

Thank you  
for all you do!



ENERGY POWERS COVID-19 RELIEF EFFORTS.



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# ENTERGY POWERS COVID-19 RELIEF EFFORTS. OUR COMMUNITIES. OUR RESPONSIBILITIES.

Since Entergy introduced its low-income customer initiative 20 years ago, we've been committed to helping power the lives of hundreds of thousands of people, not only by keeping their power on and gas flowing, but by placing them on the path to economic self-sufficiency.

And that doesn't stop in the face of natural or manmade disasters ... or even global pandemics. When disaster strikes, Entergy and its employees step up to help neighbors in need.

This publication summarizes our corporate social responsibility efforts during the first six months of the pandemic to help our communities during these critical and uncertain times.

At right are a few of the companywide relief efforts produced so far.



Provided More Than  
2 Million Meals



Donated Thousands of Personal  
Protection Equipment



Awarded More Than  
5,000 Crisis Grants

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. OUR COMMUNITIES. OUR RESPONSIBILITIES.

## Entergy Commits Nearly \$3M to COVID-19 Relief to Help Customers in Need

As devastating and disruptive as this crisis is for everyone, we know that those most heavily impacted are ALICE households (low-wage working families) and low-income older adults and people with disabilities – roughly 40%-50% of Entergy’s customer base.

To help families experiencing financial hardships as a result of the COVID-19 pandemic, the Entergy Charitable Foundation established the [COVID-19 Emergency Relief Fund](#). Grants from the fund were provided to United Way and other nonprofit partners across Entergy’s service area assisting impacted households.

Since establishing the relief fund, Entergy shareholders have committed nearly \$3 million to help community nonprofits and qualifying customers who are struggling with the financial impact of the global pandemic.

Entergy’s relief fund is addressing community impacts and helping customers in Arkansas, Louisiana, Michigan, Mississippi, New York and Texas pay for basic needs such as food and nutrition, rent and mortgage assistance, and other critical living expenses until financial situations become more stable.

“We know from experience that working families, older adults and people with disabilities living on low and fixed incomes are hardest hit during times of crisis,” said Patty Riddlebarger, vice president of Entergy’s corporate social responsibility. “We are working quickly to make funds available to community partners that serve these vulnerable households to lessen the economic impact of the COVID-19 crisis and ensure these families have the resources they need to get by during this time of uncertainty.”

## Meet ALICE

What would we do without the continued support of all the essential workers on the front lines of the COVID-19 pandemic? People such as first responders, child care workers, grocery store employees, delivery drivers, warehouse workers, truck drivers, sanitation workers and others like them keep our communities safe and running.

For many of these workers, known as ALICE (Asset Limited, Income Constrained, Employed), being essential is nothing new. ALICE families work hard in jobs that are critical, but that often don’t pay enough for them to make ends meet. Despite living paycheck to paycheck, ALICE workers show up to their jobs day after day to serve others. And the COVID-19 pandemic is raising awareness about the important role they play in our community.

ALICE households and low-income older adults and people with disabilities make up roughly 40%-50% of Entergy’s customer base. That is why we’ve been committed, for more than 20 years, to helping power their lives not only by keeping their power on and gas flowing, but also by placing them on the path to economic self-sufficiency.

# ALICE

Asset Limited, Income Constrained, Employed

**THE ALICE REPORT**

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. OUR COMMUNITIES. OUR RESPONSIBILITIES.

## Employee Giving to United Way's COVID-19 Response Tops \$250,000

One of the most important ways employees could help our most vulnerable customers and families during the COVID-19 pandemic was by making charitable contributions to their local United Way chapters to help fund COVID-19 relief efforts. To maximize the impact of employees' donations, Entergy shareholders matched their gifts dollar for dollar, up to \$100,000.

This campaign yielded tremendous results. Employees stepped up to help their neighbors in need by donating \$153,000 to United Way COVID-19 relief efforts. With the match from shareholders, that brought total contributions to \$253,000.

Thank you, Entergy employees!

## Entergy's The Power to Care is There for Those in Need

No one should have to choose between food or medicine and electricity. But sadly, many of our neighbors living on low or fixed incomes face these choices every day. Through Entergy's The Power to Care program, local nonprofit agencies provide emergency bill payment assistance to low-income older adults and people with disabilities in crisis.

