



## Shanks Accepts Position with Enexus; Fisackerly to lead Entergy Mississippi

Utility leadership pledges continued focus to become power company of the future

Carolyn Shanks, president and chief executive officer of Entergy Mississippi, Inc., has accepted a position with Enexus Energy Corporation, the independent, publicly traded nuclear power company that Entergy plans to spin off later this year. Haley Fisackerly, vice president of governmental affairs for Entergy Nuclear, will succeed Shanks.

To ensure operational effectiveness, the transitions will take place over several weeks.

In her new position at Enexus, Shanks will serve as senior vice president, administration and corporate support. Her responsibilities will include communications,



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human resources, information technology and corporate services.

Meanwhile, Fisackerly is assuming responsibility for Entergy Mississippi's electric distribution system, customer service, economic development, regulatory affairs and governmental affairs.

Shanks, who recently celebrated her 25th anniversary with Entergy, became president and CEO in 1999 and quickly launched several initiatives that transformed Entergy Mississippi into a customer-focused utility and an industry leader in customer satisfaction.

While strengthening Entergy Mississippi's traditional utility functions, Shanks also established the company as a leader in the community with initiatives emphasizing environmental issues, education, economic development and assistance for low-income customers.

“Without question, these have been some of my most rewarding years with Entergy,” Shanks said. “From the start, it was vital to win back the trust of customers while truly making a difference in the communities we serve. Employees understood the direction we needed to take, and they got behind all of these efforts with passion and determination.”

A native of Senatobia, Miss., Shanks began her career as an accountant for Mississippi Power & Light in 1983. Later she transferred to System Entergy Resources, Inc., the subsidiary responsible for operating Grand Gulf Nuclear Station.

A key member of Entergy's nuclear team from 1986 through 1996, Shanks was instrumental in developing and implementing a groundbreaking strategy that set the stage for plant acquisitions and unprecedented growth for the nuclear business. Of significance was her leadership in the consolidation of Entergy's four nuclear units under one operating company and the integration of River Bend Station in St. Francisville, La., into the nuclear organization.



“It's an exciting time to be a part of the Entergy Mississippi team.”

Haley Fisackerly

In 1997, Shanks became vice president of finance and administration for Entergy Nuclear. Shortly thereafter, she accepted her current position with Entergy Mississippi.

Fisackerly, an Entergy officer with 13 years of company experience, served as Entergy Mississippi's vice president of customer operations for five years before moving to the corporation's nuclear organization last summer.

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## Entergy Mississippi Expanding Powerful Solutions Tour

Experts to demonstrate ways to manage electricity costs this summer

With rising natural gas prices expected to impact electricity costs across the nation, Entergy Mississippi, Inc., is expanding its popular *Powerful Solutions* tour in an effort to provide customers the tools they need to manage electric usage this summer.

The energy management seminars will be held in locations throughout Entergy Mississippi's 45-county service area to show customers simple and inexpensive tips and techniques that can save money.

The tour will show residents how to weatherize their homes and keep electricity costs as low as possible.

Entergy Mississippi introduced *Powerful Solutions* in 2001 when a spike in natural gas prices significantly impacted what customers were paying for electricity. With natural gas prices on the rise again, the company is upgrading the tour to ensure that more customers are aware of energy saving practices in anticipation of higher electricity costs.

“Just as we're having to be more selective about travel and how much we drive our cars these days, it's becoming clearer that we also have to start thinking about ways to use electricity more wisely,” said Jim Lyles, project manager for the *Powerful Solutions* initiative. “By making some simple lifestyle adjustments, customers can learn how to manage their energy use more effectively and hold the line on costs this summer.”

Natural gas prices, which have more than doubled in recent months, are expected to impact electric utilities across the nation where the fuel source is used to generate electricity, including Entergy Mississippi.

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## Entergy Mississippi Graduates Linemen from "Boot Camp"

Graduates headed to cities throughout 45-county service area

Entergy Mississippi, Inc. is giving power outages the 'boot.'

The utility recently graduated 16 linemen from an intensive, 14-week "boot camp" designed to teach job skills, knowledge and safety through classroom instruction and hands-on experience. The graduates will now continue on-the-job training for approximately 14 months.

"Our customers tell us that the service improvements we have made in recent years are working, but we are always looking for ways to do better," said Dennis Dawsey, distribution operations director for Entergy Mississippi. "The boot camp helps ensure that we have trained personnel in place as other linemen reach retirement age. These young men are top notch and will contribute greatly to our company's vision to be the power company of the future."

Dawsey said the training course, held at Entergy Mississippi's new \$3-million, state-of-the-art Knowledge and Skills Training



(KAST) Center in Clinton, is part of the company's reliability efforts under the *Ennovations* initiative launched in 2007. This program combines decades of industry experience with new technologies and extensive planning to make a quality product even better.

Coursework includes an overview of the Overhead and Underground Construction Specifications Manual and the Safety Manual, developing teamwork skills and gaining an understanding of distribution line work, tools and applications.

The graduating group is the first to be trained using the new 100 percent fall protection device, the BuckSqueeze, to climb poles.

"The BuckSqueeze fits with Entergy's commitment to create a safe work environment," said Dawsey. "This group has really taken to it and has progressed faster because of it."

## "...Powerful Solutions..."

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The *Powerful Solutions* tour will show residents how to weatherize their homes and keep electricity costs as low as possible.

"We know that our customers are more financially strapped this year with increased energy costs, and we want to be part of the solution," said Lyles. "That's why Entergy Mississippi is being proactive about sharing information that will help customers manage electricity use more effectively and lessen the impact of rising energy prices."

Tour stops are being planned in centrally located areas that are more spacious and convenient for participants. Entergy Mississippi is also encouraging local groups such as community action agencies and churches to provide transportation to workshops for those who need it.

Lyles said that anyone can learn useful advice from the demonstration, especially new homeowners or people planning to build homes. Participants do not need special skills to take advantage of the tips offered, which include pointers in areas such as:

- Caulking and weather-stripping cracks around windows and doors
- Simple, inexpensive materials that can save you money
- How to cool and heat your home and keep costs down

The seminars are free and seating is usually on a first-come, first-served basis, so attendees are urged to arrive early.

## "Shanks/Fisackerly..." CONTINUED

In his previous position with Entergy Mississippi, Fisackerly created the customer operations organization by combining economic development, customer service and commercial and industrial accounts under one umbrella. The reorganization helped leverage and enhance the capabilities of each function while producing greater efficiencies and cross-discipline support and teamwork.

"I look forward to working with employees as we find even more ways to improve our performance," Fisackerly said. "We're working on a number of new Web-based services that offer more convenience and choices to our customers, and there are more innovative projects on the horizon that we plan to introduce in the coming years. It's an exciting time to be a part of

the Entergy Mississippi team, and I think this will be a transformational era as we prepare for the challenges of the future."

Fisackerly grew up in Columbus, Miss., and graduated with a bachelor's degree in business administration from Mississippi State University. He earned a master's degree in public administration with an emphasis in executive, legislative and regulatory management from George Washington University.

Fisackerly joined Entergy in 1995 in federal governmental affairs in Washington, D.C. Later, he moved to Little Rock, Ark., where he was director of system regulatory strategy. He returned to Mississippi in June 2002 as Entergy Mississippi's vice president of customer operations and has served as vice president of governmental and regulatory affairs for Entergy Nuclear since June 2007.

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