Q44. HOW DOES THE COMPANY COMMUNICATE WITH ITS LARGE INDUSTRIAL CUSTOMERS?

A. Before a storm makes landfall, our Major Industrial Account Management Team contacts large industrial customers, both at their plants and their corporate offices, to apprise them of the steps Entergy is taking to prepare for an approaching storm. Entergy Account Service Managers also obtain information from large industrial customers about their operational plans and expected electrical loads to assist planners in the development of Entergy's next-day system load forecast. Entergy Account Management representatives maintain close communications with those customers regarding updates on storm restoration status. Similarly, the Transmission Services Department contacts transmission-dependent utilities, independent power producers, and major procurers of transmission service regarding the steps Entergy is taking to prepare for and recover from a storm.

Q45. DID THE COMPANY TAKE ANY OTHER STEPS TO PROVIDE ACCURATE AND TIMELY RESTORATION INFORMATION TO CUSTOMERS FOLLOWING HURRICANE IDA?

A. Yes. In partnership with the corporate communications digital media team, maps by area with estimated restoration times across the Company's service area were created and deployed on Entergy's Storm Center website and were posted at the Company's CICs. These maps were developed once the Company realized that the nature and amount of the damage caused by Hurricane Ida would challenge the technical capabilities of the customer-facing View Outage map that our customers are accustomed to accessing to determine the status of outages in the areas of their homes and businesses.

These targeted maps provided estimated restoration times for all customers affected by Hurricane Ida across southeast Louisiana, including the hardest-hit areas. The maps, and the restoration estimates included in each, were updated as we continued with restoration work. As we advised our customers at the time, the estimated restoration dates depicted on the maps represented the vast majority of customers who could safely accept power for a given parish, and a few customers in the most affected areas could still be without power for longer than reflected on the maps.

Exhibit PRM-3 provides an example of one of the maps that we developed and updated, which map was displayed on Entergy's Storm Center website and posted at one of the Company's CICs in Amite, Louisiana, during the restoration process. This first of its kind practice, in combination with proactive messaging by text, e-mail, alert messages, and phone calls, kept our customers updated, allowing them to make personal plans for their own rebuilding efforts. We plan to implement the detailed area map effort as a new best practice following future storm events.

Q46. WHAT WAS THE NATURE OF THE TECHNICAL DIFFICULTIES EXPERIENCED WITH THE VIEW OUTAGE MAP?

A. Due to large outage volumes and the post-storm assessment status, the View Outage map temporarily displayed data discrepancies, such as lags in showing when power was restored in a particular area. While the Company was working to correct those issues, restoration updates were provided to customers in a red banner alert at the top of the View Outage map. By clicking on the red banner, customers were able to see the latest update on restoration times. We also were careful to explain to customers that red-green lines do not

indicate power status to a specific address. Rather, this indicates power status at the broader levels of feeders, lines, or laterals. To learn the outage status of a specific address, we advised customers to check their accounts by logging into myEntergy or the Entergy mobile app, or registering for text alerts. As restoration efforts continued following Hurricane Ida, and as the system caught up with the pace of restoration efforts, the accuracy and/or completeness of the View Outage map and other systems was gradually restored.

I also want to point out that customers were able to report continued outages through all normally available channels, including SMS 2-way texting, myEntergy, by calling the 1-800-9OUTAGE telephone number, social media, and directly to a representative at one of our CICs. The technology supporting these channels functioned without any reported issues during the restoration process.

VI. THE FINANCIAL EFFECTS OF THE STORM

Q47. HOW HAS ELL'S RESPONSE TO HURRICANE IDA, AS WELL AS HURRICANES LAURA, DELTA, AND ZETA IN 2020, AFFECTED THE COMPANY'S OVERALL FINANCIAL STATUS?

A. The cost of restoration for a single storm, let alone four hurricanes, in the middle of the COVID-19 pandemic (which required the use of safety and health protocols never before utilized during a storm restoration) places a serious financial burden on the Company because it is required to expend large sums very quickly, which reduces ELL's liquidity and can affect the financial metrics supporting its current credit ratings, which are regularly examined by the investment community. To provide the Company with liquidity until it could plan for the financing of Hurricane Ida, ELL, with the Commission's support and

approval, issued approximately $1 billion in shorter-term debt to finance storm costs until permanent financing for those storm costs could occur.[13] The Commission also approved ELL's request to finance a dedicated $1 billion Hurricane Ida escrow account,[14] funds from which the Company may only draw to cover actual Hurricane Ida system restoration costs. As discussed in detail in the Company's testimony in support of these measures in LPSC Docket No. U-35991, financing the Company's storm costs in this manner also will offer significant cost savings to ELL's customers relative to the alternative of traditional utility recovery methods.

The Company has been able to take these steps for the benefit of its customers because of the Commission's track record of supporting storm-cost recovery. To be sure, the Commission has a long history of working collaboratively with the Company to provide for recovery of prudently-incurred storm costs, recognizing ELL's risk profile and the importance to ELL's customers that it remain a financially-healthy utility. That support is even more important now given the magnitude of storm costs associated with back-to-back yeas of significant storms. Moreover, ELL is soon to be facing another storm season in 2022. Hurricane researchers at Colorado State University have predicted another active

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[13] On September 22, 2021, ELL filed its *Application for Approval of Ratemaking Adjustment for Interim Hurricane Ida Financing, and Request for Expedited Treatment.* Through that application, ELL sought approval of certain ratemaking treatment for the Company's efforts to finance, on an interim basis, the significant storm costs resulting from Hurricane Ida. The Commission approved the requested relief in Order U-36154 (November, 22, 2021) (the "Interim Financing Order"). The Interim Financing Order allowed ELL to issue up to $1.0 billion of shorter-term debt to finance storm costs, until permanent financing for the costs could occur. These borrowings are to be excluded from the Company's capital structure and cost of debt for ratemaking purposes.

[14] On September 30, 2021, ELL, together with the Louisiana Utilities Restoration Corporation, filed their *Third Supplemental Application Joint Application (Ida Escrow Application).* Through that application, ELL sought a Commission order authorizing the establishment of a Hurricane Ida storm restoration escrow fund and authorizing the amount of that escrow fund to be included in the financing, through system restoration bonds, of the Company's Hurricanes Laura, Delta, Zeta, and Winter Storm Uri system restoration costs. The Commission approved the requested Hurricane Ida escrow fund in Order U-35991 (Amended) (March 11, 2022).

Atlantic hurricane season for 2022, estimating earlier this month 19 named storms, 9 hurricanes, and 4 major hurricanes. Therefore, the relief requested in ELL's Application is critical to ensuring that the Company remains a financially healthy utility that is able to provide safe, reliable, and cost-effective service to our customers.

Q48. DO OTHER RECENT WEATHER IMPACTS TO ELL'S SERVICE AREA ALSO SUPPORT THE NEED TO MAINTAIN ELL'S FINANCIAL HEALTH AND STABILITY?

