



P R E S S R E L E A S E

For Immediate Release: September 16, 2008

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Mid South Synergy Finishing up final restoration in Grimes and Madison Counties

This is an update of Mid South Synergy's power restoration efforts. At this time most of the electric power service we supply in Brazos, Grimes, Walker and Madison counties continue to be maintained by back feeding from the ERCOT grid. However as crews have been working diligently to finish up work in Grimes County, they were slowed down due to a feeder outage early this morning south of Anderson. Work continues to be restored at this location as well as in the Whitehall area and it is anticipated that work will be complete by tomorrow morning. At this time less than one thousand remain without power in Grimes County. Work in Madison County has been swift as less than 50 Mid South customer are without power. In Walker County, our restoration efforts are very limited due to lack of transmission power available from Entergy. Mid South was

successful in restoring power to vital water pumping facilities at the Trinity River in northern Walker County for the Tenaska Frontier Power Plant in Shiro. As this plant is now on, it is helping to power up parts of Entergy's service area, but more transmission power is needed at this time. At this time approximately 2000 Mid South customers are without power in Walker County. If you are still without power in these areas, please continue to remain patient and utilize the outage automation system by calling 1-888-525-6677.

The Montgomery County area of our service territory still remains without transmission power from Entergy-Texas. Our wholesale supplier of power Brazos Electric is assisting Entergy in restoring Entergy's transmission grid in the Brazos Valley and areas eastward toward Montgomery and Walker Counties. As we are anticipating the eminent restoration of transmission power, our tree trimming and construction crews are nearly 250 strong as they work to repair broken poles and lines within our distribution system. Please visit our website for updates as well as local media outlets for the latest from Mid South Synergy. Thank you for your support, patience and cooperation in this emergency situation. If you have power back on, please conserve your energy use so that your neighbor can be brought back on.

OTHER IMPORTANT INFORMATION

Generators

If used improperly, a back-up generator can make life a lot more dangerous!

If you plan to use a portable back-up generator for temporary electric power, follow the manufacturer instructions to protect you and your family. Also, DO NOT connect the generator to the house wiring unless you have had a qualified electrician hook up the standby electrical system, including the installation of a transfer switch to isolate the generator from the electric utility service. Without the transfer switch, the power from the generator will “back feed” through the transformer and raise the voltage to 7,200 volts, a level that can easily kill any serviceman trying to restore the power down the line. In addition, when the power is restored, it may cause an electrical fire and /or destroy the generator.

Downed Power Lines

Assume that any downed power line is “live.” If power lines are lying on the ground or dangling near the ground, do not touch the lines. Notify your utility company or local law enforcement authorities as soon as possible that the lines have been damaged, or that the lines are down. Do not attempt to move or repair the power lines. If you can, stay nearby to warn others away from the downed line.

Wiring and Appliances Exposed to Water

If you have appliances or equipment exposed to water, never assume they are safe to use after they have dried. Before you try to use any electrical appliance that has been exposed to water, take it to a qualified service technician. The item may be fine, it may need reconditioning, or it might require replacement.

Mid South operations and planning

At this time, Mid South crews and its contractors will be working late each day to get damage repaired and power restored. Please steer clear and give them courtesy in their efforts. This is dangerous work, their concentration is vital for their success in safely getting you back on with power.

Mid South offices and communications

At this time each of our offices in Huntsville, Navasota and Montgomery are closed to the public but will be accepting correspondence (such as outage information) through our night-drop boxes and drive in window facilities. If customers feel the need to contact us for any reason into the week, 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 for updated press releases and outage reporting.

Stay tuned to local media for the very latest.

HUNTSVILLE—KSAM 101.7FM

CONROE/MONTGOMERY---KSTAR 99.7 FM

NAVASOTA/ANDERSON/MADISONVILLE—WTAW 1620 AM AND KBTX TV3

Please stay safe.

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

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.