



Entergy WE POWER LIFE[®]

Hurricane Ida Recovery

LPSC B&E September 22, 2021



HURRICANE IDA

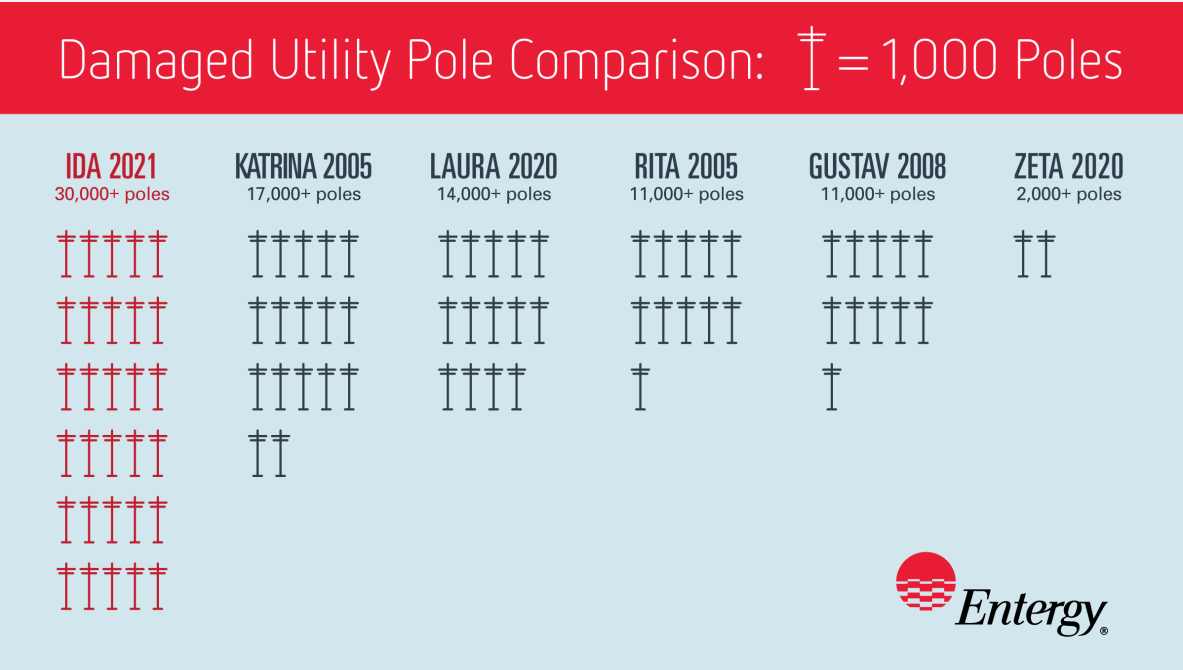
Affected Areas & Entergy Service Map



- **CAT 1** - Sustained winds of 60 mph
Near Baton Rouge/Hammond
- **CAT 2** - Sustained winds of 110 mph
Near Lake Maurepas/Ascension
- **CAT 3** - Sustained winds of 130 mph
Near Houma
- **CAT 4** - 150 mph sustained winds
Near Port Fourchon

