



Entergy New Orleans, LLC
1600 Perdido Street 70112-1208
P.O. Box 61000
New Orleans, LA 70161-1000
Tel 504-670-3680
Fax 504-670-3615
cnicho2@entergy.com

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

May 19, 2022

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; Annual Filing of SAIDI/SAIFI indices Pursuant to Council Resolutions R-15-31

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, 2022 through March 31, 2022, 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,

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, 2022 THROUGH MARCH 31, 2022**

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 25 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 bi-monthly 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. The report contains the reliability performance of ENO's distribution system and transmission system for the year-to-date ("YTD") period ending March 31, 2022.¹ 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.

2. YTD Distribution Reliability Performance:

As of March 2022, YTD distribution-related customer interruptions, of 68,703, increased by approximately 59.50% as compared to the January – March 2021 count of 43,073 and increased by 75.68% as compared to ENO's average customer interruption count over the past 3 years of 39,107.³ Unstable weather patterns during the month of March resulted in increased severe storms

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.

within the metropolitan area. This included an EF3 tornado, which also contributed to an increase in customer interruptions. In addition, the highest contributing outage categories to the frequency of customer interruptions reflected herein were primary conductor failure, scheduled interruptions, inspected unknown, vehicles, and emergency switching. These outage causes affected approximately 36,250 customer interruptions during the reportable period and are higher than historical interruption patterns over the same months in previous years. As described in ENO's Annual Reliability Plan, ENO has installed, and continues to install, devices on targeted circuits that automatically isolate and potentially re-energize undamaged sections of a feeder after a disturbance. Those devices minimize the impact of an outage by decreasing the number of affected customers.

ENO's Bi-Monthly Customer Interruption Report for the YTD period ending February 29, 2020⁴ 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 13,164 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These interruptions accounted for roughly 19.16% of the total customer interruptions year to date.

3. YTD Transmission Reliability Performance:

The 14,013 transmission-related customer interruptions in the reportable period were a decrease of approximately 53.86% as compared to the customer interruptions in the corresponding January – March period in 2021, of 30,371, and an increase of 34.71% as compared to ENO's average customer interruption count for the same period over the past 3 years, of 10,402.⁵ The transmission-related customer interruptions were related to weather and an animal getting into electrical equipment. The highest contributing outage category to the duration of these customer interruptions was an animal-related electrical outage.

⁴ See Bi-Monthly Customer Outage Report for the Period of January 31, 2020 through February 29, 2020 filed by ENO on July 30, 2020.

⁵ See FN 2.

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.

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

Erin Spears, Chief of Staff
Bobbie Mason
Council Utilities Regulatory Office
City of New Orleans
City Hall, Room 6E07
1300 Perdido Street
New Orleans, LA 70112

David Gavlinski
Council Chief of Staff
New Orleans City Council
City Hall, Room 1E06
1300 Perdido Street
New Orleans, LA 70112

Doneisha Turner
City Attorney Office
City Hall, Room 5th Floor
1300 Perdido Street
New Orleans, LA 70112

Norman White
Department of Finance
City Hall, Room 3E06
1300 Perdido Street
New Orleans, LA 70112

Hon. Jeffery S. Gulin
3203 Bridle Ridge Lane
Lutherville, MD 21093

Andrew Tuozzolo
CM Moreno Chief of Staff
1300 Perdido Street, Room 2W40
New Orleans, LA 70112

Jonathan M. Rhodes
Director of Utilities, Mayor's Office
City Hall, Room 2E04
1300 Perdido Street
New Orleans, LA 70112

Clinton A. Vince
Presley R. Reed, Jr.
Emma F. Hand
Herminia Gomez
Dee McGill
Dentons US LLP
1900 K Street, NW
Washington, DC 20006

Basile J. Uddo
J.A. "Jay" Beatmann, Jr.
c/o Dentons US LLP
The Poydras Center
650 Poydras Street, Suite 2850
New Orleans, LA 70130-6132

Joseph W. Rogers
Victor Prep
Byron S. Watson
Cortney Crouch
Legend Consulting Group
6041 South Syracuse Way, Suite 105
Greenwood Village, CO 80111

Courtney R. Nicholson
Vice President, Regulatory and Public
Affairs
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Brian L. Guillot
Leslie LaCoste
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-26E
New Orleans, LA 70113

Emily K. Leitzinger
Mid-City Neighborhood Organization
4313 Palmyra Street
New Orleans, LA 70119

Julianna D. Padgett
Carrollton Riverbend Neighborhood Assn.
935 Dante Street
New Orleans, LA 70118

Jacob Rickoll
Tulane Canal Neighborhood Association
2301 Conti Street
New Orleans, LA 70119

Keith Hardie
Maple Area Residents, Inc.
618 Audubon Street
New Orleans, LA 70118

Errol Smith
Bruno and Tervalon
4298 Elysian Fields Avenue
New Orleans, LA 70122

Derek Mills
Kevin T. Boleware
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Joseph J. Romano, III
Tim Rapier
Therese Perrault
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-4C
New Orleans, LA 70113

Logan Atkinson Burke
Sophie Zaken
Alliance for Affordable Energy
4505 S. Claiborne Avenue
New Orleans, LA 70125

Ian Dreyer
Parkview Neighborhood Association
432 N. Anthony Street, Suite 303
New Orleans, LA 70119

Abigail Sebton
Urban Conservancy Petition
1307 OC Haley Boulevard #307
New Orleans, LA 70113

Monique Harden
Deep South Center for
Environmental Justice, Inc.
3157 Gentilly Boulevard, #145
New Orleans, LA 70122

Renate Heurich
350 Louisiana-New Orleans
1407 Napoleon Avenue, #B
New Orleans, LA 70115

Ed Morris
Yolanda Y. Grinstead
Sewerage and Water Board
625 St. Joseph Street, Room 201
New Orleans, LA 70165

Luke F. Piontek
Judith Sulzer
Roedel, Parsons, Koch, Blache, Balhoff
& McCollister
8440 Jefferson Highway
Suite 301
Baton Rouge, LA 70809

Eric J. Songy
Algiers Neighborhood Presidents Council
P.O. Box 740446
New Orleans, LA 70174

Warrenetta C. Banks
Lower 9 Resilient
5130 Chartres Street
New Orleans, LA 70117-3808

Arthur J. Johnson
Lower 9th Ward Center for Sustainable
Engagement and Development
5227 Chartres Street
New Orleans, LA 70117

David Dalia
609 Dumaine Street
New Orleans, LA 70115-3210

Dawn Hebert
6846 Lake Willow Dr.
New Orleans, LA. 70126

Denise T. Turbinton
931 Mazant St.
New Orleans, LA 70117

New Orleans, Louisiana, this 19th day of May 2022.

