

Little Rock, AR 72209-

Mon.Fri, 7am-7pm

For Power Outages and Safety Concerns, call 1-800-ENTERGY 24 hours a week

Actual Bill of a 2006 LIHEAP Participant
Scanned and annotated by EOS, Washington DC

Elderly Widow With All Income Sources Shown (\$731/mo)
 courtesy CACD, Benton AR

Entergy
 entergy /Arkansas, Inc.
 www.entropy.com

Currently all payments that have been received by Entergy have been credited to customer accounts. Entergy payments are now being credited to accounts the same day they arrive. If you have any questions concerning payments made to your account please contact Entergy at 1-800-ENTERGY (1-800-368-3749).

Please continue to send payments as usual to the New Orleans address on the bill. The US postal service is working closely with Entergy to reroute payments to an alternate facility.

Entergy has established the Power of Hope Fund with a \$1,000,000 contribution to help Katrina and Rita victims restore their lives. To make your donation go to www.powerofhope.com.

To see if you qualify for a delayed payment arrangement, please call 1-866-377-3700.

What's this? Entergy allows a debt to be spread over 4 payments. This payment plan = 29% of the month's income.

Received Regular LIHEAP BENEFIT \$81

(If this customer returns with a shutoff notice, she will qualify for \$300 more, total of \$381)

Account # Invoice # **Mail Date** QPC 05000
 11/21/2005 Cycle 16

Amount Due by 12/13/2005	1	\$319.72
Amount Due after 12/13/2005		\$324.11

Late Payment Charges apply to amounts paid after

(Probably split between two SSI checks)

Previous Balance		317.41
Payment Received	(11/07/2005)	-58.00
Payment Received	(11/18/2005)	-50.00
Deferred Payment Plan		-202.55
Late Payment Charge		3.38
Remaining Balance (Due Now)		\$10.24
Customer Charge		6.94
Energy Charge	[at \$.069]	68.72
Fuel & Purchased Pwr Cost	994 kWh @ SO.019	18.89
Municipal Franchise Adjustment	\$94.55 @ \$ 0.052	4.92
Total Metered Charges		\$99.47
State Sales Tax		5.97
County Sale? Tax		.99
City Sales Tax		.50
Current Month Energy Charges		\$106.93
Deferred Payment Amount		202.55
Total Amount Due		\$319.72

Account: QPC 05000

For Customer service, call 1-800-ENTERGY (1-800-368-3749)	Amount Due by 12/13/2005	\$319.72
	Amount Due after 12/13/2005	\$324.11

Due date does not apply to any previous balances already past due. Make check payable to Entergy. Thank You.



ENTERGY
 PO BOX 61830
 NEW ORLEANS,

This is 45% of Dec. income. LIHEAP benefit reduced out-of-pocket cost to 35% of Dec income, (Current usage, 994 kWh, costs 15.5% of Dec income.) Merry Christmas!

Your New Benefit Amount



BENEFICIARY'S NAME: ,

Your Social Security benefits will increase by 4.1 percent in 2006, because of a rise in the cost of living. You can use this letter when you need proof of your benefit amount to receive food stamps, rent subsidies, energy assistance, bank loans, or for other business.

How Much Will I Get And When?

- Your new monthly amount (before deductions) is \$713.00
- The amount we are deducting for Medicare is (If you did not have Medicare as of Nov. 20, 2005, or if someone else pays your premium, we show \$0.00.) \$0.00
- The amount we are deducting for voluntary federal tax withholding is (If you did not elect voluntary federal tax withholding¹ as of Nov. 20, 2005, we show \$0.00.) \$0.00
- After taking any other deductions, we will deposit _____
into your bank account on Jan. 3, 2006. -\$689

If you disagree with any of these amounts, you should write to 119 within 60 days from the date you receive this letter.

What If I Have Questions?

