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Courtney R. Nicholson
Vice-President – Regulatory and Public Affairs

September 29, 2021

Via Electronic Delivery

Ms. Lora W. Johnson, CMC, LMMC
Clerk of Council
City Hall - Room 1E09
1300 Perdido Street
New Orleans, LA 70112

RE: Council Docket UD-17-04; Quarterly Filing Requirement per Ordering Paragraph #6 of Council Resolution R-17-427

Dear Ms. Johnson:

Please find enclosed for your further handling Entergy New Orleans, LLC's ("ENO") report on Customer Interruptions for the period of January 1, 2021 through June 30, 2021, which Report is being filed in the above-referenced docket pursuant to Ordering Paragraph 6 of Council Resolution Nos. R-17-427, dated August 10, 2017 and R-18-98 dated April 5, 2018. This Report is being converted from a bi-monthly filing to quarterly filing pursuant to Council Resolution No. R-21-153, dated May 6, 2021. As a result of the remote operations of the Council's office related to COVID-19, ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council resumes normal operations, or as you direct. ENO requests that you file this submission in accordance with Council regulations as modified for the present circumstances.

Thank you for your assistance with this matter.

Sincerely,

A handwritten signature in blue ink that reads "Courtney R. Nicholson".

Courtney R. Nicholson

CRN/bkd

Enclosures

cc: Official Service List (UD-17-04 *via electronic mail*)

**ENERGY NEW ORLEANS, LLC'S
BI-MONTHLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2021 THROUGH JUNE 30, 2021**

1. Background

Entergy New Orleans, LLC's ("ENO" or the "Company") electric distribution system operates between 13,200 volts (13.2 kV) and 34,500 volts (34.5 kV). ENO's distribution system serves over 200,000 customers. There are 20 ENO substations that supply power to over 200 distribution circuits, consisting of approximately 1,800 distribution circuit miles, of which approximately 1,200 are overhead circuit miles, and approximately 600 are underground circuit miles.

ENO is geographically divided into four networks, New Orleans East, Algiers, the Central Business District, and Orleans. The four networks comprise the New Orleans Metro Region. ENO's distribution system begins at the substations, where power is transformed from transmission-level voltage into distribution-level voltage, suitable for delivering power directly to residential, and most commercial, governmental, and industrial customers. However, some of ENO's largest commercial, governmental, and industrial customers are connected directly to the Company's transmission system.

This report is filed pursuant to Council Resolution Nos. R-17-427 and R-18-98, which require ENO to file periodic reports with the Council of the City of New Orleans ("Council") detailing various aspects of the Company's reliability performance and to help demonstrate that ENO's efforts to operate and maintain its distribution system that serves customers in New Orleans have been reasonable and effective. The reporting frequency was subsequently modified from bi-monthly to quarterly, per Resolution R-21-153 in the ENO Reporting Requirements Streamlining docket, UD-20-01. This report contains the reliability performance of ENO's distribution system and transmission system for the year-to-date ("YTD") period ending June 30, 2021.¹ Specifically, ENO provides customer interruptions² experienced during the YTD period, except interruptions attributed to Major Events, those that are Mandated by Public Authority or interruptions that are Momentary in duration. The results are summarized below, with additional detail provided in the attached graphs and the Excel spreadsheet.

2. YTD Distribution Reliability Performance:

As of June 2021, YTD distribution-related customer interruptions increased by approximately 28.63% as compared to January – June 2020, and increased by 26.70% as compared to ENO's average reliability performance over the same six month period for the past 3 years.³ The highest

¹ Due to a change in the outage tracking system, specific weather-related information is not available on outages as of November 9, 2020. ENO is currently looking into whether this data can be made available in the future.

² "Customer Interruptions" refers to the number of customers who were interrupted during an outage.

³ For the purposes of these metrics, interruptions caused by momentary outages and major events are excluded. Such exclusions are consistent with standard industry reliability indices used by most electric utilities to assess the reliability of their electrical system, which exclude major outage events that cause interruptions to a significant portion of the utility's customer base, momentary outages lasting no longer than five (5) minutes, and which typically occur as a result of temporary faults in the distribution of electricity, and outages that are mandated by a public authority.

contributing outage categories to the frequency of customer interruptions reflected herein were lightning, scheduled interruptions, emergency switching, foreign objects, and crossarm failures.⁴ These outage causes affected approximately 74,950 customer interruptions during the reportable period and are higher than historical interruption patterns over the same months in previous years. This increase in customer interruptions is due to adverse weather conditions experienced in 2021 with much higher-than-normal rainfall totals. According to the National Weather Service, New Orleans received 50.45 inches of precipitation from January through June 2021, which is approximately 52.78% more rain than the 33.02 inches that New Orleans averaged over the same six-month timespan in the previous 10 years. The additional precipitation was caused by an increased number of storms in the metropolitan area, which also caused the noticed increase in lightning strike customer interruptions.

ENO's Bi-Monthly Customer Interruption Report for the YTD period ending February 29, 2020⁵ described ENO's enhanced safety practices contributable to outages coded as either "scheduled interruption" when the work is preplanned or "emergency switching" when additional customers need to be taken out to support repairs for an emergency outage. Approximately 28,532 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These occurrences accounted for roughly 20.85% of the total distribution customer interruptions year to date.

3. YTD Transmission Reliability Performance:

Transmission-related customer interruptions in the reportable period decreased by approximately 48.33% as compared to the corresponding April – June period in 2020 and decreased by 50.54% as compared to ENO's average reliability performance for the same period over the past 3 years.⁶ During the April – June 2021 timeframe, there were 8,787 transmission-related customer interruptions, which occurred on April 10, 2021 and April 20, 2021. These transmission-related customer interruptions were related to primary conductor failure and an animal getting into electrical equipment, respectively. The highest contributing outage category to the duration of these customer interruptions was an avian-related electrical outage.

Transmission-related customer interruptions on a year-to-date basis have increased as compared to the corresponding January – June period in 2020, by 129.68%, and have increased compared to ENO's average transmission-related customer interruptions for January – June over the past 3 years, by 107.72%. The significant increase in transmission-related customer interruptions for the reporting period is largely attributable to the 24,370 customer interruptions that occurred during the Winter Storm Uri Load Shed event on February 16, 2021. ENO has been working diligently

⁴ The Customer Interruption data being provided does not include the customer interruptions associated with April 24, 2021 vault fire that occurred at the corner of Natchez St. and Magazine St. because the nature of the mesh network that serves the Central Business District does not currently allow outages on the network to be captured in the automated reporting.

⁵ See Bi-Monthly Customer Outage Report for the Period of January 31, 2020 through February 29, 2020 filed by ENO on July 30, 2020.

⁶ See FN 2.

