

## AUTOMATIC MONTHLY PAYMENT

### The Hassle-Free Way to Pay Your Energy Bill

With Automatic Monthly Payment, customers of Entergy utility companies may pay their energy bill automatically through their regular checking or savings account saving time and expense.

- Each month, you receive a statement showing the amount of your Entergy bill.
- On the bill due date, your bank will withdraw the amount due from your checking account and forward it to Entergy.
- The date the withdrawal will be made from your checking account will appear on your monthly bill.

**Please complete the information below and return it, along with a voided check to:**

**Entergy  
Automatic Monthly Payment  
P. O. Box 8106  
Baton Rouge, LA 70891-8106**

Name:						
Billing address:						
City:						
State:						
Zip Code:						
Entergy Account #:						
Phone # : *						
E-mail address (optional):*						
Entergy Company (circle one):	Entergy Arkansas, Inc.	Entergy Gulf States Louisiana, L.L.C.	Entergy Louisiana, LLC	Entergy Mississippi, Inc.	Entergy New Orleans, Inc.	Entergy Texas, Inc.
Bank Name:						
Name as shown on Bank Account:						
Bank Account #:						

\* Entergy's policy is not to provide customer phone numbers or email addresses to third parties unless required by law to do so.

I authorize Entergy Services, Inc., on behalf of the Entergy company indicated above, to withdraw funds from my bank account in payment of my Entergy bill. I further agree to notify Entergy at least 5 working days prior to my scheduled payment date if I wish to cancel this authorization.

Signature: \_\_\_\_\_

***Please continue paying your Entergy bills in your usual manner until a message appears on your bill indicating that the amount due will be drafted from your bank account.***

## QUESTIONS AND ANSWERS

### **Q. How does Automatic Monthly Payment work?**

A. You will receive your Entergy bill as usual each month. A message will be printed on the bill stating the date your checking account will be drafted for the net amount of the bill. The Automatic Monthly Payment will appear on your bank statement.

### **Q. What if I disagree with the Automatic Monthly Payment amount shown on my bill?**

A. You have up to 5 days from the billing date to contact Entergy concerning any possible discrepancies in your bill. If the matter is not settled before the draft date, your account will be removed from the Automatic Monthly Payment plan for that month. Automatic Monthly Payments may resume once Entergy has researched the discrepancy and the matter has been resolved. With the exception of the possible discrepancy, you will still have responsibility for paying your bills by the due date.

### **Q. What if I don't have enough money in my account to pay my monthly Automatic Monthly Payments?**

A. Automatic Monthly Payments returned for insufficient funds will be subjected to charges imposed by Entergy and by your bank similar to those of a returned check. If your account cannot be debited due to insufficient funds twice within any 12-month period, your account will be removed from the Automatic Monthly Payment Plan. In any event, you will continue to have responsibility for paying your bills by the due date.

### **Q. What if I have a question about the Automatic Monthly Payment Plan or a debit to my bank account?**

A. If you believe that your Automatic Monthly Payment is incorrectly recorded on your utility bill or bank statement, contact Entergy at 1-800-ENTERGY (1-800-368-3749) and we will research the matter. You can also write to Entergy at the address given above, or email Entergy through its website at [www.Entergy.com](http://www.Entergy.com).

### **Q. How do I join the Automatic Monthly Payment Plan?**

A. You are eligible to join the Automatic Monthly Payment plan if you have a good credit history with Entergy and a checking or savings account with a financial institution that is a member of the Automated Clearing House Association. Simply complete the authorization form and return it to Entergy with a canceled or voided check to enroll in the Automatic Monthly Payment Plan.

### **Q. When will my Automatic Monthly Payments begin?**

A. You should continue paying your Entergy bills in your usual manner until a message appears on your bill indicating that the amount due will be drafted from your bank account.

### **Q. What if I want to terminate Automatic Monthly Payments?**

A. You can terminate Automatic Monthly Payments at any time by contacting Entergy at 1-800-ENTERGY (1-800-368-3749), writing to Entergy at the address provided above, or emailing Entergy through its website at [www.Entergy.com](http://www.Entergy.com). If you terminate Automatic Monthly Payments, you will have responsibility for making other arrangements for paying your Entergy bills.