A. Yes. South Louisiana experienced multiple tornadoes within an 8-day period in March 2022. A powerful tornado caused significant damage in the Arabi community of St. Bernard Parish the evening of March 22, 2022. The tornado sprung from a storm system blamed for earlier tornadoes in Texas. It also spawned a tornado that touched down in the Lacombe area of St. Tammany Parish, and caused damage in eastern New Orleans. According to the National Weather Service, the Arabi damage was caused by a tornado of at least EF-3 strength, meaning it had winds of 158 to 206 mph, while the Lacombe-area twister was an EF-1, with winds as strong as 90 mph.

Southeast Louisiana again saw severe storms move through the evening on March 30, 2022. Several storms triggered tornado warnings, and there were two reports of tornadoes touching down on the Northshore of Lake Pontchartrain in St. Tammany Parish. The first tornado was reported near Big Branch in Lacombe. Another warned storm began in New Orleans East near Lake Catherine. The storm, which was possibly a strong waterspout, moved over the lake and into portions of St. Tammany Parish.

Historically rare in Louisiana, the events of last month make it clear that tornadoes – like other severe weather patterns – are developing more frequently in Louisiana, and the Company, and its customers, need to be prepared to address the impacts of such severe weather events.

Q49. IS ELL REQUESTING IN THIS PROCEEDING THAT ITS STORM ESCROW FUNDS BE REPLENISHED?

A. No. LPSC Order No. U-35991 authorized the establishment of (1) a general storm escrow account and funding of that account in the amount of $290 million and (2) a restricted storm reserve account for Hurricane Ida storm restoration costs ("Hurricane Ida Escrow") and funding of that account in the amount of $1 billion.[15]

As to the former, the $290 million in general storm escrow funding is critical so that ELL is prepared to deal with the financial effects of another significant storm, particularly considering that the 2022 Atlantic hurricane season is fast-approaching.

As to the latter, as the Company proposed in its testimony in support of its request to establish the Hurricane Ida Escrow in LPSC Docket No. U-35991, the Company may only withdraw funds from the Hurricane Ida Escrow to cover actual Hurricane Ida system restoration costs, and those funds may not be used for any other purpose. Moreover, the Commission's approving the establishment of the Hurricane Ida Escrow did not impair the Commission's full review of ELL's Hurricane Ida costs to determine the prudently incurred costs that are eligible for recovery from customers – which review the Company is now

[15] *See supra* note 14.

seeking through the instant Application. As the recent rise in interest rates confirms, the Commission's approval of the Hurricane Ida Escrow was appropriate and in the best interest of ELL's customers.

VII. METHODS OF RECOVERY OF STORM COSTS AND PROPOSED TIMELINE

Q50. WHAT IS THE COMPANY'S GENERAL PLAN TO ARRANGE FOR PERMANENT FINANCING OF THE STORM COSTS FROM HURRICANE IDA?

A. Similar to prior storms in Louisiana, ELL is requesting that the Commission address its storm costs in a two-phase procedure. In the initial filing, the Company requests that the Commission approve the amount and recovery of the storm costs requested, including carrying costs.

In a supplemental application, ELL expects to request that the Commission issue a Financing Order authorizing the issuance of system restoration bonds pursuant through the financing mechanism authorized in Louisiana Restoration Corporation Act, Act No. 55 of the Louisiana Regular Session of 2007, La. R.S. §§ 45:1311-1328 ("Act 55"), as supplemented by Act No. 293 of the Louisiana Regular Session of 2021, La. R.S. §§ 45:1331-1343 ("Act 293") or any other viable financing method that is cost effective for customers. ELL will propose to finance the following amounts: (1) $1.543 billion in net storm costs incurred by ELL in response to Hurricane Ida;[16] (2) $58.7 million in carrying costs for Hurricane Ida storm restoration costs; (3) $31.9 million in storm costs

[16] The $1.543 billion in net storm costs for Hurricane Ida represents the $2.543 billion in Total Gross Storm Costs presented in Table 2 above less the $1 billion in Hurricane Ida Escrow funds authorized through LPSC Order No. U-35991-A.

incurred by ELL in response to Hurricanes Laura, Delta, Zeta, and Winter Storm Uri; and (4) $2.9 million in carrying costs for storm restoration costs associated with Hurricanes Laura, Delta, Zeta, and Winter Storm Uri. In total, the Company is seeking to finance $1.637 billion in storm restoration and related costs.

Q51. IS THERE A TIME FRAME IN WHICH THE COMPANY IS SEEKING A DETERMINATION OF THE STORM COSTS ELIGIBLE FOR RECOVERY FROM CUSTOMERS AND FINANCING METHODS?

A. The Company believes that the Commission's making a timely decision on the Company's request is important for a number of reasons. First, timely action will send a supportive signal to the credit rating agencies that have expressed concern about the level of storm costs that the Company has advanced on behalf of customers. Second, timely action from the Commission will allow the Company to implement Commission-approved financing while rates are relatively low. Expected bond rates in the fourth quarter of 2021 were extremely low and, while current rates are significantly higher on a relative basis, they are still low on an absolute basis. While it is difficult to predict the exact timing and amount of expected increases in interest rates, timely action by the Commission would enable financing when rates are believed to be favorable. Lastly, approval of permanent financing on a timely basis will help reduce the amount of carrying costs prior to permanent financing. As discussed by Ms. Harcus, ELL has taken, with the support of the Commission, unique steps to minimize carrying costs for customers, but timely approval by the Commission will lock in greater savings for customers.

ELL plans to make its supplemental filing in mid-2022 to provide the Commission adequate time to issue all requested approvals by the September 2022 Business and Executive Session. If Commission approvals are obtained in September 2022, permanent financing would occur in December 2022 and rate recovery from customers would commence in early 2023. Ultimately, however, the timing of approvals and permanent financing will be determined by the Commission.

VIII. INTRODUCTION OF WITNESSES

Q52. PLEASE INTRODUCE THE WITNESSES WHO ARE ALSO FILING TESTIMONY IN SUPPORT OF ELL'S APPLICATION.

A. Certainly.

- Sarah M. Harcus – Director of Finance for ELL. Ms. Harcus presents the Company's total storm costs for Hurricane Ida and describes ELL's procedures for approving and accounting for these costs. Ms. Harcus also calculates the carrying charges on those costs through December 2022 and details ELL's intent to finance amounts incurred in connection with the storms. Finally, Ms. Harcus discusses considerations for allocating these costs across ELL's various rate classes.
- John W. Hawkins, Jr. – Vice President, Distribution Operations – Louisiana. Mr. Hawkins provides an overview of ELL's distribution system and describes the Distribution Operations Organization. He also provides details about the Company's restoration plans and the implementation of those plans. He summarizes the impact of Hurricane Ida on ELL's distribution system and discusses the significant restoration work done by the Company following the storm,

including the Company's interaction with stakeholders before, during, and after the storm. Mr. Hawkins also presents the distribution-related storm costs incurred by the Company.

