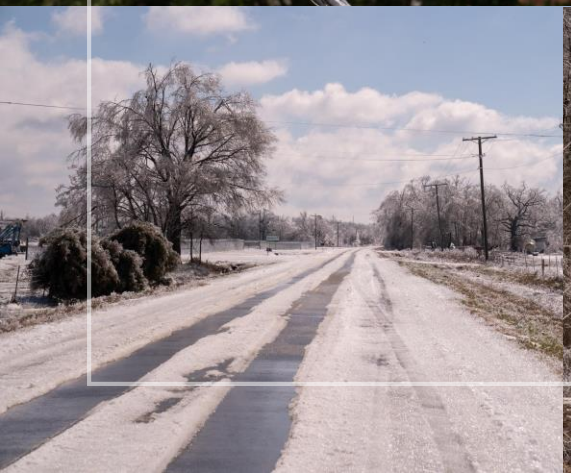
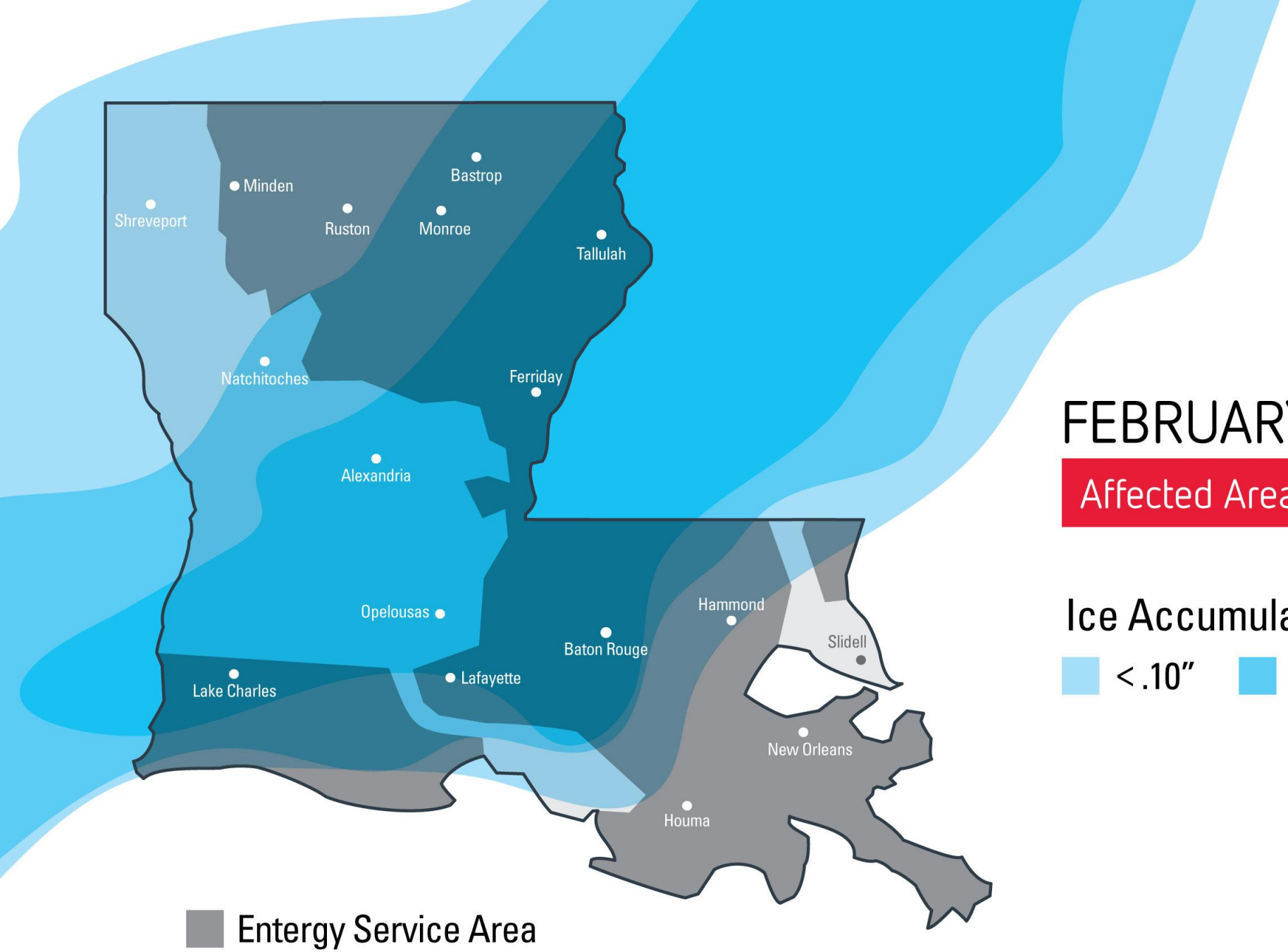
Entergy | WE POWER LIFE®

