

Hurricane Isaac Restoration

Our workers have reduced the number of Hurricane Isaac outages by more than 97,000 from the 769,000, systemwide peak. The storm is now causing outages in Arkansas. At 4 p.m., more than 671,000 were without power. Hurricane Isaac is the fourth largest storm to affect Entergy in terms of customer outages, behind hurricanes Katrina in 2005, Gustav in 2008 and Rita in 2005.

Our workforce has increased to over 12,000. This includes company personnel, resident contractors and offsite workers coming to help us restore service. Restoration activities include removing trees and tree limbs, switching on undamaged circuits and restoring emergency services, life support facilities (police stations, hospitals, fire stations) and communications networks. Hurricane Isaac's floods and downed trees continue to inhibit us from accessing some areas. Road closures, including I-10 west of New Orleans, and local traffic are causing bottlenecks and challenges with moving our crews around. We remind customers to stay safe, including avoiding distractions while driving. Four of our restoration vehicles have been struck by vehicles driven by members of the public. Accidents delay our restoration, so please avoid distractions when behind the wheel.

The number of damaged substations in our transmission system as of 4 p.m. included eight in Entergy Mississippi, 19 in Entergy Louisiana and three in Entergy Gulf States Louisiana. In addition, the number of damaged transmission lines included one in Entergy Arkansas, 13 in Entergy Mississippi, 34 in Entergy Louisiana, three in Entergy New Orleans and 12 in Entergy Gulf States Louisiana. None of our nuclear or fossil plants received any significant damage. But it appears four substations are flooded. One substation in Louisiana was fortified following Gustav, but Isaac's flood was greater and flooded it again. Flooded equipment takes longer to repair than if it had stayed above water.

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 with solar panels should consult their installer or manufacturer for proper solar panel safety during power outages. Customers should never try to "retrofit" their solar panel wiring to energize their home during a power outage as this may risk death or serious injury by electrocution to themselves as well as neighbors, utility workers and or first responders.

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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