- Michelle P. Bourg – Vice President, Asset Management for ESL. Ms. Bourg describes ELL's transmission system as well as the Entergy Transmission Organization. She also describes the damage suffered by the Company's transmission system from Hurricane Ida; the work that was undertaken to restore the system; and the resources used to restore service. Finally, Ms. Bourg presents the total transmission-related costs necessary to restore ELL's transmission system.
- Jason Willis – Vice President, Power Plant Operations for ESL. Mr. Willis summarizes the effect of Hurricane Ida on ELL's power generation assets and the Company's efforts to restore the generating capability of its generation facilities following the storm. Mr. Willis also presents the generation-related storm costs incurred by the Company.
- Amy M. Parker – Partner with Deloitte and Touche LLP. Ms. Parker discusses the results of an independent attestation examination of the Company's summary of storm costs.
- Barry D. Keim, Ph.D. – State Climatologist for the State of Louisiana and the Richard J. Russell Professor in the Department of Geography & Anthropology at Louisiana State University in Baton Rouge, Louisiana. Dr. Keim provides information about Hurricane Ida and its place in history among storms that have impacted Louisiana.

IX. CONCLUSION

Q53. WERE THE COSTS INCURRED BY ELL IN ITS RESPONSE TO HURRICANE IDA REASONABLE AND NECESSARY?

A. Yes. The costs were necessary to restore service to customers and to repair and/or reconstruct the generation, transmission, and distribution systems promptly and safely in the wake of the damage caused by Hurricane Ida within ELL's service area. While the amounts expended on materials, labor, and the other cost categories were substantial, the public interest required that ELL restore service as quickly as reasonably and safely possible. Had ELL not acquired these resources in the manner that it did, the restoration of the transmission and distribution systems to provide power to essential facilities like water plants, sewerage-treatment plants, hospitals, nursing homes, and law enforcement facilities, as well as industries critical to the regional, state, and national economies, would have taken substantially longer, as would the time period for restoring power to other customers throughout ELL's service area. Thus, under the circumstances, which include safety and supply-chain challenges presented by COVID-19, the costs incurred were necessary to restore power safely, timely, and efficiently. Those costs were also reasonable considering that the Company put in place appropriate measures to procure and monitor the material and personnel resources used for the restoration of its electric system.

Q54. IN THE LIGHT OF THE FACTS KNOWN TO THE COMPANY AT THE TIME, WAS IT NECESSARY AND REASONABLE FOR THE COMPANY TO ACQUIRE AND UTILIZE THE RESOURCES THAT IT DID TO COMPLETE RESTORATION OF SERVICE AND RECONSTRUCTION OF ITS FACILITIES?

A. Yes.

Q55. DOES THIS CONCLUDE YOUR DIRECT TESTIMONY?

A. Yes, at this time.

AFFIDAVIT

STATE OF LOUISIANA

PARISH OF JEFFERSON

NOW BEFORE ME, the undersigned authority, personally came and appeared, **Phillip R. May**, who after being duly sworn by me, did depose and say:

That the above and foregoing is his sworn testimony in this proceeding and that he knows the contents thereof, that the same are true as stated, except as to matters and things, if any, stated on information and belief, and that as to those matters and things, he verily believes them to be true.

Phillip R. May

SWORN TO AND SUBSCRIBED BEFORE ME

THIS 19 DAY OF APRIL, 2022

NOTARY PUBLIC # 38517

My commission expires: _____

JON A. MAJEWSKI
NOTARY PUBLIC, Jefferson Parish, LA
My commission is for life.

Listing of Previous Testimony Filed by Phillip R. May

DATE	TYPE	SUBJECT MATTER	REGULATORY BODY	DOCKET NO.
05/31/2000	Direct	UCOS & ECOM	PUCT	22356
08/28/2000	Supplemental Direct	UCOS & ECOM	PUCT	22356
03/30/2001	Rebuttal	UCOS & ECOM	PUCT	22356
05/15/2001	Settlement	Stranded Costs	LPSC	U-22092
05/15/2001	Settlement	Stranded Costs	LPSC	U-20925
06/25/2001	Direct	Qualified Power Region	PUCT	24309
06/29/2001	Direct	Transition to Competition Costs	APSC	01-041-U
07/02/2001	Direct	Price to Beat	PUCT	24336
09/25/2001	Rebuttal	Price to Beat	PUCT	24336
05/08/2002	Supplemental	Price to Beat	PUCT	24336
07/12/2002	Supplemental Rebuttal	Price to Beat	PUCT	24336
03/01/2004	Supplemental	Business Separation Plan	LPSC	U-21453 (Sub. B)
08/25/2004	Direct	2004 Rate Case	PUCT	30123
05/17/2005	Direct	Formula Rate Plan & Generation Performance Based Resource Plan	Council of the City of N.O. ("Council")	UD-01-04 & UD-03-01
07/05/2005	Direct	Capacity Rider	PUCT	31315
08/15/2005	Direct	TTC	PUCT	31544
10/05/2005	Rebuttal	Capacity Rider	PUCT	31315
02/10/2006	Rebuttal	TTC	PUCT	31544
04/26/2006	Direct	Jurisdictional Separation Plan	LPSC	U-21453 (Sub. J)
05/14/2007	Rebuttal	TTC Plan	PUCT	33687
09/26/2007	Direct	2007 Rate Case	PUCT	34800
05/02/2008	Rebuttal	2007 Rate Case	PUCT	34800
12/12/2008	Answering	Spindletop	FERC	EL08-51-002
01/09/2009	Direct	Bandwidth	FERC	ER08-1056-002
02/03/2009	Cross Answering	Spindletop	FERC	ER08-51-002
09/18/2009	Direct	PCRF	PUCT	37482
10/09/2009	Direct	Bandwidth	FERC	ER09-1224-001
12/21/2009	Direct	2009 Rate Case	PUCT	37744
09/01/2010	Direct	ICT	LPSC	S-31509
09/20/2010	Direct	ICT	Council	undocketed
10/12/2010	Answering	Depreciation Complaint	FERC	EL10-55-001
10/25/2010	Cross Answering	Depreciation Complaint	FERC	EL10-55-001
02/23/2011	Rebuttal	Depreciation Complaint	FERC	EL10-55-001
7/22/2011	Direct	MSS-4 Repricing	Council	UD-11-02
11/28/2011	Direct	2011 Rate Case	PUCT	39896
1/26/2012	Supplemental Direct	CGS	PUCT	38951
4/13/2012	Rebuttal	2011 Rate Case	PUCT	39896
4/24/2012	Supplemental Rebuttal	CGS	PUCT	38951
4/30/2012	Direct	MISO Change of Control	PUCT	40346
9/5/2012	Direct	ITC Transaction	LPSC	U-32538
9/12/2012	Direct	ITC Transaction	Council	UD-12-01
2/15/2013	Direct	EGSL 2013 Rate Case	LPSC	U-32707
2/15/2013	Direct	ELL 2013 Rate Case	LPSC	U-32708
3/28/2013	Direct	ELL Algiers 2013 Rate Case	Council	UD-13-01
4/9/2013	Direct	ELL EGSL Hurricane Isaac Storm Recovery	LPSC	U-32674
5/21/2013	Rebuttal	ITC Transaction	LPSC	U-32538

