



Entergy New Orleans, Inc.
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January 29, 2016

Via Hand Delivery

Ms. Lora Johnson
Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
1300 Perdido Street
New Orleans, LA 70112

Re: *Filing of Entergy New Orleans, Inc.'s Energy Smart Quarterly Report for the period of October 2015 – December 2015 (Resolutions R-11-52, R-14-509, R-15-140, R-15-543; UD-08-02)*

Dear Ms. Johnson:

On February 3, 2011, the Council of the City of New Orleans (“Council”) adopted Resolution R-11-52 that approved Entergy New Orleans, Inc.’s (“ENO”) selection of CLEAResult as the Third Party Administrator for the Council-approved Energy Smart Programs. Council Resolutions R-14-509, R-15-140 and R-15-543 approved the current Energy Smart programs and budgets.

On behalf of CLEAResult, ENO submits the enclosed original and three copies of the Energy Smart quarterly report for the period of October 1, 2015 to December 31, 2015. Should you have any questions regarding this filing, please contact my office at (504) 670-3680.

Sincerely,

Gary E. Huntley

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BY:

cc: All Councilmembers
Council Utilities Regulatory Office
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***Entergy New Orleans, Inc.
Quarterly Report
October – December 2015***

EXECUTIVE SUMMARY

Energy Smart was developed by the New Orleans City Council (“Council”) is administered by Entergy New Orleans, Inc. (“ENO”) and is implemented by CLEAResult.

This report contains data on the entire Energy Smart program, with detailed information about both the New Orleans and Algiers parts of the Energy Smart Program. In spring of 2015, the Council approved the design of phase two of the Energy Smart program. This second phase of Energy Smart will build on the success of the first four years of the program with some program design changes based on lessons learned from phase one. The “summary of program activity” tables on the next page contain the proposed kWh goals for the 5th program year, April 2015 to March 2016. This second phase of programs was ordered by the Council’s Utility, Cable, Telecommunications and Technology Committee in order to continue providing residents and businesses in Orleans Parish a proven method for incorporating energy efficiency in their day-to-day lives and businesses. Included in this report are:

- ★ kWh savings and total participation by program
- ★ Summaries of activity by program
- ★ A comprehensive review of each program’s data and activity
- ★ Marketing and outreach activity

Program Year 5 is divided into four quarters:

- ★ Quarter 1: April-June, 2015
- ★ Quarter 2: July-September, 2015
- ★ Quarter 3: October-December, 2015
- ★ Quarter 4: January-March, 2016

Starting with the Quarter 2 report a series of charts have been added demonstrating the amount of kWh energy savings & budget spend attributed to individual measures in programs. These charts will be an ongoing part of quarterly reports as Council Technical Advisors have asked for a more granular view of program progress.

SUMMARY OF PROGRAM ACTIVITY

New Orleans Savings Through Quarter Three

(Program Year - April 2015 thru March 2016)

Program	Saving Goals*		Savings Through Quarter Three					Completed YTD	
	kW	kWh	kW	kWh	CO ² reduction (lbs)	Participants	Measures	% kW	% kWh
Home Performance w/ Energy Star	260	732,674	700	3,348,665	18,752,523	1,177	2,467	269.47%	457.05%
Consumer Products	290	942,765	132	478,402	2,679,054	248	262	45.57%	50.74%
Low Income	201	518,876	16	55,126	308,704	18	40	7.96%	10.62%
A/C Tune Up & HVAC	573	1,458,077	281	783,574	4,388,016	665	353	49.05%	53.74%
School Kits & Education	119	926,946	29	197,885	1,108,156	2,160	1,668	24.51%	21.35%
Green Light**	94	624,202	93	428,016	2,396,891	995	24,316	98.46%	68.57%
Small Business Solutions	950	3,692,306	354	2,430,608	13,611,407	176	324	37.26%	65.83%
Large Commercial Solutions	1,265	7,561,766	438	3,917,909	21,940,291	29	42	34.62%	51.81%
Totals	3,751	16,457,612	2,043	11,640,186	65,185,042	5,468	29,472	54.46%	70.73%

