

St. Charles Parish

Parish President's Report

August 15, 2022

President Matthew Jewell



East Bank Trailhead Progress



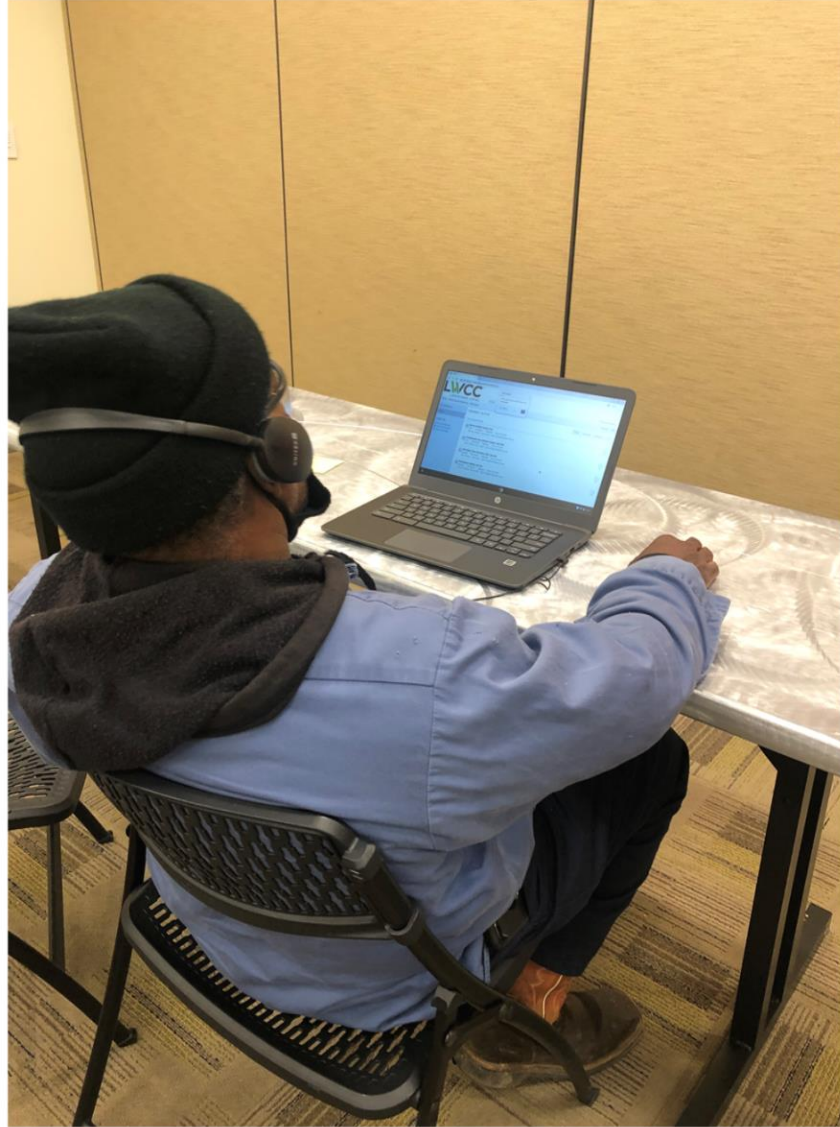
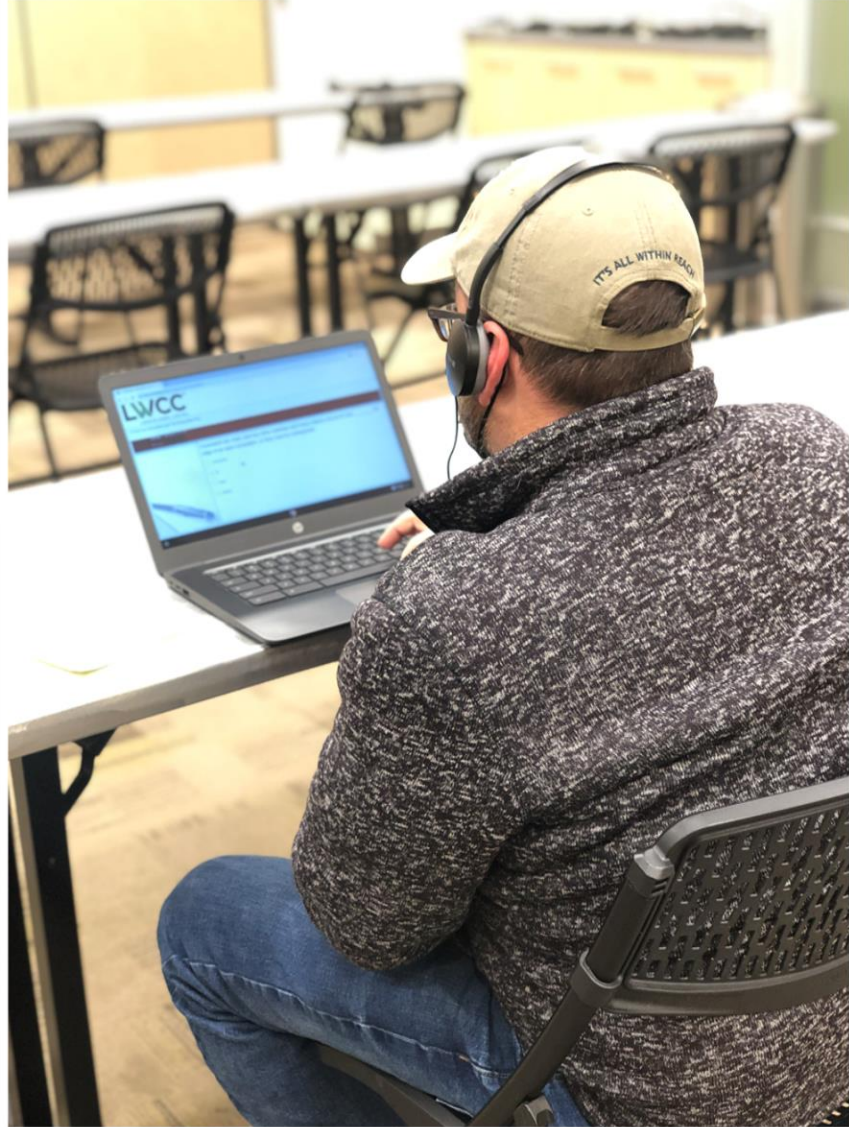
IMTT Park Upgrades



