ENTERGY SERVICES, INC.
FEDERAL ENERGY REGULATORY COMMISSION
2017 Attachment O Annual Rate Update

Response of: Entergy Services, Inc.
to the First Set of Data Requests
of Requesting Party: Arkansas Electric
Cooperative Corporation

Filed: 8/25/17

Question No.: AECC 1-26 Part No.: Addendum:

Question:

In reference to EAI'S 2016 FERC Form 1 page 323, line 184, Account 923 – Outside Services Employed, please explain and provide supporting documentation for the increase of approximately $6.9 million, or 29%, above the 2015 expense. In addition, please provide a detailed tabulation of every entry booked to this account during 2016, including name, description of cost item and amount.

Response:

The increase in Account 923 is primarily due to a continuous improvement project that began in 2016 and an increase in IT software costs. The accounting entries for Account 923 for 2016 are attached.

Activity Description	Source Resource Description	2015	2016	Variance
Perform Entergy Continuous Imp	Other Outside Contract Service		4,227,972.90	4,227,972.90
Perform It System Maint	Computer Software Acquisitions	14,591.50	1,514,813.11	1,500,221.61
Perform It System Maint	Designated Services-Applicatio	2,579,408.30	4,198,049.90	1,618,641.60
Total		2,593,999.80	9,940,835.91	7,346,836.11

2016 and 2015 Comparison

Account	Account Description	Project Description	2015 Monetary Amount	2016 Monetary Amount	Change in $	% Change related to Total Variance
923000	Outside Services Employed		2,578,408	(39,733)	(2,618,140)	-37.86%
923000	Outside Services Employed	2013 Talent Mgmt Maintenance	4,003		(4,003)	-0.06%
923000	Outside Services Employed	2-WAY RADIOS COMMUNICATION SERVICE	1,122	177	(945)	-0.01%
923000	Outside Services Employed	A/R & BILLING SUPPORT	6,947		(6,947)	-0.10%
923000	Outside Services Employed	Accounting Controls		24	24	0.00%
923000	Outside Services Employed	ACCOUNTS PAYABLE PROCESSING	29,539	45,697	16,158	0.23%
923000	Outside Services Employed	ACS / Xerox Contract Dispute	(3,028)		3,028	0.04%
923000	Outside Services Employed	Analytic/Decision Support-Entergy	1,053	2,689	1,636	0.02%
923000	Outside Services Employed	ANO ORGANIZATIONAL CAPACITY		1,733	1,733	0.03%
923000	Outside Services Employed	APRA Reclamation	179		(179)	0.00%
923000	Outside Services Employed	ATPR SUPPORT	421		(421)	-0.01%
923000	Outside Services Employed	Audit Fees - Summary	750,579	769,797	19,218	0.28%
923000	Outside Services Employed	AUDIT: ENTERGY OPERATIONS NUCLEAR	10,659	9,979	(680)	-0.01%
923000	Outside Services Employed	AUDIT: ESI FOSSIL PLANT OPERATIONS		65	65	0.00%
923000	Outside Services Employed	AUDIT: ESI SUPPLY CHAIN	9,035		(9,035)	-0.13%
923000	Outside Services Employed	AUDIT: ESI HUMAN RESOURCES	9,311	29,652	20,341	0.29%
923000	Outside Services Employed	AUTOCAD (ACAD) SOFTWARE MAINTENANCE	7,307	43,684	36,377	0.53%
923000	Outside Services Employed	Automated Account Rec (AAR) Support	1,835		(1,835)	-0.03%
923000	Outside Services Employed	BARCODING SYSTEMS SUPPORT	2,359		(2,359)	-0.03%
923000	Outside Services Employed	BENCHMARKING PHASE II	763	981	219	0.00%
923000	Outside Services Employed	BENEFITS	12,664	53,728	41,064	0.59%
923000	Outside Services Employed	Benefits Support - All Employees	120,348	123,979	3,631	0.05%
923000	Outside Services Employed	Benefits Support - Sys. South	63,100	39,063	(24,037)	-0.35%
923000	Outside Services	BILLING & PAYMENT				0.14%

	Employed	SOLUTIONS - EAI	2,599	12,230	9,631	
923000	Outside Services Employed	BOARD SUPPORT	10,314	9,455	(859)	-0.01%
923000	Outside Services Employed	BUDGET SYSTEM MAINTENANCE	2,557		(2,557)	-0.04%
923000	Outside Services Employed	BusCasePlan-Applications Bus Improv	6,156	(55)	(6,211)	-0.09%
923000	Outside Services Employed	BusCasePlan-Applications-Upgr Enhnc	583		(583)	-0.01%
923000	Outside Services Employed	BusCasePlan-Infrastructure&Hosting	1,774	24,197	22,423	0.32%
923000	Outside Services Employed	BusCasePlan-Network & Communication	(594)		594	0.01%
923000	Outside Services Employed	BusCasePlan-Strat Dev & Investments	3,216		(3,216)	-0.05%
923000	Outside Services Employed	BusCasePlan-Workplace Computing	1,687	211	(1,476)	-0.02%
923000	Outside Services Employed	BUSINESS SUPPORT - FINANCE	29		(29)	0.00%
923000	Outside Services Employed	BUSINESS WAREHOUSE SUPPORT	68,063		(68,063)	-0.98%
923000	Outside Services Employed	CCS Agent Care System		47,192	47,192	0.68%
923000	Outside Services Employed	CCS IT Cost for Escheatment Audit	(7,929)		7,929	0.11%
923000	Outside Services Employed	Chief Administrative Officer	18,903	600,707	581,804	8.41%
923000	Outside Services Employed	CHIEF OPERATING OFFICER	21,268	7,439	(13,829)	-0.20%
923000	Outside Services Employed	CIP Cyber Vulnerability Assessment	28,510	-	(28,510)	-0.41%
923000	Outside Services Employed	CIP SERC Audit	21,397	1,926	(19,471)	-0.28%
923000	Outside Services Employed	Climate Consulting Services	188	101	(88)	0.00%
923000	Outside Services Employed	Cognos Reporting Support	4,358	98,761	94,404	1.37%
923000	Outside Services Employed	Commvault Backup Assessment	1,046		(1,046)	-0.02%
923000	Outside Services Employed	Compliance Software System Support	5,981		(5,981)	-0.09%
923000	Outside Services Employed	Computer Software Maint Agreements	41,150	117,060	75,910	1.10%
923000	Outside Services Employed	CONSOL EMPLOYEE COMPENSATION TAX IS		1,287	1,287	0.02%
923000	Outside Services Employed	CONSUMER EDUCATION PROGRAMS	1,338	37	(1,300)	-0.02%
923000	Outside Services Employed	Convert Diesel Wells to Elec All BU	91,353	(1,441)	(92,794)	-1.34%
923000	Outside Services Employed	Convert Diesel Wells to Elect EAI	347,826	578,929	231,103	3.34%
923000	Outside Services Employed	CORP COMM STUDIO MAINTENANCE	17,453	18,959	1,506	0.02%
923000	Outside Services	Corp Dvlpmnt - Reg Utility				0.01%