Entergy shareholders recently doubled their match of customer donations to [The Power to Care](#) from \$500,000 to \$1 million. Due to COVID-19, the company made the increase in matching dollars available immediately. The added shareholder matching funds will enable an additional 2,000 customers to receive assistance.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Entergy Helps Launch Hospitality Cares Fund

Entergy, United Way of Southeast Louisiana and the Louisiana Hospitality Foundation created the [Hospitality Cares Pandemic Response Fund](#) to provide crisis grants to hospitality workers unable to afford basic financial needs during the COVID-19 outbreak.

Entergy committed \$200,000 to help establish the fund in March. The fund has since raised \$2.4 million and provided \$500 one-time emergency crisis grants to help nearly 5,000 hospitality workers afford essentials such as housing, child care, food, transportation and health care.



I am in tears right now. I just received the email stating I am receiving the grant. I literally just spent my last \$9 for gas and groceries. I have been praying for work and strength to get my 10-year-old son and I through these difficult times. I was about to give up, until I read my emails. From the bottom of our hearts thank you. Bills are piling up and now I will be able to get more food for us and pay some of these bills. God bless.



~ Crisis Grant Recipient

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Entergy Donates to the Arkansas Community Foundation COVID-19 Relief Fund

Entergy Arkansas donated \$100,000 to the [Arkansas Community Foundation COVID-19 Relief Fund](#) to provide relief to Arkansans suffering economically from the COVID-19 pandemic.

The Arkansas Community Foundation established the statewide COVID-19 Relief Fund in March to grant funds to nonprofit organizations that provide individual financial assistance to those in need.

The fund initially provided rapid-response mini-grants of \$1,000 to nonprofit organizations working on the front lines. Throughout the summer, the fund will award larger grants of \$5,000 to \$25,000 to nonprofits and community organizations. These larger grants will address the ongoing economic needs of Arkansans affected by the pandemic and shore up critical systems in the state, such as health care, emergency food distribution and schools.

## Arkansas Community Foundation Grants Provide Immediate Relief

The Arkansas Community Foundation's COVID-19 Relief Fund raised \$3.4 million during its first phase of giving thanks to donations from individuals and companies like Entergy. As a result, \$678,000 in mini-grants were awarded to 678 nonprofit organizations in 149 cities and towns across 67 counties.

"These mini-grants support immediate, essential community needs in human services, food, health, housing and education," said Heather Larkin, president and CEO of the Community Foundation.

More than 500 of the organizations receiving this essential funding are in Entergy's service area. They include the American Foundation for Suicide Prevention Arkansas Chapter, Arkansas Foodbank, Lake Village Food Pantry, Little Rock Compassion Center, Mission Outreach of Northeast Arkansas, Ouachita Regional Counseling and Mental Health Center, Searcy County Rural Help Center and Southeast Arkansas Financial Education Center.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Entergy Launches Mississippi Relief Fund

Entergy Mississippi created the [Mississippi Relief Fund](#) with \$385,000 to benefit 15 local nonprofit groups.

The fund targeted grants to organizations that provide services to families and individuals that have been hit hard financially by the COVID-19 pandemic and don't have resources for basic needs. Recipients included Salvation Army agencies serving 35 counties, United Way agencies serving nine counties, Mississippi Food Network, Extra Table, Refill Café and Entergy's The Power to Care.

The selected organizations have experience helping those in need, including those who are recently unemployed, older adults and low-income families. These nonprofit groups provide either direct support to recipients or supply organizations that do.

"It's been inspiring to see so many people and organizations working together to provide the critical needs of Mississippians during this challenging time," said Haley Fisackerly, Entergy Mississippi president and CEO. "These funds are Entergy Mississippi's way of contributing to these efforts in the areas where our 450,000 customers live. We want to provide essential emergency aid to as many of our customers who need it as we can."





# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Extra Table Makes Room for More

Extra Table is a nonprofit organization dedicated to eradicating hunger in Mississippi by purchasing food wholesale and in bulk and delivering it free to food charities.

