



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 utility business. It is based on 100% operational control in all cases except for air emissions which are reported on an equity basis. More information is available at www.entergy.com/sustainability/disclosures.

As-reported financial highlights	2018	2019	2020	2021	2022
Operating revenues (\$ millions)	11,009	10,879	10,114	11,743	13,764
Net income attributable to Entergy Corporation (\$ millions)	849	1241	1388	1119	1103
Earnings per diluted share (dollars)	4.63	6.30	6.90	5.54	6.42
Total shareholder return (%)	10.6	44.3	-13.7	17.1	3.5
Utility retail customers – year-end (thousands)	2,900	2,923	2,954	2,984	3,002
Governance and ethics					
Number of board directors	9	10	11	11	12
Number of independent board directors	8	9	10	10	11
Number of women independent board directors (number; %) ^a	3; 33%	4; 40%	4; 36%	4; 36%	4; 33%
Number of minority independent board directors (number; %) ^a	1; 11%	1; 10%	2; 18%	2; 18%	2; 17%
Employees					
Number of employees	13,618	13,559	13,400	12,369	11,707
Women in workforce (% of employees)	19.76	20.45	20.64	21.42	22.21
Women in management (% of management, based on EEO-1 classification)	18.77	20.72	20.69	22.15	24.15
Minorities in workforce (% of employees)	20.24	21.43	22.02	23.54	25.16
Minorities in management (% of management, based on EEO-1 classification)	12.00	13.90	15.29	18.34	20.11
Bargaining unit representation (% of employees)	33.29	30.12	29.46	27.31	26.34
Voluntary turnover (% excluding retirements)	3.22	3.79	2.54	4.24	6.69
Health and safety					
Employee work-related fatalities	0	0	0	1	0
Contractor work-related fatalities	2	3	1	2	0
Employee Recordable accident index (also reported as TRIR)	0.48	0.56	0.40	0.45	0.50
Contractor Recordable accident index (also reported as TRIR)	0.6	0.59	0.51	0.71	0.53
Employee lost time case rate (n/100 employees)	0.12	0.23	0.11	0.09	0.08
Employee lost work day incident rate (also reported as DART)	0.20	0.32	0.19	0.21	0.26
Employee lost-time injury frequency (n/million work hours)	0.60	1.15	0.57	0.44	0.39
Contractor lost-time injury frequency (n/million work hours)	0.64	0.89	0.36	0.84	0.54
Employee SIF rate (n/100 employees)	0.02	0.11	0.05	0.04	0.05
Contractor SIF rate (n/100 employees)	0.09	0.13	0.07	0.15	0.06
Environment					
Fines and penalties (\$, shown in year paid)	9,250e	11,450f	1,300	2,900	10,000
Water permit exceedences	30	21	8	9	6
Internal compliance self-assessments and audits	659	639	496	501	
Direct greenhouse gas emissions – all sources and all gases; includes line losses and in territory company usage (million metric tons CO ₂ e)	36.5	34.4	32.9	35.5	39.5
Indirect greenhouse gas emissions – line losses and company usage (million metric tons CO ₂ e)	0.03	0.03	0.02	0.01	0.003
Greenhouse gas emissions from purchased power – controllable (million metric tons CO ₂ e)	3.4	2.8	3.1	2.6	2.7
Greenhouse gas emissions from purchased power – all gases/all classes of purchased power, controllable and uncontrollable (million metric tons CO ₂ e) ^b	13.9	19.7	7.9	7.1	8.7
CO ₂ emissions from power generation (million short tons)	39.9	37.6	36.0	39.2	43.3
CO ₂ emissions rate for power generation (lbs/MWh)	616.7	591.2	581.3	636.9	717.9
NO _x emissions from power generation (thousand tons)	28.6	28.1	25.3	19.5	21.7
NO _x emissions rate from power generation (lbs/MWh)	0.44	0.44	0.41	0.32	0.36
SO ₂ emissions from power generation (thousand tons)	37.9	27.4	13.5	22.9	22.9
SO ₂ emissions rate from power generation (lbs/MWh)	0.59	0.43	0.22	0.37	0.38
Hg emissions from power generation (tons)	0.05	0.04	0.02	0.03	0.03
Hg emissions rate from power generation (lbs/MWh)	7.3X10 ⁻⁷	5.5X10 ⁻⁷	3.2X10 ⁻⁷	4.7X10 ⁻⁷	4.6X10 ⁻⁷
Recycled waste – coal ash (% recycled)	72.7	82.9	115.6	76.9	76.4
Customer satisfaction					
Entergy Arkansas	NA	10.8	15.7	14.1	5.6
Entergy Louisiana	NA	7.2	18.3	10.5	-4.5
Entergy Mississippi	NA	5.6	17.9	21.3	25.1
Entergy New Orleans	NA	-18.1	-3.4	-15.3	-30.0
Entergy Texas	NA	6.4	15.7	11.1	6.4
Entergy (weighted average based on number of customers per operating company)	NA	6.0	15.8	11.2	5.6



Performance data table

Community spending	2018	2019	2020	2021	2022
Community investments (\$ millions)	18.4	17.2	18.9	18.2	27.8
Low-income programs (\$ millions)	11.3	10.7	10.9	12.1	20.1
Employee and retiree volunteerism (hours)	112,000	114,000	95,000	100,610	110,810
Spending on diverse business enterprises (%)	28.40	28.10	15.00	18.00	15.76
Charitable grants – community improvement (%)	14	19	17	14	14
Charitable grants – poverty solutions/social services (%)	28	23	31	37	49
Charitable grants – arts & culture (%)	5	6	4	4	2
Other	4	8	8	5	6
Charitable grants – environment (%)	9	5	8	5	7
Charitable grants – education/literacy (%)	40	39	32	35	22

^a The numbers and percentages relating to the Board of Directors are as of year-end 2022 and do not account for changes to the Board in 2023. For information on our current Board of Directors, please visit enterynewsroom.com/board

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

^c Beginning in 2019, Entergy adopted a new measurement for customer satisfaction using a net promoter score. Therefore, 2018 data is not presented.

^d Beginning in 2020, Entergy updated its reporting methodology for employee data to reflect changes in definitions and EEO classifications. Historical statistics are restated for consistency.

^e In 2020, Entergy updated this number to remove a de minimus settlement payment for a CERCLA site.

^f Number represents two fines totaling less than \$10,000 each.