	Employed			881	881	
923000	Outside Services Employed	CORP ENVIRONMENTAL INITIATIVES-EXTE		243	243	0.00%
923000	Outside Services Employed	CORP PLANNING & ANALYSIS- REGULATED	12,111	4,691	(7,420)	-0.11%
923000	Outside Services Employed	CORP REPORTING ANALYSIS & POLICY -	28,269	22,371	(5,898)	-0.09%
923000	Outside Services Employed	CORP RISK MGMT SVCS - ERM	5,166	6,110	944	0.01%
923000	Outside Services Employed	CORP RPTG ANALYSIS & POLICY ALL COS	109,678	71,235	(38,442)	-0.56%
923000	Outside Services Employed	CORP RPTG ANALYSIS & POLICY- REG CO	2,145		(2,145)	-0.03%
923000	Outside Services Employed	CORP. COMPLIANCE TRACKING SYS - ESI	8,610	6,131	(2,478)	-0.04%
923000	Outside Services Employed	Corporate & Shared Serv. Apps Mgt	446,831	551,983	105,152	1.52%
923000	Outside Services Employed	CORPORATE DEVELOPMENT DATA ROOM	13,847	9,881	(3,965)	-0.06%
923000	Outside Services Employed	CORPORATE ENVIRONMENTAL POLICY	118,182	204,844	86,662	1.25%
923000	Outside Services Employed	CORPORATE PERFORMANCE MANAGEMENT	762	141,006	140,243	2.03%
923000	Outside Services Employed	CREDIT SYSTEMS	5		(5)	0.00%
923000	Outside Services Employed	Critical Infrastructure Protection	12,721	1,815	(10,907)	-0.16%
923000	Outside Services Employed	CUSTOMER BILLING OPERATIONS ADM	14,514		(14,514)	-0.21%
923000	Outside Services Employed	CUSTOMER CARE SYS MAINTAINER- ACCEN	114,071	(68,821)	(182,892)	-2.64%
923000	Outside Services Employed	Customer Care System Interface Supp	6,418		(6,418)	-0.09%
923000	Outside Services Employed	Customer Digital Roadmap O&M		240,528	240,528	3.48%
923000	Outside Services Employed	Customer Experience Strategy	16,718	204,628	187,910	2.72%
923000	Outside Services Employed	CVM - Vendor Registration	-	0	0	0.00%
923000	Outside Services Employed	DAILY CASH MGT ACTIVITIES		21	21	0.00%
923000	Outside Services Employed	Data Center Engineering & Ops Mgmt	1,124,168	1,235,789	111,622	1.61%
923000	Outside Services Employed	Data Loss Prevention (DLP) Support	11,495		(11,495)	-0.17%
923000	Outside Services Employed	Data Network Engineering & Ops Mgmt	219,743	278,100	58,357	0.84%
923000	Outside Services Employed	DATA WAREHOUSE SUPPORT	37,948		(37,948)	-0.55%
923000	Outside Services Employed	DATA WAREHOUSE TOOLS SUPPORT	8,250		(8,250)	-0.12%
923000	Outside Services Employed	DESKTOP MAINTENANCE & SUPP	3,625	16,748	13,123	0.19%
923000	Outside Services	Dist Oper Appl O&M-AM/FM				-0.02%

