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Barbara L. Casey
Director – Regulatory Affairs

July 28, 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

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 June 30, 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 was 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, appearing to read 'Barbara L. Casey', written over a light blue circular stamp.

Barbara L. Casey

BLC\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 JUNE 30, 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 required 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 June 30, 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 June 2022, YTD distribution-related customer interruptions (excluding those related to scheduled interruptions and emergency switching) decreased by approximately 11% as compared to the January through June 2021, but showed a slight increase of approximately 5.6% as compared to ENO's average customer interruptions (excluding scheduled interruptions and emergency switching) over the past three years.³ Unstable weather patterns during the month of March

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

resulted in increased severe storms within the metropolitan area. This included an EF3 tornado, which also contributed to customer interruptions during the period. In addition, the highest contributing outage categories to the frequency of customer interruptions reflected herein were scheduled interruptions, primary conductor failure, inspected unknown, vehicles, and emergency switching. These outage causes affected approximately 68,412 customer interruptions during the reportable period. 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 30,401 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These interruptions accounted for roughly 23.77% of the total customer interruptions year to date.

It should be noted that comparisons of the current year’s year-to-date reliability data to the previous year’s or years’ year-to-date reliability data provides only a snapshot of reliability for that period and does not necessarily reflect the overall trend in reliability metrics. As ENO has previously reported to the Council, distribution SAIFI and SAIDI have improved significantly since the 2016/2017 time frame. The chart below reflects that overall favorable trend in distribution SAIFI and SAIDI over that period:

	2016	2017	2018	2019	2020	2021
SAIFI	1.61	1.584	1.258	1.13	1.081	1.098
SAIDI	167.9	179.8	123.5	132.4	126.5	120.1

3. YTD Transmission Reliability Performance:

The relatively infrequent nature of transmission-related outages, coupled with the potential magnitude of customer interruptions associated with such outages, can create high levels of volatility, and statistical fluctuations, on a year-over-year or period-over-period basis.

From January 1, 2022, through June 30, 2022, ENO has experienced 45,762 transmission-related customer interruptions. This is an approximately 17% increase over the corresponding January through June period in 2021. In approximately half of the 2022 transmission-related outages, power was restored to customers in less than an hour. Additionally, approximately 75% of the transmission-related customer interruptions in 2022 were related to three outages: the March 9th

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.

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.

Derbigny Substation outage caused by a bird; the May 28th outage at the Curran Substation that was caused by a failed lightning arrester; and the June 17th outage at the Joliet Substation that was also caused by a lightning arrester that failed. Transmission substations are inspected on a monthly basis and there was no prior indication that either of these devices were vulnerable to failure.

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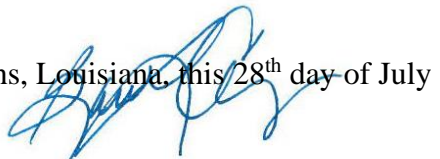
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Dawn Hebert
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Denise T. Turbinton
931 Mazant St.
New Orleans, LA 70117

New Orleans, Louisiana, this 28th day of July 2022.

