



Advanced Metering Frequently Asked Questions

How safe are these meters?

The majority of homes and businesses in the United States currently have advanced meters. They operate by using radio frequency similar to many common devices such as mobile phones and appliances around the home, but at a significantly lower level. Many electronic devices, including televisions, microwaves and baby monitors, use radio frequency technology.

This technology has been deemed safe by the Food and Drug Administration and World Health Organization.

Is my personal information secure?

Your advanced meter will only allow access to usage data and will not provide access to any information in the home or on customer devices. Data security has been and always will be of utmost importance to Entergy. We will continue to provide the highest level of protection to customer privacy and data. Please learn more about the company's privacy policy at entergy-neworleans.com/privacy_legal/legal.aspx

Are advanced meters more accurate?

All meters are rigorously tested to ensure that there is a smooth and accurate transition. This upgrade to advanced meters brings new equipment that offers accurate readings of energy use and helps improve outage detection to restore power faster.

Will a meter reader still need to come to my home?

Once your advanced meter is installed, there will be little need for a meter reader to go to your home. Instead, this will be an automated process where we will bill according to your reported energy usage. You may receive a visit on occasion from a field employee to test or maintain equipment.

Will there be any employee impacts after the advanced meters are installed?

As we begin the deployment of advanced meters, the company will adapt to new business processes and procedures. At the end of meter deployment, the majority of the meter reading and meter services functions will be automated. However, the long lead time for the project creates opportunities for employees to apply for other roles within Entergy, including some that will be created as a result of the advanced meter deployment.

Will advanced meters be used to remotely turn off service?

Advanced meters will enable Entergy to remotely turn service on and off at customers' premises, making moving in and out of homes easier and more convenient. This function also can be used to handle accounts with unresolved payment issues, following the consumer protection regulations that are currently in place for residential service.

Will Entergy have more control over how and when customers use their energy?

No. Advanced meters function much like current meters. They read energy use, but cannot do anything to interfere with how you use energy in your home. Advanced meters are designed to provide you with more timely usage information so that you can make necessary adjustments to reduce consumption.

How will advanced metering help during a major storm?

By communicating with advanced meters remotely, Entergy can determine if power is on or off without sending trucks to the field. This level of precision lets us respond to outages more effectively than ever before. During a storm, data sourced from advanced meters will help us visualize, analyze and efficiently manage repairs, reducing outage times while quickly and accurately verifying service restoration.

Where can I find more information about advanced meters?

Should you want any further information about the benefits of advanced meters or the reasons why we are upgrading our technology, please visit energyfutureneworleans.com. If you do not have access to a computer, please call us at 1-800-ENTERGY and we can provide this information over the phone.



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What is an advanced meter?

Entergy New Orleans is rolling out a new digital, advanced metering and communications system. The new meters are "advanced" because they record usage in 15-minute increments and can communicate with us on a two way-basis via a new secure wireless communication network.

The majority of utilities across the United States have installed advanced meters. Advanced meters will provide a number of future benefits, including new online tools to help you better manage your energy usage and potentially save money on your energy bills, improved customer service due to better usage information, quicker and more accurate detection of outages, reduced costs due to the elimination of on-site meter reading, faster detection of electricity theft, and faster connection and disconnection of service.

Why am I receiving an advanced meter?

Entergy New Orleans is committed to continuous improvement of its systems and services, and the introduction of advanced meters is the first step toward modernizing and building a smarter energy future for you, our customer. We have studied the costs and benefits of advanced metering. We believe this system will reduce some of our current meter reading and operational costs, benefits that will be delivered to offset some of the costs of this investment. This system will allow us to provide you with new optional products and services that will further enable you to potentially reduce your monthly bill and manage energy usage more efficiently.

What if I'm a gas customer?

For Entergy New Orleans gas customers, we will be adding a smart module to the existing meter to help enable two-way connectivity. Older gas meters incompatible with the smart modules have begun to be replaced with more modern and compatible meters. The functionality will be similar to the advanced electric meter, with gas usage displayed in one-hour intervals and updated several times daily.

Is there a cost for the meter?

There is a low cost to recover what we incur in preparation for upgrading to the advanced metering infrastructure, including the communication system. The savings in our operational costs will be used to offset some of the new system costs. Over time, we believe the potential benefits will far outweigh the overall costs of meter deployment. We will be offering with new programs and services that help put more control in your hands to better manage and reduce monthly electric usage.

Does Entergy plan to replace all of its current meters with this new technology?

Yes. Transitioning to advanced meters is a multi-year effort, but it's the foundation of grid modernization. All homes and businesses in Entergy service areas will benefit from advanced meters.

Do I 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. Customers who choose to opt-out will incur a one-time fee depending on when the request to opt out is received, as approved by the New Orleans City Council. If you choose to opt out before the advanced meter is installed, you will incur a one-time fee of \$131.94. If you choose to opt-out after the advanced meter is installed, you will incur a one-time fee of \$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. Because the older meters do not capture and transmit interval usage information, opt-out customers will not have access to their detailed energy usage data or be eligible to participate in some future programs that might be helpful in further managing their electric bill.

Customer satisfaction is our utmost priority. We believe that advanced meters will offer tremendous benefits to our customers; however, should you be unsure about the meter or have further questions, we are happy to answer them. Please call us at 1-800-ENTERGY.

What can I expect during meter installation?

Prior to the new meter being installed, you will receive a notification from Entergy New Orleans letting you know when the upgrade will take place. The actual installation process should take about 15 minutes, but may result in a momentary loss of power. Before beginning, the installer will knock on your door so you can be prepared for any brief electric outage.

Should you have any concerns about the upgrade or loss of power, please let the installer know when he or she arrives. If there is no one at the premises, the installer will simply upgrade the meter. If the installer cannot gain access to the meter, a door hanger will be left with more information about how to schedule the upgrade. Entergy is working with contractors to install advanced meters. Contractors will have a badged I.D., uniform and automobile cling displaying the Entergy logo.