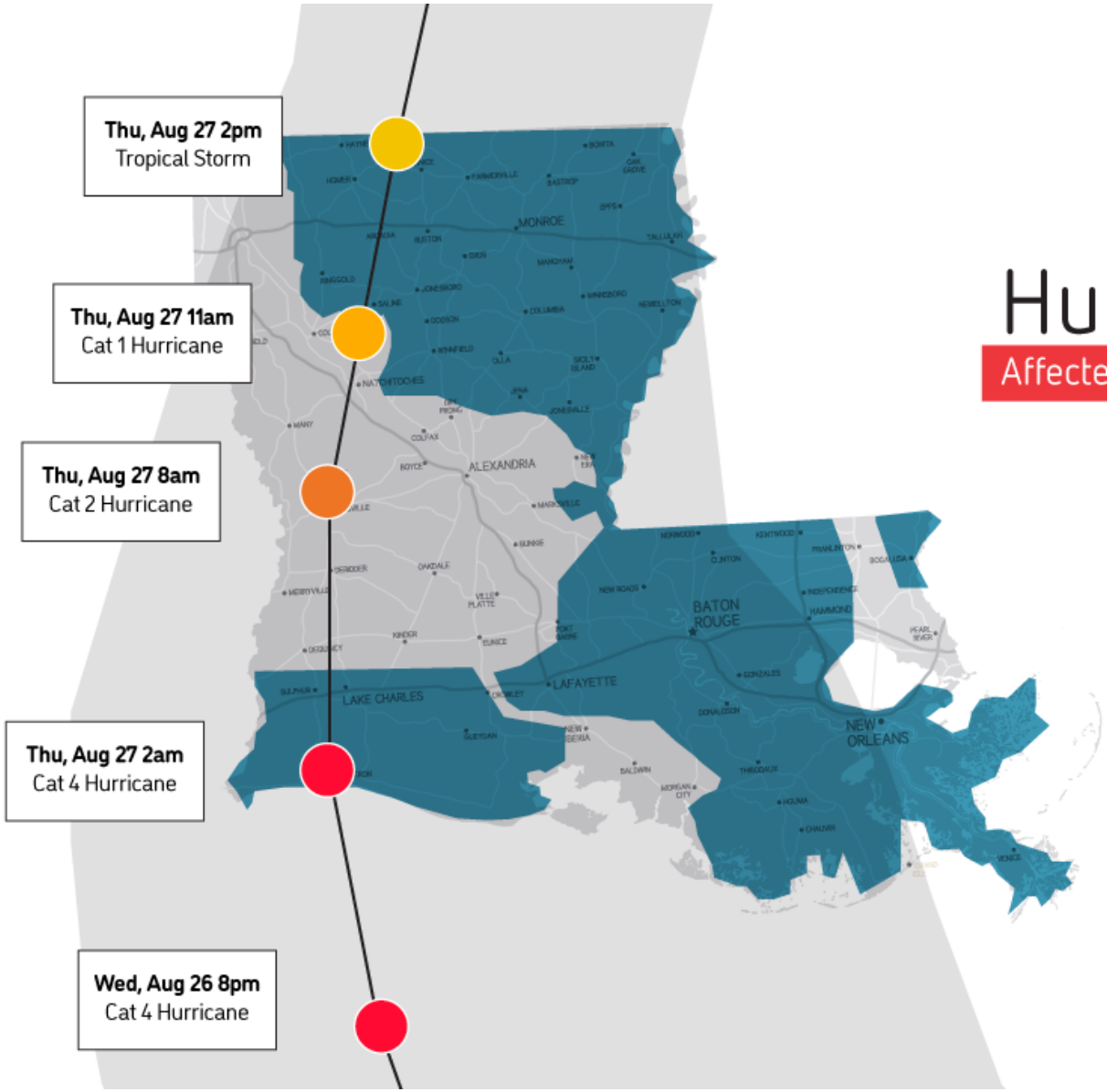
Entergy | WE POWER LIFE

Hurricane Laura Recovery

LPSC B&E September 16, 2020

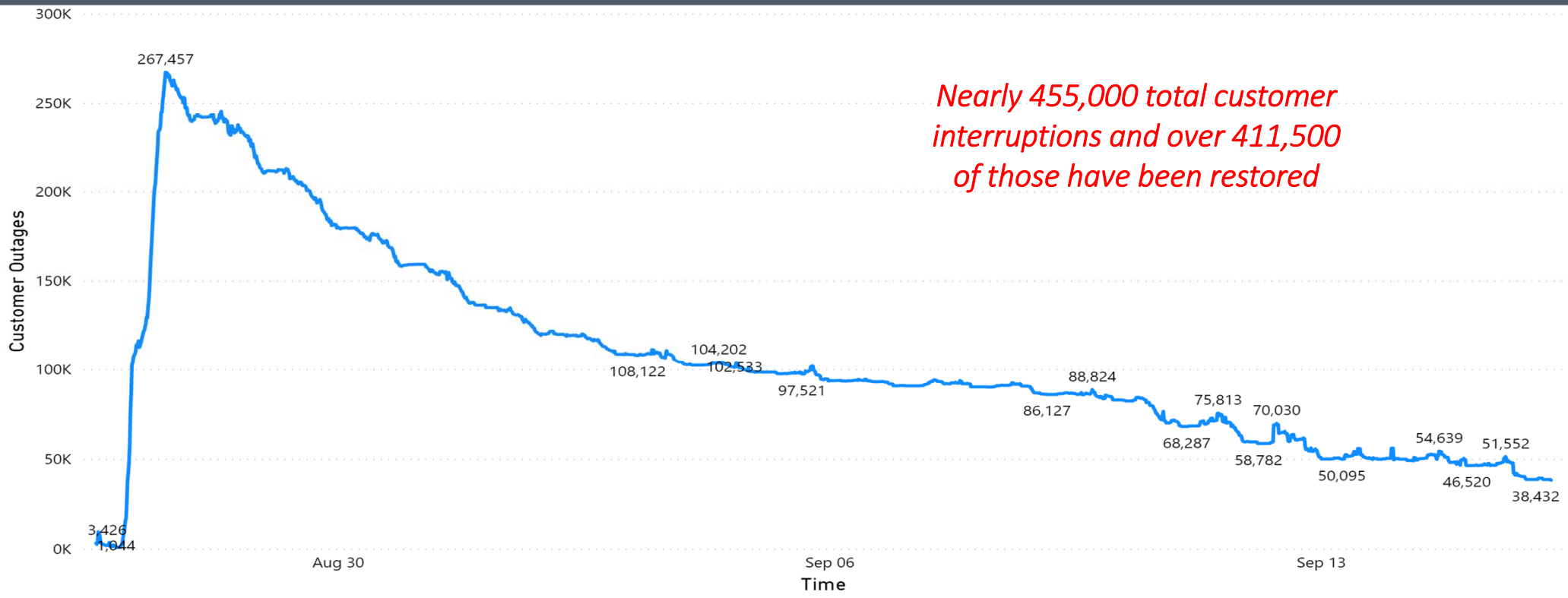
Hurricane Laura

Affected Areas & Entergy Service Map



Entergy Service Area