Unprecedented Damage Across Our Service Territory

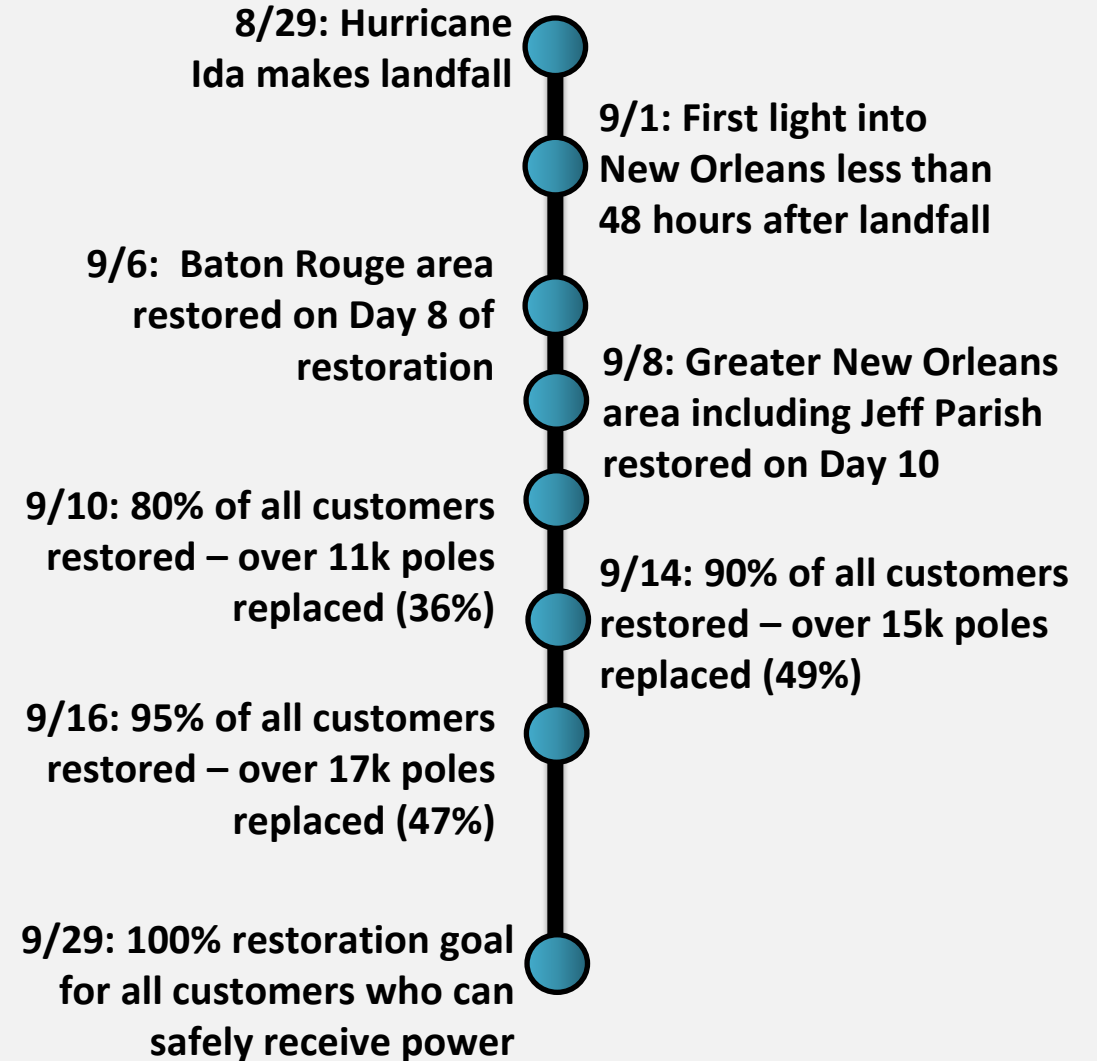
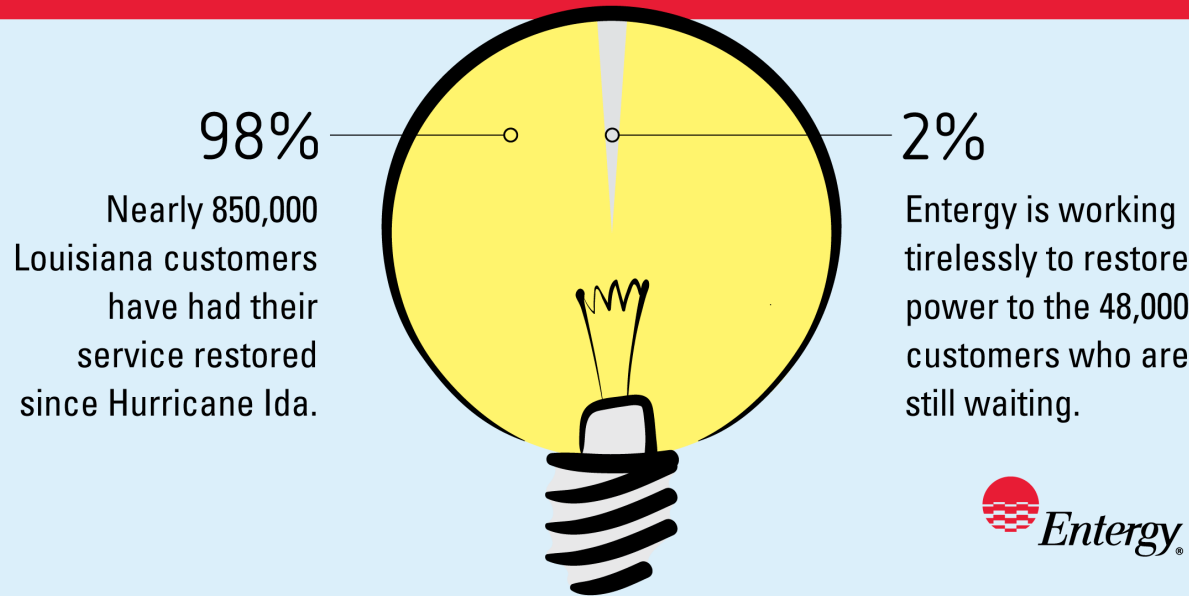
Number of damaged or destroyed distribution poles