

GNO, Inc. Hurricane Ida Update

September 5, 2021 Update

Power Update

- **Entergy** – As of 6 p.m., Entergy has restored 443,000, or 47%, of the 948,000 customers who lost power due to the storm. Entergy has released preliminary estimated times of restoration for customers across Louisiana. **Estimated times of restoration by neighborhood can be found [here](#).**
- **Cleco** – As of 6 p.m., Cleco crews have restored power to 82% of customers in St. Tammany Parish and 53% of customers in Washington Parish. **Estimated times of restoration by neighborhood can be found [here](#).**

Useful Resources

- **Generators: *GNO PowerMatch*** – GNO, Inc. has built a webpage to connect those with generators to companies and organizations in need. Visit [GNO PowerMatch](#) if you need a generator. If you have generators for sale, rental, loan, or donation, visit [GNO PowerMatch](#) and scroll to “Vendor Submission.”
- **Gas Availability** – Residents in the region can download the free [GasBuddy](#) app to see availability across the region. Users are also encouraged to update the app, so other residents may receive accurate and timely information as to which stations have gas. To view the latest fuel availability across Louisiana, click [here](#).
- **Volunteer Opportunities** – You can find opportunities to volunteer across our region on GNO, Inc.’s Storm Updates [webpage](#). Volunteers are needed for everything from food distribution to organizing donations and putting tarps on roofs. You can view opportunities [here](#). (*scroll to bottom-half of page*)
- **Temporary Workspace** – The Baton Rouge Area Chamber (BRAC) has compiled a list of temporary workspaces for those without access to their normal office or who lack electricity to work remotely. You may access the full list of available spaces [here](#).

Disaster Assistance

- **FEMA Aid** – Disaster survivors have until September 12 to register for FEMA’s expedited rental assistance. This assistance is available to eligible applicants whose essential utilities were unavailable in the GNO region, including Jefferson, Orleans, Plaquemines, St. Bernard, St. Charles, St. James, St. John, St. Tammany, Tangipahoa, and Washington. Applicants with homeowners’ insurance will be required to file a claim with their insurers before being considered eligible for the program. You can read more [here](#), and apply for assistance through www.disasterassistance.gov.
- **SBA Disaster Assistance** – The SBA is a source of low-interest loans for individuals and small businesses with losses not covered by insurance. You can watch GNO, Inc. & SBA’s recent webinar addressing programs available [here](#) and view the [presentation slides here](#).

Wireless Communications Status

- **Verizon** – Restoration and repair work continued overnight and areas of focus include coastal communities and neighborhoods just outside of Hammond. Please visit [Verizon response: Hurricane Ida](#) for updates on restoration efforts.
- **Cox** – Cox has assessed 1,600 miles of network, discovering 50 miles of damage. Cox planned to complete network-wide assessments this evening. Credits will be provided to residential customers who experienced outages, and late fees assessed will be reversed. Storm Assistance Plans, to temporarily suspend service, can be activated by calling (888) 269-9693.
- **AT&T** – AT&T’s wireless network in Louisiana is currently operating at more than 99% of normal. Customers in affected areas may still be experiencing wireline service interruptions due to storm damage and commercial power outages in their area. To learn more, please click [here](#).
- **T-Mobile** – Network sites have come back online in the parishes of Ascension, Orleans, Jefferson, East Baton Rouge, West Baton Rouge, St. Tammany and Tangipahoa. To receive the latest updates, please click [here](#).

Health Care Updates

- **Ochsner Health** – Ochsner Health continues to care at its open hospitals and is reopening its clinics and outpatient facilities across the affected region. All of the system's Emergency Departments are open. For the current status of Ochsner facilities, visit <https://www.ochsner.org/status>. Ochsner Health is offering free urgent care and behavioral health telemedicine visits via Ochsner Anywhere Care to Louisiana and Mississippi residents who have been displaced due to Hurricane Ida through Monday, September 6. Use the code "IDA."
- **LCMC Health** – LCMC Health hospitals are operational and providing inpatient care, and all emergency rooms are open and providing care for emergent and life-threatening clinical issues. For health-related questions or help finding care, patients are asked to call the Nurse Hotline at 504.962.6202. To learn more and to view hospital-specific openings, services, and hurricane recovery resources, click [here](#).
- **Tulane Health** – The emergency rooms at the downtown Tulane Medical Center and Lakeview Regional Medical Center in Covington remain open. Tulane Lakeside Hospital and its Emergency Room are temporarily closed. For the latest updates, click [here](#).
- **LSU Health** – Power has been restored to the downtown campus. LSU Health remains closed until further notice. To read the latest reopening plans, click [here](#).
- **North Oaks Health System** – North Oaks Medical Center Emergency Department remains open, and North Oaks Urgent Care Clinic in Hammond has reopened. Select outpatient services have also returned. To view the latest news, click [here](#).
- **Southeast Louisiana Veterans Health Care System** – The New Orleans Veterans Medical Center is open for emergency and inpatient care only. Limited outpatient care is available at New Orleans, Baton Rouge and Slidell. Southeast Louisiana Veterans and family members with questions about care should contact VA at 1-800-935-8387. To view the latest updates, click [here](#).