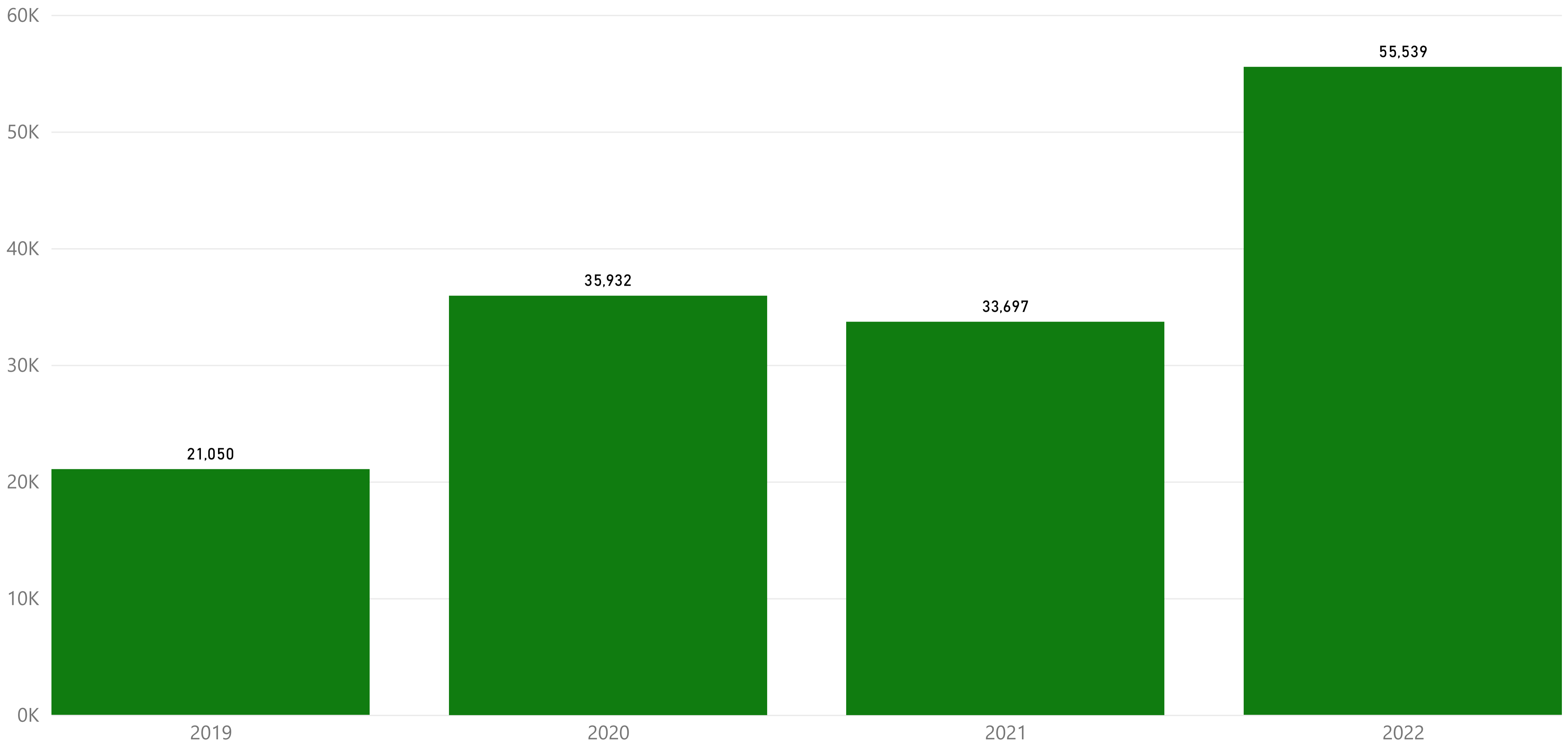


Courtney R. Nicholson



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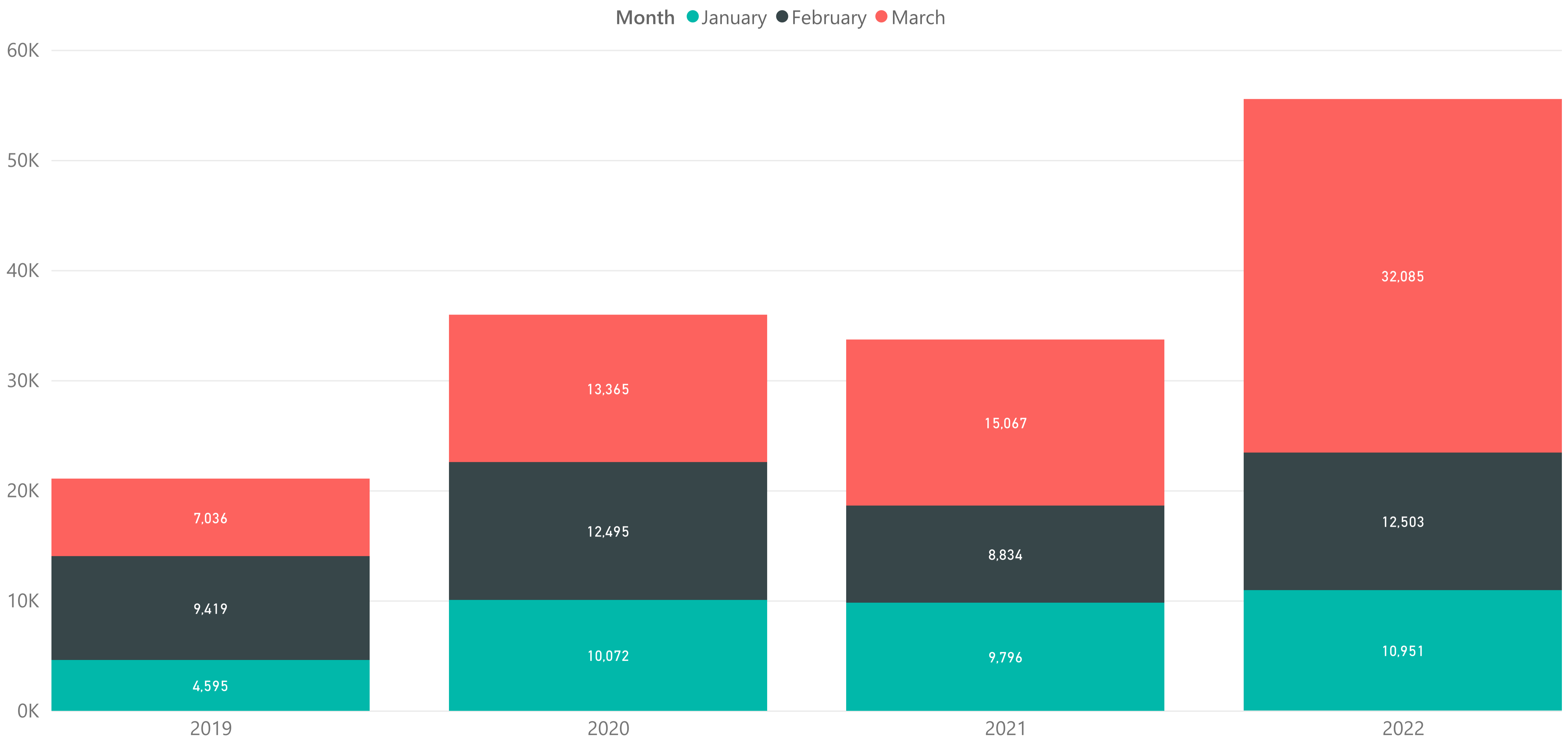
Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)