double that of Laura and more than Katrina, Ike, Delta and Zeta combined



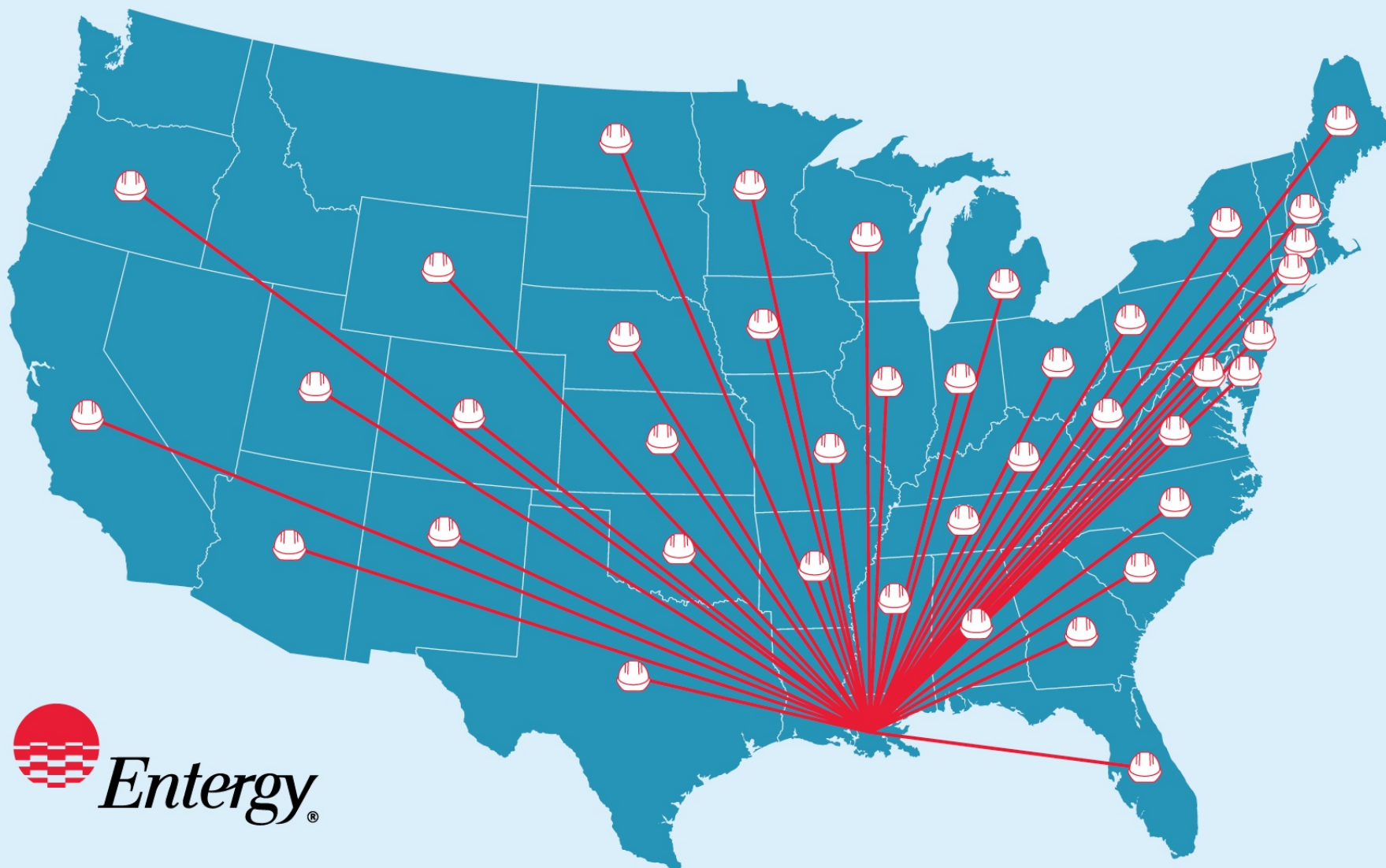
Widespread Outages with a Peak of 902,000 Louisiana Customers