Before the COVID-19 pandemic, there were 670,000 food-insecure neighbors in Mississippi, including more than 200,000 children and 125,000 seniors. But with these numbers increasing since the pandemic, Extra Table had to quickly adapt to deliver more food to its 39 partner food pantries, soup kitchens and community organizations in Mississippi.

Extra Table staff and volunteers immediately shifted from monthly to weekly food deliveries and focused on food rescue – opportunities presented when hotels and restaurants across the state were forced to close. Volunteers secured food from several closed businesses and delivered it to various food charities.

The organization also helped coordinate food distributions and free COVID-19 testing and health screenings to Arcola residents, delivered truckloads of food to Canton, helped the Jackson Rotary Club secure 1,800 healthy snack packs for kids, and worked with Mississippi-based produce and rice growers to distribute food to Jackson neighborhoods and charities.

In addition, Extra Table sourced food for senior programs, meals on wheels and community-based programs, and delivered food to residents unable to access local food pantries.



One out of every five Mississippi families struggles to have enough to eat. So, in times of crisis, our mission is even more important as resources become scarce and the number of families in need skyrockets.



~ Martha Allen, Executive Director, Extra Table

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Fueling the Fight in Louisiana

During the first three months of the pandemic, Entergy Louisiana donated more than \$600,000 to help provide much needed resources to local communities facing the COVID-19 pandemic.

Entergy's major initiative in Louisiana was in support of Fueling the Fight: the company joined other corporate partners and nonprofits across the state to help feed health care workers and provide funds for charitable organizations and citizens who are struggling the most through this pandemic. Fueling the Fight is also keeping front-line workers well-nourished while also keeping local restaurants in business.

To accomplish its Fueling the Fight initiative, Entergy Louisiana worked with local United Way chapters and several large partner entities, including Blue Cross and Blue Shield of Louisiana Foundation, the Baton Rouge Area Foundation, ExxonMobil, LMOGA Foundation and Humana.

"As a company that responds when disaster strikes, we understand the value and importance of front-line employees," said Amanda Edge, Entergy Louisiana's community program developer, whose northern region saw a \$50,000 donation from Entergy Louisiana and an additional \$50,000 from the Blue Cross and Blue Shield of Louisiana Foundation. "Fueling the Fight is our way of providing support to our local economy by empowering small businesses while also showing our appreciation to those who have given so much through their commitment and dedication to the health of our community."

Along with Fueling the Fight, Entergy Louisiana also ensured funds were delivered to crucial nonprofit groups, including a \$35,000 donation to the River Parishes.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Entergy Launches Southeast Texas Relief Fund

Entergy Texas supported our customers and communities during this difficult time through its newly established [Southeast Texas Relief Fund](#): Entergy Texas donated \$300,000 to nine nonprofit groups across 22 counties in southeast Texas.

The fund targeted grants to organizations providing services to families and individuals that have been impacted by the COVID-19 pandemic and do not have financial resources for basic needs, such as food, rent and utilities. Recipients included United Way chapters across the Entergy Texas service area, Entergy's The Power to Care, The Mission Northeast, Community Assistance Center, GETCAP and Liberty County Long-Term Recovery.

## Home is Where the Heart is for the Community Assistance Center

One organization that benefited from the Southeast Texas Relief Fund was the Community Assistance Center, a nonprofit providing emergency financial and basic needs assistance to individuals and families in Montgomery County whose health, well-being and stability are threatened by an unexpected crisis.

Entergy's grant helped the center's COVID-19 Assistance Program prevent homelessness for county families affected financially by the pandemic. Thanks to the Southeast Texas Relief Fund, the assistance program distributed \$9,400 to help more than 100 county residents pay their rent, mortgage and utilities.



In the face of adversity, Texans have always rallied together to support our neighbors and communities. It's inspiring to see our communities and local organizations working together to provide critical services to those in need. We're proud to contribute to support these efforts. We've weathered many storms and together, we'll weather this one too."



~ Sallie Rainer, President and CEO, Entergy Texas



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMERGENCY RELIEF FUND HELPS THOSE IN NEED.