* Savings Goals have not yet been approved

**Green Light kWh savings are based on the recent budget allocation to this program

Algiers Savings Through Quarter Three

(Program Year - April 2015 thru March 2016)

Program	Saving Goals*		Savings Through Quarter Three					Completed YTD	
	kW	kWh	kW	kWh	CO ² reduction (lbs)	Participants	Measures	% kW	% kWh
Home Performance w/ Energy Star	21	59,989	59	236,873	1,326,489	472	261	278.00%	394.86%
Consumer Products	23	75,368	1	720	4,032	4	5	3.40%	0.96%
Low Income	18	45,946	3	10,595	59,331	4	11	16.23%	23.06%
A/C Tune Up & HVAC	52	131,133	24	68,274	382,334	43	43	46.14%	52.06%
School Kits & Education	53	84,150	0	0	0	0	0	0.00%	0.00%
Green Light	n/a	n/a	17	76,800	430,079	214	4,319	n/a	n/a
Small Business Solutions	87	339,555	0	0	0	0	0	0.00%	0.00%
Large Commercial Solutions	108	644,830	8	181,099	1,014,154	1	1	7.03%	28.08%
Totals	363	1,380,971	111	574,361	3,216,420	738	4,640	30.53%	41.59%

*Savings goals have not yet been approved

Program Expenditures Through Quarter Three

Program	New Orleans		Algiers	
	Incentive	Implementation	Incentive	Implementation
Home Performance w/ Energy Star	\$406,230	\$885,663	\$31,289	\$106,327
Consumer Products	\$39,323		\$200	
Low Income	\$20,079		\$3,068	
A/C Tune Up & HVAC	\$111,916		\$8,475	
School Kits & Education	\$31,314		\$0	
Green Light	\$93,099		\$19,656	
Small Business Solutions	\$289,339		\$272,615	
Large Commercial Solutions	\$385,392	\$493,102	\$21,732	\$46,412
Totals	\$1,376,692	\$1,651,379	\$84,420	\$178,388

Program Activity Summaries

Home Performance with Energy Star

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Assessment	0	\$38,200	0	\$47,961	0	79.65%
Air Infiltration	252,141	\$42,687	84,199	\$53,631	299.46%	79.59%
Ceiling Insulation	220,696	\$30,567	213,113	\$63,576	103.56%	48.08%
Duct Efficiency	2,875,829	\$294,775	308,245	\$92,919	932.97%	317.24%
Direct Install	0	\$0	127,117	\$33,426	0.00%	0.00%
Totals	3,348,665	\$406,230	732,674	\$291,513	457.05%	139.35%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Assessment	0	\$5,650	0	\$3,893	0.00%	145.13%
Air Infiltration	27,066	\$5,589	6,819	\$4,341	396.92%	128.74%
Ceiling Insulation	23,989	\$4,213	17,443	\$5,202	137.53%	80.99%
Duct Efficiency	185,818	\$15,837	25,301	\$7,626	734.43%	207.67%
Direct Install	0	\$0	10,425	\$2,744	0.00%	0.00%
Totals	236,873	\$31,289	59,989	\$23,806	394.86%	131.43%

Duct Efficiency measures accounted for the vast majority of the kWh increase in New Orleans. This was the result of several hundred rebate submissions by one of our highest producing participating contractors.

New Orleans also saw an increase in the number of assessments paid and although there are no kWh tied to the assessments, Air Infiltration and Ceiling Insulation measures were performed as a result of the assessment revealing these energy efficiency needs. Algiers also saw a large increase in Duct Efficiency measures.

