

Entergy Mobilizes Customer Information Centers in Areas Hard Hit by Ida

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Since Hurricane Ida passed through southeast Louisiana, thousands have been on the front lines helping restore power, but they have not experienced this journey alone. Several Entergy employees from across our four-state service territory have traveled to join their coworkers in serving Louisiana customers' needs, in-person, at Customer Information Centers until power is restored to the area.

For the past three days, these employees have gathered at local establishments to provide updates and information about **estimated restoration times** and **disaster resources**. The information centers (referred to as CICs) are generally open from 10 a.m. to 4 p.m. There, customers not only receive valuable information, but also portable battery chargers, car chargers, hand sanitizer and more.

"Connecting with our customers following major events like Hurricane Ida is incredibly important," said Yovanka Daniel, Entergy Louisiana vice president of customer service. "They're counting on us to provide information they need to prepare for tomorrow and the days following, and that's our mission in deploying Customer Information Centers across southeast Louisiana."

Customers can visit our **Facebook** and **Twitter** daily to find out where the information centers will be each day.

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