Winter Storm Recovery

LPSC B&E February 24, 2021





FEBRUARY 2021 ICE STORM

Affected Areas & Entergy Service Map

Ice Accumulation through February 17

< .10″ | .10″ to .25″ | .25″ to .50″

WINTER STORMS

- Multiple waves of ice, snow and temperatures below freezing affected Louisiana.
- High electrical power demand and gas supply challenges occurred throughout the event.
- As with other storms, ELL facilities and lines were damaged.
- ELL outages peaked at approx. 130,000 customers.

ENTERGY LOUISIANA DAMAGES

DISTRIBUTION

260 poles

158 damaged transformers

1,863 spans of wire

TRANSMISSION

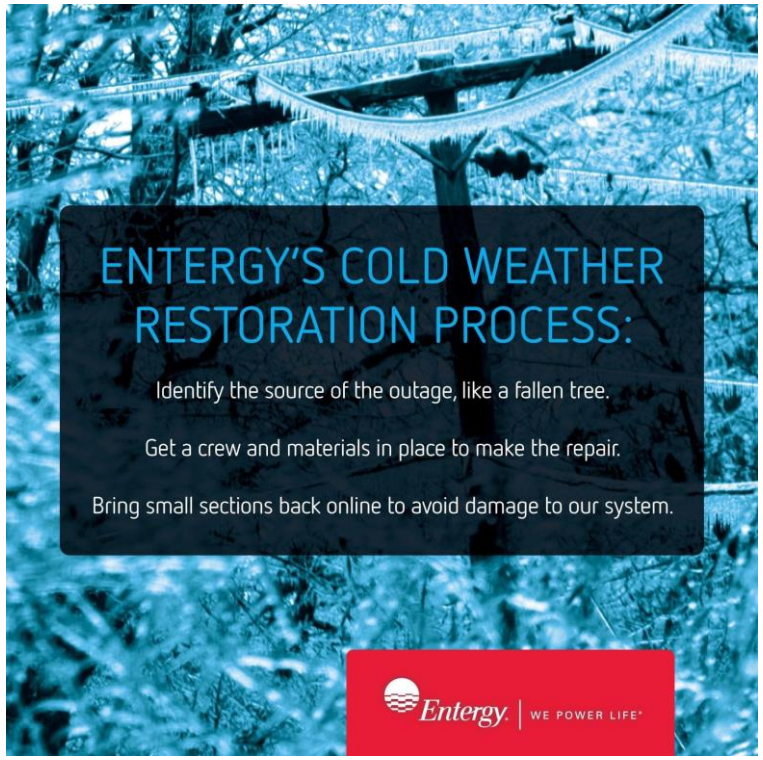
14 lines

2 structures

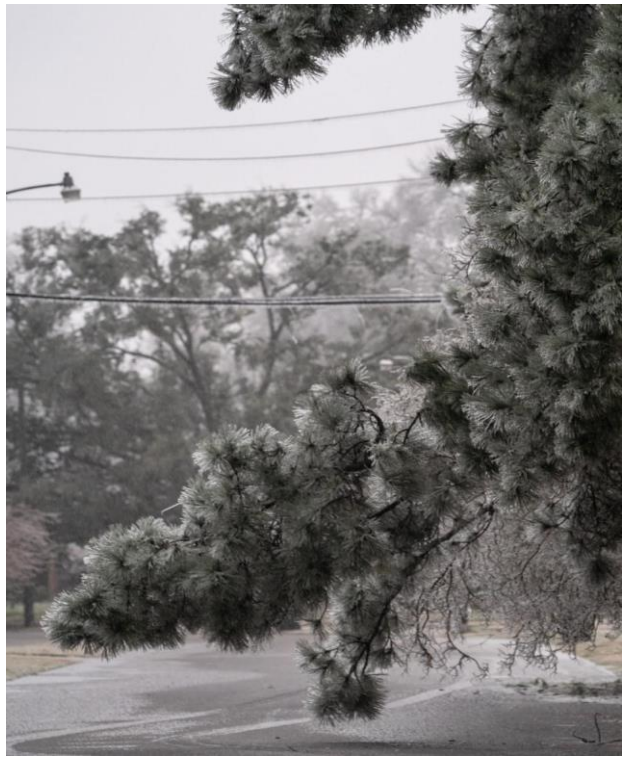
1 pole

UNIQUE CHALLENGES FROM RECENT WINTER STORMS

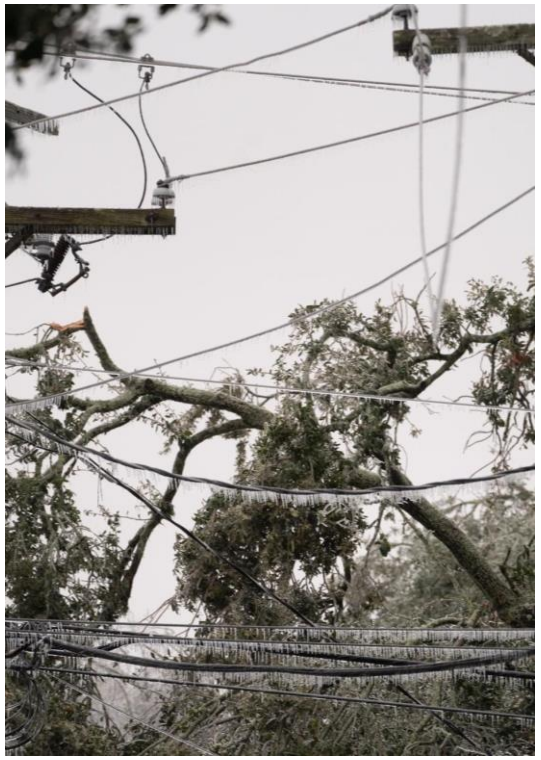
COLD LOAD PICKUP



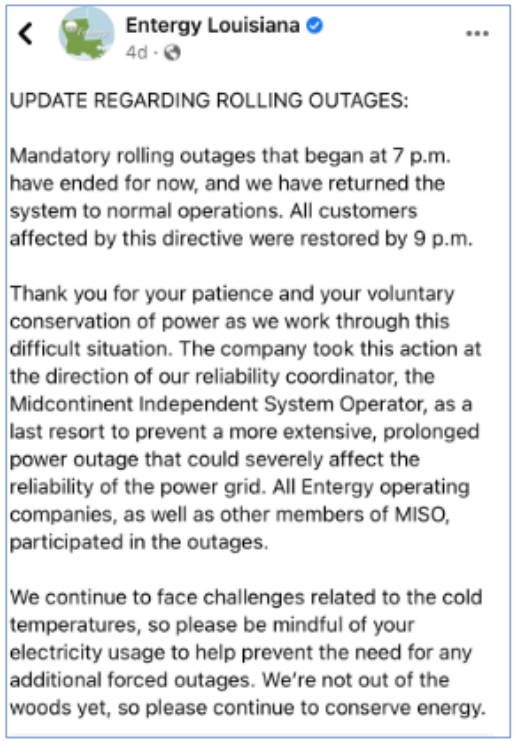
MOBILITY



ICE & COLD WEATHER



CURTAILMENT AND LOAD SHED EVENTS


Entergy Louisiana
4d

UPDATE REGARDING ROLLING OUTAGES:

Mandatory rolling outages that began at 7 p.m. have ended for now, and we have returned the system to normal operations. All customers affected by this directive were restored by 9 p.m.

Thank you for your patience and your voluntary conservation of power as we work through this difficult situation. The company took this action at the direction of our reliability coordinator, the Midcontinent Independent System Operator, as a last resort to prevent a more extensive, prolonged power outage that could severely affect the reliability of the power grid. All Entergy operating companies, as well as other members of MISO, participated in the outages.

We continue to face challenges related to the cold temperatures, so please be mindful of your electricity usage to help prevent the need for any additional forced outages. We're not out of the woods yet, so please continue to conserve energy.

