

GNO, Inc. Hurricane Ida Update

September 6, 2021 Update

Power Update

- **Entergy** – Entergy Louisiana and Entergy New Orleans have restored a combined 457,000 customers out of the peak of 902,000 that lost service. **Estimated times of restoration by neighborhood can be found [here](#).**
- **Cleco** – Cleco crews have restored to 85% of customers in St. Tammany Parish and 53% of customers in Washington Parish. **Estimated times of restoration by neighborhood can be found [here](#).**

Transportation and Logistics

- **New Orleans Airport** – Flights at the New Orleans airport have returned in a limited capacity. The airport recommends checking directly with your airline before arriving to the airport. To view the latest status of flights by airlines, click [here](#).
- **USPS** – The United States Postal Service announced that beginning Tuesday, September 7, nearly all post offices beginning with the zip codes 700, 701, 703 and 704 will be open. To read the latest updates, click [here](#).
- **UPS** – Services across the region have been temporarily impacted by Hurricane Ida. To read the latest service alerts, click [here](#).
- **FedEx** – FedEx service across the Greater New Orleans region has been temporarily suspended. To read the latest updates, click [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** – Verizon was able to restore fiber to the Hammond area and deploy portable assets to the Raceland area. At this time there are no longer any significant gaps in service anywhere throughout the storm-impacted areas in Louisiana. Please visit [Verizon response: Hurricane Ida](#) for updates on restoration efforts.
- **Cox** – Assessments have been completed in Orleans, and approximately 40% of GNO customers have had service restored. 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>.
- **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. Certain Tulane Health System services will be open Tuesday, September 7. 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](#).

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](#). Thank you to our friends in Baton Rouge!