

ENTERGY NEW ORLEANS, INC.  
CITY OF NEW ORLEANS  
Docket No. UD-17-03

Response of: Entergy New Orleans, Inc.  
to the First Set of Data Requests  
of Requesting Party: Advisors to the Council  
of the City of New Orleans

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Question No.: Advisors 1-1

Part No.:

Addendum:

Question:

Please provide the income qualifications and other requirements for participating in the Energy Smart residential low-income programs. Please also provide how this information is made available to the public (i.e. ENO website, online bill pay, inserts provided in mailed utility bills, etc.).

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Response:

The standard for the income-qualified program is 200% of the federal poverty level. Residents who fall at or below this level may participate in the income-qualified program. This information is available to the public on the Energy Smart website at the link below.

<https://www.energysmartnola.info/home-owners/iqw>

Energy Smart personnel participate in multiple marketing and outreach events during the program year, which provide information about all Energy Smart programs, including income-qualified program. ENO has also advertised the Energy Smart program through emails to customers and in digital banner ads on the Company's website.