:
Federal Emergency Management Administration • fema.gov | Disaster Preparedness • ready.gov | American Red Cross • redcross.org

How To Get Outage Information

Entergystormcenter.com, outage information and storm updates are just a few clicks away.

Keeping you informed in the event of a storm is a top priority. Our storm website, entergystormcenter.com, gives you updates and information about outages in your area.

The *View Outages* feature allows you to click on the map to find restoration status in your area. You can even directly enter your address to find out more about the outage, including estimated restoration times.

Our website also provides useful information about what you can do before and after a storm to help keep you and your loved ones safe until things get back to normal.

Text Alerts Gives You Outage Information Through Your Cellphone.

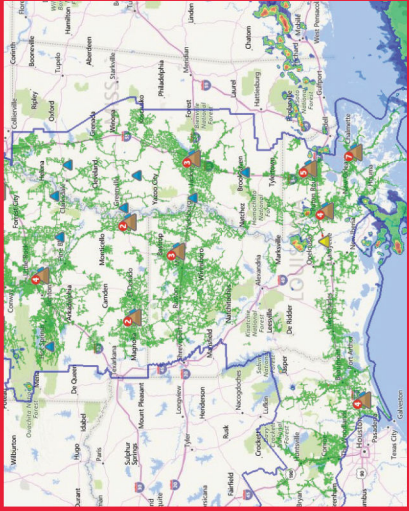
MyEntergy text alerts can give you outage update information and more. It works with cellphones and smartphones. MyEntergy text alerts are great for customers who:

- Want to know if the power is on at another location, like their business, a loved one's home or a recreation camp.
- Are evacuated due to a weather emergency and want to know when power will be restored at home.
- Need to keep tabs on their accounts to manage tight-cash situations, make a last-minute payment or avoid forgotten payments.
- Want to know immediately when a work order or permit is approved or why its status has changed.

To sign up, visit entergy.com and click on the MyEntergy link, it's easy to use and it's free.*

* Depending on your wireless plan, you may be charged by your communications provider for the text messages or web data associated with this service.

MyEntergy text alerts provides routine outage and account information during normal weather conditions. During incidents of wide-spread damage caused by a major storm, text messages may not be available for affected areas for several days until we determine restoration times.



The View Outages feature on our website allows you to get up-to-date outage information for your area.



INSIGHTS

Entergy Mississippi Completes March 17 Storm Restoration

03/19/2021

Entergy Mississippi has restored service to 8,500 customers who lost power when severe weather passed through our service area late Wednesday, March 17.

READ MORE

Storm Center Updates

News Region

Entergy System

Quick Links



View Outages

Select Area

-  Sign Up for Text Alerts
-  Get the App
-  Contact Us
-  Helpful Links





How to prepare for a hurricane.

Hurricanes pose a serious threat to Entergy's system and our customers. Low-lying areas along the Gulf of Mexico are obviously vulnerable, but inland areas hundreds of miles from the coast can also suffer the high winds and flood damage of a hurricane. Preparation and careful planning can help you face the challenges hurricanes pose.

What is a hurricane?

According to the National Oceanic and Atmospheric Administration, "a hurricane is a type of tropical cyclone— an organized rotating weather system that develops in the tropics." Hurricanes develop in stages, roughly along the equator of the earth, in the warm tropical waters of the South Atlantic Ocean, the Caribbean Sea and the Gulf of Mexico.

The first stage of development is called a tropical disturbance,a tropical weather system generally 100 to 300 nautical miles in diameter and maintaining its identity for 24 hours or more.

How hurricane strength is measured

Hurricane strength is measured scientifically on the Saffir-Simpson scale, based on factors such as measured wind speed, water temperature under the hurricane and other weather and geological factors. The Saffir-Simpson scale rates hurricane intensity on an increasing scale of Category 1 to 5. Local officials rely on the assessment of the Saffir-Simpson scale and other official assessments in determining emergency response plans and when ordering evacuations.

The second stage of development is called a tropical depression. This is a system of very dark, disturbed and stormy weather with sustained winds of 38 mph or less.

The third stage of development before becoming a hurricane is called a tropical storm. This is an organized weather system of strong thunderstorms with a distinct circulation. The maximum sustained winds are 39-74 mph. As the tropical storm's sustained winds increase to 75 mph or higher, the characteristic "eye" wall at the center of the circulation appears, thus signaling the formation of a hurricane.

Facts you should know as part of your hurricane preparation.

The eye of the storm is actually the center of the hurricane's circulation, much like the hub of a wheel. Hurricane force winds precede the eye as it approaches, then winds may die down as the eye passes. The eye is often calm, and it may even be sunny during the day. It may seem like the storm is over. However, after the eye passes, the winds will change direction and quickly return to hurricane force.

Flooding from hurricanes is a serious danger. Even if there are no high winds, the rain from widespread and torrential rains from a hurricane can be slow moving and stagnate over an area, pouring heavy rain onto an already saturated area. Slow-moving storms and tropical storms moving into mountainous regions tend to produce especially heavy rain.

Excessive rain can trigger landslides or mudslides, especially in mountainous regions. Flash flooding can occur due to intense rainfall. Flooding on rivers and streams may persist for several days or more after the storm.

Tornadoes are often spawned by hurricanes and are especially dangerous. You should remain indoors at all times during a hurricane.

THE SAFFIR-SIMPSON HURRICANE WIND SCALE

CATEGORY 1
(74 – 95 MPH)



Some damage

CATEGORY 2
(96 – 110 MPH)



Extensive damage

CATEGORY 3
(111 – 130 MPH)



Devastating damage

CATEGORY 4
(131 – 155 MPH)



Catastrophic damage

CATEGORY 5
(156 MPH AND UP)



Catastrophic damage

Terms To Know

Hurricane Watch:

A hurricane watch means a hurricane is possible in your area within 36 hours. Be prepared to evacuate. Monitor local radio and television news outlets or listen to NOAA weather radio for the latest developments.

Hurricane Warning:

A hurricane warning is when a hurricane is expected in your area. You should leave the area if local authorities advise you to evacuate.

Short-Term Watches And Warnings:

These warnings provide detailed information on specific hurricane threats, such as floods and tornadoes.

Flood Watch:

Watches inform of possible flooding. If you are in a watch area, check flood action plans, keep informed and be ready to act if a warning is issued or you see flooding.

Flood/Flash Flood Warning:

A flood/flash flood warning is issued for specific communities, streams or areas where flooding is imminent or in progress. Persons in the warning area should take precautions IMMEDIATELY!



Prepare Your Home

Whether you shelter in place or evacuate, your home will need some simple preparation to help protect it from hurricanes and their aftermath. Government and relief agencies all recommend the following:

- Cover all of your home’s windows with plywood or permanent hurricane shutters to protect your windows from high winds and flying debris. You can pre-cut the plywood in fair weather and store it off the ground in a shed, crawl space or attic until needed.
- Trimming trees and shrubs away from your house helps make them more wind resistant and lessens the likelihood of them damaging your house.
- Keep gutters and drainpipes unclogged and clear of debris.
- Bring in all outdoor furniture, decorations, garbage cans and anything else that can be blown away by the high winds.
- Turn off utilities as instructed. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Turn off propane tanks if your home uses them.

- The water supply could be unusable for a period of time following a hurricane. You may need a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water. This water is not for drinking water; you should have a supply of bottled water for drinking and cooking as well in your basic supplies kit.

GET A KIT AND HAVE A PLAN READY

Experts agree that having a family emergency plan and a kit of the basic supplies you’ll need in an emergency is the best way to be prepared for severe weather.

Entergy has plans in place for how we will react to severe weather, and we urge our customers to have one, too. Refer back to page 5 of this booklet, “Make a Plan and Make a Kit.” for detailed information on how to prepare your basic supplies kit, calculate how much drinking water you will need and tips on what plans you should make in the event of a hurricane.

Preparing an emergency plan for your family is not complicated. If your family is separated when disaster strikes, having a plan in advance will help you know how you will contact one another and how you will get back together.

