



Entergy New Orleans, Inc.
1600 Perdido Street, Bldg #505
New Orleans, LA 70112
Tel 504 670 3680
Fax 504 670 3615

Gary E. Huntley
Vice President, Regulatory Affairs
ghuntle@entergy.com

July 31, 2017

Via Hand Delivery

Ms. Lora W. Johnson
Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
1300 Perdido Street
New Orleans, LA 70112

Re: *Filing of Entergy New Orleans, Inc.'s Energy Smart Quarterly Report for the Period of October 1, 2016 to December 31, 2017 (Resolutions R-11-52, R-14-509, R-15-140, R-15-599; UD-08-02)*

Dear Ms. Johnson:

On February 3, 2011, the Council of the City of New Orleans ("Council") adopted Resolution R-11-52 requiring periodic reports regarding Energy Smart to be filed with the Council. Council Resolutions R-17-31, R-17-176, and R-17-177 approved the continuance of the Energy Smart for Program Years 7-9 with APTIM, Environmental and Infrastructure ("APTIM") (formerly known as Chicago Bridge and Iron, Environmental and Infrastructure as the Third Party Administrator.

On behalf of APTIM, Entergy New Orleans, Inc. submits the enclosed original and three copies of the Energy Smart Quarterly Report for the period of April 1, 2017 to June 30, 2017. Should you have any questions regarding this filing, please contact my office at (504) 670-3680.

Thank you for your assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Gary E. Huntley".

Gary E. Huntley

Enclosures
cc: Official Service List UD-08-02 (via electronic mail)



JUL 31 10 40



Quarterly Report

Energy Smart Program
Quarterly Report
April 2017- June 2017
(Program Year 7 — April 2017 thru December 2017)

400 Poydras, Ste. 900
New Orleans, LA

p. 504-229-6868

info@energysmartnola.com
www.energysmartnola.com

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Executive Summary

The Energy Smart Program (the “Program”) was developed by the New Orleans City Council (“Council”), is administered by Entergy New Orleans, Inc. (“ENO”) and is currently implemented by APTIM Environmental and Infrastructure, Inc. (“APTIM”) (formally CB&I Environmental and Infrastructure, Inc.), the Third-Party Administrator (TPA). This report contains data on the Program, with detailed information regarding the New Orleans and Algiers portions of the Program, specific to both the Residential and Commercial Programs.

Technical Conferences and Trainings

A significant planning and implementation activity in Q1 (April-June 2017) for Program Year 7 (PY7) for the TPA has been supporting ENO through Technical Conferences. Per Council Resolution R-17-176, ENO and APTIM hosted two Technical Conferences during the first quarter of the program year. Leveraging marketplace experience and technical expertise, the TPA worked actively to address questions from stakeholders, the Advisors and the New Orleans City Council. In addition to the Technical Conferences, various Program trainings on PY7 transpired, including an initial Trade Ally program overview session and an internal ENO staff Marketing and Customer Care Center staff session. The TPA also engaged the Third-Party Evaluator, ADM, to share program documentation and information to allow for PY7 Evaluation Planning.

Successes and Challenges

This report provides an initial look at how the Portfolio is projecting to achieve energy savings and incentive goals, as well as early successes and impediments that impact achievement. During Q1, the TPA identified successes and challenges and provided Program Implementers with action items and areas for improvement.

Overall, the greatest Program successes have been leveraging marketplace relationships supported by ENO, and program partners as advocates for the Program; using staff expertise to interact with large customers and their Trade Allies; connecting with Trade Allies that have been historical participants in the Program, and transitioning the Program from the previous TPA (CLEAResult) with relatively no marketplace satisfaction issues. The largest impacts on production for the Residential Programs have been insuring Trade Allies are aware of Program requirements and that intake is efficient by having applications and enrollment forms are in place. The Residential Programs are also actively working to insure technology is in place to capture and report metrical achievements.

For the Commercial Programs, the main opportunities for improvement are fully promoting the Program in Algiers territory, gaining traction for the Small Commercial Program and standing up the new Publicly Funded Institutions Program.

During Q1, the Portfolio ("Portfolio") was slightly behind pace to meet PY7 contracted goals, considering pipeline, forecasts and achievement to-date for the Portfolio. To-date, the Residential Programs have seen traction mainly in the Home Performance with Energy Star, and Low Income programs. For the Commercial Programs, the Large Commercial and Industrial Program has a forecasted savings achievement of approximately 91% of the anticipated kWh goal. The Small Commercial Program has identified projects totaling approximately 45% PY7 of the anticipated kWh goal. The Publicly Funded Institutions Program, through active engagement with the City of New Orleans, has identified projects in the pipeline that will satisfy the PY7 Savings Goal. Specific metrics on achievement of goals to-date is provided in the accompanying Energy Smart Report which details production.

In general, Program energy savings achievement and marketplace satisfaction are focal points with many programs experiencing early success with uptick slower than expected, but with anticipated equilibrium to forecasts in Q2. The Portfolio has a planned forecast that does demonstrate achievement of PY7 goals. While current achievement through Q1 is slightly behind pace, programs have the pipeline in place with expected conversion in the Q2-Q4 to allow goal attainment to come to fruition.

Efforts have been successful from a Marketing and Outreach standpoint with sufficient funding to support marketplace education, training and marketing. These efforts have included Trade Ally engagement meetings and attendance at field events. The Portfolio has leveraged partners Green Coast Enterprises and ILSI for project identification and technical service support, and Urban League for relationship building to address marketplace needs and fill any gaps in delivery.

Q2 priorities will be on achieving energy savings goals, continuing marketplace awareness and education for Trade Allies, insuring marketplace satisfaction remains high, remaining agile for customers, coordinating meetings with the Third-Party Evaluator, reviewing and planning around the New Orleans TRM, and insuring Trade Allies have tools needed to support the Program – their customers and their businesses. In addition, there will be a focus on supporting ENO in ongoing

planning, reporting, public relations, and implementation activities, and addressing New Orleans City Council inquiries.

Staff

Staffing is nearing completion. Upon receiving the contract, APTIM has quickly staffed for planning, and delivery to the marketplace. The Third Party Administrator anticipates a new office Director, starting in August.

The following list is the current and pending staff and subcontractors.