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



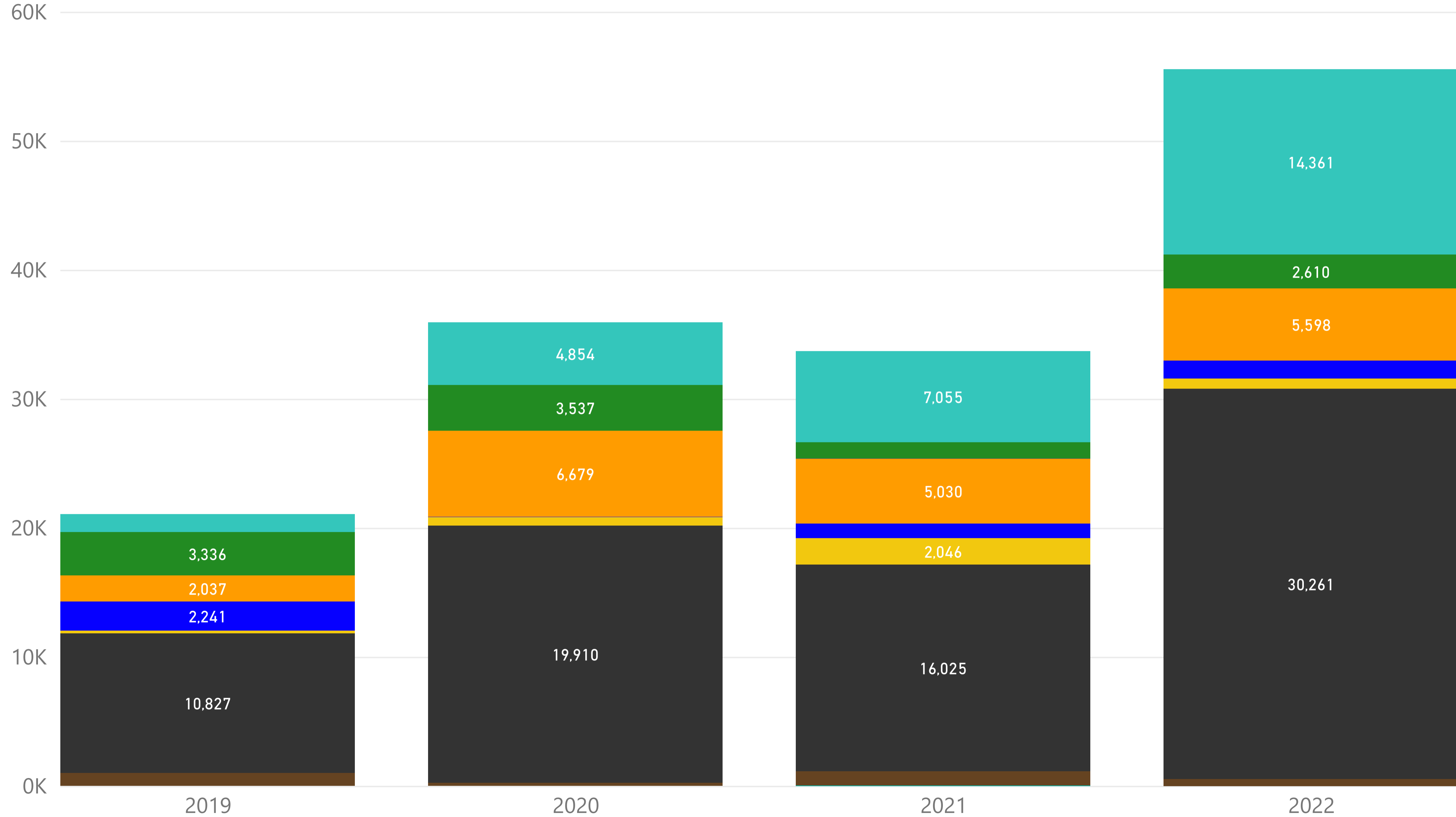


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Distribution Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

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

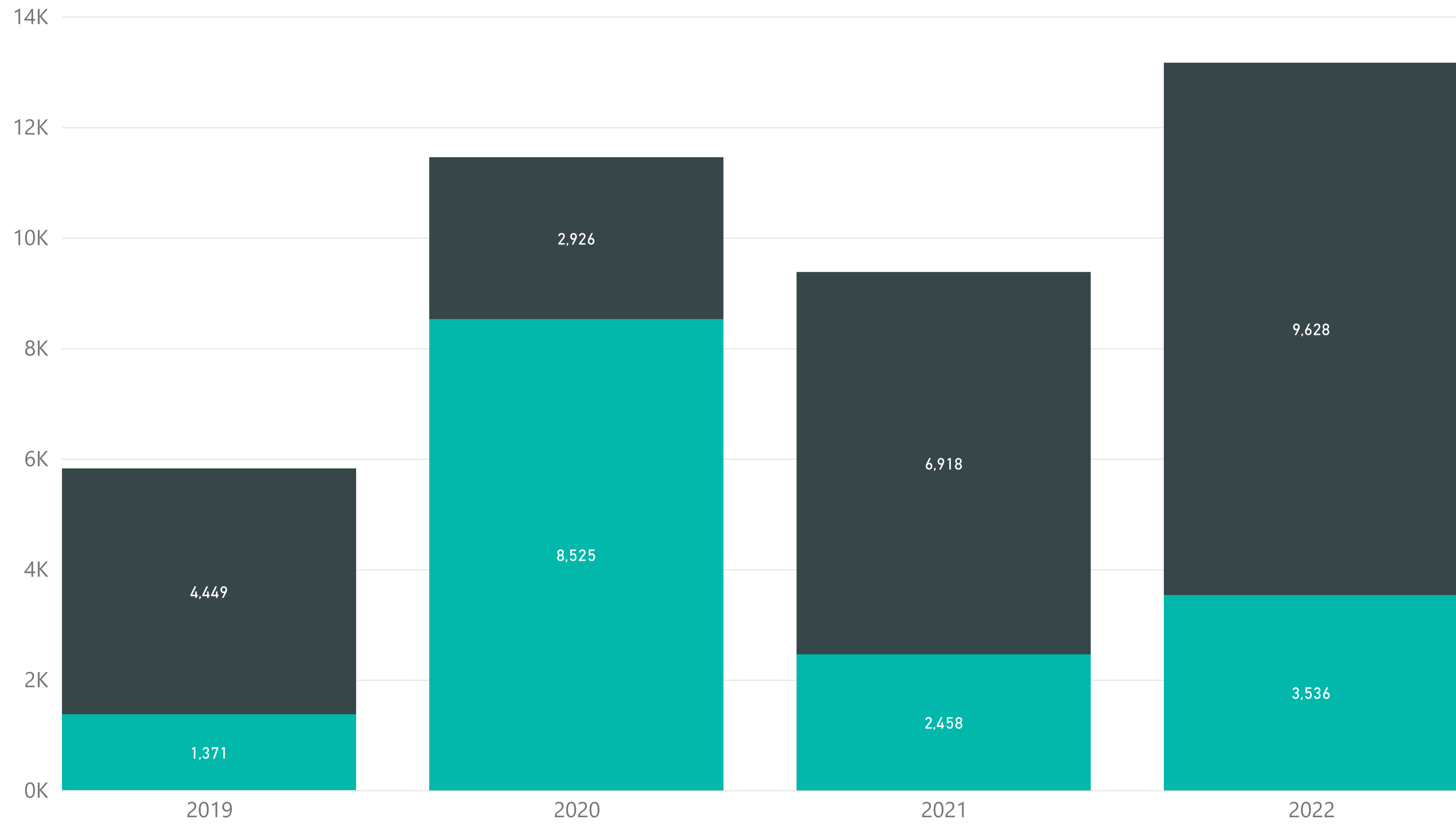




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Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year
(Jan 1 - Current Date All Years)

