



NEWS RELEASE

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Entergy Texas continues restoration effort

THE WOODLANDS, TEXAS (August 28, 2020) – The Woodlands Township is forwarding this news announcement from Entergy Texas regarding its restoration efforts after Hurricane Laura.

Announcement from Entergy:

Entergy Texas Continues Restoration Effort

Company makes progress; currently does not expect to call for customer interruptions

BEAUMONT, Texas – Entergy Texas crews continue to make progress to restore outages following the impacts of Hurricane Laura’s destructive storm surge, wind and flooding. More than 7,000 people have been mobilized across Southeast Texas to complete Entergy Texas’ restoration efforts. At its peak, Entergy Texas experienced 291,000 outages, with the hardest-hit areas in Jefferson, Orange and Hardin counties.

Hurricane Laura also significantly damaged transmission lines connecting Texas to the broader electric grid resulting in an order by MISO, our reliability coordinator, to begin rotating outages for customers. Last night, crews made significant repairs to transmission lines across the Entergy Texas region that will improve the stability of the transmission system. Additionally, Entergy Texas was able to start up units at a power plant along the Texas/Louisiana state line. While this power plant was in the direct path of Hurricane Laura, it suffered minimal damage and crews were able to complete the start up this morning. This adds generation to the Texas area that allows us to serve additional load.

Currently, we do not anticipate rotating outages to be required. Our restoration efforts will continue to improve our system reliability.



“Yesterday was a tough day for our customers,” said Sallie Rainer, president and CEO of Entergy Texas. “I want to thank our customers and apologize for any additional disruption these outages have caused. While we were spared the worst of Laura, the damage it did cause forced us to take these rolling outages as a last resort to stabilize the broader grid. We are working to restore customers affected by Laura as quickly as is safely possible.”

While we continue to assess damage in the hardest hit areas, Entergy Texas has determined expected restoration efforts for areas affected by Hurricane Laura for all customers who can take power. These times may change if crews find additional damage.

- Silsbee and Beaumont are expected to be restored by the end of Sunday, August 30
- The majority of Port Arthur, with the exception of part of Groves, should also be restored by the end of Sunday, August 30. The remaining customers in Groves should be restored by Monday, August 31.
- The Orange area suffered the most extensive damage and we continue to assess the area. We believe the majority of customers in Orange will be restored by Friday, September 4. Some areas may experience longer outages due to extensive transmission line damage. We will provide additional details as we fully assess the area.

Crews continue to work across the area to assess damage and complete restorations. In addition to the 7,000 workers, Entergy has 6 staging sites in Orange, Port Arthur and Beaumont areas to base our operations.

Additionally, customers are urged to remain cautious, as scammers are working to take advantage of customers affected by Laura, threatening disconnection of service and asking for



immediate payment over the phone. Entergy will never ask for personal information over the phone or demand payment using money orders or gift cards. You can visit [entergy.com/scams](https://www.entergy.com/scams) to learn how to protect yourself.

Stay Informed

Entergy will keep customers informed throughout the company's response. Here is how customers can get information:

- Download the Entergy App at [entergyapp.com](https://www.entergyapp.com). Customers can use the app to report outages or check on the status of power at their home or business.
- Entergy's [View Outages](#) website includes maps that show where outages are located and give information about restoration progress.
- Sign up for [text alerts](#) by texting REG to 36778 and have your account number and ZIP code handy. The registration pattern is as follows including spaces: REG (account number) (ZIP code). Once registered, text OUT to 36778 to report an outage. You can also report an outage online [as a guest](#).
- The [Entergy Storm Center](#) website has storm safety, preparation and restoration information that is updated throughout the day.
- [Operation: Storm Ready Guide](#) is a free downloadable guide that helps customers plan and prepare for weather emergencies.

Follow us on Social Media



Social media plays an important role in keeping customers informed, and the company places a high priority on updating its social media channels throughout an event. Customers can follow Entergy on [Facebook](#) and [Twitter](#).

Entergy Texas, Inc. provides electricity to approximately 461,000 customers in 27 counties. Entergy Corporation is an integrated energy company engaged primarily in electric power production and retail distribution operations. Entergy owns and operates power plants with approximately 30,000 megawatts of electric generating capacity, including 8,000 megawatts of nuclear power. Entergy delivers electricity to 2.9 million utility customers in Arkansas, Louisiana, Mississippi and Texas. Entergy has annual revenues of \$11 billion and approximately 13,600 employees.

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