	Employed	Support	1,280		(1,280)	
923000	Outside Services Employed	Dist Oper Appl O&M-Engr Anal Tool	4,807		(4,807)	-0.07%
923000	Outside Services Employed	Dist Oper Appl O&M-EPO&SAISO Spt	9,711		(9,711)	-0.14%
923000	Outside Services Employed	Dist Oper Appl O&M-PDD/ECOS Spt	7,223		(7,223)	-0.10%
923000	Outside Services Employed	Dist Oper Appl O&M-SAIS Support	1,624		(1,624)	-0.02%
923000	Outside Services Employed	Dist Work Mgmt O&M-WTS Waste Track	585		(585)	-0.01%
923000	Outside Services Employed	Dist Work Mgmt-Cyndrus Spt - FOS	289		(289)	0.00%
923000	Outside Services Employed	Dist Work Mgmt-Cyndrus Spt-excl FOS	3,519		(3,519)	-0.05%
923000	Outside Services Employed	DOE SPENT FUEL LITIGATION - ESI	853,642	409,613	(444,028)	-6.42%
923000	Outside Services Employed	DOJ Anti Trust Investigation		70	70	0.00%
923000	Outside Services Employed	E&C Technical Support-SU1		12	12	0.00%
923000	Outside Services Employed	EAI $600MM FMBs 3.5% due 4/1/26		-	-	0.00%
923000	Outside Services Employed	EAI 2013 Rate Filing	50		(50)	0.00%
923000	Outside Services Employed	EAI 2015 Rate Filing	457,119	166,688	(290,431)	-4.20%
923000	Outside Services Employed	EAI FERC Audit	66,054	24,551	(41,503)	-0.60%
923000	Outside Services Employed	EAI Formula Rate Plan		200,666	200,666	2.90%
923000	Outside Services Employed	EAI MANAGEMENT OFFICE ENTERPRISE SU	13,199		(13,199)	-0.19%
923000	Outside Services Employed	EAI MTM	39,410	44,191	4,781	0.07%
923000	Outside Services Employed	EAI Proof/Concept Vegetation Pgms		355,640	355,640	5.14%
923000	Outside Services Employed	EAI -TAX SERVICES	115,232	19,265	(95,967)	-1.39%
923000	Outside Services Employed	EAI UNION NEGOTIATIONS	46,701		(46,701)	-0.68%
923000	Outside Services Employed	EAI United Way Meeting Expenses	689	625	(64)	0.00%
923000	Outside Services Employed	Economic Development - ESI	6,866	99	(6,766)	-0.10%
923000	Outside Services Employed	Economic Development-EAI	12,000		(12,000)	-0.17%
923000	Outside Services Employed	EDI/XML SUPPORT	3,121		(3,121)	-0.05%
923000	Outside Services Employed	EDMS CIIS BASELOAD SUPPORT	569		(569)	-0.01%
923000	Outside Services Employed	EDMS PRODUCT LINE SUPPORT	38,890		(38,890)	-0.56%
923000	Outside Services	Electronic Invoicing System				0.24%

	Employed		20,958	37,340	16,382	
923000	Outside Services Employed	Electronic Request for X		110,466	110,466	1.60%
923000	Outside Services Employed	ELECTRONIC SUPPLY CHAIN BUS. OPERAT	30		(30)	0.00%
923000	Outside Services Employed	EMO REGULATORY AFFAIRS	808	267	(541)	-0.01%
923000	Outside Services Employed	EMPLOYEE COMM (REG + UNREG COMPANIE	9,776	10,173	398	0.01%
923000	Outside Services Employed	EMPLOYEE COMM (REGULATED COMPANIES)		496	496	0.01%
923000	Outside Services Employed	Employee Matching Automation	9,966	5,415	(4,551)	-0.07%
923000	Outside Services Employed	EMS OPERATIONS & MAINTENANCE SUPPOR	2,760	45,274	42,514	0.61%
923000	Outside Services Employed	End User Computing Mgmt & Support	2,097,400	1,781,718	(315,682)	-4.56%
923000	Outside Services Employed	ENTERGY ARKANSAS COMMUNICATIONS	314	723	408	0.01%
923000	Outside Services Employed	ENTERGY CONSOLIDATED TAX SERVICES	132,672	98,136	(34,536)	-0.50%
923000	Outside Services Employed	ENTERGY OPERATING COMPANIES TAX SVC	6,189	23,646	17,456	0.25%
923000	Outside Services Employed	Entergy Services Mgmt Support	1,246		(1,246)	-0.02%
923000	Outside Services Employed	Entergy Shared Services	133,225	364,556	231,330	3.35%
923000	Outside Services Employed	Entergy Wellness Program		1,269	1,269	0.02%
923000	Outside Services Employed	Enterprise Architecture Committee	514	728	215	0.00%
923000	Outside Services Employed	Enterprise Operations Apps Manageme	815,591	940,924	125,334	1.81%
923000	Outside Services Employed	Enterprise Wide Communications	25,141	13,318	(11,823)	-0.17%
923000	Outside Services Employed	Enviance License Renewal	16,055	16,848	794	0.01%
923000	Outside Services Employed	ENVIRONMENTAL SUPPORT - AR	15,519		(15,519)	-0.22%
923000	Outside Services Employed	EOI COMMUNICATIONS	234		(234)	0.00%
923000	Outside Services Employed	EOI GEN COUNSEL - LEGAL SUPPORT	73	43	(30)	0.00%
923000	Outside Services Employed	EOI TAX SERVICES	4,405	1,316	(3,089)	-0.04%
923000	Outside Services Employed	EPA Cross State Emission Rule	6,353	9,727	3,373	0.05%
923000	Outside Services Employed	ePlus (Web Self Service) Support	20,315		(20,315)	-0.29%
923000	Outside Services Employed	eRoom Conversion to SharePoint	4,171		(4,171)	-0.06%
923000	Outside Services Employed	ERP Implementation	(2)		2	0.00%
923000	Outside Services	ESI - Corp Security Svcs				-0.10%

