

# OPERATION: STORM READY

*HOPING FOR THE BEST, BUT PREPARED FOR THE WORST.*

Hurricane  
Preparation

Thunderstorm  
Preparation

Tornado  
Preparation

Extreme Winter  
Weather Preparation

Get Prepared! Make a  
Plan and Make a Kit.

After the Storm

Stay safe with these lifesaving tips.

The Entergy plan for SEVERE weather.





# OPERATION: STORM READY

## The Entergy plan to deal with severe weather.

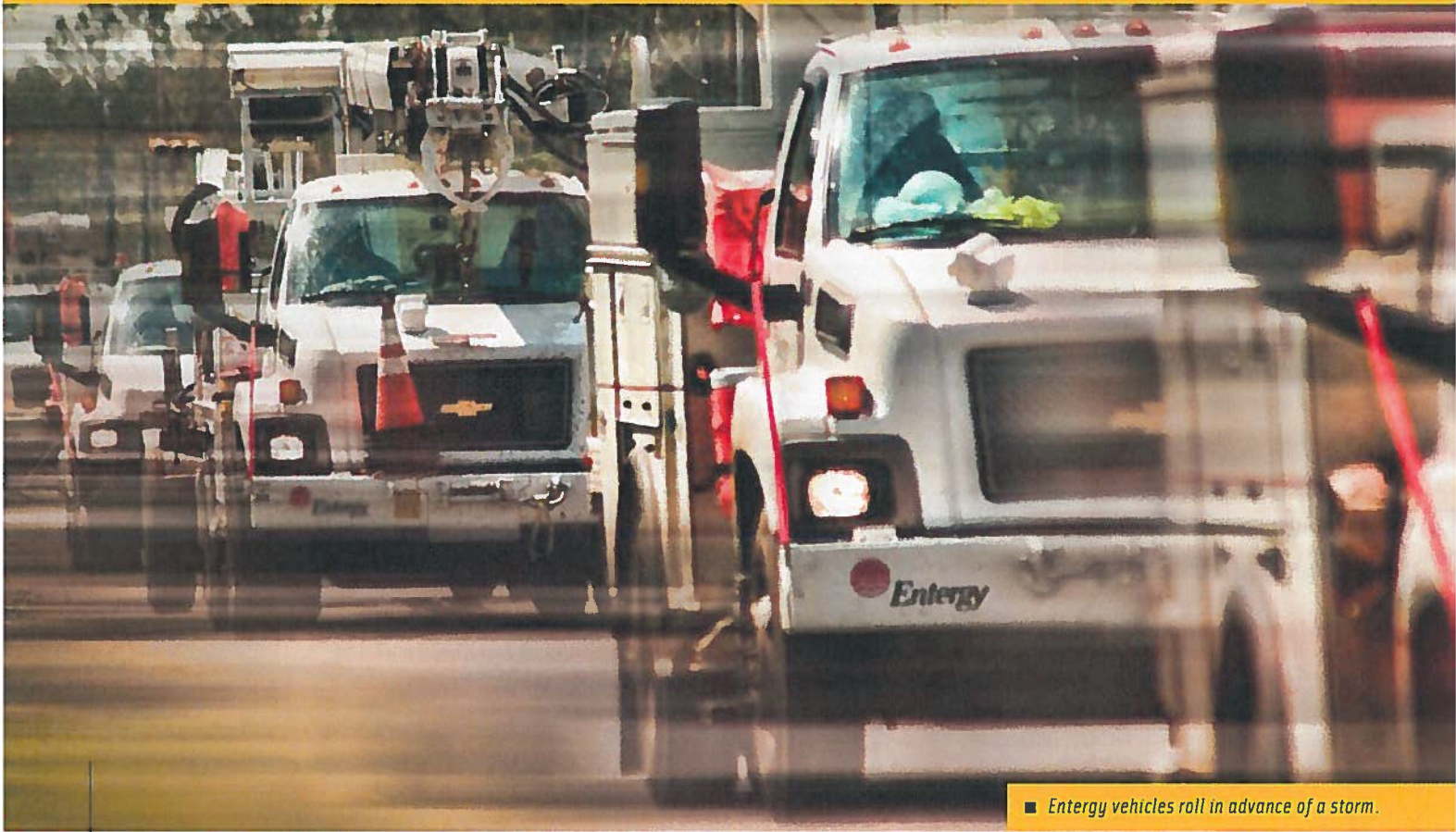
When weather phenomena strike, Entergy is well prepared to get your lights back on safely and as quickly as possible. We rely on our continuous cycle of planning, preparation and training. We call it Operation: Storm Ready.

As you read this booklet, you will learn how Operation: Storm Ready prepares us all gear-round to deal with the weather threats that affect our system and customers like you. You will find valuable information and tips to help you create your own plan and how to prepare for severe weather that will help keep you and your loved ones safe. You will also learn how to find information to keep you informed about outages and the status of repairs on our website, [entergystormcenter.com](http://entergystormcenter.com).

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■ Entergy vehicles roll in advance of a storm.

## OPERATION: STORM READY

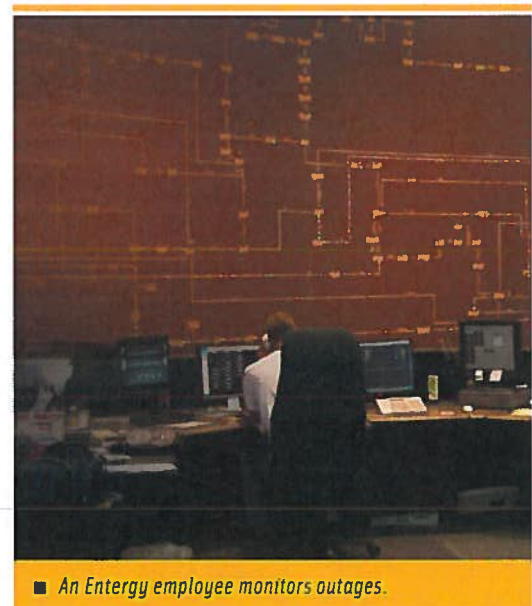
*Prepared for every weather situation that comes our way.*

It's the news no one wants to hear: *severe weather is on the way.* In next to no time, the sky darkens. The wind begins to howl. Then the rain comes down in relentless sheets. Everyone begins to wonder, "What will happen after the storm has passed?"

"When there's a storm in the Gulf of Mexico, that's not the first time to be thinking about how you're going to go about restoring power," said Greg Grillo, Entergy's storm incident commander. "We follow a very detailed, rehearsed plan that has worked well for us during storm recovery." Entergy serves areas that are prone to some of the most severe weather situations in the United States: ice storms, tornadoes, violent thunderstorms and of course, hurricanes. To combat those and other perils, we have a plan of

continuous preparation, training and action. We call that plan Operation: Storm Ready.

Entergy plans restoration efforts months before the first sign of foul weather. "We have reciprocal mutual assistance agreements in place with utility providers in nearby states, to help us to build the needed work force to get your lights back on as safely and quickly as possible," Grillo said



■ An Entergy employee monitors outages.

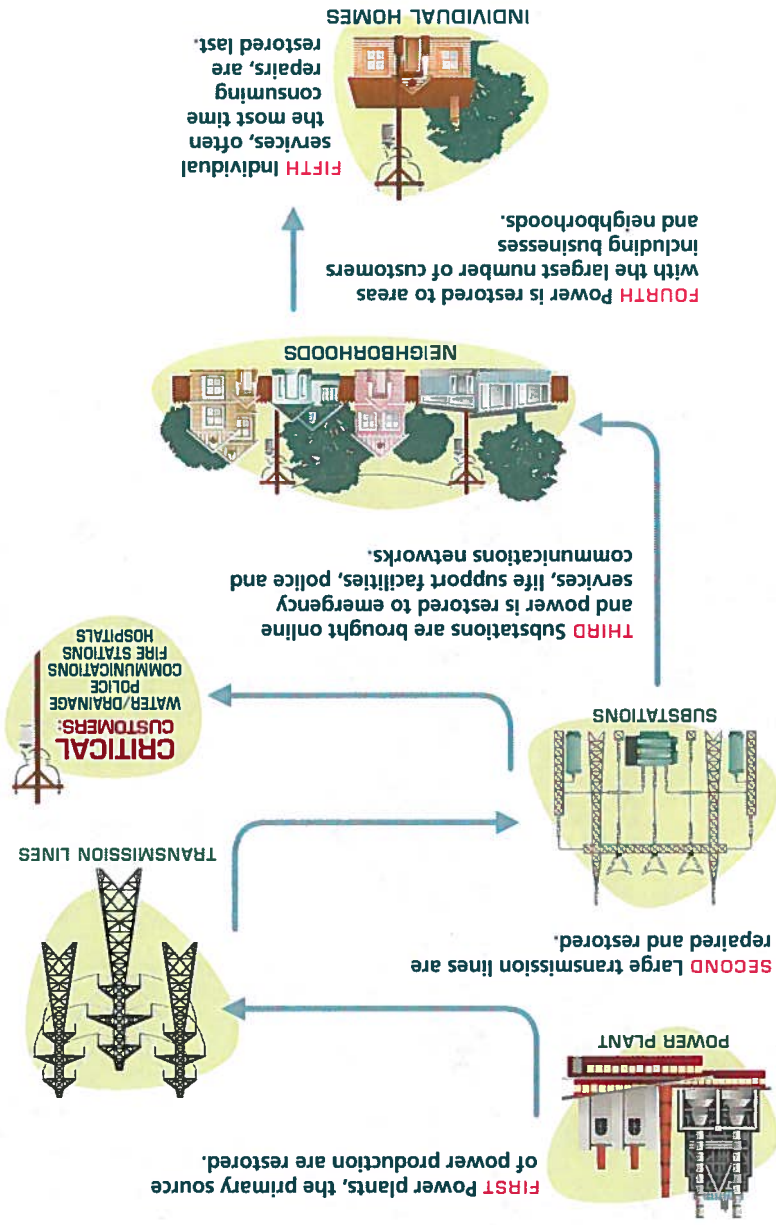
Monitoring weather threats is a full-time job, 24/7, 365 days a year. The company views Operation: Storm Ready as a state of rolling readiness. "At the hint of trouble, the action part of our plan is activated," said Mike Fricke, a member of the Energy System Outage Response group. "That means consulting weather forecast experts, monitoring weather reports and putting our recovery, logistics and materials supply teams on alert."

