

Real solutions to assist our Arkansas residential customers

Many factors impact your energy bills, with usage and weather as the leading contributors. This summer has brought some of the hottest weather on record.

To help, Entergy Arkansas is implementing a series of measures for our residential customers and communities through the high usage summer months, including:

- **Credit for late fees:** A credit for late fees assessed in July and August will be applied automatically to accounts through September, so no action is needed on the part of the customer. There is no income qualification for Entergy Arkansas residential customers to receive a credit for late fees.
 - **Credit card payment fee credit:** Credit card payment fees assessed in July and August for all residential customers will be credited back to the customer's account through September. If you're paying your bill with a credit card, you will be prompted to pay the convenience fee; however, any credit card fees (processed by payment processing vendors) or late fees assessed will be credited on your account.
 - **Home weatherization:** Employee volunteers and contractors will conduct free energy efficiency and weatherization audits, as well as provide energy efficiency kits this fall. Stay tuned to local media and Entergy Arkansas' Facebook and Twitter pages for more information on these events. You can also learn more about other local energy efficiency programs to assist in weatherizing your home through our Entergy Solutions programs at entergyarkansas.com/energysolutions.
 - **Community events to support families:** Our employees will also be participating in local events to provide additional support beyond bill relief, such as donations to food banks and other agencies for school supplies, energy efficiency kits and gift card giveaways. Stay tuned to local media and social media for more information on these events.
- Entergy shareholders are providing an additional \$1.8 million in donations to help customers. This includes donations to nonprofits who provide customer assistance, bill credits to qualified customers and other efforts to help customers make ends meet. Here are ways customers can get help:**
- The Low-Income Home Energy Assistance Program (LIHEAP) lowers the energy burden for households by helping with home energy bills, and applications will be accepted through September or until all funds are exhausted. To qualify, customers must provide documentation such as proof of identity and income, along with social security numbers for everyone in the home. To find an agency and apply for LIHEAP funding, visit: www.adeq.state.ar.us/energy/assistance/caad.aspx.
 - Additional funding to the Arkansas Community Action Agencies Association to help customers with bill payment assistance. Customers are encouraged to visit www.acaaa.org to find their local Arkansas Community Action Agencies Association provider.
 - Entergy has contributed additional funds to The Power to Care to be distributed by The Salvation Army to low-income, older adults and disabled customers. This donation is in addition to dollars already donated to customers through The Power to Care this year. Learn more or find centers online at entergy.com/answers.
- Providing bill credits to Asset-Limited, Income-Constrained, Employed (ALICE) customers across the state through the United Way. To qualify, customers must have had a total household income of up to 250% of the federal poverty level. Details on how to show proof of income and apply for assistance can be found at entergy.com/answers.
 - Qualifying customers who need a few extra days to pay their bill can request an extension, or those who are experiencing financial hardship may be eligible to take up to four months to pay their current bill and/or unpaid balances. **Call 1-800-ENERGY (1-800-368-3749)** and follow our automated response system within the billing and payment menu or request an extension through myEntergy.
 - Level Billing can also help by averaging your monthly Entergy bill over a rolling 12-month period, so your bill is around the same amount each month. Enroll in Level Billing through **myEntergy** or call **1-800-ENERGY (1-800-368-3749)** to speak with an agent about the program.



"By partnering with our community partners, we are reaching additional customers who may not know they qualify for our varied assistance programs. Aligning with our community partners is the best way to ensure these funds go where they're needed the most."

Laura Landreaux
Entergy Arkansas President and CEO