Bayer & Sugarhouse Road



All-Employee Training



Sales Tax Update – June 2022

Sales Tax Comparison				
Totals (1, 1/2, 3/8, and 1/8)	2021	2022		
January	3,394,452.56	3,667,280.15	272,827.59	8.04%
February	3,087,869.64	3,132,583.07	44,713.43	1.45%
March	4,031,227.93	4,256,525.41	225,297.48	5.59%
April	3,094,850.63	3,387,172.51	292,321.88	9.45%
May	3,463,766.48	3,599,965.59	136,199.11	3.93%
June	3,866,973.26	3,806,056.08	(60,917.18)	-1.58%
July	3,056,882.38			0.00%
August	2,846,482.89			0.00%
September	3,390,514.25			0.00%
October	3,558,394.18			0.00%
November	3,288,931.77			0.00%
December	4,689,698.13			0.00%
Total To Date	20,939,140.50	21,849,582.81	910,442.31	4.35%

Check the Chip Day



For more info, contact the Office of Animal Control at 985-783-5010.



Job Openings



**WE'RE
HIRING**

visit StCharlesParish.gov/employment
to view all openings and apply.

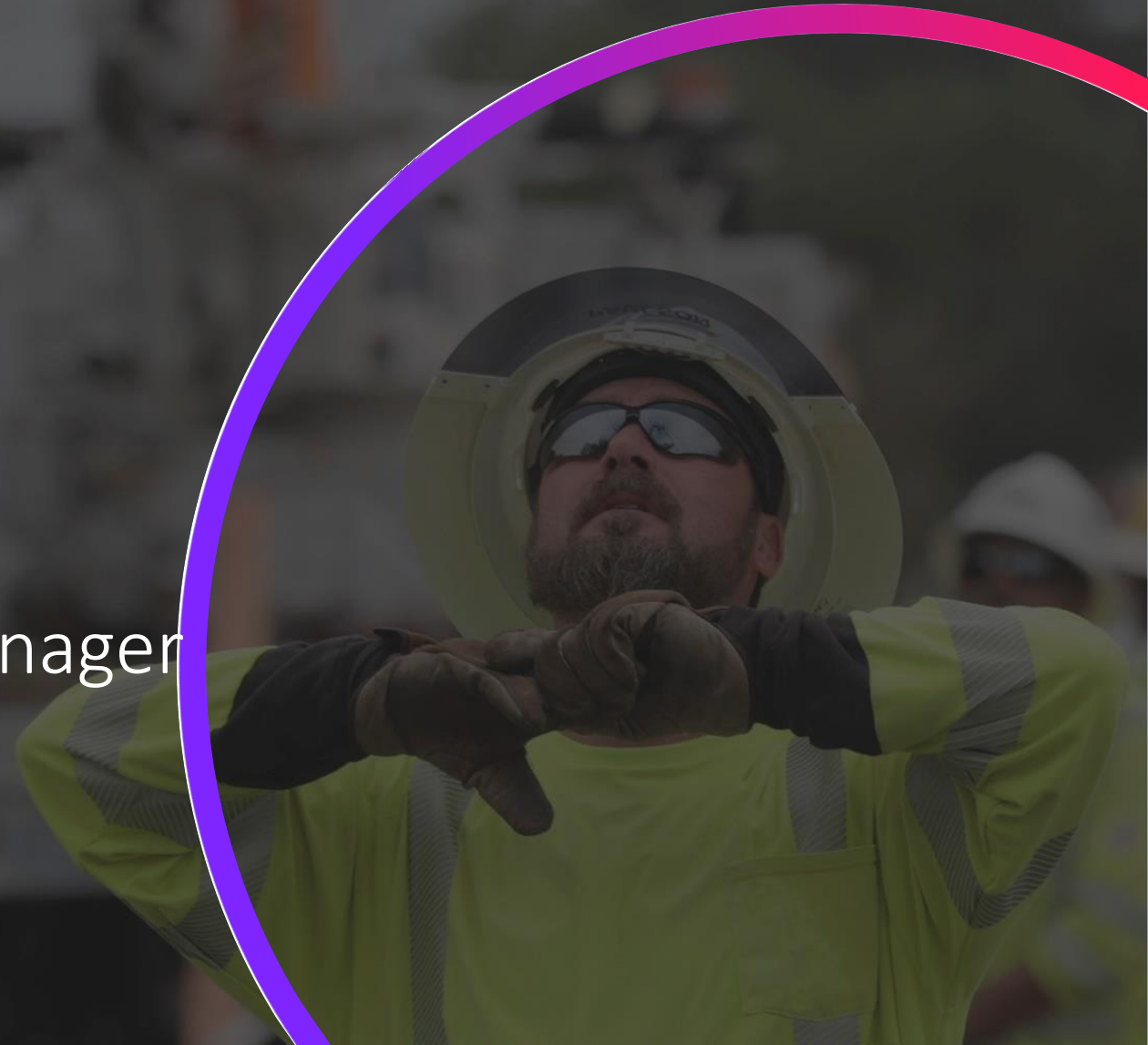