A kit of emergency supplies and a first-aid kit are easy to assemble and are smart ways you can prepare for severe weather. Remember to check the expiration dates on your supplies often and replace the expired items.

After The Storm

After the storm passes, your community is going to be in disarray for some time. Local authorities may not permit reentry to the affected areas until they have first made it reasonably safe to return. Flooding and debris may

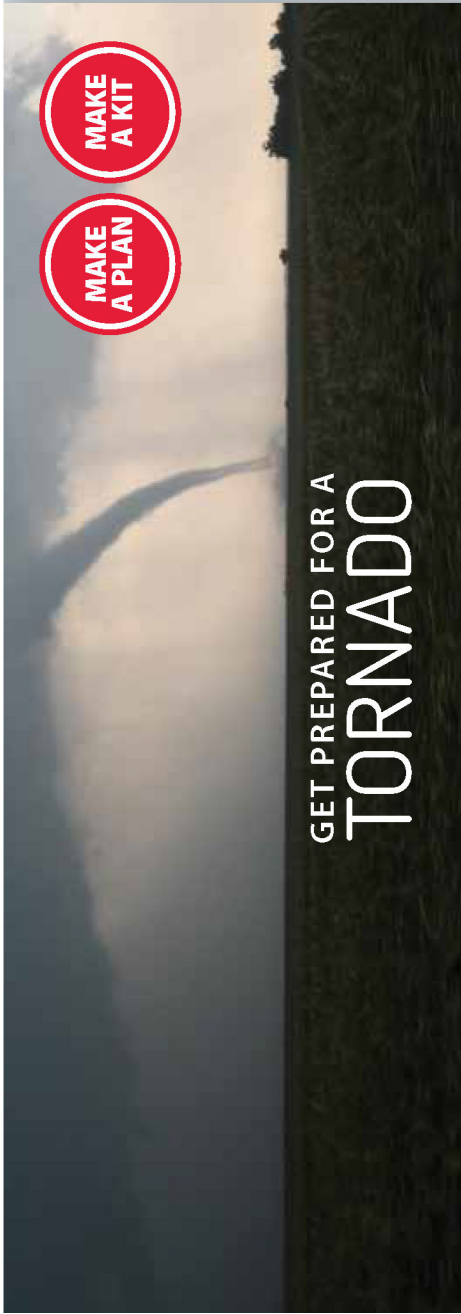
Stay away from standing water. It may be electrically charged from underground or downed power lines.

still be in the area, so use caution. Don’t drive through running or standing water. Avoid bridges and roads that are obviously damaged or washed out. Do not allow children to play in flooded areas. They may drown or be injured in areas that appear to be safe.

If someone needs to be rescued, call professionals with the right equipment to help. People have been killed and injured trying to rescue others in flooded areas.

When You Return Home

- Remember, your house may have serious damage. Only enter if safe.
- Use a flashlight to check for damage around your home. Never use candles, matches or other open flame.
- Check to see that the electric, gas and water services are not damaged. Have licensed professionals check gas, water and electrical lines and appliances for damage. If you find or suspect damaged gas or power lines, call Entergy at 1-800-ENTERGY (368-3749) to report it.
- Use tap water for drinking and cooking only when officials say it is safe.
- Use the telephone only for emergency calls.



GET PREPARED FOR A TORNADO

GET PREPARED FOR THE MOST VIOLENT STORM

Tornadoes are considered the most violent natural storm. They are formed from powerful thunderstorms and often are formed from tropical storms and hurricanes.

Some tornadoes are clearly visible with the familiar funnel-shaped cloud extending to the ground, while others are obscured by the storm clouds that form them. The skies where tornadoes form are a dark, often greenish sky, with a large, dark, low-lying cloud (particularly if rotating). Large hail is usually a sign of an impending tornado.

Because they strike with little or no advance warning and move quickly with wind speeds up to 300 mph, tornadoes are a serious threat to your safety. Having a family emergency plan and a kit of basic emergency supplies on hand is especially important. The following guidelines can also help keep you safe if a tornado strikes.

- Make sure your family knows your family emergency plan. Your family may not be together when a tornado threatens, so be sure each family member knows who to contact and where to go during and after the tornado strikes.
- Have your emergency supply kit ready. Refer back to “Get Prepared! Make a Plan and Make a Kit.” for more preparation tips.
- Monitor weather and official news reports. This is the best way for you to learn information to help you determine if tornadoes are in the area and what action you should take.
- Select a safe place to stay. The safest place to be during a tornado is indoors. Ideally basements and cellars provide the most protection.
- Interior rooms or hallways also provide good protection from wind and flying debris. Pick a room away from windows and glass doors and cover yourself and others with a thick quilt or blanket.
- If you are in a vehicle, get out and go to a building. Look for shelter in an interior room or hallway away from windows.
- If your vehicle is in the open and no building is near, get out and lie as flat as possible in a ditch or on the ground.
- Do not shelter under an overpass or bridge. The tornado could cause it to collapse.

Tornado Intensity

The Enhanced Fujita Scale (EF Scale) is used to measure tornado intensity after the storm has passed. The EF Scale ranges in six stages of intensity from EFO (winds 65-85 mph) to EF5 (winds greater than 200 mph).

The EF rating is derived from several factors including known and estimated wind speeds, radar data, damage to structures and vegetation and the very cycloidal marks left on the ground by the tornado.

Enhanced Fujita Scale: Wind Speed Estimates And Damage



Source: NOAA

Terms To Know

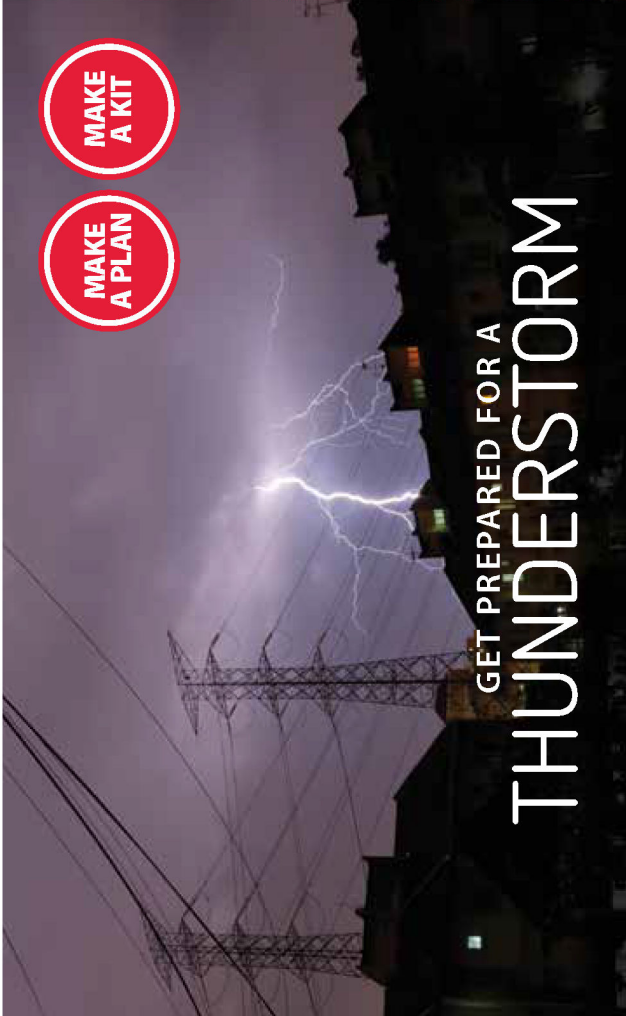
Tornado Watch:

A tornado is possible in your area.

- Listen to radio and television reports to learn about the status of the tornado in your area from local officials and what action you'll need to take.
- Listen to local officials to learn about the emergency plans that have been established in your area by your state and local government.
- In any emergency, always pay attention to the instructions given by local emergency management officials.

Tornado Warning:

A tornado is occurring, take shelter immediately.



