

Fall  
2020

# Energy Matters

## Hurricane Laura: One of the worst storms in Cleco's history

The strongest storm to hit Louisiana since 1856, Hurricane Laura made landfall in southwest Louisiana on Thursday, Aug. 27, as a Category 4 hurricane, leaving 140,000 Cleco customers without power.

Cleco's system experienced extensive damage, including damage to its transmission and distribution equipment. On the distribution system, crews found 1,600 downed or broken poles, 1,100 damaged transformers, 4,700 damaged crossarms, 5,600 trees on distribution power lines and approximately 360 miles of distribution conductor down. On the transmission system, crews reported 408 trees on transmission lines, 163 transmission structures damaged, 53 lines out of service and 35 substations out of service. In some areas, Cleco had to rebuild parts of its transmission and distributions systems before power could be restored. Further challenging the restoration process, Hurricane Laura hit during the COVID-19 pandemic which presented new storm recovery challenges.

Along with Cleco resources, the company brought in over 4,000 external resources, making it the largest storm recovery workforce in the history of the company. The company also secured 2,250 vehicles and off-road equipment to help with restoration efforts. By Friday, Sept. 11, day 15 of the restoration, Cleco had restored power to 99 percent of the customers impacted by Laura.

"This was one of the worst storms in Cleco's history and the state, but it brought out the best in people," said James Lass, director of distribution operations and emergency management. "Our customers were patient and welcoming to our out of state contractor crews. We thank them for their support."

## Hurricane Laura Storm Damage

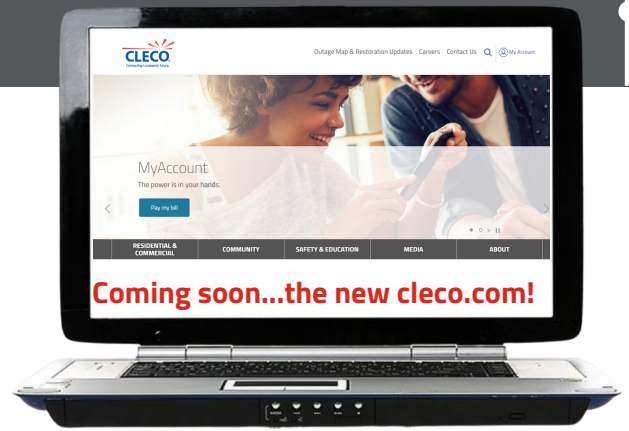


# Cleco to launch new website

The new Cleco website is launching soon and will offer customers an improved user experience.

Features available on Cleco's website include an outage map that shows the number of outages, locations and estimated restoration times, account information, bill payment options, service requests, electrical safety information, forms to sign up for energy efficiency rebates and home energy audits, event calendar, new job openings, company news and more.

Furthermore, it lays the foundation for future technological advancements. Stay tuned for the new cleco.com!



- Simplified
- Easier to navigate
- More user friendly

## Cleco in the Community

**Cleco Fan Drive collected over 400 fans, raised over \$400 to help elderly during summer months**

For the 20th year, Cleco partnered with Councils on Aging and other agencies in the company's service territory to host its Annual Fan Drive for the elderly while following new protocols due to the COVID-19 pandemic. The two-week fan drive ended July 3.

"We moved forward with our fan drive utilizing our new safety protocols, and we believe our efforts paid off," said Ron Smith, director of customer experience. "With company, employee and community support, we collected over 400 fans and raised over \$400 to help our elderly customers stay cool during the hot summer and reduce their energy usage."

Raising the thermostat to 78 degrees and using a fan can help the air temperature feel 10 degrees cooler and reduce energy usage. For more energy-savings tips, visit [www.cleco.com/energyefficiency](http://www.cleco.com/energyefficiency).



**Thanks to the Councils on Aging and other agencies for distributing fans to elderly Cleco customers and the continued partnership!**

## Energy Emergency Deferred Billing

Cleco's Deferred Billing Program allows eligible customers to defer a portion of their bill to be repaid over a period of up to 12 months, depending on the amount, during an energy emergency declared by the Louisiana Public Service Commission. Customers must meet certain eligibility requirements in order to qualify and must re-qualify every two years. For eligibility requirements and enrollment information, visit [www.cleco.com](http://www.cleco.com), call 1-800-622-6537 or visit your nearest Cleco customer service office.

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