



**ENTERGY CORPORATION**  
2020 Annual Meeting of Shareholders  
Rules of Conduct and Procedures

Welcome to the 2020 Annual Meeting of Shareholders of Entergy Corporation (the “2020 Meeting”). To ensure a fair and orderly meeting, participants are required to honor the following Rules of Conduct and Procedures:

- 1) The only business to be conducted at the 2020 Meeting are the matters set forth in the Notice of 2020 Annual Meeting of Shareholders and Proxy Statement, dated March 27, 2020. The Agenda indicates the order in which matters will be presented at the 2020 Meeting.
- 2) Only shareholders of record as of the close of business on March 9, 2020, or those who hold a legal proxy for the 2020 Meeting, may submit questions and vote at the 2020 Meeting. To vote or submit questions, please login as a shareholder by entering the 16-digit control number found on your proxy card, voting instruction form or notice. If you have voted your shares prior to the start of the 2020 Meeting, your vote has been received by the Company’s Inspector of Elections and there is no need to vote those shares during the 2020 Meeting, unless you wish to revoke or change your vote.
- 3) Questions and comments are welcome from all shareholders. However, conducting the business set out in the Agenda for the benefit of all shareholders will be paramount. The Company does not intend to address any questions that are, among other things:
  - a) not pertinent to the business of the Company or to the business of the 2020 Meeting;
  - b) related to material non-public information of the Company;
  - c) related to personal grievances;
  - d) derogatory references to individuals or that are otherwise in bad taste;
  - e) repetitious statements already made by another shareholder;
  - f) related to pending or threatened litigation;
  - g) related to personnel matters such as employment opportunities or termination;
  - h) complaints or suggestions about individual Company products or services;
  - i) in furtherance of the shareholder’s personal or business interests; or
  - j) out of order or not otherwise suitable for the conduct of the 2020 Meeting as determined by the Chairman or General Counsel in their reasonable judgment.
- 4) Questions or comments can be submitted before or during the 2020 Meeting in the “Ask a Question” text box on the virtual shareholder meeting website at [www.virtualshareholdermeeting.com/ETR2020](http://www.virtualshareholdermeeting.com/ETR2020).
- 5) To allow the Company to answer questions from as many shareholders as possible, each shareholder will be limited to one question. Please keep questions succinct and covering only

one topic per question. Questions from multiple shareholders on the same topic or that are otherwise related may be grouped, summarized and answered together.

- 6) Questions pertinent to matters in the Agenda that are not answered during the 2020 Meeting will be addressed as soon as practical after the 2020 Meeting either by, depending upon the subject matter and relevance, direct response or posted online at [www.energy.com/investors](http://www.energy.com/investors). Responses posted online will be available for ten business days.
- 7) Questions or comments unrelated to the 2020 Meeting or of individual concerns rather than of concern to shareholders may be submitted by contacting Shareholder Services at 504-576-3074.
- 8) In the event of disorder, technical malfunction, or other significant problem that disrupts the meeting, the Chairman may adjourn, recess or expedite the 2020 Meeting or take such other action that the Chairman determines is appropriate in light of the circumstances.
- 9) Recording of the 2020 Meeting is prohibited. A replay of the webcast will be available on the Company's website approximately 24 hours following the close of the 2020 Meeting and will be available until May 6, 2021. A violation of any of these rules will be considered cause for expulsion from the 2020 Meeting.