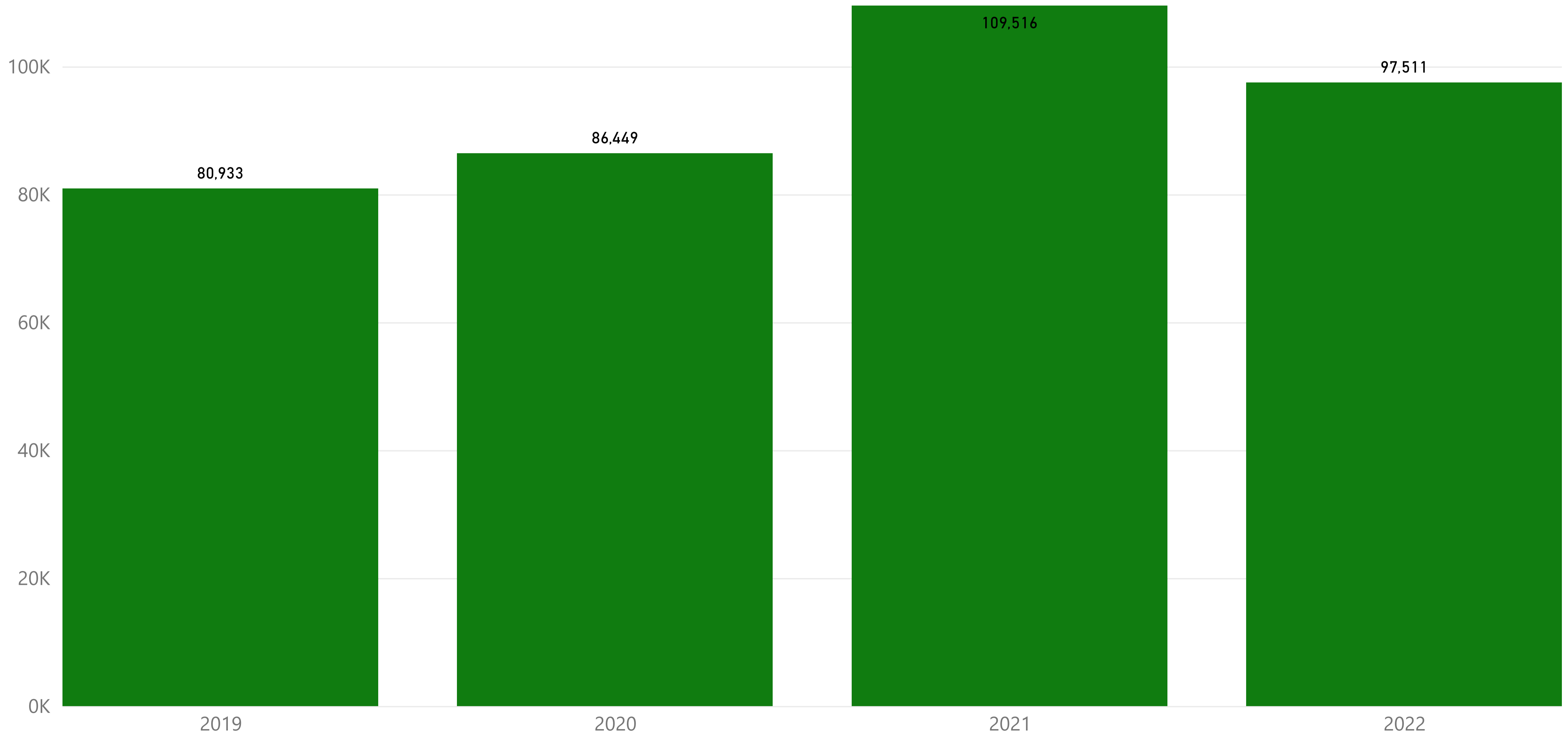


Barbara L. Casey



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

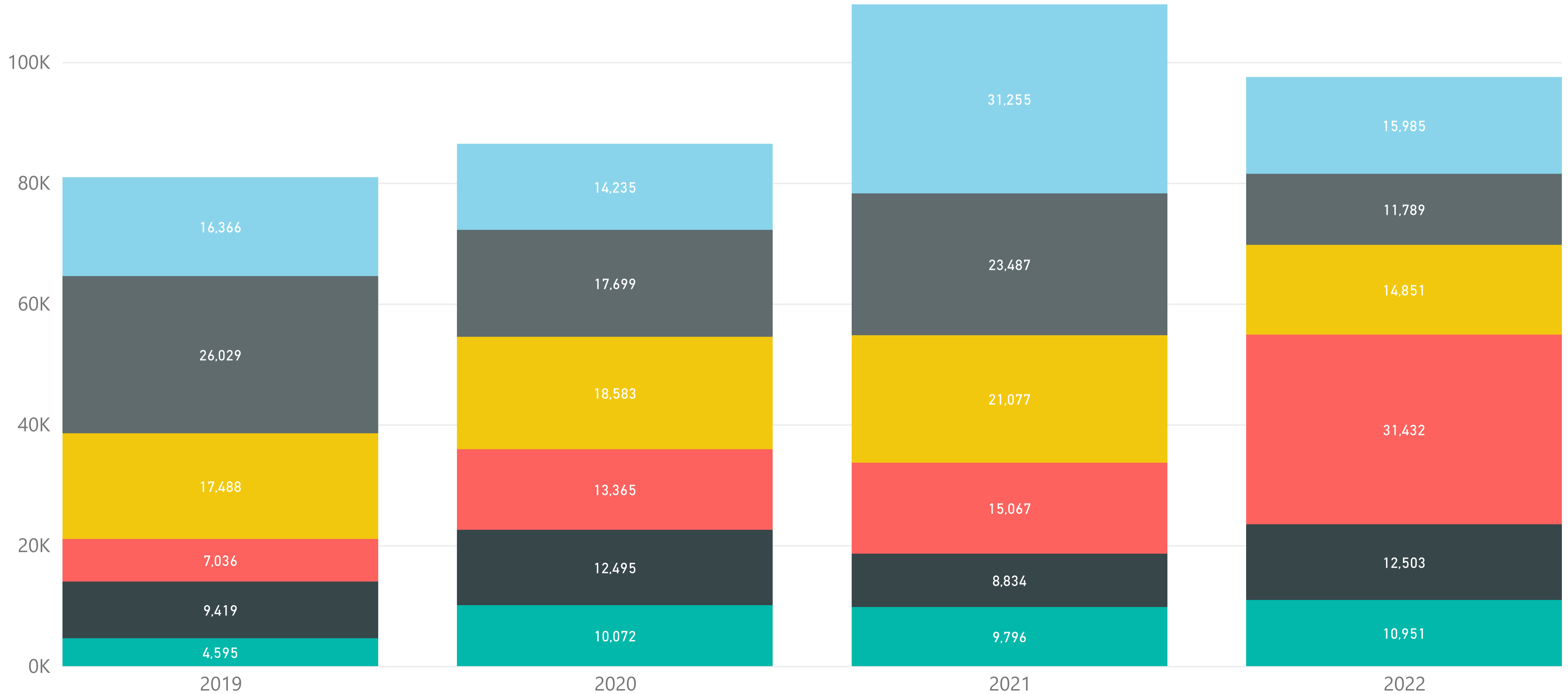




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Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

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)

Summary Cause Updated

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





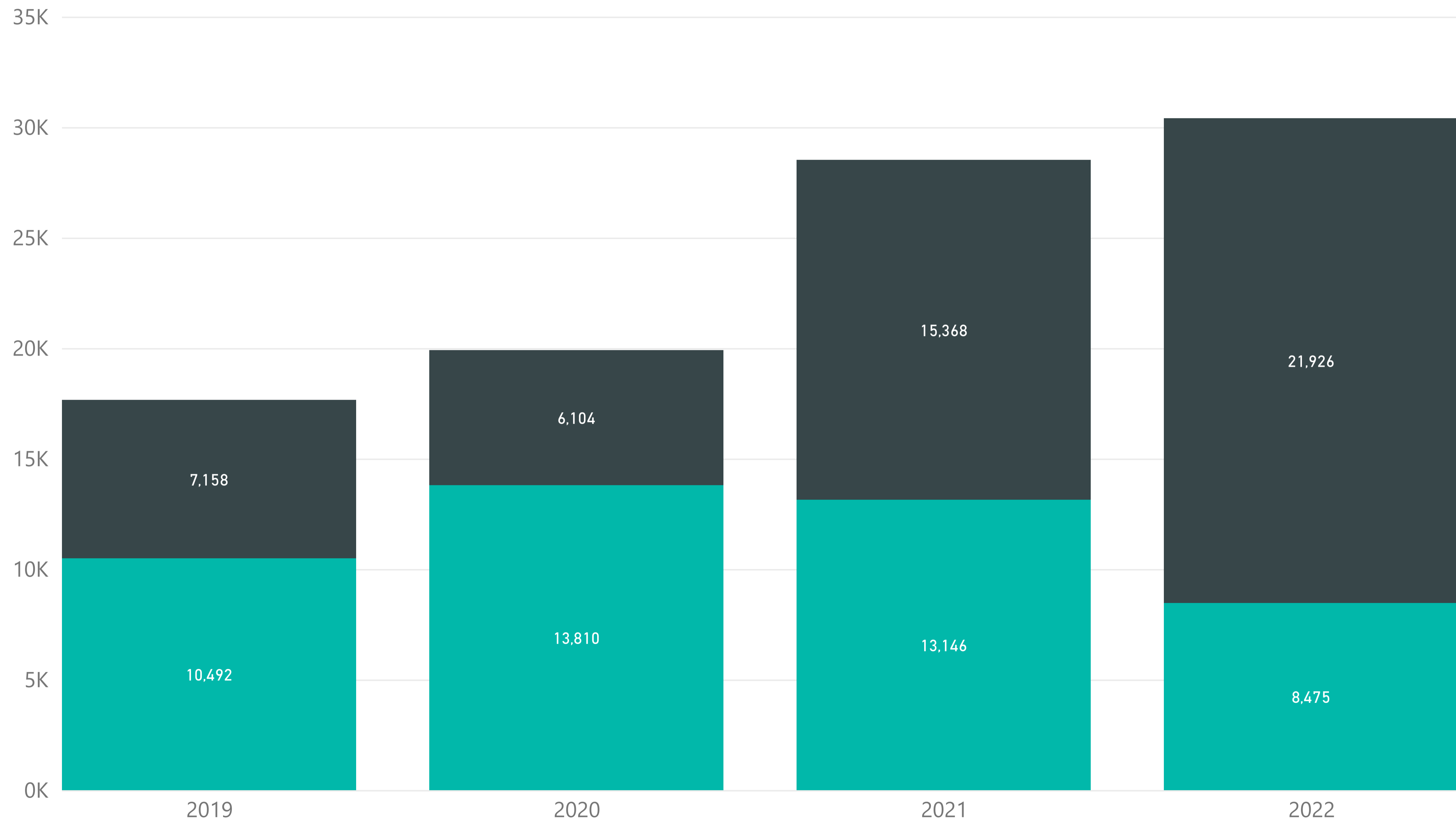
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Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

