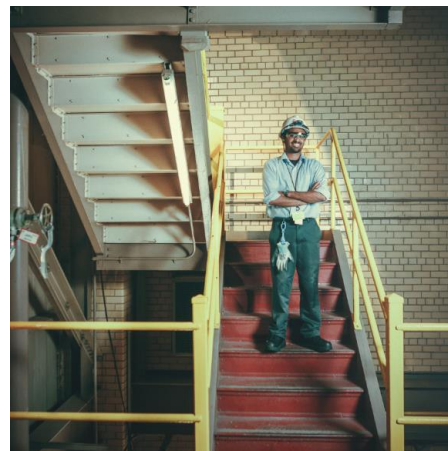




AMI UPDATE



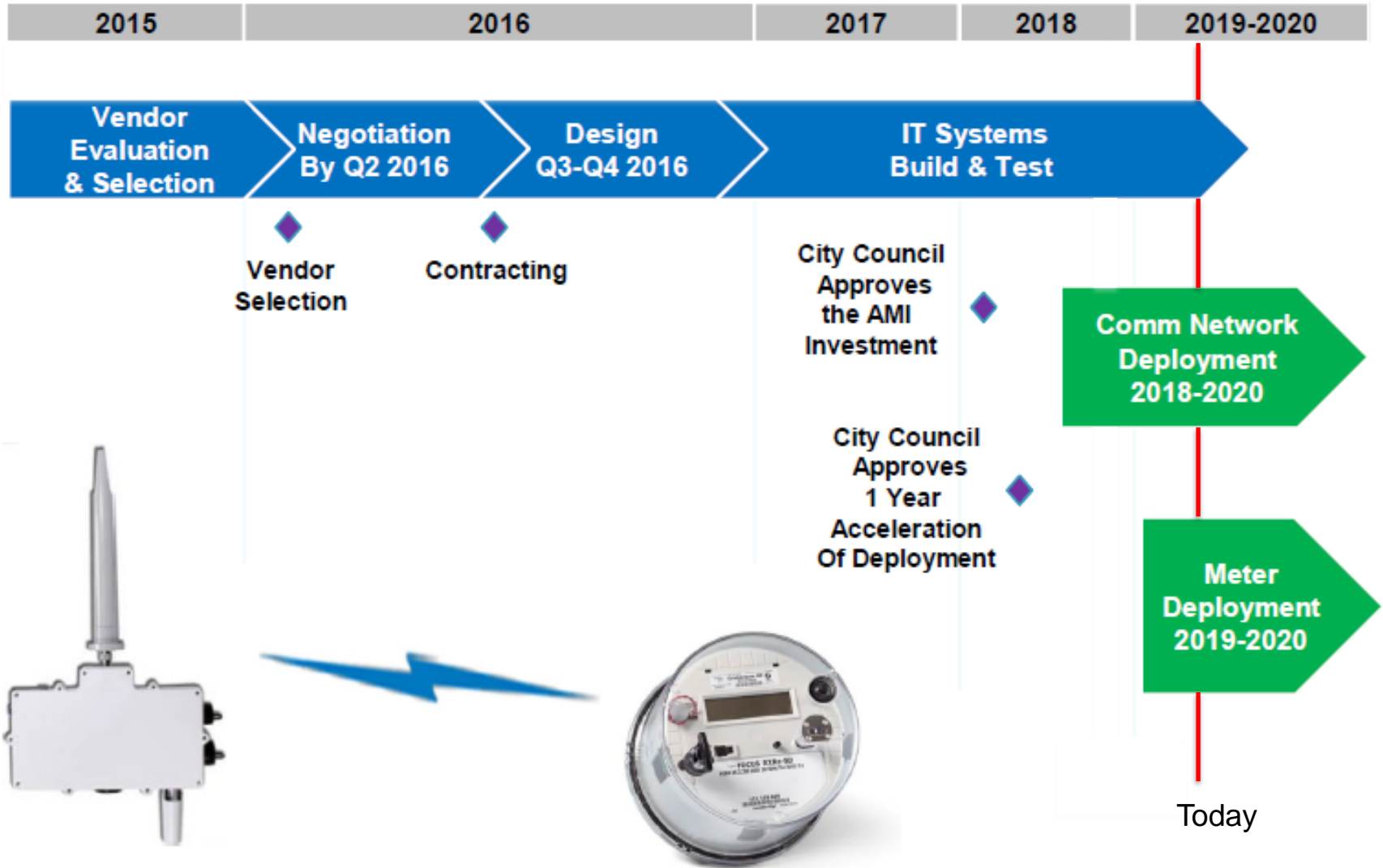
Entergy New Orleans, LLC
March 28, 2019



