

Cleco's budget billing program can help customers with monthly payments

Budget billing is a free program that spreads customers' monthly bills for energy usage over a 12-month period, so customers pay approximately the same amount each month.

Cleco determines the budget billing amount by averaging the customer's actual energy bills for the previous 12 months. Each month the average is calculated and rounded to the next whole dollar amount.

Customers will know their budget billing amount upon enrollment and before they receive their first budget bill.

Who's eligible?

- Residential and small commercial customers
- Customers with no pending disconnect order on their account
- Customers with a zero account balance
- Customers with 12 months of billing history
- Customers not enrolled in the Time of Use Choice (TOUCH) program

How do I enroll?

Call Cleco customer service at 1-800-622-6537 or visit a customer service office.

Shop smart and save big this holiday season through Cleco's Power Wise™ program

Beginning Nov. 1 through Dec. 31, 2021, Cleco residential customers can save big with Cleco's energy efficiency program, Power Wise.

ClecoMarketplace.com

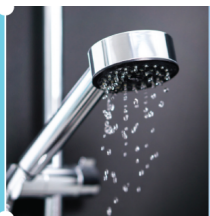
Residential customers can receive instant discounts on LED light bulbs, holiday string lights, smart thermostats and water-saving shower heads and faucets at clecomarketplace.com, the company's online store for energy-efficient products.

Mail-In Rebate

Residential customers can receive a mail-in rebate plus an additional 50 percent of the rebate amount for upgrading a qualified appliance or device such as an air conditioner heat pump, smart thermostat, water heater, pool pump and more. This means that a \$500 rebate would be \$750. Rebate forms are available at cleco.com/energyefficiency.

"There is no better time to become more energy efficient than during the holiday season," said Jaci Sewell, manager of energy efficiency.

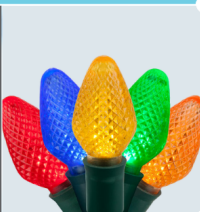
Big Holiday
Savings from
Cleco!



Upgrade and
receive a

**50%
BONUS**

with rebate



up
to **75% off**

Now until December 31st, 2021



Cleco in the Community

Cleco Power of Sharing Fund helps elderly customers



The Cleco Power of Sharing Fund was created in 1985 to help elderly customers with low or fixed incomes pay their energy bills. The funds from this program are donated by Cleco, employees and customers and distributed by the Louisiana Association of Councils on Aging (COAs) across the state. Currently, 16 COAs receive funds from Cleco's Power of Sharing Fund: Acadia, Allen, Avoyelles, Beauregard, Calcasieu, DeSoto, Evangeline, Grant, Iberia, Red River, Sabine, St. Landry, St. Martin, St. Mary, St. Tammany and Vernon. To see if you qualify for assistance, contact one of the participating COAs. Customers who wish to contribute to the fund can call Cleco at 1-800-622-6537 or visit a customer service office.

Cleco Power Wise takes top spot in E Source Utility Ad Awards Contest



Power Wise™, Cleco's energy efficiency program, earned first place for its "Shop Cleco Power Wise Marketplace" campaign in the E Source annual Utility Ad Awards Contest which highlights creative excellence in advertising. Cleco Marketplace.com is an online energy store that offers customers energy-saving products such as LED light bulbs, smart thermostats and showerheads with instant online rebates.

For the latest on career opportunities, community events, safety tips and more, visit cleco.com or follow us on social media.



Overhead Power Line Safety Act



The Louisiana Legislature enacted the High Voltage Overhead Power Line Safety Act in 2001.

- The law prohibits any unauthorized persons from working, including moving equipment, within 10 feet of any high voltage overhead line.
- If any unauthorized person intends to work within 10 feet of any high voltage overhead line, the person responsible for the work to be done must notify the owner or operator of the high voltage overhead line 48 hours prior to commencing work.
- Work shall be performed only after satisfactory mutual arrangements have been completed between the owner or operator of the high voltage overhead line and the person responsible for the work to be done.

Emergency Deferred Billing Program

Cleco's Emergency Deferred Billing Program allows some customers to defer an excess portion of their bill for several months during an energy emergency declared by the Louisiana Public Service Commission. Customers must meet certain eligibility requirements in order to qualify for the program and must re-qualify every two years. For eligibility requirements and enrollment information, visit cleco.com, call 1-800-622-6537 or visit your nearest Cleco customer service office.

KEY LIME PIE

- 2 cans sweetened, condensed milk
- 1/2 c fresh lime juice
- 1 tsp lime zest
- 1 pinch salt
- 1/4 stick melted butter
- 1 10" graham cracker pie shell



Brush frozen pie shell with melted butter. Bake at 300 degrees for eight minutes. Remove and cool. Combine all ingredients with a wire whisk. Place in pie shell. Refrigerate for 24 hours.