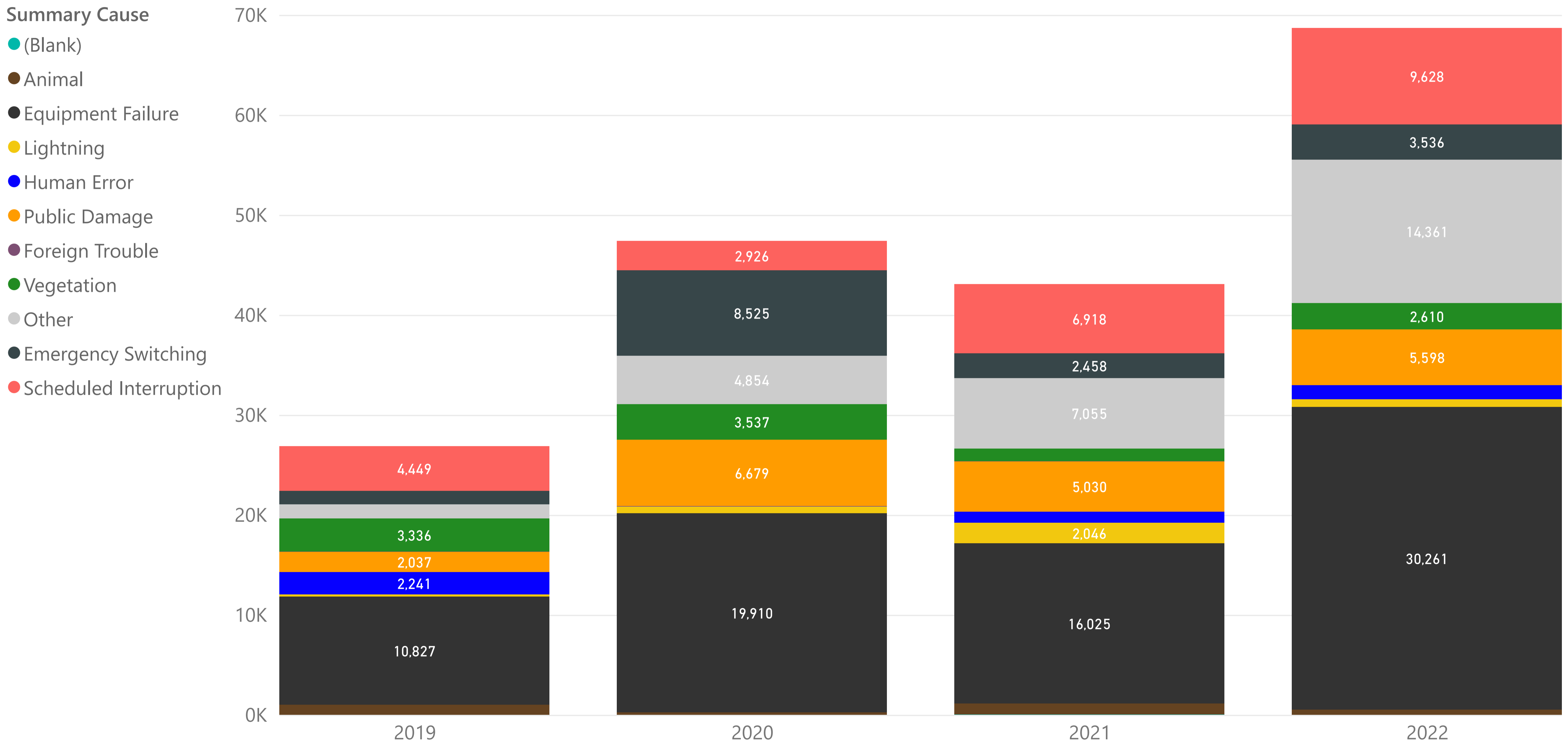
Summary Cause Updated
● Emergency Switching
● Scheduled Interruption





