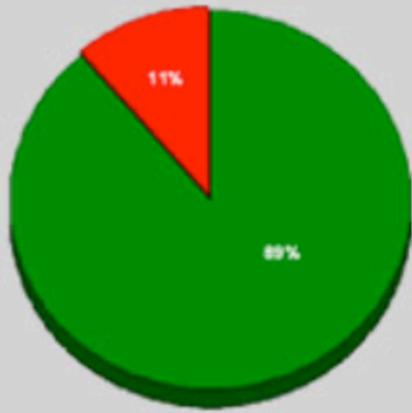


### August 27 – Katrina Landfall

-2 days: St. Charles Parish issues mandatory evacuation at 9am CT



Total Contacts Selected = 9,438  
 Total Unique Deliveries = 21,319\*

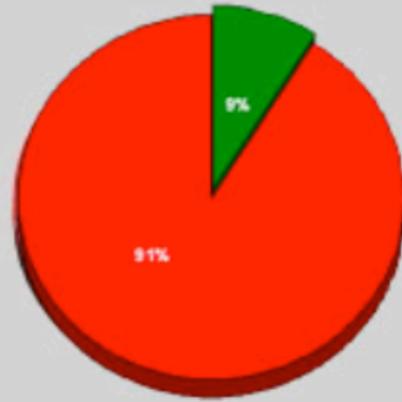
■ Successful Deliveries = 18,906 (88.7%)  
 ■ Unsuccessful Deliveries = 2,413 (11.3%)

8/27/05 9:00 AM (CT)

#### Hurricane Evacuation Message

Citizens are informed that St. Charles Parish is under mandatory evacuation and all schools are closed.

### August 29 – Katrina Landfall at 6:10am



Total Contacts Selected = 9,438  
 Total Unique Deliveries = 21,319\*

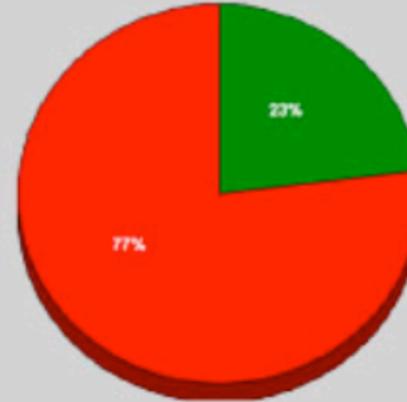
■ Successful Deliveries = 1,839 (8.6%)  
 ■ Unsuccessful Deliveries = 19,480 (91.4%)

8/29/05 12:43 PM (CT)

#### Hurricane Update Message

Citizens are warned not to return to St. Charles Parish due to damage from Katrina

### August 30 – Katrina Landfall +1 day



Total Contacts Selected = 9,438  
 Total Unique Deliveries = 21,319\*

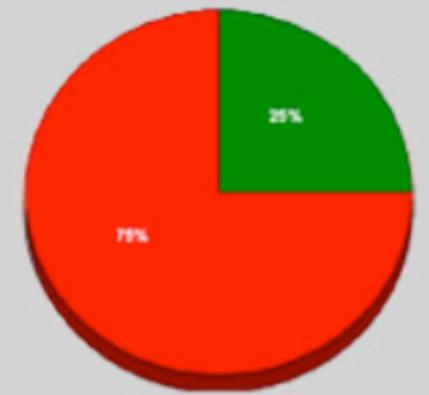
■ Successful Deliveries = 4,858 (22.8%)  
 ■ Unsuccessful Deliveries = 16,461 (77.2%)

8/30/05 2:24 PM (CT)

#### Hurricane Update Message

Citizens are notified that the recovery process has begun and to remain in their present location until further notice

