



Entergy  
P.O. Box 60138  
New Orleans, LA. 70160-0138

December 29, 2005

ENTERTY  
NEW ORLEANS, LA.

Dear Valued Customer:

Hurricane Katrina has had a profound and devastating effect on everyone in our region. At Entergy New Orleans, we value our relationship with you and we are working hard to provide electric and gas service to our customers in New Orleans. We are also seeking opportunities to help our customers manage their energy bills.

You should have received notification of the status of your account through the normal billing process. However, due to the severity of the devastation to many parts of the city, it has been difficult to communicate with all of our customers. Therefore, we would like to take this opportunity to update our customers on the status of their accounts.

For those customers whose property received significant flooding we can not restore service until the New Orleans Department of Safety and Permits has certified that your property is safe to receive electric and/or gas service.

If a permit from the City of New Orleans is not received by January 31, 2006 Entergy New Orleans will close your account. Upon closing your account, any deposit you have with Entergy will be applied to your unpaid balance and remaining funds will be returned to you at the mailing address provided on the account. If your accounts have a balance after the deposit is applied, you will receive a final bill with the new amount due.

If your future plans include restoring your electric and/or gas service to this location or any location in the New Orleans area, we will be happy to service your needs. If we can be of additional assistance regarding this matter or other Entergy related matters, please call us at 1-800-ENTERGY (368-3749) and select option 5.

Sincerely,

A handwritten signature in cursive script that reads "Mary F. Herren".

Mary F. Herren, Customer Service Director  
Entergy New Orleans, Inc.