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

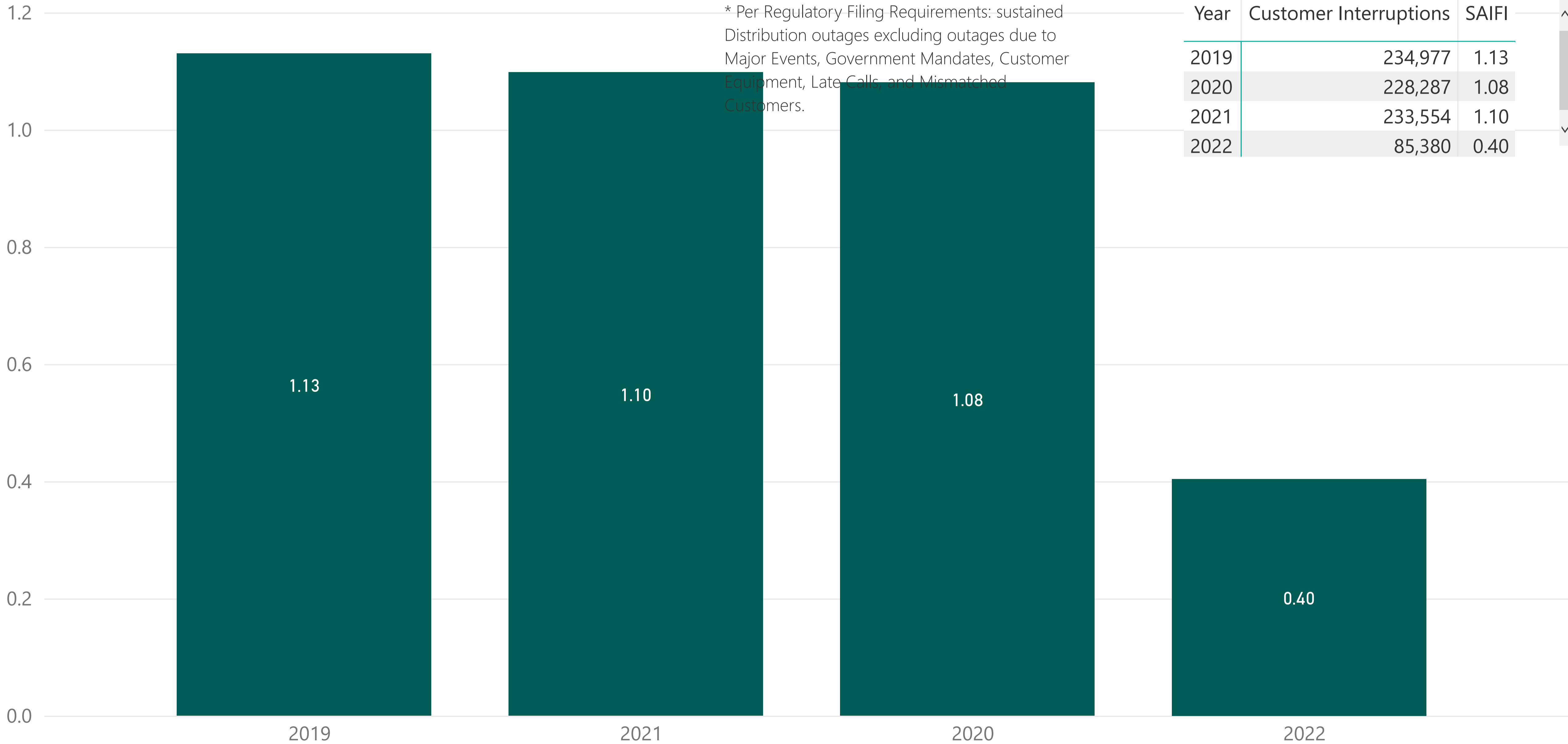




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Distribution SAIFI by Year
(Full Calendar Years)

* 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
2019	234,977	1.13
2020	228,287	1.08
2021	233,554	1.10
2022	85,380	0.40

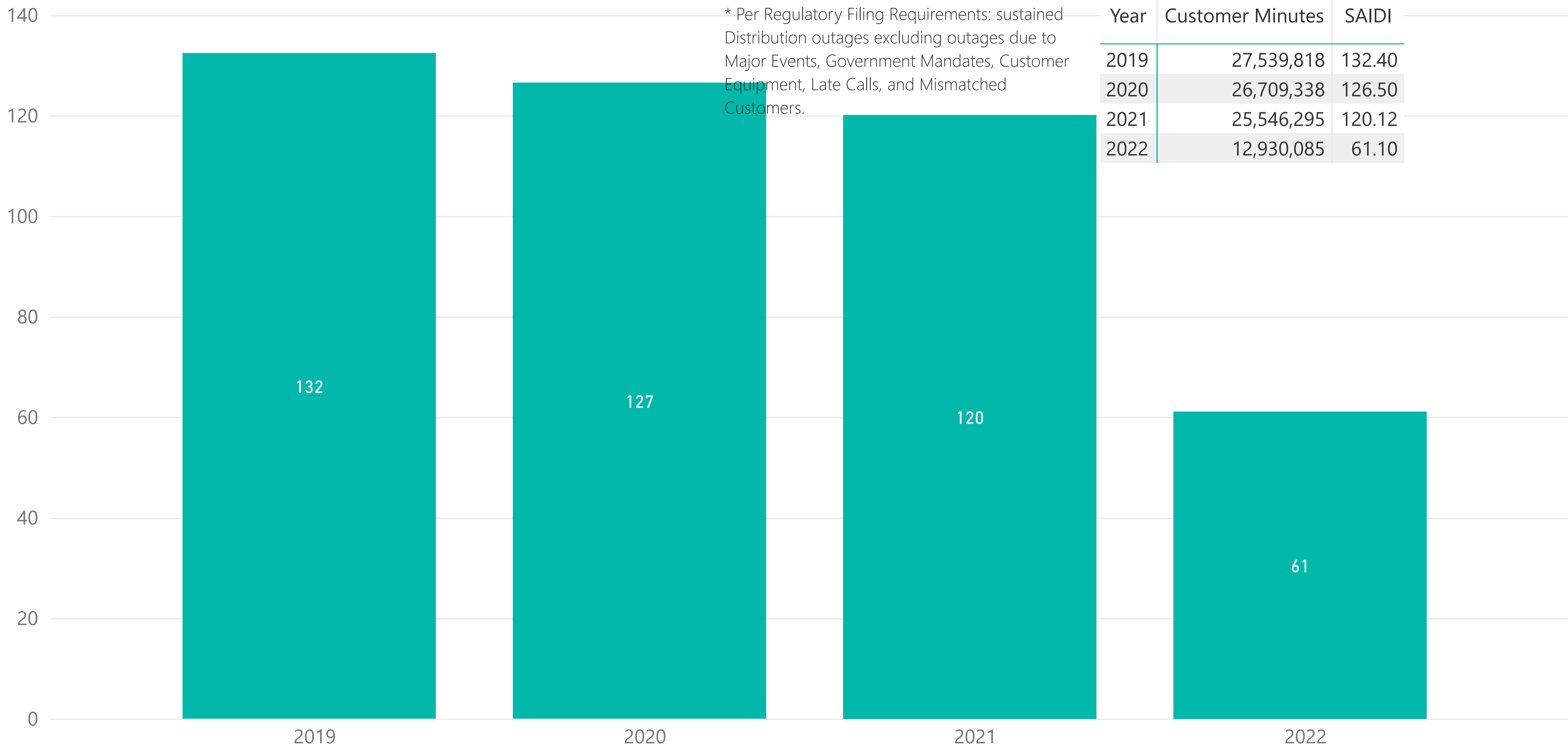


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Distribution SAIDI by Year
(Full Calendar Years)

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

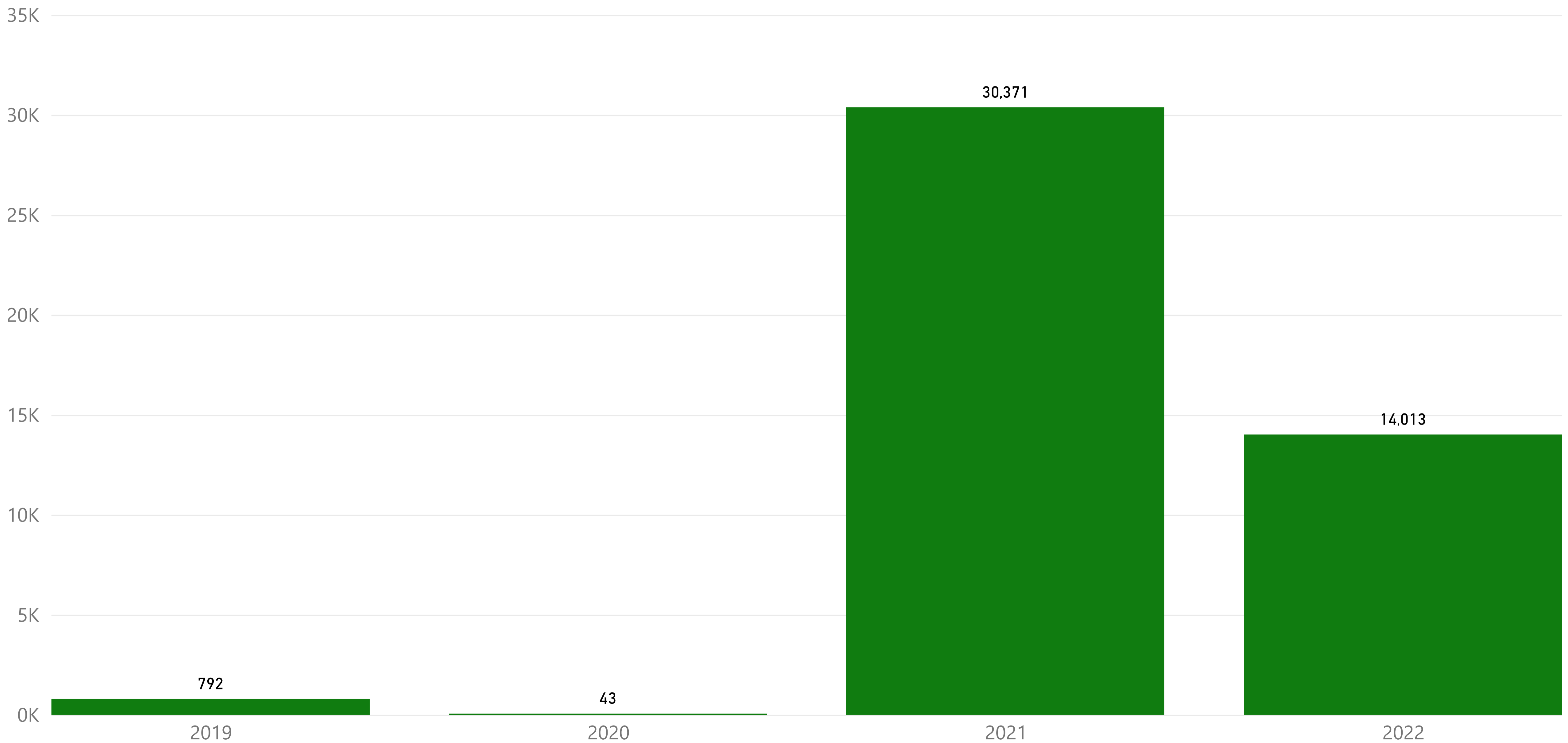
Year	Customer Minutes	SAIDI
2019	27,539,818	132.40
2020	26,709,338	126.50
2021	25,546,295	120.12
2022	12,930,085	61.10