"It also means preparing for the worst, but hoping for the best," Grillo added.

"When a weather threat is confirmed, Entergy uses weather forecasts and computer models based on knowledge from past storms to predict an estimated number and duration of outages that could occur," Fricke explained. "If needed, some Entergy crews and materials that are at risk from the storm are evacuated from the area before it hits. Those crews are positioned far enough away for their safety, but close enough to respond quickly when it is safe to do so after the storm has passed."

### A PROVEN PLAN TO RESTORE POWER

After the storm passes, Entergy systematically restores power. Damage assessment teams fan out and identify trouble areas. Entergy follows industry-proven best practices, restoring power from upstream to downstream, meaning power is restored first at the generation plants. Then repairs "flow" downstream, following



Power is restored at the generation plant first, then repairs "flow" downstream to critical needs, then to neighborhoods and then to individual homes.

the transmission lines and substations. Once generation and transmission are back on line, power is restored to critical community infrastructure such as hospitals, water treatment plants, police and fire stations, and communications. Once these priority needs are met, power is restored to homes and businesses and contractors is a core value of Entergy. Cruz emphasized that the company's restoration efforts continue 24 hours a day and at a deliberate pace to ensure safety and to sustain the repairs.

"It doesn't do you much good to have a line up in your backyard if you don't have a power plant able to accept it."

## ENTERGY STORM CENTER > ENTERGY.COM

Home

Operation: Storm Ready

OPERATION: STORM READY

Generator Safety

Safety

Preparation

Restoration Process

VIEW OUTAGES

Map to check the outage on progress in your area

Operation: Storm Ready

Operation: Storm Ready. At Entergy, storm preparation is a continuous cycle without a beginning or end. It is through this strategic set of action steps that we are able to respond, restore, and safely reconnect our customers' power mo...

Check out our Youtube channel - Read article -

NEWS UPDATES

Browse by Area / RSS Feeds / Twitter

Entergy

UPDATES BY AREA

- Arkansas System
- Arkansas
- Louisiana
- New Orleans
- Mississippi
- Texas

ENTERGY UTILITY LINKS

MEDIA RESOURCES

OTHER LINKS

Emergency News Releases

No updates at this time

■ Outage information and more is available from our website, [entergystormcenter.com](http://entergystormcenter.com).

### ENTERGYSTORMCENTER.COM INFORMATION IS A CLICK AWAY

Keeping customers informed after a storm is a top priority. "Our website, [entergystormcenter.com](http://entergystormcenter.com), gives you up-to-date information about outages in your area," said Dodie Langley, an Entergy customer service representative. "We're committed to providing our customers with accurate and timely information about what's happening in our system.

"Entergystormcenter.com is a great example. It allows customers to click and learn about outages, find the status of restoration in their area and get estimated restoration times on an almost real-time basis. You can find good information about what you can do before and after a storm to keep your loved ones safe until things get back to normal. You can also reach us by phone at 1-800-ENTERGY."

The importance of safety during a storm restoration applies to our customers as well as our employees. Customers need to remember there is no way to know if a downed line is energized or not, so when you see one, play it safe. Keep your distance from downed lines and call 1-800-ENTERGY (364-3749).

### IT TAKES AN ARMY TO RESTORE THE VILLAGE

When a storm hits, the affected area can't always accommodate an influx of thousands of restoration workers. Hotels, restaurants and fuel for vehicles may not be available. Since local infrastructure may not be intact during a restoration, to support this vast number of workers Entergy sets up base camps, known as staging sites. These tent cities provide lodging, dining and sanitary facilities for workers in the field, as well as vehicle maintenance and supply depots. The sites are usually set up within 24 hours of the weather event.

The line and vegetation crews may be the most visible part of the restoration, but many other employees are working behind the scenes, too. Workers from all areas of Entergy work at many critical locations including staging sites, dispatch centers, customer service centers and material supply sites. They provide the support needed to keep the restoration moving.

"A lot more goes into restoring power than repairing lines," said Tony Adams, an Entergy safety specialist. "From a safety perspective, we have to house all these workers and take care of them. If we can provide for their needs, we can get them to concentrate on their repair work. They don't have to worry about where their next meal is going to be or where they're going to sleep. They can concentrate on getting the lights back on and working safely."

### LESSONS LEARNED, KNOWLEDGE EARNED

Staying storm ready means that as soon as a weather event ends and power is restored, the learning and training phases of the plan begin again. Entergy teams meet several times a year to review recent storms, drill new storm scenarios and learn what worked well and which plans can be further refined. The System Outage Response group works year round to continuously monitor weather patterns that may affect Entergy's system, review past storm responses and refine recovery plans.



■ Staging sites provide restoration workers lodging, dining and equipment depot facilities.

## Before, during and after a storm, everyone has a role, including our customers.



■ Command centers like this are set up to control the restoration efforts and monitor weather.

We've put a lot of time and effort into making a plan in advance, exercising that plan and going through drills, making sure that we know our responsibilities as a company.

"But just as important, every customer needs to have a personal plan for what to do for themselves and their families when a storm threatens. It's important to think that through in advance and to take every storm threat seriously. Entergy is prepared for every weather threat that comes our way, and we urge you to be prepared, too." Customers can visit [entergystormcenter.com](http://entergystormcenter.com) for tips and other information to prepare for severe weather and to get information on the restoration efforts that follow.

Griilo summed up Entergy's efforts this way: "We monitor. We mobilize. We act. That's the Entergy plan to deal with severe weather. That's what it means to us to be storm ready. Have a plan and stay safe."

"Every storm is different and no amount of planning can cover all situations," Griilo cautioned. "But by consulting weather experts, studying and comparing the restoration results of past storms, and collaborating with mutual assistance partners, as well as our own experienced employees, we can confidently craft the right plan to respond to a particular situation."

### PRACTICE, PRACTICE, PRACTICE

"We use a number of weather experts to help us look for specific weather threats across our system," Fricke reiterated. "The System Outage Response group has the job of making sure that we are continuously and carefully monitoring the potential for threat, then acting on it. You really can't wait until a hurricane is about to make landfall before evacuating and repositioning crews for restoration after the storm passes. We use many tools, such as the track forecast cone and other predictions, to help us determine if our service area will be impacted and where to strategically locate crews for safe and quick restoration."

### HAVING A PLAN BEFOREHAND IS KEY

No matter how much time, effort and material goes into storm restoration, it means nothing without a plan. "Before, during and after a storm, everyone has a role, including our customers. Experts agree that having a personal plan before it is needed is the best way to keep you, our customers, safe and storm ready," Langley said. "That advice goes for Entergy, too."

"Each agency brings its own invaluable experience to the table," Jordan explained. "By working together, we lay out priorities and basic procedures to safely restore power and get back to normal." Meanwhile, Entergy watches the skies for signs of trouble.

drills as well.

Mark Jordan, an Entergy training specialist, said, "Operation: Storm Ready is a continual cycle of preparation, training and action. Entergy teams run drills in fair weather to help us stay sharp, focused and on top of whatever Mother Nature throws our way." Those drills take place throughout the year in coordination with local, state and federal agencies. Entergy's mutual assistance and logistics partners take part in the



■ Entergy employees like Charmaine Sagona and Brandi Schmitt provide logistical support at staging sites and other locations during a restoration.



■ A kit of basic emergency supplies like this is helpful after a storm.

## GET PREPARED! MAKE A PLAN AND MAKE A KIT.

*What you can do to prepare for severe weather.*

Experts agree that having a family emergency plan and a kit of the basic supplies you'll need in an emergency is the best way to be prepared for severe weather. Entergy has plans in place for how we will react to severe weather, and we urge our customers to have one, too.

Preparing your family emergency plan is not complicated. If your family is separated when disaster strikes, having a plan in advance will help you know how you will contact one another and how you will get back together.

A kit of basic emergency supplies and a first aid kit are easy to assemble and are smart ways you can prepare for severe weather. Remember to check the expiration dates on your supplies often and replace the expired items.

### MAKE A PLAN

There are many things to consider when making your family emergency plan. Sit down with your family and decide how you will contact each other, where you will go for safety and what you will do during and after the severe weather has passed. Things to discuss are:

Designate one or more out-of-town contacts.

These people may be reached more easily and can relay messages to your family members if

you should become separated during or after the storm. Make sure you check with your emergency contacts beforehand to make sure they are willing and able to assist you in an emergency.