● Emergency Switching

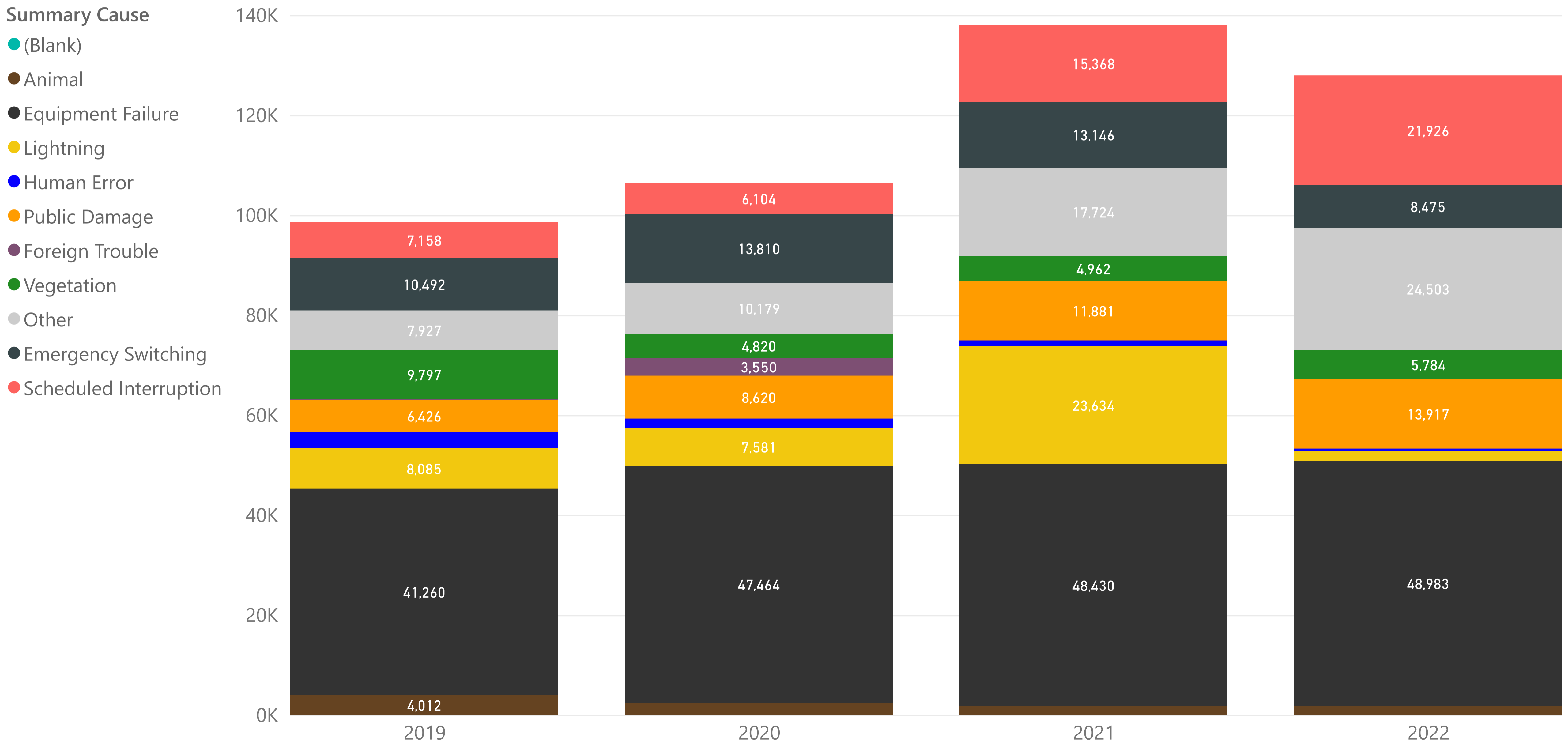
● Scheduled Interruption





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

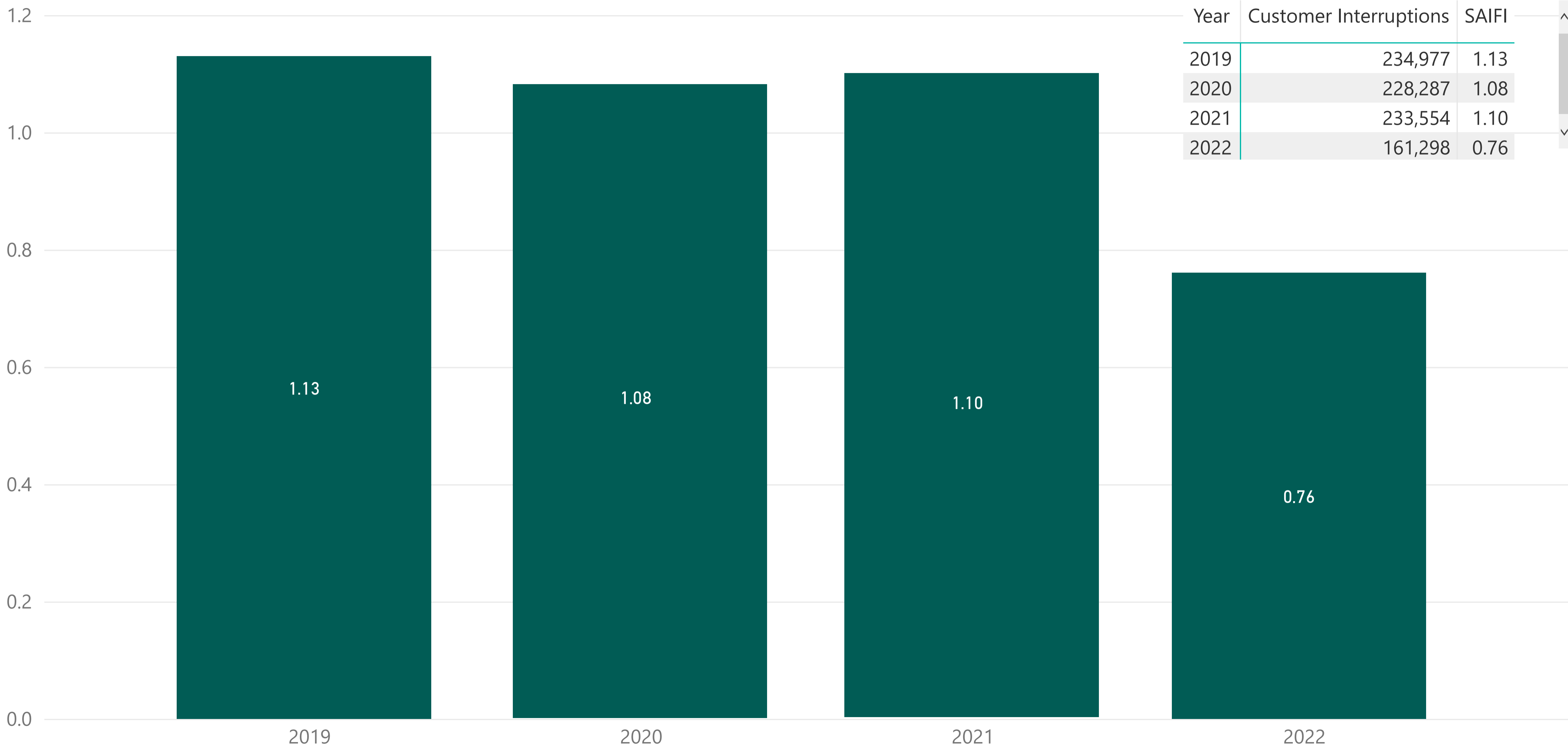




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Distribution SAIFI by Year