First light into New Orleans in less than 48 hours

More Than 95% of Entergy Customers Restored



Hurricane Ida Restoration is a Nationwide Effort



Nearly 27,000 workers from 41 states have come to Louisiana to help restore service as quickly and as safely as possible.



UNIQUE CHALLENGES FROM HURRICANE IDA

LOGISTICS



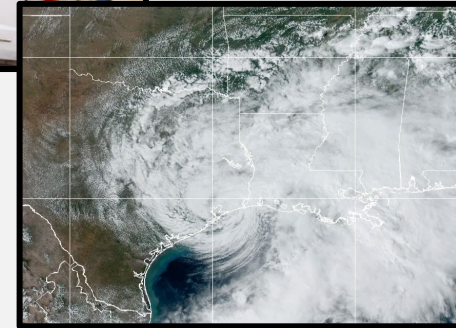
Creative solutions to house and feed 27,000+ resources

MATERIAL



Sheer magnitude of damage caused by Ida placed additional burden on an already fragile supply chain

HEAT / ENVIRONMENT / COVID



Safety top priority including keeping crews hydrated in hot and humid conditions

Baton Rouge Area Restoration

Restored on Day 8 of restoration



Category 1 Hurricane Force Winds



*186,000 Customers Lost Power
Due to Ida*



*Damage to Over 960 poles, 3,100
Spans of Wire and 700 Transformers*



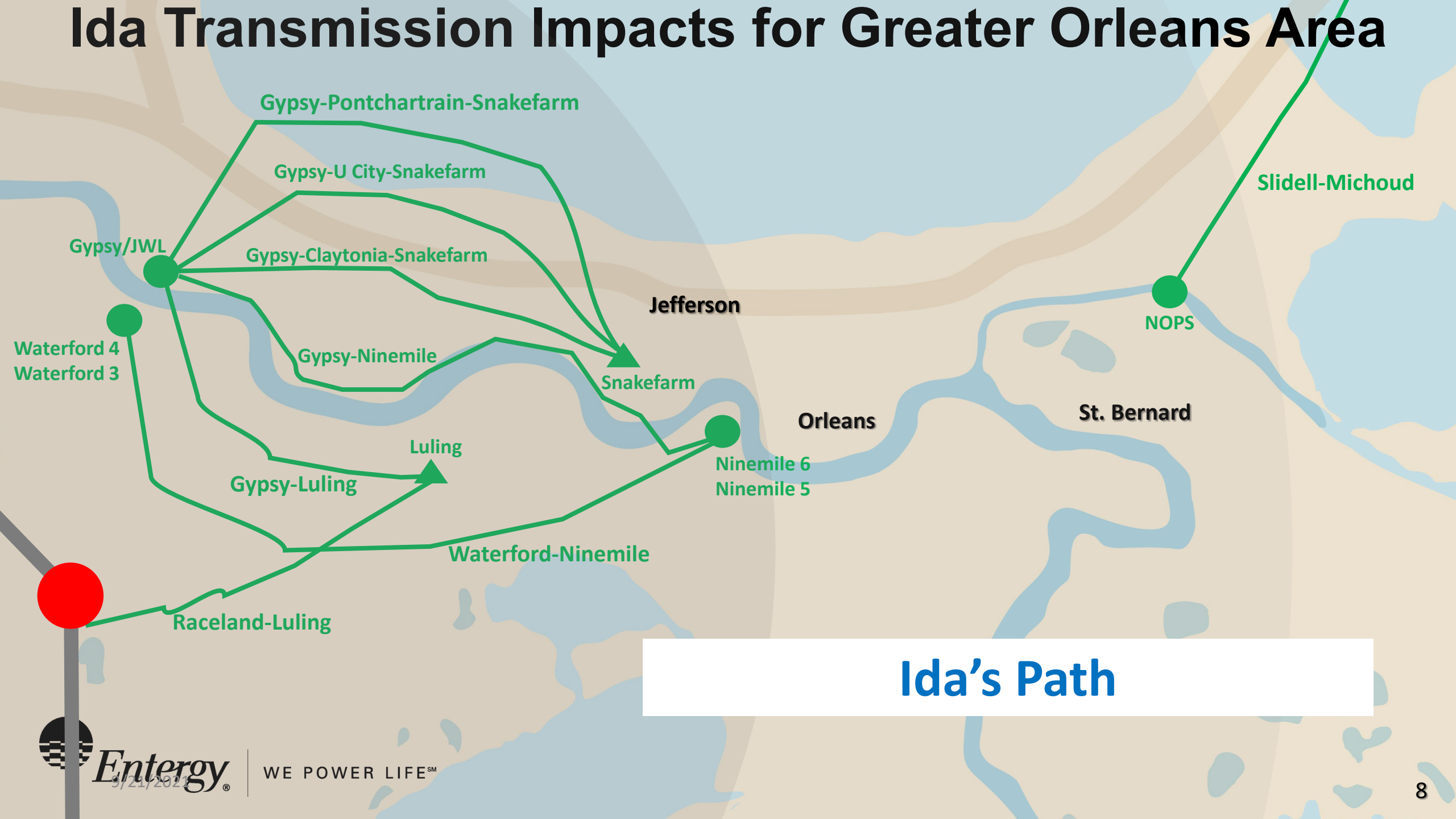
*Vegetation Entanglement, Hendrix
Cable, and Rear Lot Access
Presented Challenges*



