



Courtney R. Nicholson
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September 7, 2023

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" or the "Company") report on customer interruptions for the period of January 1, 2023 through June 30, 2023, 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. Furthermore, in the light of the Electric System Distribution Reliability Standards ("ESDRS") adopted by Council Resolution R-23-73, the enclosed report has been modified slightly from prior reports on customer interruptions as the Company transitions to meeting the reporting and other requirements of the ESDRS.

ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council as directed. ENO requests that you file this submission in accordance with Council regulations as modified.

Sincerely,

A handwritten signature in black 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
QUARTERLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2023 THROUGH JUNE 30, 2023**

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 and is geographically divided into four networks: New Orleans East, Algiers, the Central Business District ("CBD"), and Orleans (formerly the Tulane network). ENO's distribution system is the infrastructure that ultimately delivers 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 of the City of New Orleans (the "Council") Resolution Nos. R-17-427, R-18-98, and R-21-153 and addresses the reliability performance of ENO's distribution system and transmission system. Specifically, this 2nd quarter 2023 report, provides, in summary form, information regarding customer interruptions experienced from January 1, 2023, through June 30, 2023.

2. Distribution Reliability Performance:

From January 1, 2023, through June 30, 2023, there were 104,026 distribution-related customer interruptions, which was lower than the YTD total for the same reporting period during the three prior years. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment issues, and public inflicted incidents. The device types that were associated with the most customer interruptions during the reporting period included fuse switches, reclosers, and breakers; the fuse switches and reclosers operated as designed to isolate the issue and prevent larger outages.

Of specific note, approximately 30% of customer interruptions during the reporting period were attributable to emergency switching (~5%) and scheduled interruptions (~25%). These outages reflect the work being undertaken to improve reliability and the Company's continued use of enhanced safety practices that are designed to reduce the risk of electrical contact and arc-flash injuries when performing work on or near primary wires by requiring de-energization of all or portions of a work area. These safety practices help ENO maintain a safe work environment for its employees and contractors, but the protocols can contribute to increased outage frequency and/or duration. Although outages accompanying planned work may increase the Company's SAIFI and SAIDI scores as the Company completes the projects in a safe manner, this work helps improve system reliability over the long run. Furthermore, ENO is working to find ways to improve scheduling and safety practices to minimize customer interruptions that are incident to necessary work on the grid.

3. Transmission Reliability Performance:

From January 1, 2023, through June 30, 2023, ENO experienced 12,026 transmission-related customer interruptions. This is an approximate 74% decrease over the corresponding period in 2022.

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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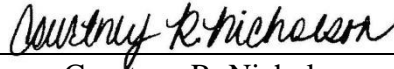
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Denise T. Turbinton
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New Orleans, LA 70117

Myron Katz, PhD
ProRate Energy, Inc.
302 Walnut Street
New Orleans, LA 70118

New Orleans, Louisiana, this 7th day of September, 2023.