Lightning, high winds, heavy rains and hail are only part of the danger.

Thunderstorms have tremendous destructive power. Each year lightning kills 300 people and injures another 80 in the United States alone. In addition to lightning, thunderstorms produce heavy rains which lead to flash flooding, hail, tornadoes and strong downbursts of winds called microbursts that are capable of pushing an airliner in flight down to the ground.

Even if you don't live in an area that's prone to thunderstorms, it is still important to be prepared because they are unpredictable. Thunderstorms can pop up any time with devastating results. Don't take thunderstorms lightly. Lightning can strike as far away as ten miles from any visible rain source. Remember the rule, "if thunder roars, stay indoors," because there is no safe place outdoors when lightning is in the area.

What To Do To Prepare For Thunder And Lightning Storms

Create an emergency supply kit, which includes items like non-perishable food, water, a battery- powered or hand-crank radio, extra flashlights and batteries. Make a family emergency plan and inform babysitters and caregivers of your plan. Refer back to "Get Prepared! Make a Plan and Make a Kit:" for more preparation tips.

Outside the house you should remove dead or rotting trees and branches that could fall and cause injury or damage during a severe thunderstorm.

Look around and secure outdoor objects that could blow away or cause damage. Close the window shutters and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.



What To Do During A Thunderstorm

Remember the 30/30 Lightning Safety Rule: If you cannot count to 30 after seeing lightning before hearing thunder, go indoors, avoid windows and doors and stay off porches. Remain indoors for 30 minutes after hearing the last clap of thunder.

- Avoid contact with corded phones. Use a corded telephone only for emergencies. Cordless telephones and cellphones are safe to use.
- Avoid contact with electrical equipment or cords. If you are planning to unplug any electronic equipment, do so well before the storm arrives.
- Avoid contact with plumbing. Do not wash your hands, do not take a shower, do not wash dishes and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
- Do not lie on concrete floors and do not lean against concrete walls.

STAY SAFE

Even if you don't live in an area that's prone to thunderstorms, it is still important to be prepared. Thunderstorms can pop up anytime with devastating results. Don't take thunderstorms lightly.

Terms To Know

Thunderstorm Watch:

There is a possibility of a thunderstorm in your area.

Thunderstorm Warning:

A thunderstorm is occurring or will likely occur soon. If you are advised to take shelter, do so immediately.

Listen to local officials to learn about the emergency plans that have been established in your area by your state and local government.

In any emergency, always listen to the instructions given by local emergency management officials.

Remember, rubber-soled shoes and rubber tires provide NO protection from lightning.



STAY SAFE

During severe winter weather, power lines may be downed from falling branches or other hazards. There is no way for you to know if the line is energized or not. If you see downed or low-hanging lines, stay away from them and call 1-800-ENTERGY (368-3749) to report the downed line.

How to prepare for extreme winter weather.

Winty weather can be pretty as a picture, but snow and ice formations can be as dangerous as they are pretty to see. The extreme cold of a winter storm makes many materials like wood and metal brittle, and the extra weight of snow and ice on power lines and trees can make them snap. In either case, power can be interrupted and you should be prepared for any possible outages.

Preparing for extreme winter weather is much the same as preparing for any other weather event. Even if you live in coastal regions where extreme cold is rare, it is still important to be prepared for freezing weather. Have a kit of basic emergency supplies and a family emergency plan ready as the winter season begins. Refer back to previous sections of this booklet to learn how to build a basic emergency supplies kit and make a family emergency plan.

Have A Plan Ready And Make A Kit

Experts agree that having a family emergency plan and a kit of the basic supplies you'll need in an emergency is the best way to be prepared for severe weather. Entergy has plans in place for how we will react to severe weather, and we urge our customers to have one, too. Refer back to the section of this booklet, "Get Prepared! Make a Plan and Make a Kit." for detailed information on how to prepare your basic supplies kit, calculate how much drinking water you will need and tips on what plans.

Preparing your family emergency plan is not complicated. If your family is separated when disaster strikes, having a plan in advance will help you know how you will contact one another and how you will get back together.

A kit of emergency supplies and a first-aid kit are easy to assemble and are smart ways you can prepare for severe weather. Remember to check the expiration dates on your supplies often and replace the expired items.

Terms To Know

FREEZING RAIN: Creates a coating of ice on roads and walkways.

SLEET: Rain that turns to ice pellets before reaching the ground. Sleet also causes roads to freeze and become slippery.

WINTER WEATHER ADVISORY: Cold, ice and snow are expected.

WINTER STORM WATCH: Severe weather such as heavy snow or ice is possible in the next day or two.

WINTER STORM WARNING: Severe winter conditions have begun or will begin very soon.

BLIZZARD WARNING: Heavy snow and strong winds will produce a blinding snow, near zero visibility, deep drifts and life-threatening wind chill.

FROST/FREEZE WARNING: Below freezing temperatures are expected.



Prepare Your Home

- Winterize your home by insulating walls and attics, caulking and weather-stripping doors and windows, and installing storm windows or covering windows with plastic. Clear rain gutters. Repair roof leaks and cut away tree branches that could fall on a house or other structure during a storm.
- Insulate pipes with insulation or newspapers and plastic and allow faucets to drip a little during cold weather to avoid freezing.
- Keep fire extinguishers on hand, and make sure everyone in your house knows how to use them.
- House fires pose an additional risk, as more people turn to alternate heating sources without taking the necessary safety precautions.
- Learn how to shut off water valves in case a pipe bursts.
- Have a licensed contractor check the structural liability of the roof to sustain unusually heavy weight caused from the accumulation of snow or water.



Using A Portable Generator Or Heater During A Winter Storm

If you use a portable generator or portable heater during a power outage, carbon monoxide poisoning is an extreme danger. NEVER use a generator or fuel-fired heater indoors, including in homes, garages, basements, crawl spaces and other enclosed or partially-enclosed areas, even with ventilation. Generators can produce high levels of carbon monoxide very quickly. Opening doors and windows or using fans will not prevent CO build-up in the home. When you use a portable generator, remember that you cannot smell or see CO. Even if you can't smell exhaust fumes, you may still be exposed to CO.

If you start to feel sick, dizzy or weak while using a generator, get to fresh air RIGHT AWAY. DO NOT DELAY. The CO from generators can rapidly lead to full incapacitation and death.

If you experience serious symptoms, get medical attention immediately. Inform medical staff that CO poisoning is suspected. If you experienced symptoms while indoors have someone call the fire department to determine when it is safe to re-enter the building.

NEVER try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

If you must connect the generator to the house wiring to power appliances, have a qualified, licensed electrician install the appropriate equipment in accordance with local electrical codes.

For power outages, permanently installed stationary generators are better suited for providing backup power to the home. Even a properly connected portable generator can become overloaded. This may result in overheating or stressing the generator components, possibly leading to a generator failure.

To learn how to properly use your portable generator during an outage, refer to the Generator Safety section of this booklet for more information.

Damage Assessment

Finding out how hard the system was hit must be carried out quickly and accurately after the storm is gone. Entergy acts aggressively to get it done. Damage assessment scouts are prepared in advance, and immediately after impact, are dispatched to begin the assessment.

Backbone feeders, those with major trunk lines that support large electrical loads to customers, get particular attention and must be restored to service as soon as possible. This initial assessment helps develop an estimate of crews required, resources needed and the time estimated to complete restoration.

Following this, scouts are assigned to work directly with storm teams in the field to help provide the detailed assessment and support needed to facilitate the restoration.

The Restoration Process

In general, restoration of electrical service to customers proceeds in this fashion:

- Large transmission lines receive top priority. Without power available from power plants, all other restoration efforts are useless.
- Substations must be functioning in order for power to reach local distribution lines.
- The backbone feeders, carrying the power from the substation to the customers, are next in priority.
- Emergency services, life support facilities and communications network s (police stations, hospitals, fire stations, communications) are restored next.
- Lines serving large blocks of customers are restored next.
- Lines serving neighborhoods follow because multiple customers are involved.
- Individual services are restored last because fewer customers are involved, and in the case of scattered outages, it often takes more time to get power back on for them.