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

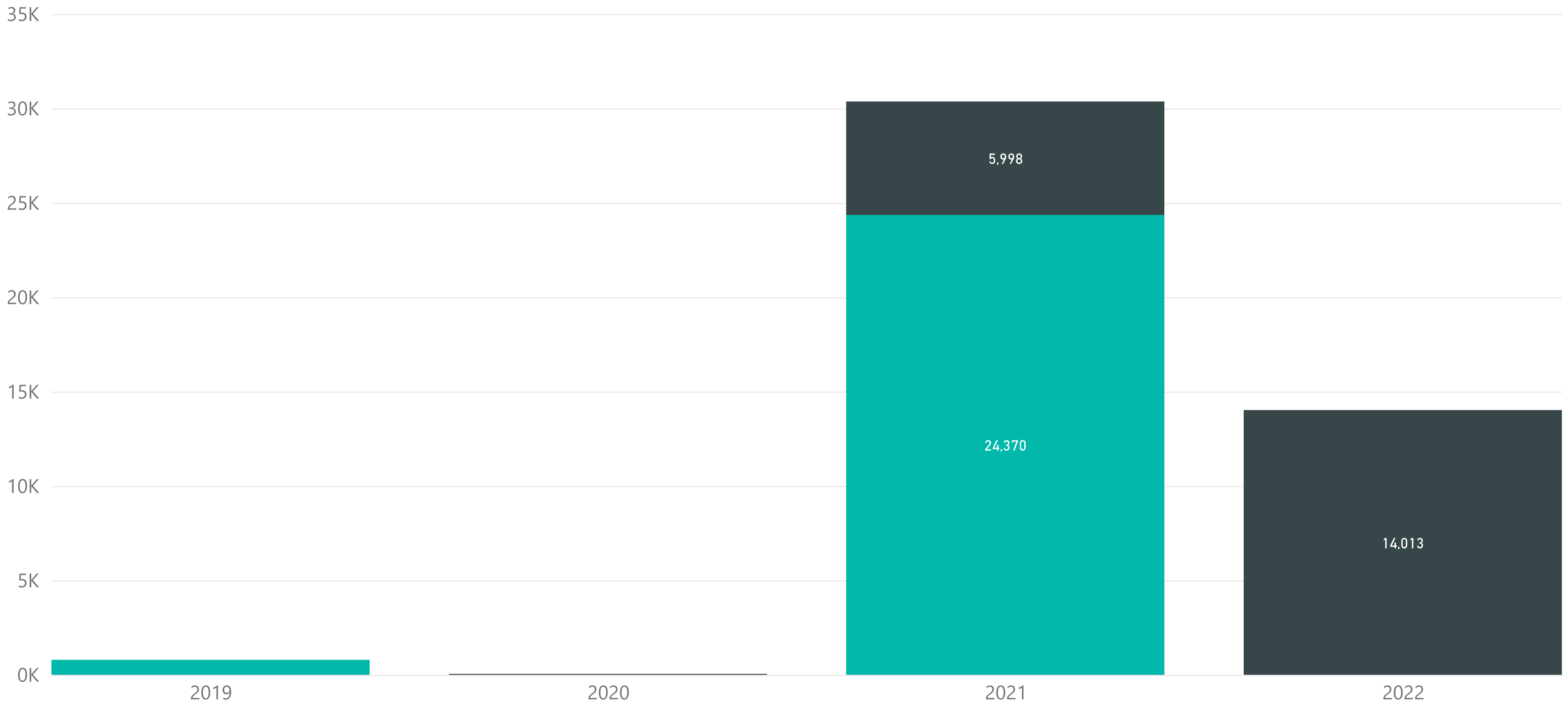




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Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