Name	Position Title	Company	Location
Dessilla, Mike	Project Lead	APTIM	New Orleans, LA
Chokran, Nicky	Project Lead	APTIM	New Orleans, LA
Munici, Robyn	Project Lead	APTIM	New Orleans, LA
Kurtz, Spencer	Energy Engineer	APTIM	Charlotte, NC
Wagner, Jessica	Program Marketing	APTIM	Madison, WI
Warren, Nate	Acting Office Director	APTIM	Madison, WI
Philip Russo	Engineering Intern	APTIM	New Orleans, LA
Quasis, Tom	TPA Director	APTIM	Chicago, IL
Montagna, Frank	Portfolio Executive	GoodCents	Atlanta, GA
Boudreaux, Leanne	Program Manager	GoodCents	New Orleans, LA
Mitchell, Alan	Operations Manager	GoodCents	New Orleans, LA

Davis, Adam	Trade Ally Liaison	GoodCents	New Orleans, LA
O'Brien, Karen	Project Coordinator	GoodCents	New Orleans, LA
TBD	Energy Auditor/ Specialist	GoodCents	New Orleans, LA
Phillips, James	Energy Auditor/Specialist	GoodCents	New Orleans, LA
Siano, Matthew	Energy Advisor	GoodCents	New Orleans, LA
Haley, Dwayne	Energy Advisor	GoodCents	New Orleans, LA
Atticus Doman	Program Design Consultant	Resource Innovations	Chicago, IL
George Leonard	Engineer	ILSI Engineering	New Orleans, LA
Michael Sullivan	Demand Response Installer	TSG Services	New Orleans, LA
Keeley Evans	Administrative Support	TSG Services	New Orleans, LA
Jackie Dadakis	QA/QC and Publicly Funded Institutions	Green Coast Enterprises/GCE Services	New Orleans, LA
Joe Ryan	QA/QC	Green Coast Enterprises/GCE Services	New Orleans, LA
Jamie Wine	School Kits and Community Outreach	EnergyWise	New Orleans, LA
Kim Thomas	Algiers Outreach	KT Consulting	New Orleans, LA
Andreas Hoffman	Direct Install	GreenLight New Orleans	New Orleans, LA

Program Performance & Activity

The Portfolio actively worked with the previous Third Party Administrator, CLEAResult, to insure a smooth transition as a part of closing out PY6, and delivery of the PY7 program. A comprehensive breakdown of both Residential and Commercial program incentives paid are represented in the attached **Program Production/Status Report**.

Residential

The first quarter of the Energy Smart Program Year 7 concluded on June 30, 2017, with the residential programs saving 41,687 kWh and reaching 0.63% of the anticipated savings goal. With activity in all the residential programs, completion of a significantly higher percentage of the savings goal is anticipated in the second quarter of the program.

There has been a significant amount of work completed including 253 duct sealing/AC Tune Ups across all programs performed by two contractors. This is consistent with previous quarters in the residential programs. There are 16 pending insulation jobs for the Income-Qualified Weatherization program. APTIM received 32 eligible appliance rebates that are ready to be paid, the lighting buy-down measures are currently arriving at retail locations, and approximately 50 customers in queue to have upgrades completed in the HPwES and Income-Qualified programs. These projects will likely be reflected in second quarter results.

kWh ENO						
Program	APR	MAY	JUN	TOTAL	PY7 Goal	% to Goal
HPwES	-	-	8,847	8,847	1,170,837	1%
Low Income	4,277	21,101	7,463	32,840	979,964	3%
Multi-Family DI	-	-	-	-	270,599	0%
AC Program	-	-	-	-	576,814	0%
Retail	-	-	-	-	3,595,567	0%
Total	4,277	21,101	16,310	41,687	6,593,781	0.63%
kWh-ALGIERS						
Program	APR	MAY	JUN	TOTAL	PY7 Goal	% to Goal
HPwES	-	-	1,854	1,854	94,425	2%
Low Income	-	2,185	2,622	4,807	84,684	6%
Multi-Family DI	-	-	-	-	27,067	0%
AC Program	-	-	-	-	45,656	0%
Retail	-	-	-	-	277,158	0%
Total	-	2,185	4,476	6,662	528,991	1.26%

Commercial

New to the Commercial portfolio this program year is the Publicly Funded Institutions program, aimed at facilitating participation for city-owned and publicly funded buildings. This first quarter was dedicated to working with the City of New Orleans and other partners, such as Green Coast Enterprises, to ensure the program will work effectively and meet the needs of the city and other stakeholders. The TPA expects to see several projects go through the Publicly Funded program before the end of the year.

New Orleans – Savings (kWh)						
Program	Projects in Application Review	Projects being currently Implemented	Paid Projects	Total Forecasted Savings	PY7 Anticipated Savings Goal	% to Goal
Large C&I	5,047,698	2,627,831	505,410	8,180,939	8,934,897	91.56%
Small Commercial	198,682	840,596	118,675	1,157,953	2,585,971	44.78%
Publicly Funded	-	-	-	-	596,625	0.00%
Total	5,246,380	3,468,427	624,085	9,338,892	12,117,493	77.07%
Algiers – Savings (kWh)						
Program	Projects in Application Review	Projects being currently Implemented	Paid Projects	Total Forecasted Savings	PY7 Anticipated Savings Goal	% to Goal
Large C&I	-	-	-	-	466,228	0.00%
Small Commercial	-	-	-	-	240,297	0.00%
Publicly Funded	-	-	-	-	62,273	0.00%
Total	-	-	-	-	768,798	0.00%

*Commercial projects are displayed in pipeline format

Marketing and Outreach

This quarter's Marketing and Outreach activities focused on revising Program documents to reflect program changes, reengaging with stakeholders throughout the city to introduce the new TPA and implementers, and creating new partnerships to improve and expand the Program's impact. Local associations and workforce development partners in support of TPA supplier diversity and economic development goals include; Urban League of Louisiana, United Way, Vietnamese Initiatives in Economic Training (VIET), Greater New Orleans Housing Alliance (GNOHA) and Housing NOLA.

Community Outreach Activities

EnergyWise continued community outreach activities throughout the city, a full list of **completed and scheduled events** are represented in the attachments. Energy Wise did not reach District E in this quarter due to two scheduled events being canceled because of weather, and only reached one event in Algiers. In order to increase outreach in these areas they will implement the following measures:

District E

- Partner with Mary Queen of Vietnam CDC to offer energy efficiency outreach at the Second Harvest Food Bank day once a month.
- Reach out to Nunez College to see about coming back this year.
- Request presentations or tabling opportunities with existing partners at NORDC centers, Libraries, VAYLA, MQVCDC Church, Make it Right, Sankofa (Lower 9 Senior Center), Lower 9th Ward NENA and CSED.

Algiers

- Reach out to school contacts to get presentations with PTOs and school-affiliated community groups.
- Contact participants from last year to come back for a repeat visit: Cornerstone Church, Clean and Green Day, Algiers Riverview Meeting, Caring Out Loud, Federal City Events, Algiers Regional Library.

Commercial Program Marketing and Outreach:

The Large Commercial and Industrial program enjoys ample participation and awareness, but the TPA is focused on increasing awareness and participation among small businesses citywide and Algiers businesses. In this quarter the TPA joined LifeCity and the New Orleans Chamber of Commerce. The TPA has engagements in place with the Algiers Economic Development Foundation, the Old Algiers Main Street Corporation and the New Orleans Business Alliance to give presentations and participate in events for the upcoming quarter. For Algiers a direct mail campaign is in development which will be followed up with phone calls/canvassing.

Call Center & Website

Phone

504-229-6868

Number of calls: 743

Calls to F/GC via IVR: 308

Voicemails & Commercial calls: 154

Calls won't always add up to the total number since there were calls early on for testing purposes and people who hang up.

Online help center

Number of visits: 51

Emails submitted via web form: 27 (form located on website)

Energysmart.zendesk.com can be accessed after someone completes a web form. Plan for next quarter is to build out information in the help center and include a web widget on the website for visitors to search the help center without leaving the Energy Smart website. See www.focusonenergy.com for an example of the help widget.