RESTORATION EFFORTS BEGIN AT THE SOURCE AND WORK OUTWARD
AFTER THE STORM

We Urge You To Use Caution After The Storm And Keep These Important Safety Tips In Mind:

- Return home only when authorities advise it, and drive only on roadways and bridges that have been declared passable.
- If a power line falls on your vehicle while driving, continue to drive away from the line.
- Don't walk in flooded areas or standing water. Wet tree limbs can conduct electricity.
- Be cautious when entering your home, and watch for snakes, insects and other animals that may have been driven to higher ground by flood water.
- If you use a portable electric generator, do so only in accordance with the manufacturer's instructions. Never connect a generator directly to a building's wiring without a licensed electrician disconnecting the house wiring from Entergy's service. Otherwise, it can create a safety hazard for the customer or Entergy's linemen working to restore power. And it may damage the generator or the house wiring.
- Don't step in water to get to the fuse box or circuit breaker.
- Look for electrical system damage once power is restored. If you see sparks or broken or frayed wires, or the smell of hot insulation is noticeable, turn off the electricity at either the main fuse box or circuit breaker. Call a licensed electrician for advice when necessary.
- For our natural gas customers, stay alert for natural gas leaks. If you smell natural gas, or if you hear a blowing or hissing noise, open a window and leave the area immediately. Do not operate electrical switches. If possible, turn the outside main gas valve off and call 1-800-ENTERGY (368-3749) from a neighbor's house.
- Stay tuned to your local radio station for emerging safety information.
- Check for sewage and water line damage. Avoid using the toilets and call a licensed plumber if you suspect they are damaged. If water pipes are damaged, avoid tap water and contact the water company immediately.
- If your home is wet, open doors and windows to dry it.
- Examine all foods in the refrigerator and dispose of anything that has spoiled.
- Stay tuned to your local radio station for emerging safety information.
- Take numerous pictures of any damage to your house, as well as the contents, for insurance claims.
- After the storm can be as intense a time for everyone as it is during the storm. Be patient. Use your emergency supplies kit until help arrives. Help your neighbor, and don't be afraid to ask for help. Tend to the injured, and call emergency personnel for help when needed.



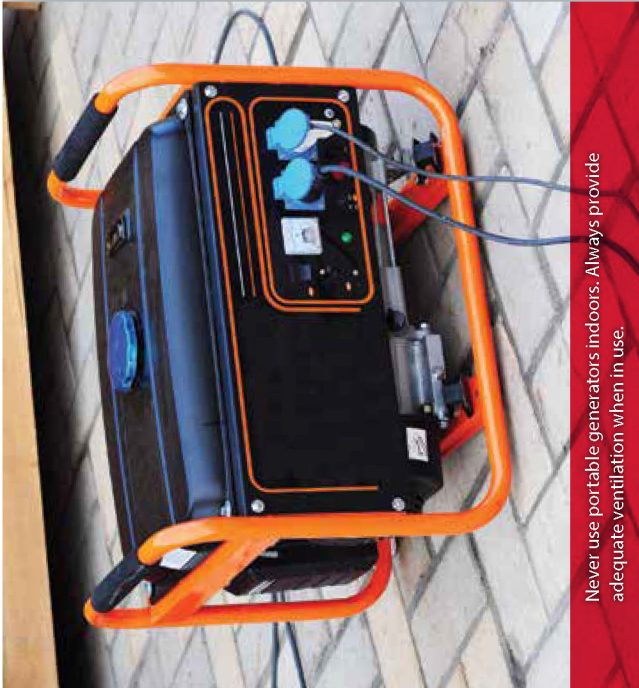
THE MOST DANGEROUS TIME IS OFTEN JUST AFTER THE STORM WHAT TO DO AFTERWARDS

After a storm has passed, naturally thoughts center on getting back in, fixing the damage and getting back to normal as quickly as possible. But beware: the time after the storm can be more dangerous than the storm itself. Your safety and the safety of our employees and contractors is our top priority.

Entergy employees will work only when and where conditions are safe and secure to do so. Likewise, you should consider returning home only when you know it is safe.

Do not become careless after a storm and let your "safety guard" down. Just because you can't see any apparent danger doesn't mean there isn't any. For example, downed power lines may still be energized. Treat them with respect to avoid being electrocuted.

Storm debris and water may have been driven into your home, providing new habitat for dangerous animals and insects that may have been displaced from their homes by the storm.



Never use portable generators indoors. Always provide adequate ventilation when in use.

GENERATOR SAFETY

Using your own generator for emergency power is safer when you follow these basic guidelines.

Personal generators are very useful following a disaster, but they also can be hazardous. The primary hazards to avoid when using a generator are carbon monoxide poisoning from the toxic engine exhaust, electric shock or electrocution and fire.

For maximum safety, follow the manufacturers' recommendations on placement and usage of personal generators. Never use a generator indoors to avoid carbon monoxide poisoning. Avoid using generators in wet conditions or when you are wet. Take care to ensure trip hazards from cords are avoided. Be certain that the cords are in good shape and are not frayed or cracked and that they have no exposed wires. Avoid fires by never storing fuel for generators indoors or near electrical devices.

Portable Generators

Portable generators are designed to provide power to a small number of selected appliances or lights. These tips will help you operate a portable generator safely:

- Purchase your portable electric generator only from a reputable dealer who can service and maintain the unit.
- Follow the manufacturer's instructions that come with your generator. Locate the unit outdoors and away from doors, windows, and vents that could allow dangerous carbon monoxide gas to come indoors.
- The easiest way to use a portable generator is to plug lights or appliances directly into the proper electrical outlet on the generator itself. If you use extension cords, they should be run out of the way to help prevent tripping hazards.
- Portable generators should never be connected directly to a home or building's wiring, even through an outlet. They may send electricity to the power lines linemen are working to restore.

- The generator should be sized for the expected load. For example, a 3-kilowatt generator produces 3,000 watts. This would be enough to power a 1,200-watt hair dryer and a 1,600-watt toaster, with some power left over for a few lights. You should plan for additional needs when sizing the generator.

- You should consider noise pollution as part of your decision. Your generator noise may be obtrusive to your neighbors who are without power.

Standby Built-In Generators

A built-in generator can provide more electricity than a portable unit. Here are tips to make them safer:

- A qualified, licensed electrician should install a standby built-in generator.
- The installation must include a switch to transfer the power source between Entergy and the standby built-in generator. When in use, the generator must be isolated from Entergy's electrical system to prevent feeding a power back into Entergy's lines and creating a hazard for the public and power line workers. The switch must be on the customer side of the meter socket. Entergy will not allow a switch between the meter and the socket.
- Commercial customers should consult with an independent engineer or electrician to size the generator, modify wiring and provide an automatic method to transfer power during an outage.
- You should consult with local authorities about required permits before starting any work in a home or business.

Typical Wattage Requirement Chart*

This chart is provided to assist you in determining how many items your generator can operate at one time.

These tips are not intended as a substitute for the owner's manual and/or the operating instructions of the generator manufacturer. Entergy is in no way responsible for and assumes no liability for injury or damage arising from the use of portable electric generators in the home.

* Source: U.S. Department of Energy

Generator Wattage Info

How to determine what works best for you.

We are often asked what size generator is best. The answer varies on the expected usage, but to prevent overloading your generator, add up the total wattage of all loads to be connected to the unit at one time. This total should not be greater than the unit's rated wattage capacity. Allow 2 1/2 times the listed wattage for starting the indicated equipment.

Remember:

- Never use a generator indoors. Carbon monoxide from the exhaust is deadly.
- Never plug the generator into a wall outlet.
- If you plan to use a standby built-in generator, always use a licensed electrician to install it.
- When using standby built-in generators, the main breakers should be opened to avoid feeding power back into Entergy's lines and creating a hazard for the public and power line workers.