- High demand coupled with supply constraints triggered our reliability coordinator MISO to issue Cold Weather Alerts, Conservative Operations and Emergency Operating Procedures.
- Under MISO emergency procedures, industrial customers providing interruptible service are generally curtailed before firm, retail load.
  - Over a 3-day period, ELL interruptible customers were asked to curtail for periods ranging from 1-5 hours
- Entergy Louisiana was directed to curtail retail customers by MISO as a matter of last resort and in order to prevent a more extensive, prolonged power outage that could severely affect the reliability of the power grid. When these extreme emergencies occur, action must be taken by operating centers quickly (within 30 minutes).
- Two load shed events occurred on Tuesday (Feb 16):
  - In the morning, ELL customers in the Southwestern portion of the state were curtailed for approx. 2-6 hours.
  - In the evening, ELL customers across the state were curtailed for approx. 60-90 minutes

SUMMARY OF ENTERGY LOUISIANA CUSTOMER OUTREACH

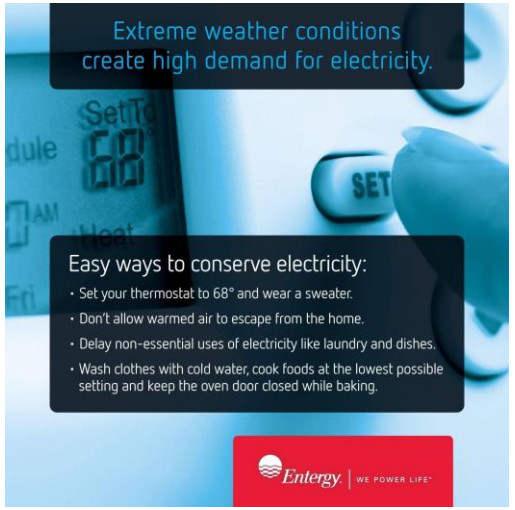
Over 1.1 million outbound calls

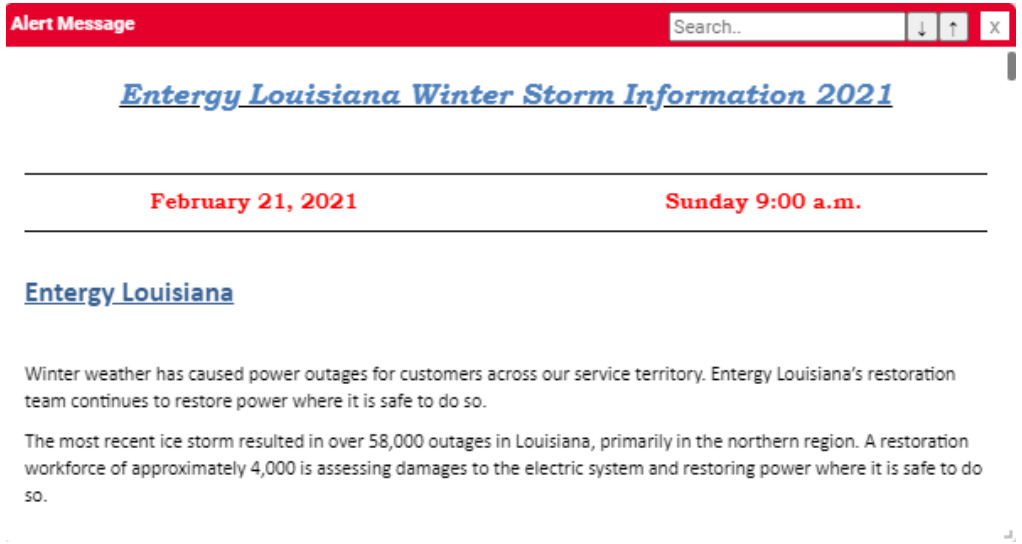
Nearly 2.7 million text messages

Over 510,000 business emails

96 social media posts

18 news releases/ Entergy Storm Center posts





Alert Message

Search..

Entergy Louisiana Winter Storm Information 2021

February 21, 2021 **Sunday 9:00 a.m.**

Entergy Louisiana

Winter weather has caused power outages for customers across our service territory. Entergy Louisiana's restoration team continues to restore power where it is safe to do so.

The most recent ice storm resulted in over 58,000 outages in Louisiana, primarily in the northern region. A restoration workforce of approximately 4,000 is assessing damages to the electric system and restoring power where it is safe to do so.

Thank You!