Top three articles read in help center:

1. How do I participate?
2. What other programs are available?
3. What is Energy Smart?

Website

Energysmartnola.com

Number of sessions: 397

Average time on site: 2 minutes 46 seconds

Visitor's devices:

1. Desktop 73%
2. Mobile 24%
3. Tablet 3%

Energy Smart Scorecard

The Energy Smart Scorecard program currently has 923 enrolled customer accounts. Enrollment numbers are expected to dramatically increase on or around August 15, when the single sign-on feature to the Energy Smart Card portal goes live from the Entergy New Orleans MyAccount Online page. Accelerated Innovations will distribute a bulk email announcement to ENO's residential customer email list to make customers aware of the ease of access.

The following metrics reflect the number of customized scorecards distributed to enrolled customers to date:

- April 2017: 908 scorecards distributed
- May 2017: 892 scorecards distributed
- June 2017: 888 scorecards distributed
- July 2017 scorecards shall be distributed by Monday, July 31.

Program evaluation activities have not fully initiated as of yet but are forthcoming.

Trade Allies & Training

Key Field Activities

The program has been working to re-engage contractors with high participation data in recent years (PY5 and PY6 specifically).

This has been achieved through direct in person outreach and phone/email outreach.

Contractor Engagement

- 19 contractors attended the program's first contractor-specific networking event at Bayou Beer/Wine Garden on 4/6/17.
- 134 contractors are currently in the program's trade ally network, meaning that they receive e-blasts with program updates and invitations to program events.

Contractor Participation

- 18 Trade Allies submitted applications in Q1.
 1. Carrier Commercial Services
 2. CIS
 3. Energy Management Collaborative
 4. First Light of New Orleans
 5. Frickeys Construction
 6. Frischhertz Elec.
 7. Green Coast Enterprises
 8. Groom Energy Solutions, LLC
 9. GSA
 10. J&B Machine Works Inc.
 11. Joule Energy
 12. LED Supply Plus LLC
 13. Louisiana LED Lighting
 14. MSS Solutions
 15. Nu-Lite Electrical Wholesalers
 16. PEMBA
 17. Skylight LED
 18. Willdan
- 5 Trade Allies completed projects in Q1.
 1. Carrier Commercial Services
 2. Energy Management Collaborative
 3. Green Coast Enterprises
 4. LED Supply Plus LLC
 5. Willdan

Trade Ally Elevations & Resolution

During this quarter there were two incidences of trade ally messaging causing minor confusion in the market place, to address these the TPA worked with the two companies to make changes and has resulted in a process improvement, formalizing the process for cobranding by trade allies in order to demonstrate commitment to supporting their businesses and as a value-add benefit of participating in the program. Trade Ally guidance and limitation instructions are provided below.

Trade Allies may engage in Energy Smart-specific marketing campaigns and cobranding opportunities as approved directly by the program. Thus, any trade ally-developed marketing materials with the Energy Smart and/or Entergy logo must be approved by the Program. Program approval is granted when the marketing material submitted has successfully undergone a formal approval process.

Trade Allies may use the logos to create flyers/marketing material/ads as long as they follow the program approval process below:

1. Once the material with the logo on it is created, please submit the document to the program team at info@energysmartnola.com
2. The Program will review and work with the trade ally to make any easy edits that need to take place before Entergy's review.
3. The program will submit the material to Entergy for final approval if necessary.
4. Upon receipt of ENO approval, the program will communicate final approval to the trade ally and they may move forward with the ad/flyer/marketing material.

Contractors are also asked to share program marketing leads with the program when they feel comfortable doing so. One example of the program and contractor working together to spread program awareness was when Michael Handy from LED Supply plus received a media inquiry and connected them with the program director and Entergy. See full article [here](http://neworleanscitybusiness.com/blog/2017/06/29/energy-smart-program-helps-grow-local-business/).

Program Training

Data and narrative information regarding program training provided by APTIM this quarter is contained in the attachments section titled: **Training and Education**.

Attachments

Community Outreach

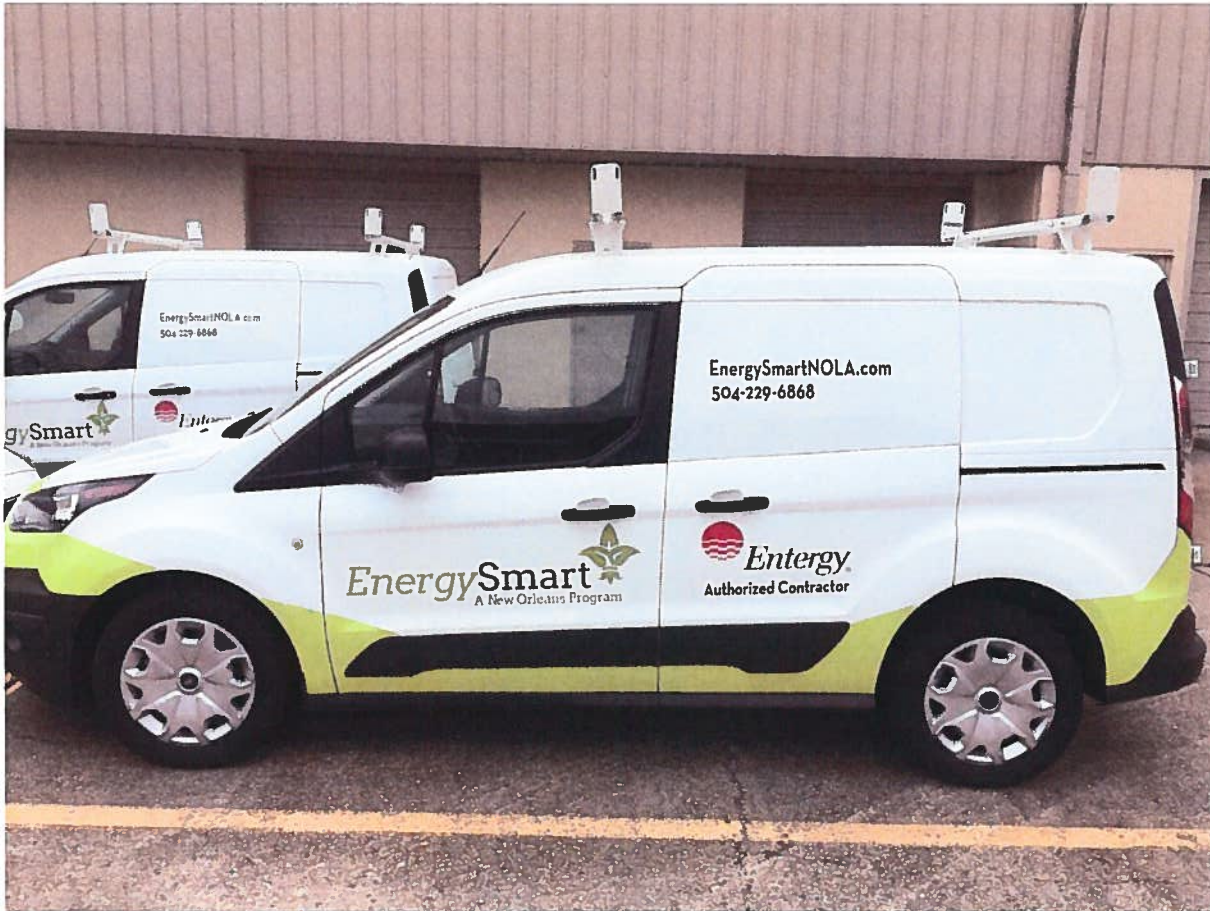
Completed outreach events in this quarter:

	A		B		C		D		E		Grand Total
	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	
STEM night / Arise	4/3/2017				60	1					60
Entergy CCC - Canal	4/8/2017		120	1							120
Bike To Work Day/Week	4/12/2017		250	1							250
Job1 Green Jobs Fair	4/20/2017	212	1								212
Loyola Earth Day Festival	4/21/2017	30	1								30
Festival	4/21/2017	150	1								150
Children's Museum Earth Day	4/22/2017		25	1							25
LSPCA It's Hip to Microchip	4/22/2017						220	1			220
Festival	4/25/2017	500	1								500
Ben Franklin Earth Day	4/28/2017		560	1							560
Zoo To Do for Kids	4/28/2017	1400	1								1400
Entergy CCC - Canal classes	5/1/2017		220	1							220
Revival	5/8/2017						99	1			99
Revival	5/23/2017						200	1			200
Revival	5/24/2017						200	1			200
WATS Table	5/24/2017				5000	1					5000
Entergy CCC - Canal	6/1/2017		75	1							75
Entergy CCC - Algiers	6/1/2017				100	1					100
Zoobilation	6/1/2017	150	1								150
Entergy CCC - Canal	6/5/2017		80	1							80
night	6/8/2017		25	1							25
Workshop	6/17/2017				10	1					10
Fundraiser	6/29/2017		100	1							100
LA Green Corps Class	6/30/2017						19	1			19
Green Corps	6/5/17		10	1							10
Total		2442	6	1465	10	4	736	5	0	0	9813
	A		B		C		D		E		Grand Total
	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	Attendees	Events in Dist	Total attendees

Scheduled Outreach events:

		A	B	C	D	E
		Events	Events	Events	Events	Events
Eat Local Challenge Final Party	7/3/2017		1			
Entergy CCC - Westbank	7/6/2017			1		
Entergy CCC - Westbank	7/7/2017			1		
LA Green Corps Class	7/11/2017				1	
Entergy CCC - Canal	8/1/2017		1			
Entergy CCC - Canal	8/3/2017		1			
Lunch and Learn - City Park	8/3/2017	1				
Lord of the Harvest Resource Fair	8/12/2017				1	
Second Harvest/MQV/CDC	8/17/2017					1
Jehrico Road Workshop - How to conserve water and energy	8/19/2017		1			
NORD Seniors - Sanchez Multi-Purpose Center	8/21/2017					1
Entergy CCC - Westbank	9/1/2017			1		
Entergy CCC - Westbank	9/4/2017			1		
PRC - Great Neighborhood Sellabration	9/9/2017		1			
Second Harvest/MQV/CDC	9/21/2017					1
Dillard University 11th Annual Housing, Health and Community Resources Fair	9/30/2017				1	
Entergy CCC - Canal	10/2/2017		1			
Entergy CCC - Canal	10/5/2017		1			
Second Harvest/MQV/CDC	10/19/2017					1
Entergy CCC - Westbank	11/1/2017			1		
Entergy CCC - Westbank	11/3/2017			1		
Second Harvest/MQV/CDC	11/16/2017					1
Entergy CCC - Canal	12/1/2017		1			
Entergy CCC - Canal	12/4/2017		1			
Second Harvest/MQV/CDC	12/21/2017					1
		1	9	6	3	6
		A	B	C	D	E

Photos:



Energy Smart vehicles in the field.



Energy Smart team on a walk-through of a commercial facility.

Training and Education

Training Title	Number of Participants	Energy Smart's Objective
Confidentiality Training	19	Develop a baseline knowledge of customer confidentiality practices for program implementation including: general considerations, program standards and Entergy standards. Required training to satisfy ENO initial training and annual reoccurrence training requirement for all program employees.
Energy Efficiency 101	12	Establish proficient baseline knowledge of energy efficiency basics and common technologies.
Energy Efficiency 201	9	Intermediate level training on efficiency technologies.
Marketing Overview & Approach Training	9	Introductory program marketing training that covers: program marketing objectives and goals, strategies and tactics, key marketing communications channels, marketing messaging, and measuring success.
Customer Service Training	11	Develop and increase Customer Service skills including program specific answering of phones, calendars and availability, and response time.
Client Interface Training	10	Establish an understanding of appropriate handling of external affairs, including the customers/public, the client, the trade allies, etc.
Confidentiality Training	5	Develop a baseline knowledge of customer confidentiality practices for program implementation including: general considerations, program standards and Entergy standards. Required training to satisfy ENO initial training and annual reoccurrence training requirement for all program employees.
Entergy Customer Service Representative Training	N/A-- ENO call in info unavailable	Introduce and explain the Energy Smart program offerings and provide guidance on appropriate answers to common customer call in questions.
Trade Ally Project Transition Workshop	4	Train contractor team on the process of transitioning a project that was previously approved by ClearResult and starting the work under a new program under CB&I/APTIM.
Customer Influencer/ Program Partner Training	2	Equip individuals who have access to and influence over C&I customers with the info they need to share program information in a credible way.
Total individuals trained by Program:	Greater than 81	An overall program goal is to develop the community, specifically individuals with potential for positive impacted by the program. This includes Entergy New Orleans customers, trade allies, partners, and implementations subcontractors. In setting up to achieve this goal, a first quarter focus on the development of program employees was undertaken in order to establish a strong foundation for the dispersion of subsequent community trainings by these individuals.

Developed Collateral:

1. General Energy Smart Residential Brochure
2. Heat Pump Water Heater Rebate form
3. Home Performance with ENERGY STAR brochure
4. Multifamily program summary sell sheet
5. Multifamily "Sorry we missed you" door hanger
6. Multifamily Tenant leave behind
7. Multifamily Tenant Notification Flyer
8. Retail shelf wobblers (LED)
9. Retail shelf wobblers (LED)
10. Home Performance with ENERGY STAR participation certificate
11. Pool pump retail rebate form
12. Refrigerator rebate form
13. A/C Tune-up brochure
14. Window A/C Retail rebate form

Ready to get Energy Smart?

Visit energysmartnola.com

Call 504-229-6868

Email info@energysmartnola.com



Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

It's time to put
your energy into
saving money.



Get Energy Smart and Save



WHAT IS ENERGY SMART?

Energy Smart helps to lower your Entergy New Orleans utility bills. The program uses a comprehensive, whole-house approach to improving energy efficiency and comfort through home improvements, such as:

- Home energy assessments with direct install measures (LEDs, faucet aerators, low-flow shower heads, etc.).
- A/C Tune-up to improve the cooling output and efficiency of your air conditioning unit by up to 30 percent, plus get a \$150 instant rebate.
- Replacement of existing equipment with ENERGY STAR® qualified:

Central A/C	Up to a \$200 rebate per system
Air Source Heat Pump	Up to a \$250 rebate per system
Mini-split (Ductless) Heat Pump	Up to a \$500 rebate per system
Window A/C	\$50 rebate
Refrigerator	\$50 rebate
Heat Pump Water Heater	\$400 rebate
Pool Pump	\$300 rebate
Attic Insulation	Up to \$.40 per sq. ft.
Air Infiltration	Average \$250 per home for 650 CFM50 reduction
Duct Sealing	Average \$400 per home for 200 CFM25 reduction

WHY CHOOSE ENERGY SMART?