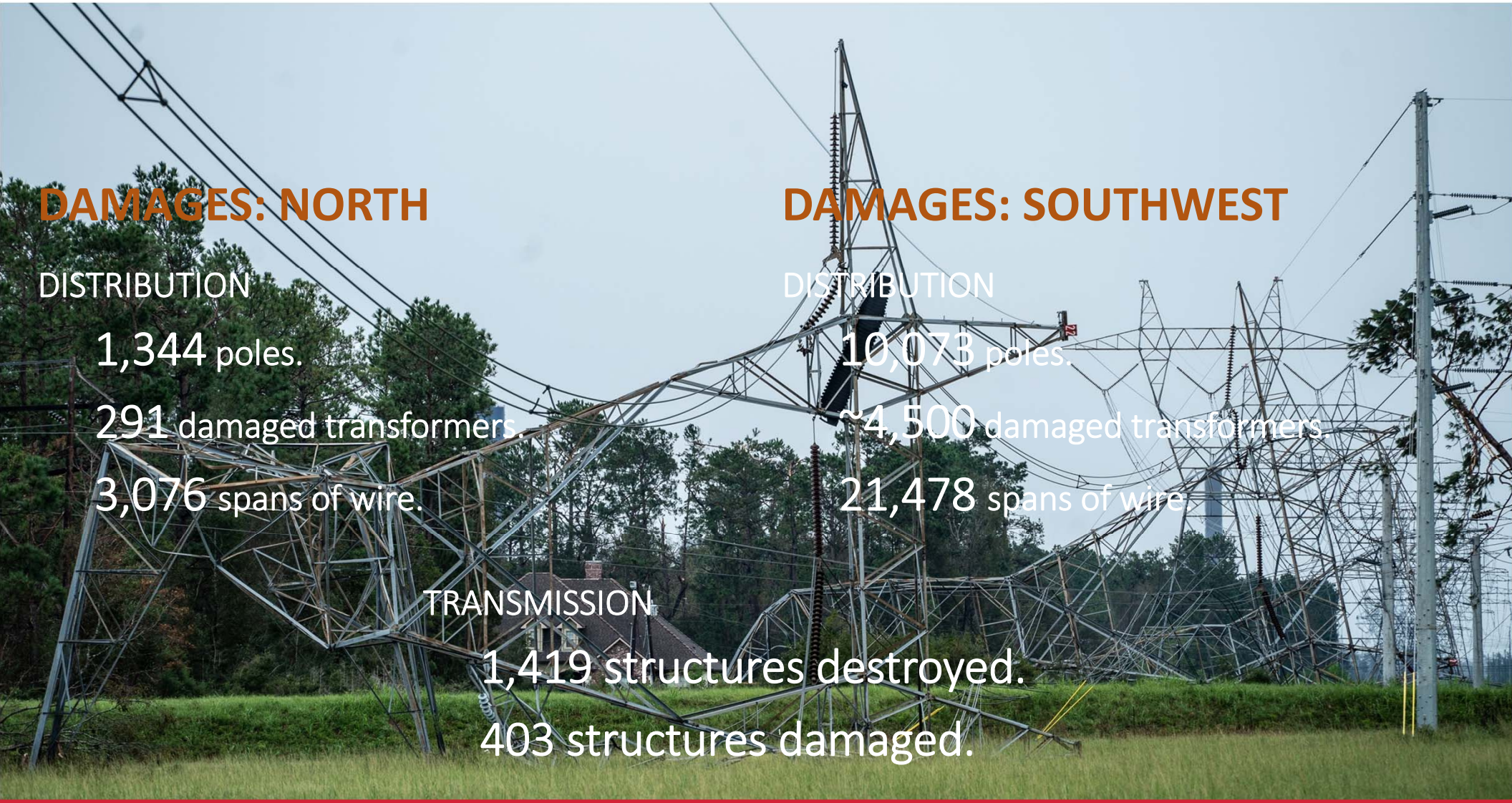
STATEWIDE CUSTOMER OUTAGES



Nearly 455,000 total customer interruptions and over 411,500 of those have been restored

Unprecedented Distribution System Damage – North and Southwest

Unprecedented Transmission System Damage



DAMAGES: NORTH

DISTRIBUTION

1,344 poles.

291 damaged transformers.

3,076 spans of wire.

DAMAGES: SOUTHWEST

DISTRIBUTION

10,073 poles.

~4,500 damaged transformers.

21,478 spans of wire.

TRANSMISSION

1,419 structures destroyed.

403 structures damaged.