Month ● February ● March



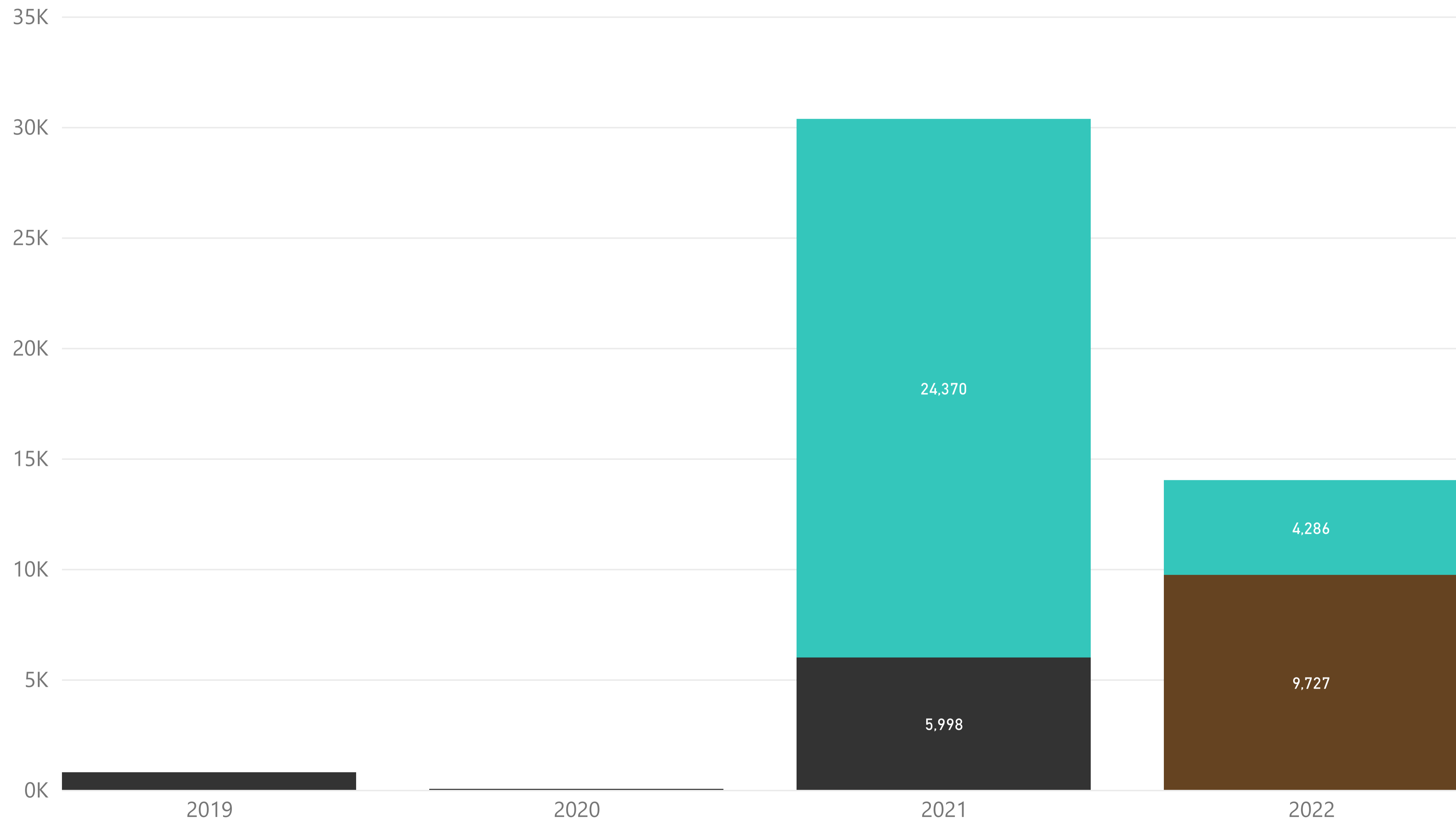


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Transmission Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

