



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

January 4, 2006

ENTERGY NEW ORLEANS  
CUSTOMER SERVICE  
MEMBER 071111

Dear Valued Customer:

The catastrophic damage caused by Hurricane Katrina is unprecedented. Entergy New Orleans is the first utility company to have taken on the challenge of restoring service after a natural disaster of this magnitude.

Because the impact of Hurricane Katrina was so great, Entergy New Orleans discontinued a number of its normal billing procedures, including the suspension of late fees and service interruption.

Over the past three months customers in the most devastated areas have received a *Hurricane Relief Credit*.

Because electricity and gas service is available in your area, Entergy New Orleans will resume its normal billing practices January 13, 2006. Customers receiving electric and gas service will be billed for their actual consumption.

Customers who are not receiving service, but have an active account with Entergy will receive a Minimum Bill, regardless of the condition of the property. The Minimum Bill fees are approximately \$8 for residential electric service and \$7 for residential gas service. Additional fees may apply to commercial or other types of non-residential customers.

For customers who do not expect their property to safely receive electric or gas service in the near future, you may consider closing your account to avoid the Minimum Bill charges or other possible fees. If you choose to close your account, Entergy will apply your remaining deposit to any outstanding balance, and then refund the remainder, if applicable, to you.

We value you as an Entergy New Orleans customer and look forward to providing you with electric and gas service in the near future. Please contact Entergy if you are anticipating a need for temporary service at the same, or a different location. Our customer service representatives can be reached 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.