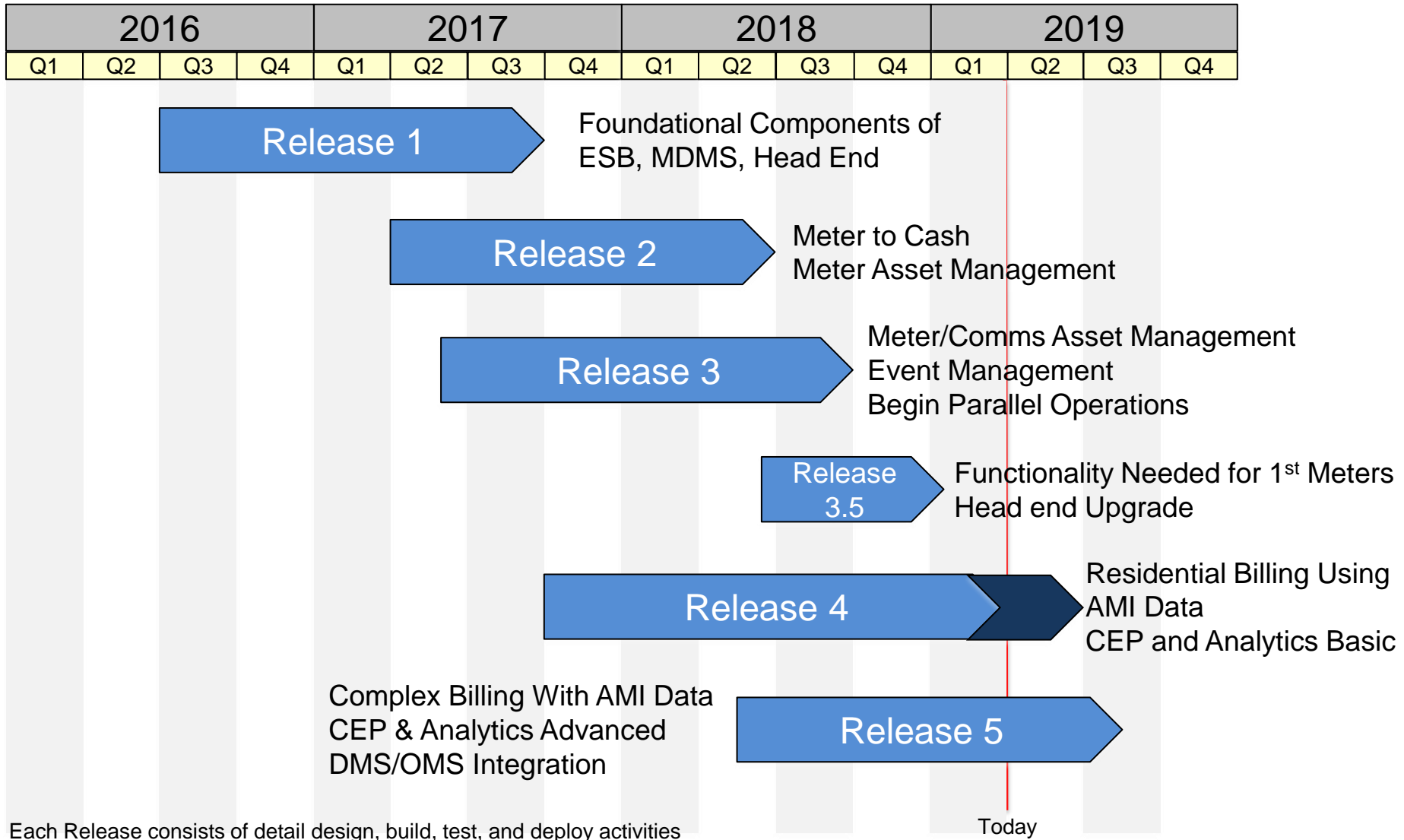
WE POWER LIFESM

AMI TIMELINES

AMI Project Timeline



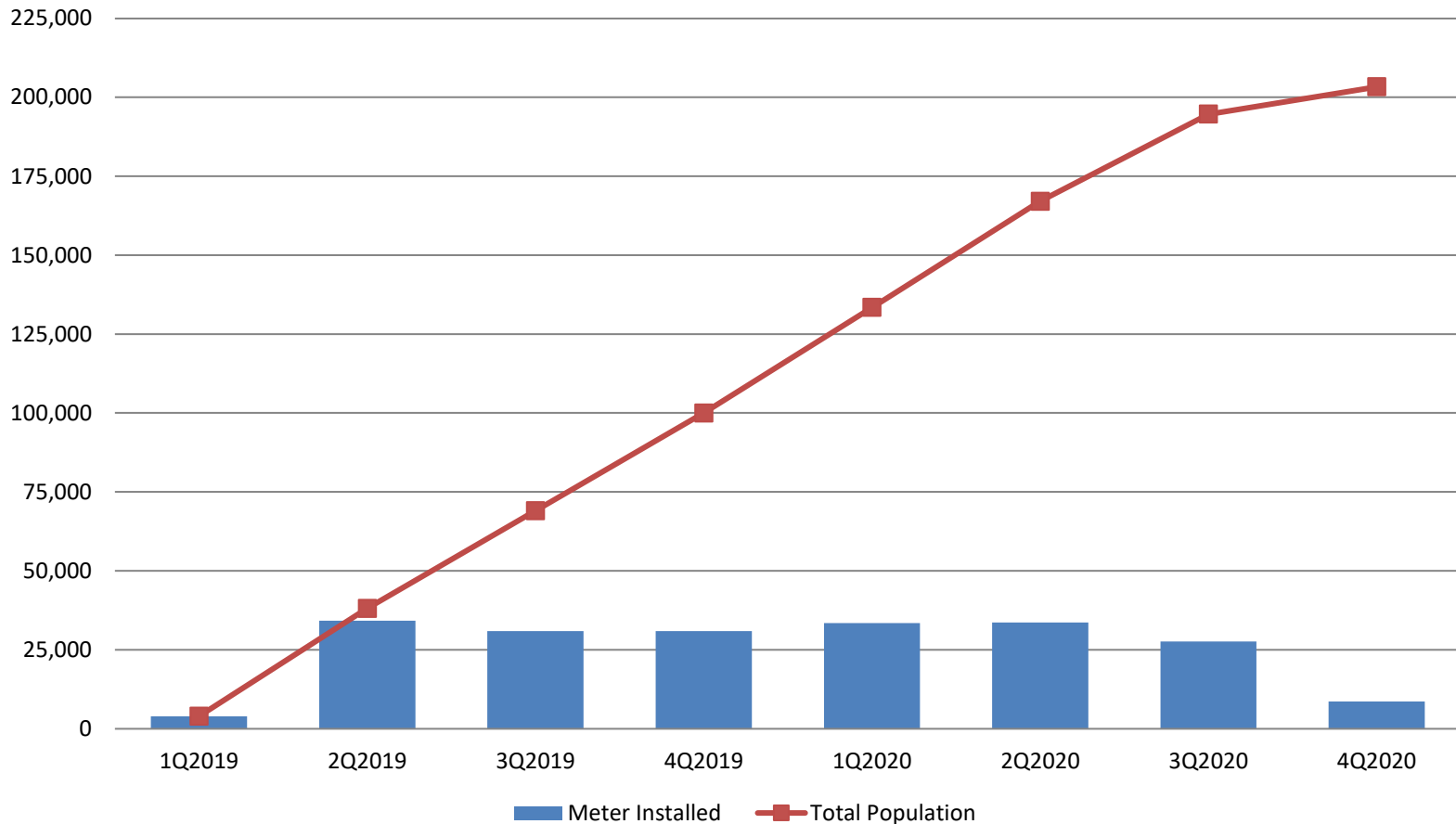
IT Systems Release Schedule