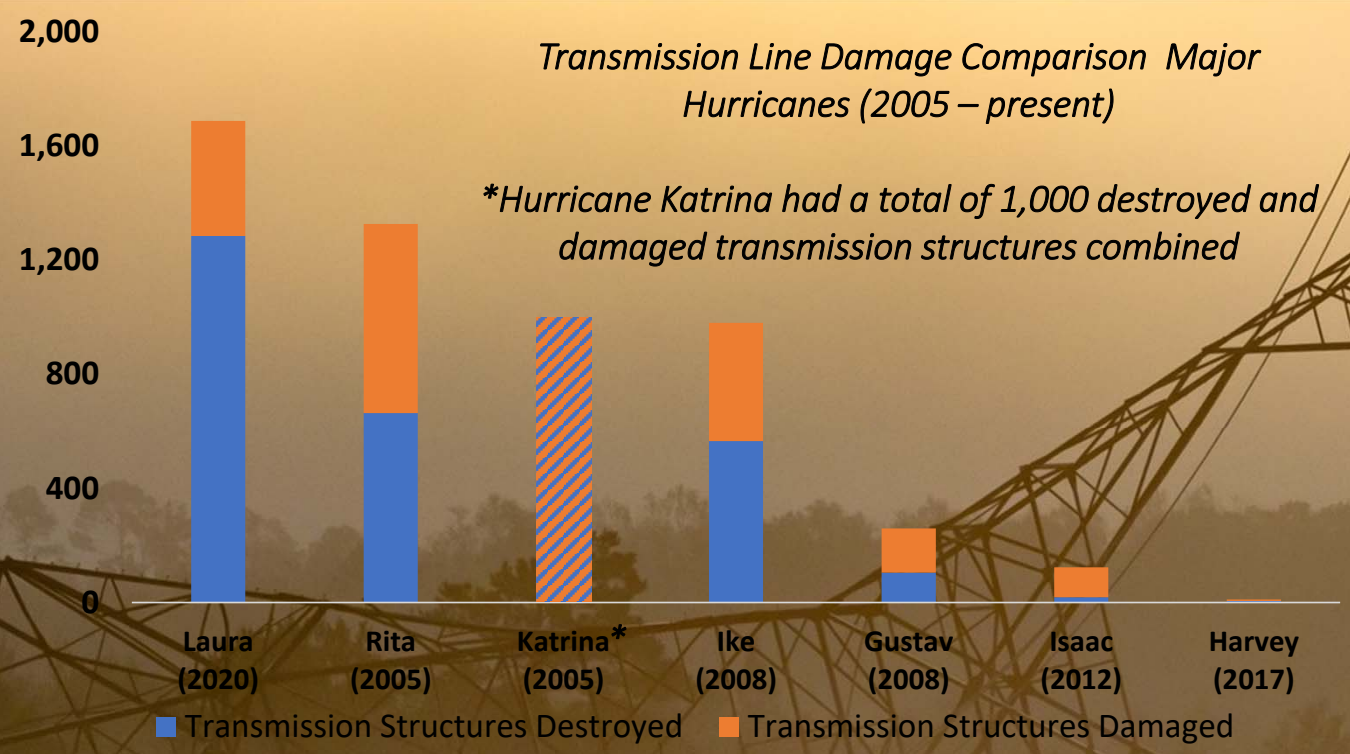
Hurricane Laura destroyed more than double the number of Entergy's transmission structures as than Hurricane Rita.

EVERY STORM IS UNIQUE

99% of transmission structures damaged or destroyed in Louisiana are in the Southwest area

Transmission Line Damage Comparison Major Hurricanes (2005 – present)

**Hurricane Katrina had a total of 1,000 destroyed and damaged transmission structures combined*



UNPRECEDENTED RESPONSE

16,000+ WORKFORCE IN LOUISIANA

- This is the largest restoration effort we have ever mobilized.
- Restoration workers from 29 states restoring service for our customers.
- Dedicated utility workers focused on bringing power back to our community.

