



Entergy

External Talk Points

Subject: Entergy Continues Focus on Flooding, Resources and Safety

Date: May 12, 2011

Background:

With floodwaters still on the rise throughout its service territory, Entergy is working hard to ensure adequate power supply and the safety of its customers.

Company officials earlier this week warned of a potential power shortfall due to previous storms, flooding and unusually high temperatures. Today, power supplies are much improved after the company secured additional resources and repaired storm-damaged transmission lines. There are now sufficient resources to meet firm needs.

Flooding is affecting several company functions, including distribution, transmission, fossil and nuclear generation at various locations within Arkansas, Louisiana and Mississippi.

The safety of employees and customers is Entergy's top priority. Flooding is forcing the company to de-energize conductors and individual customers in order to maintain safety.

If flood waters near any Entergy facility (power line, substation, plant) pose a clear threat to the safety of the employees, that facility would be taken out of service until it is safe to restore it.

If flood waters near Entergy power lines pose a clear threat to public safety, those lines would be taken out of service until it is safe to reenergize them. If flood waters near power lines pose a clear danger to the public, Entergy will work closely with public safety officials and organizations to ensure the safety of the public.

Key Messages

Power supplies are much improved.

- The company continues to operate in a difficult environment where an unexpected event could cause problems on the system. But the company should be able to meet customers' needs during this challenging time.
- Company officials earlier this week warned of a potential power shortfall due to previous storms, flooding and unusually high temperatures.
- Today, power supplies are much improved after the company secured additional resources and repaired storm-damaged transmission lines. There are now sufficient resources to meet firm needs.

The safety of employees and customers is Entergy's top priority. Flooding is forcing the company to de-energize conductors and individual customers in order to maintain safety.

- The National Electric Safety Code stipulates that electrical service must be disconnected if water levels rise too close to our primary lines.
- Customer property that becomes flooded must have its power cut, and must be repaired and inspected before being reenergized.
- Service must be disconnected any time water enters a house or when water levels approach a home's electrical system.
- Our intent is to take every reasonable step to avoid interrupting service to areas not affected by flooding. However, there will be scenarios where service may be interrupted, such as:
 - As work is undertaken to reconfigure our facilities in such a way as to isolate flooded areas so that we can safely return unaffected areas to service.
 - If flood waters threaten or damage equipment that serves areas not affected by flooding.
 - If water gets into meter bases, customers may be required to have an inspection performed by the city or parish before Entergy can reconnect service. This is to ensure that meter bases that are flooded are properly cleaned so power can be restored. In areas that do not have inspectors, Entergy service personnel will perform the inspection.
- Entergy's first priority is the safety of employees and the public. If flood waters near any Entergy facility (power line, substation, plant) pose a clear threat to the safety of the employees, that facility would be taken out of service until it is safe to restore it.
- If flood waters near Entergy power lines pose a clear threat to public safety, those lines would be taken out of service until it is safe to reenergize them. If flood waters near power lines pose a clear danger to the public, Entergy will work closely with public safety officials and organizations to ensure the safety of the public.

Entergy-owned power plants are also prepared to take any necessary action if they are threatened with flooding.

- Entergy employees at company-owned power plants are also monitoring the situation very closely.
- Employees are experienced, well-trained and prepared to respond to a variety of off-normal situations including severe weather events and flooding.
- Each plant has plans in place for a variety of emergencies, including high water events.
- High water plans outline specific actions employees take ahead of forecasted water levels. These actions mitigate potential operational risk and include moving equipment and furniture to higher ground.

- Plans also include shutting down units depending on the expected water level. Each plant's specific design and elevation of equipment determines this step.
- All actions are designed to protect the health and safety of our employees and the public and to protect plant equipment.

Nuclear plants are designed to withstand flooding.

- All Entergy nuclear plants along the Mississippi River were built to withstand a higher maximum potential than is forecast for the spring floods.
- Plants are hardened against potential flooding. Emergency core cooling systems are watertight—they are sealed, with submarine doors for access.
- Fuel tanks for emergency diesels are buried underground or secured to ensure they cannot float away. Fuel tanks for the additional backup "blackout" diesel generators are either underground or enclosed in a building.
- Electrical switchgear for emergency operations at the plants is protected from flooding by elevating it above potential flood levels.
- All dry fuel storage facilities meet federal regulatory design requirements including that casks are designed to withstand the effects of natural phenomena such as floods, tornadoes, lightning, hurricanes, tsunami and seiches. All operating Entergy interim spent fuel storage facilities have been evaluated against the worst case postulated flood; canisters remain sealed during flood conditions.

Additional Points:

Customers should act as safely as possible during any emergency.

- Customers who inhabit or own property in areas that are usually threatened by flooding are encouraged to remove food from freezers and refrigerators and to take appropriate measures to protect belongings from potential water damage.
- We urge customers to prepare for the possibility of extended power outages due to flooding. Customers should prepare emergency preparedness kits, including flashlights, a battery-powered radio with fresh batteries, spare batteries, canned food and a can opener, a supply of fresh water for several days and a first-aid kit.
- If customers have generators, they should read instructions and operate them according to guidelines for their safety and ours.
- Entergy reminds customers to remain safe and stay away from downed power lines and flooded areas. Do not walk in standing water and do not venture into areas of debris, since energized and dangerous power lines may not be visible.

- Entergy urges customers to use extreme caution when navigating boats in flooded areas around power lines to ensure the boats and their occupants do not come into contact with energized lines.
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