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A look back: Entergy Texas' response amid the global supply chain crisis

Dear builders and developers,

Innovative solutions, improved service dates, and effective communication—these were just a few of our commitments to you at the onset of the global supply chain crisis that led to a shortage of single-phase padmount transformers across our region. As we near the end of 2023, I'm proud to say our team stayed true to those commitments and implemented several short- and long-term solutions that helped mitigate the impacts to our customers and your business.

As you know, the supply chain constraints coupled with significant growth in the Southeast Texas area resulted in extended lead-times on deliveries. I'm happy to report that after much collaboration, determination and innovation, we have successfully returned to relatively normal lead times -- installing more than 2,400 transformers and completing 169 projects from Q3 of 2022 to Q3 of 2023.

We've also taken several steps to enhance communication and keep you better informed moving forward. This includes creating a new builder and developer-specific contact email address and developing an automated solution to provide monthly project updates to you and your teams.

Please know we appreciate you as a customer and value your patience, understanding and honest feedback as we navigated the many challenges of 2023. As we plan for 2024, Entergy Texas will do everything we can to support your business and continue to provide safe, affordable and reliable service to our Southeast Texas communities.

Wishing you a wonderful holiday season,

A handwritten signature in black ink, appearing to read 'Eliecer'.

Eliecer Viamontes
President and CEO
Entergy Texas, Inc