Courtney R. Nicholson

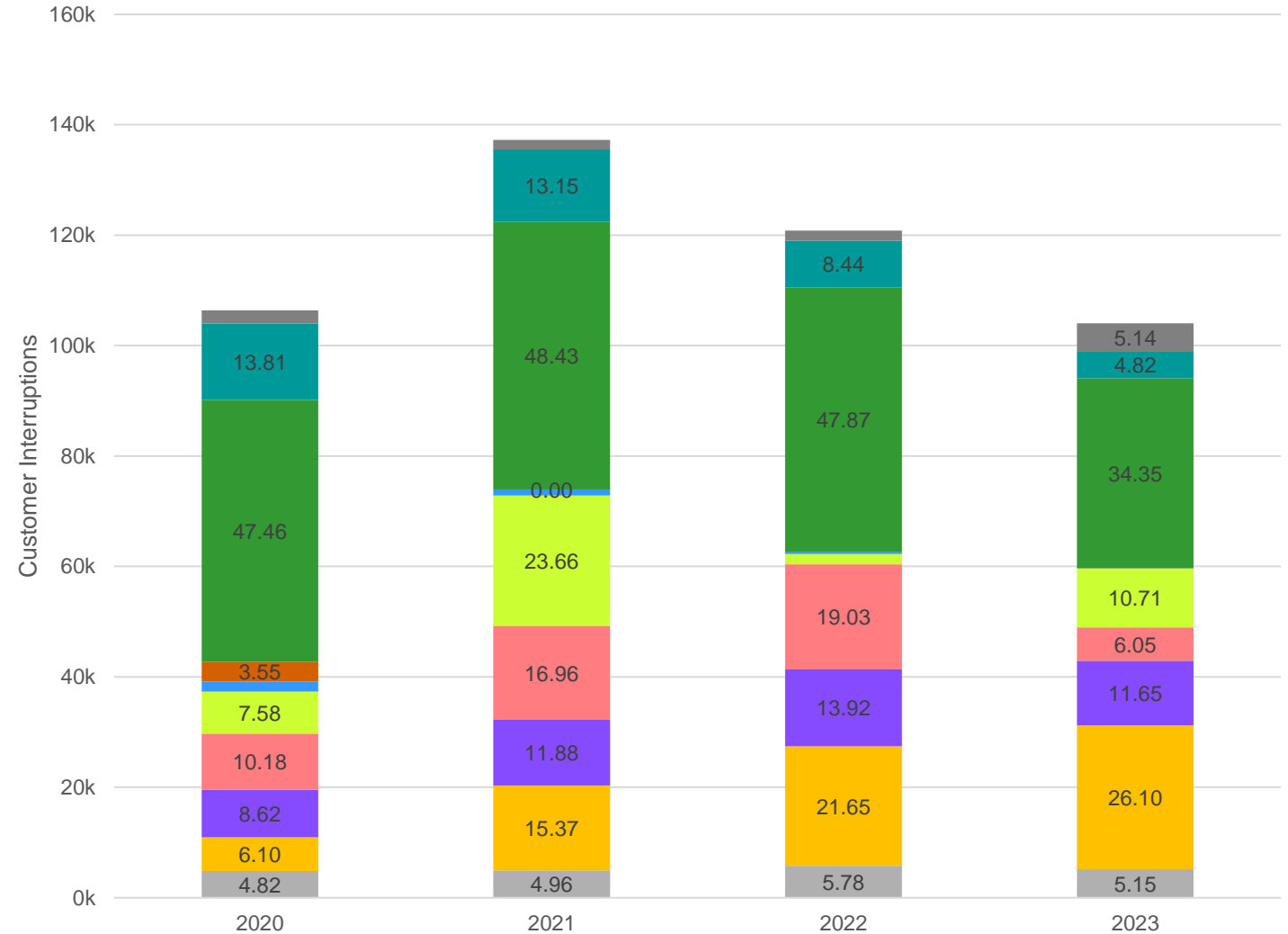


Entergy New Orleans Customer Interruptions YTD Report (Q2 2023)



