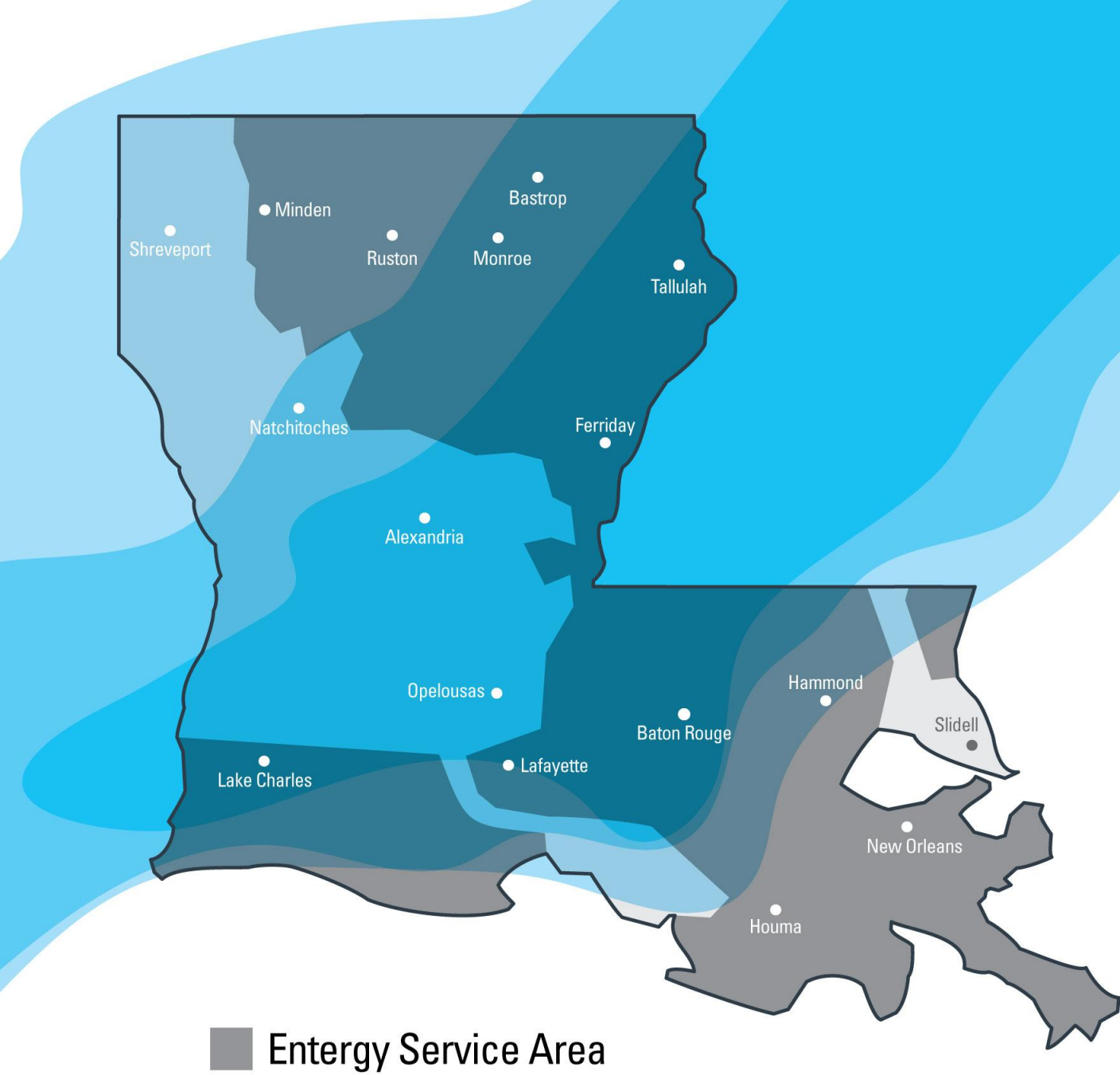




Winter Storm Recovery

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"

