

Customer Assistance Programs

Entergy Mississippi has developed several new payment assistance options for our customers who are having difficulty paying their Entergy bill as a result of the economic effects of the pandemic. We want to provide solutions to those who are experiencing financial difficulty and give them every opportunity to make arrangements. These new options build on Entergy's current programs and are designed to provide flexibility and support for customers during this time.



Deferred Payment Arrangements

Entergy Mississippi's standard deferred payment plan allows residential customers up to 3 months to pay a current bill or unpaid balance. The enhanced payment plan is now temporarily available to qualifying residential, commercial, governmental, and small industrial customers that are experiencing financial hardship. Customers may be eligible to take up to twelve months to pay their current bill and/or unpaid balances. Request a deferred payment through the **myentergy** portal, the Entergy mobile app or call **1-800-ENTERGY**.

Processing Fee and Late Fee Waivers

Entergy Mississippi is temporarily reimbursing fees paid by customers on Credit/Debit card transactions. While customers will still be assessed a \$2.95 fee by BillMatrix to process a Credit/Debit card transaction, a credit of \$2.95 will be automatically credited on the next month's utility bill. If payment arrangements are made through the Entergy mobile app or **myentergy** portal, late fees will be automatically waived. Late fees can also be waived by calling **1-800-ENTERGY**.

Medical Emergency Program

Customers that have life-sustaining medical equipment may qualify to have their Entergy account coded for special credit arrangements under the Medical Emergency Program. The program does not protect an account from any pending collection activity or stop a disconnection of service as a result of non-payment of the account. It does not guarantee continuous electric service that may occur as the result of an electrical outage. To learn more, call **1-800-ENTERGY** to speak with a representative.

Payment Extension

Qualifying customers who need a few extra days to pay their bill can request an extension through the **myentergy** portal, the Entergy mobile app, or by calling **1-800-ENTERGY**.

Pick a Date

The Pick A Date Program allows customers an opportunity to choose a preferred due date for their Entergy bill. Meter readings are obtained as normal for the location and the date selected by the customer as the Pick A Date due date is reflected on the billing invoice. The program helps to eliminate the need for bill extensions and works well with the Level Bill Program described below. For more information or to enroll, call **1-800-ENTERGY**, or sign up through the **myentergy** portal or Entergy mobile app.

Level Billing

The Level Billing Plan averages your monthly Entergy bill over a rolling twelve-month period. The bill is approximately the same amount each month and fluctuates based on your actual usage over the rolling twelve months. Temporarily, customers may fold in their unpaid balance and current bill into the levelized bill program. Enroll in Level Billing through the **myentergy** portal, the Entergy mobile app or call **1-800-ENTERGY**.

Third Party Notification

The Third Party Notification Program allows customers to have a third party receive a copy of their billing notice and/or disconnect notice. The designated third party is not responsible for the bill. For more information, call **1-800-ENTERGY** to speak with a representative.

The Power to Care

Through Entergy's The Power to Care program, local nonprofit agencies are able to provide emergency bill payment assistance to seniors and disabled individuals in crisis. To learn about eligibility for assistance or to make a donation to The Power to Care, visit **www.entergy-mississippi.com**.

LIHEAP

Entergy Mississippi works closely with low-income advocates to help customers who meet certain income criteria and need assistance handling their energy costs. LIHEAP (Low Income Home Energy Assistance Program) is funded through the federal government and works with the community action agencies to help customers pay for electric service in their homes. Congress recently increased support for the LIHEAP program through the CARES Act to assist households that have recently become eligible for assistance due to unemployment. For more information, call **1-800-421-0762** or visit **www.entergy-mississippi.com/bill-help/**.

Weatherization Assistance Program

This federally funded program run through community action agencies primarily focuses on helping elderly, disabled and low-income Mississippians make their homes more energy efficient. After an energy audit of a qualified resident's home, the program will pay for installation of the most cost-effective energy efficiency measures. For additional information, call **1-800-421-0762** or get in touch with your local community action agency by visiting **www.entergy-mississippi.com/bill-help/**.

CONTACT US:  **WEBSITE: www.entergy-mississippi.com**

 **ONLINE PORTAL: www.myEntergy.com**

 **ENTERGY MOBILE APP: [Free from the App Store](#)**

 **CUSTOMER SERVICE: [1-800-ENTERGY \(1-800-368-3749\)](tel:1-800-ENTERGY)**