Household Item	Watts Usage
Coffee Maker	900-1200
Clothes Washer	350-500
Clothes Dryer	1800-5000
Personal Computer	270
Ceiling Fan	65-175
Hair Dryer	1200-1875
Portable Heater	750-1500
Microwave Oven	750-1100
Radio	70-400
Refrigerator	725
19" Television	65-110

PROTECT AGAINST SHOCKS AND FIRE HAZARDS

Shock and Electrocutation:

Keep the generator dry and do not use in rain or wet conditions. To protect from moisture, operate it on a dry surface under an open, canopy-like structure. Dry your hands if wet before touching the generator.

Plug appliances directly into the generator. Or, use a heavy duty, outdoor extension cord that is rated (in watts or amps) at least equal to the sum of the connected appliance loads. Check that the entire cord is free of cuts or tears and that the plug has all three prongs, especially a grounding pin.

NEVER try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

If you must connect the generator to the house wiring to power appliances, have a licensed electrician install the appropriate equipment in accordance with local electrical codes.

For power outages, permanently installed stationary generators are better suited for providing backup power to the home. Even a properly-connected portable generator can become overloaded. This may result in overheating or stressing the generator components, possibly leading to a generator failure.



Fire Prevention:

Never store fuel for your generator in the home. Gasoline, propane, kerosene and other flammable liquids should be stored outside of living areas in properly-labeled, non-glass safety containers.

Do not store them near a fuel-burning appliance, such as a natural gas water heater in a garage. If the fuel is spilled or the container is not sealed properly, invisible vapors from the fuel can travel along the ground and can be ignited by the appliance's pilot light or by arcs from electric switches in the appliance. Before refueling the generator, turn it off and let it cool down. Gasoline spilled on hot engine parts could ignite.

STAY
SAFE

Stay away from downed power lines and report them to Entergy at 1-800-ENTERGY (368-3749).



Carbon Monoxide Hazards

NEVER use a generator indoors, including in homes, garages, basements, crawl spaces, and other enclosed or partially-enclosed areas, even with ventilation.

- Generators can produce high levels of carbon monoxide very quickly. Opening doors and windows or using fans will not prevent CO build-up in the home. When you use a portable generator, remember that you cannot smell or see CO. Even if you can't smell exhaust fumes, you may still be exposed to CO.
- If you start to feel sick, dizzy or weak while using a generator, get to fresh air RIGHT AWAY. DO NOT DELAY. The CO from generators can rapidly lead to full incapacitation and death.
- If you experience serious symptoms, get medical attention immediately. Inform medical staff that CO poisoning is suspected. If you experienced symptoms while indoors, have someone call the fire department to determine when it is safe to re-enter the building.
- Install battery-operated CO alarms or plug-in CO alarms with battery back-up in your home, according to the manufacturer's installation instructions. The CO alarms should be certified to the requirements of the latest safety standards for CO alarms (UL 2034, IAS 6-96, or CSA 6.19.01).
- Test your CO alarms frequently and replace dead batteries.



For more information on using generators, visit entergystormcenter.com.

GAS SAFETY

After the storm safety tips to help Entergy natural gas customers in New Orleans and Baton Rouge.

Call Entergy If You Have:

- A severed line or blowing gas. We will respond as quickly as possible.
- Lost gas service and your home is not flooded.

If There Is A Strong Gas Odor In Your House Or Building:

- Do not light matches.
- Do not turn lights on or off.
- Do not use your landline, cordless or wireless telephone.
- If possible, notify everyone in the building of the gas odor and to leave the building immediately.
- Call Entergy from a nearby building at 1-800-ENTERGY (368-3749).
- Do not re-enter your home or building until it is safe to do so.

After The Storm

- We will be dedicated to restoring the system with your safety and ours as our #1 goal.
- If your gas appliances have been under water, you must call a licensed gas fitter/ plumber to inspect them and repair or replace as necessary.
- If high water has extinguished the pilot light, the gas service should be cut off as quickly as possible. To relight the pilot, call a licensed plumber.

If Your Natural Gas Is Turned Off, For Safety's Sake, Leave It Off!

If your home was flooded or sustained structural damage including pipe damage, you'll need a licensed plumber to inspect and repair your gas pipes.

To help ensure your personal safety and the safety of your property, Entergy may have turned your natural gas service off. Please do not attempt to turn it on yourself. This could cause a safety hazard.

Turning Your Gas Back On

We will arrange to have gas service turned on at your home as soon as a city or parish inspector has certified that repairs have been made and that you have had a licensed plumber and city, county or parish inspector confirm that gas service is safe to turn on. Someone must be present for your gas to be turned on.

To Prepare For Your Gas Service To Be Turned Back On, Please:

- Have repairs made by a licensed plumber.
- Have repairs certified by a city, county or parish inspector.
- Call Entergy at 1-800-ENTERGY (368-3749) when repairs have been certified by the city, county or parish inspector.



If you smell gas at your home or in any other building, you should leave the area immediately.

Go to a safe area and call us at 1-800-ENTERGY (368-3749) to report the suspected leak.

For more important gas safety information, visit entergy.com

KEEP THIS LIST HANDY

Disaster Assistance Agencies

Federal Emergency Management Agency (FEMA):
Disaster Assistance 1-800-621-FEMA (3362)
TDD: 1-800-462-7585 | FAX: 1-800-827-8112
fema.gov

Disaster Preparedness/Disaster Assistance websites:
ready.gov | disasterassistance.gov

American Red Cross:
1-800-RED CROSS (733-2767)
redcross.org

Call 1-800-ENTERGY (368-3749) to Report Downed Power Lines

Remember, there is no way for you to tell if a power line is energized or not. Keep yourself and your loved ones away from downed power lines and call Entergy.

Get Outage Info For Your Area

Log on to entergystormcenter.com to find the latest news and information about the outage as well as useful guides to help you prepare for severe weather.



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PREPARATION AND AFTER STORM CHECKLIST

Things to consider when preparing your family emergency plan.

Create a checklist as part of your plan. The checklist helps plan what you'll need to do before and after the storm, and identifies the supplies you'll need. Your checklist might include things like:

Inside The Home

- Create an emergency supply kit before you need it. Keep first aid kit and manual handy, too.
- Stock up on non-perishable food, medicine, baby supplies and pet food.
- Purchase bottled water. The American Red Cross recommends one gallon of water per person per day.
- Check emergency equipment, such as flashlights, battery-operated radios, extension cords, emergency generators and buy extra batteries.
- Keep extra cash on hand, since an electrical power outage may prevent you from withdrawing money from automatic teller machines or banks.
- Turn your refrigerator to its coldest setting. If the power goes out, this will keep food fresh longer. If you leave the refrigerator closed, most food will stay frozen or fresh for up to 12 hours.
- Turn off and unplug any unnecessary electrical equipment, especially sensitive electronics.
- Have a hand-operated can opener on hand.
- Place your critical documents, such as birth certificates, insurance documents, special photos, etc. in a waterproof, portable container.

Outside The Home

- Install an approved hurricane shutter system over windows and doors or have alternate coverings such as plywood on hand.
- When venturing outside, be on the lookout for downed power lines and stay away from them.
- Trim trees that are NOT near power lines and clear debris. Once a hurricane warning is announced, trash pickup is suspended.
- Fill your vehicle's gas tank.
- Bring loose, lightweight objects, such as lawn furniture, inside.
- If you plan to lower your TV antenna, do it well before storm winds arrive. Look around to identify power lines and stay clear.
- If you have a swimming pool, turn off all pumps and filters and wrap them in waterproof materials. Water from the storm may otherwise damage them.
- Where possible, insulate or cover water lines, hose bibs, etc. when confronted with severe cold weather.