	Employed		86,998	80,360	(6,638)	
923000	Outside Services Employed	ESI Data Facilities	79,497	103,666	24,170	0.35%
923000	Outside Services Employed	ESI GENERAL LEGAL ADVICE	215,659	167,266	(48,393)	-0.70%
923000	Outside Services Employed	ESI Nuclear - Site Split	36,593	47,297	10,704	0.15%
923000	Outside Services Employed	ESI NUCLEAR EMPLOYEES	356,295	188,377	(167,919)	-2.43%
923000	Outside Services Employed	ESI NUCLEAR EMPLOYEES - ANO	994,811	1,170,265	175,454	2.54%
923000	Outside Services Employed	ESI REMITTANCE PROCESSING		24,906	24,906	0.36%
923000	Outside Services Employed	ESI TAX SERVICES	2,845		(2,845)	-0.04%
923000	Outside Services Employed	ESS Benchmarking Initiative		49,051	49,051	0.71%
923000	Outside Services Employed	ESS HR Ops Candidate Sourcing	89	62	(27)	0.00%
923000	Outside Services Employed	ESS HR Ops Emp. Dev./Training	30		(30)	0.00%
923000	Outside Services Employed	ESS HR Ops Employee Services	2,027	265	(1,762)	-0.03%
923000	Outside Services Employed	ESS HR Ops Leave Management	252	6,099	5,847	0.08%
923000	Outside Services Employed	ESS HR Ops Management Support	11,628	10,855	(773)	-0.01%
923000	Outside Services Employed	ESS HR Ops Onboard New Hires	6,579	8,880	2,301	0.03%
923000	Outside Services Employed	ESS HR Ops Staffing		463	463	0.01%
923000	Outside Services Employed	ESS HR Ops Workforce Planning		44	44	0.00%
923000	Outside Services Employed	ESS Workplace/Real Estate Study	152,468	7,027	(145,441)	-2.10%
923000	Outside Services Employed	Ethics Line Investigations	12,277	11,622	(655)	-0.01%
923000	Outside Services Employed	FACILITIES PRE-DEVELOPMENT PROJECTS	2,786	17,361	14,576	0.21%
923000	Outside Services Employed	FACILITIES SVC - ADMIN SPRT - NON-E	21,120	19,559	(1,561)	-0.02%
923000	Outside Services Employed	FACILITIES SVCS - DISTRIBUTION (NON		178	178	0.00%
923000	Outside Services Employed	FACILITIES SVCS - EXT AFFAIRS (NON-	1,879	4,316	2,438	0.04%
923000	Outside Services Employed	FACILITIES SVCS - INFO TECH (NON-ES	10,961	5,410	(5,551)	-0.08%
923000	Outside Services Employed	FACILITIES SVCS- ALL COS	209,471	255,295	45,823	0.66%
923000	Outside Services Employed	FACILITIES SVCS- ESI- IT	124		(124)	0.00%
923000	Outside Services Employed	FACILITIES SVCS- PRESIDENT/CEO (NON	27,051	20,807	(6,244)	-0.09%
923000	Outside Services	FERC Audit ITC Transaction				-0.09%

	Employed		10,258	4,091	(6,168)	
923000	Outside Services Employed	FERC Compliance Plan	12,214	2,248	(9,966)	-0.14%
923000	Outside Services Employed	FERC Compliance Program	637	1,249	613	0.01%
923000	Outside Services Employed	FERC/NERC Compliance Advice	13,675	22,514	8,838	0.13%
923000	Outside Services Employed	FGA-Utility	17,430	(17,430)	(34,859)	-0.50%
923000	Outside Services Employed	Fiber Optic Network ESI		6,447	6,447	0.09%
923000	Outside Services Employed	File Shared Services-SupCh	2,069		(2,069)	-0.03%
923000	Outside Services Employed	FINANCIAL FORECASTING		37	37	0.00%
923000	Outside Services Employed	FINANCIAL PROCESS MANAGEMENT - ALL	2,616	98,540	95,924	1.39%
923000	Outside Services Employed	Financial Systems (ERP) Maintenance	-	122,147	122,147	1.77%
923000	Outside Services Employed	FINANCING & SHORT TERM FUNDING - EA	27,905	19,903	(8,002)	-0.12%
923000	Outside Services Employed	FINANCING & SHORT TERM FUNDING - ES	3,890	854	(3,036)	-0.04%
923000	Outside Services Employed	Fossil Designated Reg.&Non Reg	12,905		(12,905)	-0.19%
923000	Outside Services Employed	FOSSIL INFORMATION TECHNOLOGY - FIT	771	210,232	209,461	3.03%
923000	Outside Services Employed	Fossil Real Time System Support	46,016		(46,016)	-0.67%
923000	Outside Services Employed	FUELS MANAGEMENT TELEMETRY - E		118	118	0.00%
923000	Outside Services Employed	GEN & ADMIN - CUSTOMER SERVICE SYS.	336		(336)	0.00%
923000	Outside Services Employed	GENERAL ACCOUNTING - ESI	48	(802)	(850)	-0.01%
923000	Outside Services Employed	GENERAL ACCOUNTING SYSTEM MAINTENAN	630		(630)	-0.01%
923000	Outside Services Employed	GENERAL LEDGER SUPPORT	10,249		(10,249)	-0.15%
923000	Outside Services Employed	GENERAL LITIGATION-EAI	560,458	876,336	315,878	4.57%
923000	Outside Services Employed	General System-ENG-Tech Support	11,704		(11,704)	-0.17%
923000	Outside Services Employed	Generation, Trading,& Trans App Mgt	649,359	1,141,703	492,344	7.12%
923000	Outside Services Employed	Gillett Add New Line Bay		3,815	3,815	0.06%
923000	Outside Services Employed	GROUP PRES - UTILITY OPERATIONS	1,056,888	367,719	(689,169)	-9.97%
923000	Outside Services Employed	HCL Infrastructure Management Tools	(627,875)		627,875	9.08%
923000	Outside Services Employed	HCL Phase II and ADM Transition	283,995	64,339	(219,655)	-3.18%
923000	Outside Services	HCM - Comp and Benefits				-0.81%