## Wholesale Nuclear Plants Aid Local COVID-19 Relief

Entergy's COVID-19 Emergency Relief Fund also supported the communities where our two wholesale nuclear power plants operate.

Entergy's Palisades Power Plant in Covert Township, Michigan, awarded \$37,500 to support local COVID-19 pandemic response. The company granted \$12,500 to the United Way of Southwest Michigan to support their relief efforts in Berrien, Cass and Van Buren counties, and \$25,000 to the Van Buren Intermediate School District to:

- Support the distribution of more than 21,000 meals to 12 public schools for local families of students with special needs.
- Purchase 9,000 face shields for local fire departments, hospitals and first responders.
- Provide devices to support staff and students in educational distance learning.
- Support families and students with necessities or financial assistance.

Entergy's Indian Point Energy Center in Buchanan, New York, granted a total of \$50,000 to fund COVID-19 relief efforts of four area nonprofits:

- \$15,000 to United Way of Westchester and Putnam counties to help fund United Way's 211 Helpline resource referrals.
- \$20,000 to Feeding Westchester to provide 9,000 meals to those in need, especially children no longer receiving daily meals at schools.
- \$10,000 to Cortlandt Ambulance Corps to help re-supply personal protective equipment and decontamination materials.
- \$5,000 to Volunteer Service Bureau to help ensure their team can continue to effectively and efficiently operate the Virtual Volunteer Center.

The pandemic has hit some of the most vulnerable in this region the hardest. We are pleased to be able to assist some of the organizations that play a critical role in helping those most affected during this crisis.

~ Tony Vitale, Vice President, Indian Point



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Entergy-funded 3D Lab Used to Print Masks for COVID-19 Health Care Workers

Students and faculty at Southern University in Louisiana used 3D printers in their Entergy-sponsored lab to make parts for reusable N95 masks to be used by COVID-19 health care professionals.

The lab and all materials in it were made possible by a [\\$2 million grant in 2018 from Entergy and the Entergy Charitable Foundation](#). The company's gift was then matched by the state of Louisiana for a total of \$4 million. According to the university, the College of Sciences and Engineering lab contains the most 3D printers in a central location at an educational institution in Louisiana.

The university completed construction of the lab in February – just before classes went virtual due to the COVID-19 pandemic. But a small team of engineering faculty and students did not want to miss an opportunity to learn and support their community. They fired up their 40 new 3D printers to make individual mask parts that could then be easily assembled by health care professionals. The team initially printed more than 2,000 N95 masks to distribute to COVID-19 health care workers in the Baton Rouge area.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Hands, Hearts & Heads: Necessity, Love for Community & Innovation Save Lives, Jobs

During a pandemic, a power outage could be catastrophic. So, it is vital to keep the health crisis from hitting the front lines of a utility company's workforce. When a national shortage of hand sanitizer threatened our workforce's safety, Dillon Allen was tasked with finding enough of the product to supply thousands who are working to keep the power flowing.

"I had been researching distilleries that had turned to making hand sanitizer and reached out to a friend at Mississippi's Alcoholic Beverage Control who put me in touch with Cathead Distillery in Jackson, Mississippi," said Allen, a senior manager with Entergy Nuclear. "It turned out they were already making the product, but in very small amounts as they were having issues getting raw materials."

Allen knew Entergy would need a lot of the product. He also knew Entergy's suppliers could likely provide the raw materials that Cathead needed. Through innovation and collaboration, Comfort & Mercy hand sanitizer was born, so named for the U.S. Navy's two floating hospitals docked in New York City and Los Angeles to help during the COVID-19 pandemic.

"Our everyday business, making vodka, bourbon and other spirits, was hurting with the restaurants and bars closed," said Majure Markow, Cathead's vice president of sales. "Having a true partner in Entergy has been integral in allowing us to ramp up production. It has 100% kept our production team in place."

To date, Cathead has manufactured more than 100 tons of hand sanitizer ... enough to supply Entergy facilities throughout the company's service area and offer free bottle fill-ups to the community. In fact, Cathead's Comfort & Mercy hand sanitizer is available for purchase in grocery stores and convenience stores in Mississippi, Louisiana, Alabama, Georgia and beyond.