Planificación y restauración probadas para tormentas

- Planificamos los esfuerzos de restauración meses antes de la primera señal de mal tiempo.
- Seguimos un plan detallado y ensayado que nos ha funcionado bien.
- Monitoreamos las amenazas climáticas las 24 horas del día, los 7 días de la semana, los 365 días del año.
- Damos prioridad a los sitios críticos con los funcionarios locales antes de la tormenta.
- Realizamos ejercicios anuales de tormenta y revisamos las lecciones aprendidas después de cada evento.
- Somos un líder reconocido en respuesta a tormentas.
- La temporada de huracanes del Atlántico de 2020 registró 30 tormentas con nombre. Cinco tormentas con nombre azotaron Louisiana, lo que hace que el 2020 sea la temporada de tormentas más activa para el estado.
- Logramos la restauración mientras respondíamos a la pandemia de COVID-19 y seguimos preparados para hacerlo.

Después de la tormenta, trabajamos en

- Restaurar el servicio **donde y cuando sea seguro** hacerlo.
- Evaluar los daños para desplegar la cantidad adecuada de personal con los materiales adecuados.
- La restauración de plantas de energía mínimamente dañadas y grandes líneas de transmisión.
- La reparación de subestaciones y líneas de distribución que proveen energía a clientes críticos, como hospitales, policía, redes de agua, drenaje y comunicaciones.

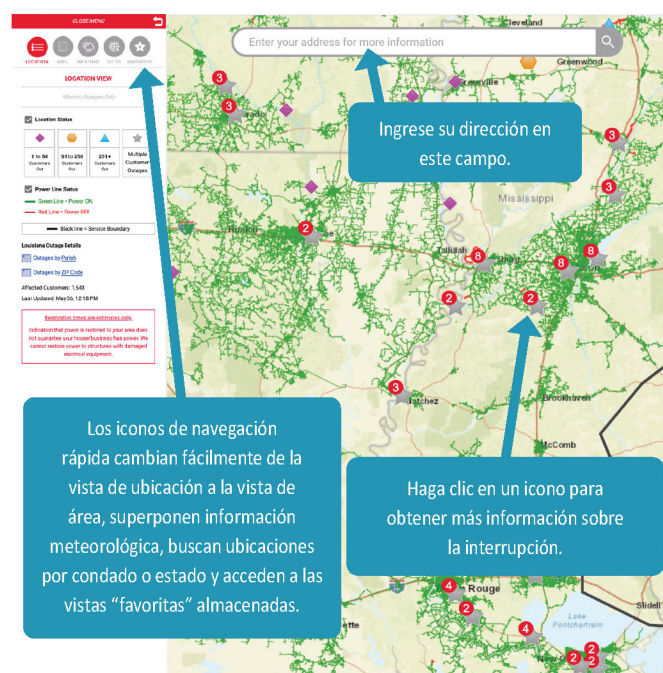
Tiempo de restauración y el COVID-19

- El COVID-19 podría extender los tiempos de restauración debido a medidas adicionales para afrontar la pandemia.
- Reubicaremos recursos dentro de nuestro sistema y tendremos trabajadores contratados o de asistencia mutua si es necesario.

Mantener informados a los clientes

1. **Entergystormcenter.com** sigue siendo su sitio único para obtener información sobre seguridad, preparación y restauración durante las tormentas.
2. **Entergy.com/viewoutages** es nuestro sistema web en línea para informar interrupciones, que proporciona información sobre interrupciones y tiempo de restauración estimada.

Cómo utilizar el mapa de interrupciones



Envíe el mensaje de texto "REG" al 36778 para recibir alerta o reportar una interrupción.



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Lập kế hoạch và phục hồi sau bão đã được chứng minh

- Chúng tôi lên kế hoạch cho các nỗ lực khôi phục trong vài tháng trước khi có dấu hiệu đầu tiên của thời tiết khắc nghiệt.
- Chúng tôi tuân theo một kế hoạch chi tiết, đã được tập dượt và phù hợp với chúng tôi.
- Chúng tôi theo dõi các mối đe dọa thời tiết 24/7, 365 ngày một năm.
- Chúng tôi ưu tiên các địa điểm xung yếu phối hợp với các cơ quan chức năng địa phương trước cơn bão.
- Chúng tôi tiến hành các cuộc diễn tập về bão hằng năm và xem xét, rút ra bài học kinh nghiệm sau mỗi cơn bão.
- Chúng tôi là nhà lãnh đạo được công nhận trong việc ứng phó với bão.
- Mùa bão Đại Tây Dương 2020 ghi nhận 30 cơn bão được đặt tên. Năm cơn bão được đặt tên đã đổ bộ vào Louisiana, khiến năm 2020 trở thành mùa bão hoạt động mạnh nhất từ trước đến nay đối với tiểu bang.
- Chúng tôi đã quản lý việc khôi phục trong khi ứng phó với đại dịch COVID-19 và luôn sẵn sàng để làm như vậy.

Theo cơn bão, chúng tôi cung cấp

- Dịch vụ phục hồi và khi nào là an toàn để làm như vậy.
- Đánh giá thiệt hại để triển khai đúng số lượng nhân lực với vật liệu phù hợp.
- Khôi phục các nhà máy điện bị hư hỏng nhẹ và các đường dây tải điện lớn.
- Sửa chữa các trạm biến áp và đường dây phân phối phục vụ các khách hàng quan trọng, như bệnh viện, cảnh sát, cấp thoát nước và mạng lưới thông tin liên lạc.

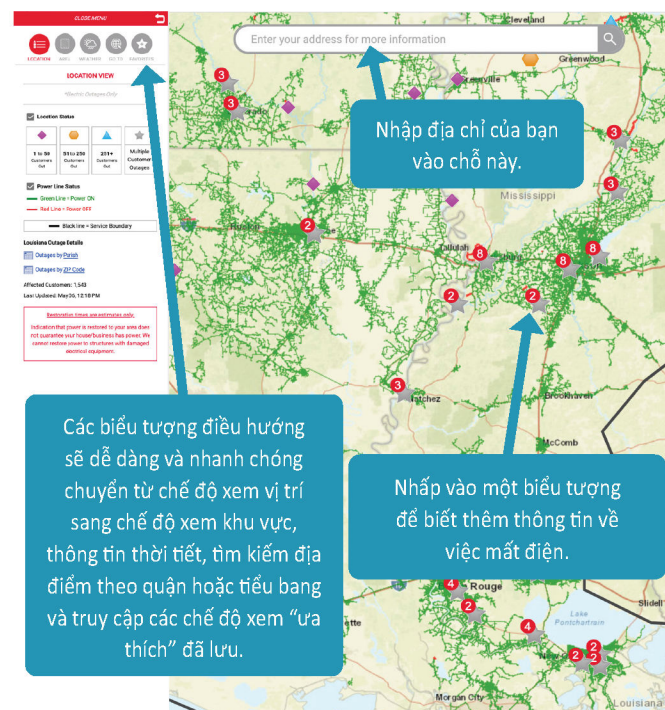
Thời gian khôi phục và COVID-19

- COVID-19 có thể kéo dài thời gian khôi phục do các biện pháp đại dịch bổ sung.
- Chúng tôi sẽ định vị lại các nguồn lực trong hệ thống của mình và có được nhân viên hợp đồng hoặc hỗ trợ lẫn nhau nếu cần.

Thông báo cho khách hàng

1. **Entergystormcenter.com** vẫn là nơi cung cấp thông tin đảm bảo an toàn khi có bão, chuẩn bị và khôi phục.
2. **Entergy.com/viewoutages** là hệ thống trang web hoạt động trực tuyến, cung cấp thông tin về sự cố mất điện và ước tính khôi phục.

Cách sử dụng bản đồ mất điện



Soạn tin REG gửi 36778 để nhận thông báo bằng văn bản hoặc báo mất điện.



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Hurricane Preparedness



Hurricane Season is June 1 - Nov. 30.