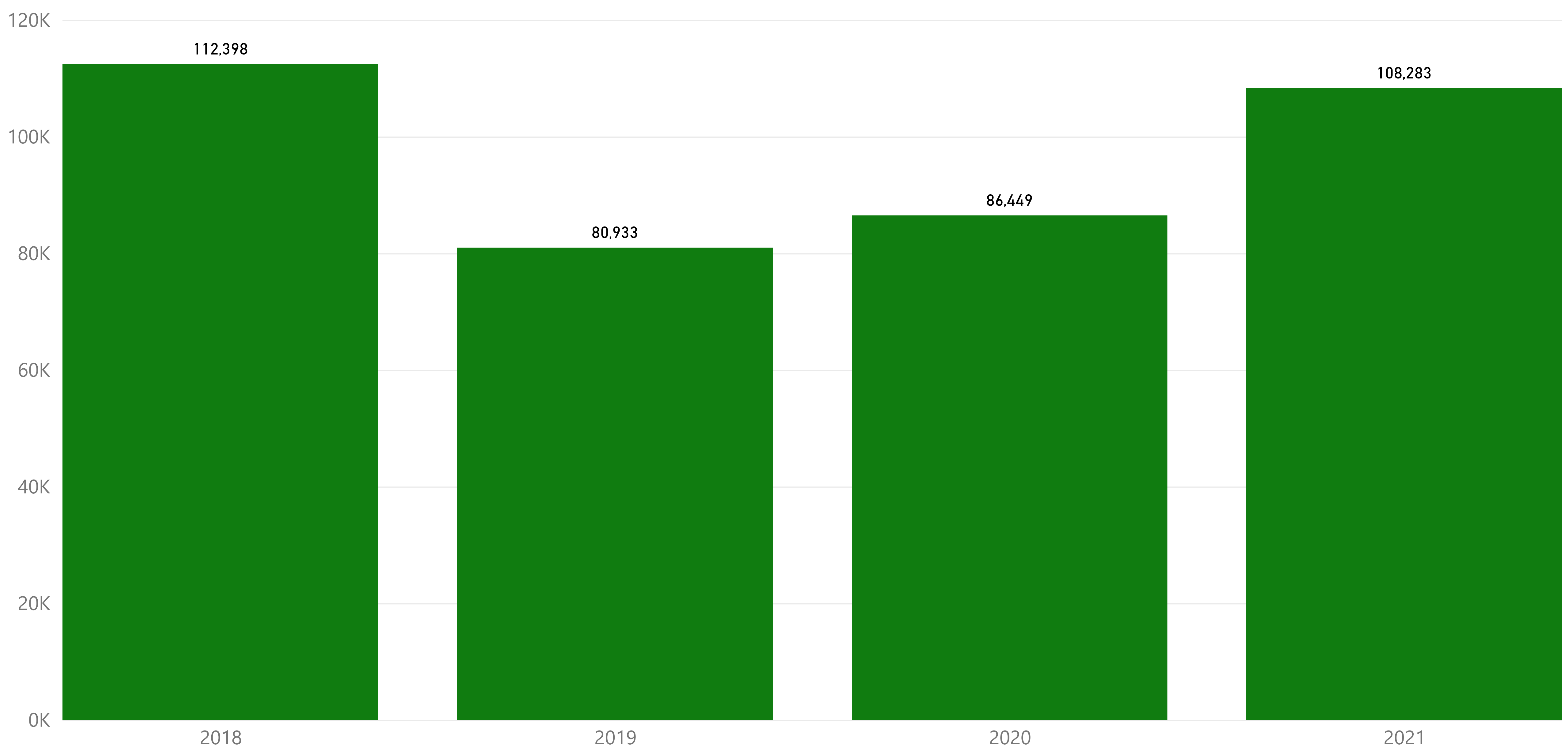
to address the issues that led to more customers being interrupted during that event than should have been interrupted.



ENTERGY NEW ORLEANS

Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

6/30/2021



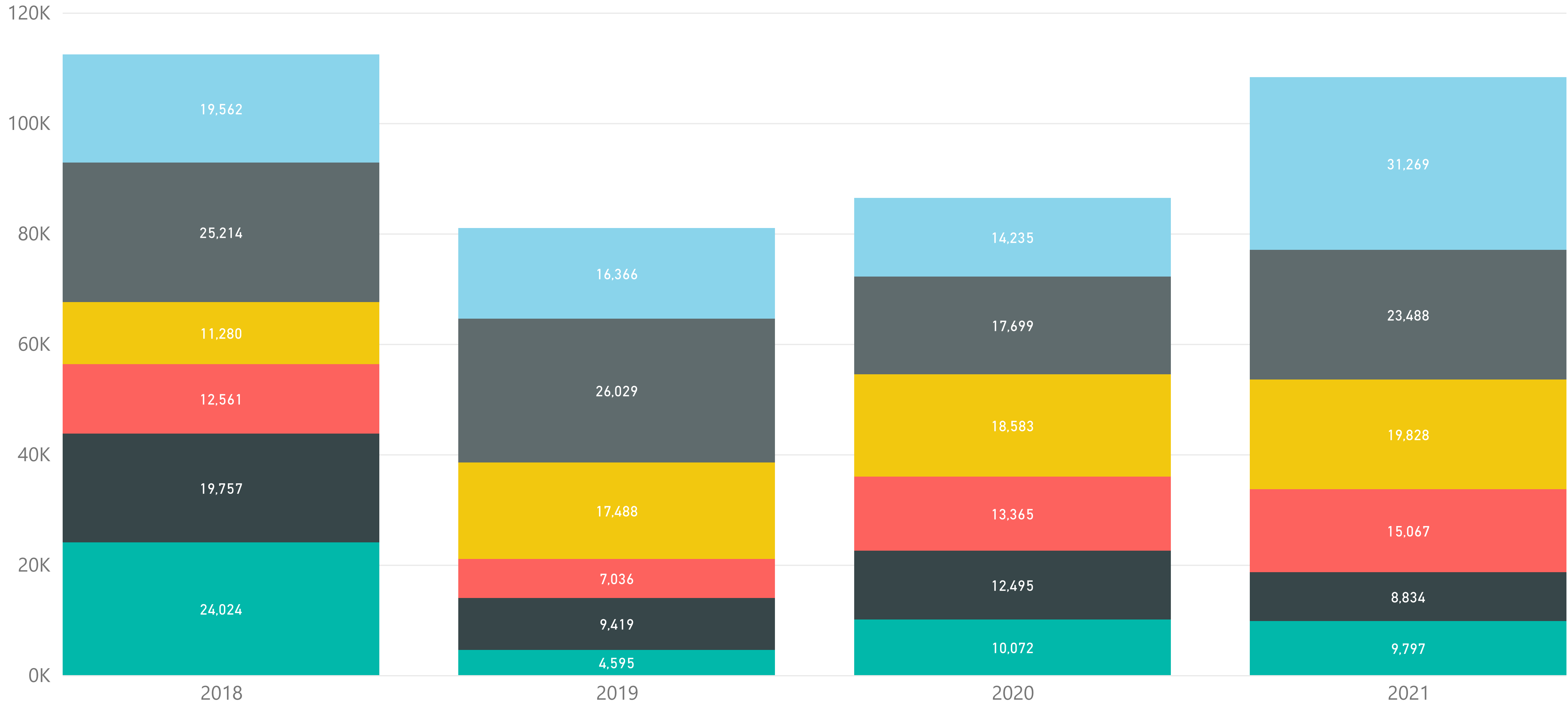


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Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