Important phone numbers.

Be sure every member of your family knows the phone numbers to call your emergency contacts. If you have a cellphone for each family member, that is good and you should program your emergency contacts' phone numbers in as "ICE" (In Case of Emergency). Emergency personnel will often check your ICE listings in order to reach someone you know. Make sure to tell your family and friends that you've listed them as emergency contacts.

Learn to text message. Often times a text message can get around network disruptions when voice communications cannot. Knowing how to send and receive text messages can be an important way to communicate with loved ones.

Decide to stay or go.

- Food, at least a three-day supply of non-perishable food.
- Hand-operated can opener for food (if kit contains canned food).
- Battery-powered or hand-crank radio and a National Oceanic and Atmospheric Administration Weather Radio with tone alert and extra batteries for both.
- Cellphone with charger, inverter or solar charger.



Before the storm approaches, it is important to decide whether you stay where you are or evacuate. You should understand and plan for both possibilities. If you evacuate, you may need several possible destinations to travel to depending on where the storm is headed and should plan accordingly. A mandatory evacuation is just that—mandatory. However, use common sense in reaching your decision. Remember in an emergency, local authorities may or may not immediately be able to provide information on what is happening and what you should do. Radio, TV and the Internet may provide you with official information as it becomes available to help you decide if there is an immediate danger.

Know the plan at work or school.

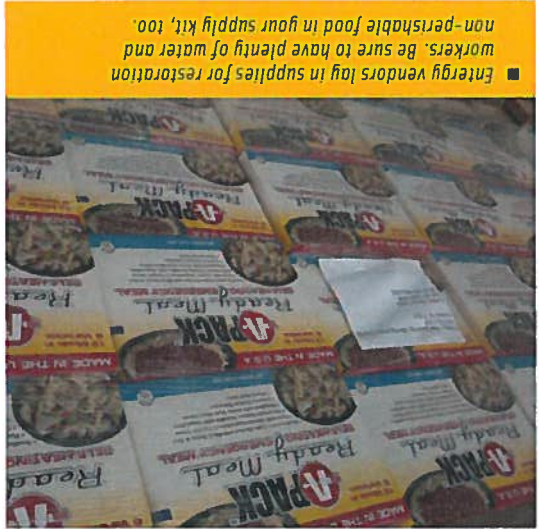
- Flashlight and extra batteries.
- First aid kit with emergency reference material such as a first aid book.
- Complete change of clothing including a long-sleeved shirt, long pants and sturdy shoes. Consider additional clothing if you live in a cold-weather climate.
- Sleeping bag or warm blanket for each person. Consider additional bedding if you live in a cold-weather climate.
- Important family documents such as copies of insurance policies, identification and bank account records in a waterproof, portable container.
- Moist towelettes, garbage bags and plastic ties for personal sanitation.
- Personal hygiene items including feminine supplies.
- Matches in a waterproof container.
- Paper towels.
- Paper cups, plates and plastic utensils or mess kits.
- Cash or traveler's checks and change.
- Paper and pencil.
- Wrench or pliers to turn off utilities.

### MAKE A KIT

After a storm passes, it likely will be some time before things return to normal. It could be hours or days. You may have to fend for yourself and your family until help arrives. The best way to accomplish that is to have a kit ready containing the basic supplies you'll need in an emergency. You can find lists from many sources to help you make your kit, including [entergystormcenter.com](http://entergystormcenter.com), [ready.gov](http://ready.gov), and the American Red Cross ([redcross.org](http://redcross.org)). In general, experts agree your kit could include:

- Water, one gallon of water per person per day for at least three days, for drinking and sanitation.

- Whistle to signal for help.
- Dust mask, to help filter contaminated air and plastic sheeting and duct tape to shelter-in-place.
- Household chlorine bleach and medicine dropper. When diluted nine parts water to one part bleach, bleach can be used as a disinfectant. Or in an emergency, you can use it to treat water by using 16 drops of regular household liquid bleach per gallon of water. Do not use scented, color safe or bleaches with added cleaners.



Entergy vendors lay in supplies for restoration workers. Be sure to have plenty of water and non-perishable food in your supply kit, too.



- Fire extinguisher.
- Local maps.
- Prescription medications and glasses.
- Infant formula and diapers.
- Pet food and extra water for your pet.
- Books, games, puzzles or other activities for children.

### FIRST AID KIT

In an emergency, you or a loved one may suffer injuries like cuts or burns or worse. Not every injury is life threatening, and it is important not to panic. Remain calm instead. Knowing how to use the supplies in your first aid kit can make a difference in an emergency. Store your supplies in a watertight container where you can easily reach it in an emergency. Keep your first aid kit updated and replace anything past its expiration date. Make your kit with the following supplies:

- Two pairs of latex or other sterile gloves.
- Sterile dressings to stop bleeding.
- Cleansing agent/soap and antibiotic towelettes to disinfect.
- Antibiotic ointment to prevent infection.
- Burn ointment to prevent infection.
- Adhesive bandages in a variety of sizes.
- Eye wash solution to flush the eyes or as general decontaminant.
- A thermometer.
- Prescription medications you take every day such as insulin, heart medicine and asthma inhalers. You should periodically rotate medicines to account for expiration dates.
- Prescribed medical supplies such as glucose and blood pressure monitoring equipment and supplies.
- Scissors and tweezers.
- Cellphone and charger.
- Tube of petroleum jelly or other lubricant.
- Non-prescription drugs:
  - Aspirin or nonaspirin pain reliever.
  - Anti-diarrhea medication.
  - Antacid (for upset stomach).
  - Laxative.



*Knowing how to use the supplies in your first aid kit will make a difference in an emergency.*

**TO HELP YOU DECIDE WHAT YOU SHOULD HAVE IN YOUR EMERGENCY PLAN AND BASIC EMERGENCY SUPPLY KIT, VISIT THESE AGENCY WEBSITES:**

Federal Emergency Management Administration (FEMA)  
[fema.gov](http://fema.gov)

Disaster Preparedness  
[ready.gov](http://ready.gov)

American Red Cross  
[redcross.org](http://redcross.org)

# HOW TO GET OUTAGE INFORMATION

EntergyStormcenter.com, outage information and storm updates are just a few clicks away.



My Account Anywhere can give you outage update information and more. It works with cellphones, smartphones and PDAs. My Account Anywhere is great for customers who:

- Want to know if the power is on at another location, like their business, a loved one's home or a recreation camp.

## MY ACCOUNT ANYWHERE GIVES YOU OUTAGE INFORMATION THROUGH YOUR CELLPHONE

Keeping you informed in the event of a storm is a top priority. Our storm website, [entergystormcenter.com](http://entergystormcenter.com), gives you updates and information about outages in your area. The "View Outages" feature allows you to click on the map to find what the status of restoration is in your area. You can even directly enter your address to find out more about the outage including estimated restoration times.

Our website, [entergystormcenter.com](http://entergystormcenter.com), also provides useful information about what you can do before and after a storm to help keep you and your loved ones safe until things get back to normal.

- Are evacuated due to a weather emergency and want to know when power will be restored at home.
  - Need to keep tabs on their accounts to manage tight cash situations, make a last-minute payment or avoid forgotten payments.
  - Want to know immediately when a work order or permit is approved or why its status has changed.
- To sign up, visit [entergy.com](http://entergy.com) and click on the "My Account Anywhere" link.



## To report downed power lines or to reach us any time, call 1-800-ENERGY (368-3749).

\*Depending on your wireless plan, you may be charged by your communications provider for the text messages or Web data associated with this service.

My Account Anywhere provides routine outage and account information during normal weather conditions. During incidents of widespread damage caused by a major storm, text messages may not be available for affected areas for several days until we determine restoration times.



## HURRICANE PREPARATION

### *How to prepare for a hurricane.*

Hurricanes pose a serious threat to Entergy's system and our customers. Low-lying areas along the Gulf of Mexico are obviously vulnerable, but inland areas hundreds of miles from the coast can also suffer the high winds and flood damage of a hurricane. Preparation and careful planning can help you face the challenges hurricanes pose.

#### WHAT IS A HURRICANE?

According to the National Oceanic and Atmospheric Administration, "a hurricane is a type of tropical cyclone— an organized rotating weather system that develops in the tropics." Hurricanes develop in stages, roughly along the equator of the earth, in the warm tropical waters of the South Atlantic Ocean, the Caribbean Sea and the Gulf of Mexico.

The first stage of development is called a tropical depression. This is a system of very dark, disturbed and stormy weather with sustained winds of 38 mph or less.

The second stage of development before becoming a hurricane is called a tropical storm. This is an organized weather system of strong thunderstorms with a distinct circulation. The

maximum sustained winds are 39-74 mph. As the tropical storm's sustained winds increase to 75 mph or higher, the characteristic "eye" wall at the center of the circulation appears, thus signaling the formation of a hurricane.