(Full Calendar Years - Historical; Year-to-Date - Current)



Year	Customer Interruptions	SAIFI
2019	234,977	1.13
2020	228,287	1.08
2021	233,554	1.10
2022	161,298	0.76



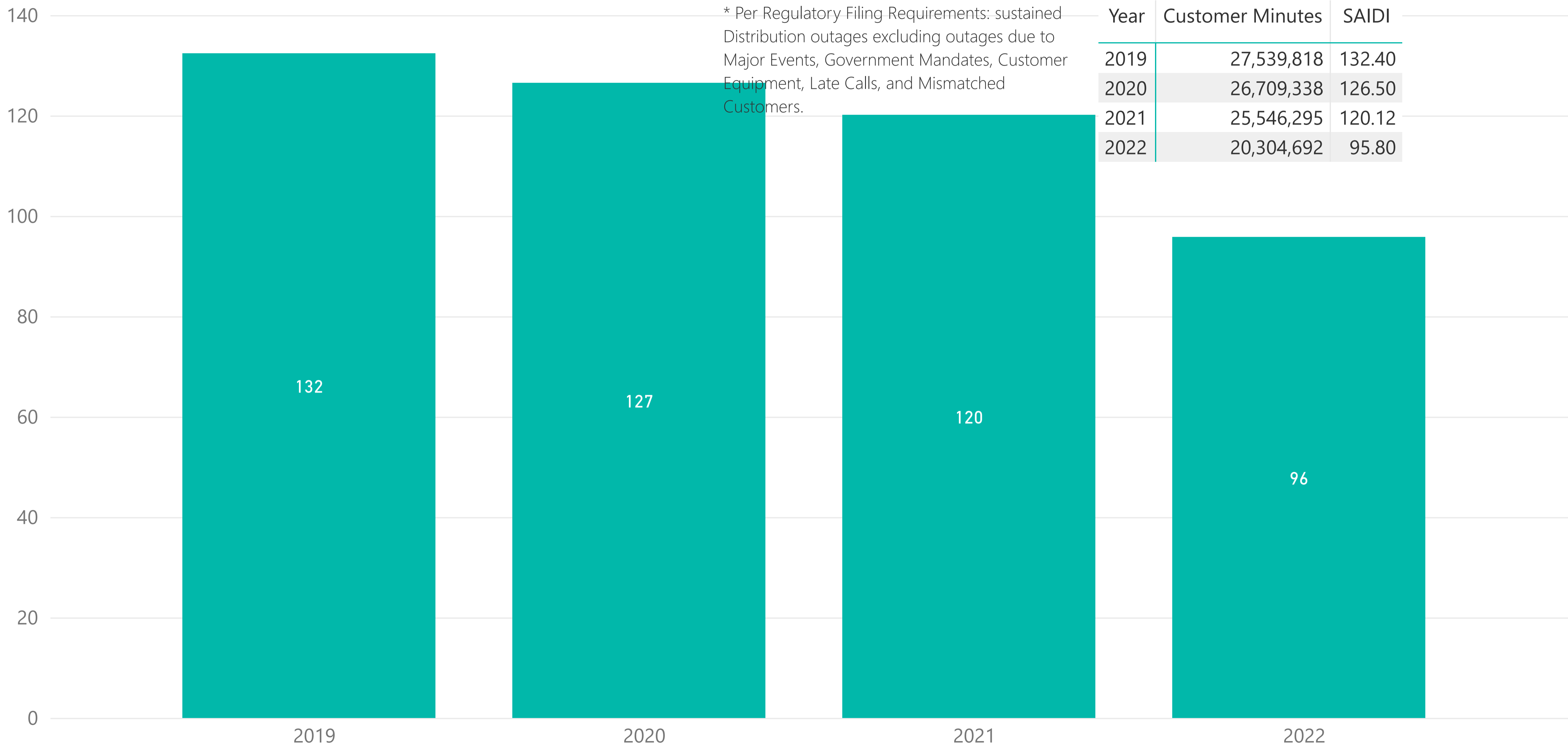
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Distribution SAIDI by Year

