



Entergy Mississippi Uses Heat-Seeking Camera to Prevent Outages

Infrared technology identifies potential problems before they occur

Ed Adcock points his handheld infrared camera at one of Entergy Mississippi's distribution lines, setting off a burst of gray and black flashes on the attached monitor.

Then he turns the camera towards an 18-wheeler in the parking lot. The exhaust pipe of the vehicle shows bright white on the screen with readings that immediately provide information about the pipe's temperature.

"That exhaust pipe is over 110 degrees," said Adcock. "Want to cook an egg?"

Adcock and his team are the newest addition to Entergy's recently announced *Ennovations* service initiative, a forward-thinking, \$36-million strategy aimed at providing customers even better service now and in the future. The infrared camera uses high technology to analyze outage data; to inspect lines, circuits and other equipment; and to ensure that work occurs in the most outage-prone areas.

"At Entergy, we are enhancing our commitment to provide the most reliable service possible," said Dennis Dawsey, director of distribution operations for Entergy Mississippi. "Finding ways to put technology to work for our customers is part of that promise.

"Through thermal imaging technology, we are able to seek out weaknesses on our lines before they escalate into real problems," he said.

The high-tech, \$200,000 project uses the heat-seeking camera to assess lines and transformers from the ground. Potential problems show up as white "hot spots"

on the monitor, much like the glow of the 18-wheeler's exhaust pipe.

The effort focuses on the company's main circuits in order to improve service to the largest number of customers. Project managers report their findings weekly, but critical problems receive immediate attention.

"We identified circuits to scan based on critical customer load, reliability performance and major customer impact," said Dawsey. "Inspections are scheduled all over the system — from Southaven to Tylertown to Kosciusko to Natchez. Any circuit that meets the criteria has been incorporated into the program."

So far, Adcock's ThermoCam has identified 20 areas requiring immediate action. Dawsey is pleased with the reports. "What the infrared camera is telling us is that our *Ennovations* initiative is really working," he said. "The lines are in great shape.

"By looking ahead, investing in improvements to lines, circuits, and substations, we are keeping our promise to provide customers with the most reliable service possible," he said.



The image above shows an example of an infrared equipment reading that demands immediate attention. The brightest part of the image indicates the highest temperature.

The high-tech, \$200,000 project uses the heat-seeking ThermoCam to assess lines and transformers from the ground.

Entergy Boosting Literacy with *Between the Lions*

Educational project shares programming with Mississippi children

Mississippians don't have to read *Between the Lions* to learn that Entergy and the Emmy Award-winning PBS television program are helping boost literacy in pre-kindergartners throughout the state.

Produced by Mississippi Public Broadcasting and televised nationally, the wildly successful program introduces pre-kindergarten children to the concepts of print, language, and reading.

Now as part of Entergy Mississippi's *Destination Education* initiative, the *Lions* are roaring into local libraries. The company is partnering with Mississippi Public Broadcasting on a *Between the Lions* Preschool Literacy Library Project which shares interactive *Between the Lions* learning materials with Mississippi children through local libraries.



Entergy is partnering with the award-winning *Between the Lions* program to boost literacy in Mississippi.

"This project helps put into action a commitment made last year by Entergy to increase support of education in Mississippi through private partnerships," said Carolyn Shanks, president of Entergy Mississippi.

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Entergy Summit Aimed at Improving Mississippians' Quality of Life

State advocates gathered to address poverty and other special needs

Finding ways to improve the quality of life for Mississippians in need was the goal of Entergy Mississippi's recent Partnership and Low-Income Customer Assistance Summit.

More than 20 percent of the people in Entergy Mississippi's service territory live at or below the poverty level. Studies show that some families spend half their income on utilities including gas, electricity, and water.

This is the fourth year the summit has provided a platform for more than 300 state advocates to share ideas for assisting Mississippians with special needs. Entergy Mississippi partnered with the Mississippi Association of Community Action Agencies in offering workshops on topics such as Earned Income Tax Credits, the Low Income Home Energy Assistance Program, and Individual Development Accounts.

"Providing an environment where Mississippians who are invested in

community improvement can be inspired and encouraged supports Entergy's own goal of making our state a better place to live," said Portia Espy, manager of external affairs for Entergy Mississippi. "The summit allowed advocates an opportunity to renew their commitment to citizens with special needs and take back to their communities fresh ideas for improvement."

The summit annually supports Entergy's many efforts on behalf of special-needs customers, including successfully lobbying Congress for an additional \$1 billion in LIHEAP 2006 funding, providing Community Partnership Grants to programs aimed at reducing crime and poverty, and promoting participation by employees and customers in the company's assistance fund, Energy Concern. In 2006, Entergy shareholders, employees and customers contributed through Energy Concern



The recent Partnership and Low-Income Customer Assistance Summit focused on "Innovations Through New Partnerships."

\$382,000 to low-income elderly and disabled Mississippians needing assistance with utility costs.

"We at Entergy are committed to improving the communities we serve," said Espy. "By addressing some of the challenges our customers face through this event and other meaningful avenues, we are enhancing the quality of life in Mississippi."

"Entergy Boosting Literacy..." CONTINUED

"Now, more than ever before, Mississippians must come together in developing solutions that improve our state's educational system. It is clear that our economic future depends on it."

Seventeen Mississippi libraries are participating in the *Between the Lions* Preschool Literacy Library Project which provides to parents and children materials and activities proven to boost letter knowledge, vocabulary, and excitement toward learning in pre-kindergartners.

Library story hours reinforce the *Lions'* messages with hand puppets, DVDs, story boards, and more. Special at-home learning exercises using flash cards and posters are shared with parents and caregivers, and special "Cubs Cards" are issued to children to encourage more library visits.

Plans call for spreading the program to all 240 public libraries in Mississippi, and

outward from these libraries into community centers, homes, churches, pediatrician offices, and similar locations in the community that can be ideal settings for preschool learning.

"We have known for some time that the very early years of a child's life have immense lifelong implications," said Marie Antoon, Mississippi Public Broadcasting executive director. "Learning to recognize, verbalize and understand more words in pre-kindergarten sets a child on a better course for lifelong learning. That course impacts a child's life in positive ways, including career successes and earning potential in adulthood. With Entergy's help, the *Between the Lions*

Preschool Literacy Library Project will have a positive impact on thousands of children in Mississippi who may not otherwise have access to these early learning tools."

Shanks agreed. "By sponsoring the *Between the Lions* Preschool Literacy Library

Project," she said, "Entergy is helping build the foundation for a lifetime of learning and educational progress for Mississippi children. The *Between the Lions* Preschool Literacy Library Project is our chance to get on board in improving educational opportunities for Mississippi children."

Entergy and the Emmy Award-winning PBS television program are helping boost literacy in pre-kindergartners throughout the state.

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