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# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Entergy New Orleans, Partners Launch Grocery Worker Assistance Fund

People employed in public-facing hourly wage jobs – such as grocery store workers – are especially vulnerable to the effects of the COVID-19 pandemic.

Grocery store workers were often overlooked as essential employees, even though households cannot go without the goods they help provide. COVID-19 has highlighted the essential nature of their work and exposed the difficult decisions grocery store workers are making to take care of their households.

That is why Entergy New Orleans was proud to partner with actor Anthony Mackie, United Way of Southeast Louisiana and the New Orleans Council on Aging to recognize and thank these essential workers for their service by providing much-needed financial support. The partners launched the United for Grocery Workers Relief Fund to support struggling grocery store employees throughout Orleans Parish. The fund will provide a one-time \$150 direct credit toward workers' Entergy utility bills.

“The more we can do to support essential workers while we navigate through the COVID-19 pandemic, the better they are able to focus on caring for their families and the community,” said David Ellis, president and CEO of Entergy New Orleans. “We are proud to partner with New Orleans native Anthony Mackie, the United Way of Southeast Louisiana and the New Orleans Council on Aging in supporting grocery workers who remain committed to ensuring residents of New Orleans have access to fresh and nutritious food.”



The more we can do to support essential workers while we navigate through the COVID-19 pandemic, the better they are able to focus on caring for their families and the community.



~ David Ellis, President & CEO, Entergy New Orleans

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Entergy Funding Supports Ochsner Health Care Workers on Front Lines

As the health care needs continue to grow due to COVID-19, the ability to respond quickly is paramount. That is why Entergy was proud to support Ochsner Health's current team of health care workers, as well as those training to join the front lines of the COVID-19 response.

The Entergy Charitable Foundation gave \$150,000 toward a rapid Patient Care Training Program, offered by Ochsner Health and the New Orleans Career Center, in which Ochsner Health to train and certify the first cohort of workers to assist in patient intake. The program expanded Ochsner's front-line team of health care workers while also providing an opportunity for community members, including furloughed hospitality workers, to enter a career path in health care.

The funds covered the training program, a set of scrubs, basic tools and supplies, study guides, and certification exam fees for 25 participants. Although the training program normally takes approximately two to three months to complete, Entergy's support allowed participants to receive certification in three to four weeks.

Entergy's support also provided individually packaged meals to nearly 600 health care workers in the emergency department and intensive care unit and provided family-sized packages of groceries to 500 environmental services members at Ochsner Health's Jefferson Highway, West Bank, Baptist, Kenner and Slidell facilities. Ochsner Health front-line staff also received individual bottles of hand lotion to ease the discomfort of dry and irritated hands caused by frequent handwashing and disinfectant wipes and gels.



We are incredibly grateful to Entergy for supporting our Ochsner Heroes on the front lines of the COVID-19 response. The more we can do to support these heroes during this current crisis, the better they are able to persevere and focus on caring for themselves and their patients.



~ Missy Sparks, Vice President, Ochsner Health.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Entergy Helps Power Online Learning for New Orleans Students

When COVID-19 forced schools to close, the faculties at New Orleans public schools quickly pivoted to provide their students with quality online education. Unfortunately, as valuable as virtual learning can be, many students in Orleans Parish did not have the technology to connect or access online education opportunities.

Entergy stepped up to help bridge the digital divide by donating \$100,000 to Orleans Parish Public Schools to provide Chromebooks and purchase hotspots so students could participate in distance learning. Entergy's donation helped launch a national campaign that raised \$2 million to purchase a total of 10,000 Chromebooks for parish students.

The Orleans Parish schools distributed hot spots and Chromebooks to the students that needed them and, by the beginning of the second week of school building closures, at least 97% of New Orleans public schools had begun providing their students with some form of physical or digital educational resources to continue learning.

As a result, New Orleans public schools led the state and nation in providing grade- and subject-specific distance learning within two weeks of the schools closing. The work to ensure access to all students will continue this summer in preparation for next school year.

New Orleans families making under \$20,000 annually, 55% lack home internet access.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. CREATIVE, INNOVATIVE SOLUTIONS IN ACTION.