Preparedness Checklist:

- ☒ Make an Evacuation Plan.
Find activated evacuation routes here:
DriveTexas.org or by dialing (800) 452-9292. Call
2-1-1 to find out if you live in an evacuation zone.
- ☒ Sign-Up for Emergency Alerts.
Make sure your device is enabled to receive
Wireless Emergency Alerts (WEAs).
- ☒ Prepare an Emergency Supply Kit.
Learn how to build an emergency kit here:
<https://www.ready.gov/build-a-kit>
- ☒ Review Your Home Insurance Policy.
- ☒ Register with State of Texas Emergency Assistance Registry (STEAR):
<https://stear.tdem.texas.gov/> or by dialing 2-1-1 if
you live in evacuation zone and:
 - have a disability or medical needs and do not
have a car or other vehicle to use in
an evacuation.
 - have a disability or medical needs and do not
have friends or family to help in an evacuation.

****STEAR Registry information collected is confidential****

Hurricane Preparedness Online Resources:

Texas Division of Emergency Management Website:
www.tdem.texas.gov

Texas Department of State Health Services:
www.texasready.gov

American Red Cross:
www.redcross.org

U.S. Department of Homeland Security:
www.ready.gov

Office of the Texas Governor Greg Abbott:
www.gov.texas.gov

Preparación para Huracanes



La temporada de huracanes es
del 1 de Junio al 30 de Noviembre.

Lista de verificación de preparación:

- ☒ Haga un Plan de Evacuación.
Encuentre rutas de evacuación activadas aquí:
DriveTexas.org o marcando (800) 452-9292.
Llame 2-1-1 para averiguar si usted vive en una
zona de evacuación.
- ☒ Regístrese para recibir alertas de emergencia.
Asegúrese de que su dispositivo esté habilitado
para recibir Alertas de Emergencia
Inalámbricas (AEI).
- ☒ Prepare un estuche de Suministros
de Emergencia.
Aprenda cómo construir un estuche
de emergencia aquí:
<https://www.ready.gov/build-a-kit>
- ☒ Revise su póliza de seguro de hogar.
- ☒ Regístrese en el Registro de Asistencia
de Emergencia del Estado de Texas (RAEET):
<https://stear.tdem.texas.gov/> o marcando
el 2-1-1 si vive en una zona de evacuación y:
 - tiene una discapacidad o necesidades médicas
y no tiene un automóvil u otro vehículo para
usar en una evacuación
 - tiene una discapacidad o necesidades médicas
y no tiene amigos o familiares para ayudar
en una evacuación. ** La información recolectada del
Registro RAEET es confidencial **

Recursos en línea para la preparación en caso de huracanes:

Sitio web de la División de Administración de
Emergencias de Texas: **www.tdem.texas.gov**

Departamento de Servicios de Salud del Estado:
www.texasready.gov

Cruz Roja Americana: **www.redcross.org**

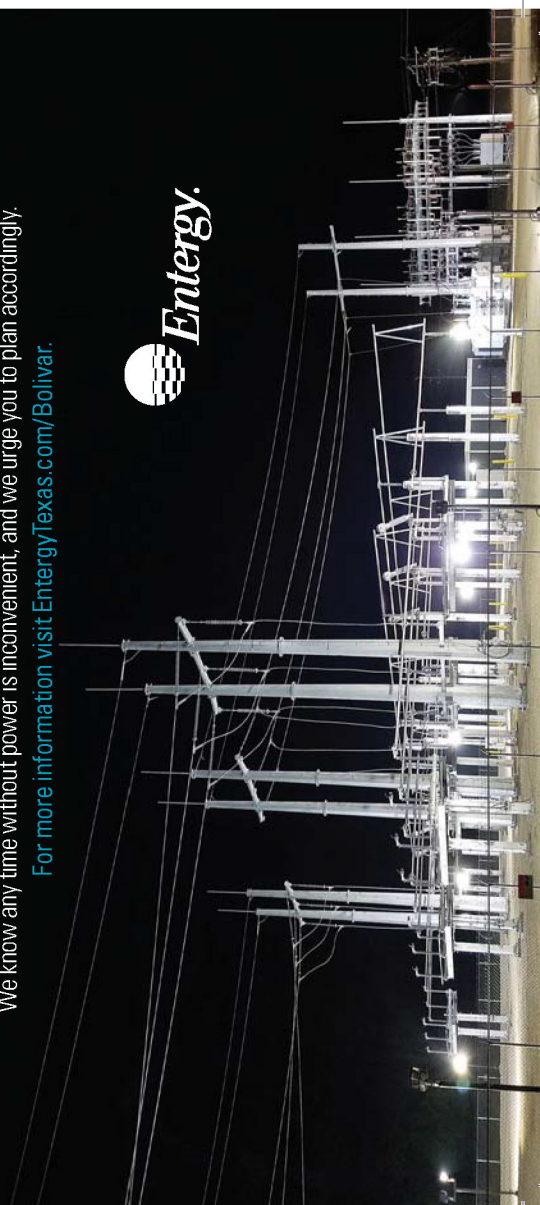
Departamento de Seguridad Nacional
de los Estados Unidos: **www.ready.gov**

Oficina del Gobernador de Texas Greg Abbott:
www.gov.texas.gov

Entergy Texas will conduct a planned outage on Monday, May 17, from 7 a.m. to 7 p.m.,
in order to bring the recently upgraded High Island Substation safely online.

This investment in your community will increase capacity and reliability
for you, and all residents and businesses on Bolivar Peninsula.

We know any time without power is inconvenient, and we urge you to plan accordingly.
For more information visit [EntergyTexas.com/Bolivar](https://www.entergy.com/Bolivar).





P.O. Box 2951
Beaumont, TX 77704

Entergy Texas will
conduct a planned
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Bolivar Peninsula on
Monday, May 17, from
7 a.m. to 7 p.m.

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Entergy Texas
@EntergyTX

New Year's resolution: save money through energy efficiency.

#DYK

We offer a variety of programs and resources to help you save energy and money at your home or business: entergy.com/6014JNKQy
[#WePowerLife](#) [#EnergyEfficiency](#)



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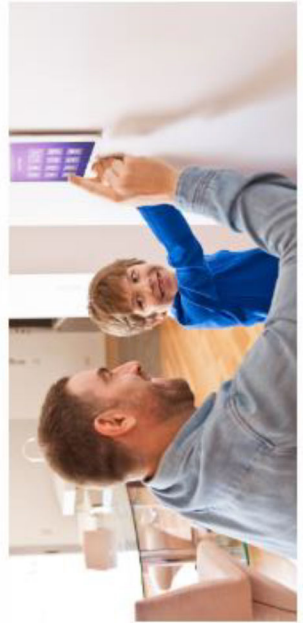
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Energy Efficiency

We offer a variety of programs and resources to help you save energy and money at your home or business.

Energy audits, incentives, rebates & products to make your home or business more energy efficient:





Monthly newsletter

Energy-saving tips delivered right to your inbox.

SIGN UP



myEnergy

See your bill projection, hourly usage and more.

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Energy-saving calculators.

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5 Ways to Save While Doing the Laundry

BY: CORPORATE EDITORIAL TEAM

05/24/2021



There's nothing like the fresh scent of savings to go with your laundry. Here are five tips that will help you save with every load:

- Run full loads. You'll save energy and water by reducing cycles.
- Clean the lint filter in your dryer before each load to improve air circulation.
- Inspect and clean the dryer vent periodically. Better air flow means more efficient drying.
- Hang laundry to dry. Hang clothes outside to dry on nice days, or hang them inside when the weather is not so nice.
- Use ENERGY STAR rated washers and dryers. They use less energy and water than standard models.

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I Need Help Paying My Bill

The safest, most efficient and effective way to currently make a payment is to leverage our digital payment channels. Paying online is easier than ever and eliminates the need for checks and postage. It also supports social distancing requirements due to Covid-19 by avoiding trips to the post office or interacting with mail carriers.

Payment Extension

Qualifying customers who need a few extra days to pay their bill can request an extension using one of the options below.

- Call 1-800-ENTERGY (1-800-368-3749) and follow our automated response system billing and payment menu.
- Request an extension through [myEntergy](#).

Deferred Payment Arrangement

Qualifying customers that are experiencing financial hardship may be eligible to take up to four months to pay their current bill and/or unpaid balances. Request a Deferred Payment using one of the options below.

