

# 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. [Click here for additional data and information in our online GRI matrix.](#)

AS-REPORTED FINANCIAL HIGHLIGHTS	2017	2018	2019	2020	2021
Operating revenues (\$ millions)	11,074	11,009	10,879	10,114	11,743
Net income attributable to Entergy Corp. (\$ millions)	412	849	1241	1388	1119
Earnings per diluted share (dollars)	2.28	4.63	6.30	6.90	5.54
Total shareholder return (%)	15.9	10.6	44.3	-13.7	17.1
Utility retail customers – year-end (thousands)	2,900	2,900	2,923	2,954	2,984
<b>GOVERNANCE &amp; ETHICS</b>					
Number of Board Directors	11	10	10	11	11
Number of independent Board Directors	10	9	9	10	10
Women/minority independent Board Directors (number; %)	4;36%	4; 40%	4; 40%	5; 45%	5; 45%
<b>EMPLOYEES<sup>d</sup></b>					
Number of employees	13,463	13,618	13,559	13,400	12,369
Women in workforce (% of employees)	19.45	19.76	20.45	20.64	21.42
Women in management (% of management, based on EEO-1 classification)	18.30	18.77	20.72	20.69	22.15
Minorities in workforce (% of employees)	19.91	20.24	21.43	22.02	23.54
Minorities in management (% of management, based on EEO-1 classification)	11.22	12.00	13.90	15.29	18.34
Bargaining unit representation (% of employees)	33.74	33.29	30.12	29.46	27.31
Voluntary turnover (% excluding retirements)	3.07	3.22	3.79	2.54	4.24
<b>HEALTH AND SAFETY</b>					
Employee work-related fatalities	0	0	0	0	1
Contractor work-related fatalities	3	2	3	1	2
Employee Recordable accident index (also reported as TRIR)	0.57	0.48	0.56	0.40	0.45
Contractor Recordable accident index (also reported as TRIR)	0.86	0.6	0.59	0.51	0.71
Employee lost time case rate (n/100 employees)	0.15	0.12	0.23	0.11	0.09
Employee lost work day incident rate (also reported as DART)	0.27	0.20	0.32	0.19	0.20
Employee lost-time injury frequency (n/million work hours)	0.75	0.60	1.15	0.55	0.45
Contractor lost-time injury frequency (n/million work hours)	0.95	0.7	0.95	0.35	0.85
Employee SIF rate (n/100 employees)	0.06	0.02	0.11	0.05	0.05
Contractor SIF rate (n/100 employees)	0.11	0.09	0.13	0.07	0.15
<b>ENVIRONMENT</b> - <a href="#">Click here for these and other environmental metrics sorted by media category</a>					
Fines and penalties (\$, shown in year paid)	603,371 <sup>a</sup>	9,250 <sup>e</sup>	11,450 <sup>f</sup>	1,300	2,900
Water permit exceedences	32	30	21	8	9
Internal compliance self-assessments and audits	693	659	639	496	501
"Direct greenhouse gas emissions – all sources and all gases (million metric tons CO <sub>2</sub> e)"	33.1	36.5	34.4	32.9	35.5
"Indirect greenhouse gas emissions – line losses and company usage (million metric tons CO <sub>2</sub> e)"	0.15	0.15	0.13	0.12	0.09
GHG emissions from purchased power – controllable (million metric tons CO <sub>2</sub> e)	3.4	3.4	2.8	3.1	2.6
"GHG emissions from purchased power – all gases/all classes of purchased power, controllable and uncontrollable (million metric tons CO <sub>2</sub> e) <sup>b</sup> "	13.5	13.9	19.7	7.9	7.1
CO <sub>2</sub> emissions from power generation (million short tons)	36.1	39.9	37.6	36.0	39.2
CO <sub>2</sub> emissions rate for power generation (lbs/MWh)	588.3	616.7	591.2	581.3	638.3
NO <sub>x</sub> emissions from power generation (thousand tons)	30.3	28.6	28.1	25.3	19.5
NO <sub>x</sub> emissions rate from power generation (lbs/MWh)	0.49	0.44	0.44	0.41	0.32
SO <sub>2</sub> emissions from power generation (thousand tons)	35.0	37.9	27.4	13.5	22.9
SO <sub>2</sub> emissions rate from power generation (lbs/MWh)	0.57	0.59	0.43	0.22	0.37
Hg emissions from power generation (tons)	0.04	0.05	0.04	0.02	0.03
Hg emissions rate from power generation (lbs/MWh)	6.9X10 <sup>-7</sup>	7.3X10 <sup>-7</sup>	5.5X10 <sup>-7</sup>	3.2X10 <sup>-7</sup>	4.7X10 <sup>-7</sup>
Water Withdrawn - all water types used in cooling (millions of cubic meters)	11,262	11,063	11,152	7,940	7,062
Hazardous waste generation – manifested (tons)	44.5	26.0	105.6	54.6	30.1
Recycled waste – coal ash (% recycled)	87.1	72.7	82.9	115.6	76.9
<b>CUSTOMER SATISFACTION</b> - <i>Cogent Syndicated Utility Trusted Brand and Customer Engagement Residential Study<sup>c</sup></i>					
Entergy Arkansas	NA	NA	10.8	15.7	14.1
Entergy Louisiana	NA	NA	7.2	18.3	10.5
Entergy Mississippi	NA	NA	5.6	17.9	21.3
Entergy New Orleans	NA	NA	-18.1	-3.4	-15.3
Entergy Texas	NA	NA	6.4	15.7	11.1
Entergy (weighted average based on number of customers per operating company)	NA	NA	6.0	15.8	11.2
<b>COMMUNITY SPENDING</b>					
Community investments (\$ millions)	17.5	18.4	17.2	18.9	18.2
Low-income programs (\$ millions)	11.2	11.3	10.7	10.9	12.1
Employee and retiree volunteerism (hours)	103,000	112,000	114,000	95,000	100,610
Spending on diverse business enterprises (%)	25.05	28.40	28.10	15.00	18.00
Charitable grants – community improvement (%)	11	14	19	17	14
Charitable grants – poverty solutions/social services (%)	26	28	23	31	37
Charitable grants – arts & culture (%)	9	5	6	4	4
Other	13	4	8	8	5
Charitable grants – environment (%)	8	9	5	8	5
Charitable grants – education/literacy (%)	33	40	39	32	35

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 2019, Entergy adopted a new measurement for customer satisfaction using a net promoter score. Therefore, historical 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.