DATE	TYPE	SUBJECT MATTER	REGULATORY BODY	DOCKET NO.
5/29/2013	Errata-Rebuttal	ITC Transaction	LPSC	U-32538
2/18/2014	Rebuttal	ELL Algiers 2013 Rate Case	Council	UD-13-01
4/04/2014	Rejoinder	ELL Algiers 2013 Rate Case	Council	UD-13-01
9/30/2014	Direct	ELL/EGSL Business Combination	LPSC	U-33244
11/06/2014	Direct	ELL/EGSL Business Combination	Council	UD-14-03
1/13/2015	Direct	EGSL Union Power Station	LPSC	U-33510
5/1/2015	Rebuttal	ELL/EGSL Business Combination	LPSC	U-33244
6/5/2015	Direct	Ninemile 6 Prudence Review	LPSC	U-33633
7/13/2015	Settlement	ELL/EGSL Business Combination	LPSC	U-33244
8/25/2015	Direct	St. Charles Power Station	LPSC	U-33770
3/11/2016	Rebuttal	St. Charles Power Station	LPSC	U-33770
11/2/2016	Direct	Lake Charles Power Station	LPSC	U-34283
11/15/2016	Direct	Oxy PPA Amendment	LPSC	U-34303
11/22/2016	Direct	Advanced Metering System	LPSC	U-34320
2/23/2017	Direct	Carville PPA	LPSC	U-34401
4/21/2017	Direct	MISO Renewal	LPSC	U-34447
4/24/2017	Rebuttal	Lake Charles Power Station	LPSC	U-34283
5/23/2017	Direct	Washington Parish Energy Center	LPSC	U-34472
8/21/2017	Direct	2016 FRP Extension	LPSC	U-34631
5/29/2020	Direct	ELL FRP Extension	LPSC	U-35565
6/24/2020	Direct	J. Wayne Leonard Power Station Prudence Review	LPSC	U-35581
10/14/2020	Direct	ELL Laura Interim Financing	LPSC	U-35762
4/30/2021	Direct	ELL Storm Recovery Filing	LPSC	U-35991
9/8/2021	Direct	1803 Application	LPSC	U-35927
9/22/2021	Direct	ELL Ida Interim Financing	LPSC	U-36154
9/30/2021	Direct	ELL Storm Recovery Filing (3rd Supp. App.)	LPSC	U-35991
11/9/2021	Direct	ELL Solar Portfolio and Green Tariff	LPSC	U-36190
12/8/2021	Direct	ELL Lake Charles Prudence Review	LPSC	U-36222
1/31/2022	Direct	JDEC NextEra Joint Application	LPSC	U-36135
2/14/2022	Direct	DEMCO NextEra Joint Application	LPSC	U-36133

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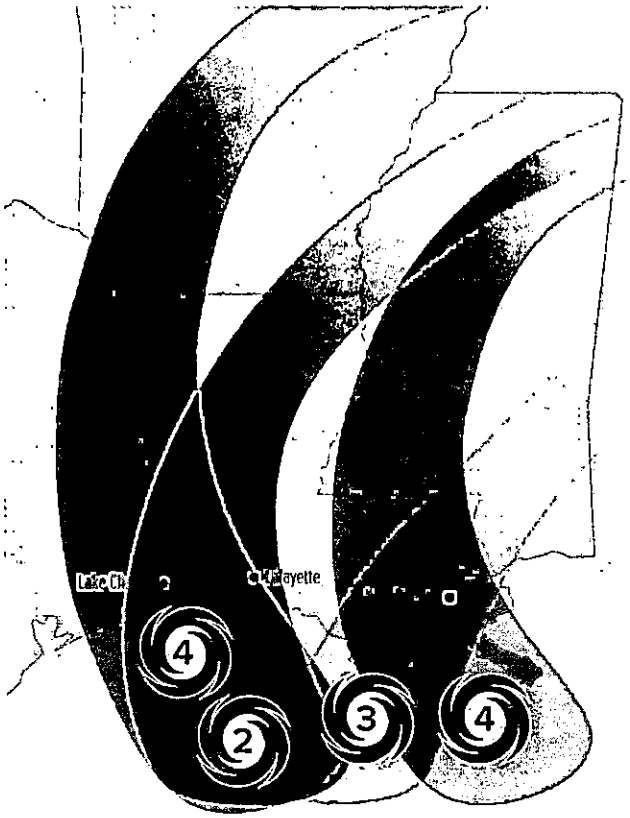
Hurricane Ida Recovery Application of Entergy Louisiana, LLC