#### HOW TO PREPARE FOR A HURRICANE

*Terms you need to know:*

##### HURRICANE WATCH:

*A hurricane watch means a hurricane is possible in your area within 36 hours. Be prepared to evacuate. Monitor local radio and television news outlets or listen to NOAA weather radio for the latest developments.*

##### HURRICANE WARNING:

*A hurricane warning is when a hurricane is expected in your area. You should leave the area if local authorities advise you to evacuate.*

##### SHORT-TERM WATCHES AND WARNINGS:

*These warnings provide detailed information on specific hurricane threats, such as floods and tornadoes.*

##### FLOOD WATCH:

*Watches inform of possible flooding. If you are in a watch area, check flood action plans, keep informed and be ready to act if a warning is issued or you see flooding.*

##### FLOOD/FLASH FLOOD WARNING:

*A flood/flash flood warning is issued for specific communities, streams or areas where flooding is imminent or in progress. Persons in the warning area should take precautions IMMEDIATELY!*

## THE SAFFIR-SIMPSON HURRICANE WIND SCALE



■ The Saffir-Simpson scale rates hurricane intensity on an increasing scale of Category 1 to 5. (Source: NOAA)

### HOW HURRICANE STRENGTH IS MEASURED

Hurricane strength is measured scientifically on the Saffir-Simpson scale, based on factors such as measured wind speed, water temperature under the hurricane and other weather and geological factors. The Saffir-Simpson scale rates hurricane intensity on an increasing scale of Category 1 to 5. Local officials rely on the assessment of the Saffir-Simpson scale and other official assessments in determining emergency response plans and when ordering evacuations.

### HURRICANE FACTS YOU SHOULD KNOW AS PART OF YOUR HURRICANE PREPARATION

The eye of the storm is actually the center of the hurricane's circulation, much like the hub of a wheel. Hurricane force winds precede the eye as it approaches, then winds may die down as the eye passes. The eye is often calm, and it may even be sunny during the day. It may seem like the storm is over. However, after the eye passes, the winds will change direction and quickly return to hurricane force.

Flooding from hurricanes is a serious danger. Even if there are no high winds, the rain from widespread and torrential rains from a hurricane can be slow moving and stagnate over an area, pouring heavy rain onto an already saturated area. Slow-moving storms and tropical storms moving into mountainous regions tend to produce especially heavy rain.

**GET A KIT AND HAVE A PLAN READY**

Experts agree that having a family emergency plan and a kit of the basic supplies you'll need in an emergency is the best way to be prepared for severe weather. Emergency has plans in place for how we will react to severe weather, and we urge our customers to have one, too. Refer back to the section of this booklet, "Get Prepared! Make a Plan and Make a Kit," for detailed information on how to prepare your basic supplies kit, calculate how much drinking water you will need and tips on what plans you should make in the event of a hurricane.



**PREPARE YOUR HOME**

Whether you shelter in place or evacuate, your home will need some simple preparation to help protect it from hurricanes and their aftermath. Government and relief agencies all recommend the following:

- Cover all of your home's windows with plywood or permanent hurricane shutters to protect your windows from high winds and flying debris. You can pre-cut the plywood in a fair weather and store it off the ground in a shed, crawl space or attic until needed.
- Trimming trees and shrubs away from your house helps make them more wind resistant and lessens the likelihood of them damaging your house.
- Keep gutters and drainpipes unclogged and clear of debris.



- Bring in all outdoor furniture, decorations, garbage cans and anything else that can be blown away by the high winds.
- Turn off utilities as instructed. Otherwise, turn the refrigerator thermostat to its coldest setting and keep its doors closed.
- Turn off propane tanks if your home uses them.
- The water supply will be unusable for a period of time following a hurricane. You will need a supply of water for sanitary purposes such as cleaning and flushing toilets. Fill the bathtub and other large containers with water. This water is not for drinking water; you should have a supply of bottled water for drinking and cooking as well in your basic supplies kit.

### AFTER THE STORM

After the storm passes, your community is going to be in disarray for some time. Local authorities may not permit reentry to the affected areas until they have first made it reasonably safe to return. Flooding and debris may still be in the area, so use caution. Don't drive through running or standing water. Avoid bridges and roads that are obviously damaged or washed out. Do not allow children to play in flooded areas. They may drown or be injured in areas that appear to be safe.

If someone needs to be rescued, call professionals with the right equipment to help. People have been killed and injured trying to rescue others in flooded areas.

## Stay away from standing water. It may be electrically charged from underground or downed power lines.

### WHEN YOU RETURN HOME

- Remember, your house may have serious damage. Only enter if safe to do so.
- Use a flashlight to check for damage around your home. Never use candles, matches or other open flame.
- Check to see that the electric, gas and water services are not damaged. Have licensed professionals check gas, water and electrical lines and appliances for damage. If you find or suspect damaged gas or power lines, call Entergy at 1-800-ENTERGY (368-3749) to report it.
- Use tap water for drinking and cooking only when local officials say it is safe to do so.
- Use the telephone only for emergency calls.



■ Stay away from and report all downed electrical equipment to Entergy.

# THUNDERSTORM PREPARATION

*Lightning, high winds, heavy rains and hail are only part of the danger.*

Thunderstorms have tremendous destructive power. Each year lightning kills 300 people and injures another 80 in the United States alone. In addition to lightning, thunderstorms produce heavy rains which lead to flash flooding, hail, tornadoes and strong downbursts of winds called microbursts that are capable of pushing an airliner in flight down to the ground.

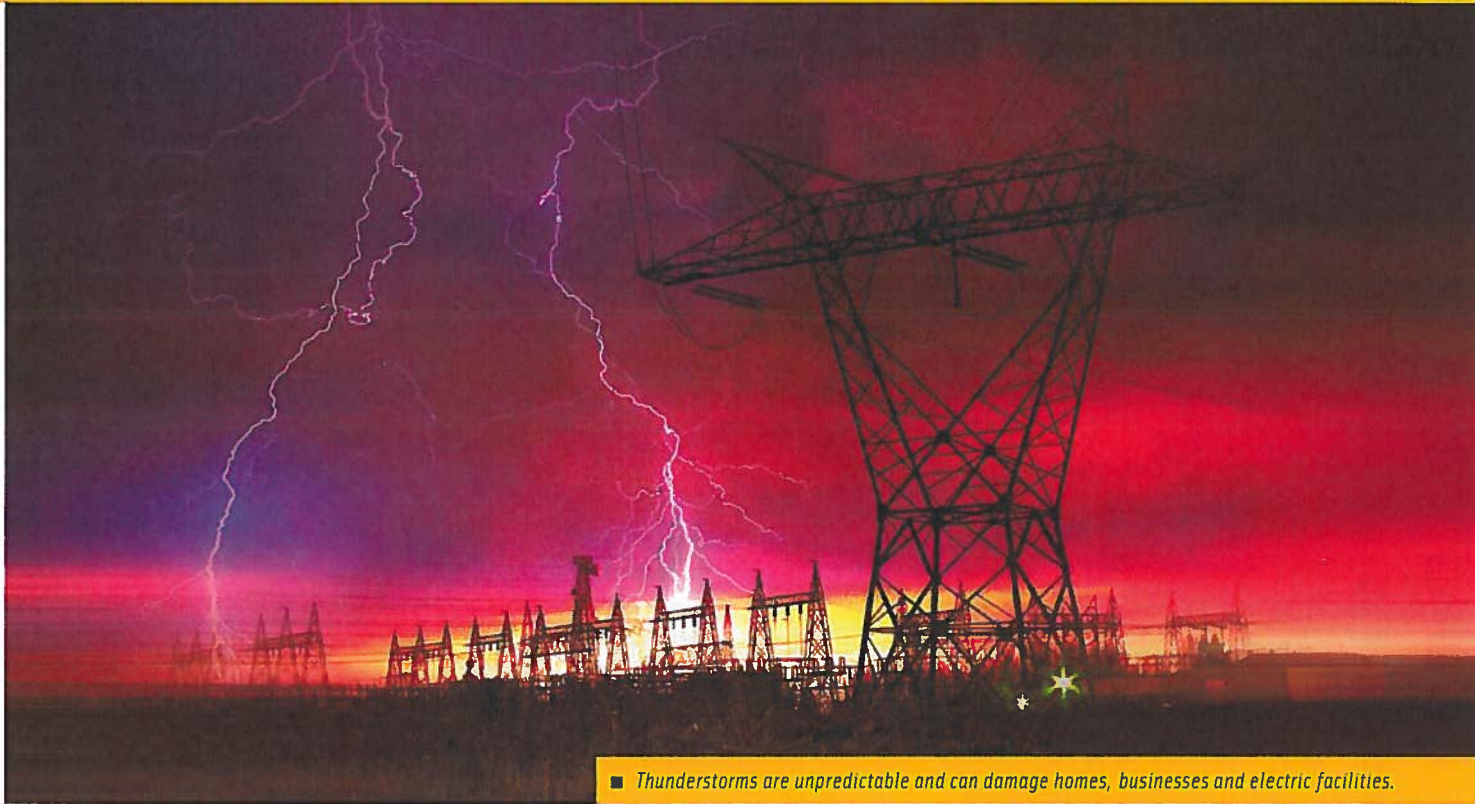
## WHAT TO DO TO PREPARE FOR THUNDER AND LIGHTNING STORMS

Even if you don't live in an area that's prone to thunderstorms, it is still important to be prepared because they are unpredictable. Thunderstorms can pop up any time with devastating results. Don't take thunderstorms lightly. Lightning can strike as far away as ten miles from any visible rain source. Remember the rule, "If thunder roars, stay indoors," because there is no safe place outdoors when lightning is in the area. Create an emergency supply kit, which includes items like non-perishable food, water, a battery-powered or hand-crank radio, extra flashlights and batteries. Make a family emergency plan and inform babysitters and caregivers of your plan. Refer back to "Get Prepared! Make a Plan and Make a Kit" for more preparation tips.