Savings – Earn valuable cash rebates for saving energy.

Choices – Incentives are available for a wide range of energy-efficiency improvements in your house, apartment or business.

Ease – Work directly with a Participating Contractor, who provides instant rebates on qualifying measures.

Quality – Energy Smart approves contractors and works with them closely to ensure the highest-quality work.

The Energy Smart program reduces the up-front cost of improving your home. Depending on the projects you choose, Energy Smart can offer you over \$5,000 toward your home energy improvements, which could save you 20 percent or more on your annual utility bill.



WHERE DO I START?

1. Call 504-229-6868 or visit energysmartnola.com to review the program offerings and decide what's right for you.
2. Contact Energy Smart to schedule a free home energy assessment.

EnergySmart
A New Orleans Program



3. Implement energy-efficiency improvements.
4. Receive Energy Smart rebates.
5. Start saving energy and money.

Get a \$400 Rebate

Energy Smart Heat Pump Water Heater Rebate

Fill out the reverse side of this form and mail to the address listed on the back with a copy of your related sales receipt or email to residentialapps@energysmartnola.com. Limit four rebates per customer per year. See reverse side for complete terms and conditions. Your heat pump water heater must be ENERGY STAR® Qualified to receive a rebate.



\$400 Rebate on ENERGY STAR Qualified Heat Pump Water Heater

Wire-to-wire rebate. Rebate is available for ENERGY STAR Heat Pump Water Heaters. Certification can be found on the ENERGY STAR website.

For more information about this and other Energy Smart programs, visit energysmartnola.com or call 504-229-6868.



Available for Entergy New Orleans Customers

Entergy New Orleans Residential Electric Customer Information

Please fill out completely. Only Heat Pump water heaters qualify for this rebate. All information is required.

Purchaser's Name: _____ Email: _____

Installation Address: _____ City: _____ State: _____ ZIP: _____

Purchaser's Address: _____ City: _____ State: _____ ZIP: _____

Daytime phone: _____

Type of Residence: Single Family (Detached) Single Family (Attached) Multifamily (2 or more units) Other _____
 Own Rent

Heat Pump Water Heater Information: Brand: _____ Model#: _____

How is the residence currently heated and cooled: (check all that apply): **Heat** Gas Heated Electrically Heated Heat Pump System
Cool Air Conditioned (Central or Room A/C) No Air Conditioning

Existing water heater type and age: Electric Water Heater Gas Water Heater Heat Pump Water Heater Approx. Age: _____
Installation location: Inside Conditioned Space Unconditioned Garage Unconditioned Basement Others (Specify) _____

By signing below, purchaser authorizes Energy Smart to perform on site inspections as needed to confirm installation. A separate rebate must be filled out for each heat pump water heater purchased. A rebate check will be mailed to purchaser listed on this form. Email address will only be used to notify you of your rebate status.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to: Email: residentialapps@energysmartnola.com
Energy Smart Retail Lighting and Appliances Program
400 Poydras Street - Suite 900
New Orleans, LA 70130

Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Ready to get **Energy Smart**?

Visit energysmartnola.com

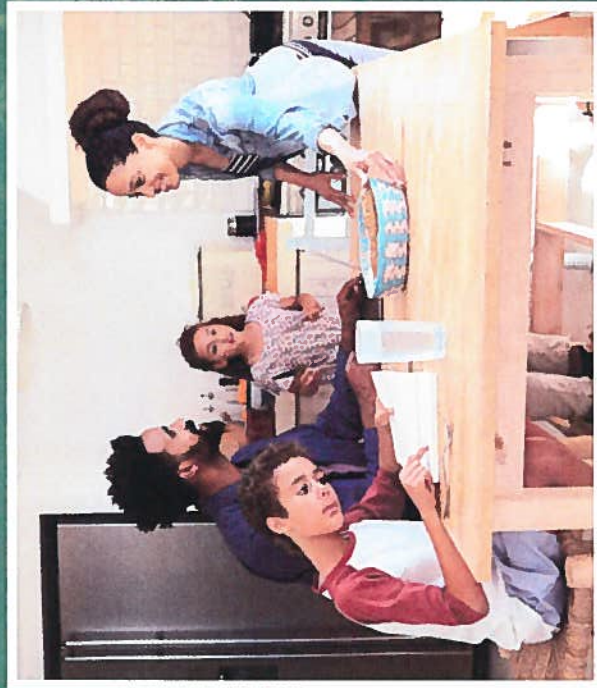
Call 504-229-6868

Email info@energysmartnola.com



Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Home improvements seal
up **savings and comfort.**



Energy Smart Home Performance
with ENERGY STAR® Program



HOME IMPROVEMENTS MADE EASY

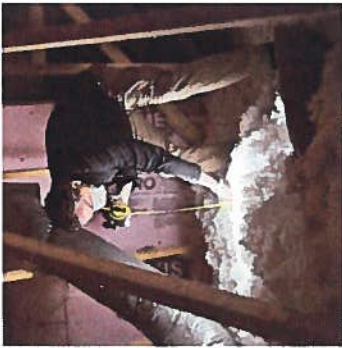
Upgrade your home comfort and lower your utility bills with Energy Smart's Home Performance with ENERGY STAR® Program, a comprehensive, whole-house approach to improving energy efficiency.

The Home Performance with ENERGY STAR Program reduces the up-front cost of installing energy-efficiency upgrades in your home. Depending on the improvements you choose, you could save up to 20 percent or more on your annual utility bill. A free home energy assessment can show you how to improve your home in the following ways:

Fewer drafts and air leaks



Better ventilation and humidity control



Consistent temperatures across rooms



Lower utility bills



Homeowners who participate in the Home Performance with ENERGY STAR Program live in cooler homes in the summer and warmer homes in the winter, and pay less on utility bills.

Rather than focusing on a single problem – like an old heater or cooling system, insufficient attic insulation or leaky windows – the Home Performance with ENERGY STAR Program helps you improve your home's whole system. Our trained local contractors work with you to achieve your savings and comfort goals.

WHERE DO I START?

Residential Energy customers in Orleans Parish who live in existing single-family homes (up to a four-plex structure) are eligible to receive Energy Smart rebates for installing energy-efficiency improvements.

Step 1. Schedule a free home energy assessment. Call 504-229-6868 or visit energysmartnola.com.

Step 2. An Energy Smart certified energy advisor will conduct a thorough home energy assessment and analyze your home's energy efficiency needs. The assessment will take one to two hours and will include complimentary installation of several energy-efficient products such as:

- Energy-efficient light bulbs.
- Smart power strip.
- Low-flow showerheads and faucet aerators.
- Other products to help seal your home and make it more efficient.

Step 3. Review your home energy assessment report and select an Energy Smart contractor to offer proposals on recommended energy-efficiency improvements for your home.

Step 4. Receive Energy Smart rebates for selected improvements, which will be shown as an instant discount on your contractor's invoice.