Executive Summary

Back-to-Back Historic Storm Seasons in 2020 and 2021



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Hurricane Ida

Landfall: Port Fouchon, LA on August 29

Category 4: 150 mph sustained winds

Hurricane Laura

Landfall: Cameron, LA on August 27

Category 4: 150 mph sustained winds

Hurricane Delta

Landfall: Creole, LA on October 9

Category 2: 100 mph sustained winds

Hurricane Zeta

Landfall: Cocodrie, LA on October 28

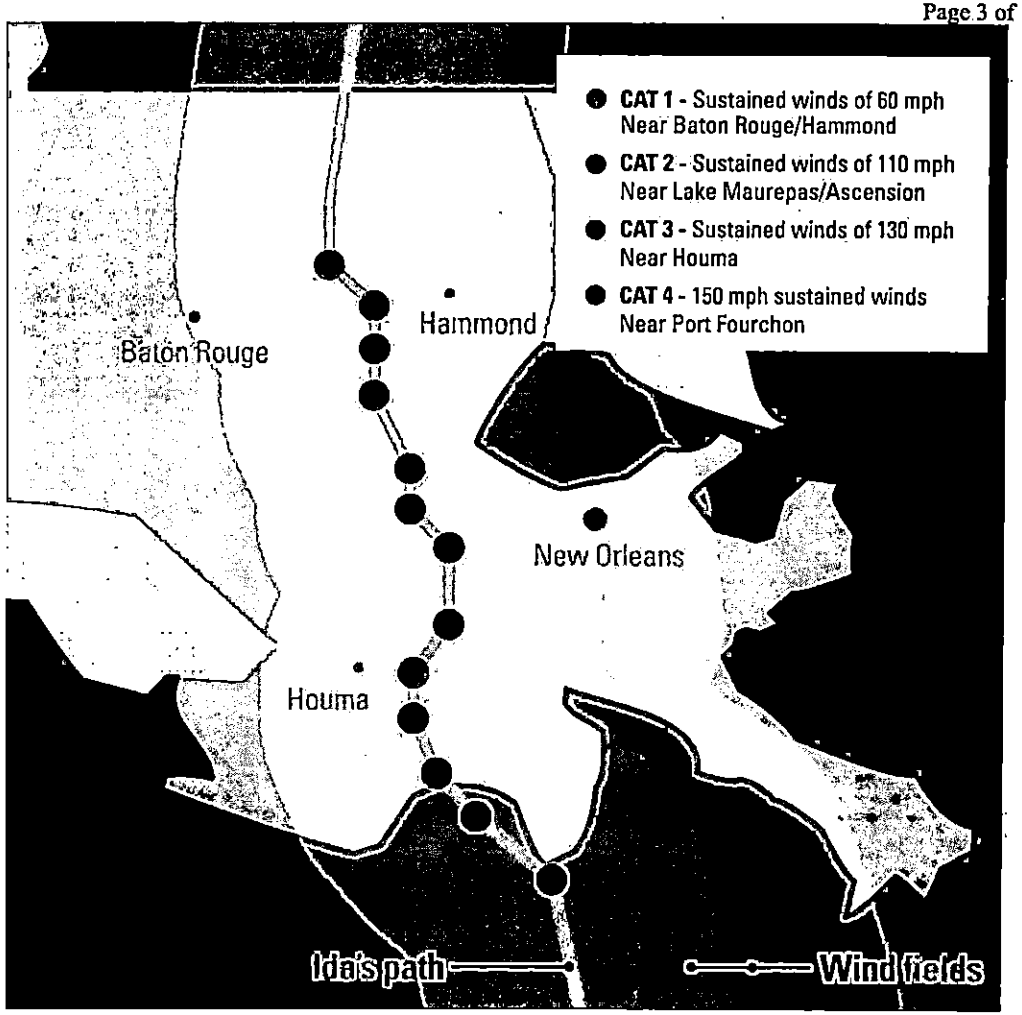
Category 3: 110 mph sustained winds

Ida's Long Path of Destruction

On August 29, 2021, on the 16th anniversary of Hurricane Katrina, Hurricane Ida made landfall as an extremely dangerous Category 4 hurricane near Port Fourchon, Louisiana, with maximum sustained winds of 150 mph and gusts recorded reaching 172 mph in the area.

Ida has tied two other hurricanes for the strongest landfall on record in the state of Louisiana, based on maximum wind speeds. Laura had 150-mph winds when it tracked into southwest Louisiana last year. The other hurricane to make landfall in Louisiana with winds that high was in 1856.

Hurricane Ida retained hurricane strength as it traveled across ELL's service territory causing severe damage to the Entergy distribution and transmission systems resulting in a peak of nearly 697,000 outages for ELL. Remnants of Ida slowly moved northeastward through the country, producing dangerous tornadoes and flooding for communities in the northeast U.S. days after leaving its mark in our service area.



Hurricane Ida Caused Catastrophic Damage to ELL's Utility System and the Communities We Serve

Hurricane Ida's fury resulted in some communities deemed as uninhabitable as storm surge up to 14 feet was reported, bringing heavy rain, tornadoes, flooding and loss of life.

Damages by the numbers:

- ~30,000 poles
- ~5,600 transformers
- ~35,000 spans of conductor
- ~21,000 cross-arms
- ~530 transmission structures, ~90 substations, and ~200 transmission lines

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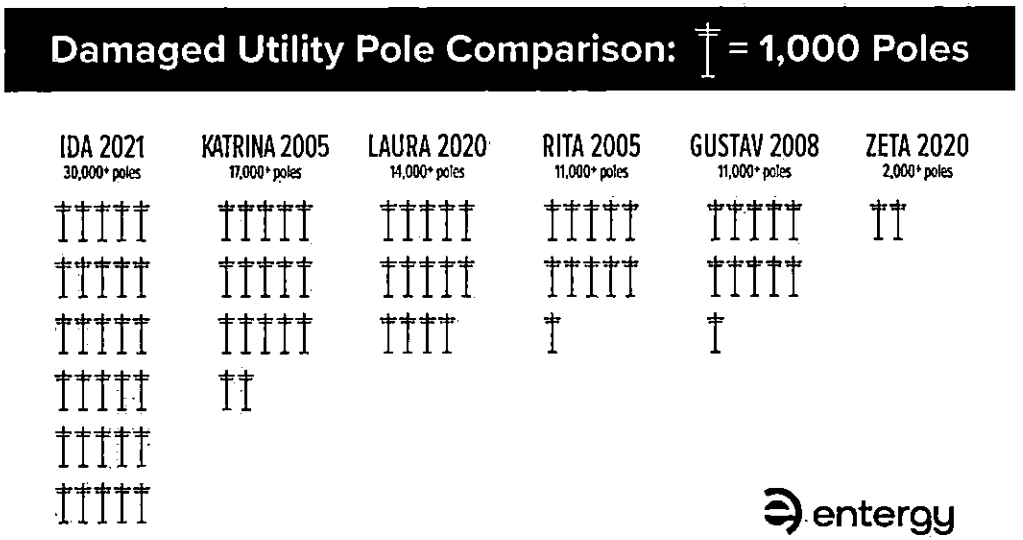
Unprecedented Distribution Damage Across Our Service Territory

Number of damaged or destroyed distribution poles double that of Laura and more than Katrina, Ike, Delta and Zeta combined

- Ida's damage to Entergy's distribution system surpassed that of all major hurricanes since 2005.
- Of the nearly 30,000 poles damaged, nearly 80% were from those most heavily impacted areas where the electric network had to be rebuilt.



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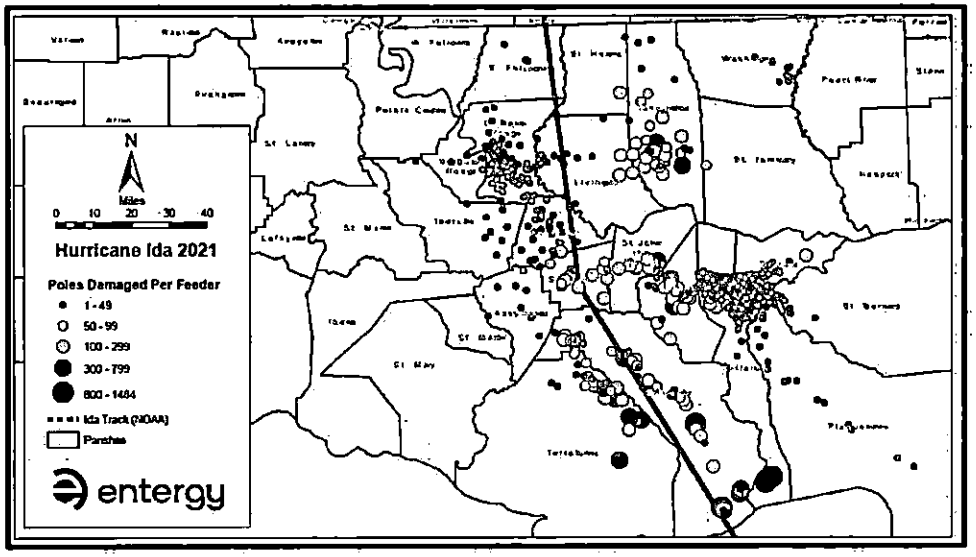
Pole Damage in Hurricane Ida's Path