Consumer Products

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Advanced Power Strips	224	\$30	4,137	\$554	5.41%	5.42%
Lighting Buy Down	423,191	\$29,373	823,159	\$198,839	51.41%	14.77%
Room A/Cs	33,676	\$7,920	115,469	\$42,098	29.16%	18.81%
Pool Pumps	21,310	\$2,000	n/a	n/a	n/a	n/a
Totals	478,402	\$39,323	942,765	\$241,491	50.74%	16.28%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Advanced Power Strips	0	\$0	329	\$44	0.00%	0.00%
CFLs	0	\$0	12,961	\$1,283	0.00%	0.00%
LEDs	0	\$0	52,769	\$14,611	0.00%	0.00%
Room A/Cs	720	\$200	9,309	\$3,394	7.73%	5.89%
Totals	720	\$200	75,368	\$19,332	0.96%	1.03%

This is the first year of operation of the Consumer Products Program in New Orleans. Lighting Buydown was launched late in the program year to ensure that there would be no interruption of this offering between program years.

As predicted in the quarter two report, Lighting Buydown accounted for most of the third quarter increase in kWh savings. In fact, of the increase of approximately 388k kWh, 378k was from that single measure. This increase can be tied directly to the adjustments made by staff after learning that lighting buydowns are most effective once retailers see the advertised reduction in price.

In New Orleans, an additional two variable speed Pool Pumps and about fifty Room A/Cs received rebates during Quarter Three. These are seasonal items and will not see large movement in cooler weather.

Algiers had no changes from quarter two.

Income Qualified

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Assessment	0	\$925	0	\$22,845	0.00%	4.05%
Air Infiltration	4,594	\$1,761	93,586	\$111,040	4.91%	1.59%
Ceiling Insulation	18,516	\$8,014	103,333	\$74,499	17.92%	10.76%
Duct Efficiency	32,015	\$9,351	183,260	\$92,275	17.47%	10.13%
Direct Install	0	\$0	136,875	\$18,930	0.00%	0.00%
Weatherization Readiness	0	\$29	0	\$0	0.00%	0.00%
Room AC Replacement	0	\$0	1,822	\$759	0.00%	0.00%
Totals	55,126	\$20,079	518,876	\$320,348	10.62%	6.27%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Assessment	0	\$525	0	\$2,005	0.00%	26.18%
Air Infiltration	1,961	\$772	8,257	\$9,810	23.75%	7.87%
Ceiling Insulation	8,634	\$1,546	9,106	\$6,575	94.82%	23.51%
Duct Efficiency	0	\$0	16,218	\$8,176	0.00%	0.00%
Direct Install	0	\$0	12,204	\$1,686	0.00%	0.00%
Weatherization Readiness	0	\$225	0	\$0	0.00%	0.00%
Room AC Replacement	0	\$0	161	\$67	0.00%	0.00%
Totals	10,595	\$3,068	45,946	\$28,319	23.06%	10.83%

Several rebates for the Assisted Home Performance started trickling in during the latter parts of the quarter in December. Participating contractors submitted over one hundred rebates. Historically most Assisted Home Performance with Energy Star work is performed during the fourth quarter of the Program Year.

Other contractors will also begin working in the Assisted Home Performance Program in quarter four. As a result, Assisted Home Performance should see large increases in participation with both kWh submitted and Incentive Dollars spent in the early portion of quarter four.

A/C Tune-Up and HVAC Replacement

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Central A/C Replacement	123,831	\$17,695	417,019	\$109,094	29.69%	16.22%
Heat Pump Replacement	29,974	\$5,875	23,654	\$5,516	126.72%	106.51%
Coolsaver Tune Up	629,769	\$88,346	1,017,404	\$133,800	61.90%	66.03%
Totals	783,574	\$111,916	1,458,077	\$248,410	53.74%	45.05%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Central A/C Replacement	18,711	\$3,225	37,318	\$9,763	50.14%	33.03%
Heat Pump Replacement	0	\$0	2,143	\$500	0.00%	0.00%
Coolsaver Tune Up	49,563	\$5,250	91,670	\$12,052	54.07%	43.56%
Totals	68,274	\$8,475	131,131	\$22,315	52.07%	37.98%

