

ENTERGY / STORM CENTER

Hurricane Isaac Update

Restoration started today even as Hurricane Isaac continues slowly moving through Entergy's service territory. At 8:30 a.m., nearly 763,000 customers were experiencing power outages. The vast majority are in Louisiana, with nearly 63,000 out in Mississippi. Every storm is different and Isaac has certainly been a storm unlike any we've ever seen before. It's already left its mark on southeast Louisiana, and it's making its way across other parts of the state as we speak, leaving its mark as it goes.

Our workforce of more than 10,000 began restoration at 6 a.m. today. Our crews will work 16 hours every day until we restore power to all of our customers who can take power. Our priority is to assess damage and restore power to customers safely and quickly. Restoration activities include: repair transmission lines and substations to be able to move large amounts of power; restore emergency services, life support facilities (police stations, hospitals, fire stations) and communications networks; and repair the backbone feeders that carry power from substations to our customers.

The number of damaged substations in our transmission system as of 6 p.m. yesterday included 12 in Entergy Louisiana, one in Entergy New Orleans and four in Entergy Gulf States Louisiana. In addition, the number of damaged transmission lines included, one in Entergy Mississippi, 28 in Entergy Louisiana, six in Entergy New Orleans and 10 in Entergy Gulf States Louisiana.

Customers should stay safe. Stay away from downed power lines and flooded areas. Electricity and water don't mix! If gas appliances have been under water, call a licensed gas fitter or plumber to inspect and repair them. If high water has extinguished the gas pilot, the gas supply should be cut off as quickly as possible. To relight, call a licensed plumber. For updated outage information, go to entergy.com and [View Outages](#). For those registered for [texting](#), reply STAT for your update. Call 800-9OUTAGE to report an emergency.

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