



2026 Winter storm response

Entergy Louisiana

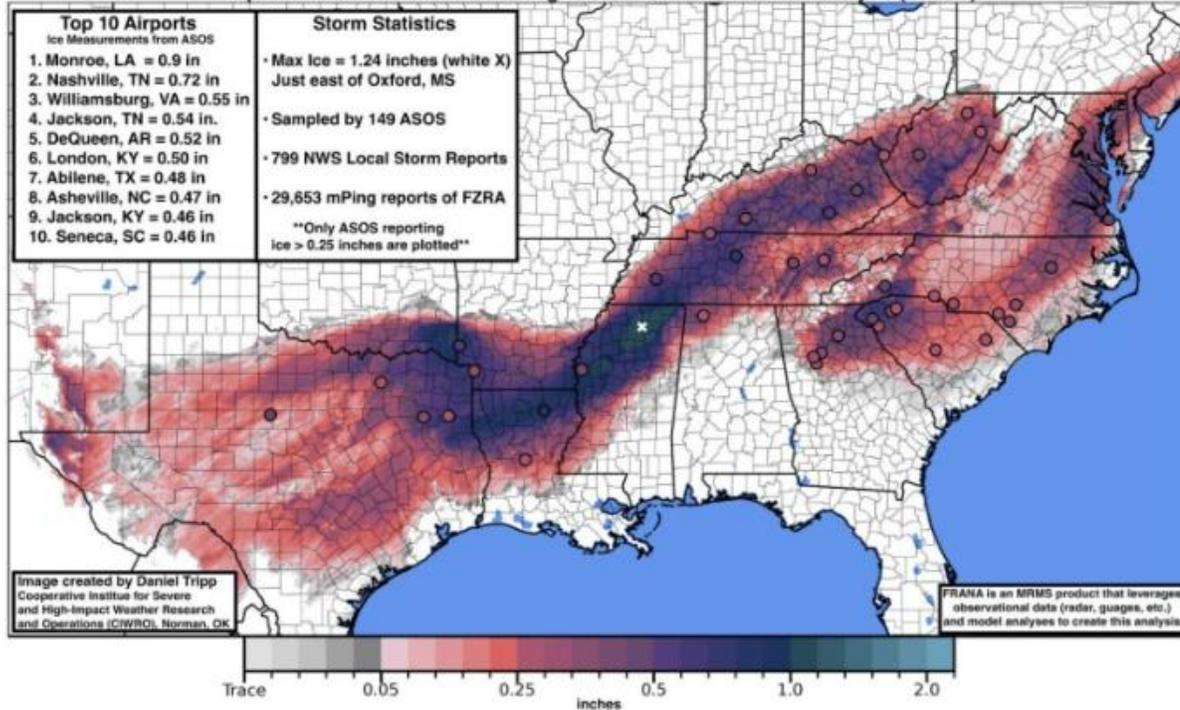
01

Storm response overview

Outages concentrated in areas of most ice

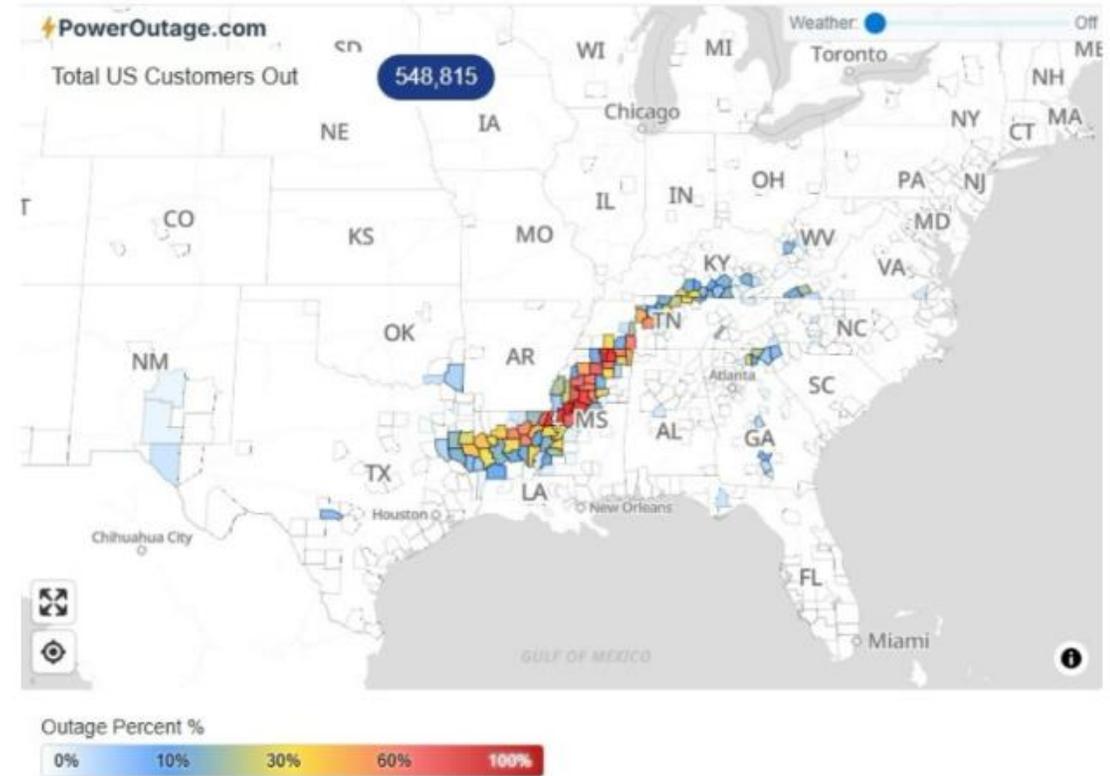
January 23-26, 2026 Storm Total Ice Accumulation

