



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

For Immediate Release: September 18, 2008

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Mid South Synergy Continues to Restore power in Montgomery County

For almost a week we have been able to maintain power service to most of Brazos, Grimes, Walker and Madison counties. At this time less than 500 customers remain without power in these areas as we continue to complete work on small individual outages. If you are still without power in these areas, please continue to utilize the outage automation system by calling 1-888-525-6677 option 1.

At this time the Montgomery County area of our service territory has received rationed amounts of transmission power from Entergy-Texas. Power has been restored to portions of our service territory along State Hwy 105 and Lake Conroe. Also, we have completed the repair of most of our 3-phase feeder lines and are now moving to the

repair of single tap lines that feed individual neighborhoods. However, today Entergy has restricted Mid South from receiving any additional transmission power due to the lack of sufficient power generation from them. This has caused Mid South delay in energizing some of our customers who live in areas where we have completed the repair of broken poles and lines. Over 5000 Mid South customers remain without power in Montgomery County. Once we receive word from Entergy about additional transmission power we will begin energizing more customers where repairs have been made. We appreciate your patience and understanding in this emergency situation.

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 operating service to just under 23,000 meters 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.