6/30/2021

Month ● January ● February ● March ● April ● May ● June





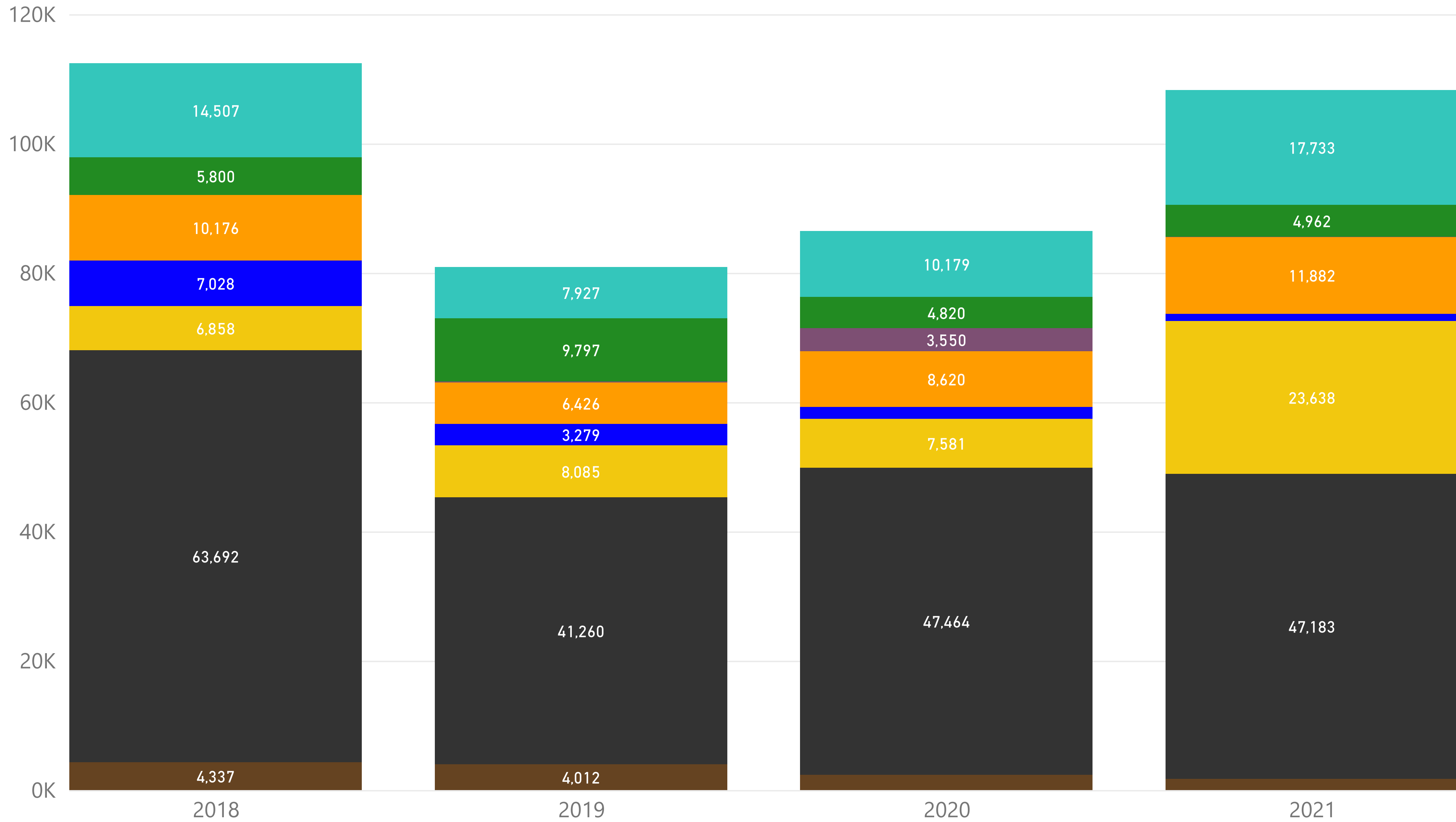
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Distribution Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

6/30/2021

Summary Cause Updated

- (Blank)
- Animal
- Equipment Failure
- Lightning
- Human Error
- Public Damage
- Foreign Trouble
- Vegetation
- Other





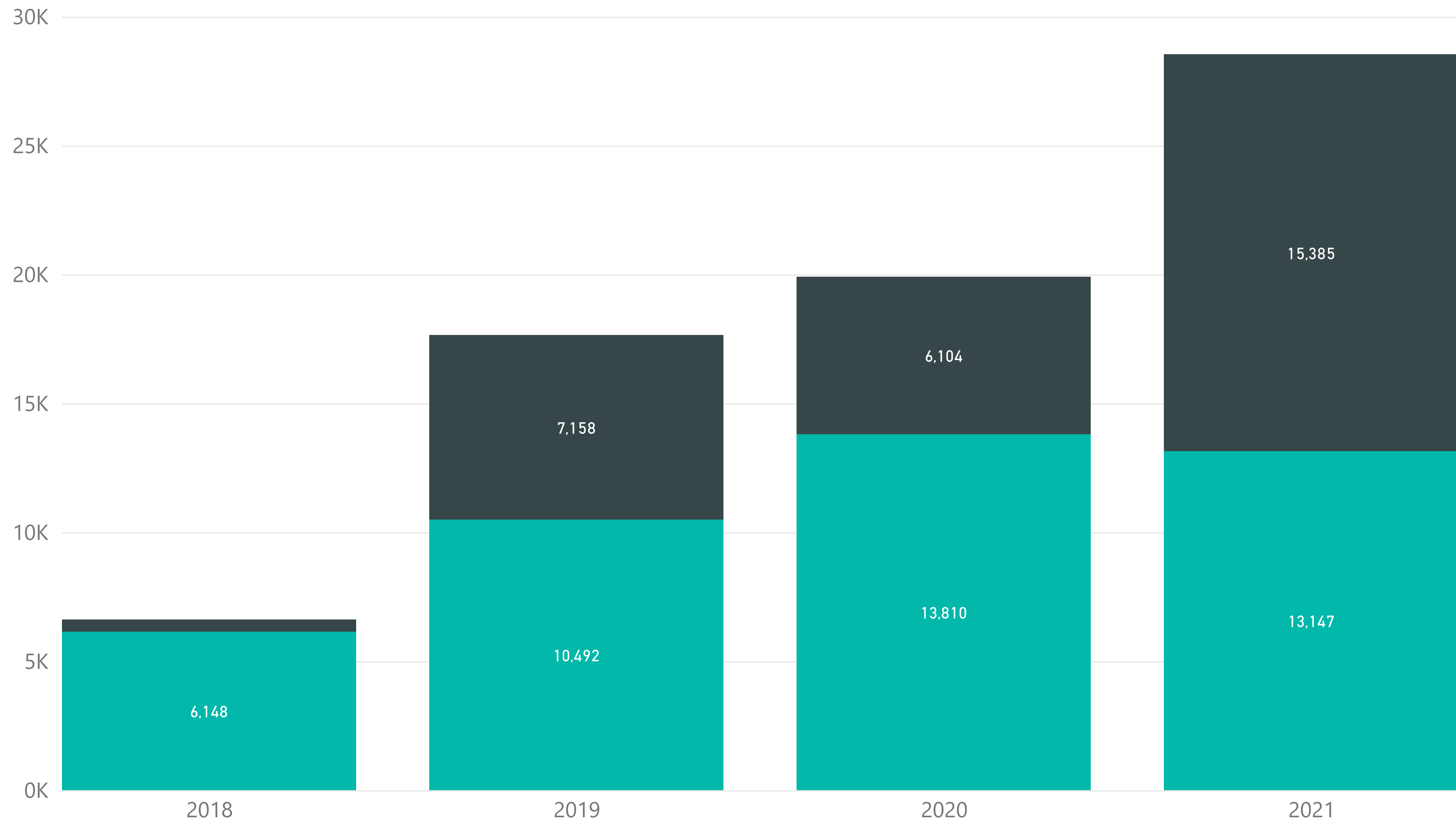
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Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year
(Jan 1 - Current Date All Years)

