



June 21, 2022

GNOHLA

Hurricane Preparedness Meeting

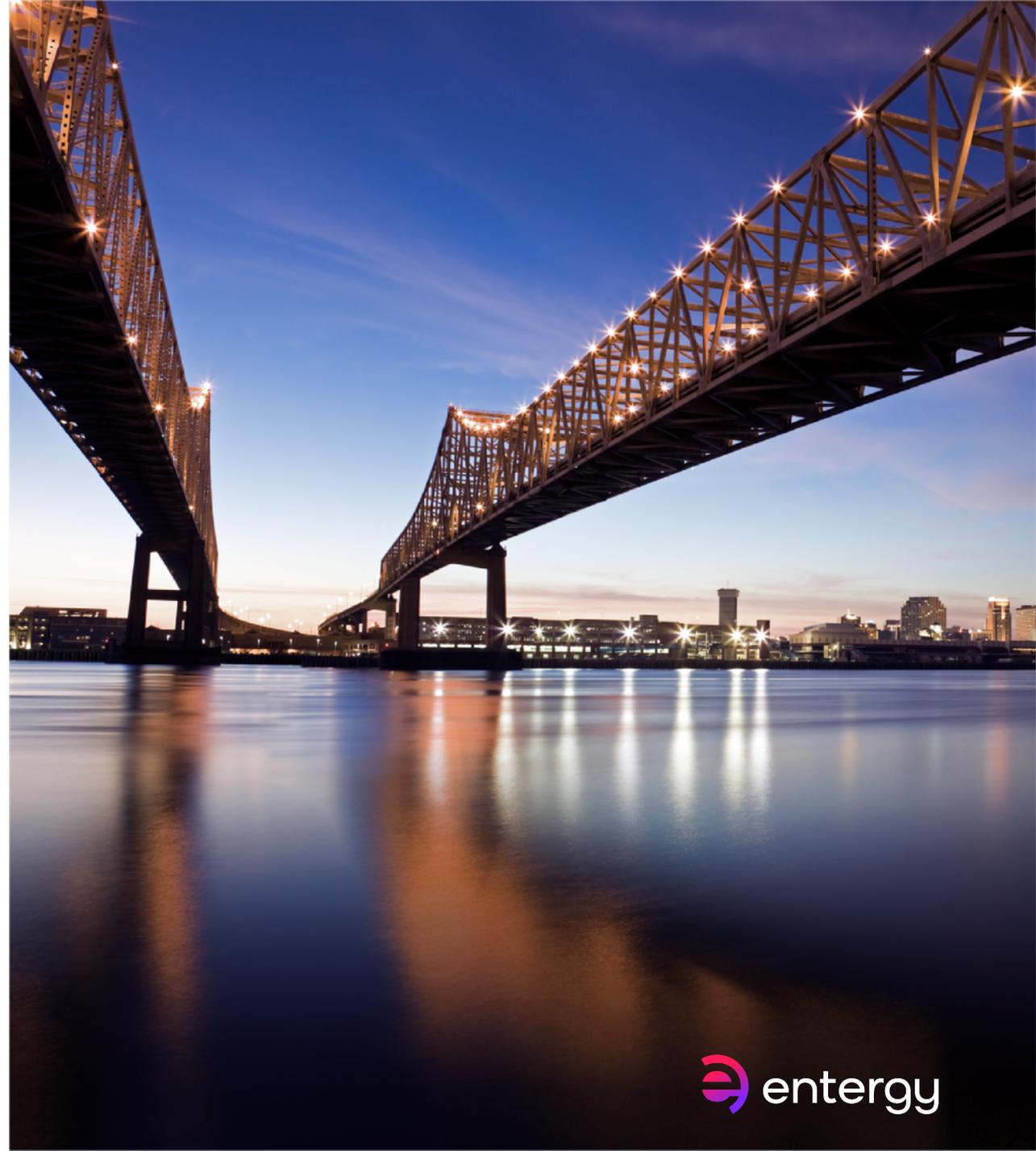
Preston Favorite, Customer Service Manager
Viet Tran, Customer Service Manager

Highly sensitive, confidential and proprietary

A background image showing three construction workers in orange safety vests and white hard hats walking up a white metal staircase. A large, thick, curved purple line is overlaid on the right side of the image, partially framing the workers.

We power life.SM

When it comes to resiliency, it's not only the strength of the system, but also how quickly and safely Entergy New Orleans and the City recover following severe weather.



Entergy New Orleans Hurricane Preparedness

- The intensity and frequency of storms are increasing, making it even more important to prepare well ahead of a tropical system threatening our area.
- We have conducted our annual exercises on the system, state, and regional levels to ensure readiness. This year, local community partners, such as the Sewerage and Water Board participated as well.
- As in years past, our critical customer priority list has been vetted with the New Orleans Department of Homeland Security and Emergency Preparedness to ensure alignment.
- We are working with the City and Department of Homeland Security on the New Orleans Generator Readiness Project, which will install infrastructure at critical community sites throughout the city to support the rapid deployment of back up generators at those locations.
- Inspections of the grid and our facilities have been conducted using infrared cameras and drones to inspect power lines.

Entergy New Orleans Hurricane Preparedness

- Now is the time for customers to review and update their personal hurricane preparedness plans.
- Visit the Entergy Storm Center for tips on how to create a severe weather kit, safety messages and other important information.
- If you haven't already, download the Entergy app at entergy.com/app.
- Sign up for text messages by texting REG to 36778 (Have your zip code and account number handy.) and follow the prompts. Also, follow Entergy New Orleans on social media.
- Finally, a reminder that the safety of our employees and the public is Entergy's priority.
- We encourage customers to stay away from downed lines and other hazards and to call 1-800-Entergy with any potential electric or gas related concerns.