(Full Calendar Years - Historical; Year-to-Date - Current)

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

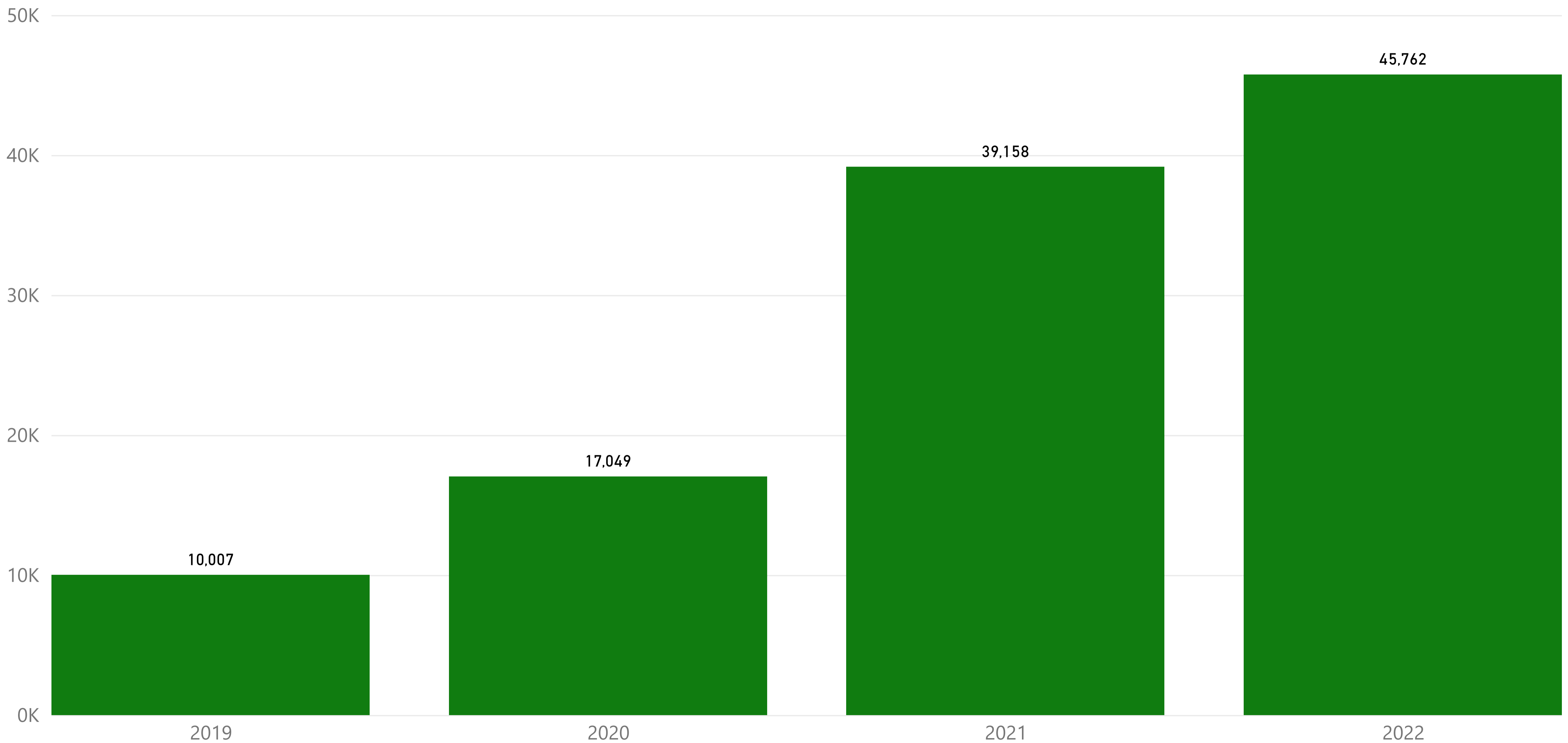
Year	Customer Minutes	SAIDI
2019	27,539,818	132.40
2020	26,709,338	126.50
2021	25,546,295	120.12
2022	20,304,692	95.80