## Entergy Helps Second Harvest, NOLA Tree Project Feed Thousands

To help provide meals and groceries to children, seniors and those in need, Entergy donated \$86,500 to Second Harvest and NOLA Tree Project. The donations (\$43,000 to Second Harvest and \$43,500 to NOLA Tree Project) allowed the organizations purchase food, distribute and deliver more than 500,000 meals to those in need in south Louisiana.

Second Harvest, the largest food bank in Louisiana, is tasked with providing emergency food assistance to hundreds of thousands of people across 23 parishes. Their mission became even more critical when the COVID-19 pandemic began impacting southeast Louisiana residents. Entergy's donation not only allowed Second Harvest to invest more heavily in disaster response, but it also helped leverage other support and major gifts, helping to raise millions of dollars for the nonprofit's ongoing disaster response.

NOLA Tree Project is a nonprofit that empowers volunteers through tree plantings and community service outreach, but they also quickly pivot to respond to other community emergencies ... such as COVID-19. Since the beginning of the pandemic, NOLA Tree Project volunteers have been delivering more than 20,000 meals to senior citizens and housebound residents each week.

"We could not have initiated and sustained our response to this pandemic without the unflinching support of partners like Entergy," said Natalie Jayroe, Second Harvest president and CEO. "We are incredibly grateful to Entergy for their timely, generous and continued investments in the lives of our community's most vulnerable residents during a time of great need. Their support of Second Harvest and south Louisiana is truly making a difference, and we are honored to have them as a partner in our mission. Together, we are providing desperately needed relief for our neighbors across south Louisiana."



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES GIVE BACK IN NEW WAYS.

## Entergy Employees Give Back in New Ways

Providing a helping hand to the community is an act of kindness Entergy employees take part in year-round, especially in times of crisis. Although in-person volunteering with our community partners was suspended due to COVID-19, Entergy employees still managed to find safe and innovative ways to continue the company's commitment to creating and sustaining healthy, educated and vibrant communities.

- Volunteers worked with LaunchNOLA, a nonprofit that supports entrepreneurs of color, and Propeller, a nonprofit that helps entrepreneurs grow their nonprofit organizations and small businesses, to help New Orleans' minority-owned small businesses apply for COVID-19 disaster grants and loans. Volunteers, including Transmission Senior Engineer Kenyon Webber, were a second and third pair of eyes to help owners make sure their applications and supporting documentation were prepared properly.
- When the CDC recommended people wear protective masks, supplies soon ran low or completely sold out. Several employees decided to boost supplies and dedicated their time to sewing and donating cloth face masks to health care workers, elderly neighbors, veterans and friends to help keep them healthy and safe.
- Essential workers in all industries deserve a big thank you for their bravery to power through their jobs each day. When accountant Meghan Smith noticed sanitation crews picking up trash on her block, her one-year-old daughter would wave hello and the men would give her a nice honk from their truck. Within a week's time, she and her daughter created and provided fuel packs for the workers with sports drinks, power bars and chips as a thank you for their service.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES GIVE BACK IN NEW WAYS.

- When stay-at-home orders forced churches to minister virtually, Simon Bian realized many of the senior congregants at his church in Clinton, Mississippi, didn't know how to navigate the technology. So, the transmission senior engineer and his wife prepared an easy-to-use guide on how to use free online video conference tools.
- Helping to mitigate the influx of inquiries on how to receive assistance from the Low Income Home Energy Assistance Program, Entergy employees virtually assisted Total Community Action in New Orleans. Employee volunteers handled administrative responsibilities such as answering phone calls or emails from vulnerable community members about the program's eligibility requirements and questions about their Entergy bills.
- Employees volunteered virtually to assist HandsOn New Orleans and the Save Our Seniors meal delivery drivers by calling older adults in Orleans Parish to verify contact information, report back any updates and ensure meals were delivered. The Phone a Senior effort provided a vital lifeline to alleviate social isolation and let older neighbors know that their health, safety and comfort will always be important to us – no matter what.

To promote a culture of employee volunteerism, Entergy offers volunteer grants for all employees — based on the number of hours served — to designate to eligible nonprofit organizations of their choice. The company also offers 16 hours of volunteer paid time off each year to encourage employees to volunteer during scheduled work hours.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES POWER LOCAL RELIEF EFFORTS.