Experimental data from the Freezing Rain Accumulation National Analysis (FRANA)



The image above, created by Daniel Tripp, attempts to show the areas of highest ice accumulation. It is made up of almost 30,000 reports of ice from citizen observers, with the maximum ice accumulation of 1.24" in Oxford, MS, which is one of the counties that is 70% without power as of the morning of 1/27.

Outage Map



The above is the poweroutage.us map by county showing the extent of power outages in the areas hit hardest by the ice storm in the map above. Some of these counties are still reporting almost 100% power outage three days after the event.

Winter storm by the numbers

~**91,500** Entergy Louisiana customer outages at peak (**150,000+** statewide)

~**130,000** customers restored from 1/23-2/4

Storm restoration team of **4,300+** at peak

Damage to **1,000+** poles, **200+** transformers, **700+** cross-arms and **500** miles of downed wire

Transmission sources lost at **2** substations (restored 1/27) and damage to 19 insulators, 8 cross-arms, 3 structures

Ice accumulation at this level is rare, beyond NESC guidelines

Even ½ inch of ice can add **500lbs** to power lines

Ice accumulation has devastating effects on vegetation

- Can increase weight of tree branches by **30x**
- Pine trees are particularly susceptible to damage from ice accumulation

NESC Ice Loading Zones (Distribution)



Light Zone – 0" ice
Medium Zone – 0.25" ice
Heavy Zone – 0.5" ice

Preparing for severe weather

Proactive steps:

- Insulated critical plant equipment
- Inspected critical substations, backbone and transmission
- Targeted vegetation trimming and critical repairs
- 800+ circuit miles patrolled
- 250 danger tree removals
- 3,500+ locations trimmed

Staging equipment and resources

- Ike Hamilton Expo Center

Mutual Assistance requests

Customer outreach and messaging



Storm restoration team

- Storm restoration team of over 4,300 workers at peak
 - Over 700 off-system support including mutual assistance
- Initial team of ~3,000 supplemented as storm impacts occurred further south than expected
- Lack of remote accommodations required super-site at Ike Hamilton Expo Center
 - 2,500 beds; 3,000 meals served three times per day