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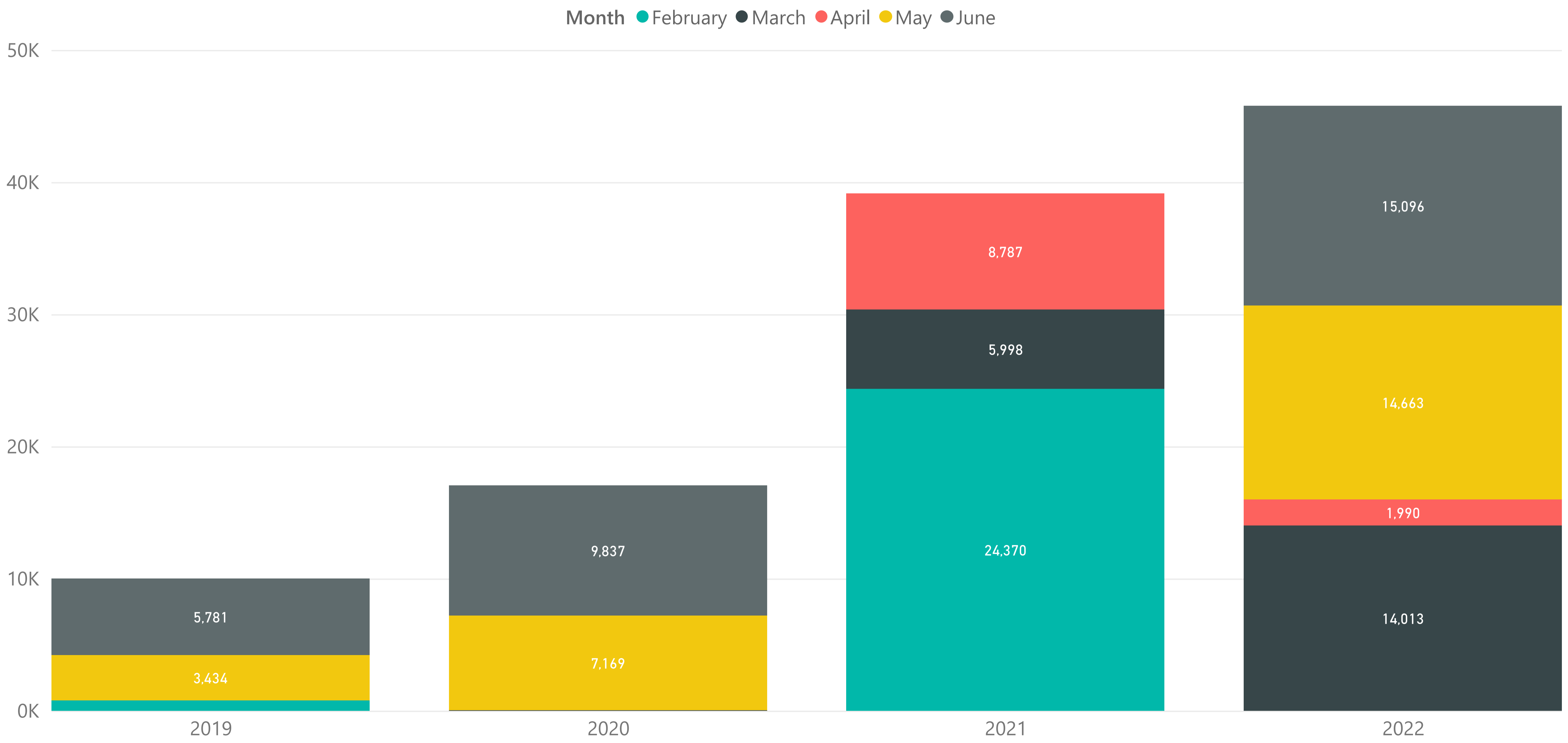
Transmission Customer Interruptions (excluding Scheduled and Mandated) by Year
(Jan 1 - Current Date All Years)





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



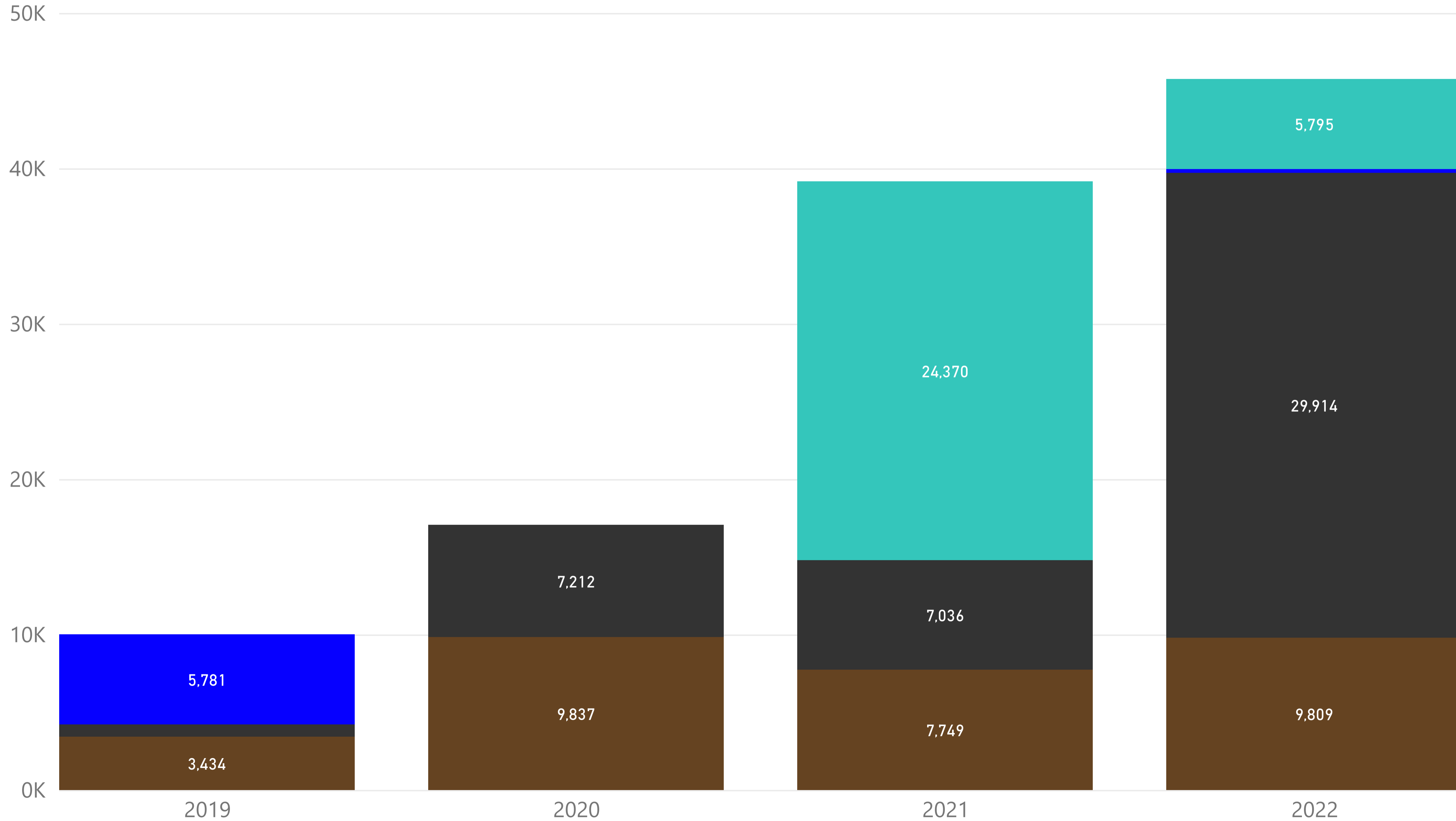


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Transmission Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