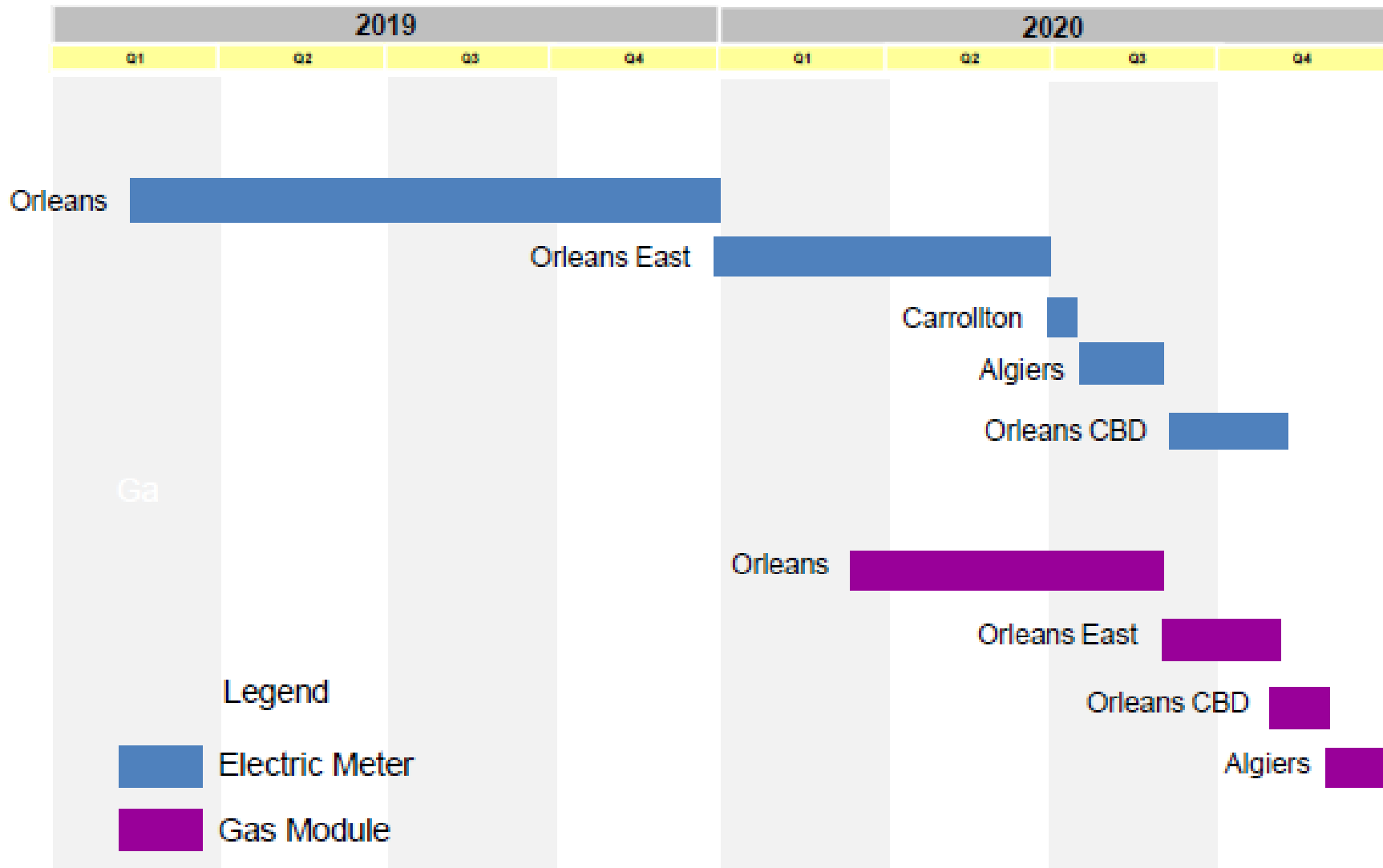
Installation Progress

We are on schedule to have all meters installed before the end of 2020.