*90% Power Restored by Sept. 5,
Remaining by Sept. 6, Day 8 of
Restoration*

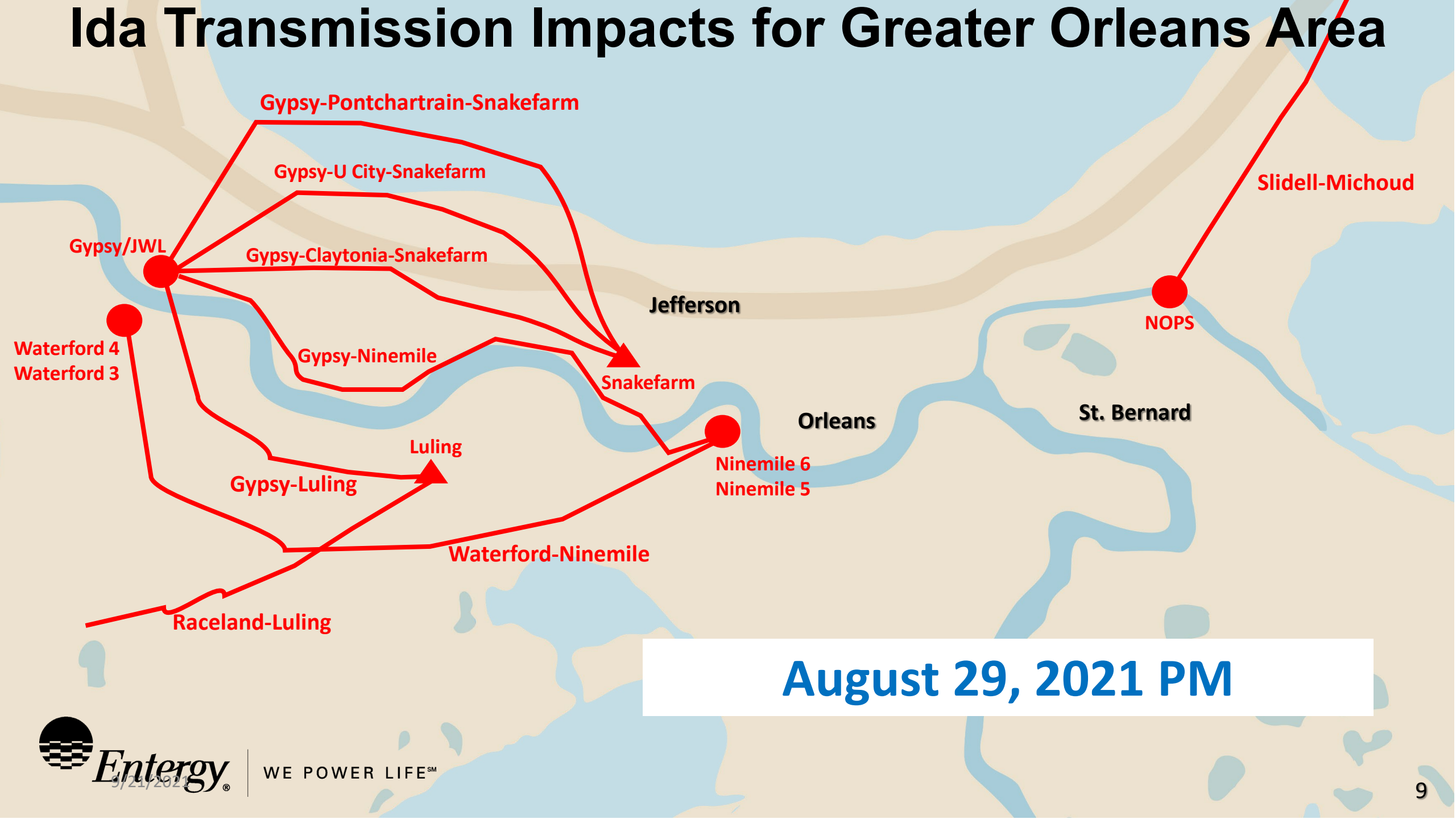


Ida Transmission Impacts for Greater Orleans Area



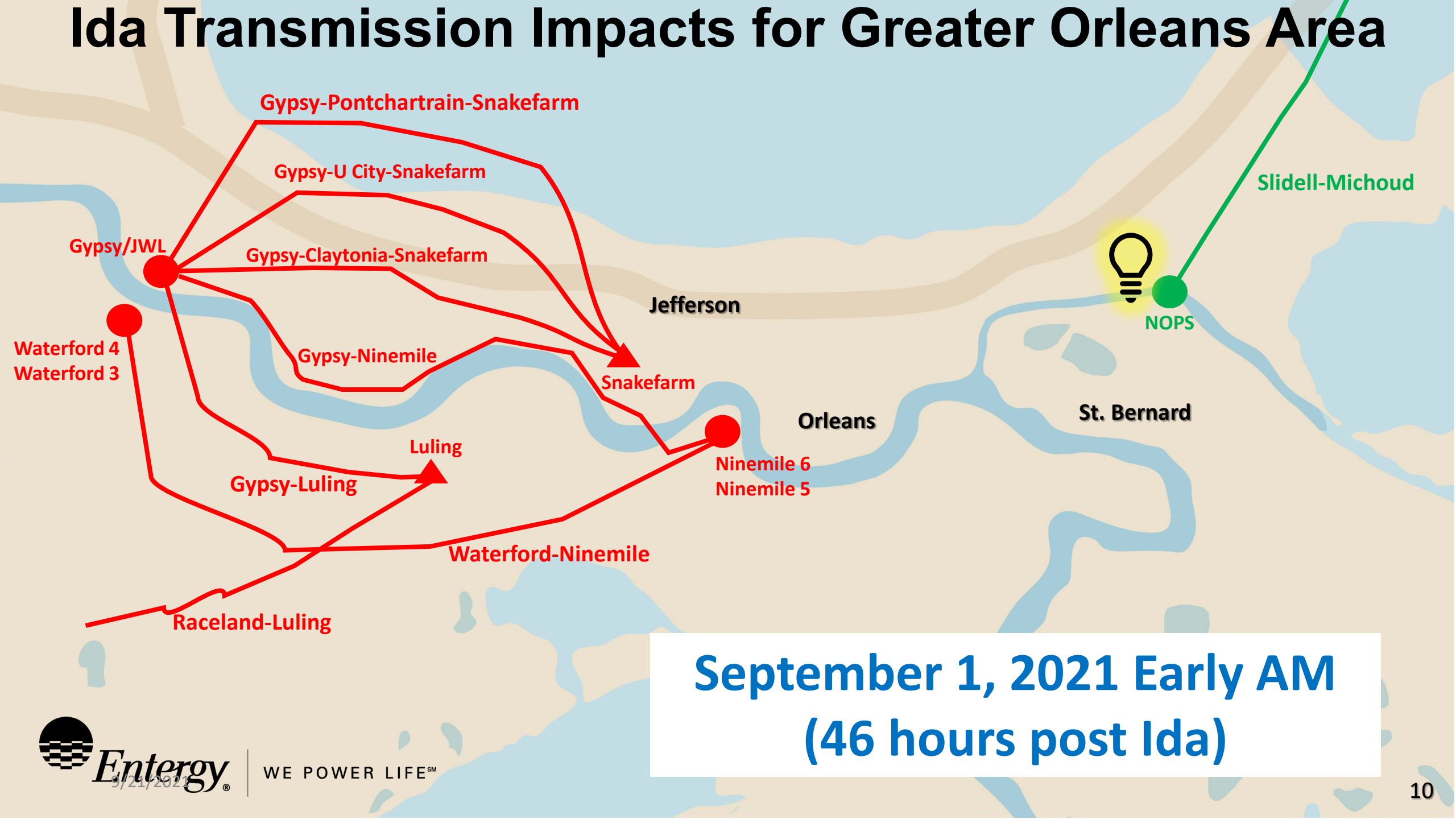
Ida's Path