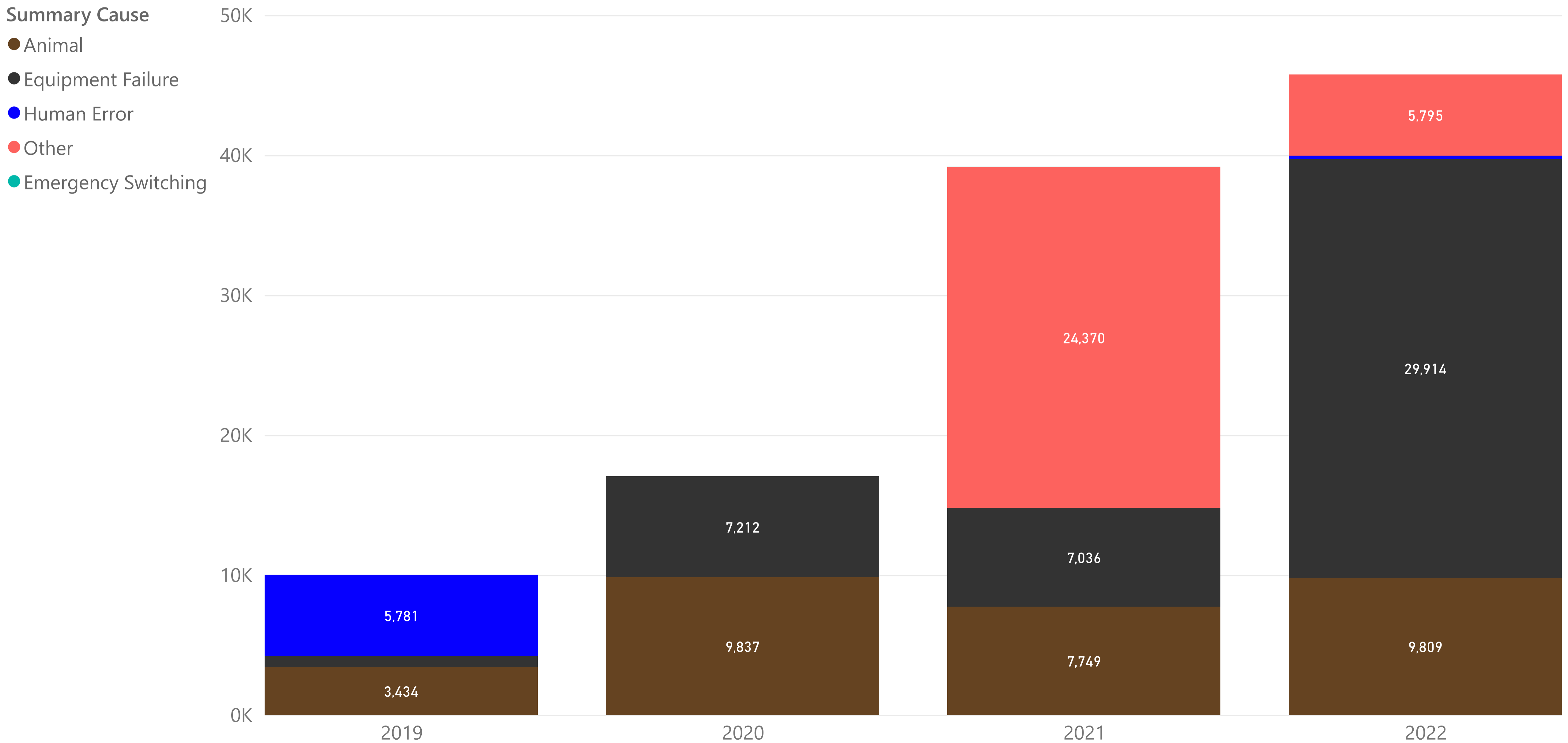
- Animal
- Equipment Failure
- Human Error
- Other





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





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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
- Fuse
- Recloser
- Service Point
- Substation

