

Entergy New Orleans and the Council of New Orleans City Council Cares (“CCC”) Program

Frequently Asked Questions (FAQ)

ELIGIBILITY AND APPLYING FOR THE CREDIT

Who is eligible to participate in the CCC Program?

The CCC Program is available to all Entergy New Orleans residential customers with an active electric and or electric/ gas combination account and received unemployment benefits after March 16, 2020.

If I became unemployed before March 16,2020 but still received unemployment benefits after March 16, 2020 am I eligible to participate in the program?

The CCC Program is available to all Entergy New Orleans residential customers that have received unemployment benefits on or after March 16, 2020.

What information do I need to enter into the CCC application in order to get the credit?

Applicants are required to provide an active Entergy New Orleans residential account number and a copy of their unemployment verification letter, a Monetary Determination Letter or a copy of their Claims/Benefit Statement from the Louisiana Workforce Commission along with their name, relationship to the Entergy New Orleans account holder, and the Entergy New Orleans service address where the credit is to be applied.

How do I apply for the CCC Program credit?

Entergy New Orleans customers that are or have been unemployed after March 16, 2020 can apply for the CCC credit by texting “CCC” to 69516; visiting www.energyneworleans.com/citycouncilcares; calling (504) 493-7004 or printing out a PDF copy of the application at www.energyneworleans.com/citycouncilcares, completing it and hand delivering it to one of Entergy New Orleans two Care Centers, Mon-Fri, 8:00 a.m.-5:00 p.m. @ West Bank Care Center (Algiers office): 4021 Behrman Hwy Suite J, located in the River Commons Shopping Center or East Bank Care Center (Canal office): 3400 Canal Street, located on the corner of Canal Street and S. Jeff Davis Pkwy

What happens if I do not have a copy of the Department of Labor/Louisiana Workforce Commission unemployment verification document that is required to complete the application?

A copy of the unemployment verification document is required for applicants to receive the CCC credit. Applicants that do not have a copy of the document should contact the Louisiana Department of Labor or the Louisiana Workforce Commission to receive a duplicate copy of the document. CCC applications will not be approved without this unemployment documentation.

If I do not have access to the internet or texting, how can I apply?

In order to make the CCC Program available to unemployed customers as quickly as possible, the program was designed and developed using digital technology, however, applicants that do not have access to SMS text or the internet can get instructions about how to apply by calling (504) 493-7004.

What if I am working now but was unemployed for a period after March 16, am I still eligible?

The CCC Program is available to any customer that was unemployed for any period of time after March 16, 2020 as long as they have received and can provide an unemployment verification document received from the Louisiana Workforce Commission.

[PROGRAM GUIDELINES](#)

How much can an applicant receive if approved for the CCC Program?

Applicants that are approved for the CCC credit will receive a \$100 per month credit for four months on their Entergy New Orleans bill for a total credit of \$400.

When does the program start and end?

The CCC Program will accept applications starting on July 1, 2020 through October 31, 2020 or until the funds have been depleted for the program (the CCC Program is a first come, first served program).

If I do not select “yes” in the application process for someone to contact me by phone or text about the status of my application, what does that mean?

The CCC application process is designed to keep customers updated on the status of their application via SMS text or phone calls. If an applicant does not choose “yes” to allow Entergy New Orleans to communicate by SMS text or phone, the applicant will

not receive status updates and will only know whether their credit has been applied or not approved when they receive their next bill.

Can I apply more than once?

Only one application/credit per Entergy New Orleans residential electric and or electric/gas combination account will be accepted.

If I move, will the credits transfer to my new account?

Entergy New Orleans residential customers that receive a CCC credit are eligible to transfer their CCC credit to their new residential account if they transfer or move to an Entergy New Orleans service location.

If I terminate my account with Entergy New Orleans before all credits are applied, will I receive a check for the remaining amount due to me as a credit?

CCC Program rules only allows credits to be applied to an active Entergy New Orleans account to assist with electric and or gas consumption. Customers that final their Entergy New Orleans account before the credit is depleted, will forfeit any remaining credit that is available to them. Customers that terminate their Entergy New Orleans account but move to another Entergy New Orleans service location are eligible for the credit to transfer to their new residential account.

What happens if I apply after someone else has applied using my account information?

Only one application/credit per Entergy New Orleans residential electric and or electric/gas combination account will be accepted.

RECEIVING THE PROGRAM CREDIT

How will I be able to determine if the credit is on my bill.

The CCC credit will appear on Entergy New Orleans customer's bills as a line item marked City Council Cares Credit

What happens after I apply?

After applicants apply for the CCC Program, they will receive status updates about their application by phone or text (as directed by the applicant) including an initial notification confirming the application has been received and a second notification with the status (not approved, approved) of the application. The CCC bill credit will then appear on the Entergy New Orleans customers' next bill as a line item credit.

When will I get my bill credits?

Most applicants will receive their CCC bill credit on their next Entergy New Orleans bill after completing the CCC application, however, in some cases the credit may require two bill cycles before the credit appears.

Do I need to call for my bill credits every month?

CCC applicants that have been approved for the credit do not need to call after they are notified their credit has been approved. Entergy New Orleans has implemented an automated process that will ensure the credits are automatically applied to customer accounts each month for three months after the first bill credit is applied.

Can I receive all of my credits at one time on a single bill?

The CCC Program, as approved by the Council of the City of New Orleans, requires that applicants receive their bill credit in four equal disbursements of \$100 over a period of four months.

I received a notification that I was approved for the program, but I do not see the credit on my bill, is there a number that I can call to help me?

Entergy New Orleans residential customers that receive notification they have been approved for a CCC Program credit can call 1-800-ENTERGY for assistance.

ENERGY NEW ORLEANS BILLING

If I am approved for the CCC Program credit on my bill do I need to pay any remaining balance on my Entergy New Orleans account?

Entergy New Orleans customers that are approved for the CCC credit and have a past due balance the CCC credit does not satisfy will still need to pay any remaining portion of their balance. Entergy New Orleans is offering several enhanced payment solutions including multi-month Deferred Payment Arrangements to assist customers with past due balances.

If I am approved for the CCC Program credit, what options do I have in order to pay any remaining balance on my Entergy New Orleans account?

As a result of the COVID-19 Pandemic, Entergy New Orleans customers are eligible to several enhanced payment options to help with additional time to pay. Customers can visit <https://www.entergy.com/mypaymentoptions/> for more information.

If I am approved for the CCC Program, will I be disconnected if I do not pay any additional portion of my bill?

Entergy New Orleans has a moratorium on disconnects to allow customers more time to pay their bill, therefore Entergy New Orleans will not disconnect customers for non-

payment of any past due balances at this time. However, customers are encouraged to make payments on their bill in addition to any credit they receive from the CCC Program in order to ensure when normal disconnect business operations resumes, they do not have to manage large unpaid balances.

Entergy New Orleans has created several new enhanced payment options to help customers with unpaid balances, these options can be accessed by calling 1-800-ENTERGY or visiting <https://www.entergy.com/mypaymentoptions/>

CONTACTING ENTERGY NEW ORLEANS

If I have a question about the CCC Program where can I get more information?

CCC Program applicants or interested parties can visit www.entergyneworleans.com/citycouncilcares for more information or call (504) 493-7004 or visit one of Entergy New Orleans's two Customer Care Centers, Mon-Fri, 8:00 a.m.-5:00 p.m. @ West Bank Care Center (Algiers office): 4021 Behrman Hwy Suite J, located in the River Commons Shopping Center or East Bank Care Center (Canal office): 3400 Canal Street, located on the corner of Canal Street and S. Jeff Davis Pkwy