

Preparation

When Preparing For The Hurricane, Make Safety Your First Priority

A HURRICANE SAFETY REFERENCE GUIDE

Hurricane Season Is Upon Us And Entergy Is Ready

As our communities work to recover from the devastation of hurricanes Katrina and Rita, we must plan and prepare for yet another hurricane season. Entergy has its plan in place. Our employees have proven their professionalism through their experience and incredible performance during the record breaking storm season of 2005. We are ready.

We are working with local emergency preparedness offices to implement the lessons learned in 2005 and to maintain coordination between the company and governmental officials. As part of Entergy's plan, we actively monitor tropical disturbances as early as 10 days before potential landfall. Entergy analyzes reports from several weather services to begin preparations for a possible hurricane strike along the Louisiana Gulf Coast.

The geography and infrastructure of New Orleans and southeast Louisiana present a unique set of problems related to powerful hurricanes since parts of the area resemble a bowl set below sea level.

Under a worst case scenario, where a major storm is forecasted to hit the Louisiana coast, predictions include the possibility of 15-foot floodwaters, 25 inches of rain, and winds in excess of 100 mph. Given the potential for this sort of threat, Entergy's emergency plan includes safeguarding a portion of the company's personnel and equipment by evacuating them away from the area. In hurricanes Katrina and Rita we prevented the isolation of resources due to slowly receding floodwaters and protected restoration equipment from storm damage. High winds and flooding from hurricanes can seriously damage electrical facilities, homes and businesses. Entergy's plan puts resources in place to restore power as quickly, safely and efficiently as possible.



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Electric Safety Tips

Entergy wants you to remain safe during and after the storm. The following tips and guidelines will help you remain safe and steer clear of danger.

As the storm approaches:

- ▶ Turn your refrigerator and freezer to their coldest settings. This will keep your food fresh longer if you lose power during the storm.
- ▶ Unplug other appliances and electronic equipment.
- ▶ If it looks as though water may enter your home, it's a good idea to open the main breaker in your electrical breaker box in order to cut off power.
- ▶ If you own a swimming pool, turn off all pumps and filters. If not, water from the approaching storm could damage them.

After the storm:

- ▶ Please use common sense—electricity and water do not mix!
- ▶ Never attempt to plug in or use an electrical appliance or device while standing in water or on a damp surface.
- ▶ If water was in your home, for safety reasons, you should have your electrical wiring inspected by a qualified electrician as quickly as possible.
- ▶ Electric motors that get wet should be thoroughly checked by an electrician or certified repairman before being reconnected to a power source.
- ▶ Keep freezer and refrigerator doors closed while you are without power. Food should stay good in a full freezer for about two days and for about six hours in your refrigerator.
- ▶ Once power is restored, check frozen food immediately. If the food is still firm in the center and contains ice crystals, it can be safely refrozen. If it has thawed, but is still cold to the touch, you should cook it before refreezing it. Foods that have reached room temperature should be discarded.
- ▶ When widespread outages occur, Entergy phone lines experience high volume. The fastest way to report a power outage is to call 1-800-9OUTAGE (1-800-968-8243) and use the automatic reporting system, which can be accessed by choosing option 1.
- ▶ When you select option 1, you will be asked for your account number or phone number. If you don't have your account number and your phone number is not in the company's customer information system, you will be automatically transferred to an agent.
- ▶ Once you have reported your outage, there is no reason to report it again unless your neighbors' power comes back on and yours does not.
- ▶ Please be patient. Entergy crews will be working as quickly as possible to restore power to all customers.





Safety First — When The Storm Is Over The Danger Is Not

The winds may have subsided, but energized lines can still be hazards. Please:

- ▶ Report downed lines or poles.
- ▶ Use caution in removing debris. Tree limbs and damp wood can conduct electricity.
- ▶ Watch children closely to make sure they stay away from all electrical devices and wall outlets when water is present.
- ▶ If lines are dangling or have fallen—stay away from them. A downed power line can be energized and deadly. Call Entergy immediately at 1-800-ENTERGY (1-800-368-3749).

See back page for tips on generator safety

Gas Safety

Only turn off your gas service if you feel comfortable doing so and can do it safely.

Entergy needs to know:

- ▶ If you have a severed line or blowing gas, we will respond as quickly as possible.
- ▶ If you have lost gas service and your home has not been flooded, call us.

If the odor is strong:

- ▶ Do not light matches.
- ▶ Do not turn lights on or off.
- ▶ Do not use the telephone
- ▶ If possible, notify everyone in the building to leave immediately.
- ▶ Call Entergy 1-800-ENTERGY (368-3749) from a nearby building.
- ▶ Do not reenter your home until it's safe to do so.