## Employees Help Power COVID-19 Response Efforts in Their Communities

Entergy employees across the company have stepped up to help their neighbors in need. Thousands of employees have donated money and time to charitable causes, given blood and plasma, and donated personal protection equipment to local health care workers.

Below are a few examples of the many efforts from the first three months of the COVID-19 pandemic:

### Transmission

- Senior Lead Engineer Andy Speegle arranged for a surplus of 960 N95 masks in company inventory to be donated to two retirement centers and a fire station in Jackson, Mississippi.
- When the University of Mississippi Medical Center in Jackson asked for help from local communities, Senior Engineer Xiaohua Wu helped organize a group to help. Together, they donated hundreds of surgical masks, along with \$5,600 to deliver lunch and restaurant gift cards to health care professionals at UMMC.
- John Phelps, senior project controls specialist, arranged for 20 N95 surplus masks in company inventory to be donated to health care workers at East Jefferson Hospital in New Orleans.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES POWER LOCAL RELIEF EFFORTS.

## Nuclear

Members of Arkansas Nuclear One’s training department raised more than \$2,400 to buy groceries to fill 10 blessing boxes with food.

Blessing boxes are containers where people can put extra food for those who need it. Food for blessing boxes are nonperishable and easy to open. They also do not require complex cooking abilities so local children and elderly can prepare these items.

“Our community is impacted by COVID and we are fortunate enough to work for a company where we can still work and earn the funds while others cannot do that, so what better time to give back then right now?” said Amber Stevens, administrative specialist for the training department.

ANO employees also stepped up when the Saint Mary’s Regional Medical Center in Russellville, Arkansas, was running short on personal protective equipment to help keep their COVID-19 health care workers safe.

ANO employees organized their surplus supplies and delivered \$2,000-worth of PPE to St. Mary’s, including nearly 500 coveralls, 120 lab coats and disinfection supplies.

“You can’t imagine how helpful this is at our time of need. It’s wonderful,” said Linda Tapp, materials director for the hospital. “The community has really come together.”

Waterford 3 Nuclear Station employees were also able to donate surplus PPE. They donated 1,000 hazmat suits to the New Orleans Veterans Affairs Hospital.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES POWER LOCAL RELIEF EFFORTS.

## Power Generation

- The Waterford 1&2 Diversity, Inclusion and Belonging team raised \$400 to purchase food for the local St. Charles Parish Department of Community Services food pantry. The food pantry provides boxes of food to St. Charles Parish families experiencing a food crisis. Pictured left to right: Melinda Ordoyne-Meyer (plant manager), Kailee Adams (mechanical engineer), Blake Falgoust (ICE technician), Hunter Mahler (mechanical technician) and Hung Tran (planner/scheduler).
- Independence Plant employees raised more than \$1,000 to donate to the White River Health System Foundation Crisis Fund to support local health care workers. The money collected also made it possible for the foundation to receive a matching Entergy Charitable Foundation grant.
- During a virtual staff meeting, the power generation training team participated in Louisiana Fish Fry's Let's Sing, Louisiana initiative to raise meal donations for families in need. Louisiana Fish Fry announced they would donate 100 meals for every submitted video of people singing "You Are My Sunshine." This virtual singalong resulted in 140,000 meal donations to The Greater Baton Rouge Food Bank in Baton Rouge and Second Harvest Food Bank in New Orleans. Thanks to the following training employees for lending their voices: Charles Rowell, Catherine Chachere, Manuel Montalvo, William Joiner, Travis Holmes, Christina Smith, Thomas Forbes, Carol Cook, Frankie Ann Foster and Amy Courter.



Thanks for being so generous. Your support not only provides meals and resources to our medical teams, it gives encouragement and a strong sense of community.