October, 2015, was a busy month for participating contractors performing CoolSaver A/C Tune-Ups. More contractors became available due to a decrease in emergency calls resulting from hot, humid weather during the third quarter. Three hundred fifty-one (351) tune-ups were completed during the third quarter. Two hundred ninety tune-ups were completed (290) at multi-family projects arranged by CLEARResult. The weather continued to be warm enough to perform tune-ups until late October. CoolSaver Tune-Ups will, going forward, benefit from adding Pre-Cleans and Duct Sealing to the CoolSaver Program. These added measures will assist in reaching goals in Quarter Four. Algiers saw eight Tune-Ups performed as well.

In the third quarter, approximately 10 Central A/C replacement units were installed that received incentives. One heat pump was also replaced during that same time frame.

Green Light New Orleans

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
14W CFL	312,919	\$58,958	441,518	\$83,188	70.87%	70.87%
20W CFL	16,744	\$2,953	22,727	\$4,008	73.68%	73.67%
23W CFL	19,158	\$2,185	20,347	\$2,320	94.16%	94.16%
9W small base CFL	52,580	\$20,358	61,695	\$23,887	85.23%	85.23%
14W small base CFL	26,615	\$8,646	77,915	\$25,311	34.16%	34.16%
Totals	428,016	\$93,099	624,202	\$138,714	68.57%	67.12%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
14W CFL	72,643	\$13,687				
20W CFL	4,957	\$874				
23W CFL	3,560	\$406				
9W small base CFL	9,044	\$3,502				
14W small base CFL	3,657	\$1,188				
Totals	93,860	\$19,656				

Green Light New Orleans saw a steady increase in kWh and incentives paid through the installation of light bulbs. The 14 watt CFL bulbs continue to be the most commonly replaced. GLNO installed 5,357 and 1,683 of that type of bulb in New Orleans and Algiers, respectively. All of the other types of CFL bulbs were distributed as well. Green Light New Orleans typically will see its highest participation rate during the month of March, which is also the last month of the Program Year. This is due to the larger amount of volunteers working with Green Light New Orleans during that time of year.

Small Commercial Solutions

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Lighting	2,136,600	\$256,391	2,048,540	\$272,476	104.30%	94.10%
Non-Lighting	294,008	\$32,947	1,643,766	\$183,400	17.89%	17.96%
Totals	2,430,608	\$289,338	3,692,306	\$455,876	65.83%	63.47%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Lighting	0	\$0	189,135	\$25,134	0.00%	0.00%
Non-Lighting	0	\$0	150,420	\$16,779	0.00%	0.00%
Totals	0	\$0	339,555	\$41,913	0.00%	0.00%

New Orleans booked a productive third quarter, as several projects were completed and paid. Staff members of the Small Commercial group are continuing to actively recruit projects.

The Algiers area continues to be problematic in identification and recruitment of small commercial businesses to participate in the program. As a result of this continued matter, two CLEAResult staff members were tasked with installing door sweeps, faucet aerators and CFL bulbs in Algiers. These two dedicated employees went door-to-door and discussed the program with store owners and managers alike. As part of the new campaign to find small commercial clients, staff will be targeting churches in Algiers during the month of February. The fourth quarter results should reveal the fruits of this grass roots effort.

