

## A MESSAGE FROM ENTERGY

A strong arctic front is forecast to move across the region and state this weekend, bringing with it below-freezing temperatures, freezing rain, sleet, snow and a likely chance of significant ice accumulations of 1/2 inch in parts of North Louisiana. Beginning early Saturday morning, freezing temperatures and precipitation are expected to begin making their way across North Louisiana with severe weather extending further south through Tuesday. Over that time, much of the state, and as far south as Baton Rouge and Lake Charles, can expect some trace accumulation of ice. Areas north of Alexandria can expect more than 1/4 inch of ice and up to 5/8 of an inch in the areas around Monroe.

Entergy is closely monitoring the ever-changing forecasts and crews are prepared to respond. In preparation, Entergy has taken a series of proactive pre-winter actions to prepare to serve our customers during extreme temperatures, including:

- Insulating critical power plant equipment using improved methods and materials that allow them to withstand lower temperatures.
- Insulating or draining piping within power generation facilities with potential for standing water during normal operation, to prevent freezing and breaks.
- Inspecting and maintaining substations and transmission lines that are critical to Bulk Electric System reliability.
- Inspecting and testing equipment that can be impacted by extreme cold, such as gas-filled circuit breakers.
- Additional vegetation trimming and patrols, which removes tree limbs that would normally have been above the power line and pose an imminent threat.

Entergy has also been in contact with MISO regarding grid and generating unit conditions and gas suppliers and pipelines to monitor and mitigate risks related to availability and deliverability of natural gas.

Restoration efforts following winter storms can be difficult and present unique challenges and dangers from weighed-down, icy vegetation, dangerous road conditions and prolonged freezing temperatures. It is also noteworthy that the arctic front will affect large portions of South, including all four states where Entergy operates, and to the north and east from Tennessee to North Carolina and Virginia. Typically the Company may call on restoration workers from around the country if needed to aid in restoring power safely and quickly for our customers. However, given the large footprint of the storm across the region, securing these additional assets may prove more difficult than normal. Entergy is currently in the process of repositioning resources and procuring mutual assistance and additional contract crews to supplement our existing employees and baseload resources and we will continue to provide updates on those efforts.

Extreme cold, especially for prolonged periods can affect homes as well and residents should be prepared. Now is the time to finalize personal storm plans and assemble an emergency kit with essential supplies. As an added measure to support customer safety and wellbeing, ELL is suspending disconnections for non-payment through January 26. ELL has also suspended all planned outages for the weekend. However, customers should still prepare for the possibility of power outages. Customers are encouraged to visit our Storm Center, a one-stop website for regular updates specific to the storm and other tips and information on storm safety, preparation:

- Get prepared: Make a plan, make a kit.
- Prepare your home: Winterize inside and out.
- Your mobile phone: A lifeline during a disaster.
- Stay informed: Download the app, report an outage.
- Stay safe: Safety after the storm.
- Generator safety: Know the hazards.
- Extreme cold safety: Indoor and outdoor tips.

Customer should also verify the contact information in their online myEntergy account before severe weather strikes to ensure they receive our notifications. Outages can also be reported quickly and easily through our digital options – using either our free mobile app, [online at myEntergy.com](http://online.at.myEntergy.com) or by **texting OUT to 36778**.