02

Restoration challenges



Icy conditions & frozen equipment



Road conditions & closures



Impassable roads



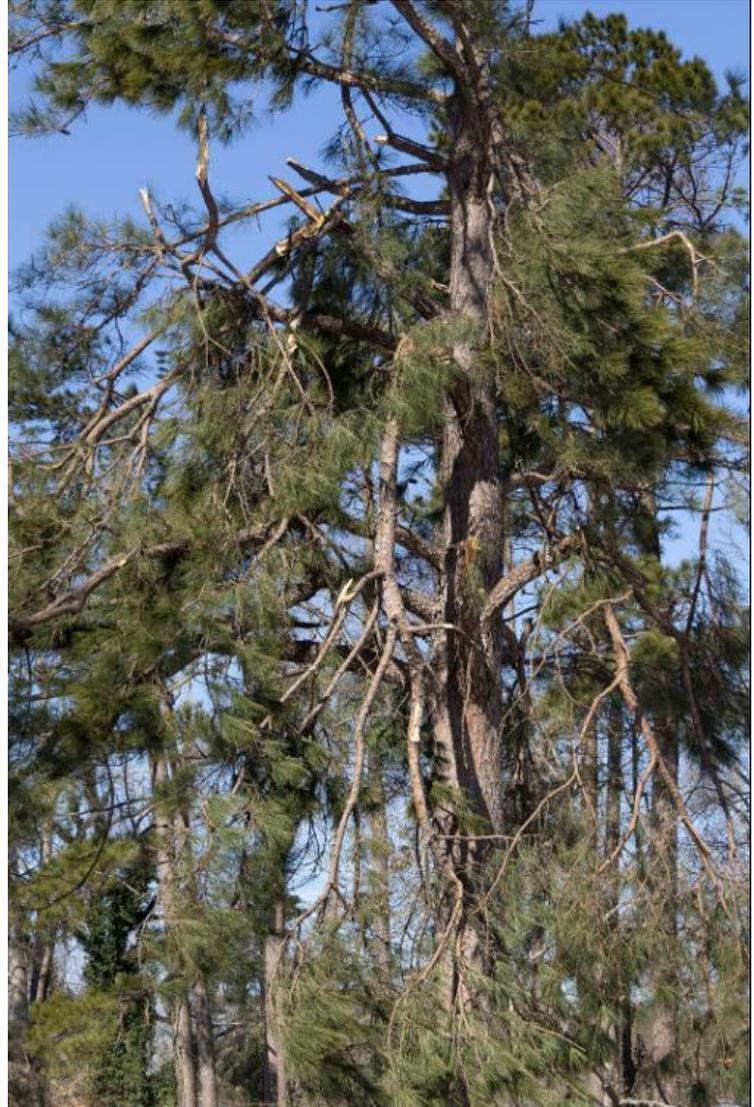


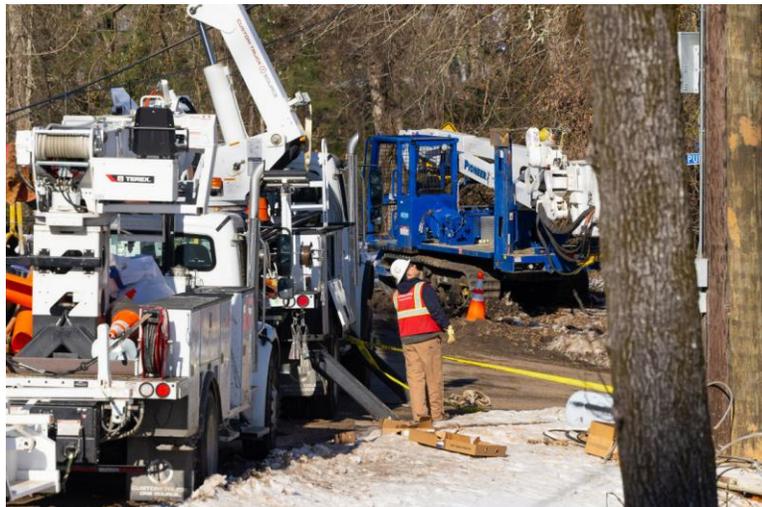
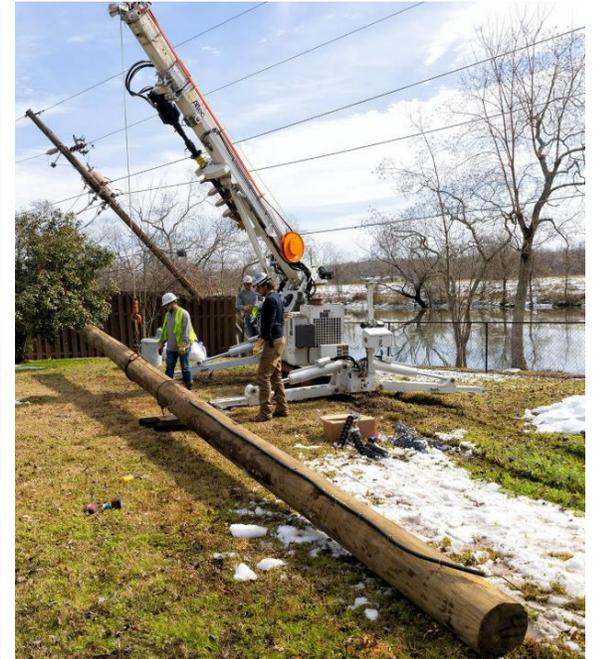
Extensive vegetation damage to equipment