	Employed		60,658	4,617	(56,041)	
923000	Outside Services Employed	HCM - Org and Processes	15,017		(15,017)	-0.22%
923000	Outside Services Employed	HCM Org&Process-TRN Reposition	2		(2)	0.00%
923000	Outside Services Employed	HCM-Staffing Cost:Corp&Utility Emp	23,087	(33,331)	(56,418)	-0.82%
923000	Outside Services Employed	HEADQUARTER'S CREDIT & COLLECTIONS	73	2,306	2,233	0.03%
923000	Outside Services Employed	Horizons II Support	1,959		(1,959)	-0.03%
923000	Outside Services Employed	HR COMPETITIVE COMPENSATION - SR MG	57,567	44,103	(13,463)	-0.19%
923000	Outside Services Employed	HR Ops Customer Contact Strategy	152,072	114,412	(37,660)	-0.54%
923000	Outside Services Employed	HR PRESIDENT/ CEO SUPPORT- ALL COS	59,020	71,958	12,939	0.19%
923000	Outside Services Employed	HR SERVICES- ALL COMPANIES	247,468	350,434	102,966	1.49%
923000	Outside Services Employed	HR SERVICES- REGULATED COMPANIES		136	136	0.00%
923000	Outside Services Employed	HRIS MAINTENANCE & ENHANCE	49,276	48,253	(1,023)	-0.01%
923000	Outside Services Employed	HUMAN RESOURCE SERVICES - ANO	489		(489)	-0.01%
923000	Outside Services Employed	ICC - Employee Education Initiative	1,420	995	(425)	-0.01%
923000	Outside Services Employed	IDEAS MAINTENANCE	26,849		(26,849)	-0.39%
923000	Outside Services Employed	Identity Federation Security Svc	10,589	13,450	2,860	0.04%
923000	Outside Services Employed	IN1 Develop FGD Env Strategy	24,426	1,063	(23,363)	-0.34%
923000	Outside Services Employed	IN2 Develop FGD Env Strategy	24,426	1,063	(23,363)	-0.34%
923000	Outside Services Employed	INDEPENDENT SAFETY ASSESSMENT PROGR	15,410	17,726	2,316	0.03%
923000	Outside Services Employed	INDUS MAINTENANCE	46,745		(46,745)	-0.68%
923000	Outside Services Employed	INFORMATION TECHNOLOGY BENCHMARKING	1,821		(1,821)	-0.03%
923000	Outside Services Employed	Infrastructure & Application Servic	31,522		(31,522)	-0.46%
923000	Outside Services Employed	Internal Audit Services	20,249	19,069	(1,180)	-0.02%
923000	Outside Services Employed	Inventory Planning System Support	4,277		(4,277)	-0.06%
923000	Outside Services Employed	INVESTMENT RECOVERY	574	23,858	23,284	0.34%
923000	Outside Services Employed	IT BUSINESS PLANNING AND GOVERNANCE	195,329	46,646	(148,682)	-2.15%
923000	Outside Services Employed	IT INFRASTRUCTURE/SHARED SERVICES M	26,537	47,365	20,828	0.30%

923000	Outside Services Employed	IT Mobile Communications	22,942	30,834	7,892	0.11%
923000	Outside Services Employed	IT Nuclear South Support	61,053	35,392	(25,661)	-0.37%
923000	Outside Services Employed	IT Performance Management	83,901	37,905	(45,996)	-0.67%
923000	Outside Services Employed	IT Security & Compliance-Enterprise	49,962	856,458	806,496	11.66%
923000	Outside Services Employed	IT STRATEGIC SOURCING & RESULTS MGM	28		(28)	0.00%
923000	Outside Services Employed	IT SYSTEMS INTEGRATION	21,449		(21,449)	-0.31%
923000	Outside Services Employed	IT Transmission Support	67,980	62,392	(5,588)	-0.08%
923000	Outside Services Employed	IT Vendor Management Office Support	5,866	15,420	9,554	0.14%
923000	Outside Services Employed	Jackson Data Center Remediation	42,827	0	(42,827)	-0.62%
923000	Outside Services Employed	JDC Legal Post Remediation	1,554	28,766	27,212	0.39%
923000	Outside Services Employed	JOINT USE WITH 3RD PARTIES - ADMIN.	13	24	12	0.00%
923000	Outside Services Employed	JOINT USE WITH THIRD PARTY - EAI	5,900		(5,900)	-0.09%
923000	Outside Services Employed	LAN - DESKTOP	760		(760)	-0.01%
923000	Outside Services Employed	LEADERSHIP CONFERENCE	1,143		(1,143)	-0.02%
923000	Outside Services Employed	Legal Services - Antitrust Advice	3,937	2,784	(1,153)	-0.02%
923000	Outside Services Employed	Legal Services - MISO RTO OpCos	272,159	183,693	(88,466)	-1.28%
923000	Outside Services Employed	Legal Services - Regulated Utility	103,413	73,705	(29,708)	-0.43%
923000	Outside Services Employed	Lighting Dept O&M - All BU's	3,943	45,405	41,462	0.60%
923000	Outside Services Employed	Lighting Dept O&M - EAI	25,068	95,815	70,747	1.02%
923000	Outside Services Employed	MAINFRAME	3,649	338	(3,311)	-0.05%
923000	Outside Services Employed	MANAGE BUDGETS - ESI	172		(172)	0.00%
923000	Outside Services Employed	MANAGE CASH	0		(0)	0.00%
923000	Outside Services Employed	MATERIALS & CONTRACTS MGTMT SYSTEM	26,365	210,981	184,616	2.67%
923000	Outside Services Employed	Medicare Exchange Development		11,944	11,944	0.17%
923000	Outside Services Employed	MGR GEN & ADMIN - DISTR SYSTEM SUPP	432	5,212	4,780	0.07%
923000	Outside Services Employed	MISC FERC REG COMM EXP	6,213	8,897	2,683	0.04%
923000	Outside Services Employed	MISO Implementation Amortization		1,605,413	1,605,413	23.21%