6/30/2021

Summary Cause Updated

- Emergency Switching
- Scheduled Interruption

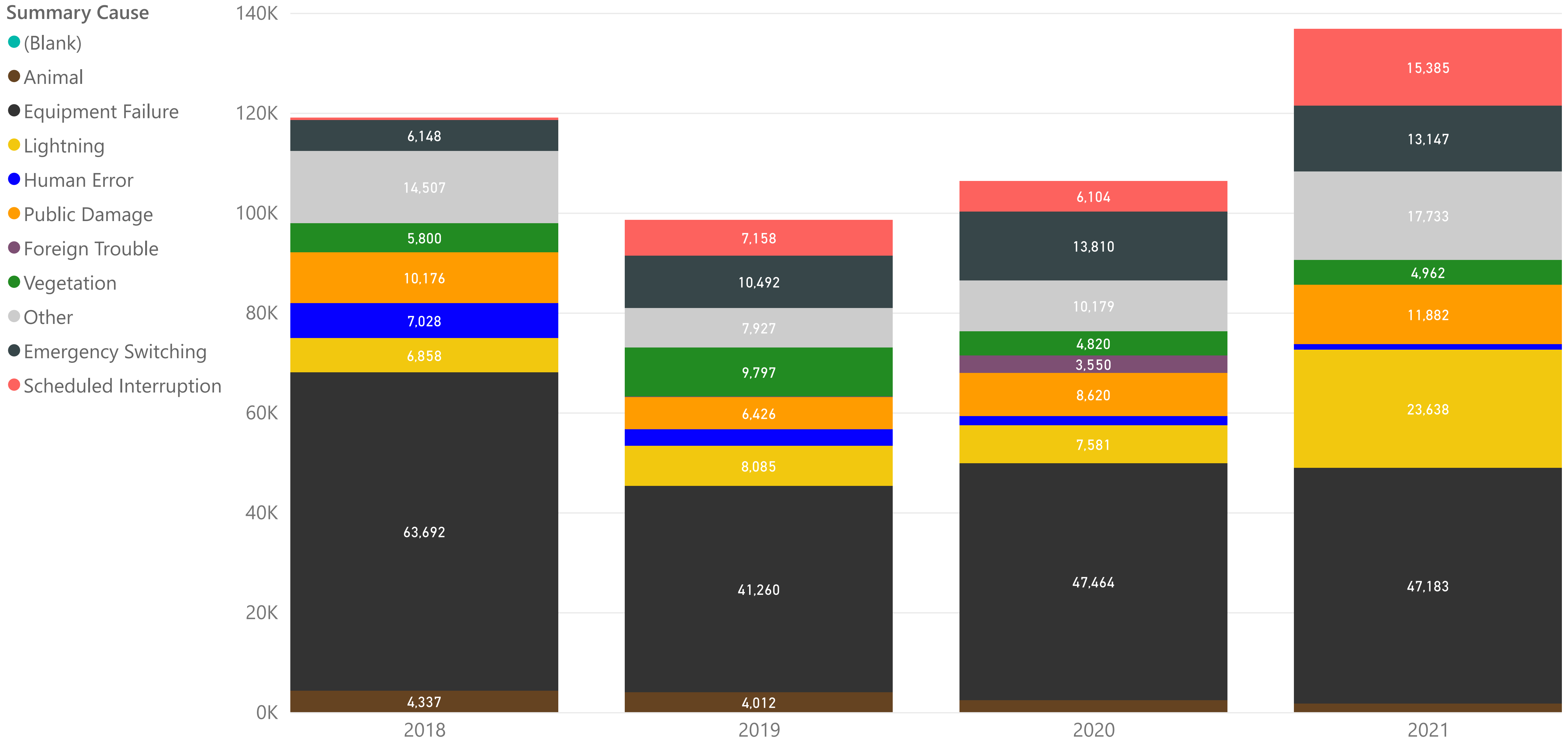




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Distribution Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)
(Jan 1 - Current Date All Years)

6/30/2021





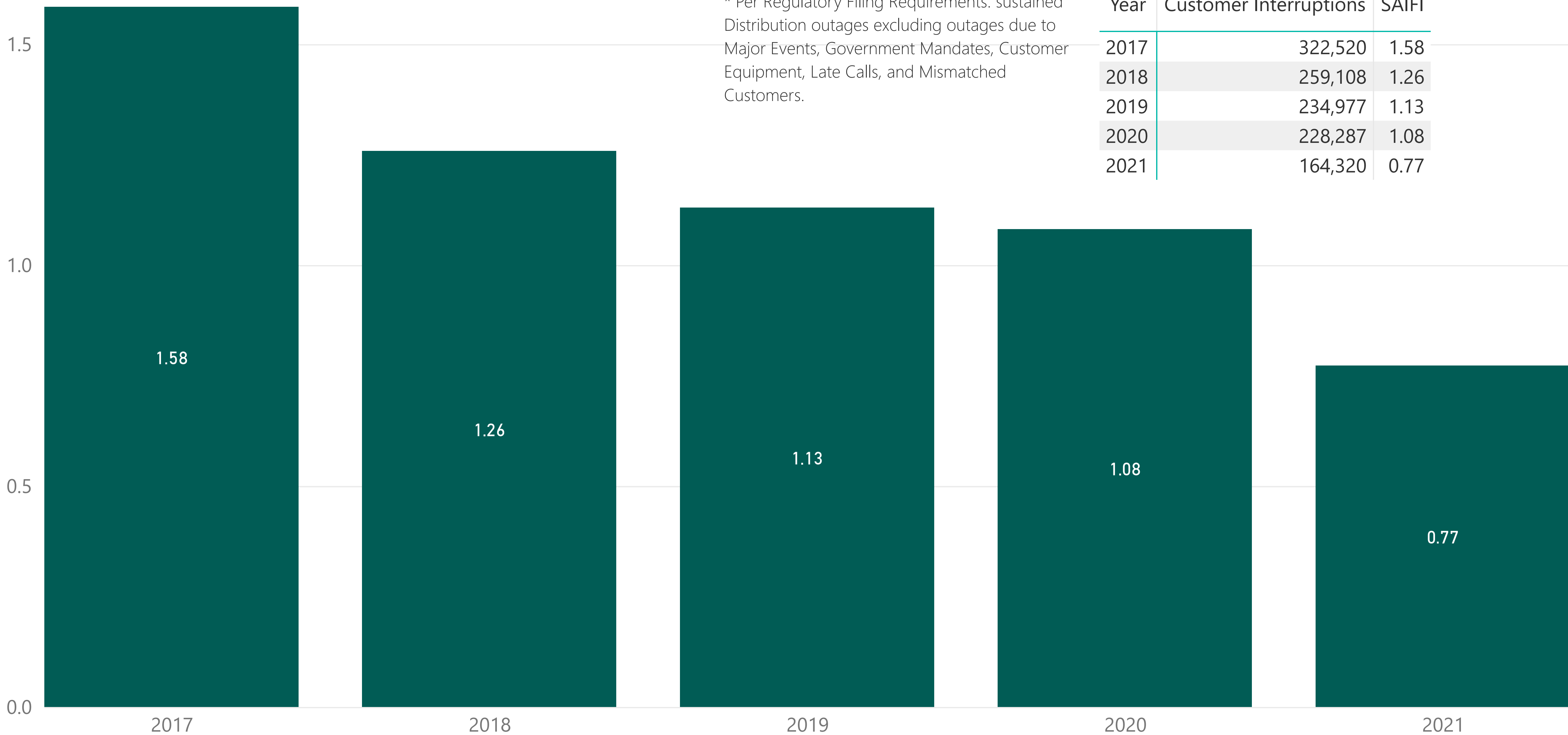
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Distribution SAIFI by Year
(Full Calendar Years)

6/30/2021

* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.