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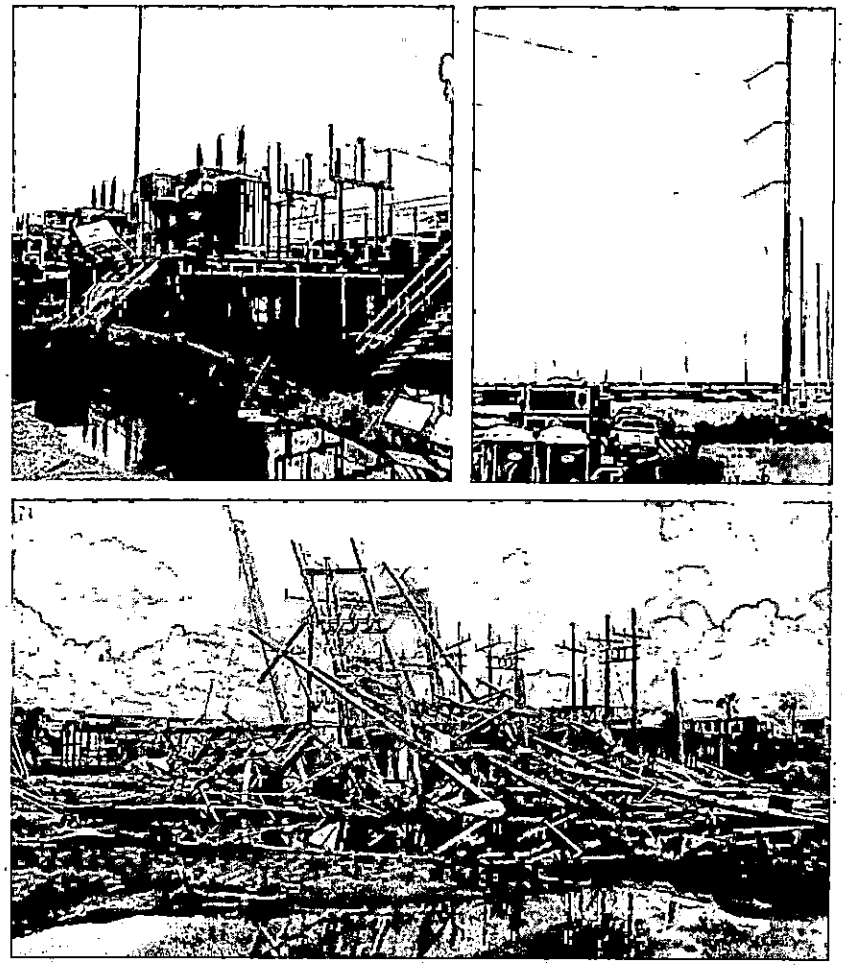
Transmission System Performed Well

While the distribution system was severely impacted by Hurricane Ida, we also had damage to our transmission system, although not anywhere near the level of damage that was inflicted on the distribution system. In the Greater New Orleans area, eight major transmission lines were rendered out of service late in the evening of Aug. 29 as a result of Ida's intense winds, leading to an imbalance of load and resulting in generation in the area coming offline.

By early Sept. 1, we were able to bring back the first connection to the grid and restore the first lights in the area. With the addition of two more connections on Sept. 2, needed redundancy was restored, and we were able to handle all available load in the area.

Since 2013, Entergy Louisiana has invested approximately $3 billion in its transmission system. Ida demonstrated the resiliency benefits of these investments. Along a transmission path where the storm made landfall along the coast, fewer than 1% of the newer, more resilient structures were destroyed.

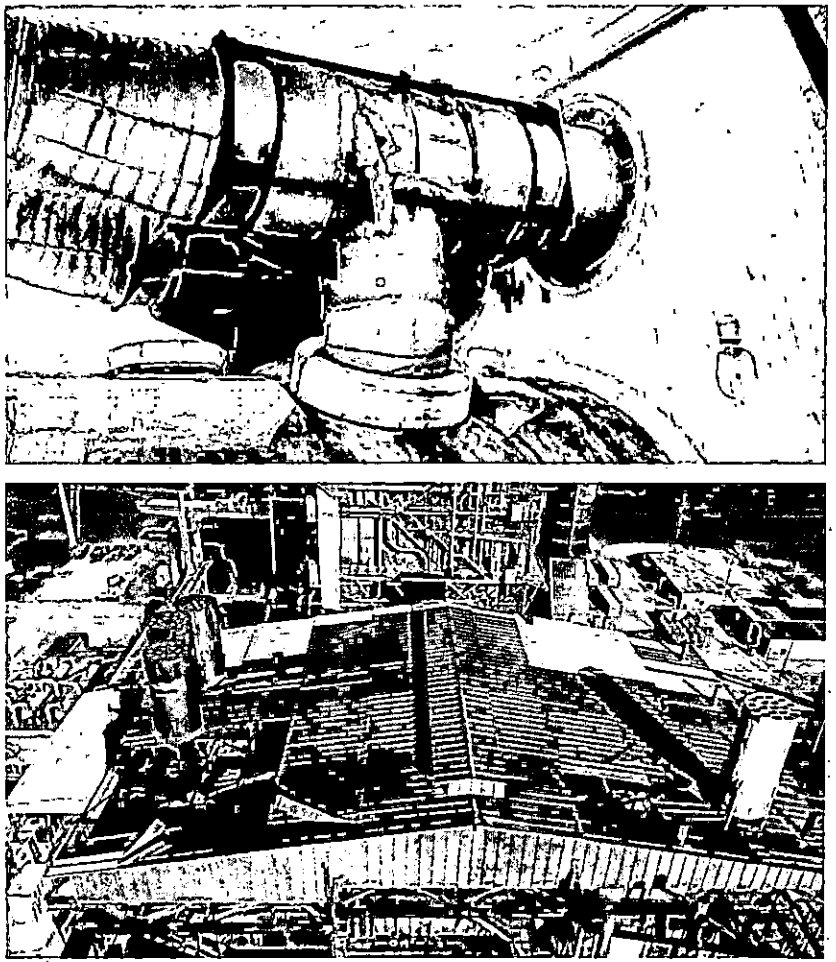


Power Generation Sustained Damage As Well

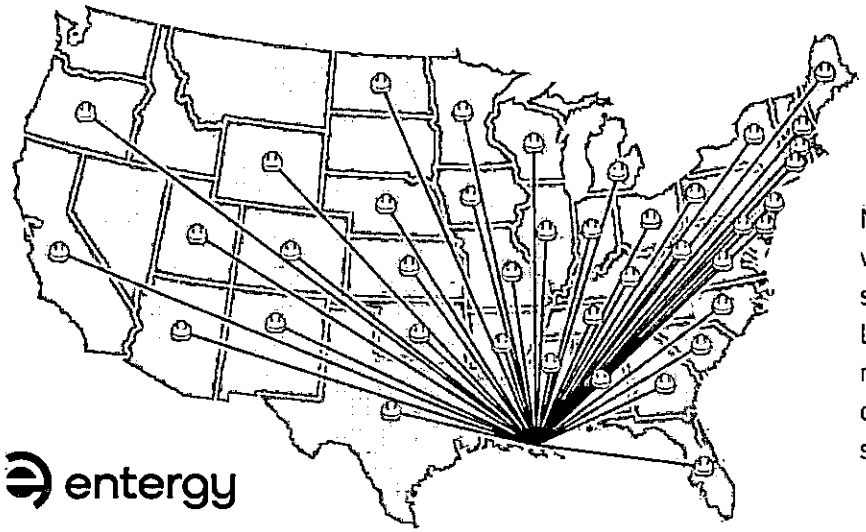
As Ida traveled through southeast Louisiana, it caused damage requiring repair to four power-generating plants: J. Wayne Leonard, Ninemile Point, Little Gypsy and Waterford.