Meter Installation Targets



Current Meter Deployment Plan



PROGRESS MAPS

Meter Install Locations

RESIDENTIAL METERS IN CCS

3,365

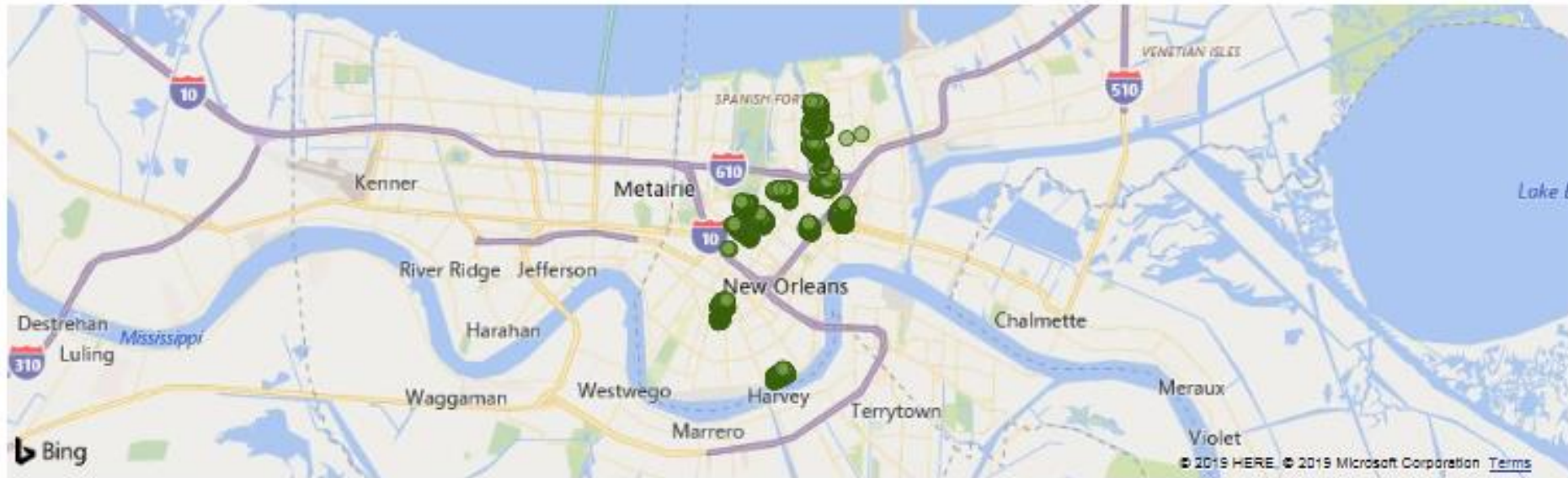
COMMERCIAL METERS IN CCS

128



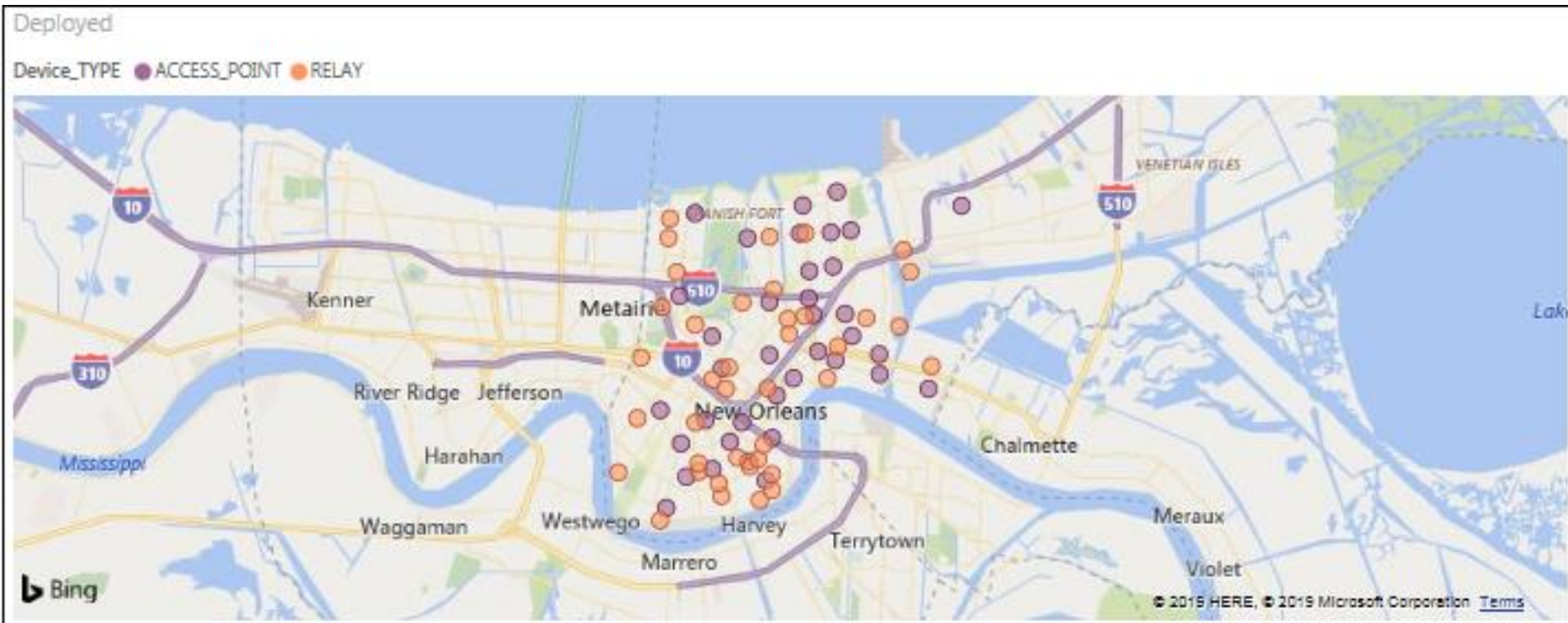
METER DEPLOYMENT AS OF
26-March-2019

DEPLOYMENT ● METER INSTALLED



WE POWER LIFESM

City Locations



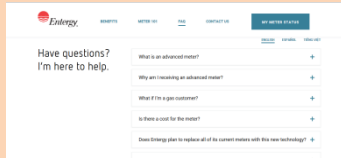
CUSTOMER INTERACTIONS

AMI Customer Journey

Initial Communication



AMI OpCo Website:
<http://energyfutureneworleans.com/>



120 – 90 – 14 Days to Install Communications Countdown

Meter Install



Installer Knocks on Door



Doorhangers

Information Cards



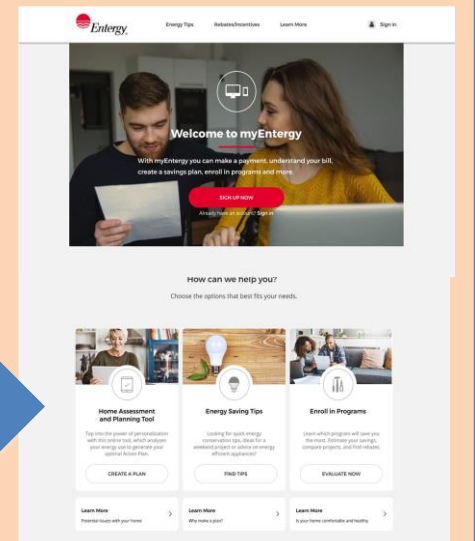
Email



Install Surveys

Install Day Communications

Customer Engagement Portal (CEP)