Large Commercial Solutions

Measure	New Orleans					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Lighting	3,072,000	\$297,831	2,564,413	\$302,977	119.79%	98.30%
Non-Lighting	845,909	\$87,561	4,997,354	\$591,913	16.93%	14.79%
Totals	3,917,909	\$385,392	7,561,767	\$894,890	51.81%	43.07%

Measure	Algiers					
	YTD		Total Planned		% achieved to date	
	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars	kWh Savings	Incentive Dollars
Lighting	0	\$0	221,568	\$26,181	0.00%	0.00%
Non-Lighting	181,099	\$21,732	423,263	\$49,702	42.79%	43.72%
Totals	181,099	\$21,732	644,831	\$75,883	28.08%	28.64%

Just over 1 million kWh in lighting projects booked as Large Commercial projects during the third quarter are now being completed. Non-Lighting measures accounted for nearly 700k in additional kWh realized. HVAC retrofits, Freezer Strip Curtains and Pre-Rinse Spray Valves were the non-lighting measures installed. All Large Commercial incentive dollars are reserved. Potential projects in Algiers are being actively recruited.

Marketing and Advertising

Outreach and Schools

Website Visits: Total website visits for this quarter were 2049 sessions, or 683 sessions per month, which was lower than the monthly average for the last quarter year of 1291 sessions per month.

Life City: Life City continued to promote Energy Smart by providing Energy Smart materials at their monthly "Green Drinks" events. These monthly events are held at different venues around New Orleans and while Life City will support a different cause at each event, they have maintained their support of Energy Smart with our printed marketing materials.

Schools and Outreach programs with Energy Wise Alliance

*** Schools**



This quarter a total of 1108 students were in the program. The schools this quarter were:

Gentilly Terrace
Medard H. Nelson Elementary School
Pierre Capdau Learning Academy
Renew Schaumberg
Esperanza Charter School
Arise Academy
James M. Singleton Charter School
Lusher Charter School

*** Outreach and Events**

EWA participated in several key events: In October, EWA tabled at the well-attended Gentilly Fest. Outreach in November included small workshops at Rayne Memorial, the Veterans of Foreign Wars and Alliance Francaise. Presentations were done at the Treme, Hoffman Triangle, Mid-City, Irish Channel and Faubourg St. John Neighborhood Associations. In addition, the Entergy Customer Care Center in Algiers is now hosting an Energy Smart table monthly.

EWA also offers informational "Non-profit Retrofits" that work with organizations to make their buildings – and members – more energy efficient. Participants in this program for this quarter included Parkway Partners, Luke's Housing Clinic, and The Young Leadership Council headquarters. After a preliminary building assessment, the EWA staff meets with organization members to weatherize their building, while being trained on how to do these measures at home and take advantage of Energy Smart rebates.

DISTRICT	A		B		C		D		E		TOTAL Q2	
	#	Attend	#	Attend	#	Attend	#	Attend	#	Attend	#	Attend
Presentation	1	44	10	218	0	0	1	19	0	0	12	281
Tabling	1	300	3	585	4	345	1	1000	0	0	9	2230
Event	0	0	1	6	0	0	0	0	0	1	1	6
Canvassing	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	2	344	14	809	4	345	2	1019	0	0	22	2517

Information Center: The Energy Smart Information Center is now located at both the Entergy Customer Care Center on Canal and Broad and at the Customer Care Center in Algiers.

Newsletters

Newsletters and e-blasts were delivered through various outlets during this quarter.

Newsletters and E-Blasts		
Date	Organization	Topic
10/1, 10/13/, 10/15	Gambyte E-Blast	CoolSaver
October	Uptown Messenger	CoolSaver
October	Mid-City Messenger	CoolSaver
10/7/2015	Tribune E-Blast	CoolSaver
10/14/2015	ENO Solutions Plus	Getting Ready for Jack Frost (Air Sealing)
12/28/2015	ENO Solutions Plus	Cooler Weather is Here (Air Sealing)

★ Advertising and Media

Newsletters from the Gambyte E-Blast, the Uptown Messenger, the Tribune E-Blast and the Mid-City Messenger promoted the CoolSaver A/C Tune-Up Program. The ENO Solutions Plus Newsletter promoted Air Sealing in two editions, “Getting Ready for Jack Frost” and “Cooler Weather is Here”.