- Call 1-800-ENTERGY (1-800-368-3749) and follow our automated response system billing and payment menu.
- Select Deferred Payment on the [Entergy Mobile App](#).
- Request a deferred payment arrangement through [myEntergy](#).

Level Billing

Level Billing averages your monthly Entergy bill over a rolling twelve-month period, so your bill is around the same amount each month. Choose one of the options below to enroll.

- Enroll in Level Billing through [myEntergy](#).
- Call 1-800-ENTERGY (1-800-368-3749) to speak with an agent about the program.

Reconnect Fee Quote

We can let you know exactly how much it will cost to reconnect residential service. Call 1-800-ENTERGY (1-800-368-3749).

Billing & Payment Options

- › [Billing Options](#)
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Deposit Requirements

Entergy customers start using electricity before paying for it, therefore customers requesting new service may be required to make a security deposit.

- [Learn more about deposit requirements.](#)

Low Income Information

Entergy works closely with low-income advocates to help customers who meet certain income criteria and need assistance handling their energy costs.

Bill Payment Assistance Agencies

Agencies available for customers to apply for assistance paying their electric bill.

The Power to Care



No one should have to choose between food or medicine and electricity. But sadly, many of our elderly and disabled neighbors living on low or fixed incomes face these choices every day.

Through Entergy's The Power to Care program, local nonprofit agencies are able to provide emergency bill payment assistance to seniors and disabled individuals in crisis. None of the donations are used for fundraising or administrative purposes, so 100 percent of your contribution will go to help those in need.

When you give, Entergy shareholders will match your gift, up to \$500,000, doubling the impact of your contribution. Together, we have the power to provide immediate help and hope for those in need.

[Just click here to donate.](#) It's a small thing you can do to make a big difference in someone's life. To find a local organization where you can apply for help, [click here.](#)

The LIHEAP Program

The Low Income Home Energy Assistance Program assists low-income households, particularly those with the lowest incomes and disproportionately highest energy costs to meet their home energy costs by making payments directly to energy suppliers.

Both homeowner and renter households are eligible to receive LIHEAP assistance. The household's annual income must be at or below 150% of federal poverty level. Energy costs must also be documented.

[Click here](#) for a list of local community action agencies in your area.

Other Helpful Programs

Weatherization Assistance Program

This federally-funded program run through community action agencies primarily focuses on helping elderly, disabled and low-income Texans make their homes more energy efficient. After an energy audit of a qualified resident's home, the program will pay for installation of the most cost-effective energy efficiency measures. For additional information, call 1-800-421-0762 or get in touch with your [local community action agency](#).

Have you received all your tax credits from the last 3 years?

If you qualify for the Earned Income Tax Credit (EITC), and you did not file for it in the previous three years, you may be eligible to receive anywhere from \$390 to \$4,300 for each year not filed. File an amended return and receive a refund now by first determining if you and your family are eligible for this credit. Then, complete the Amended U.S. Individual Income Tax Return Form 1040X, which you can download from the [IRS Web site](#) or pick up from an IRS office in your area.

For more information about claiming EITC in previous years, [click here](#).

How to Build Wealth with Help

Want to save money and invest in a home, college education or your own small business but need a little help? Consider participating in an Individual Development Account (IDA) program. IDAs are matched savings accounts designed to encourage working individuals and families of limited means save money for specific purposes. [Click here](#) to learn more about the programs in Texas.



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Residential Energy Price

Bill Explanation

Fuel or Purchased Power Charge	Electric or Energy Charge	Storm Related Charges
This is the cost of fuel we use to generate electricity and the cost of electricity we sometimes purchase from other companies. This charge may go up and down as the cost of fuel changes. Entergy makes no profit on this and the charge is passed through to customers dollar-for-dollar as allowed by regulators.	This is the cost to run equipment and facilities to deliver electricity to your home.	These charges help us rebuild the infrastructure and equipment damaged by a big storm as soon as possible.
Franchise Fees	Riders	Taxes
This is the fee payment that your local government collects from Entergy to operate in your area.	These are short term expenses regulators allow Entergy to recover.	Payments to state or local governments required to run a facility in your area.

Rate and Rider Schedules

A rate schedule describes the class of service, applicability, territory, per unit charges and special conditions of service applicable to service under the schedule. A rider schedule modifies one or more provisions of a rate schedule or schedules. [Click here.](#)

Fuel Adjustment

The fuel adjustment line item of a customer's bill reflects the actual cost of fuel purchased to generate electricity.

Entergy Texas' Fuel Adjustment reports are provided for informational purposes only as a convenience to our customers. Your use is subject to the terms contained in the "Legal Information" page on this website. The official tariff documents are on file with the Public Utility Commission of Texas. If there are differences between the electronic copies on this website and the official tariff documents on file with the regulatory agencies, the official documents shall prevail.

[Click here](#) for Fuel Adjustment Information.

[Fuel Refund](#)

Sample Bill Calculation

A typical residential bill calculation, using 1,000 kWh of electricity usage. This bill sample includes all current approved residential monthly billing factors. [Click here.](#) If you would like to receive your electric bill in this itemized format, please call 1-800-ENTERGY.



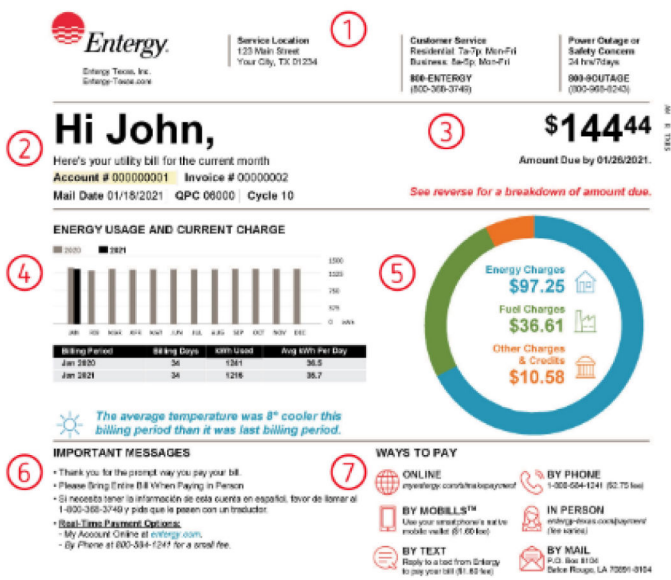
Understanding Your Entergy Bill

New Bill

Entergy is always working to improve our customers' billing experience. The Entergy bill's user-friendly and colorful layout enables you to find all the important information on your bill. Charts and graphs give you the ability to track your energy usage. Definitions of line items have been added so that you can clearly understand the different parts of your bill.

FREQUENTLY ASKED QUESTIONS

Details of New Bill Sections



1. Header
2. Account Summary
3. Amount Due
4. Energy Usage & Charges Graph(s)
5. Cost Breakdown
6. Important Messages
7. Ways to Pay
8. Pay Stub

Terms and Definitions

Accumulate Difference
Advanced metering charge
Customer Charge
DCRF Distribution Cst Recovery
Deferred Payment Amount
Energy Charge
Energy Efficiency Cost Rider
Federal Income Tax Credit
Fuel Charge
Fuel Refund
Fuel Surcharge
Hurricane Reconstruction Charge
IHE Higher Education Discount
Level Billing Calculation
Local Sales Tax
Municipal Franchise Fee
Non-Standard Metering Services
Offpeak Energy Charge
Onpeak Energy Charge
PCF PUCT Consulting Fee
PUBLIC BENEFIT FUND LI CREDIT
Rate Case Expense Rider 4
RCE2 Rate Case Expense Rider 2
RCE3 Rate Case Expense Rider 3
Rough Prod Cost Equalization
SCO Storm Cost Offset
Solar Heat Collection Rider
Storm Restoration Cost
Tax Cuts & Jobs Act Credit
TTC Transition to Competition



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