



Isaac Restoration Update

Our workers have reduced the number of Hurricane Isaac outages by more than 515,000, or 67 percent, from the 769,000 systemwide peak. Entergy crews restored power to 77,000 Louisiana customers over Saturday night alone. Isaac caused extensive damage to the Louisiana power grid. Although totals may change once restoration is complete, preliminary damage estimates include 6,200 damaged poles, 2,000 damaged transformers, 3,000 damaged service lines to customers and 5,500 spans with trees on them. Some of our customers may see an increase in the number of outages we report on our View Outages website. New outages could be caused by weather or falling trees or tree limbs. In addition, we may have to temporarily de-energize some of our lines to safely complete repairs that bring power to more of our customers. During major restoration, outages generally reduce over time, but customers may see temporary increases in the number of outages as the restoration progresses. Seven substations in Louisiana remain out of service, and three remain flooded. Each will require substantial repairs to return to service. We are taking steps, such as building new lines and using portable substations, to restore service to our customers while we repair these facilities. Nineteen damaged transmission lines remain in the Entergy system: one in Entergy Mississippi, 15 in Entergy Louisiana and three in Entergy Gulf States Louisiana.

[Louisiana parish-by-parish restoration estimates](#)

[Customer Information Center locations](#)

[How we respond to an outage after a storm](#)

[Generator safety](#)

Outages at 11:30 a.m.:

Entergy Gulf States Louisiana: 13,712

Entergy Louisiana: 183,242

Entergy New Orleans: 54,156

Entergy Mississippi: 2,385

Total Systemwide: 253,495

Percent of customers restored:

Entergy Gulf States Louisiana: 91 percent

Entergy Louisiana: 57 percent

Entergy New Orleans: 57 percent

Entergy Mississippi: 96 percent

Total Systemwide: 67 percent

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<http://stormcenter.entergy.com/default.aspx>