



HURRICANE LAURA RECOVERY

A Progress Report for Alexandria, Louisiana

August 27- September 3, 2020



HURRICANE LAURA RECOVERY PROGRESS

Introduction & Summary

Hurricane Laura, a Category 4 hurricane, made landfall along the Louisiana and Texas coastlines on Thursday, Aug. 27.

The storm hit western Louisiana and east Texas with surge flooding topping 13 feet at Cameron Parish with wind gusts of 100 mph to 135 mph.

Alexandria sustained some flash flooding, major wind damage and tornadic activity.

RECOVERY DAY 1

Thursday, Aug. 27

- Emergency response begins during storm
- Call center opens at midnight during storm
- First responders secure flooding at underpasses and streets
- Storm cuts off power to entire city
- City crews begin damage assessment
- Utility, drainage, flooding and other critical infrastructure assessment begins
- City begins restoration to some critical infrastructure
- **END OF DAY – Power restored to 25 percent (6,600) of customers**



RECOVERY DAY 2

Friday, Aug. 28

- City restores majority of critical infrastructure
- Crews restore majority of commercial corridors
- Additional crews arrive to aid in recovery efforts
- A citywide boil advisory is issued
- Debris assessment and removal begins citywide
- Call center remains open
- **END OF DAY – Crews restore power to 50 percent (12,700) of customers**



RECOVERY DAY 3

Saturday, Aug. 29

- Water service stabilization continues
- Crews restore all water wells within the city
- Boil advisory remains in affect
- Bottled water distribution begins downtown
- Debris removal continues
- Call center remains open
- **END OF DAY – City restores power to 69 percent (17,200) of customers**





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RECOVERY DAY 4

Sunday, Aug. 30

- Utility crews restore all major electrical circuits
- Work continues on individual taps
- City workers clear all manageable streets of debris/blockages
- Outside debris contractor begins assessment and large piece removal
- Water distribution continues at stations set up around the city
- Call center remains open
- Boil advisory remains in place
- **END OF DAY – City restores power to 82 percent (20,000) of customers**



HURRICANE LAURA RECOVERY PROGRESS

RECOVERY DAY 5

Monday, Aug. 31

- Utility crews continue power restoration for individual taps
- Emphasis on broken power pole replacement continues
- Debris removal continues
- Begin sidewalk damage assessment and planning
- Begin Parks and Recreation, including Zoo, assessments and planning
- Water distribution continues
- Garbage pickup service resumes
- Call center remains open
- Boil advisory remains in place
- Resident support continues
- **END OF DAY – City restores power to 86 percent (22,000) of customers**



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RECOVERY DAY 6

Tuesday, Sept. 1

- Broken pole replacement continues
- Debris removal continues
- Parks and Rec. assessment continues
- Water distribution continues
- Regular garbage services resume
- Call center remains open
- Boil advisory continues citywide
- Support for residents continues
- **END OF DAY - Power restoration for individual taps continues**
- **Power restored to 97 percent (24,700) of customers**

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RECOVERY DAY 7

Wednesday, Sept. 2

- Power restoration for individual taps continues
- Broken power pole replacement continues
- Debris removal continues
- Parks and Rec. assessment continues
- Water distribution continues
- Garbage services resume
- Call center remains open
- Citywide Boil Advisory continues
- **END OF DAY: Power restored to 99 percent (25,500) of customers**

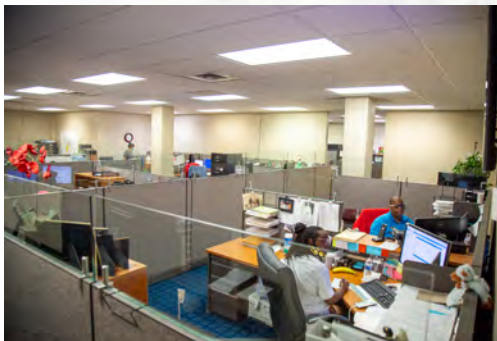
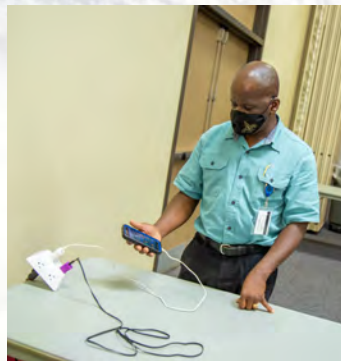
Progress Going Forward

- Trash pick-up resumes
- Support for residents continues based on demands and availability
- Garbage removal continues
- Debris removal continues
- Water distribution continues





HURRICANE LAURA RECOVERY PROGRESS





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Additional Actions

Online Communication

- Water Distribution
- Generator Information
- Power Restoration Steps
- Frequently Asked Questions
- Charging Stations
- Call Center





CALL CENTER OPEN
7:00AM - 8:30PM
(318) 473-1301

Report Fallen Trees, Downed Powerlines,
Road Blocks, & Outages

**DOWNLOAD ALEX CONNECTS
FOR 24/7 REPORTING!**


**PRIORITIZING
POWER RESTORATION**

STEP 1
**High-Voltage Transmission
and Substations**
Transmission lines and
substations supply power to
neighborhoods, we repair
them first.


**WATER
CONSERVATION + SAFETY**

Conserving Water

- Please only use water for essentials.
- We can keep up with demand if we conserve.
- The drop in pressure is due to the inability of the pumps to keep up with demand while the power is out.
- The generator is working on the Kisatchie pumps, but it will not power them entirely.
- We are working to restore power to the pumps within the city, but the weather is making that difficult.
- Now is not the time to fill bathtubs, run sprinklers, etc.
- Please report major leaks via Alex Connects or at 441-1301.


POWER FAQ:

**WHY IS MY POWER OUT BUT
MY NEIGHBOR'S IS ON?**

When we restore the primary lines, residents without damage to the lines serving their home are restored. Homes that have limbs on their service lines (which may be in another area) or other damage such as a broken pole, will not have power.


GENERATOR SAFETY

TIP #1
**Never run a generator
in an enclosed space,
including a garage.**

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Outside Support