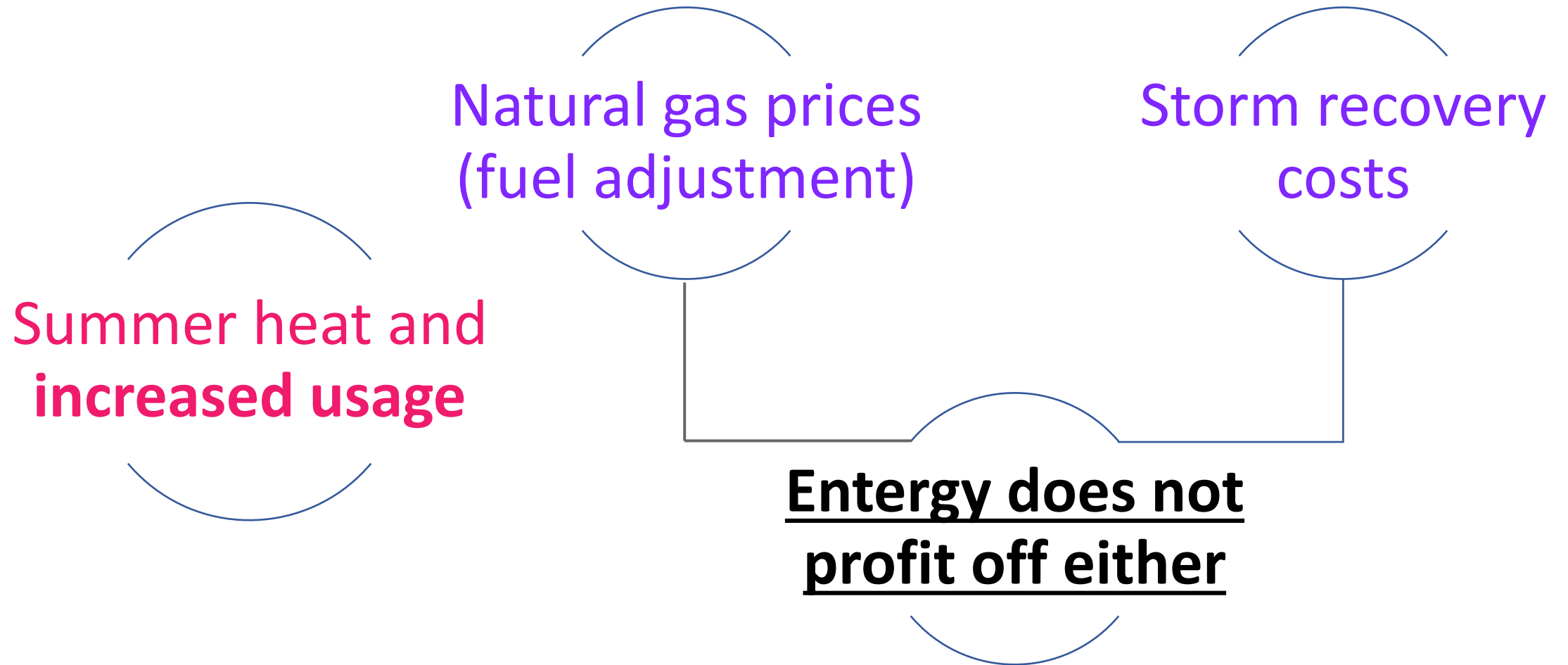
Community Outreach

Utility Bill Breakdown, Bill Help & Preparing for a Storm

Paula Rome, Customer Service Manager



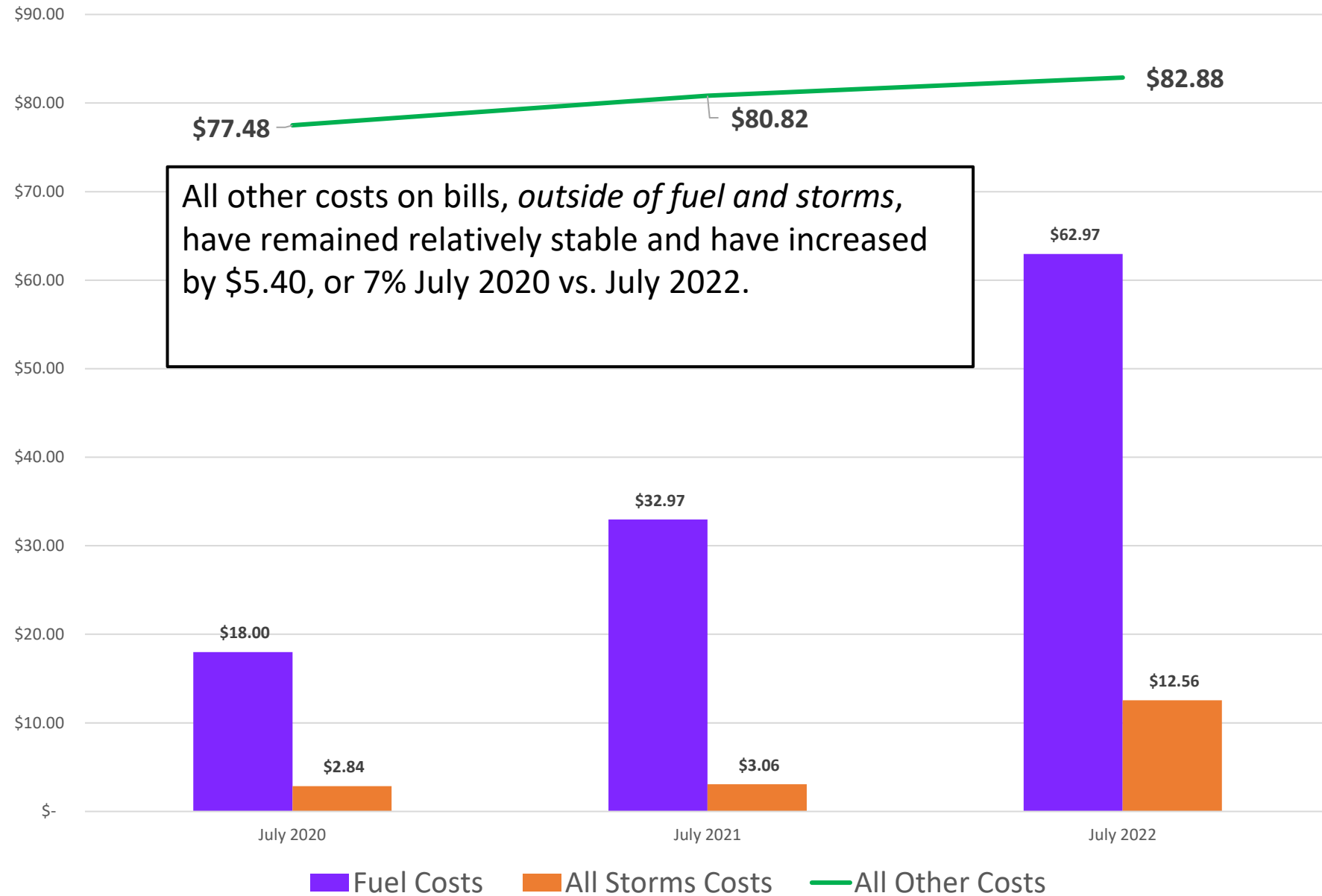
Several factors impacting utility bills



Entergy Louisiana's power fueled by natural gas which drives customer bills

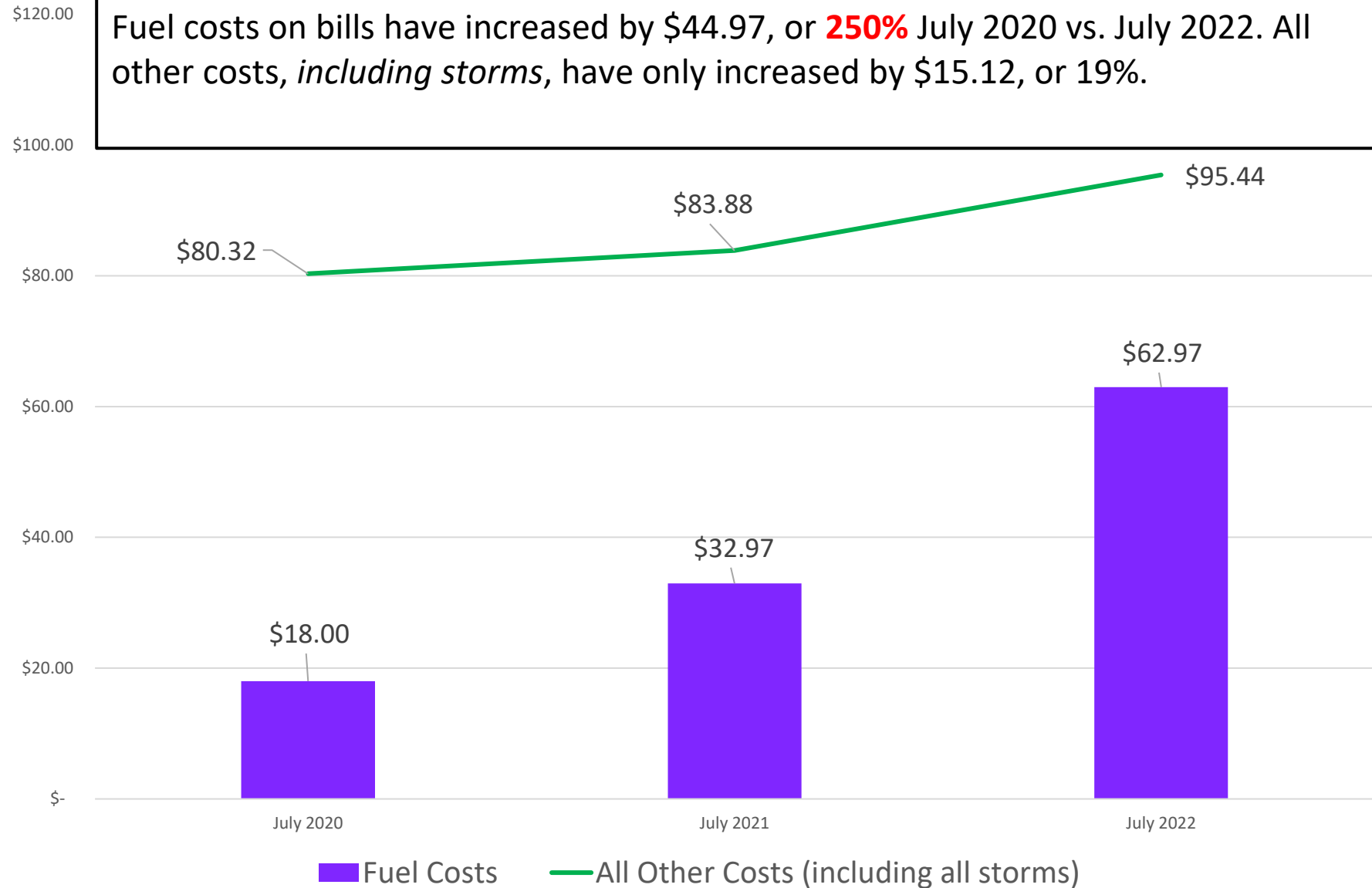
- The cost of natural gas, which we use to operate numerous power generation facilities, continues to rise.
 - As a result, these higher-than normal costs will be seen on customer bills as increases to the Fuel Adjustment throughout the summer months and until there is some relief on this commodity pricing.
 - Higher natural gas pricing is a factor that our customers should account for in their budgeting through the summer.

2020 - 2022 ELL July Residential Bill Breakdown for 1,000 kWh



ELL Fuel Costs Vs. All Other Costs (including storms)