UNIQUE CHALLENGES FROM HURRICANE LAURA

MATERIALS

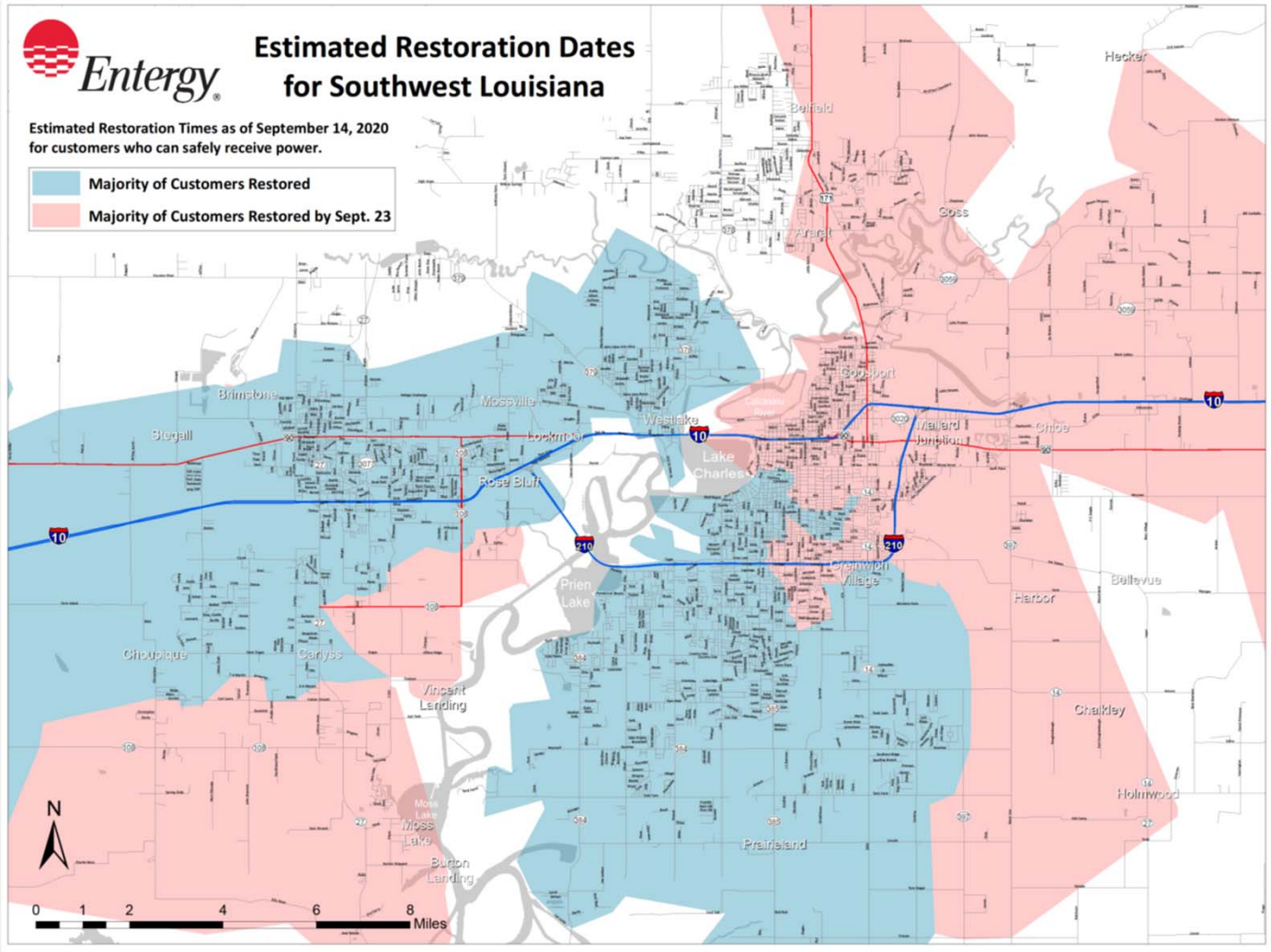
SAFETY AND LOGISTICS

First major storm to require Covid-19 protocols for safety, travel, logistics, and lodging; limited lodging available for crews given the geographical areas affected requiring alternative lodging and extended travel

ACCESS ISSUES

Special equipment needed to access much of the damaged areas

SIMULTANEOUSLY REBUILDING TRANSMISSION AND DISTRIBUTION AND ENERGIZING AS SOURCES BECOME AVAILABLE



SUMMARY OF ENTERGY LOUISIANA CUSTOMER OUTREACH

- Over 633,000 outbound calls
- Nearly 2.4 million text messages
- Over 71,000 business emails
- 105 social media posts
- 33 news releases/Entergy Storm Center posts

CUSTOMER INFORMATION CENTER IN LAKE CHARLES

Questions?