Email



SMS



Bill Inserts



Website Walkthrough

- <http://energyfutureneworleans.com/>
 - Benefits
 - Meter 101
 - FAQ
 - Meter Status Demonstration



90 Day Email



Meet Ami, your new energy assistant.

Time to learn about your new advanced meter.

Important information enclosed. [View as a web page.](#)

Dear Joyce,

At Entergy New Orleans, we're always looking for new ways to make energy delivery more reliable and affordable.

That's why in the coming months, we'll be upgrading your meter at the following location(s):

10036 Perdido St, New Orleans, NO 72212-1758
425 Loyola Ave, Loyola Ave, NO 70112

We know you may have questions about your new advanced meter. In order to help guide you through the installation process, we're introducing a new energy assistant, Ami.

Ami also is here to help you understand all the ways the new meter will benefit you.

Sincerely,

David D. Ellis
President & CEO
Entergy New Orleans

SAY HELLO TO NEW BENEFITS



Faster Identification
Quicker repairs now that we can identify outages more accurately.



Greater Efficiency
Conserve more energy by accessing your detailed energy usage.



Smarter Tools
New tools to help manage your energy usage, which could lead to lower bills.



Better Communication
Improved customer service with faster answers to billing and account questions.

FIVE THINGS TO KNOW ABOUT YOUR UPCOMING INSTALLATION

- 1 We'll let you know in advance when the installation will happen.
- 2 The process will take only about 15 minutes.
- 3 We will knock on your door to prepare you for a temporary loss of power, which typically lasts only a few minutes.
- 4 If there's no one at the premises, we'll simply replace your meter.
- 5 If we're unable to replace your meter, a door hanger will be left explaining how you can reschedule your upgrade.

Have more questions?

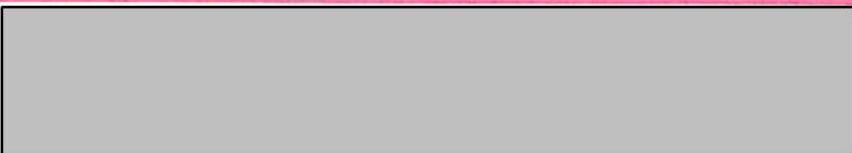
Meet Ami at: energyfutureneworleans.com/FAQ
Respuestas también disponibles en español.
Or call us at **1-800-ENERGY**.

This message was sent by Entergy New Orleans, LLC, 1600 Perdido Street, New Orleans, LA 70112.

Example of 90 Day Letter



Your meter is getting an upgrade.



Dear [REDACTED]

At Entergy New Orleans, we're always looking for better ways to serve you and the community you love. One way is by introducing new technologies that will make energy delivery more reliable and affordable.

That's why in the coming months, we'll be upgrading your current meter as the first step in modernizing the power grid at the following location:

3336 [REDACTED] NEW ORLEANS LA 70122-4502.

We know that you may have questions about your new advanced meter. In order to help guide you through the process, we're introducing a new energy assistant, Ami.

Ami is here to show you all the ways your new meter will benefit you. You can expect faster outage identification, improved customer service and energy-saving tools that could potentially lead to lower bills.

Ami also is here to keep you informed about your meter installation. Here's what to expect:

- Ami will let you know in advance when the upgrade will happen.
- The installation process will take about 15 minutes.
- We will knock on your door to prepare you for a temporary loss of power, which typically lasts only a few minutes.
- If there is no one at the premises, we'll simply upgrade your meter.
- If we are unable to replace your meter, a door hanger will be left with more information about how you can reschedule your upgrade.

Included with this letter are some frequently asked questions to help provide you with additional information.

Get to know Ami at: energyfutureneworleans.com. Respuestas también disponibles en español.

Or call us with any questions: 1-800-ENTERGY.

Sincerely,

David D. Ellis
President and CEO
Entergy New Orleans



14 Day Email



Hi, it's Ami.

I'm your energy assistant with news about your new meter.

Important information enclosed. [View as a web page.](#)

At Entergy New Orleans, our goal is to bring you a brighter energy future. That's why we're excited to share that in the coming weeks your new advanced meter will be installed at the following location(s):

10036 Perdido St, New Orleans, NO 72212-1758
425 Loyola Ave, Loyola Ave, NO 70112

Here are a few things to remember about your upcoming meter installation.

- The process will take only about 15 minutes.
- We will knock on your door to prepare you for a temporary loss of power, which typically lasts only a few minutes.
- If there's no one at the premises, we'll simply replace your meter.
- If we're unable to replace your meter, a door hanger will be left explaining how you can reschedule your upgrade.

After your new meter is installed, you'll soon have access to energy-saving online tools by logging into your Entergy account. We will alert you once available.

SAY HELLO TO NEW BENEFITS



Faster Identification
Quicker repairs now that we can identify outages more accurately.



Greater Efficiency
Conserve more energy by accessing your detailed energy usage.



Smarter Tools
New tools to help manage your energy usage, which could lead to lower bills.



Better Communication
Improved customer service with faster answers to billing and account questions.

Have questions?
I'm here to help.