923000	Outside Services Employed	MISO Reactive Power Filing		39	39	0.00%
923000	Outside Services Employed	MISO Review & Cost Ben Analysis EAI		30,757	30,757	0.44%
923000	Outside Services Employed	MISO Review&Cost Ben Anal All OpCos		94,050	94,050	1.36%
923000	Outside Services Employed	MISO Transmission Owners Committee	(30,275)	(30,275)	-	0.00%
923000	Outside Services Employed	NEM Rulemaking & Distributed Gen		32,224	32,224	0.47%
923000	Outside Services Employed	NERC/CIP Compliance Management Supp	1,569	2,765	1,195	0.02%
923000	Outside Services Employed	NETWORK SECURITY ASSESSMENT-DATA NE	14,006	21,800	7,794	0.11%
923000	Outside Services Employed	NOx Controls Assessment	1,877		(1,877)	-0.03%
923000	Outside Services Employed	NT SERVERS	39,098	2,872	(36,226)	-0.52%
923000	Outside Services Employed	Nucl. So. (ENS) Nucl Cyber Security	439,906	375,870	(64,035)	-0.93%
923000	Outside Services Employed	Nuclear Comm. (North & South)	399	36,419	36,020	0.52%
923000	Outside Services Employed	Nuclear Equipment Qualification	13,443	13,291	(153)	0.00%
923000	Outside Services Employed	NUCLEAR IT - GENERAL SCOPING	8,187		(8,187)	-0.12%
923000	Outside Services Employed	NUCLEAR IT QUICK RESPONSE TEAM	34,574		(34,574)	-0.50%
923000	Outside Services Employed	Nuclear Workforce Initiatives Supp		22,834	22,834	0.33%
923000	Outside Services Employed	OCRO - Bus Cont Plan Management	4,773	8,727	3,954	0.06%
923000	Outside Services Employed	OFCCP Compliance	29,384	24,471	(4,913)	-0.07%
923000	Outside Services Employed	Office of Chief Security	63,637	439,496	375,859	5.44%
923000	Outside Services Employed	OIT Decommissioning	938		(938)	-0.01%
923000	Outside Services Employed	Operation Technology Support	2,089	1,986	(103)	0.00%
923000	Outside Services Employed	OPERATIONS EXEC VP & CFO	20,573	42,737	22,164	0.32%
923000	Outside Services Employed	OPERATIONS SAFETY - HEADQUARTERS	450	468	18	0.00%
923000	Outside Services Employed	OPERATIONS-OFFICE OF THE CEO	470	1,347	877	0.01%
923000	Outside Services Employed	OPN,MGR, CLAIMS MANAGEMENT	80	906	825	0.01%
923000	Outside Services Employed	OPNS-COAL SUPPLY	19,367		(19,367)	-0.28%
923000	Outside Services Employed	ORG, JES, BATS, ACBM SUPPORT	67		(67)	0.00%
923000	Outside Services Employed	OSISoft License Renewal		111,634	111,634	1.61%

923000	Outside Services Employed	OUTAGE RESPONSE		103	103	0.00%
923000	Outside Services Employed	Payroll Check Stub Report Dev	2,547	42,947	40,401	0.58%
923000	Outside Services Employed	Payroll Minor Enhancements	2,716	44	(2,673)	-0.04%
923000	Outside Services Employed	PAYROLL PROCESSING	18,816	38,741	19,924	0.29%
923000	Outside Services Employed	PCRS MAINTENANCE	5,755		(5,755)	-0.08%
923000	Outside Services Employed	PEARL SUPPORT	1,646		(1,646)	-0.02%
923000	Outside Services Employed	PLANNING ANALYSIS UTILITY	394,880	345,637	(49,243)	-0.71%
923000	Outside Services Employed	Planning Analysis-EAI	20,000	(15,194)	(35,194)	-0.51%
923000	Outside Services Employed	PLANTVIEW SUPPORT	15,300	9,120	(6,180)	-0.09%
923000	Outside Services Employed	POWERBUILDER FRAMEWORK BASELOAD	4,950		(4,950)	-0.07%
923000	Outside Services Employed	POWERHOUSE OPERATIONS	266,842	267,518	676	0.01%
923000	Outside Services Employed	PROCESS & SKILLS TRAINING ADMIN - E	382	146	(236)	0.00%
923000	Outside Services Employed	Process Control Cyber Security Spt	20,655		(20,655)	-0.30%
923000	Outside Services Employed	Process View Initiative - EDE		4,265,776	4,265,776	61.68%
923000	Outside Services Employed	PROCUREMENT COOPERATIVE EVALUATION	42,937	47,594	4,657	0.07%
923000	Outside Services Employed	PROGRAM MANAGEMENT OFFICE TOOLS SUP	334		(334)	0.00%
923000	Outside Services Employed	Project EMEE - Fusion Compensation	5,660	14,193	8,533	0.12%
923000	Outside Services Employed	Project Excellence Program	127,419	105,766	(21,653)	-0.31%
923000	Outside Services Employed	Project First Day		8,105	8,105	0.12%
923000	Outside Services Employed	Project Razorbacks		283,677	283,677	4.10%
923000	Outside Services Employed	PROPERTY ACCOUNTING - CAPITAL PROJE		16,035	16,035	0.23%
923000	Outside Services Employed	PROPERTY ACCOUNTING- FIXED ASSETS		1,878	1,878	0.03%
923000	Outside Services Employed	Property Software Support	6,270		(6,270)	-0.09%
923000	Outside Services Employed	Property/Casualty Risk Finance	911	1,142	231	0.00%
923000	Outside Services Employed	PS EPM Allocations Support	8,280		(8,280)	-0.12%
923000	Outside Services Employed	PUPLIC CLAIMS	46	129	83	0.00%
923000	Outside Services Employed	Purchase Arklahoma Assets		2,615	2,615	0.04%