## WHAT TO DO DURING A THUNDERSTORM

Outside the house you should remove dead or rotting trees and branches that could fall and cause injury or damage during a severe thunderstorm. Look around and secure outdoor objects that could blow away or cause damage. Close the window shutters and secure outside doors. If shutters are not available, close window blinds, shades, or curtains.

Remember the 30/30 Lightning Safety Rule: If you cannot count to 30 after seeing lightning before hearing thunder, go indoors, avoid windows and doors and stay off porches. Remain indoors for 30 minutes after hearing the last clap of thunder.



■ Thunderstorms are unpredictable and can damage homes, businesses and electric facilities.

**Even if you don't live in an area that's prone to thunderstorms, it is still important to be prepared because they are unpredictable. Thunderstorms can pop up anytime with devastating results. Don't take thunderstorms lightly.**

- Avoid contact with corded phones. Use a corded telephone only for emergencies. Cordless telephones and cellphones are safe to use.
- Avoid contact with electrical equipment or cords. If you are planning to unplug any electronic equipment, do so well before the storm arrives.
- Avoid contact with plumbing. Do not wash your hands, do not take a shower, do not wash dishes and do not do laundry. Plumbing and bathroom fixtures can conduct electricity.
- Do not lie on concrete floors and do not lean against concrete walls.

#### FAMILIARIZE YOURSELF WITH THE TERMS THAT ARE USED TO IDENTIFY A THUNDERSTORM HAZARD

##### THUNDERSTORM WATCH:

*There is a possibility of a thunderstorm in your area.*

##### THUNDERSTORM WARNING:

*A thunderstorm is occurring or will likely occur soon. If you are advised to take shelter, do so immediately.*

*Listen to local officials to learn about the emergency plans that have been established in your area by your state and local government.*

*In any emergency, always listen to the instructions given by local emergency management officials.*

*Remember, rubber-soled shoes and rubber tires provide NO protection from lightning.*

# TORNADO PREPARATION

## How to prepare for the most violent natural storm.

■ Tornadoes form suddenly without warning and move quickly, which is why they are especially dangerous.



Photograph from NOAA

Tornadoes are considered the most violent natural storm. They are formed from powerful thunderstorms and often are formed from tropical storms and hurricanes. Some tornadoes are clearly visible with the familiar funnel-shaped cloud extending to the ground, while others are obscured by the storm clouds that form them. The skies where tornadoes form are a dark, often greenish sky, with a large, dark, low-lying cloud (particularly if rotating). Large hail is usually a sign of an impending tornado.

Because they strike with little or no advance warning and move quickly with wind speeds up to 300 mph, tornadoes are a serious threat to your safety. Having a family emergency plan and a kit of basic emergency supplies on hand is especially important. The following guidelines can also help keep you safe if a tornado strikes.

- Make sure your family knows your family emergency plan.
- Your family may not be together when a tornado threatens, so be sure each family member knows who to contact and where to go during and after the tornado strikes.
- Have your emergency supply kit ready.
- Refer back to "Get Prepared! Make a Plan and Make a Kit" for more preparation tips.
- Monitor weather and official news reports. This is the best way for you to learn information to help you determine if tornadoes are in the area and what action you should take.
- Select a safe place to stay. The safest place to be during a tornado is indoors. Ideally basements and cellars provide the most protection.
- Interior rooms or hallways also provide good protection from wind and flying debris. Pick a room away from windows and glass doors and cover yourself and others with a thick quilt or blanket.
- If you are in a vehicle, get out and go to a building.
- Look for shelter in an interior room or hallway away from windows.
- If your vehicle is in the open and no building is near, get out and lie as flat as possible in a ditch or on the ground.
- Do not shelter under an overpass or bridge. The tornado could cause it to collapse.



ENHANCED FUJITA SCALE: WIND SPEED ESTIMATES AND DAMAGE

EF0



65-85 MPH - LITTLE DAMAGE

EF1



86-110 MPH - MINOR DAMAGE

EF2



111-135 MPH - ROOF GONE

EF3



136-165 MPH - WALLS COLLAPSE

EF4



166-200 MPH - BLOWN DOWN

E5



OVER 200 MPH - BLOWN AWAY

Source: NOAA

TORNADO INTENSITY

The Enhanced Fujita Scale (EF Scale) is used to measure tornado intensity after the storm has passed. The EF Scale ranges in six stages of intensity from EF0 (winds 65-85 mph) to EF5 (winds greater than 200 mph). The EF rating is derived from several factors including known and estimated wind speeds, radar data, damage to structures and vegetation and the very cycloidal marks left on the ground by the tornado.



TERMS TO KNOW

TORNADO WATCH:

*A tornado is possible in your area.*

TORNADO WARNING:

*A tornado is actually occurring, take shelter immediately.*

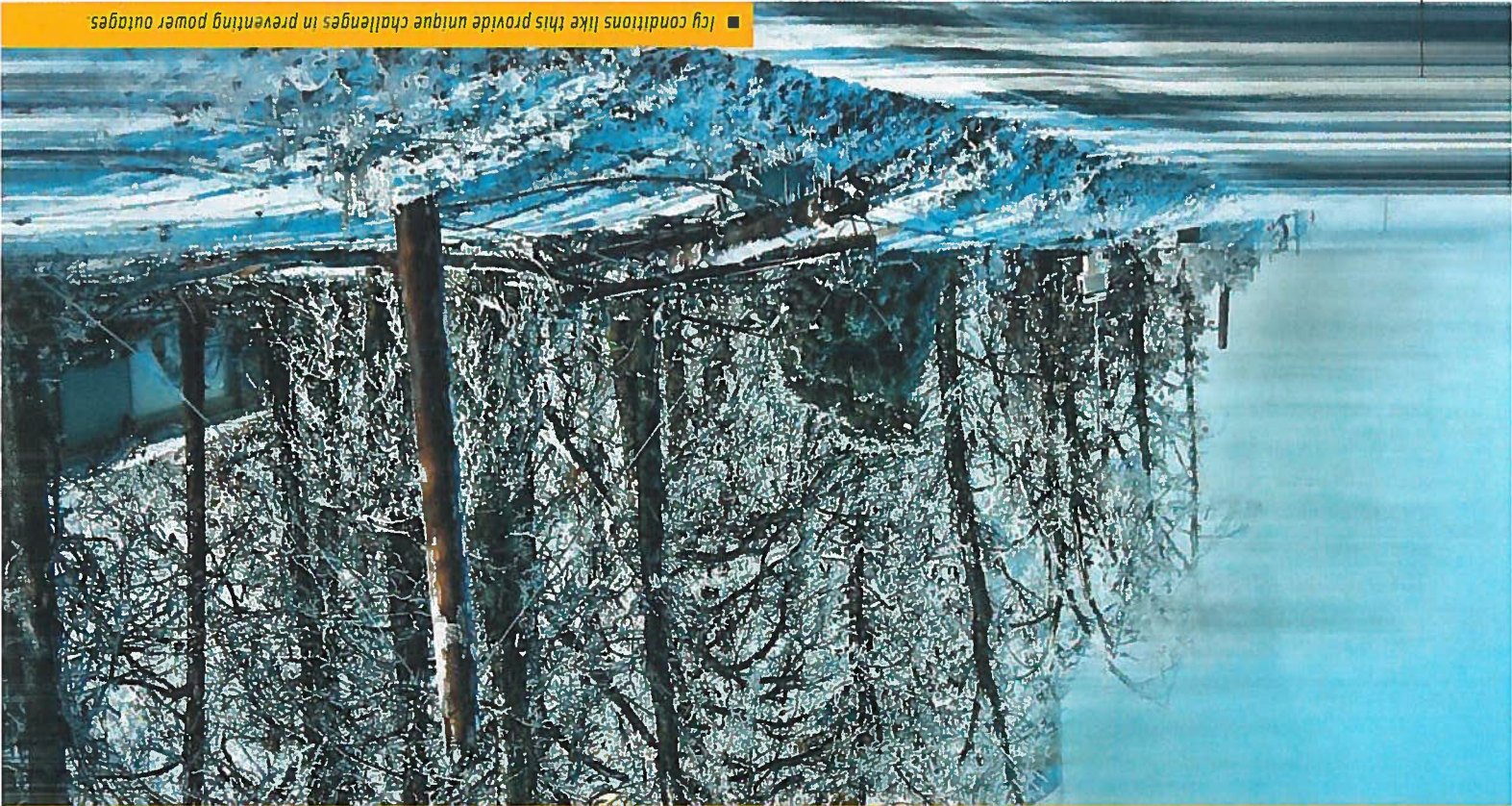
*Listen to radio and television reports to learn about the status of the tornado in your area from local officials and what action you'll need to take.*

*Listen to local officials to learn about the emergency plans that have been established in your area by your state and local government.*

*In any emergency, always listen to the instructions given by local emergency management officials.*

# EXTREME WINTER WEATHER PREPARATION

## How to prepare for extreme winter weather.



Winter weather can be pretty as a picture, but snow and ice formations can be as dangerous as they are pretty to see. The extreme cold of a winter storm makes many materials like wood and metal brittle, and the extra weight of snow and ice on power lines and trees can make them snap. In either case, power can be interrupted and you should be prepared for any possible outages.