~ Amanda Roberts, Foundation Director, WRHS Foundation

# ENTERGY POWERS COVID-19 RELIEF EFFORTS. EMPLOYEES POWER LOCAL RELIEF EFFORTS.

- When the Salvation Army in Jackson, Mississippi, announced they were having a food shortage, Hinds Plant employees got together and answered the call. They donated a carload of nonperishable food supplies and delivered it to the Salvation Army.
- Employees at New Orleans Power Station and Burns & McDonnell teamed up to make sure front-line responders at New Orleans East Hospital had access to protective face masks. Together, they donated approximately 1,500 N95 masks to the hospital's health care workers.

## Other

- Entergy New Orleans supported New Orleans City Council members at food distribution events throughout the spring and summer to help ensure people have access to nutritious meals. In addition to providing healthy meals, Entergy's Energy Smart program also donated 100 free energy efficiency kits. The kits included LED lightbulbs, a water-saver shower head and faucet aerators.
- The Hammond Distribution Center donated 5,000 medical masks to the New Orleans Veterans Affairs Hospital.



Protecting our health care workers is essential to help flatten the curve. I truly appreciate the personal protective equipment donation made by Entergy to strengthen our defense line.



~ Cyndi Nguyen, Council Member, District E.



# ENTERGY POWERS COVID-19 RELIEF EFFORTS. OUR PARTNERS. OUR THANKS.

At Entergy, community means everything to us. Our neighbors, our family, our home. That's why we've given nearly \$3 million in grants to help customers pay for basic needs like food and rent. We're grateful to our community partners for putting these funds to work – from safely delivering meals to providing essential healthcare to those in need. As we continue to work together during these uncertain times, we want to say thank you to the people and organizations throughout Louisiana that continue to support the communities and people impacted by COVID-19. We're proud to be your neighbor. Because together, we power life.

## Arkansas:

- Arkansas Community Foundation
- Jobs for America's Graduates
- Heart of Arkansas United Way
- River Valley United Way
- United Way of Boone County
- United Way of Central Arkansas
- United Way of Columbia County
- United Way of North Central Arkansas
- United Way of Northeast Arkansas
- United Way of Southeast Arkansas
- United Way of White County
- United Way of Union County

## Louisiana:

- Capital Area United Way
- Baton Rouge Area Foundation
- Bayou Community Foundation
- Jobs for America's Graduates
- Ochsner Health Foundation
- St. James Council on Aging
- St. John United Way
- United Way of Central Louisiana
- United Way for South Louisiana
- United Way of the Ouachitas
- United Way of Northeast Louisiana
- United Way of Southeast Louisiana
- United Way of Southwest Louisiana
- United Way of St. Charles

## Michigan:

- United Way of Southwest Michigan
- Van Buren Intermediate School District

## Mississippi:

- Community Foundation of Northwest Mississippi
- Extra Table
- Jobs for America's Graduates
- Southern Artisan Training Institute
- The Salvation Army
- United Way of East Mississippi
- United Way of North Central Mississippi
- United Way of the Capital Area
- United Way of Washington County
- United Way of West Central Mississippi

## New Orleans:

- American Cancer Society
- Catholic Charities Archdiocese of New Orleans
- Covenant House New Orleans
- Jobs for America's Graduates
- New Orleans Business Alliance
- New Orleans Culinary and Hospitality Institute
- New Orleans Police & Justice Foundation
- NOLA Tree Project
- Ochsner Health Foundation
- Orleans Parish School Board
- RicRACK
- Salvation Army Building Fund
- Sankofa Community Development Corporation
- Second Harvest Food Bank
- Son of A Saint
- St. Bernard Project
- United Way of Southeast Louisiana

## New York:

- Cortlandt Community Volunteer Ambulance Corps
- Feeding Westchester
- United Way of Dutchess - Orange Region
- United Way of Westchester and Putnam
- Vassar Brothers Medical Center
- Volutneer Service Bureau of Westchester

## Texas:

- Community Assistance Center
- Greater East Texas Community Action
- Liberty County Long Term Recovery Committee
- Mission Northeast
- Orange County United Way
- Society of St Vincent De Paul St Louis Conference
- South Milam County United Way
- United Way of Beaumont & North Jefferson County
- United Way of Brazos Valley
- United Way of East Central Texas
- United Way of Greater Baytown Area & Chambers County
- United Way of Greater Houston
- United Way of Mid and South Jefferson County

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