

Hillsborough Power Reliability: What We Know & What You Can Do

Neighborhood Meeting Handout — August 11, 2026

The Numbers (from Entergy's Aug 6 briefing on circuit G915)

- ~24 outage events for the Hillsborough community, Jan 2024–Aug 2026. Top causes: vegetation (9), equipment failure (5), lightning (4).
- Entergy confirmed our neighborhood has close to 3 times the outages of the rest of Little Rock.
- Outage frequency (SAIFI) and average outage duration (SAIDI) both increased every year from 2024 to 2026.
- **Vegetation trim cycle isn't scheduled until 2029** — despite vegetation being our #1 documented outage cause. Entergy did not commit to moving it up.

Entergy's Committed / Scheduled Work

- Spring 2026: 30-point reliability project on the Hinson Rd trunkline (poles, insulators, framing, lighting/animal mitigation).
- June 2026: transformer upgrade on Beckenham Drive.
- Next year: 3 more reliability jobs — two on Nappa Valley Drive, one on Beckenham Drive.
- **Starting this week:** an Entergy team member said they'll be doing three walkthrough inspections of the neighborhood, checking for any obvious problems including vegetation.

Entergy's 2026 Rate Case — Docket No. 26-001-U

- Filed Feb 27, 2026. Entergy is asking for a 9.85% guaranteed return on equity, a \$92.3M rate increase, and a construction rider adding ~\$5.77/month to bills. New rates would take effect January 2027.
- Entergy's rate case info: entergyarkansas.com/ratecase2026. File public comments at apsc.arkansas.gov (Public Comments) and reference Docket No. 26-001-U.

What You Can Do

- **1. Report every outage:** call (800) 968-8243 or use the Entergy app — every reported outage helps our circuit rank for upgrade funding.
- **2. Keep a personal outage log:** date, time out, time restored.
- **3. File an informal APSC complaint:** (501) 682-1718 or (800) 482-1164, or apsc.arkansas.gov/consumer-services/forms/.
- **4. Submit a public comment in the rate case:** at apsc.arkansas.gov (Public Comments), reference **Docket No. 26-001-U** (apps.apsc.arkansas.gov — Docket 26-001-U), identify yourself as a Hillsborough resident on a chronically failing circuit, and ask the Commission to condition any rate/ROE increase on documented reliability fixes.
- **5. Contact your elected officials:** see below.

Key Contacts

- **Little Rock City Director, Ward 5 — Lance Hines:** LanceHines@me.com
- **Entergy Arkansas — Jarrod Harris (Customer Service Manager):** jharr18@entergy.com · outages: (800) 968-8243 · general service: (800) 368-3749.
- **Arkansas Public Service Commission (Consumer Services):** (501) 682-1718 or (800) 482-1164 · apsc.arkansas.gov
- **AG's Consumer Utility Rate Advocacy Division (CURAD):** arkansasag.gov
- **AR State Senator Clarke Tucker (District 14):** clarke.tucker@senate.ar.gov
- **AR State Representative Ashley Hudson (District 75):** ashley.hudson@arkansashouse.org

Marlowe Manor Neighborhood Summary of Meeting:

Update on the Recent Power Outages in Marlowe Manor

Thank you to everyone who came out to discuss the repeated power outages affecting our neighborhood. We wanted to share some of the most important information that came out of the recent meeting with Entergy.

The good news is that **Entergy recognizes that we have a legitimate reliability problem.**

Our neighborhood is served primarily by Entergy circuit **G915**, and according to the information presented at the meeting, the frequency and duration of outages on this circuit have been increasing. Entergy indicated that our reliability is roughly **three times worse than comparable areas.**

Entergy counted **24 outage events between 2024 and 2026 alone.**

One of the biggest findings involved trees and vegetation. Entergy's own information showed that approximately **60% of the outages affecting our circuit were vegetation-related.**

Entergy has already completed or begun several improvements, including:

- Pole and equipment replacements
 - Lightning mitigation work
 - Insulator replacements
 - Transformer upgrades
 - Additional switching and sectionalizing equipment designed to keep an outage from affecting as many customers
 - Additional inspections and work planned along the circuit

Those are positive steps, but there is still a major concern.

Entergy's larger vegetation-clearing project for our area is currently scheduled for **2029**. Several of us expressed very clearly that waiting until 2029 does not make sense when Entergy's own data identifies vegetation as the leading cause of our outages. We are going to continue pushing for that work to be moved up.

What can residents do?

Please report EVERY outage to Entergy, even if you know one of your neighbors has already reported it.

Entergy uses outage data when evaluating the reliability of circuits and determining where resources and improvements are needed. The more accurately our outages are documented, the stronger the case becomes for additional work in our neighborhood.

If you see trees, limbs, damaged equipment, leaking transformers, or other conditions near Entergy's lines that appear to be a problem, please report those as well.

It is also helpful to keep your own record of outages, including the date, approximate time the power went out, and how long it remained off. The repeated outages many of us have experienced are **not simply anecdotal**. Entergy's own numbers confirm that there is a reliability problem affecting our circuit.

There have been some improvements, and we appreciate the Entergy crews who come into the neighborhood and work in difficult conditions to restore power. The concern is not with the crews responding to outages. Our goal is to get enough attention and investment directed toward the underlying infrastructure and vegetation problems so that they do not have to keep coming back.

We will continue working with Entergy and our elected representatives and will share additional information with the neighborhood as we receive it.

Most importantly: if your power goes out, report it. Every outage report helps document the problem.