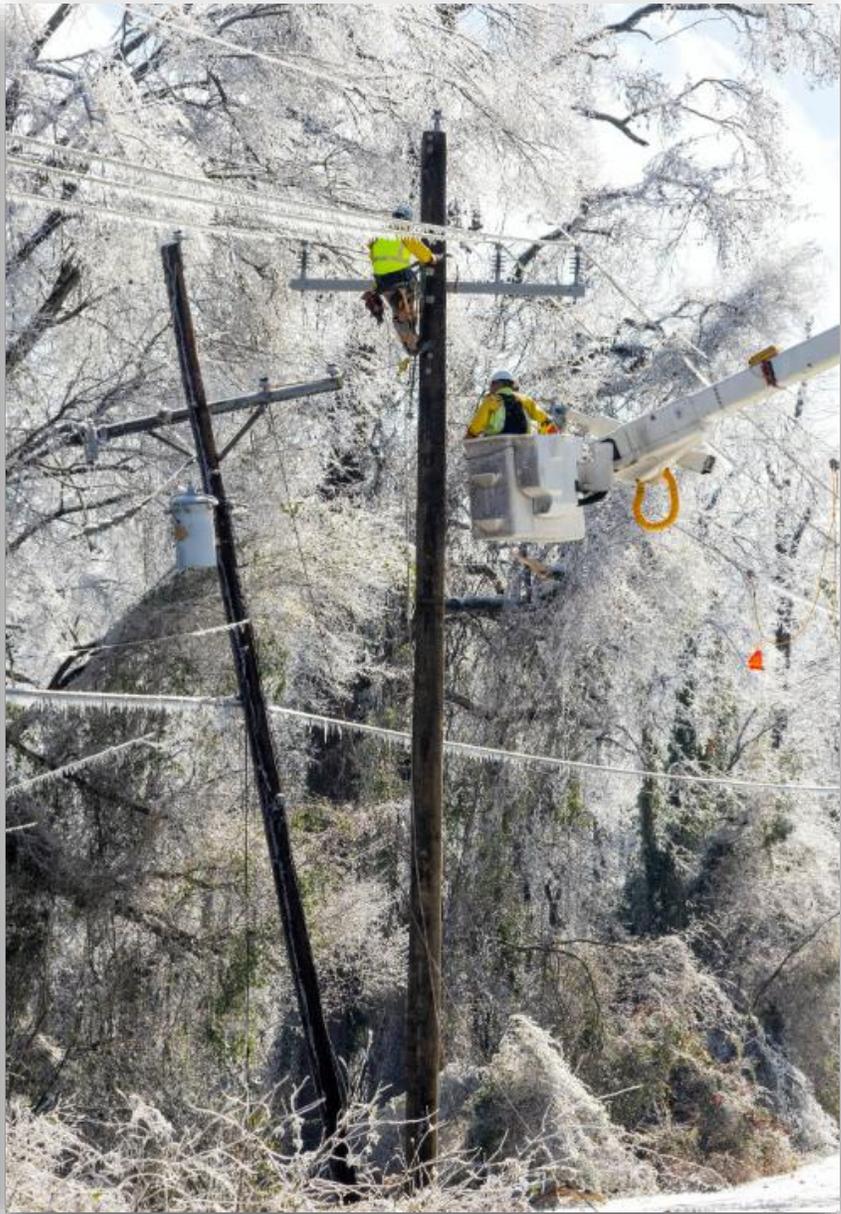
**Broken
limbs
hanging
in trees**





Specialized
equipment

Building back stronger



03

Customer communications

Summary of customer outreach

As information became available and restoration estimates changed, Entergy Louisiana provided info to customers directly through outbound messaging:

- **435,827** outbound calls
- **2.7M** text messages
- **117** social media posts
- Daily media interviews and commission/legislative updates

Customer Information Centers:

- Bastrop
- West Monroe
- Lake Providence

Other Assistance:

- Contribution to Red Cross for storm assistance
- Donation to the NELA United Way "Family Relief Fund"
- Donation to Food Bank of NELA
- VITA Program
- LIHEAP Winter Funding