Meet Ami at: energyfutureneworleans.com/FAQ
Respuestas también disponibles en español.
Or call us at 1-800-ENERGY.

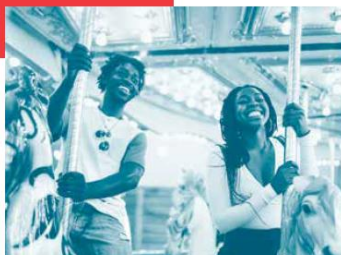
This message was sent by Entergy New Orleans, LLC, 1600 Perdido Street, New Orleans, LA 70112.



14 Day Direct Mail

Hi, I'm Ami.

I'm your new energy assistant. Time to learn how your new advanced meter will help power life the way you want to live it.



WE POWER LIFESM

At Entergy New Orleans, we're always looking for new ways to deliver safe, affordable and reliable energy to you. That's why in the coming weeks, we'll be upgrading your current meter to bring you great benefits.



P.O. Box 56341
New Orleans, LA 70156



SAY HELLO TO NEW BENEFITS



Faster Identification

Quicker repairs now that we can identify outages more accurately.



Greater Efficiency

Conserve more energy by accessing your detailed energy usage.



Smarter Tools

New tools to help manage your energy usage, which could lead to lower bills.



Better Communication

Improved customer service with faster answers to billing and account questions.

Have more questions? I am here to help.

Meet Ami at: energyfutureneworleans.com/FAQ

Preguntas también disponibles en español.

Đáp án cũng có sẵn bằng tiếng Việt.

Or call us at 1-800-ENERGY

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Doorhangers

Successful





Hi, I'm Ami.

I'm your new energy assistant. Time to learn how your new advanced meter will help power life the way you want to live it.





Congrats, your advanced meter was successfully installed

on at .

SAY HELLO TO NEW BENEFITS



Faster Identification
Quicker repairs now that we can identify outages more accurately.



Greater Efficiency
Conserve more energy by accessing your detailed energy usage.



Smarter Tools
New tools to help manage your energy usage, which could lead to lower bills.



Better Communication
Improved customer service with faster answers to billing and account questions.



Soon you'll be able to access more **energy-saving tools** by simply logging into your Entergy account.


It's time to make smarter energy choices, together.

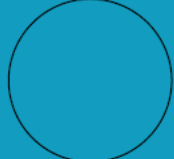
Have questions? Meet Ami, your new energy assistant.

Meet Ami at: energyfutureneworleans.com/FAQ
 Respuestas también disponibles en español.
 Đáp án cũng có sẵn bằng tiếng Việt.

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Unsuccessful

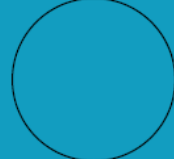




Hi, I'm Ami.

I'm your new energy assistant. Time to learn how your new advanced meter will help power life the way you want to live it.





Sorry we missed you.

This is our: 1st attempt 2nd attempt 3rd attempt


We couldn't access your meter because of:

- Physical obstruction
Please remove the obstruction within 10 days. You can then either set up an appointment or a technician will return after 10 days.
- Locked gate Safety issue
Please set up an appointment.
- Unexpected dog or other animal Damaged equipment
Please set up an appointment.
- Other: _____


Let us know when we can come back.

Please call us at 855-357-8741 to schedule your meter upgrade appointment.


GREAT BENEFITS COMING YOUR WAY




Faster Identification
Quicker repairs now that we can identify outages more accurately.



Greater Efficiency
Conserve more energy by accessing your detailed energy usage.



Smarter Tools
New tools to help manage your energy usage, which could lead to lower bills.



Better Communication
Improved customer service with faster answers to billing and account questions.

Have questions? Meet Ami, your new energy assistant.

Meet Ami at: energyfutureneworleans.com/FAQ
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 Đáp án cũng có sẵn bằng tiếng Việt.

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WE POWER LIFESM

Installer Cards



Hi, I'm Ami.

I'm your new energy assistant. Time to learn how your new advanced meter will benefit you and the community you love.

At Entergy New Orleans our goal is to always deliver safe, reliable and affordable electricity to you.

That's why we're introducing advanced meters as the first step to modernizing our power grid.

WAYS YOUR NEW METER WILL BENEFIT YOU



Faster Identification

Quicker repairs now that we can identify outages more accurately.



Greater Efficiency

Conserve more energy by accessing your detailed energy usage.



Smarter Tools

New tools to help manage your energy usage, which could lead to lower bills.



Better Communication

Improved customer service with faster answers to billing and account questions.

WE POWER LIFE™



Here are a few things you'll want to know.

What's an advanced meter?

Unlike traditional meters, advanced meters are digital and can display energy usage in 15-minute increments. Advanced meters give you more control over your energy usage, and they allow for secure two-way communication between you and us.

Why are you getting an advanced meter?

At Entergy New Orleans, we're always looking for new ways to make energy delivery more reliable and affordable. That's why we're introducing advanced meters as the first step to modernizing our power grid, which also will bring you great benefits along the way.

Do you have to get a new advanced meter?

The choice is 100% up to you. If you do not want an advanced meter, you will have the opportunity to "opt out" of receiving your meter upgrade. If you choose to opt out, you'll incur a one-time fee depending on when the request is received, as approved by the New Orleans City Council. If before the advanced meter is installed, the one-time fee is \$131.94. If after installation, the one-time fee is \$146.96. All who opt out also will incur a council-approved additional monthly fee of \$12.42 per month, which is intended to pay the costs associated with the operation and maintenance of additional infrastructure and manual processes that are required to serve opt out customers and read the meter manually each month.

Why should you upgrade your meter?

If you choose not to upgrade your meter, you won't have access to the new online energy management tools that display your daily energy usage in 15-minute increments.

Have more questions?
I'm here to help.