Year	Customer Interruptions	SAIFI
2017	322,520	1.58
2018	259,108	1.26
2019	234,977	1.13
2020	228,287	1.08
2021	164,320	0.77





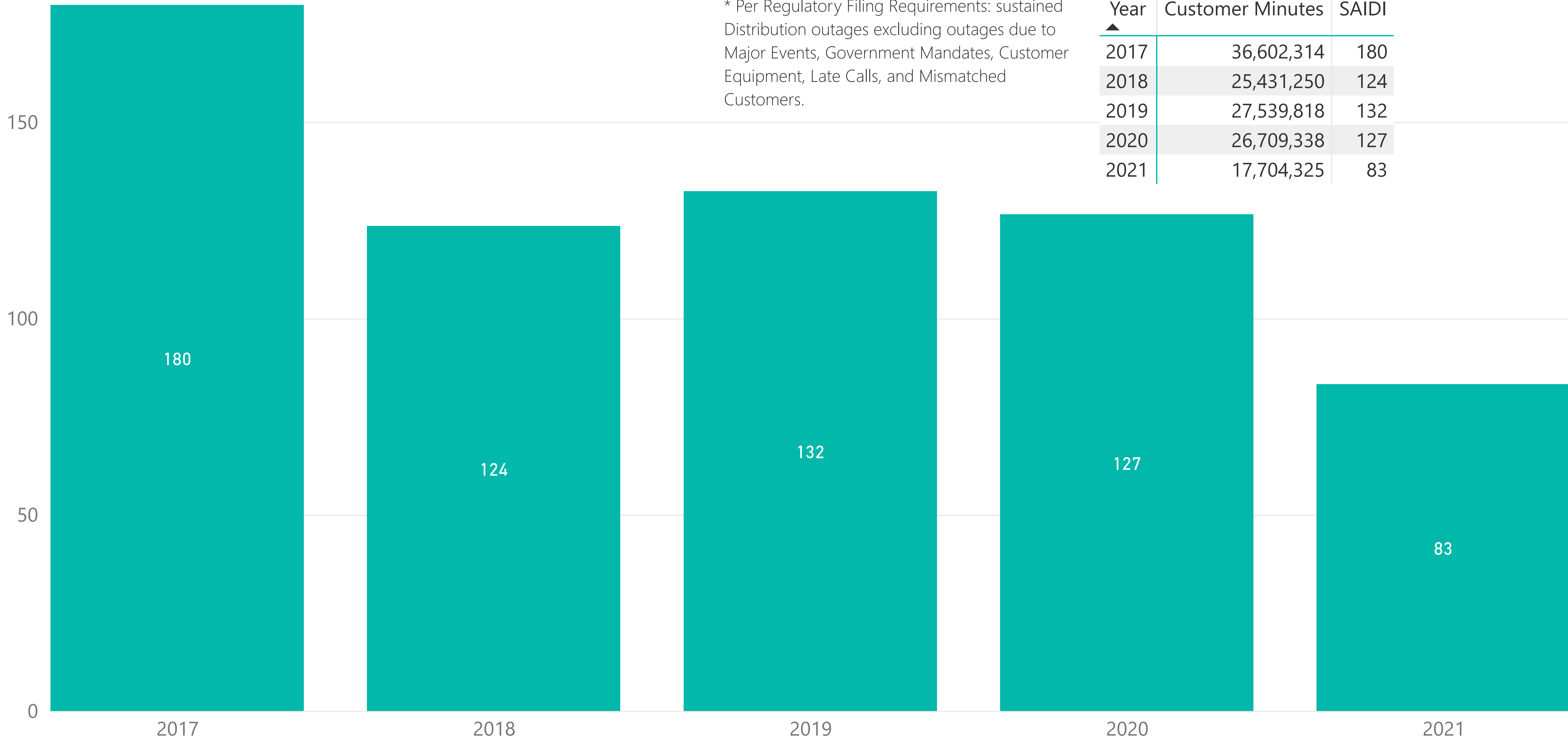
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Distribution SAIDI by Year
(Full Calendar Years)

6/30/2021

* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.

Year	Customer Minutes	SAIDI
2017	36,602,314	180
2018	25,431,250	124
2019	27,539,818	132
2020	26,709,338	127
2021	17,704,325	83

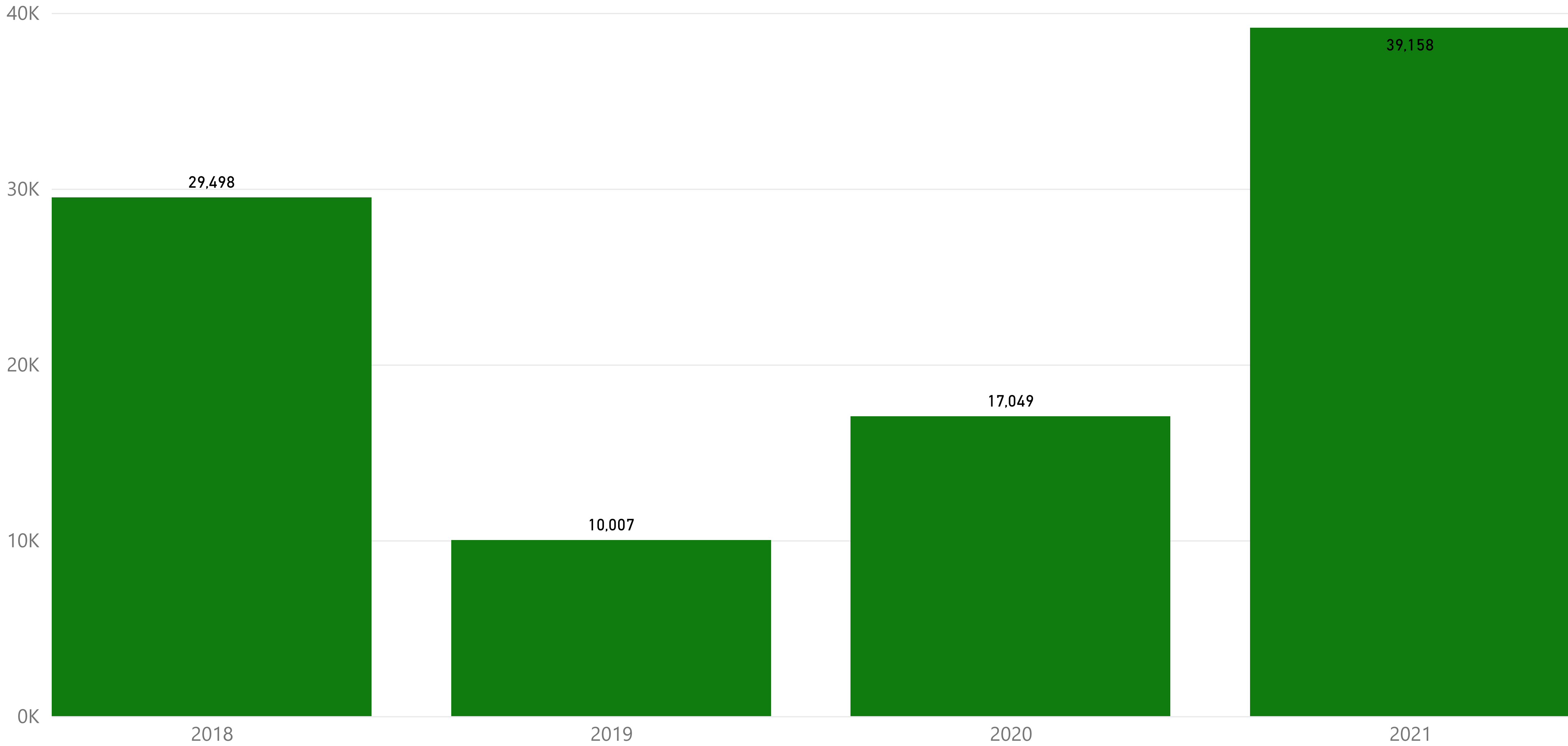




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Transmission Customer Interruptions (excluding Scheduled and Mandated) by Year
(Jan 1 - Current Date All Years)