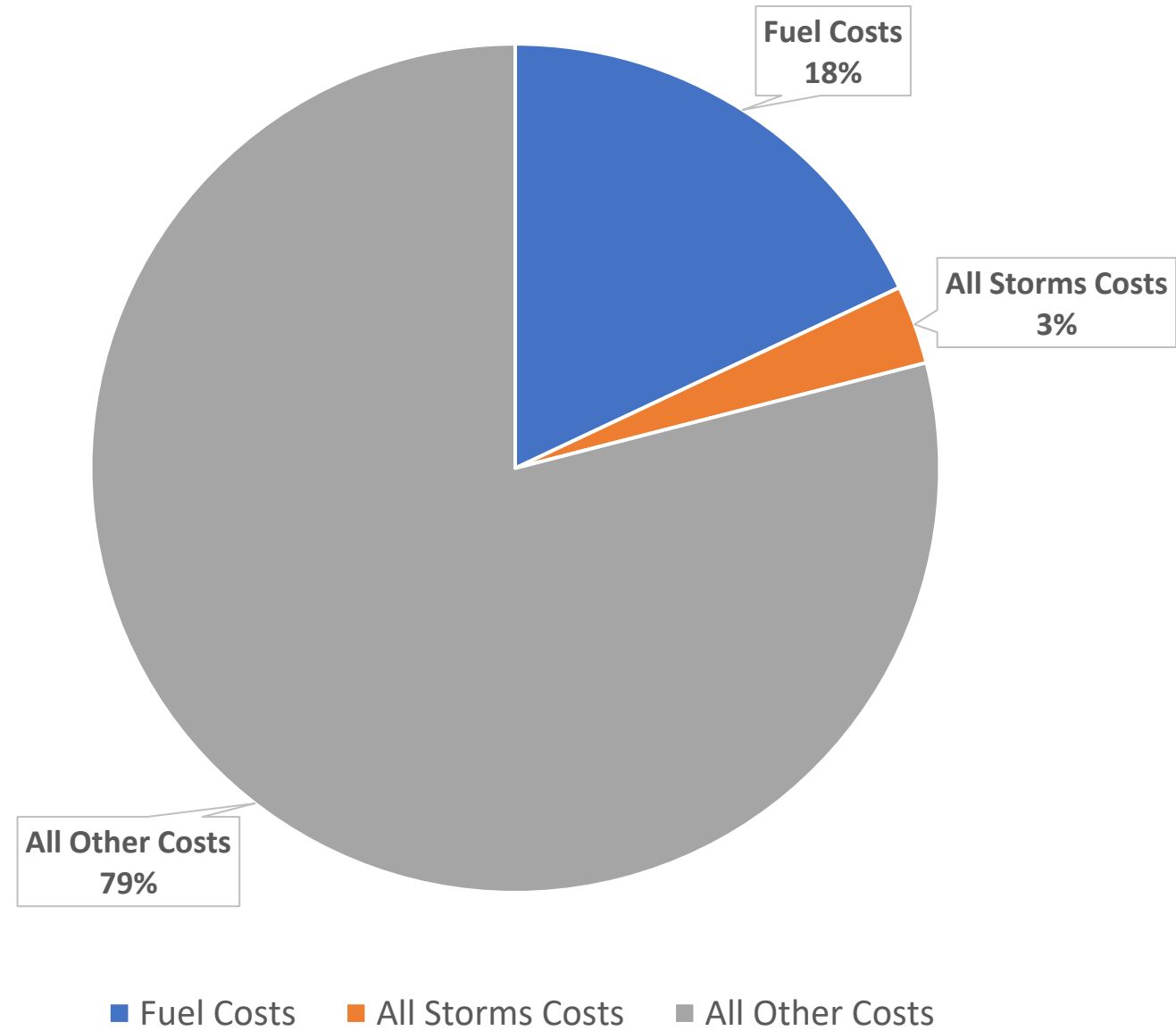
July Residential Bills for 1,000 kWh



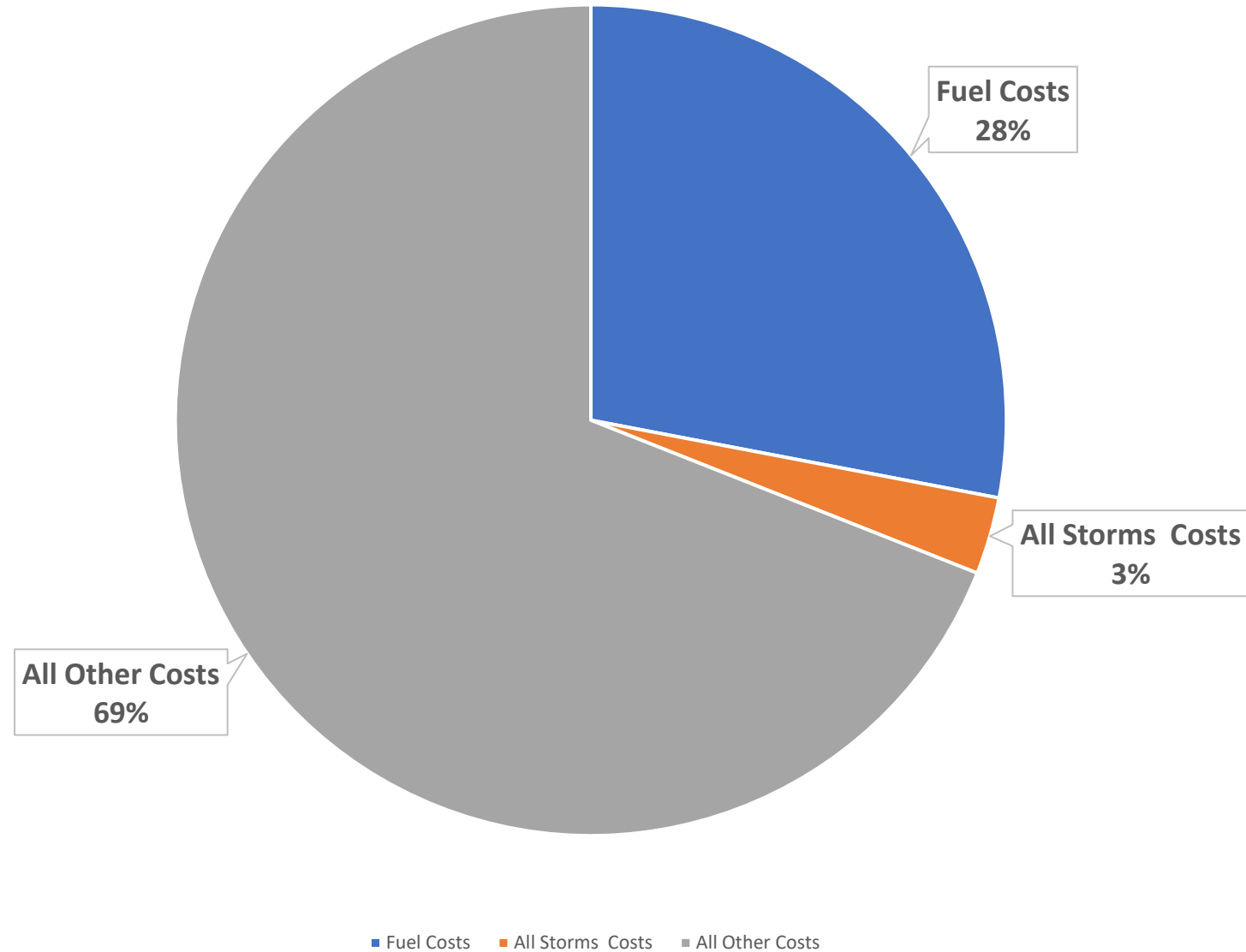
Fuel costs have increased from being 18% of the total ELL residential bill in July 2020 to being 40% of the total ELL residential bill in July 2022.