Meet Ami at: energyfutureneworleans.com/FAQ
Respuestas también disponibles en español.
Đáp án cũng có sẵn bằng tiếng Việt.
Or call us at 1-800-ENTERGY.

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Installer Cards are given to customers during the meter exchange process.

The installer will knock on the door, explain the process, and provide one of these informational cards.



WE POWER LIFESM

One Pager



Building a brighter energy future, together.

At Entergy New Orleans our goal is to always deliver safe, reliable and affordable electricity to you. That's why we're introducing advanced meters as the first step to modernizing our power grid.

SAY HELLO TO NEW BENEFITS

- **Faster Outage Identification**
Quicker repairs now that we can identify outages more accurately.
- **Greater Efficiency**
The option to conserve more energy by accessing detailed energy usage.
- **Smarter Tools**
New tools to help manage your energy usage, which could lead to lower bills.
- **Better Communication**
Improved customer service with faster answers to billing and account questions.

Meter installations at homes and businesses will begin in 2019 with expected completion by the end of 2020. You will be provided additional information prior to your meter upgrade.



FIVE THINGS TO KNOW ABOUT YOUR UPCOMING METER INSTALLATION

- 1 We'll let you know in advance when the installation will happen.
- 2 The process will take only about 15 minutes.
- 3 We will knock on your door to prepare you for a temporary loss of power, which typically lasts only a few minutes.
- 4 If there is no one at the premises, we'll follow our current meter exchange process and simply upgrade your meter.
- 5 If we're unable to replace your meter, a door hanger will be left explaining how you can reschedule your upgrade.

Have more questions? We're here to help.
Please visit: energyfutureneworleans.com
Or call us at 1-800-ENTERGY.

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WE POWER LIFESM

This is a one page information sheet that is provided to customers in various places Entergy has set up. Examples of locations include CARE Centers, the Home and Garden show, and rate case meetings.

Sheet has been duplicated and translated into Spanish and Vietnamese.

One Pager



Construyendo juntos un futuro de energía más iluminado.

En Entergy Nueva Orleans nuestra meta es siempre proporcionarle electricidad segura, fiable y económica. Es por eso que estamos introduciendo medidores avanzados como nuestro primer paso en modernizar nuestra red eléctrica.

LES PRESENTAMOS NUEVOS BENEFICIOS



Identificación Más Rápida De Apagones
Reparos más rápidos ya que podemos identificar apagones con más exactitud.



Más Efectividad
La opción de conservar más energía al tener acceso a información detallada en cuanto a su consumo.



Herramientas Más Inteligentes
Nuevas herramientas para ayudarte a manejar tu consumo de energía, lo cual podría permitirte obtener facturas más bajas.



Mejor Comunicación
Servicio al cliente mejorado, con respuestas más rápidas a sus preguntas relacionadas a sus cuentas y facturas.

La instalación de medidores en hogares y negocios comenzará en 2019 y esperamos tenerlo completada para finales de 2020. Se le proporcionará mayor información antes de actualizar su medidor.



CINCO COSAS QUE DEBE SABER RESPECTO A LA INSTALACIÓN INMINENTE

- 1 Le haremos saber con anticipación cuándo ocurrirá la instalación.
- 2 El proceso solo tardará unos 15 minutos.
- 3 Tocaremos su puerta para que puedan estar preparados para un apagón temporal, lo cual tiende a durar solo unos pocos minutos.
- 4 Si no se encuentra nadie, simplemente reemplazaremos su medidor.
- 5 Si no podemos reemplazar su medidor, dejaremos información en su puerta explicando cómo puede usted programar una cita para la actualización de su sistema.



Cùng nhau xây dựng một tương lai sáng.

Tại Entergy New Orleans, mục tiêu của chúng tôi là cung cấp điện an toàn, đáng tin cậy và giá cả phải chăng cho khách hàng. Đó là lý do chúng tôi giới thiệu đồng hồ điện cải tiến là bước đầu tiên để hiện đại hóa lưới điện của chúng tôi.

LÀM QUEN VỚI CÁC TIỆN ÍCH MỚI



Xác định mất điện nhanh hơn
Việc sửa chữa nhanh hơn vì bây giờ chúng tôi có thể xác định việc mất điện chính xác hơn.



Hiệu quả cao hơn
Lựa chọn để chuyển đổi thêm năng lượng bằng cách thay cập sử dụng năng lượng chi tiết.

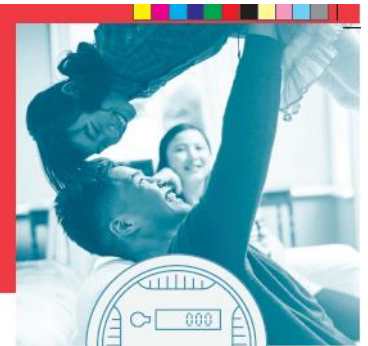


Các công cụ thông minh hơn
Các công cụ mới giúp quản lý việc sử dụng năng lượng, có thể dẫn đến các hóa đơn thanh toán thấp hơn.



Giao tiếp tốt hơn
Cải thiện dịch vụ khách hàng, về phía chúng tôi, với việc trả lời các thắc mắc về hóa đơn thanh toán và tài khoản nhanh hơn.

Việc lắp đặt đồng hồ điện tại nhà và doanh nghiệp sẽ bắt đầu vào năm 2019 và dự kiến hoàn thành vào cuối năm 2020. Quý vị sẽ được cung cấp thêm thông tin trước khi đồng hồ điện của quý vị được nâng cấp.