6/30/2021

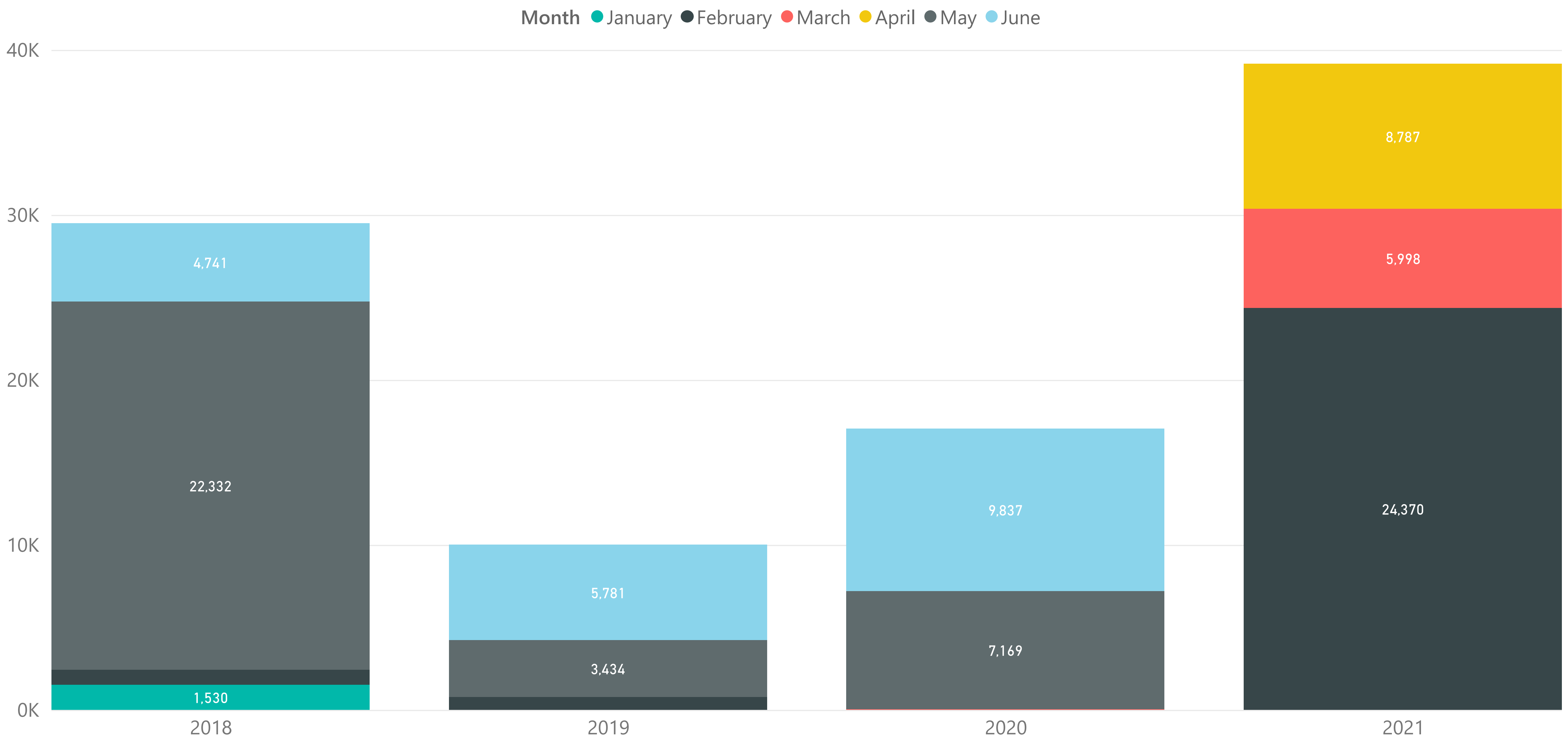




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Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