New Orleans Power Station and Ninemile 6 were immediately available and were integral in returning the first lights to the Greater New Orleans area Sept. 1.

Although damaged by Ida's winds, J. Wayne Leonard was brought back online within six days, ensuring adequate generation capacity was available to serve the load in the affected areas.



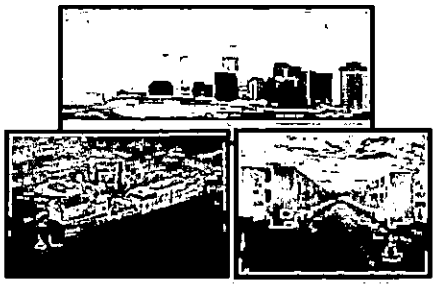
Hurricane Ida Restoration is a Nationwide Effort



More than 27,000 workers from 41 states came to Louisiana to help restore service as quickly and as safely as possible.

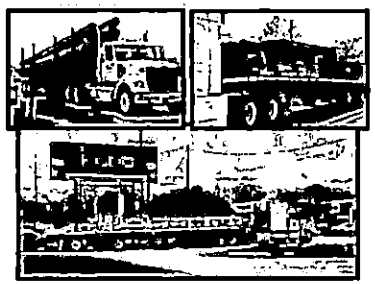
In response to the widespread devastation caused by the storm, Entergy deployed the largest restoration effort it has ever mobilized – amid a pandemic.

Unique Challenges From Hurricane Ida



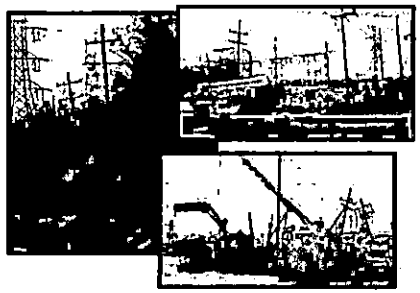
Logistics

Creative solutions to house and feed ~27,000 resources



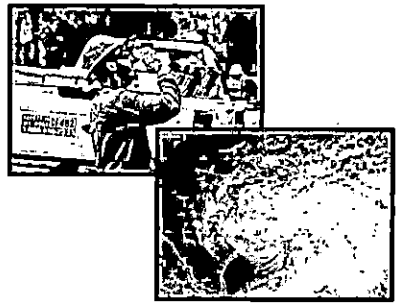
Materials / Supply Chain

Sheer magnitude of damage caused by Ida placed additional burden on an already fragile supply chain



Accessibility

Special equipment required to access marshy, coastal areas as well as rear lots



Heat / Environment/ COVID

Safety top priority including keeping crews hydrated in hot and humid conditions

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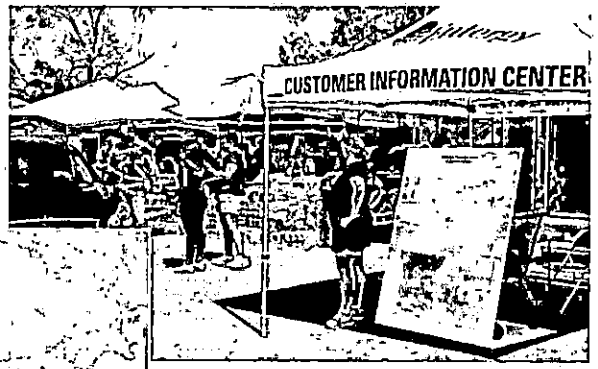
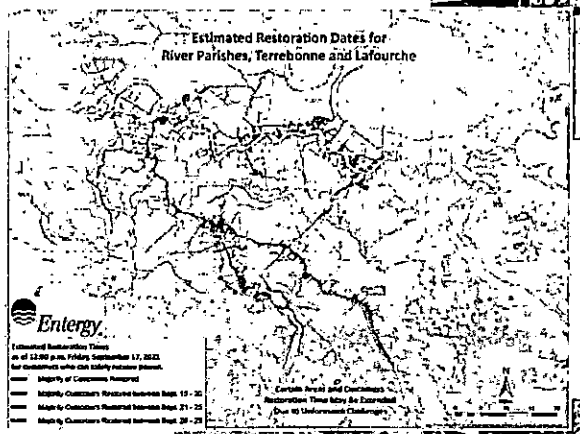
Our Customers, Our Community

Customer service deployed Customer Information Centers across Southeast Louisiana throughout the restoration for customers to speak with an Entergy representative in person about the status of restoration in their area. In partnership with corporate communications digital media team, maps by area with estimated restoration times across the affected area were created and deployed on Entergy's Storm Center.

These efforts, in combination with proactive messaging by text, email, alert messages and phone calls, kept customers updated, allowing them to make personal plans for their own rebuilding efforts.





Stakeholder Communications

Our team proactively engaged governmental and regulatory stakeholders throughout the entirety of the incident-response process, assisting with requests from and to governmental and regulatory agencies.

Additionally, in preparation for the storm and throughout restoration, we staffed local/state emergency operations centers and federal response centers with DOE, FEMA and other federal agencies.

"Entergy is doing fantastic. And them coming to bring that food today to help us out, that's a big help. Just hang in there. We're going to get through this. I promise you."

---Ed Reinhardt, Mayor of Lockport

"Entergy has decided that they're going to come and put people right here, in the Walmart parking lot and show that they are here for the people of St. Charles Parish."

---Matthew Jewell, St. Charles Parish President

"I am so grateful for Entergy's response…You bring comfort. You bring hope. And of course, you bring power. So grateful for what you're doing."

---Steven Nosacka, Mayor of Gramercy

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Hurricane Ida Costs

The costs incurred by ELL to repair the catastrophic damage caused by Hurricane Ida through March 31, 2022.

Estimated additional costs after March 31, 2022.

Total Gross Storm Costs

All of these costs were both reasonable and necessary to repair and/or rebuild ELL's transmission, distribution, and generation systems promptly, safely, and efficiently in the wake of the damage caused by Hurricane Ida.

