



Your meter is getting an upgrade.

January 18, 2019

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:

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

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