We invite you to visit our website at www.socialsecurity.gov on the Internet to find general information about Social Security. You also can call us at 1-800-772-1213 and speak to a representative from 7 a.m. until 7 p.m. on business days. If you have a touch-tone phone, recorded information and services are available 24 hours a day. Our lines are busiest early in the week and early in the month so, if your business can wait, it is best to call at other times. If you are deaf or hard of hearing, you may call our TTY number, 1-800-325-0778. If you are outside the United States, you can contact any U.S. embassy or consulate office, or the Veterans Affairs Regional Office in Manila. Please have your full nine-digit Social Security claim number available when you call or visit and include it on any letter you send to the Social Security Administration. If you are inside the United States, you also can visit your local office.

RM 1201 FEDERAL BLDG
700 W b APLTOL STREET
LITTLE ROCK AR

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Working Head of Household With All Income Sources Shown (\$8.70/hr.)

courtesy CACD, Benton AR



QUESTIONS OR COMMENTS?

CenterPoint Energy
PO BOX 500
ARKADELPHIA AR 71923
Billing & Service 1-800-892-7552
Monday-Friday Call 7 a.m. - 6 p.m.
CenterPointEnergy.com

Keep this part of your bill.

Customer name
Account number
Date mailed 02/03/2006
Date due 03/03/2006
Total amount due \$ 350.09

34% of Feb. income

The amount due after 3/03/2006 is \$355.48, which includes a late charge of \$5.27

ACCT SUMMARY	Gas charges
Previous balance	\$426.50
Payment 01/18/2006	-211.00
Balance forward	\$195.50
Late fee 02/06/2006	6.22
Current billing	148.37
Total amount due	\$350.09

Paid: 21% of Jan. income

SERVICE ADDRESS
637 Steward St

28 Day Billing period 01/03/2006 to 02/01/2006
Current reading 02/01/2006 1427
Previous reading 01/03/2006 1458
Metered usage 1 ccf = 100 cubic feet of gas 89

YOUR BILL IN DETAIL		Arka Arkansas Residential
Customer charge		\$9.75
Distribution rate	50 CCF @ \$0.28180/CCF	14.09
Distribution rate	49 CCF @ \$0.10187/CCF	4.93
Gas supply rate	98 CCF @ \$0.93899/CCF	92.95
Weather normalization adj	98 CCF @ \$0.05588/CCF	5.48
Base rate adjustment	98 CCF @ \$0.00300/CCF	0.30
Municipal franchise adj		5.55
City sales tax	2.00%	2.72
County sales tax	1.00%	1.36
State sales tax	6.00%	6.17
Total current charges		\$148.37

Effective rate: \$14.99/mcf

Note: Callie had 4 or 5 working days from whenever the mail came to get LIHEAP from CADC in the busiest season for crisis LIHEAP days

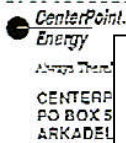
YOUR ACCOUNT IS PAST DUE

YOUR LAST DAY TO PAY THE PAST DUE AMOUNT OF \$201.72 IS ON 02/17/2006 TO AVOID YOUR SERVICE BEING DISCONNECTED.

THIS IS THE ONLY CUT-OFF NOTICE YOU WILL RECEIVE.

27/04

Page 1 of 2 Avg daily gas use: This period this yr 34 CCF, this period this yr 34 CCF Avg daily temp: This period this yr 56°F, this period this yr 45°F



"Callie" received timely LIHEAP assistance:
\$80 "Regular" benefit & \$121.72 "crisis" benefit.
If she incurs another disconnect notice, she qualifies for up to \$178.28 more

03/03/2006
\$ 350.09

"Callie" is a worker at a factory where she grosses \$1426.15 monthly (Her take-home is \$ 1015). On only this income, she supports a daughter and grandson that have no income or child support. She gets laid off periodically when the factory is slow. Her household does not receive food stamps. The family lives in a small, older brick home that Callie inherited from her mother.