■ Entergy Service Area

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

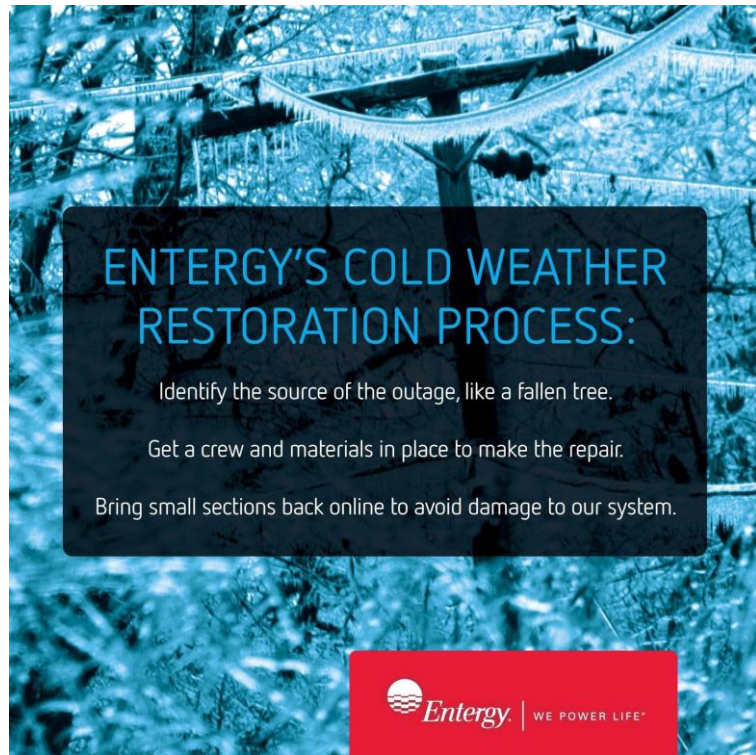
14 lines

2 structures

1 pole

UNIQUE CHALLENGES FROM RECENT WINTER STORMS

COLD LOAD PICKUP



MOBILITY

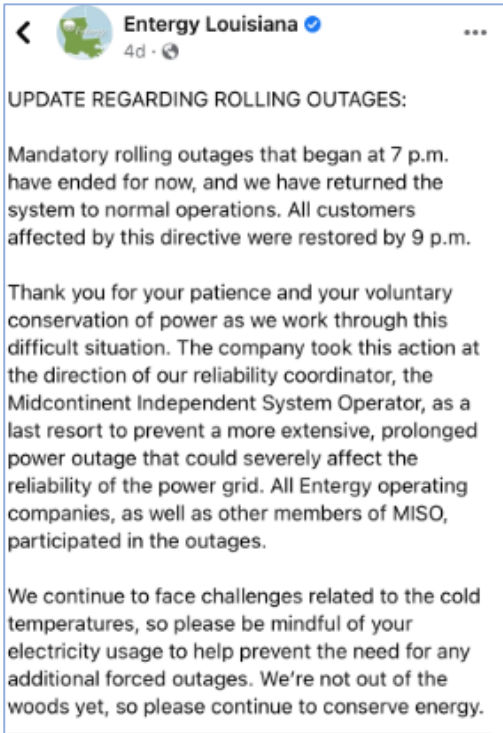


ICE & COLD WEATHER



CURTAILMENT AND LOAD SHED EVENTS

- 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



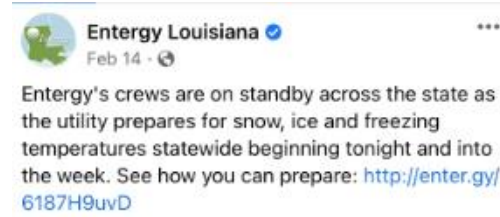
Over 510,000 business emails



96 social media posts



18 news releases/ Entergy Storm Center posts



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!