



GNOHLA 2023 Hurricane Preparedness Meeting

Entergy New Orleans, LLC

Presenters:

Shelton Hudson – Director of Metro Reliability

Jessica Williams – Customer Service Manager



Operational Readiness:

- Earlier this month, we conducted a two-day storm drill with more than 400 employees from Entergy New Orleans and Entergy Louisiana. During the simulated hurricane scenarios, employees responded to two Category 5 hurricanes, one making landfall in Southwest Louisiana and another in Southeast Louisiana.
- The operations and customer service teams are participating in a system-wide storm drill on May 31 to align with leaders across the Entergy service territory on storm response.
- This month, we will host a storm drill simulating a direct impact to the metro New Orleans area.
- Inspections of the grid and our facilities are continuing using infrared cameras and drones to inspect power lines and vegetation management.

We are storm ready

Inspections

Our grid and facilities inspected year-round.

- We look at outage statistics and work to improve parts of the grid that may have experienced more frequent outages.
- Infrared cameras and drones inspect power lines and look for "hotspots" and other areas that might be likely to fail.
- Annually inspect utility poles and replace damaged or broken poles when necessary.
- Transmission lines and facilities, along with our plants, are inspected in preparation for extreme weather conditions.

Maintenance

Proactive maintenance plans are worked throughout the year.

- We take a data-driven approach to identify where to make improvements that will yield benefits for customers.
- As we identify areas to upgrade equipment, we're replacing outdated equipment with more reliable and modern infrastructure.
- For example, we target areas where customers have frequent or repetitive issues. And we routinely see improvements on these areas after the work is complete.

Vegetation

Trees and other vegetation are a leading cause of power outages.

- "Sky to ground" vegetation trimming process, which removes tree limbs that would normally have been above the power line and outside our standard trimming scope.
- Satellite imagery and computer modeling used to help predict when trimming may be needed.
- Annual clearing of right-of-way areas to minimize the impact from fallen trees or branches following a storm.
- Pre-storm patrols of circuits to mitigate any imminent threats within the right of way.

We know investments in hardened infrastructure perform

Flying debris is often cause for damage

During Hurricane Ida, a section of our transmission system with roughly 380 newly built structures was in the direct path of the storm, and only three of them were **damaged** – and not by wind, but **by flying heavy-duty barge debris**.

100%

100% of the newly built transmission structures survived Hurricane Ida's 150 mph max sustained winds.

Customer Focused Outreach:

- In June and July, we will be hosting community meetings in all five Council districts as well as attending neighborhood association meetings to discuss hurricane preparedness.
- As in years past, our critical customer priority list has been finalized and provided to the New Orleans Department of Homeland Security and Emergency Preparedness to ensure alignment.
- We continue to encourage customers to visit the Entergy Storm Center and follow us on social media for tips on hurricane preparedness and safety.
- Customer Service Managers are actively contacting managed accounts to ensure effective communication during storms.