MEASURE	REBATE AMOUNT
Attic Insulation	Up to \$.40 per sq. ft.
Air Infiltration Sealing	Average \$250 per home for 650 CFM50 reduction
Duct Sealing	Average \$400 per home for 200 CFM25 reduction for electric heated home and average \$200 per home for 200 CFM25 reduction for gas heated home

Step 5. Enjoy energy-efficiency savings and better comfort in your home.

Keep costs low and satisfaction high.



What if you could save your tenants money and enhance your property - all without spending a cent? It's not too good to be true. It's the **Energy Smart Multifamily Program**.

What do you get for signing up?

Tenants will receive installation of energy-saving products* in their unit. Upgrades may include:



**LED
Light Bulbs**



**Kitchen
Aerators**



**Bathroom
Aerators**



**Low-flow
Showerheads**



**Programmable
Thermostat**

Who can participate?

Qualifying multifamily properties must contain two or more units under one roof and must be an Entergy New Orleans customer.


How do you sign up?

Call **504-229-6868** or email **info@energysmartnola.com** if you're interested. We'd love to answer any questions you may have about the program, too.

Visit **energysmartnola.com** for more energy-saving tips and info.

* Actual products installed may differ from the images shown. Measures are determined based on the environment, overall efficiency and product availability. Products may not be installed in each unit depending on utility eligibility and existing baselines. LEDs will be installed only in fixtures containing incandescent or halogen lamps.





Savings just showed up at your door

Sorry we missed you. Energy Smart energy advisors will be installing energy-saving products for a limited time. You can still receive these products if you contact us today.



Savings on top of free products.

Products for participating may include:

LED
Light Bulbs

Kitchen
Aerators

Bathroom
Aerators

Low-flow
Showerheads

Programmable
Thermostat

Call the **Energy Smart Multifamily Program** at
504-229-6868 today.

Visit energysmartnola.com for more energy-saving tips.



Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Energy Smart Multifamily Program

Better Products. Brighter Community.

Thank you for participating in the Energy Smart Multifamily Program. We hope you enjoy the **complimentary** energy-saving products you received.

Here's what we may have installed today
and the typical benefits customers experience.



LED Light Bulbs
(<60W equivalent)
(>76W equivalent)
Use up to 75 percent less energy and provide longer product life than incandescent lighting.



Kitchen Aerators
Reduce water usage by up to 30 percent.



Bathroom Aerators
Reduce the flow of water to your faucet to an efficient 1.0 gallons per minute.



Low-flow Showerheads
Use up to 40 percent less water than a standard-flow showerhead, without losing water pressure.



Programmable Thermostat
Adjust heating and cooling based on your schedule for around 8 percent savings annually.

Energy-saving products installed are dependent upon Entergy account type and eligibility.

For questions about these upgrades or the Energy Smart Multifamily Program, visit energysmartnola.com, email info@energysmartnola.com or call **504-229-6868**.



Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Energy Smart Multifamily Program

Save the Date to SAVE ENERGY

Technicians from the
Energy Smart Multifamily Program
will be in your building on _____.

Look Forward to Complimentary Products

You'll receive complimentary installation of energy-saving products, such as:



**LED
Light Bulbs**
(<60W equivalent)
(>76W equivalent)



**Kitchen
Aerators**
1.5 gpm



**Bathroom
Aerators**
1.0 gpm



**Low-flow
Showerheads**
1.5 gpm



**Programmable
Thermostat**

Installation will only take a few minutes.

After your appointment, you'll receive information about your new products, including projected savings. Contact your property manager if you have questions about this flyer.

Energy saving products installed are dependent upon Entergy account type and eligibility. Actual products installed may differ from the images shown. Measures are determined based on the environment, overall efficiency and product availability. Products may not be installed in each unit depending on utility eligibility and existing baselines. LEDs will be installed only in fixtures containing incandescent or halogen lamps.

More Power to YOU

Thank you for participating. We look forward to helping you save energy and money.

energysmartnola.com | info@energysmartnola.com | 504-229-6868

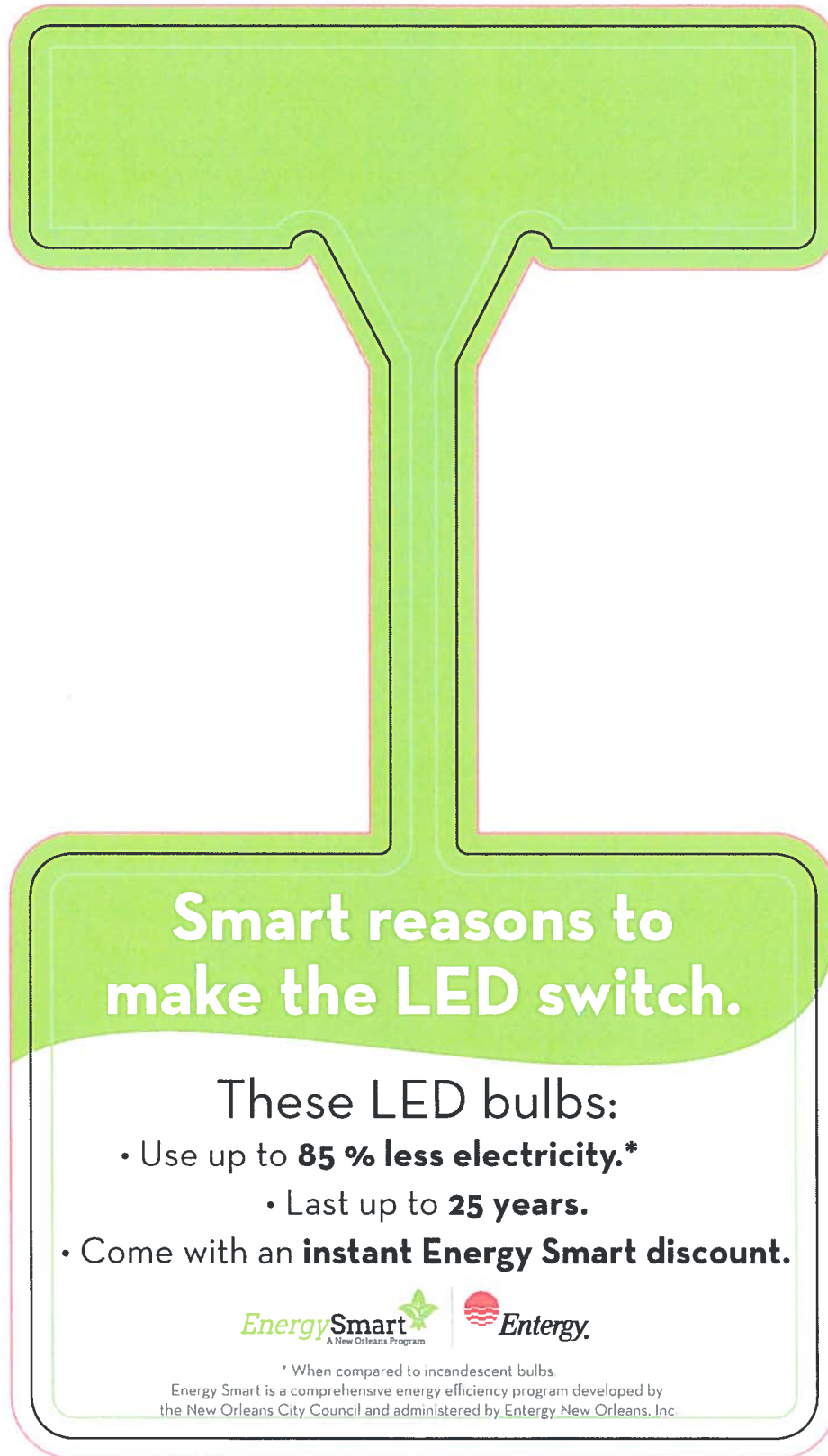


Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.