Preparing for extreme winter weather is much the same as preparing for any other weather event. Even if you live in coastal regions where extreme cold is rare, it's still important to be prepared for freezing weather. Have a kit of basic emergency supplies and a family emergency plan ready as the winter season begins. Refer back to previous sections of this booklet to learn how to build a basic emergency supplies kit and make a family emergency plan.

### HOW TO PREPARE FOR EXTREME WINTER WEATHER

Terms you need to know:

- Freezing Rain  
Creates a coating of ice on roads and walkways.
- Sleet  
Rain that turns to ice pellets before reaching the ground. Sleet also causes roads to freeze and become slippery.
- Winter Weather Advisory  
Cold, ice and snow are expected.
- Winter Storm Watch  
Severe weather such as heavy snow or ice is possible in the next day or two.
- Winter Storm Warning  
Severe winter conditions have begun or will begin very soon.
- Blizzard Warning  
Heavy snow and strong winds will produce a blinding snow, near zero visibility, deep drifts and life-threatening wind chill.
- Frost/Freeze Warning  
Below freezing temperatures are expected.



**During severe winter weather, power lines may be downed from falling branches or other hazards. There is no way for you to know if the line is energized or not. If you see downed or low-hanging lines, stay away from them and call 1-800-ENTERGY (368-3749) to report the downed line.**

### HAVE A PLAN READY AND MAKE A KIT

Experts agree that having a family emergency plan and a kit of the basic supplies you'll need in an emergency is the best way to be prepared for severe weather. Entergy has plans in place for how we will react to severe weather, and we urge our customers to have one, too. Refer back to the section of this booklet, "Get Prepared! Make a Plan and Make a Kit." for detailed information on how to prepare your basic supplies kit, calculate how much drinking water you will need and tips on what plans.

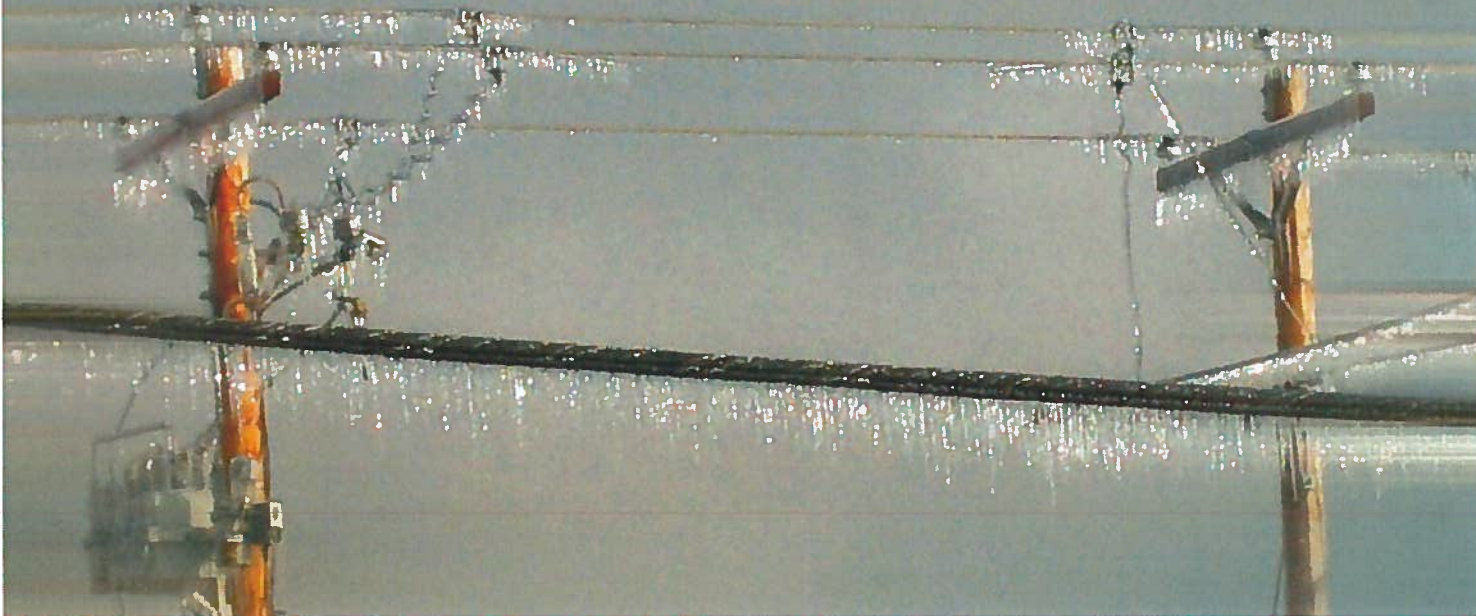
Preparing your family emergency plan for your family is not complicated. If your family is separated when disaster strikes, having a plan in advance will help you know how you will contact one another and how you will get back together.

A kit of emergency supplies and a first aid kit are easy to assemble and are smart ways you can prepare for severe weather. Remember to check the expiration dates on your supplies often and replace the expired items.

### PREPARE YOUR HOME

- Winterize your home by insulating walls and attics, caulking and weather-stripping doors and windows, and installing storm windows or covering windows with plastic. Clear rain gutters. Repair roof leaks and cut away tree branches that could fall on a house or other structure during a storm.
- Insulate pipes with insulation or newspapers and plastic and allow faucets to drip a little during cold weather to avoid freezing.

■ *The extra weight of ice and snow on power lines can make them snap.*





Heavy ice and snow can snap utility poles and tree limbs alike.

### USING A PORTABLE GENERATOR OR HEATER DURING A WINTER STORM

If you use a portable generator or portable heater during a power outage, carbon monoxide (CO) poisoning is an extreme danger. NEVER use a generator or fuel-fired heater indoors, including in homes, garages, basements, crawl spaces and other enclosed or partially-enclosed areas, even with ventilation. Generators can produce

- Keep fire extinguishers on hand, and make sure everyone in your house knows how to use them. House fires pose an additional risk, as more people turn to alternate heating sources without taking the necessary safety precautions.
- Learn how to shut off water valves in case a pipe bursts.
- Have a licensed contractor check the structural ability of the roof to sustain unusually heavy weight caused from the accumulation of snow or water.

NEVER try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the

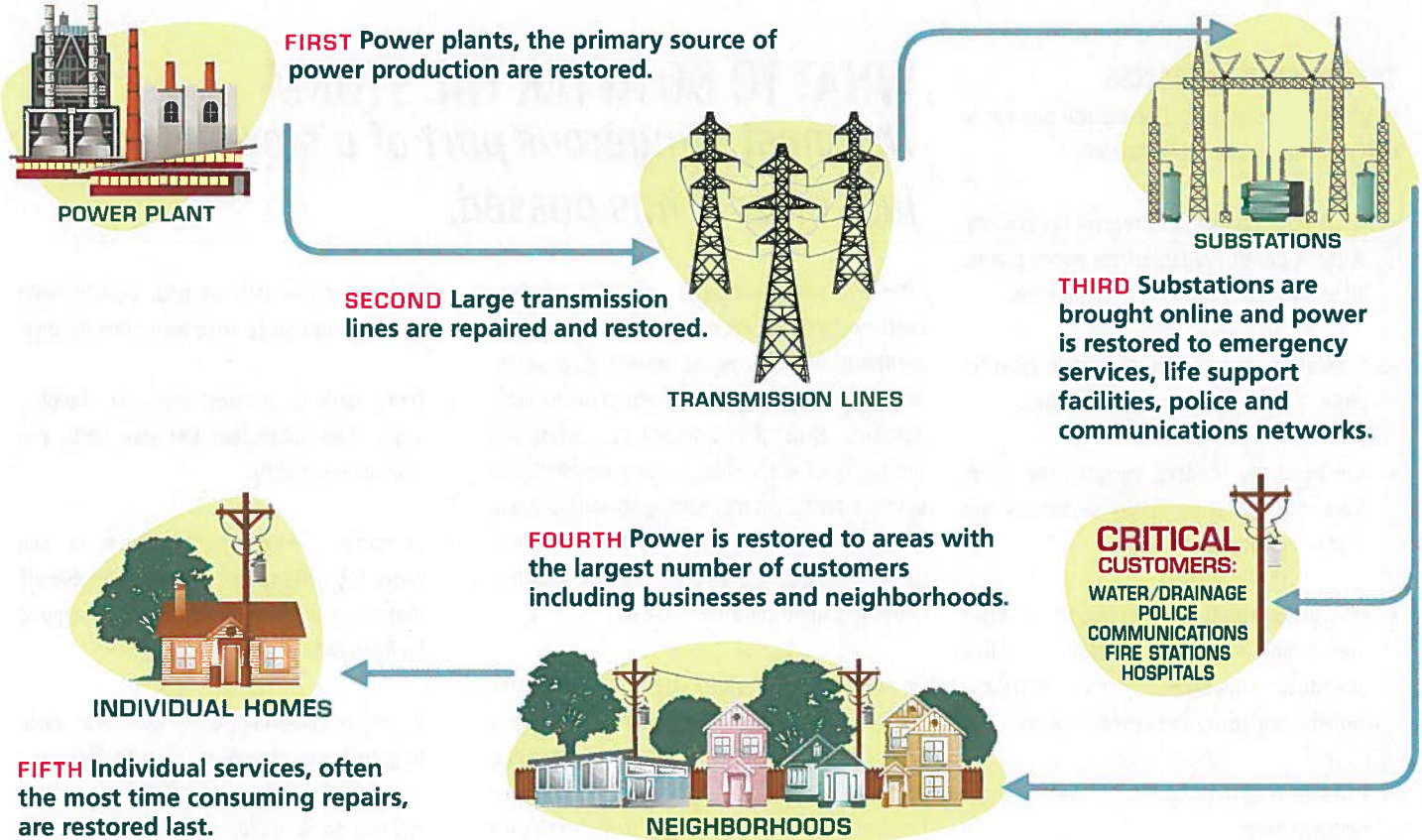
re-enter the building. If you experience serious symptoms, get medical attention immediately. Inform medical staff that CO poisoning is suspected. If you experienced symptoms while indoors have someone call the fire department to determine when it is safe to

to full incapacitation and death. DELAY. The CO from generators can rapidly lead a generator, get to fresh air RIGHT AWAY. DO NOT If you start to feel sick, dizzy or weak while using a generator, get to fresh air RIGHT AWAY. DO NOT If you must connect the generator to the house wiring to power appliances, have a qualified, licensed electrician install the appropriate equipment in accordance with local electrical codes.