Ida Transmission Impacts for Greater Orleans Area



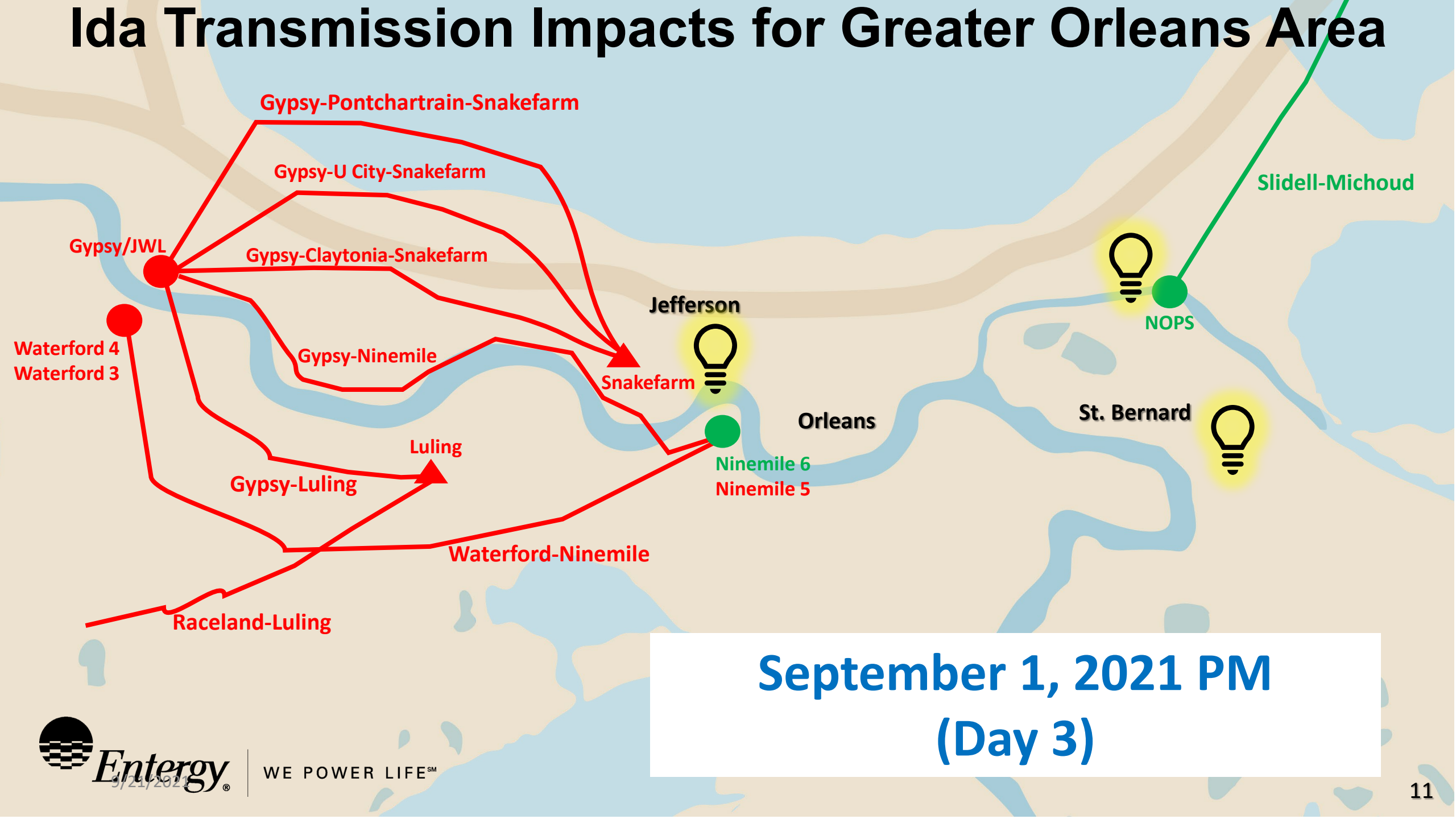
August 29, 2021 PM

Ida Transmission Impacts for Greater Orleans Area



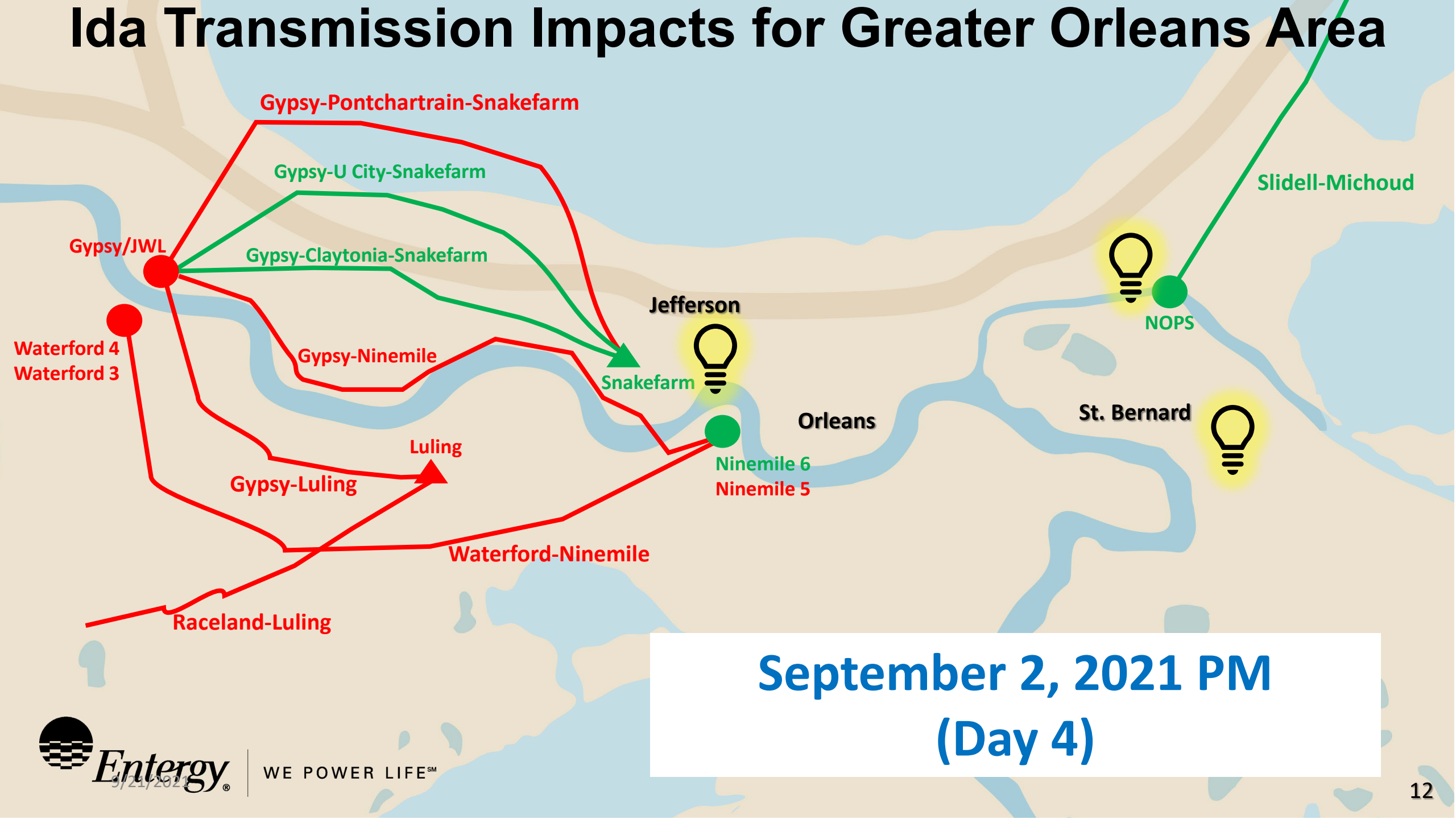
**September 1, 2021 Early AM
(46 hours post Ida)**