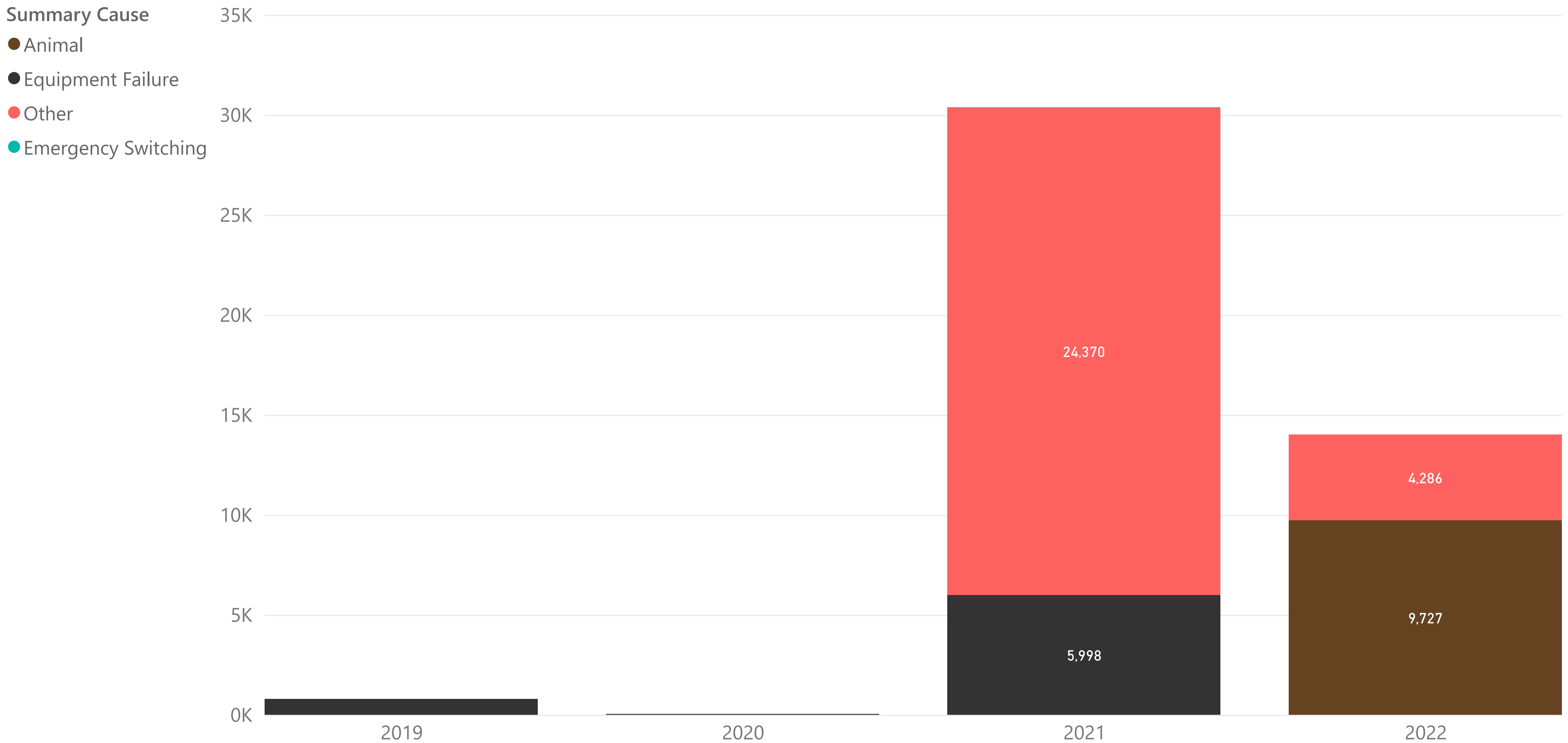
- Animal
- Equipment Failure
- Other





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





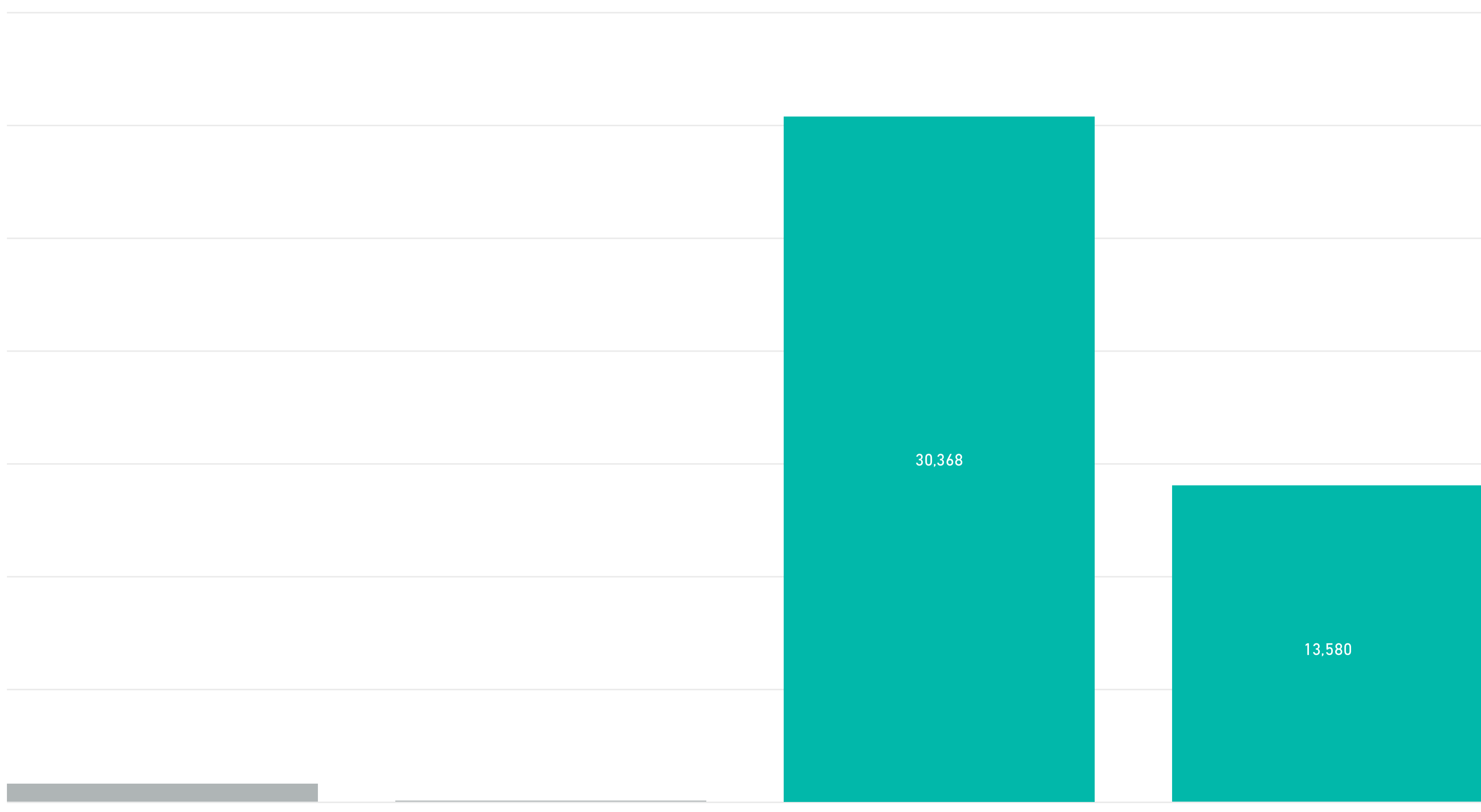
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Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Device Type by Year
(Jan 1 - Current Date All Years)

Outage Device Type

- Breaker
- Recloser
- Substation

35K
30K
25K
20K
15K
10K
5K
0K



2019

2020

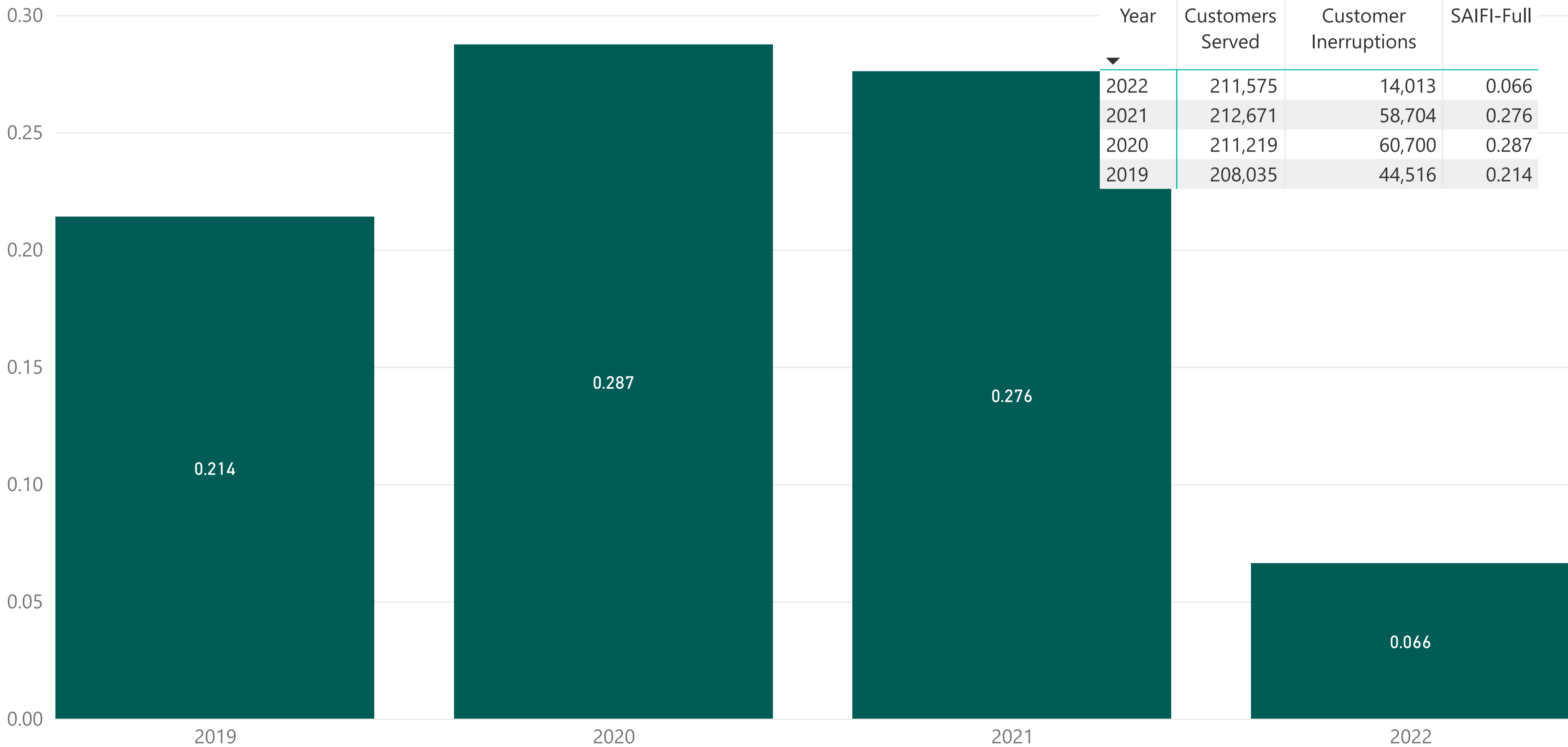
2021

2022



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Transmission SAIFI by Year
(Full Calendar Years)





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Transmission SAIDI by Year
(Full Calendar Years)



Year	Customers Served	Customer Minutes	SAIDI
2019	208,035	5,380,052	25.9
2020	211,219	4,714,500	22.3
2021	212,671	4,529,516	21.3
2022	211,575	1,835,219	8.7