Entergy Louisiana can not earn a profit off of fuel.
Fuel is a straight pass through per LPSC Order

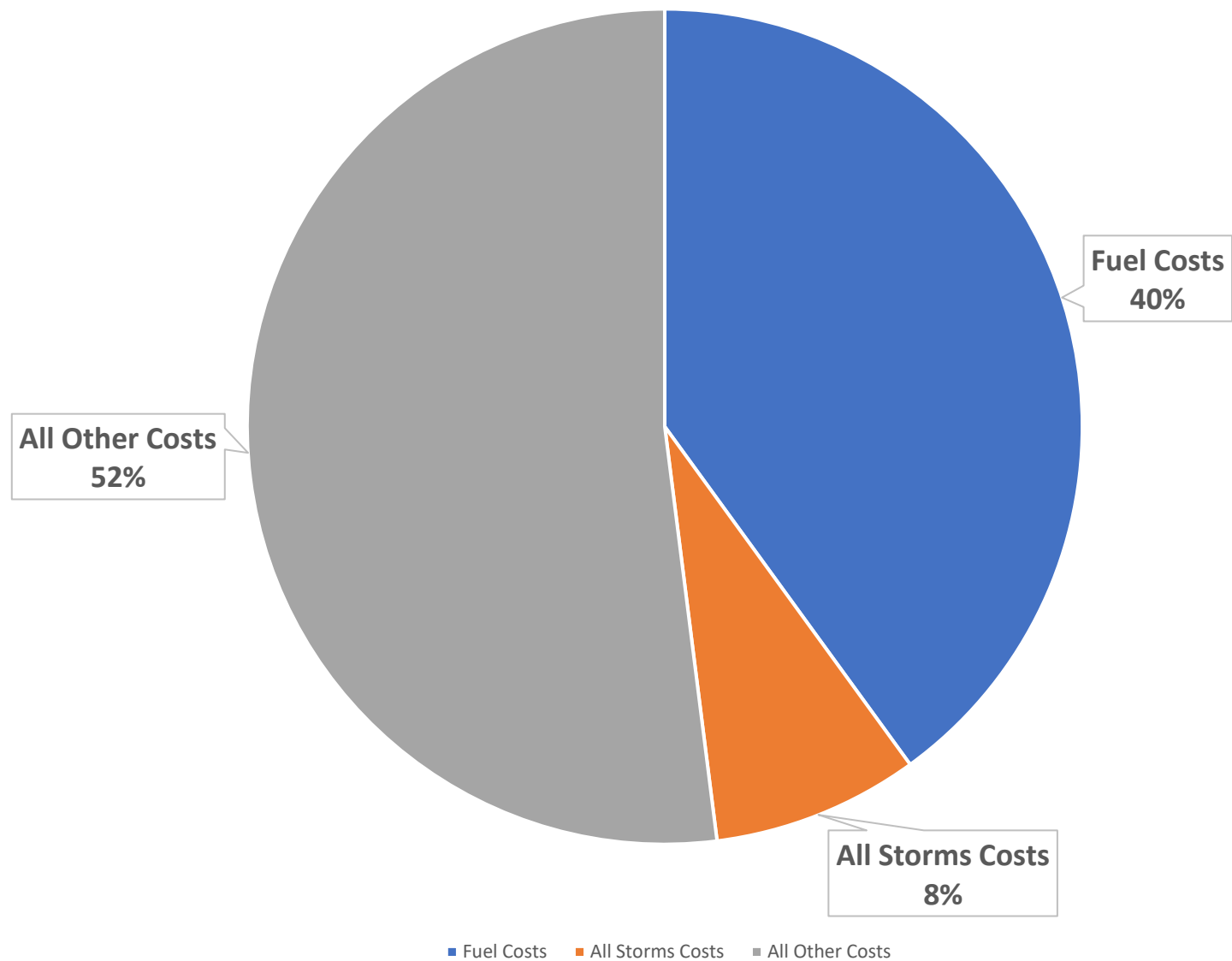
ELL July 2020 Residential Bill % Breakdown for 1,000 kWh



