



High-Tech Entergy Mississippi Training Center Prepares Advanced Workforce

Customers benefit as utility works smarter

Customers throughout Entergy Mississippi's service area soon will benefit from a new state-of-the-art facility designed to train company employees in the latest technologies and processes of their industry.

The Knowledge & Skills Training Center, which opened recently in Clinton, is a 22,000-square-foot facility situated on 15 acres. The center is a key component of Entergy's recently announced *Ennovations* service initiative, a forward-thinking strategy aimed at providing customers Even better service now and in the future.

"The new training center signifies Entergy's commitment to providing the best possible service to customers," said Carolyn Shanks, Entergy Mississippi president. "By using cutting-edge training modules and exemplary education techniques, we are ensuring that our highly skilled workforce stays prepared to meet the growing demands of an increasingly technological world."

Dependence of households and commerce on more sophisticated communication and

convenience tools powered by electricity is placing greater importance on affordable, reliable power than ever before.

Though the broad curriculum includes basic training, new courses at the center are aimed at equipping employees for the demands of a rapidly advancing industry. Employees are educated on electronic controls now being used in the field,

such as relays that can automatically detect faults in power lines.

Programs in advanced engineering design methods ensure the highest level of efficiency and reliability. New safety practices and

techniques such as enhanced grounding and switching procedures are a major emphasis.

Lineman "boot camps" are held in an indoor demonstration center as well as expansive outdoor training space. Senior refresher courses, meter service training, and services for engineering and design employees are also offered, as are new underground network training and programs for administrative network agents.

"The new Entergy Mississippi Knowledge and Skills Training Center affords an unprecedented level of training for our employees," said Shanks. "This training translates into an unparalleled level of service to all customers.

"By making this investment in our workforce," she said, "Entergy is working smarter, better meeting customer needs today and anticipating and preparing for the future."

"The new Entergy Mississippi Knowledge and Skills Training Center affords an unprecedented level of training for our employees."



Entergy Mississippi executives and employees (from left) Mike Vaughan, Randy Helmick, Dennis Dawsey, Carolyn Shanks, Sam McGaugh, and Bobby Wiggins, view a state-of-the-art learning module during the grand opening of the company's new Knowledge and Skills Training Center.

Entergy Receives Early Site Permit for Possible New Nuclear Unit in Mississippi

Customers across the state may benefit from new generating source

Entergy Mississippi's forward-thinking plan for meeting the future energy needs of its customers has taken a significant step with the recent award of an early site permit from the Nuclear Regulatory Commission for a possible new nuclear unit at the Grand Gulf site in Mississippi.

The permit, one of the first awarded by the commission, represents a renewed interest in nuclear power and could result in one of the first new nuclear generators built in this country in 30 years.

"In our contemporary society, demand for electricity continues to increase," said Carolyn Shanks, president and CEO for Entergy Mississippi. "We are seeing a greater dependence on communication, convenience, and other tools powered by electricity. Entergy is committed to meeting that growing need.

"Our neighbors in the communities around Grand Gulf and Mississippi's lawmakers have been supportive partners in Entergy's commitment to provide affordable, reliable power to our customers."

"Nuclear plants are reliable, clean-air sources of affordable electricity," she said. "Expanding our nuclear opportunities positions Entergy to better meet the growing needs of our customers."

The permit, which preserves the option to build for 20 years, certifies that the site is

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Entergy, Employees and Customers Contribute to Energy Concern

Entergy Mississippi has again joined forces with its employees and customers to raise funds for other customers who are facing financial hardships.

"There are times when a helping hand can make a real difference in someone's life," said Portia Ballard Espy, external affairs manager for Entergy Mississippi. "Through Energy Concern, Entergy is able to offer assistance to customers in need. We are very proud that many of our employees and customers are willing to help us in this effort by adding their support to Energy Concern."

More than 4,700 elderly and disabled customers received assistance in paying their utility bills last year through Energy Concern.

This year Entergy Mississippi employees and customers have contributed \$282,000 to the fund, which is administered by the Salvation Army. Today, Entergy Corporation matched those donations, raising the total

contributed for Mississippi customers in need to \$382,000.

Entergy shareholders match 100 percent of employee contributions. Each year,

"Through Energy Concern,
Entergy is helping improve
the quality of life in the
communities we serve."

shareholders also match new customer contributions up to \$500,000 annually. One hundred percent of each contribution goes directly to help local utility customers. There are no administrative costs associated with the fund.

Nationally, federal utility bill-payment assistance programs reach approximately 15 percent of households in need. When federal funds are exhausted or are unavailable,

voluntary charitable programs like Energy Concern provide a safety net for elderly and disabled persons. Most of the time, these financial crises are caused by unexpected accidents and medical or other emergencies.

"The Salvation Army receives daily requests for assistance," said Nicole Claiborne, divisional social services director of the Salvation Army. "Thanks to Energy Concern, many Mississippians have received the help they needed to keep their utilities on and their lives on track."

Donations to Energy Concern are still being accepted. Customers interested in offering others a helping hand can donate by simply marking the donation box on their monthly electricity bills.

"Such a small act has such a large impact," said Espy. "Through Energy Concern, Entergy is helping improve the quality of life in the communities we serve."

"Early Site Permit" CONTINUED

suitable for a new nuclear unit and resolves many safety and environmental issues related to the site. Entergy's decision to build a new nuclear plant at Grand Gulf will be based on a number of factors, including an assessment of customers' need for additional power; the estimated cost including interest rates, and construction schedule of the advanced nuclear energy plant.

Other considerations include the projected future cost of power from the plant compared to the projected cost of other fuel choices such as coal or natural gas, financial certainty provided by Congressional action to

implement and fund provisions of the Energy Policy Act of 2005, and state regulatory certainty regarding how building costs are to be placed into customer rates.

Entergy's work on the early site permit began in 2002 as part of the U.S. Department of Energy's Nuclear Power 2010 program.



Grand Gulf Nuclear Station

The program is a joint government/industry cost-shared effort to identify sites for new nuclear power plants, develop and bring to market advanced nuclear plant technologies, evaluate the business case for building new nuclear power plants and demonstrate untested regulatory processes.

Successfully completing the complex application process and receiving one of the first early site permits is an important indication of Entergy's leadership and expertise in the nuclear field. Entergy is the country's second-largest operator of nuclear power plants.

A positive working relationship between Entergy and Mississippi officials and citizens around the existing Grand Gulf unit further sets the stage for Entergy's plans. "Our neighbors in the communities around Grand Gulf and Mississippi's lawmakers have been supportive partners

in Entergy's commitment to provide affordable, reliable power to our customers," Shanks said. "Our ability to work together toward the common goal of a better Mississippi makes the future of nuclear power in Mississippi even brighter."

Entergy Currents

News for our Mississippi Customers

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