To learn how to properly use your portable generator during an outage, refer to the Generator Safety section of this booklet for more information.

For power outages, permanently installed stationary generators are better suited for providing backup power to the home. Even a properly connected portable generator can become overloaded. This may result in overheating or stressing the generator components, possibly leading to a generator failure.

same utility transformer. It also bypasses some of the built-in household circuit protection devices. If you must connect the generator to the house wiring to power appliances, have a qualified, licensed electrician install the appropriate equipment in accordance with local electrical codes.



■ Power is restored at the generation plant first, then repairs “flow” downstream to critical needs, then to neighborhoods and then to individual homes.

## AFTER THE STORM

*How Entergy restores power after the storm.*

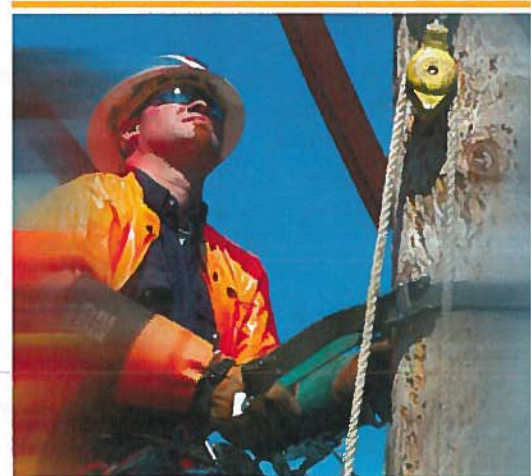
Following a storm, restoration efforts proceed in an orderly manner, beginning at the source and working outward.

### Damage assessment

Finding out how hard the system was hit must be carried out quickly and accurately after the storm is gone. Entergy acts aggressively to get it done. Damage assessment scouts are prepared in advance, and immediately after impact, are dispatched to begin the assessment. Backbone feeders, those with major trunk lines that support large electrical loads to customers, get particular attention and must be restored

to service as soon as possible. This initial assessment helps develop an estimate of crews required, resources needed and the time estimated to complete restoration.

Following this, scouts are assigned to work directly with storm teams in the field to help provide the detailed assessment and support needed to facilitate the restoration.





■ Stay away from downed power lines and areas of debris. Energized power lines may not be visible among the rubble. Report downed lines immediately to Energy at 1-800-ENERGY (368-3749).

## WHAT TO DO AFTER THE STORM

### The most dangerous part of a storm is often just after it has passed.

In general, restoration of electrical service to customers proceeds in this fashion:

#### THE RESTORATION PROCESS

- Large transmission lines receive top priority. Without power available from power plants, all other restoration efforts are useless.

- Substations must be functioning in order for power to reach local distribution lines.
- The backbone feeders, carrying the power from the substation to the customers, are next in priority.

- Emergency services, life support facilities and communications networks (police stations, hospitals, fire stations, and communications) are restored next.

- Lines serving large blocks of customers are restored next.
- Lines serving neighborhoods follow because multiple customers are involved.

- Individual services are restored last because fewer customers are involved, and in the case of scattered outages, it often takes more time to get power back on for them.

- Return home only when authorities advise it, and drive only on roadways and bridges that have been declared passable.

We urge you to use caution after the storm and keep these important safety tips in mind:

- After a storm has passed, naturally thoughts center on getting back in, fixing the damage and getting back to normal as quickly as possible. But beware: the time after the storm can be more dangerous than the storm itself. Your safety and the safety of our employees and contractors is our top priority. Energy employees will work only when and where conditions are safe and secure to do so. Likewise, you should consider returning home only when you know it is safe.
- Do not become careless after a storm and let your "safety guard" down. Just because you can't see any apparent danger doesn't mean there isn't any. For example, downed power lines may still be energized. Treat them with respect to avoid being electrocuted. Storm debris and water may have been driven into your home, providing new habitat for dangerous animals and insects that may have been displaced from their homes by the storm.
- Urge you to use caution after the storm and keep these important safety tips in mind:
  - If you use a portable electric generator, do so only in accordance with the manufacturer's instructions. Never connect a generator directly to a building's wiring without a licensed electrician disconnecting the house wiring from Energy's service. Otherwise, it can create a safety hazard for the customer or Energy's linemen working to restore power. And it may damage the generator or the house wiring. Click [here](#) for more information about generator safety.
  - Don't step in water to get to the fuse box or circuit breaker.
- If a power line falls on your vehicle while driving, continue to drive away from the line.
- Don't walk in flooded areas or standing water. Remember that wet limbs can conduct electricity.
- Be cautious when entering your home, and watch for snakes, insects and other animals that may have been driven to higher ground by flood water.
- If you use a portable electric generator, do so only in accordance with the manufacturer's instructions. Never connect a generator directly to a building's wiring without a licensed electrician disconnecting the house wiring from Energy's service. Otherwise, it can create a safety hazard for the customer or Energy's linemen working to restore power. And it may damage the generator or the house wiring. Click [here](#) for more information about generator safety.

- Look for electrical system damage once power is restored. If you see sparks or 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.
- Stay alert for natural gas leaks. If you smell natural gas, or if you hear a blowing or hissing noise, open a window and leave the area immediately. Do not operate electrical switches. If possible, turn the outside main gas valve off and call 1-800-ENTERGY (368-3749) from a neighbor's house.
- Stay tuned to your local radio station for emerging safety information.
- Check for sewage and water line damage. Avoid using the toilets and call a licensed plumber if you suspect they are damaged. If water pipes are damaged, avoid tap water and contact the water company immediately.
- If your home is wet, open doors and windows to dry it.
- Examine all foods in the refrigerator and dispose of anything that has spoiled.
- Stay tuned to your local radio station for emerging safety information.
- Take numerous pictures of any damage to your house, as well as the contents, for insurance claims.
- After the storm can be as intense a time for everyone as it is during the storm. Be patient. Use your emergency supplies kit until help arrives. Help your neighbor, and don't be afraid to ask for help. Tend to the injured, and call emergency personnel for help when it's needed.



■ Stay away from downed power lines and report them to Entergy at 1-800-ENTERGY (368-3749).

## GENERATOR SAFETY

*Providing your own emergency power is safer when you follow these basic guidelines.*

Personal generators are very useful following a disaster, but they also can be hazardous. The primary hazards to avoid when using a generator are carbon monoxide poisoning from the toxic engine exhaust, electric shock or electrocution and fire.

For maximum safety, follow the manufacturers' recommendations on placement and usage of personal generators. Never use a generator indoors to avoid carbon monoxide poisoning. Avoid using generators in wet conditions or when you are wet. Take care to ensure trip hazards from cords are avoided. Be certain that the cords are in good shape and are not frayed or cracked and that they have no exposed wires. Avoid fires by never storing fuel for generators indoors or near electrical devices.



■ Never use portable generators indoors. Always provide adequate ventilation when in use.

### STANDBY BUILT-IN GENERATORS

You may choose to install a standby built-in generator that could provide more electricity than a portable unit. Here are several tips to make them safer:

- A qualified, licensed electrician should install a standby built-in generator.
- The installation must include a switch to transfer the power source between Entergy and the standby built-in generator. When in use, the generator must be isolated from Entergy's electrical system, meaning the main breakers should be open to prevent feeding power back into Entergy's lines and creating a hazard for the public and power line workers. The switch shall be on the customer side of the meter socket. Entergy will not allow a switch or other device between the Entergy meter and the meter socket.

- Commercial customers should consult with an independent engineer or electrician to size the generator, modify wiring and provide an automatic method to transfer power during an outage.
- You should consult with local authorities about required permits before starting any work in a home or business.

