



ENERGY SERVICES, LLC
308 E. Pearl Street – Suite 700 (39201)
P.O. Box 1640 (M-ELEC-6C)
Jackson, MS 39215

Tel. 601-969-2658
Fax 601-969-2406

Tianna H. Raby
Managing Counsel

To: Katherine Collier, Executive Director
Mississippi Public Service Commission

From: Tianna H. Raby, Entergy Mississippi, LLC

Date: May 15, 2020

Subject: 2018-AD-141; Entergy Mississippi, LLC Compliance Submission

Katherine,

In its May 12, 2020 Order Extending Order Temporarily Suspending Disconnection of Certain Utility Services, the Commission ordered that rate regulated public utilities provide certain information to you to be provided on the Commission's website. Please see responsive information from Entergy Mississippi.

I. Entergy Mississippi Financial Assistance Programs.

Billing Assistance

Working with the Mississippi Public Service Commission, Entergy Mississippi has developed several new payment assistance options for our customers who are having difficulty paying their Entergy bill. These new options build on Entergy's current programs and are designed to provide flexibility and support for customers during this time.

Level Billing

Some residential customers may choose to switch to level billing, which will help customers in budgeting their electricity bills going forward as each monthly bill will be roughly the same based on the historical 12 month rolling average.

Extended Deferred Payment Arrangements

We are working directly with our customers to establish extended deferred payment arrangements.

Fee suspensions

Bill Matrix fees for online and telephone payments have been temporarily waived effective April 9 and will appear as a credit on bills.

Utility Bill Payment Assistance

Low Income Home Energy Assistance Program

LIHEAP assists eligible households with energy bills. If you need assistance, links to complete the [LIHEAP pre-application](#) and how to contact your [local agency](#) can be found at <https://www.energys.com/covid-19/msresources>.

The Power to Care

Low-income seniors and people with disabilities can apply for Entergy bill payment assistance through The Power to Care. A list of agencies that can help you receive assistance from this program can be found at <https://www.energys.com/covid-19/msresources> under the Power to Care section.

Community Assistance

Entergy recently launched the [Mississippi Relief Fund](#) by donating \$385,000 of shareholder dollars to 15 local nonprofits to help Mississippians who have been hard hit financially and do not have resources for basic needs. Entergy shareholders also recently doubled their match of customer donations to The Power to Care Fund, which provides emergency bill payment assistance to seniors and the disabled, from \$500,000 to \$1 million. The list of [organizations](#) that received funds and may be able to provide you with assistance can be found here <https://www.energys.com/covid-19/msresources/>.

II. *Contact information to negotiate payment plans to pay down past due utility bills.*

Payment Arrangements

Entergy Mississippi will work with customers, as needed, on an individual basis to establish a payment arrangement.

For assistance with billing, and to avoid long wait times, customers are urged to use the self-serve functions for deferred payment arrangements at myaccount.energys.com or call 1-800-ENTERGY (1-800-368-3749) to self-serve or to speak with an agent to obtain a deferred payment arrangement.

III. *Web address for additional information about utility customer assistance programs.*

Customer Information Hub

We have created a hub of resources at our Entergy Mississippi website to connect residential customers and small business owners to tools and opportunities that could help them during the pandemic.

Ms. Katherine Collier

May 15, 2020

Page 3

Residential Customer Resources

The residential customer resource site can be found at <https://www.energys.com/covid-19/msresources/> and provides information about the Entergy's \$385,000 Mississippi Relief Fund and the nonprofits administering that fund, as well as other local, state and federal resources available to support our customers in need.

Small Business Resources

Information for small business owners can be found at <https://www.energys.com/covid-19/mssmbiz/>. There are links to state and national resources including information on the federal Coronavirus Aid, Relief and Economic Security (CARES) Act, the US Small Business Administration, Rural Business Development Grants, Mississippi Department of Employment Security, and others.