



Entergy

External Talk Points

Background:

We continue to manage the new electrical service outages caused by last weekend's and last night's severe weather. At 11 a.m., we had reduced the outages down to less than 100,000 from the overnight peak of 133,000.

Outages at 11 a.m. included:

State/Operating Company	Customer Outages
Arkansas, EAI	41,278
Louisiana	32,485
<i>EGSI</i>	<i>151</i>
<i>ELI</i>	<i>32,257</i>
<i>ENOI</i>	<i>77</i>
Mississippi, EMI	26,034
Texas, ETI	33
ETR Total	99,830

Key Messages:

- Workers continue relocating within our service territory to target the areas where customers are without electric service to the severe weather.
- Damage assessment continues. Preliminary reports indicate restoration for the hardest hit areas could last through this weekend.
- We currently have 36 transmission lines out of service, with 16 in Arkansas, 11 in central and northern Mississippi and nine in north Louisiana. There are several transmission line outages in the Little Rock and Jackson area that create system risk if additional key lines are lost. In addition, there are seven substations out in Mississippi and one in north Louisiana.
- Stay safe and away from downed power lines. Call 1-800-9OUTAGE to report outages and downed power lines.
- Visit View Outages at entergy.com for more information on current outages.

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