

A L E R T

Special Alert

ENTERGY INFORMATION 10/16/2019 451PM

NEWS RELEASE FROM ENTERGY

Entergy Texas Making Reliability Upgrades Across Area
Improvements will modernize and upgrade infrastructure

THE WOODLANDS, Texas - Entergy Texas, Inc. is completing a series of reliability upgrades to improve service to customers across the Hearne, Franklin, Calvert, Bremond and Kosse areas over the next three weeks.

Entergy will be deploying up to 150 employees to conduct a major upgrade to the substation serving the area, as well as upgrading 300 distribution transformers. These improvements will replace older equipment with newer and more reliable equipment that improves service to customers.

For crews to safely complete their work and have as little impact to customers and community activities, Entergy will be required to conduct two planned outages, weather permitting. The first outage is scheduled for Friday, Oct. 25, 2019 from 11 p.m. to 7 a.m., and should affect around 3,500 customers in the Hearne, Franklin, Calvert, Bremond and Kosse areas. Crews will make every effort to complete this work as quickly as possible to limit the impact to customers.

The second outage is planned for Nov. 9, 2019 and will affect around 400 customers along Hwy 190 and FM 50 in the Gause and Mumford communities. Entergy will be contacting customers with additional details prior to the outage.

"We understand anytime without power is difficult and would like to apologize in advance for the inconvenience," said Stuart Barrett, vice president of customer service for Entergy Texas. "However, customers will see improved reliability and service as these upgrades are complete".

Entergy Texas will make every effort to alert affected customers, so they can be aware and prepared. For the most up to date information, customers can visit entergytexas.com/outagemap.

Entergy Texas, Inc. provides electricity to approximately 458,000 customers in 27 counties. Entergy Corporation is an integrated energy company engaged primarily in electric power production and retail distribution operations. Entergy owns and operates power plants with approximately 30,000 megawatts of electric generating capacity, including nearly 9,000 megawatts of nuclear power. Entergy delivers electricity to 2.9 million utility customers in Arkansas, Louisiana, Mississippi and Texas. Entergy has annual revenues of approximately \$10.8 billion and nearly 13,000 employees.

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