6/30/2021





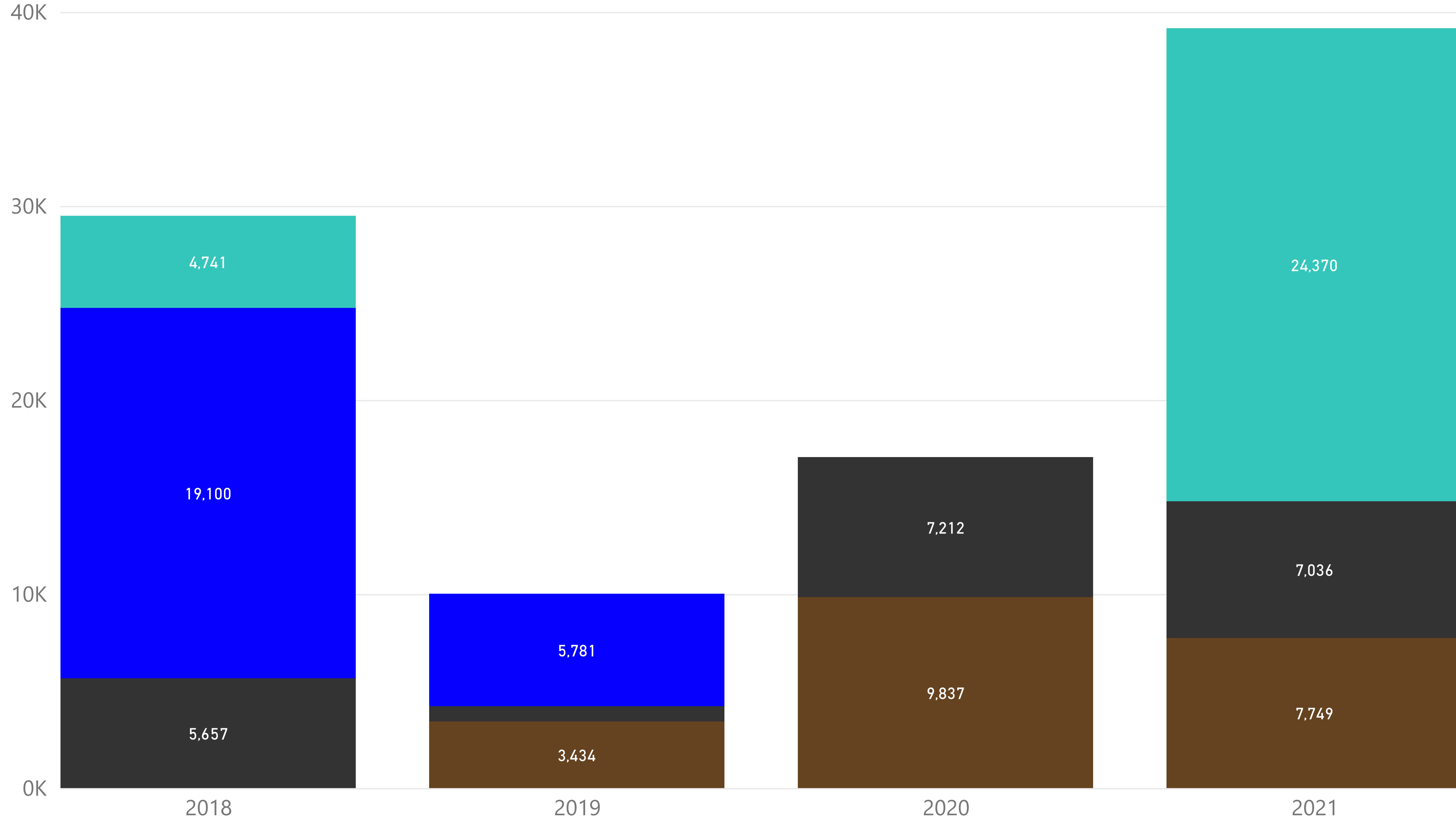
ENTERGY NEW ORLEANS

Transmission Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

6/30/2021

Summary Cause Updated

- Animal
- Equipment Failure
- Human Error
- Other

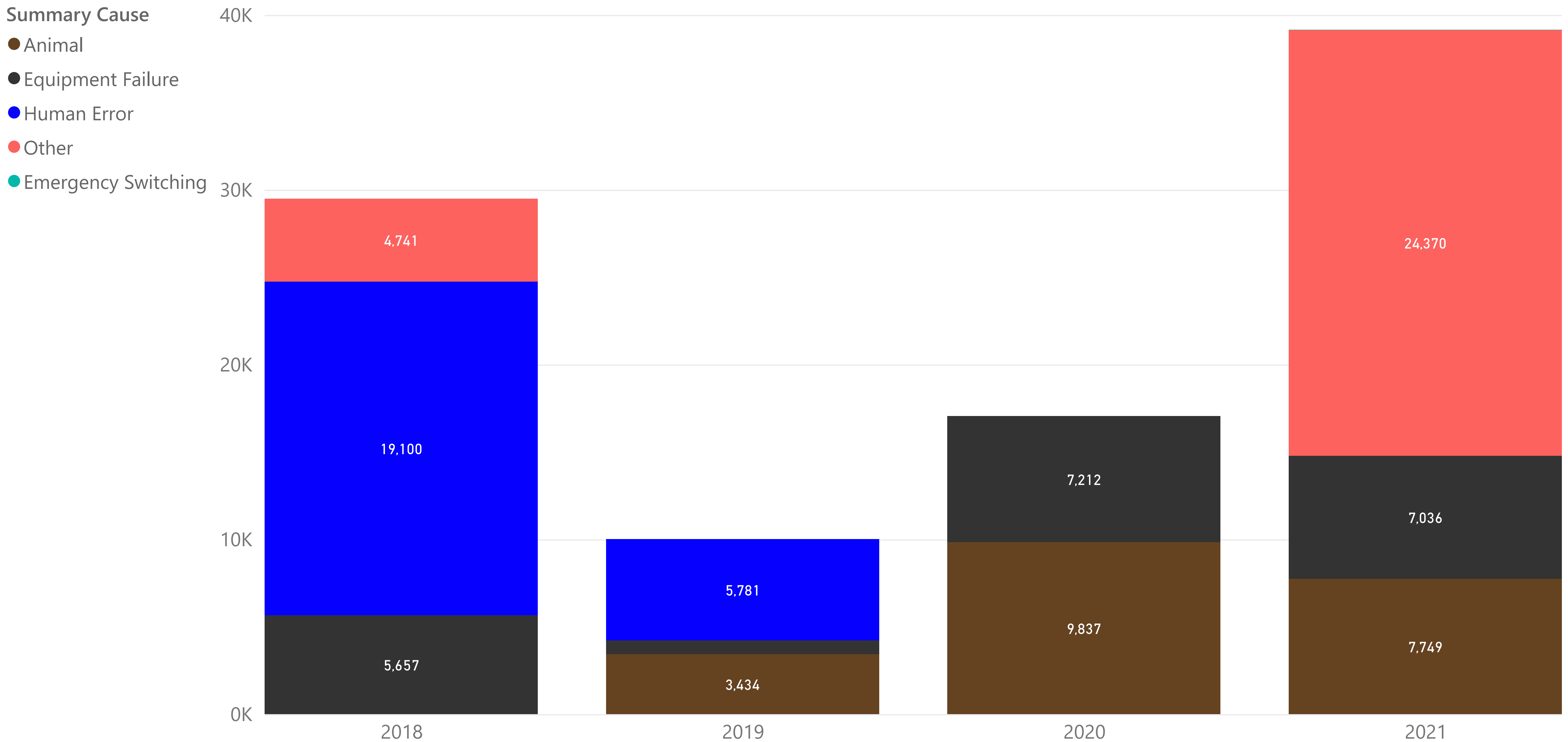




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Transmission Customer Interruptions by Outage Cause by Year (including Scheduled and Emergency Switching)
(Jan 1 - Current Date All Years)

6/30/2021





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Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Device Type by Year
(Jan 1 - Current Date All Years)

