



**New Orleans Office**  
 3700 Tulane Avenue  
 New Orleans, LA 70119  
**Baton Rouge Office**  
 5755 Choctaw Drive  
 Baton Rouge, LA 70805

**Customer Service and Emergencies**  
 1-800-368-3749 (1-800-ENTERGY)  
<http://www.energy-neworleans.com>  
<http://www.energy-louisiana.com>

Entergy Louisiana, LLC and Entergy New Orleans, LLC are integrated energy companies. Among their mix of services they provide retail distribution of natural gas in Baton Rouge and New Orleans.

In Baton Rouge, Entergy Louisiana, LLC provides natural gas service to approximately 96,000 customers.

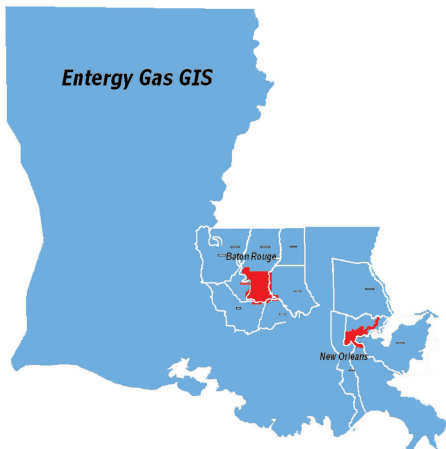
Entergy New Orleans, LLC provides natural gas service to approximately 110,000 customers in Orleans Parish.

Entergy New Orleans, LLC also owns and operates approximately 36 miles of transmission lines that traverses portions of Orleans and St. Bernard.

**COMMITMENT TO SAFETY, HEALTH & ENVIRONMENT**

**Entergy's Safety, Health and Environmental (SH&E) Commitment**

Entergy is committed to being recognized as a leader in safety, health & environmental management by achieving world-class performance in our business operations. World-class performance shall be measured by the International Organization for Standardization's 14000 Family of International Standards (ISO 14000) and the Occupational Safety and Health Administration's Voluntary Protection Program (OSHA's VPP), or superseding standards, without the requirement for certification under those programs.



**Entergy's Policy on Public Awareness**

Entergy's first priority is public safety. Everyone at Entergy Gas Business is committed to maintaining the safety and integrity of our systems in the communities where we operate. We will continually strive to provide information and better educate our key partners in safety: the general public; residents and property owners; places of congregation such as businesses, schools, hospitals and other places where people gather; emergency responders; public officials; excavators and contractors; land developers; and One-Call Centers.

Through the development and implementation of a Public Awareness Program, we meet the following objectives:

- Enhance public safety and environmental protection through increased public awareness and knowledge associated with the transportation and distribution of natural gas. With effective education and communication, a more informed public will realize it has a significant role in helping to prevent damage from outside forces and thereby prevent accidents from those damages.
- Better educate the public that lives or works near our pipelines to recognize and react to a natural gas release or emergency, and how to respond if they detect possible gas odors. Early recognition and response can and does save lives.
- Help excavators understand the steps they can take to prevent damage from outside forces, and help them respond safely and promptly if their actions cause damage to our pipelines.

**EMERGENCY CONTACT:**

**Gas Control:**  
 1-504-670-3544 Local  
 1-800-648-7411

PRODUCTS/DOT GUIDEBOOK ID#/GUIDE#:		
Natural Gas	1971	115

**LOUISIANA  
 PARISHES OF OPERATION:**

East Baton Rouge St. Bernard  
 Orleans

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

- Better educate the public, emergency responders, local officials, schools and other key groups about Entergy's emergency response and safety procedures in the unlikely event of an operating problem or emergency.
- Educate the public on Entergy's ongoing pipeline integrity management activities.