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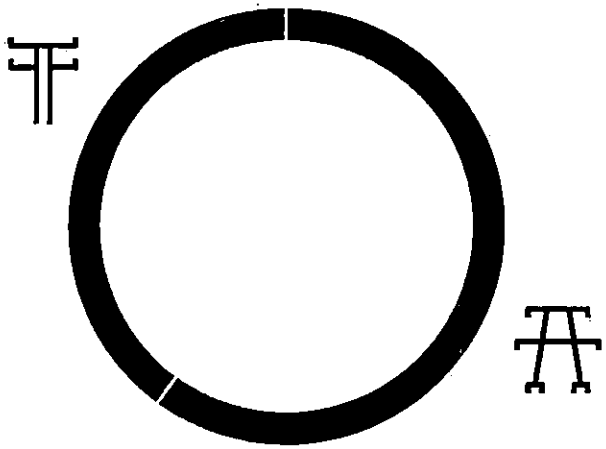
Significant Transmission and Distribution Investment

2013–2021 capital investment by function excluding storm expenditures



Transmission – $3.0B

Distribution – $2.0B

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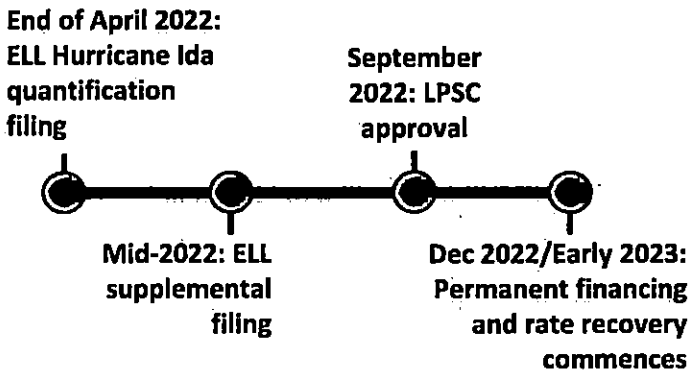
Proposed Timeline



Timely action provides key benefits:

- Sends a supportive signal to the credit rating agencies that have expressed concern about the level of storm costs advanced by ELL on behalf of customers
- Allows ELL to implement LPSC-approved financing while rates are relatively low
- Help reduce the amount of carrying costs prior to permanent financing

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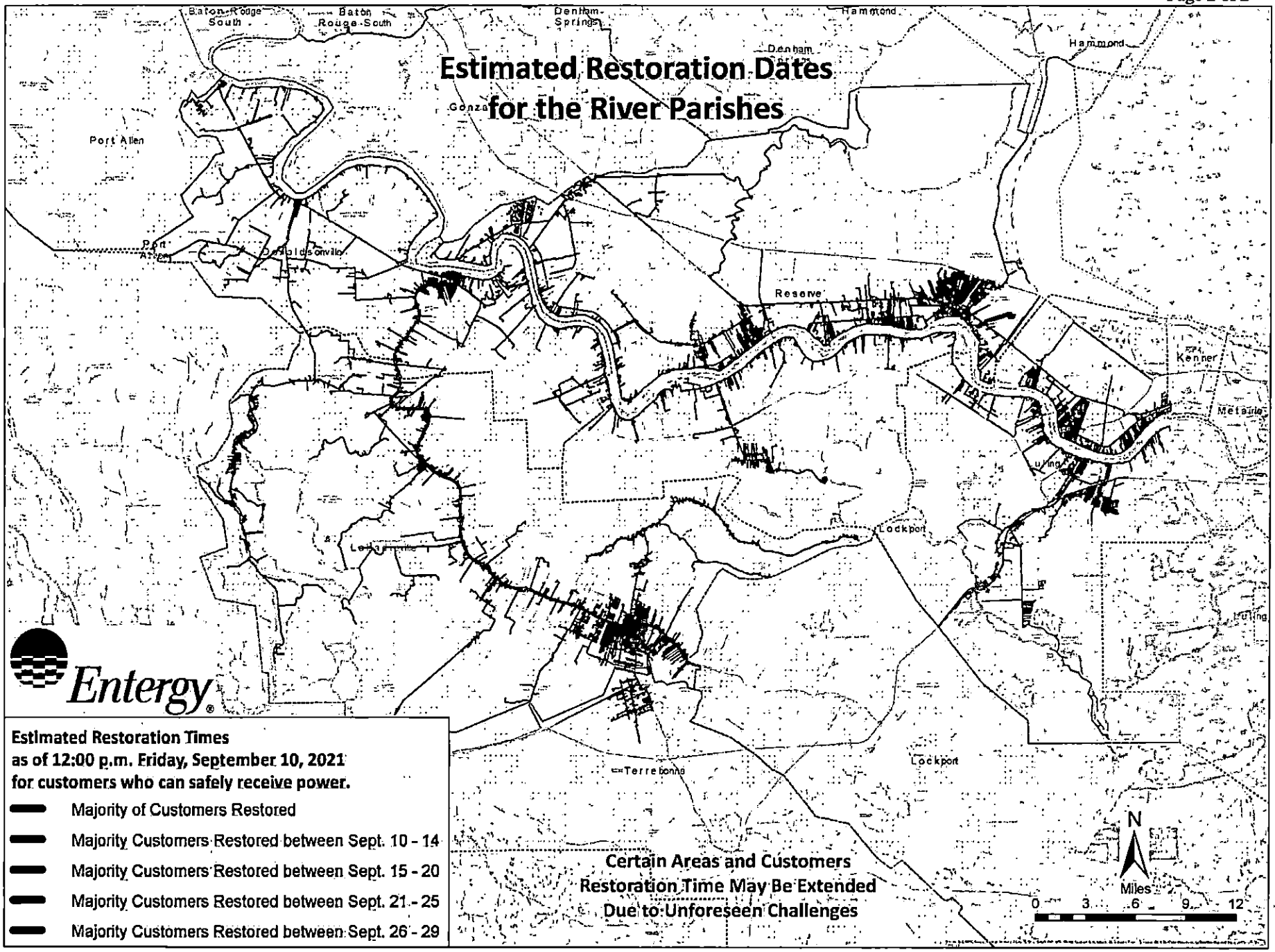
Entergy
CUSTOMER INFORMATION CE
Estimated Restoration Dates
for the River Parishes
Entergy
Entergy


Estimated Restoration Dates
for the River Parishes
Baton Rouge South
Baton Rouge South
Denham Springs
Denham
Hammond
Hammond
Port Allen
Port Allen
Reserve
Kenner
Metairie
Lockport
Lockport
Terrebonne
Entergy
Estimated Restoration Times
as of 12:00 p.m. Friday, September 10, 2021
for customers who can safely receive power.
Majority of Customers Restored
Majority Customers Restored between Sept. 10 - 14
Majority Customers Restored between Sept. 15 - 20
Majority Customers Restored between Sept. 21 - 25
Majority Customers Restored between Sept. 26 - 29
Certain Areas and Customers
Restoration Time May Be Extended
Due to Unforeseen Challenges
N
Miles
0 3 6 9 12