ELL July 2021 Residential Bill % Breakdown for 1,000 kWh



ELL July 2022 Residential Bill % Breakdown for 1,000 kWh




- **We're doing more to help our customers and communities through these challenging times**

To ease the pain of higher energy bills, and in consultation with our regulators, **Entergy is implementing a series of measures to help** our residential customers and communities through the high usage summer months, including:

- **Committing \$10 million in shareholder donations** applied to all Entergy utilities for bill payment assistance programs for residential customers, including The Power to Care fund.
- **Waiving late payment fees** for eligible residential customers.
- **Waiving credit card payment fees** for all residential customers.
- **Organizing employee volunteers** to conduct energy efficiency and weatherization events in select neighborhoods.

entergy.com/billhelp/

Entergy Louisiana, LLC

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[Residential Customers](#)

[Business Customers](#)

[Billing/Payment](#)

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[Economic Development](#)

I Need Help Paying My Bill

The safest, most efficient and effective way to currently make a payment is to leverage our digital payment channels. Paying online is easier than ever and eliminates the need for checks and postage. It also supports social distancing requirements due to Covid-19 by avoiding trips to the post office or interacting with mail carriers.

Payment Extension

Qualifying customers who need a few extra days to pay their bill can request an extension using one of the options below.

Billing & Payment Options

- > [Billing Options](#)
- > [Payment Options](#)
- > [Helpful Tools to Manage My Bill](#)
- > [I Need Help Paying My Bill](#)

- Options available
- to manage costs:



Level billing



Payment extension



Deferred payment
arrangement



And stay informed throughout a storm



Notifications

Storm and restoration updates are sent by email, text or phone call to customers who are signed up to receive notifications from us.

Sign up: [myEntergy.com](https://myentergy.com)



Storm Center

One-stop website for information on storm safety, preparation, restoration and regular updates specific to the storm. Link to the View Outages map from here.

entergystormcenter.com



Social Media

Storm-related updates are shared often on Twitter and Facebook. Photos and videos are also available on Entergy's Flickr and YouTube channels.

entergy.com/socialmedia



View Outages

The map provides outage and estimated restoration information to customers. View at the street level if lines are energized (note: an energized street does not ensure a specific home or business has power).

entergy.com/viewoutages

Major hurricanes can cause extended outage restoration times

- **Estimates before landfall**

- Before a hurricane makes landfall, we make estimates on restoration timelines based on the category, intensity, size and track of the storm. While majority of customers may be restored quicker, some of the hardest hit areas could experience outages up to the timeframe indicated below:

- **Category 1 – 7 days**
- **Category 2 – 10 days**
- **Category 3 – 14 days**
- **Category 4 – 21 days**
- **Category 5 – over 21 days**

- **Estimates after landfall**

- Each storm brings unique challenges, and we strive to share an accurate estimate time of restoration to customers within 48-72 hours following a major storm.
- As damage assessments are completed, we are able to provide better estimates.
- Power is restored faster in areas with less damage.
- Restoration times in the hardest hit areas depend on the extent of damage to Entergy's electrical facilities.



Questions?