50K

40K

30K

20K

10K

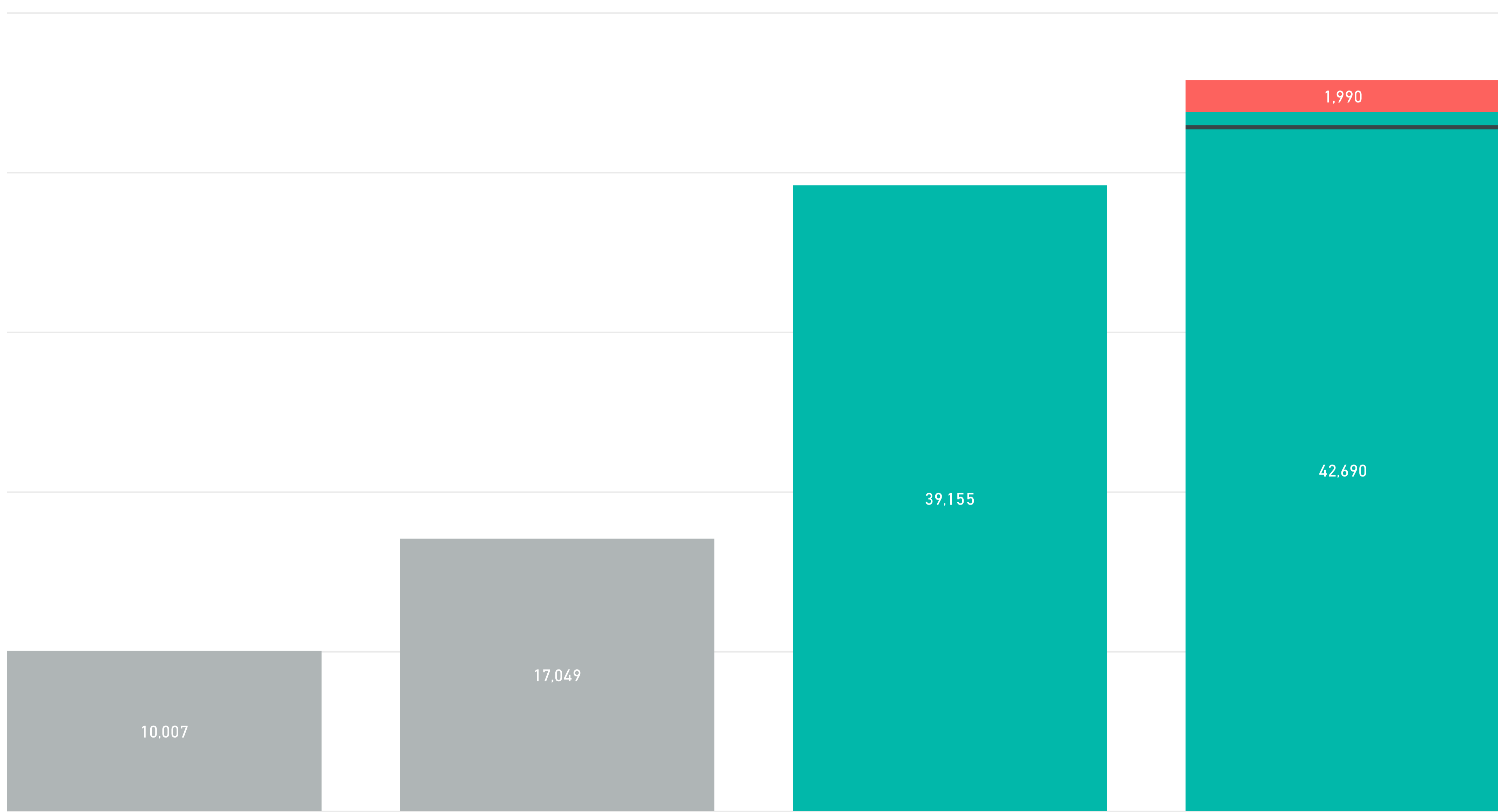
0K

2019

2020

2021

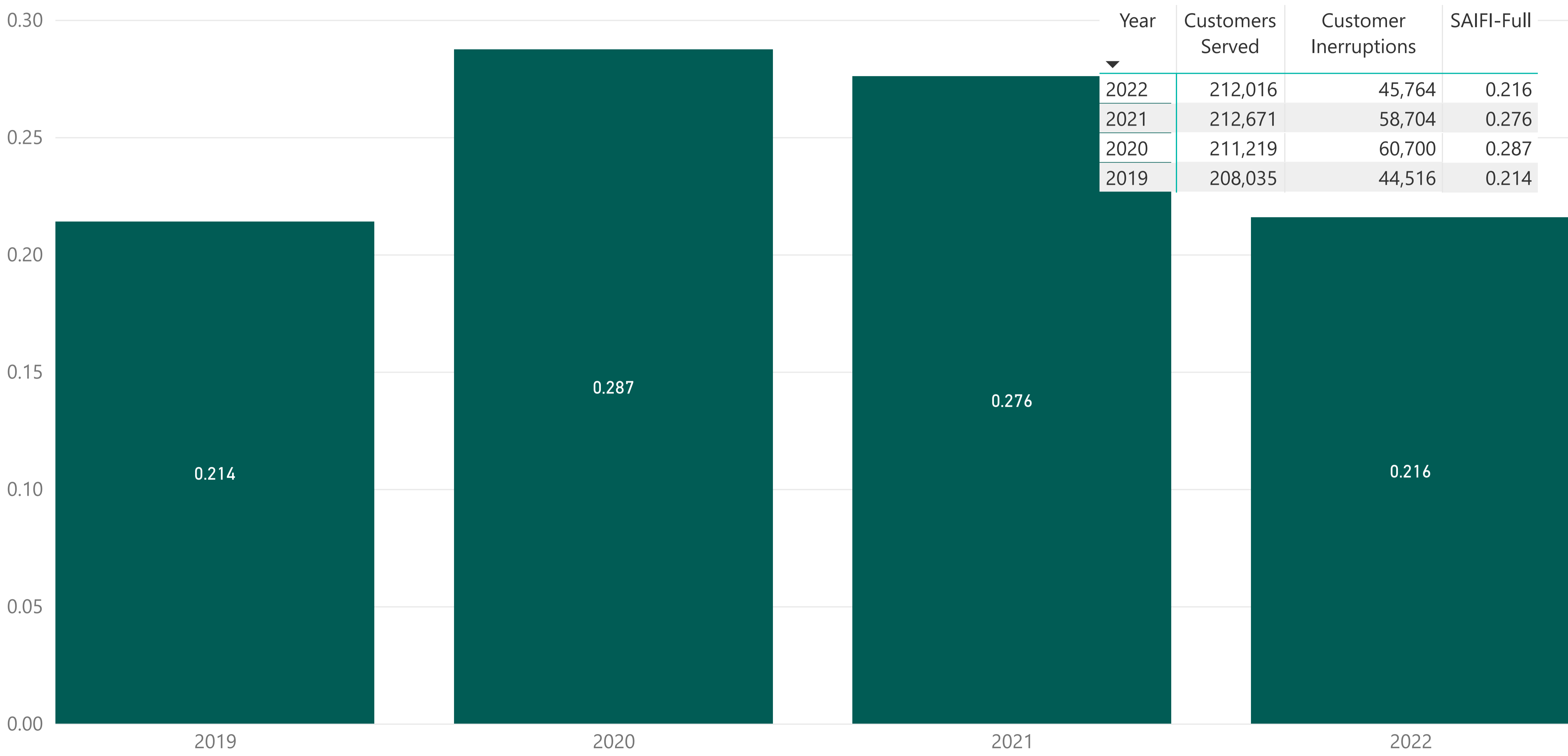
2022





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Transmission SAIFI by Year
(Full Calendar Years - Historical; Year-to-Date - Current)





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Transmission SAIDI by Year

(Full Calendar Years - Historical; Year-to-Date - Current)

