

ENTERGY PERFORMANCE DATA TABLE

This data table reports indicators Entergy considers to be important to the company and its stakeholders, and to measure its sustainability. This data is from Entergy's two primary business units: Utilities and EWC. It is based on 100% operational control in all cases except for air emissions which are reported on an equity basis. Additional data and information can be found in our online GRI matrix located at the following web link ([HERE](#)).

AS-REPORTED FINANCIAL HIGHLIGHTS	2013	2014	2015	2016	2017
Operating revenues (\$ millions)	11,391	12,500	11,500	10,845	11,074
Net income attributable to Entergy Corp. (\$ millions)	731	960	730	-583	425.4
Earnings per diluted share (dollars)	3.99	5.22	3.99	-3.26	2.28
Total shareholder return (%)	4.40	4.48	1.4	12	15.9
Utility retail customers – year-end (thousands)	2,800	2,800	2,800	2,900	2,900
GOVERNANCE & ETHICS					
Number of Board Directors	11	12	13	11	11
Number of independent Board Directors	10	11	12	10	10
Women/minority independent Board Directors (number; %)	3; 30%	4; 36%	4; 31%	4; 36%	4; 36%
EMPLOYEES					
Number of employees	13,808	13,393	13,579	13,513	13,504
Women in workforce (% of employees)	18.88	19.35	20	20	19.43
Women in management (% of management, based on EEO-1 classification)	12.56	12.12	13.02	13	16.67
Minorities in workforce (% of employees)	18.35	17.97	18.79	19	19.26
Minorities in management (% of management, based on EEO-1 classification)	12.53	12.14	12.48	12.56	11.22
Bargaining unit representation (% of employees)	37.00	36.3	36.51	35.18	33.82
Voluntary turnover (% excluding retirements)	2.71	2.91	2.4	2.39	3.07
HEALTH AND SAFETY					
Employee work-related fatalities	0	0	0	1	0
Contractor work-related fatalities	4	0	0	0	3
Recordable accident index	0.53	0.88	0.78	0.67	0.56
Employee lost time case rate (n/100 employees)	0.12	0.19	0.21	0.22	0.15
Employee lost work day incident rate	0.27	0.53	0.41	0.31	0.27
Employee lost-time injury frequency (n/million work hours)	0.61	0.99	0.98	1.09	0.67
Contractor lost-time injury frequency (n/million work hours)	1.66	0.64	0.94	0.87	1.04
ENVIRONMENT - Click (here) for these and other environmental metrics sorted by media category.					
Fines and penalties (\$, shown in year paid)	13,326	750	12,723	20,000	603,371 ^a
Water permit exceedences	47	20	29	24	32
Internal compliance self-assessments and audits	663	635	464	693	693
Direct greenhouse gas emissions – all sources and all gases (million metric tons CO ₂ e)	34.2	34.2	31.8	35.2	33.1
Indirect greenhouse gas emissions – line losses and company usage (million metric tons CO ₂ e)	0.90	0.31	0.32	0.19	0.15
GHG emissions from purchased power – controllable (million metric tons CO ₂ e)	8.1	5.0	5.1	3.8	3.4
GHG emissions from purchased power – all gases/all classes of purchased power, controllable and uncontrollable (million metric tons CO ₂ e) ^b	16.9	18.8	17.6	12.0	13.5
CO ₂ emissions from power generation (million tons)	37.3	36.9	34.6	38.4	36.1
CO ₂ emissions rate for power generation (lbs/KWh)	0.58	0.56	0.54	0.59	0.6
NO _x emissions from power generation (thousand tons)	37.9	37.5	40.3	40.2	30.3
NO _x emissions rate from power generation (lbs/MWh)	0.59	0.57	0.63	0.62	0.5
SO ₂ emissions from power generation (thousand tons)	47.4	47.6	29.4	32.6	35.0
SO ₂ emissions rate from power generation (lbs/MWh)	0.70	0.73	0.46	0.5	0.58
Hg emissions from power generation (tons)	0.43	0.42	0.26	0.13	0.04
Hg emissions rate from power generation (lbs/MWh)	6.7X10 ⁻⁶	6.4X10 ⁻⁶	4.0X10 ⁻⁶	2.0X10 ⁻⁶	7.0X10 ⁻⁷
Freshwater Consumption - used in cooling (millions of cubic meters)	-	-	-	246.8c	146
Hazardous waste generation – manifested (tons)	53.9	54.8	26.2	41.4	40.1
Recycled waste – coal ash (%)	53.7	59.2	98.6	58.5	87.1
CUSTOMER SATISFACTION (JD Power Residential Customer Satisfaction Index)					
Entergy Arkansas	649	672	692	707	736
Entergy Louisiana	660	665	682	703	745
Entergy Mississippi	654	674	686	714	757
Entergy New Orleans	600	610	632	646	702
Entergy Texas	664	674	699	715	740
Entergy (weighted average based on number of customers per operating company)	655	666	685	704	741
COMMUNITY SPENDING					
Community investments (\$ millions)	15.20	16.4	15	19	17.5
Community investments (% of EBIT)	1.59	1.1	1.4	1.29	1.4
Low-income programs (\$ millions)	10.00	12	10.5	13.2	11.2
Employee and retiree volunteerism (hours)	100,477	65,000	95,000	104,000	103,000
Spending on diverse business enterprises (%)	26.91	26.21	18	21.62	25.05
Charitable grants – community improvement (%)	25	31	17	21	11
Charitable grants – health and social services (%)	34	28	29	27	9
Charitable grants – arts & culture (%)	6	8	6	7	9
Charitable grants – other (%)	0	0	3	5	4
Charitable grants – environment (%)	7	2	9	6	8
Charitable grants – education/literacy (%)	28	31	36	34	33

^a Includes settlement regarding 2015 Indian Point transformer failure, executed in 2017 and explained in detail in our 2017 10K.

^b Calculation includes using the average SERC Mississippi Valley (SRMV) emission rate available from eGRID for uncontrollable/MISO coordinated purchases.

^c Beginning in 2016, the method used for determining water usage changed to provide additional accuracy. Therefore, historical data is not presented.