Ida Transmission Impacts for Greater Orleans Area



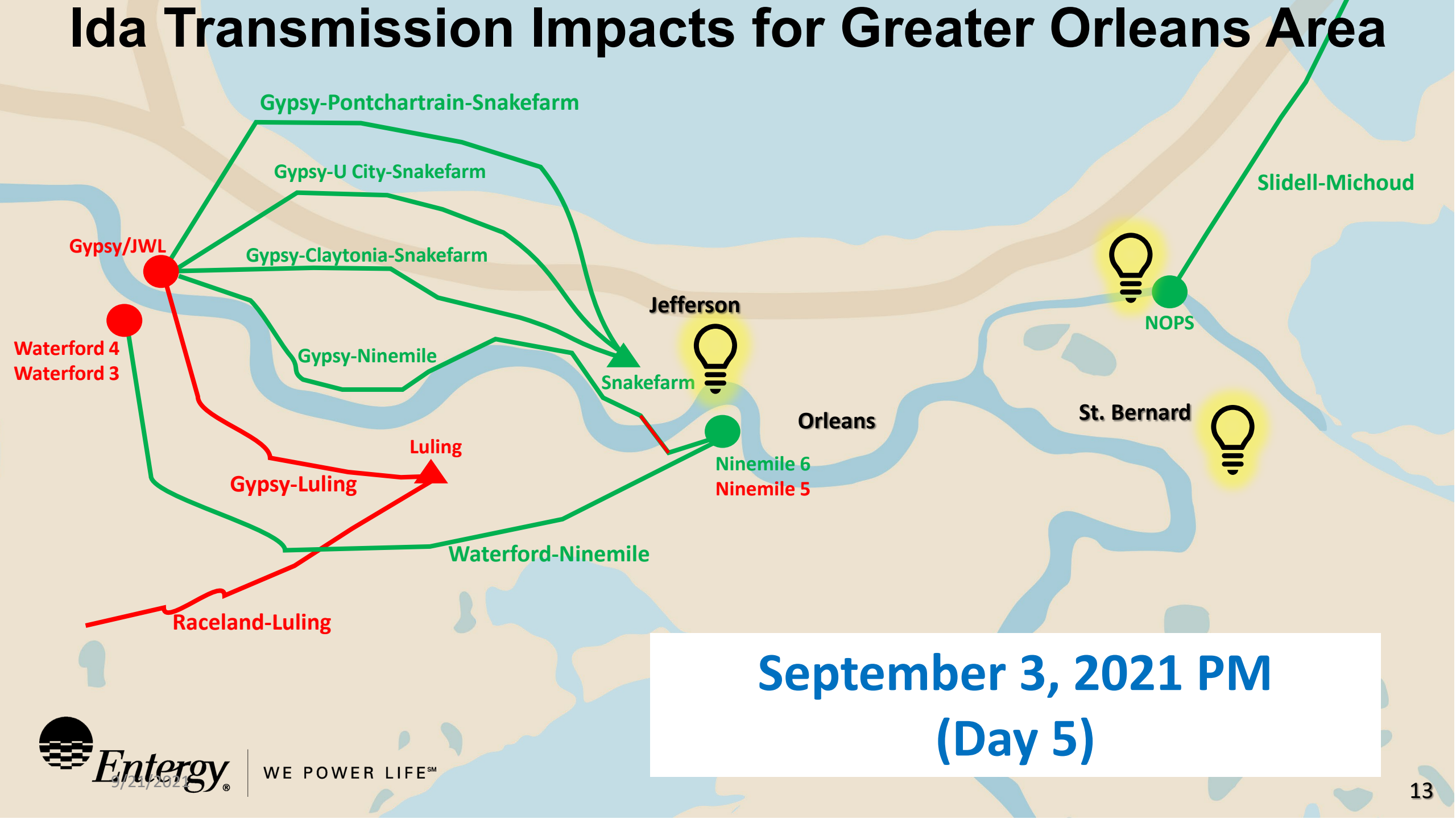
September 1, 2021 PM
(Day 3)

Ida Transmission Impacts for Greater Orleans Area



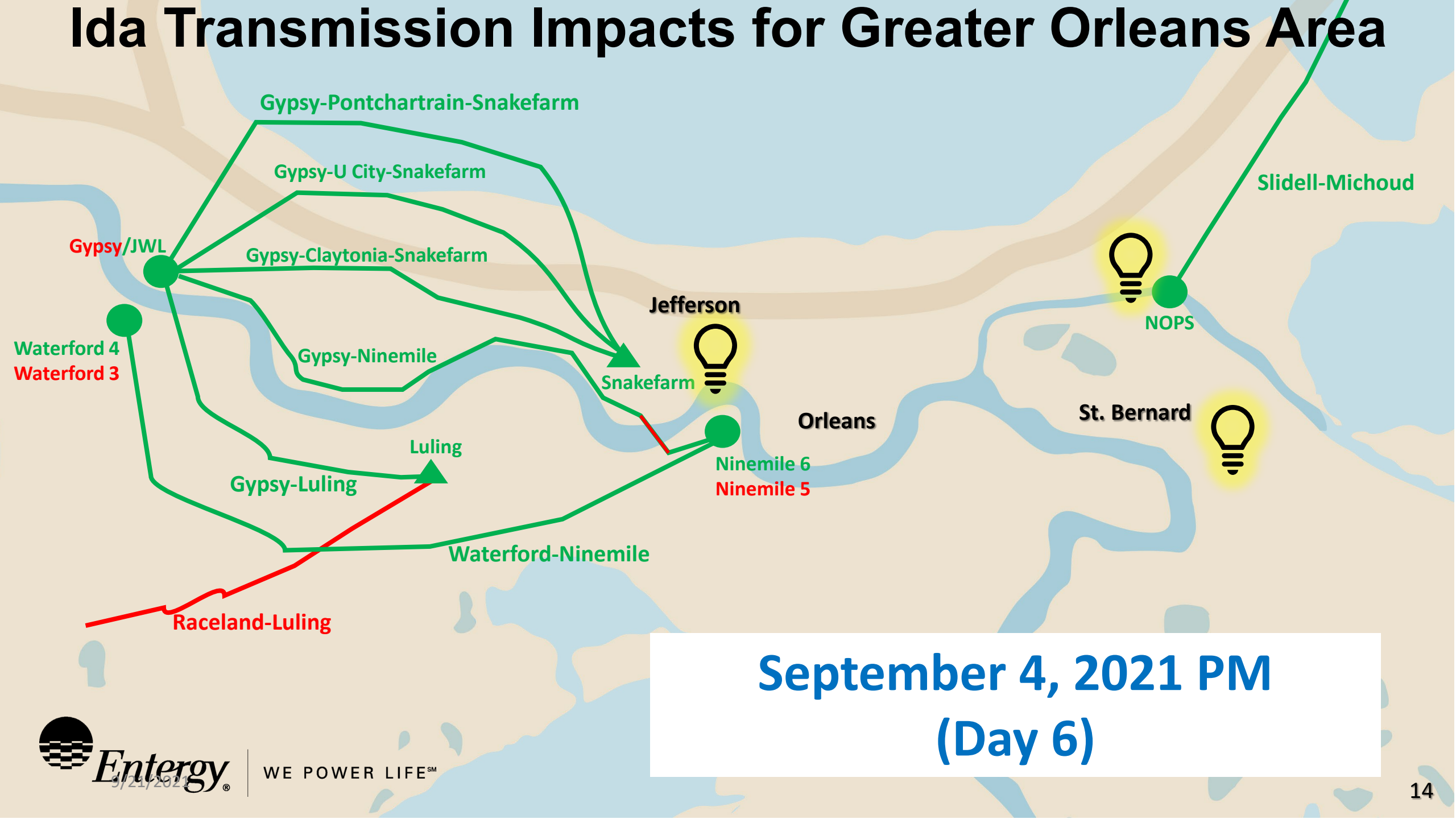
September 2, 2021 PM
(Day 4)