After the storm:

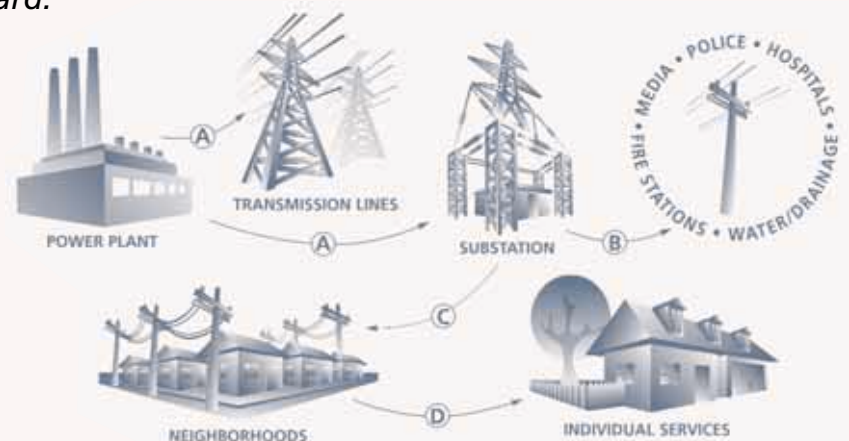
- ▶ We will be dedicated to restoring the system with safety as our #1 goal.
- ▶ If your gas appliances have been under water, you should call a licensed gas fitter/plumber to inspect and repair them.
- ▶ If high water has extinguished the gas pilot, the gas supply should be cut off as quickly as possible.
- ▶ To relight, call a licensed plumber.



Power Is Restored From The Source Out

Following a storm, restoration efforts proceed in an orderly manner, beginning at the source and working outward.

- A** Large transmission lines are restored first, followed by substations. These two facilities must be in working order to deliver power to local areas.
- B** Next, emergency services, life support facilities and communications networks are restored.
- C** Then, the restoration of feeder lines that serve large numbers of customers is completed, followed by lines serving neighborhoods.
- D** Individual services, often the most time-consuming repairs, are restored last.





Generator Safety

Never use a generator indoors — carbon monoxide from the exhaust is deadly.

- ▶ Do not plug the generator into a wall outlet.
- ▶ Use a licensed electrician to hook up standby electrical systems.
- ▶ Main breakers should be opened to avoid feeding power back into Entergy's lines and creating a hazard for the public and power line workers.

To prevent overloading your generator, add up the total wattage of all loads to be connected to the unit at one time. This total should not be greater than the unit's rated wattage capacity. Allow 2½ times the listed wattage for starting the indicated equipment.

The following chart is provided to assist you in determining how many items your generator can operate at one time.

TYPICAL WATTAGE REQUIREMENT CHART*

	RUNNING WATTS
Aquarium	50-1210
Clock Radio	10
Coffee Maker	900-1200
Clothes Washer	350-500
Clothes Dryer	1800-5000
Personal Computer	270
Ceiling Fan	650-175
Hair Dryer	1200-1875
Heater (portable)	750-1500
Light Bulb (100 watt)	100
Microwave Oven	750-1100
Radio	70-400
Refrigerator (16 cubic feet)	725
Television (19")	65-110

These tips are not intended as a substitute for the owner's manual and/or operating instructions of the generator manufacturer. Entergy is in no way responsible for and assumes no liability for injury or damage arising from the use of portable electric generators.

*Source: U.S. Department of Energy

Entergy Electric Customers

Wind, rain and flood damage to homes and businesses from a major hurricane could prohibit customers from receiving power from Entergy despite our success in restoring the electric distribution system.

Electric Customers with Property Damage - You May Need a Licensed Electrician

If your property has any water damage, please turn off the electricity at either the main fuse box or circuit breaker. Call a licensed electrician for advice when necessary. Do not step in water to get to the fuse box or circuit breaker.

A licensed electrician may need to inspect your property's electric wiring before Entergy can restore power to a home or business which has water damage from rain or flood waters.

Please do the following:

- 1) Have repairs made by a licensed electrician
- 2) Have repairs certified by a city or parish inspector
- 3) Call Entergy at 1-800-ENTERGY (1-800-368-3749) when repairs have been certified by a city or parish inspector

Electric Customers without Property Damage

Property owners without hurricane damage should still be cautious. Look for electrical system damage once power is restored. If you see sparks, broken or frayed wires, or the smell of hot insulation is noticeable, turn off the electricity at either the main fuse box or circuit breaker. Call a licensed electrician for advice when necessary. Do not step in water to get to the fuse box or circuit breaker.

Entergy Gas Customers

If your natural gas is turned off, for safety's sake, leave it off!

If you have pipe damage, you'll need a licensed plumber.

To help ensure your personal safety and the safety of your property, Entergy may have turned your natural gas service off. Please do not attempt to turn it on yourself. This could cause a safety hazard for you and your property.

If your home was flooded or sustained structural damage, you should contact a licensed plumber to inspect gas piping and make repairs.

Please do the following:

- 1) Have repairs made by a licensed plumber
- 2) Have repairs certified by a city or parish inspector
- 3) Call Entergy at 1-800-ENTERGY (1-800-368-3749) when repairs have been certified by a city or parish inspector

We will arrange to have gas service turned on at your home as soon as a city inspector has certified that repairs have been made and you have had a certified plumber and city inspector confirm that gas service is safe to turn on. Someone must be present for your gas to be turned on.

Safety Reminder

If you smell gas at your home or in any other building, you should leave the area immediately and go to a safe area and call us at 1-800-ENTERGY (1-800-368-3749) to report the location of the suspected leak.

For more important safety information – go to www.entergy.com.