NĂM ĐIỂM CẦN BIẾT VỀ VIỆC LẮP ĐẶT SẮP ĐẾN CỦA QUÝ VỊ

- 1 Chúng tôi sẽ cho quý vị biết thời gian việc lắp đặt sẽ tiến hành.
- 2 Quá trình thực hiện sẽ chỉ mất khoảng 15 phút.
- 3 Chúng tôi sẽ gõ cửa nhà quý vị để chuẩn bị cho quý vị việc mất điện tạm thời, thường chỉ kéo dài trong vài phút.
- 4 Nếu không có ai ở nhà, chúng tôi sẽ chỉ thay đồng hồ điện của quý vị.
- 5 Nếu chúng tôi không thể thay đồng hồ điện của quý vị, chúng tôi sẽ để lại một thông báo treo nơi cửa để giải thích cho quý vị cách hẹn lại cho việc nâng cấp.

¿Tienes más preguntas? Estamos aquí para ayudarte.
Por favor visita: energyfutureneworleans.com
O llámanos a 1-800-ENTERGY.

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WE POWER LIFESM

Các câu hỏi thường gặp và câu trả lời có sẵn trên trang điện tử: energyfutureneworleans.com
Hoặc gọi đến số 1-800-ENTERGY.

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WE POWER LIFESM

Spanish

Vietnamese

WE POWER LIFESM

Advertisements

Some of the community targeted advertisements being run in local newspapers

A new meter for a brighter energy future.

At Entergy New Orleans, we're always looking for new ways to make energy delivery more reliable and affordable. That's why we're upgrading your current meter to bring you great benefits like **energy-saving tools, better customer service and faster outage identification**. Together, we power life.

energyfutureneworleans.com



WE POWER LIFE™

A new meter for a brighter energy future.

At Entergy New Orleans, we're always looking for new ways to make energy delivery more reliable and affordable. That's why we're upgrading your current meter to bring you great benefits like **energy-saving tools, better customer service and faster outage identification**. Together, we power life.

energyfutureneworleans.com



WE POWER LIFE™

Một đồng hồ điện cho một năng lượng tương lai sáng hơn.

Tại Entergy New Orleans, chúng tôi luôn tìm kiếm đường lối mới để cung cấp năng lượng thêm tin cậy và giá trị. Vì thế chúng tôi cập nhật đồng hồ điện để đem lại nhiều lợi ích cho quý vị như **những dụng cụ tiết kiệm năng lượng, phục vụ khách hàng tốt hơn và tìm ra vị trí mất điện nhanh hơn**. Cùng nhau, chúng ta tạo sức mạnh đời sống.

energyfutureneworleans.com



WE POWER LIFE™

Un medidor nuevo para un futuro de energía más brillante.

En Entergy New Orleans, siempre estamos buscando nuevas formas de hacer que la energía de energía sea más confiable y accesible. Es por eso que estamos mejorando tu medidor corriente para traerte grandes beneficios como recursos para ahorrar energía, mejor servicio e identificación más rápida de interrupciones.

Together, we power life.

energyfutureneworleans.com



WE POWER LIFE™

Unresponsive Customers

Customer Cut-Off Process for Unresponsive Customers

- 1. Door Hanger #1:** The Meter Installation Vendor will leave a door hanger at the customer's location stating the unsuccessful 1st attempt. This door hanger includes the phone number the customer should call to schedule their meter installation.
- 2. Door Hanger #2:** The Meter Installation Vendor will attempt a second visit to the customer's locations and leave a door hanger at the location stating the unsuccessful 2nd attempt. This door hanger includes the phone number the customer should call to schedule their meter installation.
- 3. Door Hanger #3:** The Meter Installation Vendor will attempt a third visit to the customer's locations and leave a door hanger at the location stating the unsuccessful 3rd attempt. This door hanger includes the phone number the customer should call to schedule their meter installation.
- 4. Contractor Call #1:** The Meter Installation Vendor will call the customer to try and schedule a time to replace their meter.
- 5. Contractor Call #2:** The Meter Installation Vendor will call the customer a 2nd time to try and schedule a time to replace their meter.
- 6. Contractor Letter:** The Meter Installation Vendor will mail a letter to the customer to try and schedule a time to replace their meter.
- 7. Entergy Call & Email #1:** A Deployment Specialist on the Meter Deployment Team will call the customer to try and schedule a time to replace their meter. An email will also be sent to the customer if there is an email on file.
- 8. Entergy Call #2:** A Deployment Specialist on the Meter Deployment Team will call the customer for a 2nd time to try and schedule a time to replace their meter.



Customer Cut-Off Process for Unresponsive Customers

- 9. Entergy Letter:** The Meter Deployment Team will send an access letter to the customer giving them a 10 day notice before service will be cut off.
- 10. Entergy – Escalation #1:** Once the 10-Day notice expires, the Deployment Specialist will escalate the concern to a Sr. Deployment Specialist.
- 11. Entergy – Escalation #2:** Meter Deployment Sr. Specialist will review all notes / attempts to ensure that all attempts have been accurately completed. If completed, Sr. Specialist will escalate to the Meter Deployment Supervisor.
- 12. Entergy – Escalation #3:** Meter Deployment Supervisor will review all notes / attempts to ensure that all attempts have been accurately completed. They may make another customer call or site visit to validate the access issue. If completed without resolution, Meter Deployment Supervisor will approve the mailing of a Suspension of Service letter to the customer.
- 13. Entergy - Suspension of Service Letter:** Meter Deployment Sr. Specialist mails the Suspension of Service letter via certified mail. Expiration date will be 15 days from mail date. A contact will be placed on the customer's account with a copy of the suspension letter.
- 14. Entergy - Escalation to Customer Relations / Support:** After expiration of the suspension letter, the Meter Deployment Sr. Specialist will notify customer Relations / Support group by creating a notification on the customer's account and attaching a copy of the expired suspension letter.
- 15. Entergy - Customer Relations & Disconnect:** Customer Relations may attempt to contact the customer again before issuing the disconnect order. Otherwise, disconnect order will be placed to disconnect the customer's service.



FINANCIAL UPDATE

Financial View

Will be provided next week.