6/30/2021

Outage Device Type

- Breaker
- Disconnect Switch
- Substation
- Transmission

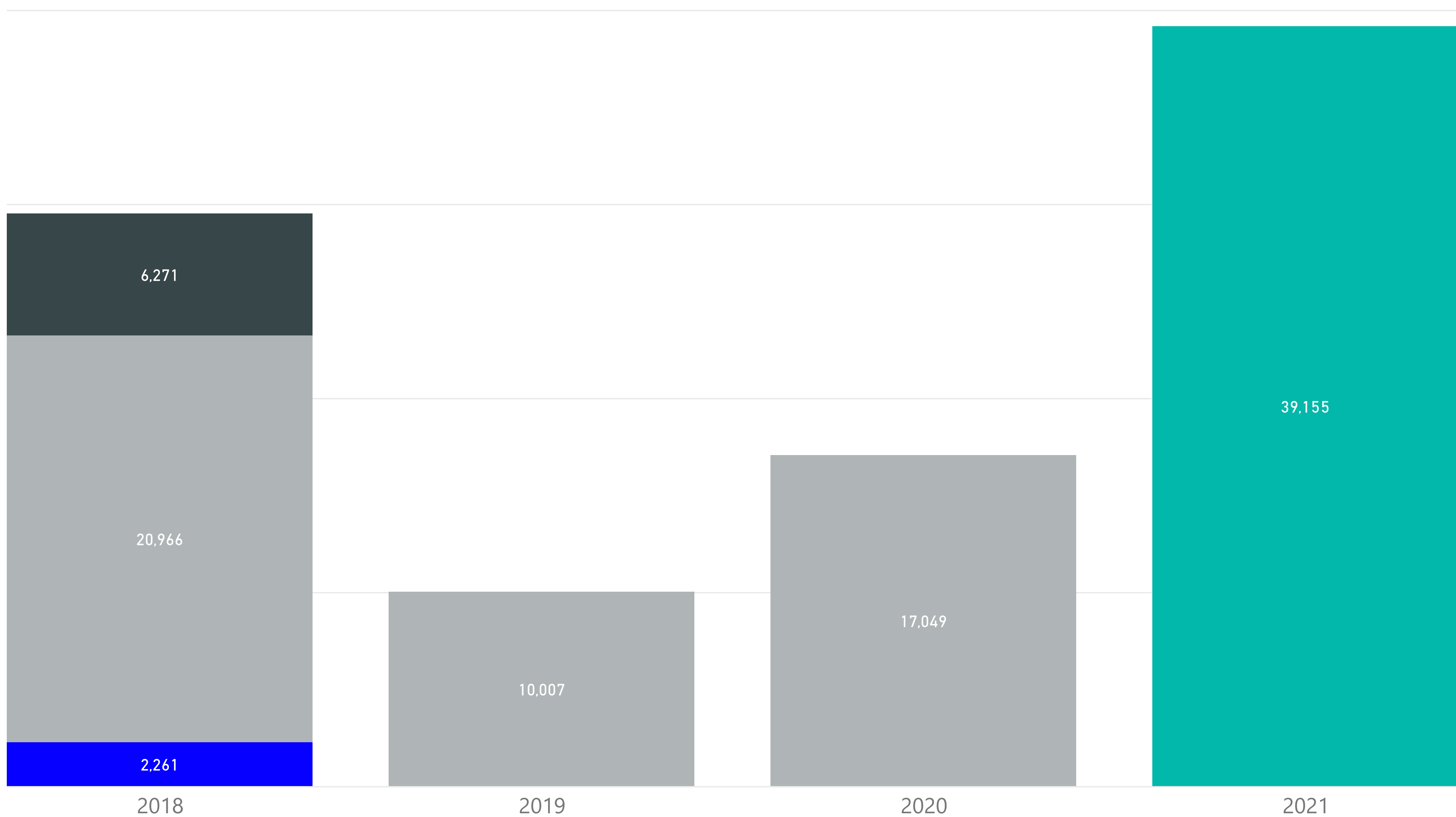
40K

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2018

2019

2020

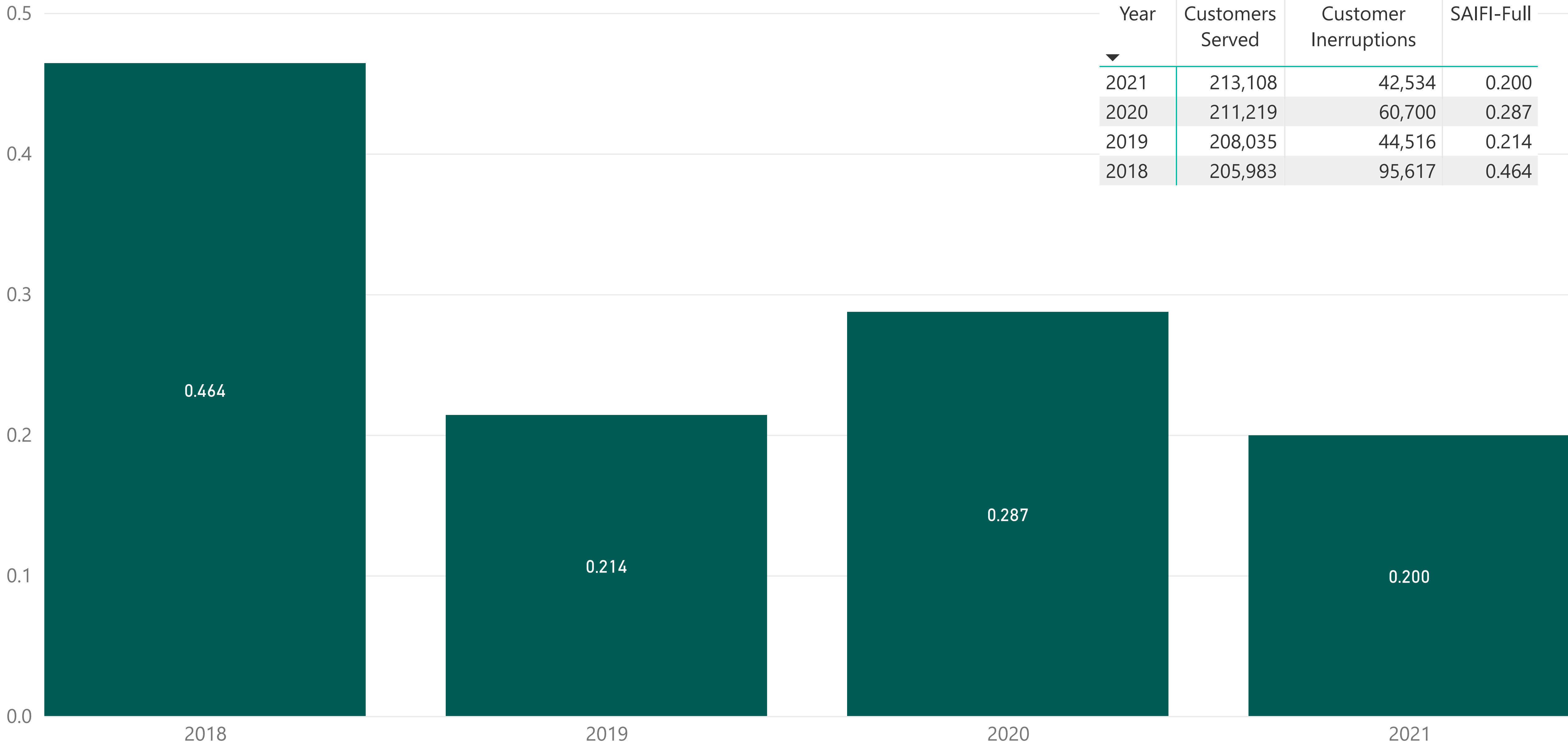
2021



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Transmission SAIFI by Year
(Full Calendar Years)

6/30/2021

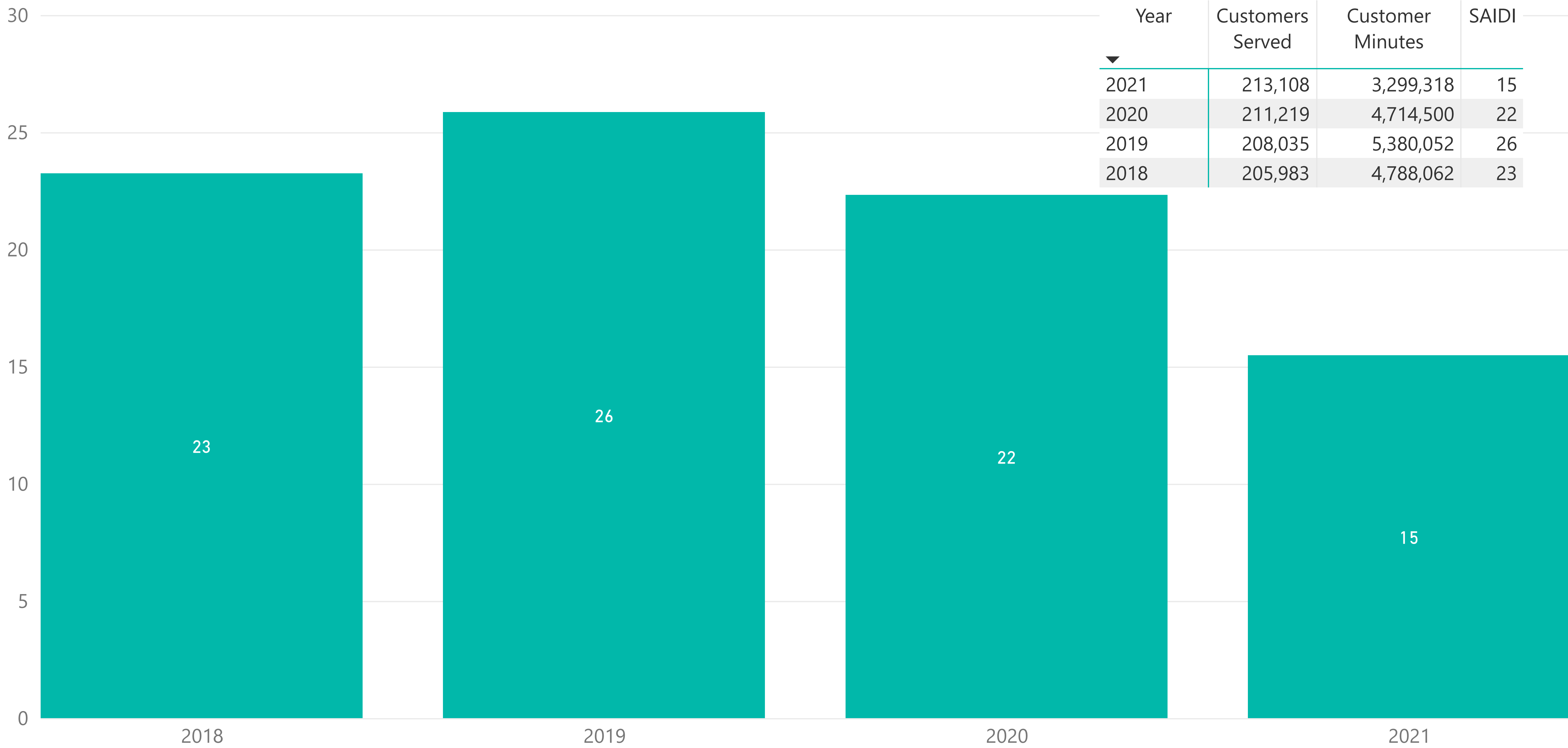




ENTERGY NEW ORLEANS

Transmission SAIDI by Year
(Full Calendar Years)

6/30/2021



CERTIFICATE OF SERVICE

Docket No. UD-17-04

I hereby certify that I have served the required number of copies of the foregoing report upon all other known parties of this proceeding, by the following: electronic mail, facsimile, overnight mail, hand delivery, and/or United States Postal Service, postage prepaid.

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New Orleans, Louisiana, this 29th day of September 2021.



Courtney R. Nicholson