

ENERGY / STORM CENTER

Hurricane Isaac Restoration

Restoration started today even as Hurricane Isaac continues slowly moving through Entergy's service territory. Systemwide outages peaked at just over 769,000 at 7:30 a.m., but new outages continue to occur. Our workforce of more than 10,000 is at work. Our crews will work 16 hours every day until we restore power to all of our customers who can take power. At 11:30 a.m., restoration has brought the number of outages down to 746,000. We have started assessing damage and restoring service where it is safe to do so. But Hurricane Isaac's floods and downed trees are preventing us from accessing some areas where damage has occurred. Road closures and local traffic are causing bottlenecks and challenges with moving our crews around.

Restoration today will focus on removing trees and tree limbs, switching on undamaged circuits and restoring emergency services, life support facilities (police stations, hospitals, fire stations) and communications networks. Repairs of damaged facilities will increase tomorrow as our assessments pinpoint those areas to us. Some of our equipment has been flooded, including areas where homes and other buildings are elevated. Flooded equipment takes longer to repair than equipment that stays out of flood waters.

The number of damaged substations in our transmission system as of 11:30 a.m. included eight in Entergy Mississippi, 17 in Entergy Louisiana, one in Entergy New Orleans and six in Entergy Gulf States Louisiana. In addition, the number of damaged transmission lines included, 12 in Entergy Mississippi, 33 in Entergy Louisiana, three in Entergy New Orleans and 12 in Entergy Gulf States Louisiana.

Customers must never connect a generator directly to a building's wiring without a licensed electrician disconnecting the house wiring from Entergy's service. Otherwise, it can create a safety hazard for the customer or Entergy's linemen working to restore power. And it may damage the generator or the house wiring. [Click here](#) for more information.

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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