### August 31 – Katrina Landfall +2 days



Total Contacts Selected = 9,438  
 Total Unique Deliveries = 21,319\*

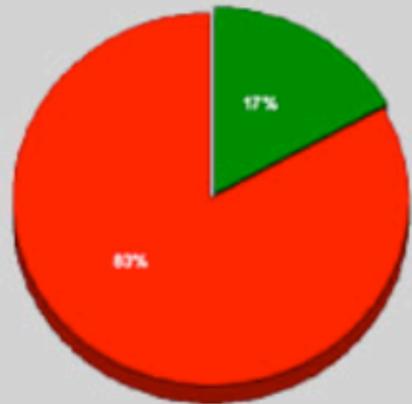
■ Successful Deliveries = 5,295 (24.8%)  
 ■ Unsuccessful Deliveries = 16,024 (75.2%)

8/31/05 7:28 PM (CT)

#### Hurricane Update Message

Citizens are notified that power is expected to be restored in two weeks

### September 1 – Katrina Landfall +3 days



Total Contacts Selected = 9,168  
 Total Unique Deliveries = 21,035\*

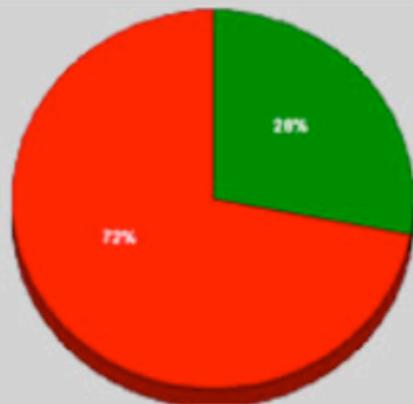
■ Successful Deliveries = 3,647 (17.3%)  
 ■ Unsuccessful Deliveries = 17,388 (82.7%)

9/01/05 8:34 AM (CT)

#### Hurricane Update Message

Citizens are again notified that power is expected to be restored in two weeks

### September 4 – Katrina Landfall +6 days



Total Contacts Selected = 7,804  
 Total Unique Deliveries = 19,292\*

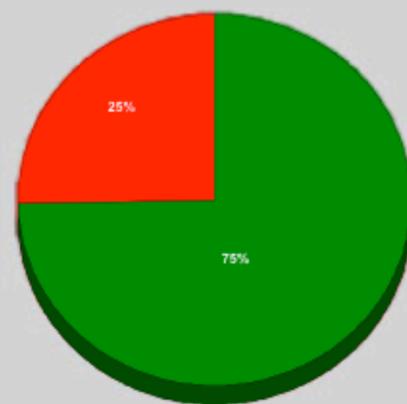
■ Successful Deliveries = 5,404 (28.0%)  
 ■ Unsuccessful Deliveries = 13,888 (72.0%)

9/04/05 2:30 PM (CT)

#### Hurricane Update Message

Residents are informed of the progress within the St. Charles Parish.

### September 22 – Katrina Landfall +24 days



Total Contacts Selected = 9,443  
 Total Unique Deliveries = 23,125\*

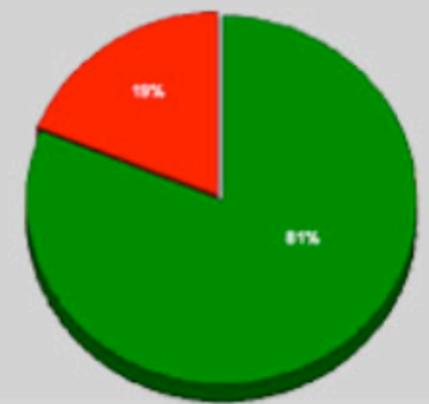
■ Successful Deliveries = 17,301 (74.8%)  
 ■ Unsuccessful Deliveries = 5,824 (25.2%)

9/22/05 3:20 PM (CT)

#### Hurricane Rita Warning

Residents are notified that a Tropical Storm Warning has been issued and schools will be closed

### September 25 – Katrina Landfall +27 days



Total Contacts Selected = 9,443  
 Total Unique Deliveries = 23,125\*

■ Successful Deliveries = 18,742 (81.0%)  
 ■ Unsuccessful Deliveries = 4,383 (19.0%)

9/25/05 1:00 PM (CT)

#### Schools Re-Open Message

Residents are informed that all St. Charles Parish Schools will re-open on September, 26 2005.