923000	Outside Services Employed	PURCHASING & CONTRACTS SUPPORT--FOS	532	694	162	0.00%
923000	Outside Services Employed	R21 - Gaps to Excellence		30,870	30,870	0.45%
923000	Outside Services Employed	Readiness and Response Management		6,252	6,252	0.09%
923000	Outside Services Employed	RECORDS MANAGEMENT	2,544	14,642	12,098	0.17%
923000	Outside Services Employed	Records Management - HR	107		(107)	0.00%
923000	Outside Services Employed	RECORDS MANAGEMENT HARD COPY CLEAN	363		(363)	-0.01%
923000	Outside Services Employed	Records Mgmt-Utility Ops Support		123	123	0.00%
923000	Outside Services Employed	REGULATD NON-BACKBONE FIBER	23,157	3,467	(19,690)	-0.28%
923000	Outside Services Employed	Regulated Utility Electric Reliab	980		(980)	-0.01%
923000	Outside Services Employed	REGULATORY AFFAIRS-A&G	13,442		(13,442)	-0.19%
923000	Outside Services Employed	Regulatory Litigation Support	3,885		(3,885)	-0.06%
923000	Outside Services Employed	Regulatory Reporting Support	4,262		(4,262)	-0.06%
923000	Outside Services Employed	Residential Market Dev - ALL JURIS	1,992	763	(1,229)	-0.02%
923000	Outside Services Employed	REVENUE ACCOUNTING ANALYSIS		36,481	36,481	0.53%
923000	Outside Services Employed	Sabrix Support	5,558	9,972	4,414	0.06%
923000	Outside Services Employed	SAFETY & ENVIRNMNTL COMPLIANCE AUDI	20,458	9,839	(10,618)	-0.15%
923000	Outside Services Employed	SAFETY & ENVIRONMENTAL SUPPORT - VP	6,790	4,915	(1,875)	-0.03%
923000	Outside Services Employed	SAFETY AND ENVIROMENTAL O&M CHARGES	32	406	374	0.01%
923000	Outside Services Employed	SAIC Designated Services - EMO	53,016		(53,016)	-0.77%
923000	Outside Services Employed	SAIC Designated Srv Regulated App	25,314		(25,314)	-0.37%
923000	Outside Services Employed	SAIC Little Rock Facilities Cost	22,760	23,129	369	0.01%
923000	Outside Services Employed	Sales & Mktg - ALL JURIS	451	418	(32)	0.00%
923000	Outside Services Employed	SC- Distribution Procurement	457	158	(299)	0.00%
923000	Outside Services Employed	SC- Transmission Proc Support		25,657	25,657	0.37%
923000	Outside Services Employed	SECRETARIAT LEGAL SUPPORT	338	3,879	3,540	0.05%
923000	Outside Services Employed	Sect 263 A - Phase 2	5,734		(5,734)	-0.08%
923000	Outside Services Employed	Security Engineering & Operations	305,482	309,166	3,684	0.05%

923000	Outside Services Employed	Self Supply Project Team-Admin.	333	15,057	14,724	0.21%
923000	Outside Services Employed	Service Desk Management	489,322	384,064	(105,258)	-1.52%
923000	Outside Services Employed	SFI CORPORATE RESPONSIBILITIES	10	11	0	0.00%
923000	Outside Services Employed	SH&E Compliance Audits - EAI	82,397	105,517	23,120	0.33%
923000	Outside Services Employed	Shared Enterprise Applications	230,885	55,470	(175,415)	-2.54%
923000	Outside Services Employed	SPO 2013 EAI RFP/IM&PropslSubmitFee	96,075		(96,075)	-1.39%
923000	Outside Services Employed	SPO 2016 EAI Renew RFP-IM&PrpslFees		148,475	148,475	2.15%
923000	Outside Services Employed	SPO Compliance Expense	1,757		(1,757)	-0.03%
923000	Outside Services Employed	SPO Dir., Energy Management Ops	273		(273)	0.00%
923000	Outside Services Employed	SPO Dodd-Frank Implementation		276	276	0.00%
923000	Outside Services Employed	SPO Management Summary	38,932	114,809	75,878	1.10%
923000	Outside Services Employed	SPO Market Intelligence	3,101	46,447	43,346	0.63%
923000	Outside Services Employed	SPO Mid-Office & Energy Settlements		890	890	0.01%
923000	Outside Services Employed	SPO NextEra Stuttgart Solar Project	40,467		(40,467)	-0.59%
923000	Outside Services Employed	SPO Regulatory Compliance	4		(4)	0.00%
923000	Outside Services Employed	SPO RISK	411	107	(303)	0.00%
923000	Outside Services Employed	SPO Utility-SupplyProcuremt/AssetMg		13,736	13,736	0.20%
923000	Outside Services Employed	SPO-VP of System Planning	234,250	256,024	21,774	0.31%
923000	Outside Services Employed	STARS MAINTENANCE	43,188	4,279	(38,909)	-0.56%
923000	Outside Services Employed	STATE GOVERNMENTAL AFFAIRS	44	43	(1)	0.00%
923000	Outside Services Employed	STATE PRES/EXECUTIVE DEPARTMENT	211,550	153,964	(57,586)	-0.83%
923000	Outside Services Employed	Storm Cost Accounting Readiness	1,625		(1,625)	-0.02%
923000	Outside Services Employed	Strategic Planning SVCS-Entergy	3,006	11,253	8,247	0.12%
923000	Outside Services Employed	Strategic Planning SVCS-Utility	31,145	4,255	(26,891)	-0.39%
923000	Outside Services Employed	Supervision & Support - Corp Comm		3,571	3,571	0.05%
923000	Outside Services Employed	SUPERVISION & SUPPORT - DOMESTIC UT	6,489	6,939	450	0.01%
923000	Outside Services Employed	SUPERVISION & SUPPORT - FED POLICY	9,371	2,033	(7,337)	-0.11%

