



# PRESS RELEASE

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**Contact:**

**Jeff Murski, Marketing and Member Services**  
**Mid South Synergy**  
**7625 Hwy 6**  
**Navasota, Texas 77868**  
**(936) 825-5111(OFFICE)**  
**(979) 220-5853(CELL)**  
**(936) 825-5166 (FAX)**  
**Email: [jmurski@midsouthsynergy.com](mailto:jmurski@midsouthsynergy.com)**

## ***Mid South Synergy Crews begin to assess damage from power outages caused by Hurricane Ike.***

NAVASOTA- Contractors and crews from Mid-South Synergy are responding to outages caused by Hurricane Ike that swept through our service territory early this morning 9/13/08.

At 11 am this morning approximately 14,000 members were affected by transmission and distribution power outages all throughout the Mid South Synergy service area. At this time power is still not available to many of these members. A majority of the outages are in the Grimes, Montgomery and Walker County areas. Repairs are expected to start this afternoon as 14 "recon" teams have been dispatched and are assessing damages caused by Hurricane Ike. In many instances, weakened trees and tree limbs fell on distribution lines causing these outages. In addition to these instances, certain service areas within Mid South's territory are

without transmission power to substations that rely on generation power from areas east of our service territory.

“Our high maintenance standards on lines and equipment have helped prevent even more outages and well-trained employees and our contractors have rallied to the challenge when the storms came,” said Kerry Kelton general manager of Mid South Synergy.

Mid South Synergy is capable of fielding outage calls using an automated system that helps linemen quickly locate the exact source of the distribution problem. At this time we have also opened up our customer service call center to answer additional phone calls for increased customer communication. We encourage members to share outage information with us as it will enable us in our power restoration efforts.

In addition, we will be accepting correspondence (such as outage information) at our local offices through our night-drop boxes and drive in window facilities. If customers feel the need to contact us for any reason over the weekend, we strongly encourage them to utilize our automated outage reporting system by dialing our number 1-888-525-6677, option #1. We also encourage our members to access our website [www.midsouthsynergy.com](http://www.midsouthsynergy.com) for updated press releases, outage reporting and storm safety precautions.

Please stay safe.

Stay tuned to your local media for further updates, especially if you cannot get through to us by telephone. We appreciate our members' patience and support during this time.

*Mid South Synergy is a Touchstone Energy electric cooperative serving just under 17,000 members in Grimes, Brazos, Madison, Walker, Montgomery and Waller Counties. Please visit our website at [www.midsouthsynergy.com](http://www.midsouthsynergy.com)*

*Touchstone Energy is a national alliance of local, consumer-owned electric cooperatives providing high standards of service to customers large and small. More than 640 Touchstone Energy cooperatives in 46 states are delivering energy and energy solutions to approximately 22 million customers every day. Touchstone Energy cooperatives serve their members with integrity, accountability, innovation and longstanding commitment to communities.*