Item #2002 101PU | Approx. 4.75" X 8.5" RECTANGLE SHAPE SHELF TALKER
Rectangle Shape: 4.75" x 3.5"

GRAY LINE represents actual product dimensions
PINK LINE represents .125 inch image bleed margin
GREEN LINE represents .125 inch inside margin



Item #2002 101PU | Approx. 4.75" X 8.5" RECTANGLE SHAPE SHELF TALKER
Rectangle Shape: 4.75" x 3.5"

GRAY LINE represents actual product dimensions
PINK LINE represents .125 inch image bleed margin
GREEN LINE represents .125 inch inside margin

Certificate of Completion

Home Performance with ENERGY STAR®

This property has successfully made energy efficiency improvements that meet the standards of the **Energy Smart Home Performance with ENERGY STAR Program.**

Home Performance Solutions:

- Air sealing.
- Duct sealing.
- Attic insulation.
- Energy-efficient light bulbs.
- Smart power strips.
- Low-flow showerheads.
- Faucet aerators.

Location:

Date Completed:



Get a \$300 Rebate

Energy Smart In-Ground Pool Pump Rebate

Fill out the reverse side of this form and mail to the address listed on the back with a copy of your dated sales receipt or email to residentialapps@energysmartnola.com. Limit four rebates per customer per year. See reverse side for complete terms and conditions. Your in-ground pool pump must be ENERGY STAR® Qualified to receive a rebate.



**\$300 Rebate on ENERGY STAR
Qualified In-Ground Pool Pump**

For more information about this and other Energy Smart programs, visit EnergySmartNOLA.com or call 504-229-6868.



Available for Entergy New Orleans Customers

Entergy New Orleans Residential Electric Customer Information

Please fill out completely. All information is required.

Purchaser's Name: _____ Email: _____
Installation Address: _____ City: _____ State: _____ ZIP: _____
Purchaser's Address: _____ City: _____ State: _____ ZIP: _____
Daytime phone: _____

Type of Residence: Single Family (Detached) Single Family (Attached) Multifamily (2 or more units) Other _____
 Own Rent

Pool Pump Information: Brand: _____ Type of pump replaced: _____
Pool Pump Horsepower: _____ Type of Pump: Two Speed Variable Speed Approx. hours of operating per day in **filtering** mode: _____
Age of replaced pump: _____ Estimate of pool square footage: _____ Approx. hours of operating per day in **cleaning** mode: _____

By signing below, purchaser authorizes Energy Smart to perform on site inspections as needed to confirm installation. A separate rebate must be filled out for each in-ground pool pump purchased. A rebate check will be mailed to purchaser listed on this form. Email address will only be used to notify you of your rebate status.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to: Email: residentialapps@energysmartnola.com
Energy Smart Retail Lighting and Appliances Program
400 Poydras Street - Suite 900
New Orleans, LA 70130

Entergy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Get a \$50 Rebate

Energy Smart Refrigerator Rebate

Fill out the reverse side of this form and mail to the address listed on the back with a copy of your dated sales receipt or email to residentialapps@energysmartnola.com. Limit four rebates per customer per year. See reverse side for complete terms and conditions. Your refrigerator must be ENERGY STAR[®] Qualified to receive a rebate.



\$50 Rebate on ENERGY STAR Qualified Refrigerators

To search for qualified models and to view eligibility guidelines, visit energy.gov/products/appliance/efc-qualified-refrigerators.html.

For more information about this and other Energy Smart programs, visit EnergySmartNOLA.com or call 504-229-6868.



Available for Entergy New Orleans Customers

Entergy New Orleans Residential Electric Customer Information

Please fill out completely. All information is required.

Purchaser's Name: _____ Email: _____
Installation Address: _____ City: _____ State: _____ ZIP: _____
Purchaser's Address: _____ City: _____ State: _____ ZIP: _____
Daytime phone: _____

Type of Residence: Single Family (Detached) Single Family (Attached) Multifamily (2 or more units) Other _____
 Own Rent

Refrigerator Information: Brand: _____ Model #: _____

Defrost Type: Automatic Defrost Partial Automatic Defrost Manual Defrost **Through the Door Water/Ice Dispenser:** Yes No

Product Type: Top Freezer Side Freezer Bottom Freezer Single Door Other (Specify) _____

By signing below, purchaser authorizes Energy Smart to perform on site inspections as needed to confirm purchase. A separate rebate must be filled out for each refrigerator purchased. A rebate check will be mailed to purchaser listed on this form. Email address will only be used to notify you of your rebate status.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to: Email: residentialapps@energysmartnola.com

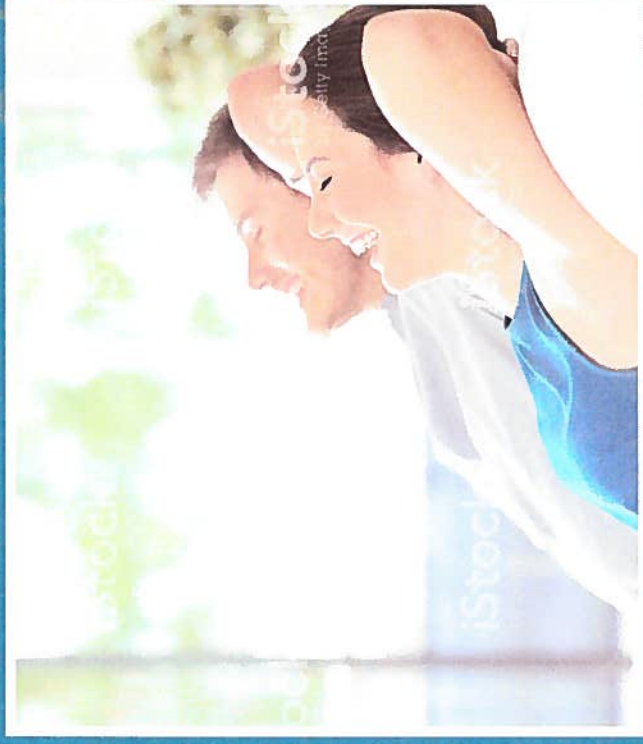
Energy Smart Retail Lighting and Appliances Program

400 Poydras Street - Suite 900
New Orleans, LA 70130

All rebate forms must be received within 45 days of the purchase date. Please allow 4 - 6 weeks for processing. This offer is available through December 31, 2017 or while funds last.

Entergy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Stay cool and save
with an **A/C Tune-up.**



**Ready to stay cool
with Energy Smart?**

Find a participating contractor
at energysmartnola.com or call
504-229-6868 for more information.



Energy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Energy Smart A/C Tune-up Program



SAVE MONEY AND ENERGY

When you sign up for an Energy Smart A/C Tune-up, you can improve the cooling output and efficiency of your air conditioning system by up to 30 percent.