923000	Outside Services Employed	SUPERVISION & SUPPORT - LEGAL SERVI	35,398	27,462	(7,937)	-0.11%
923000	Outside Services Employed	SUPERVISION & SUPPORT - SUPPLY CHAI	2,586	14,193	11,607	0.17%
923000	Outside Services Employed	SUPPLY CHAIN - CDW SYSTEMS SUPPORT	2,264	10,961	8,696	0.13%
923000	Outside Services Employed	Supply Chain - Support Total ETR	52,941	36,556	(16,385)	-0.24%
923000	Outside Services Employed	Supply Chain Applications Support	4,133		(4,133)	-0.06%
923000	Outside Services Employed	Supply Chain Score Card	2,872		(2,872)	-0.04%
923000	Outside Services Employed	SYS - BENEFIT TRUST INVESTMENTS		9,686	9,686	0.14%
923000	Outside Services Employed	SYSTEM AGREEMENT LITIGATION	277,561	309,830	32,269	0.47%
923000	Outside Services Employed	SYSTEM LEGAL ADVICE-EMPL LIT & BEN	59	270	211	0.00%
923000	Outside Services Employed	System Officer Labor Team	3,005	1,099	(1,906)	-0.03%
923000	Outside Services Employed	SYSTEM REGULATORY AFFAIRS-FEDERAL	30,167	19,713	(10,454)	-0.15%
923000	Outside Services Employed	SYSTEM REGULATORY AFFAIRS-STATE	16,108	15,574	(535)	-0.01%
923000	Outside Services Employed	Systemwide Ergonomics Initiative	1,897		(1,897)	-0.03%
923000	Outside Services Employed	Talent Mgmt Solution (TMS) Maint	36,164	48,897	12,734	0.18%
923000	Outside Services Employed	TAX TECH SUPPORT	2,602		(2,602)	-0.04%
923000	Outside Services Employed	TaxWare Support	11,434		(11,434)	-0.17%
923000	Outside Services Employed	Telecom Expense	88,288	98,063	9,775	0.14%
923000	Outside Services Employed	Tibco Software Maint/Support		31,792	31,792	0.46%
923000	Outside Services Employed	Time and Labor Support	26,439		(26,439)	-0.38%
923000	Outside Services Employed	Track UBP Costs	7,394		(7,394)	-0.11%
923000	Outside Services Employed	Trans Work Mgmt App Support	50,705		(50,705)	-0.73%
923000	Outside Services Employed	Transformation Management	559,499		(559,499)	-8.09%
923000	Outside Services Employed	TRANSMISSION O&M MGMT/SUPPORT - ESI	142,084	(3,273)	(145,356)	-2.10%
923000	Outside Services Employed	TRANSMISSION POWER SYSTEM OPERATION	658		(658)	-0.01%
923000	Outside Services Employed	Travel to Reimburse Project	21,476	88,731	67,255	0.97%
923000	Outside Services Employed	TREASURY SYSTEMS	109		(109)	0.00%
923000	Outside Services Employed	Unclaimed Property Audit	106,640	61,699	(44,942)	-0.65%

923000	Outside Services Employed	Units of Property Method of Tax Acc	11,005	11,275	270	0.00%
923000	Outside Services Employed	UNIX SERVERS	70,500	309,429	238,929	3.45%
923000	Outside Services Employed	UPC - Union ESI Support		75	75	0.00%
923000	Outside Services Employed	UPSA MTM - Decon SERI		50,642	50,642	0.73%
923000	Outside Services Employed	Util Ops Cust Data Warehouse Supt	42,521		(42,521)	-0.61%
923000	Outside Services Employed	UTILITY COMMUNICATIONS	524	49	(475)	-0.01%
923000	Outside Services Employed	Utility Management Support - O&M	4,654	56,118	51,464	0.74%
923000	Outside Services Employed	Utility Ops Application Management	667,053	1,544,985	877,932	12.70%
923000	Outside Services Employed	VOICE & VIDEO MAINTENANCE & SUPPORT	(836)	3,643	4,479	0.06%
923000	Outside Services Employed	VOICE & VIDEO MOVES ADDS CHANGES	255	484	229	0.00%
923000	Outside Services Employed	Voice and Video Engineering and Ope	62,985		(62,985)	-0.91%
923000	Outside Services Employed	Voice and Video Engineering and Ops	269,281	227,585	(41,696)	-0.60%
923000	Outside Services Employed	Voice Over IP Support	123		(123)	0.00%
923000	Outside Services Employed	VP FOSSIL GENERATION	3,238		(3,238)	-0.05%
923000	Outside Services Employed	WB1 Develop FGD Env Strategy	24,426	1,063	(23,363)	-0.34%
923000	Outside Services Employed	WB2 Develop FGD Env Strategy	24,426	1,063	(23,363)	-0.34%
923000	Outside Services Employed	We Power Life Brand Positioning-EMP		331	331	0.00%
923000	Outside Services Employed	WEB DEVELOPMENT SUPPORT	987		(987)	-0.01%
923000	Outside Services Employed	WEB INFRASTRUCTURE MAINTENANCE	26,573	49,760	23,187	0.34%
923000	Outside Services Employed	WEB PAGE SUPPORT - CORPORATE	904		(904)	-0.01%
923000	Outside Services Employed	WebTAP Support	1,791		(1,791)	-0.03%
923000	Outside Services Employed	WIDE AREA NETWORK (WAN) SERVICES		168,754	168,754	2.44%
923000	Outside Services Employed	Windows 7 Enterprise App Compliance	(60)		60	0.00%
923000	Outside Services Employed	WORKER'S COMPENSATION CLAIMS	250		(250)	0.00%
		Grand Total	**24,178,934**	**31,094,443**	**6,915,509**	**100.00%**