Ida Transmission Impacts for Greater Orleans Area



September 3, 2021 PM
(Day 5)

Ida Transmission Impacts for Greater Orleans Area



September 4, 2021 PM
(Day 6)



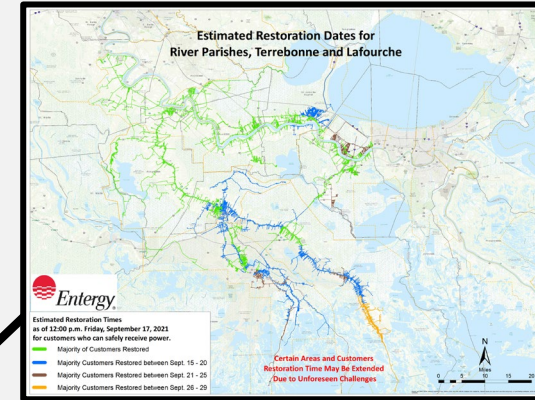
Damage Across Our Distribution System with nearly 80% of those broken or damaged poles in the most heavily impacted areas of the Bayou Region, the River Parishes and the I-55 corridor

ENTERGY LOUISIANA CUSTOMER OUTREACH

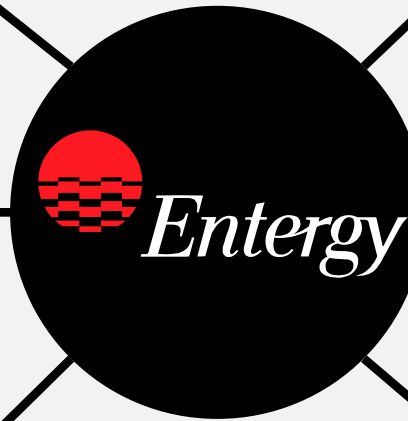
Customer
Information
Centers
Deployed in
Hard-Hit Areas



Restoration
Maps Posted to
Entergy Website



No Late Fees or
Disconnects for Non-
Payment for Affected
Customers



Daily Press and
Radio Briefings, 13
News Releases and
36 Entergy Storm
Center Posts



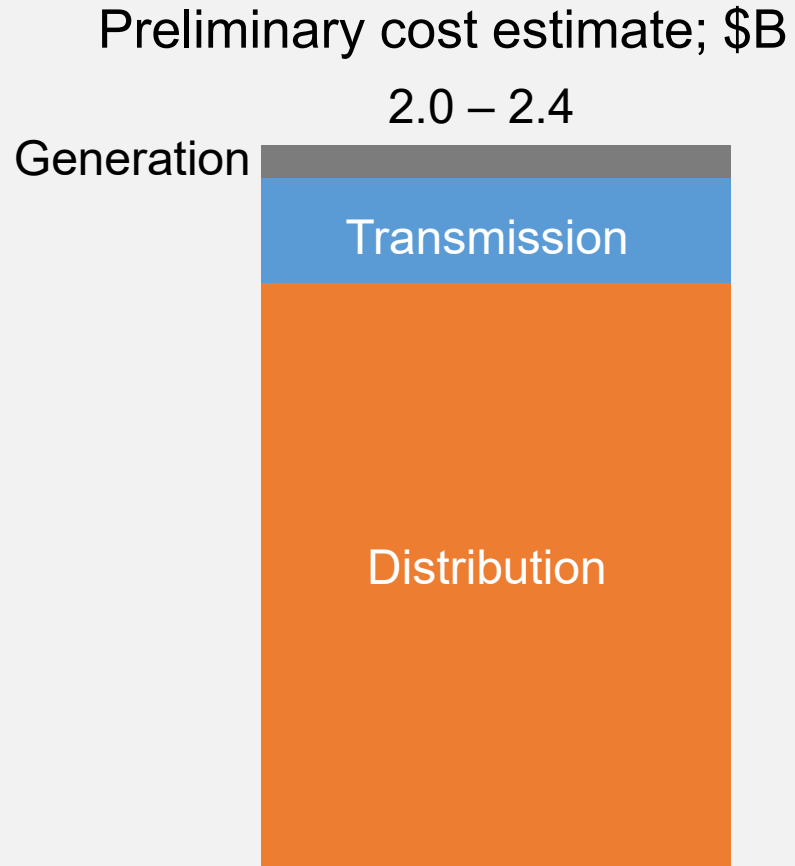
Over 2.5M
Outbound Calls,
7.6M Text Messages,
142,000 Business
Emails and 67 Social
Media Posts



Generator
Units Installed
at Critical
Customers



HURRICANE IDA PRELIMINARY COST ESTIMATE



Notes and Preliminary Thoughts on Recovery

- Seek federal disaster relief via Community Development Block Grants, expansion of Stafford Act for investor-owned utilities and other avenues
- Expect to request recovery through securitization
- Insurance unavailable/not economic

Questions?