WHO'S ELIGIBLE?

All Entergy New Orleans residential customers are eligible for an Energy Smart A/C Tune-up through the Energy Smart program.

A/C TUNE-UP BENEFITS

Our state-of-the-art diagnostic tools and procedures result in cooler air inside your home, increased air conditioner performance and lower energy bills.



HOW DOES IT WORK?

A program qualified technician will inspect your A/C unit to determine which improvements your system needs for better performance, including:

- Measure indoor airflow at filter grill and correct if needed.
- Clean or replace filter.
- Clean outdoor condenser coils.
- Inspect and clean indoor coil and blower.
- Adjust refrigerant charge to manufacturer's specifications using digital refrigerant analyzer.
- Test air conditioner to verify how much cooling you're actually getting.

Apply up to a \$150 discount from Energy Smart to your contractor's invoice.

COMPARISON OF TRADITIONAL AND ENERGY SMART TUNE-UPS

Measuring Air Temperature

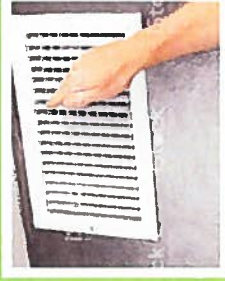


Traditional Tune-up



Energy Smart Tune-up

Measuring Return Airflow



Traditional Tune-up



Energy Smart Tune-up

Measuring Refrigerant Charge



Traditional Tune-up



Energy Smart Tune-up

Get a \$50 Rebate

Energy Smart Window Air Conditioner Rebate

Fill out the reverse side of this form and mail to the address listed on the back with a copy of your dated sales receipt or email to residentialapps@energysmartnola.com. Limit four rebates per customer per year. See reverse side for complete terms and conditions. Your window air conditioner must be ENERGY STAR® Qualified to receive your rebate.



\$50 Rebate on ENERGY STAR Qualified Air Conditioner Units

To search for qualified products, visit energysmartnola.com/energy-qualified.

For more information about this and other Energy Smart programs, visit EnergySmartNOLA.com or call 504-229-6868.



Available for Entergy New Orleans Customers

Entergy New Orleans Residential Electric Customer Information

Please fill out completely. All information is required.

Purchaser's Name: _____ Email: _____

Installation Address: _____ City: _____ State: _____ ZIP: _____

Purchaser's Address: _____ City: _____ State: _____ ZIP: _____

Daytime phone: _____

Type of Residence: Single Family (Detached) Single Family (Attached) Multifamily (2 or more units) Other: _____ Own Rent

Size of area to be cooled: _____ sq. ft.

Air Conditioner Information: Brand: _____ CEER: _____

Cooling Capacity (Btu/hr) _____ Is system reverse cycle: Yes No Window or wall installation: _____

Louvered Sides: Yes No

By signing below, purchaser authorizes Energy Smart to perform on site inspections as needed to confirm installation. A separate rebate must be filled out for each window air conditioner unit purchased. A rebate check will be paid to purchaser listed on this form. Email address will only be used to notify you of your rebate status.

Purchaser's Signature: _____ Date: _____

Please send this application along with a copy of your dated sales receipt to: Email: residentialapps@energymartnola.com

Energy Smart Retail Lighting and Appliances Program
All rebate forms must be received within 45 days of the purchase date. Please allow 4 - 6 weeks for processing. This offer is available through December 31, 2017 or while funds last.
400 Poydras Street - Suite 900
New Orleans, LA 70130

Entergy Smart is a comprehensive energy efficiency program developed by the New Orleans City Council and administered by Entergy New Orleans, Inc.

Date Updated:
July 13th, 2017



Commercial & Industrial Programs - Q1 2017 Report Program Summaries



Program	Application Review			New Orleans - Savings kWh			P17 Savings Goal			% to Goal
	Review	Implementation	Paid	July	August	September	October	November	December	
Large C&I	5,047,638	2,672,811	505,410	8,180,939	8,934,897	911,56%				91.56%
Small Commercial	198,682	840,596	118,675	1,157,933	2,585,971	44.78%				44.78%
Publicly Funded	5,246,380	3,469,427	624,085	9,338,892	12,117,493	77.07%				77.07%
Total										

Program	Application Review			P17 Incentive Budget			% to Budget
	Review	Implementation	Paid	July	August	September	
Large C&I	5,047,638	2,672,811	505,410	8,180,939	8,934,897	911,56%	58.30%
Small Commercial	198,682	840,596	118,675	1,157,933	2,585,971	44.78%	33.17%
Publicly Funded	5,246,380	3,469,427	624,085	9,338,892	12,117,493	77.07%	0.00%
Total							49.15%

Program	Application Review			New Orleans - Incentives \$			P17 Incentive Budget			% to Budget
	Review	Implementation	Paid	July	August	September	October	November	December	
Large C&I	358,116.00	233,207.80	55,845.00	647,168.80	1,110,152.00	58.30%				58.30%
Small Commercial	23,301.50	93,563.00	14,941.00	131,105.50	896,942.00	33.17%				33.17%
Publicly Funded	381,417.50	326,770.80	70,086.00	778,274.30	1,581,336.00	0.00%				0.00%
Total										

Program	Application Review			P17 Incentive Budget			% to Budget
	Review	Implementation	Paid	July	August	September	
Large C&I	358,116.00	233,207.80	55,845.00	647,168.80	1,110,152.00	58.30%	58.30%
Small Commercial	23,301.50	93,563.00	14,941.00	131,105.50	896,942.00	33.17%	33.17%
Publicly Funded	381,417.50	326,770.80	70,086.00	778,274.30	1,581,336.00	0.00%	0.00%
Total							49.15%

Actual Paid Savings by Month - New Orleans kWh

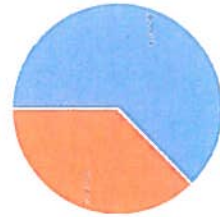
Program	Actual Paid Savings by Month - New Orleans kWh											
	April	May	June	July	August	September	October	November	December	Total	P17 Goal	% to Goal
Large C&I	20,059	77,600	489,351	41,075	8,934,897	505,410	8,934,897	5.66%				5.66%
Small Commercial	77,600	41,075	8,934,897	505,410	2,585,971	118,675	2,585,971	4.59%				4.59%
Publicly Funded	97,659	526,426	12,117,493	624,085	12,117,493	624,085	12,117,493	0.00%				0.00%
Total												5.15%

Actual Paid Incentives by Month - New Orleans

Program	Actual Paid Incentives by Month - New Orleans											
	April	May	June	July	August	September	October	November	December	Total	P17 Goal	% to Budget
Large C&I	2,407.00	9,312.00	51,438.00	4,107.50	8,934,897.00	505,410.00	8,934,897.00	5.03%				5.03%
Small Commercial	9,312.00	4,107.50	8,934,897.00	505,410.00	2,585,971.00	118,675.00	2,585,971.00	3.60%				3.60%
Publicly Funded	11,719.00	58,347.00	12,117,493.00	624,085.00	12,117,493.00	624,085.00	12,117,493.00	0.00%				0.00%
Total												4.41%

Number of Participants	Size of Network
14	134

Savings (kWh) by Project Type



4-2017 kWh Savings