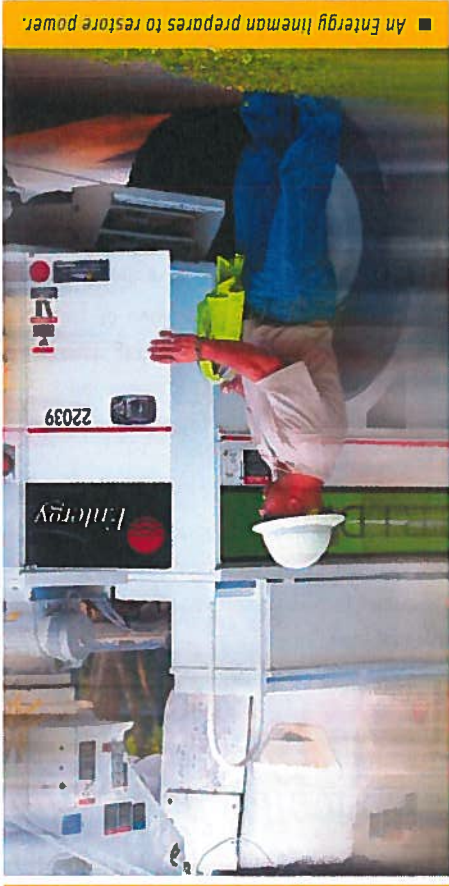
### CARBON MONOXIDE HAZARDS

NEVER use a generator indoors, including in homes, garages, basements, crawl spaces, and other enclosed or partially-enclosed areas, even with ventilation. Generators can produce high levels of carbon monoxide very quickly. Opening doors and windows or using fans will not prevent CO build-up in the home. When you use a portable generator, remember that you cannot smell or see CO. Even if you can't smell exhaust fumes, you may still be exposed to CO. If you start to feel sick, dizzy or weak while using a generator, get to fresh air RIGHT AWAY. DO NOT DELAY. The CO from generators can rapidly lead to full incapacitation and death.



Entergy employees and contractors conduct a "tailboard" safety meeting prior to restoring power to a neighborhood.

- You should consider noise pollution as part of your decision. Your generator noise may be obtrusive to your neighbors who are without portable generator safety:
- Purchase your portable electric generator only from a reputable dealer who can service and maintain the unit.
- Follow the manufacturer's instructions that come with your generator. Locate the unit outdoors and away from doors, windows, and vents that could allow dangerous carbon monoxide gas to come indoors.
- The easiest way to use a portable generator is to plug lights or appliances directly into the proper electrical outlet on the generator itself. If you use extension cords, they should be run out of the way to help prevent tripping hazards.
- Portable generators should never be connected directly to a home or building's wiring, even through an outlet. They may send electricity to the power lines linemen are working to restore.
- The generator should be sized for the expected load. For example, a 3-kilowatt generator produces 3,000 watts. This would be enough to power a 1,200-watt hair dryer and a 1,600-watt toaster, with some power left over for a few lights. You should plan for additional needs when sizing the generator.



An Entergy lineman prepares to restore power.



If you experience serious symptoms, get medical attention immediately. Inform medical staff that CO poisoning is suspected. If you experienced symptoms while indoors, have someone call the fire department to determine when it is safe to re-enter the building.

Install battery-operated CO alarms or plug-in CO alarms with battery back-up in your home, according to the manufacturer's installation instructions. The CO alarms should be certified to the requirements of the latest safety standards for CO alarms (UL 2034, IAS 6-96, or CSA 6.19.01).

Test your CO alarms frequently and replace dead batteries.

**WHAT YOU NEED TO KNOW TO PROTECT AGAINST SHOCKS AND FIRE HAZARDS**

**Shock and electrocution:**

Keep the generator dry and do not use in rain or wet conditions. To protect from moisture, operate it on a dry surface under an open, canopy-like structure. Dry your hands if wet before touching the generator.

Plug appliances directly into the generator. Or, use a heavy duty, outdoor extension cord that is rated (in watts or amps) at least equal to the sum of the connected appliance loads. Check that the entire cord is free of cuts or tears and that the plug has all three prongs, especially a grounding pin.

NEVER try to power the house wiring by plugging the generator into a wall outlet, a practice known as "backfeeding." This is an extremely dangerous practice that presents an electrocution risk to utility workers and neighbors served by the same utility transformer. It also bypasses some of the built-in household circuit protection devices.

If you must connect the generator to the house wiring to power appliances, have a licensed electrician install the appropriate equipment in accordance with local electrical codes.

For power outages, permanently installed stationary generators are better suited for providing backup power to the home. Even a properly-connected portable generator can become overloaded. This may result in overheating or stressing the generator components, possibly leading to a generator failure.

**Fire prevention:**

Never store fuel for your generator in the home. Gasoline, propane, kerosene and other flammable liquids should be stored outside of living areas in properly-labeled, non-glass safety containers.

Do not store them near a fuel-burning appliance, such as a natural gas water heater in a garage. If the fuel is spilled or the container is not sealed properly, invisible vapors from the fuel can travel along the ground and can be ignited by the appliance's pilot light or by arcs from electric switches in the appliance.

Before refueling the generator, turn it off and let it cool down. Gasoline spilled on hot engine parts could ignite.

**STAY SAFE**

For more information on using generators, visit [energystormcenter.com](http://energystormcenter.com). And remember, be safe.

**GENERATOR WATTAGE INFORMATION**

*How to determine what works best for you.*

At Entergy, we are often asked what size generator is best. The answer varies on the expected usage, but 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 2 1/2 times the listed wattage for starting the indicated equipment.

**REMEMBER:**

- Never use a generator indoors. Carbon monoxide from the exhaust is deadly.
- Never plug the generator into a wall outlet.
- If you plan to use a standby built-in generator, always use a licensed electrician to hook it up.
- When using standby built-in generators, the 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.

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 . . . . .	65-175
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*

# GAS SAFETY

## Safety tips to help Entergy gas customers after the storm.



Gas repairs must be made by a licensed plumber and certified by city or parish inspector prior to restoring gas service.

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

### CALL ENTERGY IF YOU HAVE:

- A severed line or blowing gas. We will respond as quickly as possible.
- Lost gas service and your home is not flooded.

### IF THERE IS A STRONG GAS ODOR IN YOUR HOUSE OR BUILDING:

- Do not light matches.
- Do not turn lights on or off.
- Do not use your landline, cordless or wireless telephone.
- If possible, notify everyone in the building of the gas odor and to leave the building immediately.
- Call Entergy from a nearby building at 1-800-ENTERGY (368-3749).
- Do not re-enter your home or building until it is safe to do so.

### AFTER THE STORM

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

### IF YOUR NATURAL GAS IS TURNED OFF, FOR SAFETY'S SAKE, LEAVE IT OFF!

If your home was flooded or sustained structural damage including pipe damage, you'll need a licensed plumber to inspect and repair your gas pipes.

### TURNING YOUR GAS BACK ON

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

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

For more important gas safety information, visit [entergy.com](http://entergy.com).

# PREPARATION AND AFTER STORM CHECKLIST

*Things to consider when preparing your family emergency plan.*



Create a checklist as part of your plan. The checklist helps plan what you'll need to do before and after the storm, and identifies the supplies you'll need. Your checklist might include things like:

## INSIDE THE HOME

- Create an emergency supply kit before you need it. Keep first aid kit and manual handy, too.
- Stock up on non-perishable food, medicine, baby supplies and pet food.
- Purchase bottled water. The American Red Cross recommends one gallon of water per person per day.
- Check emergency equipment, such as flashlights, battery-operated radios, extension cords, emergency generators and buy extra batteries.
- Keep extra cash on hand, since an electrical power outage may prevent you from withdrawing money from automatic teller machines or banks.
- Turn your refrigerator to its coldest setting. If the power goes out, this will keep food fresh longer. If you leave the refrigerator closed, most food will stay frozen or fresh for up to 12 hours.

- Turn off and unplug any unnecessary electrical equipment, especially sensitive electronics.
- Have a hand-operated can opener on hand.
- Place your critical documents, such as birth certificates, insurance documents, special photos, etc. in a waterproof, portable container.

## OUTSIDE THE HOME

- Install an approved hurricane shutter system over windows and doors or have alternate coverings such as plywood on hand.
- When venturing outside, be on the lookout for downed power lines and stay away from them.
- Trim trees that are NOT near power lines and clear debris. Once a hurricane warning is announced, trash pickup is suspended.
- Fill your vehicle's gas tank.
- Bring loose, lightweight objects, such as lawn furniture, inside.

- If you plan to lower your TV antenna, do it well before storm winds arrive. Look around to identify power lines and stay clear.
- If you have a swimming pool, turn off all pumps and filters and wrap them in waterproof materials. Water from the storm may otherwise damage them.
- Where possible, insulate or cover water lines, hose bibs, etc. when confronted with severe cold weather.

## TO REPORT DOWNED POWER LINES, CALL 1-800-ENTERGY (368-3749)

Remember, there is no way for you to tell if a power line is energized or not. Keep yourself and your loved ones away from downed power lines and call Entergy.

## DISASTER ASSISTANCE AGENCIES

Federal Emergency Management Agency (FEMA) – Disaster Assistance  
 Telephone: 1-800-621-FEMA (3362) • TDD: 1-800-462-7585  
 Fax: 1-800-827-8112 • Website: [fema.gov](http://fema.gov)

Disaster Preparedness/ Disaster Assistance websites  
[ready.gov](http://ready.gov) • [disasterassistance.gov](http://disasterassistance.gov)

American Red Cross  
 Telephone: 1-800-RED CROSS (733-2767)  
 Website: [redcross.org](http://redcross.org)

## TO GET OUTAGE INFORMATION IN YOUR AREA

Log on to [entergystormcenter.com](http://entergystormcenter.com) to find the latest news and information about the outage as well as useful guides to help you prepare for severe weather.