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons

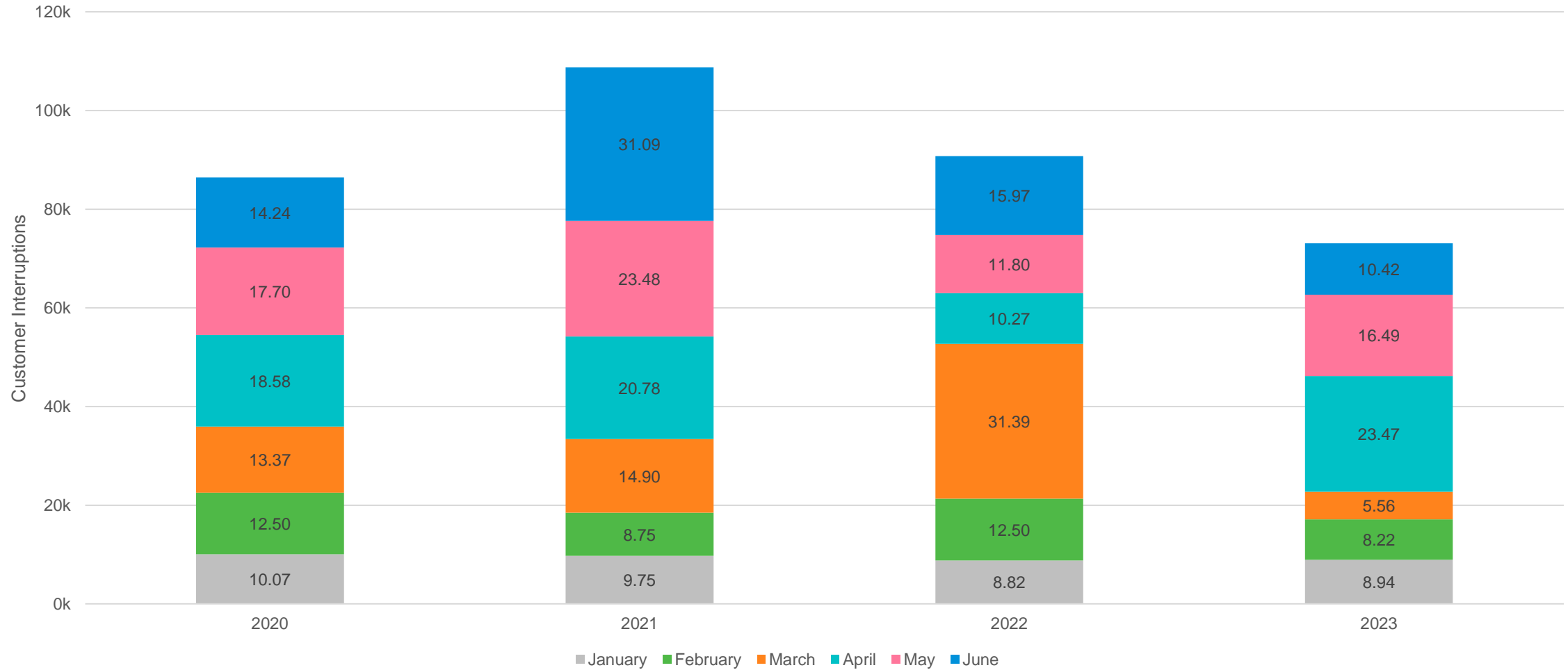
	2020	2021	2022	2023
Animal	2,401	1,719	1,850	5,140
Emergency Switching	13,810	13,146	8,438	4,821
Equipment	47,464	48,430	47,873	34,347
Foreign Trouble	3,550	0	7	1
Human Error	1,834	1,131	410	57
Lightning	7,581	23,664	1,900	10,713
Other	10,179	16,957	19,025	6,049
Public Inflicted Damage	8,620	11,881	13,917	11,646
Scheduled Interruption	6,104	15,368	21,649	26,101
Vegetation	4,820	4,962	5,776	5,151
Grand Total	106,363	137,258	120,845	104,026



DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

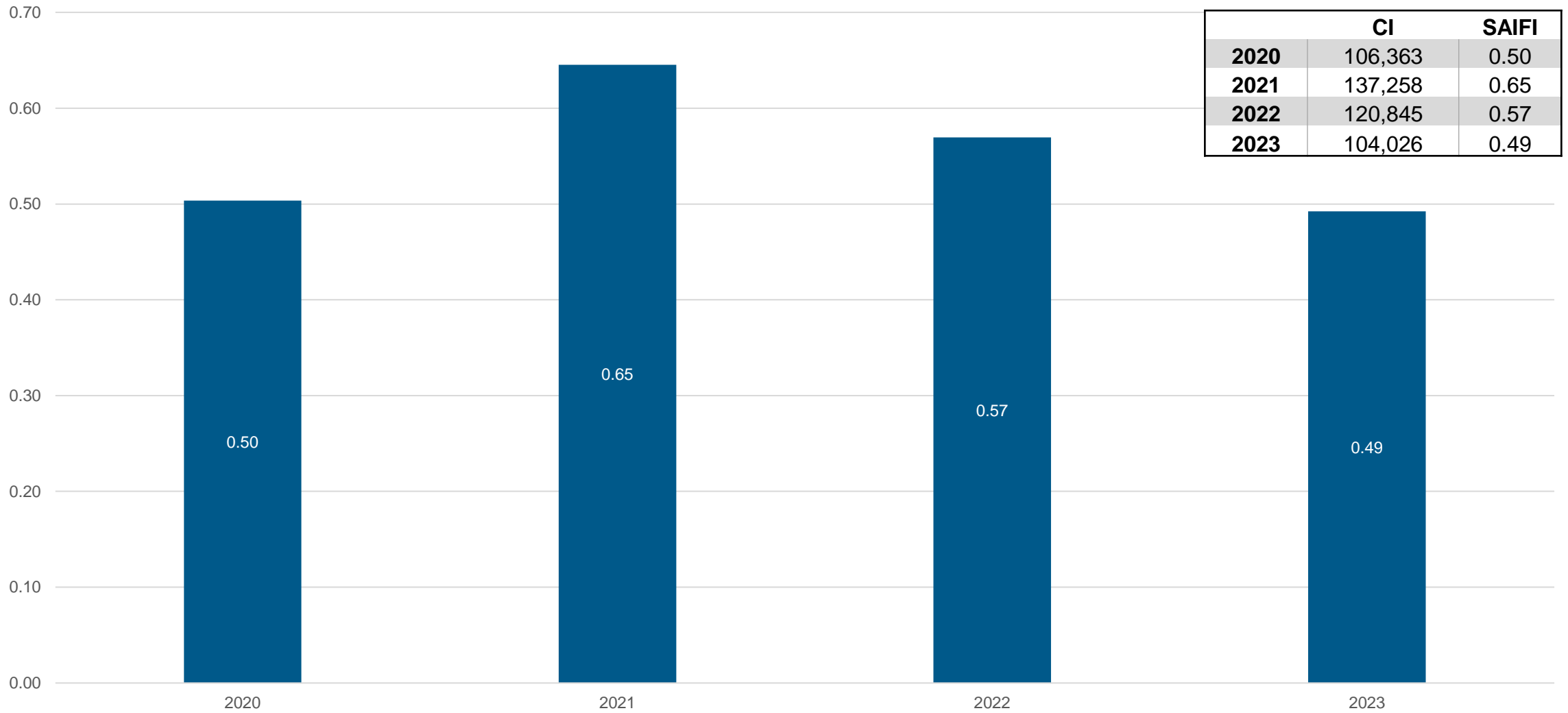
YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons

Excludes Scheduled and Emergency Switching



DISTRIBUTION SAIFI

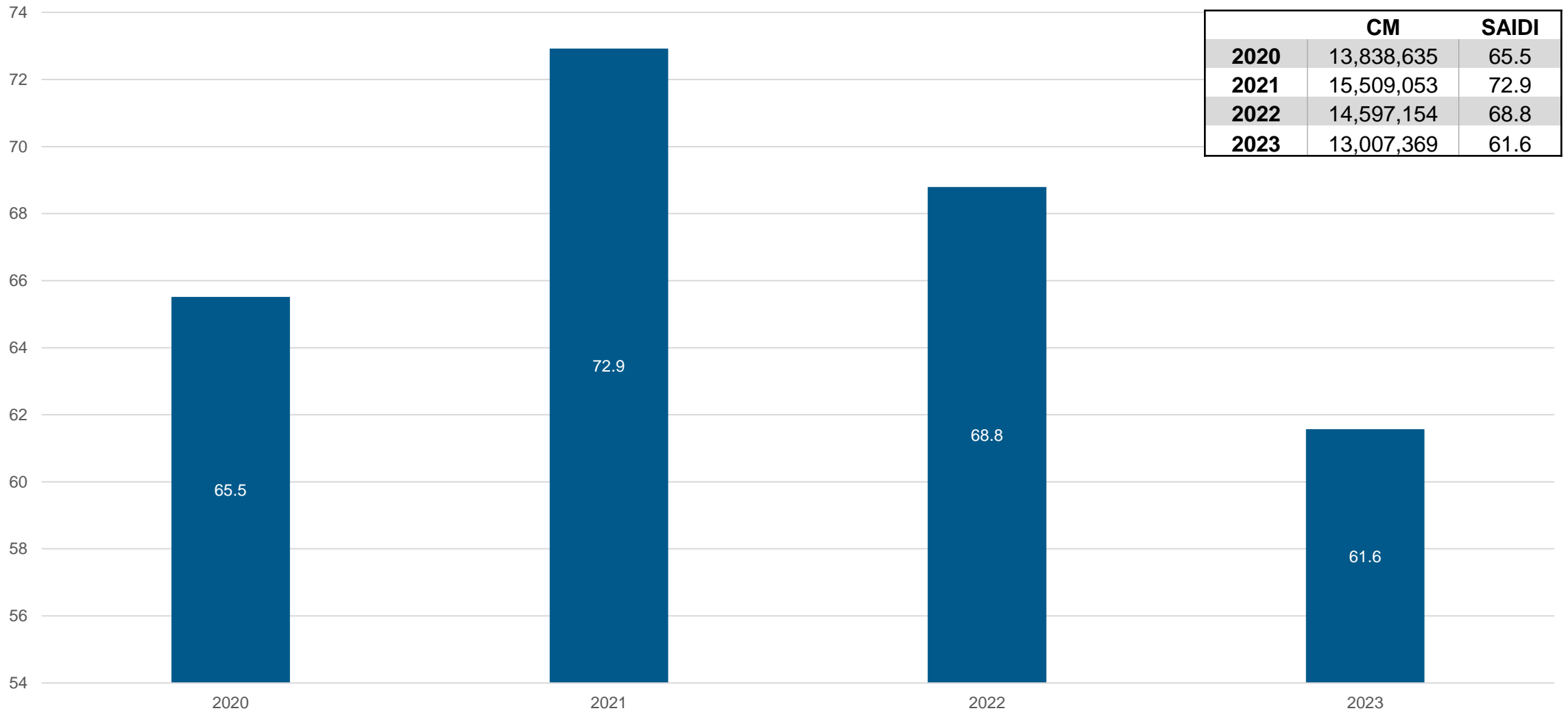
YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons



	CI	SAIFI
2020	106,363	0.50
2021	137,258	0.65
2022	120,845	0.57
2023	104,026	0.49

DISTRIBUTION SAIDI

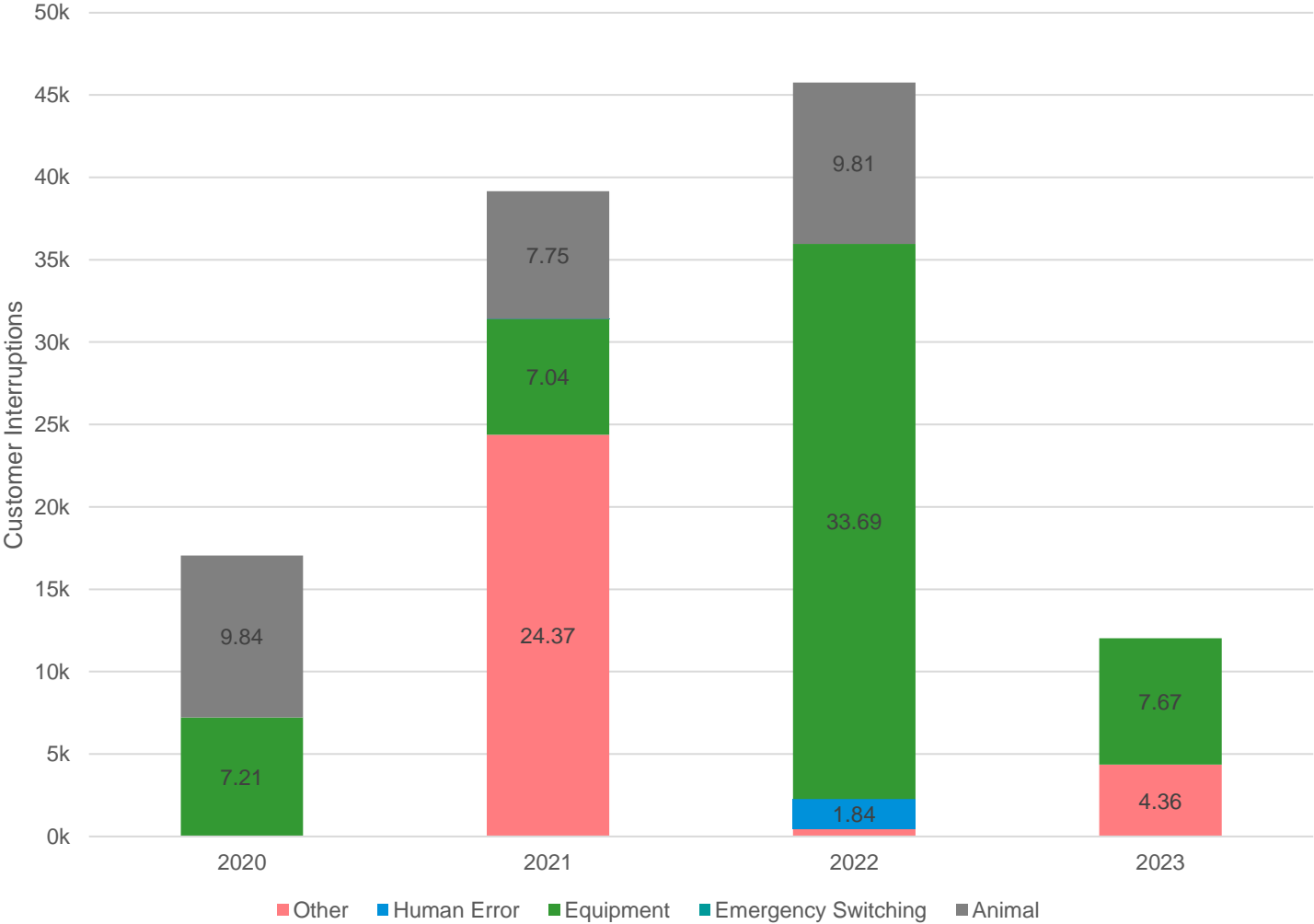
YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons



TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons

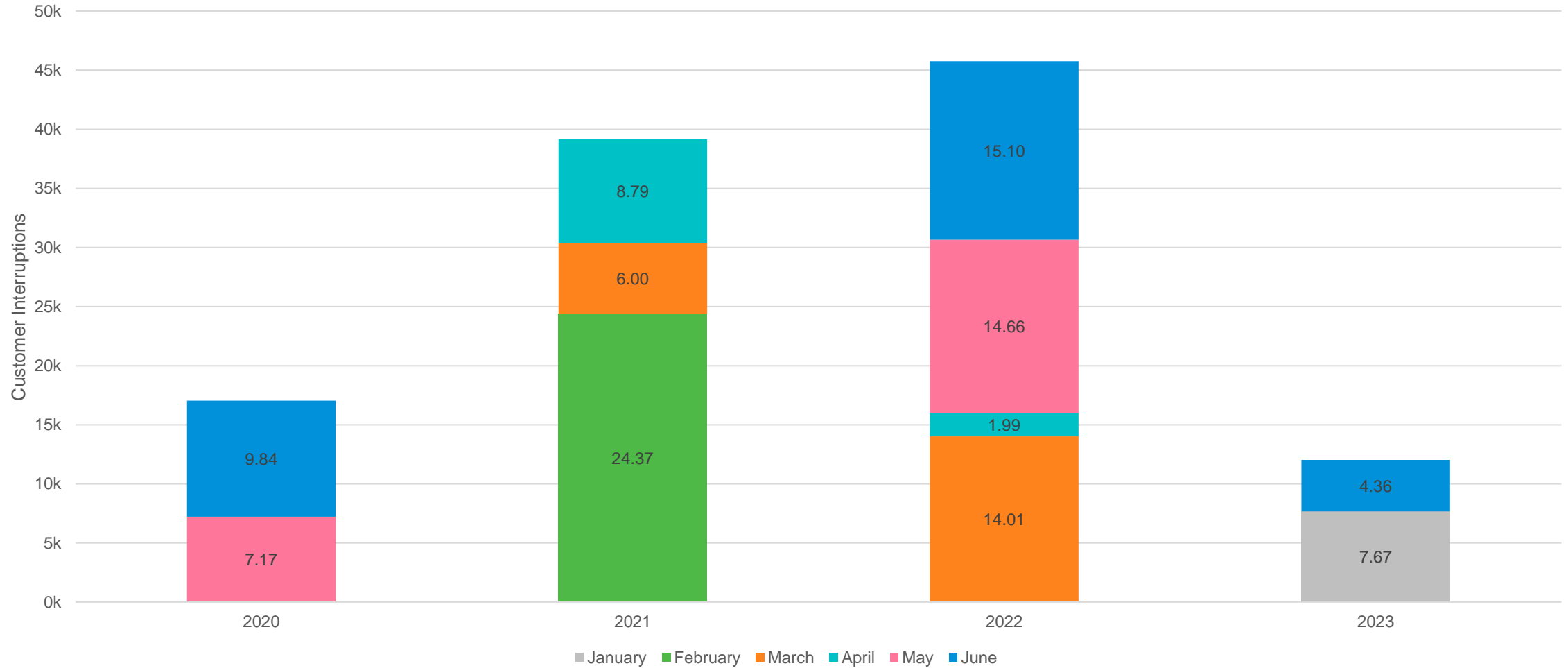
	2020	2021	2022	2023
Animal	9,837	7,749	9,809	0
Emergency Switching	0	3	0	0
Equipment	7,212	7,036	33,685	7,667
Human Error	0	0	1,835	0
Other	0	24,370	433	4,359
Grand Total	17,049	39,158	45,762	12,026



TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

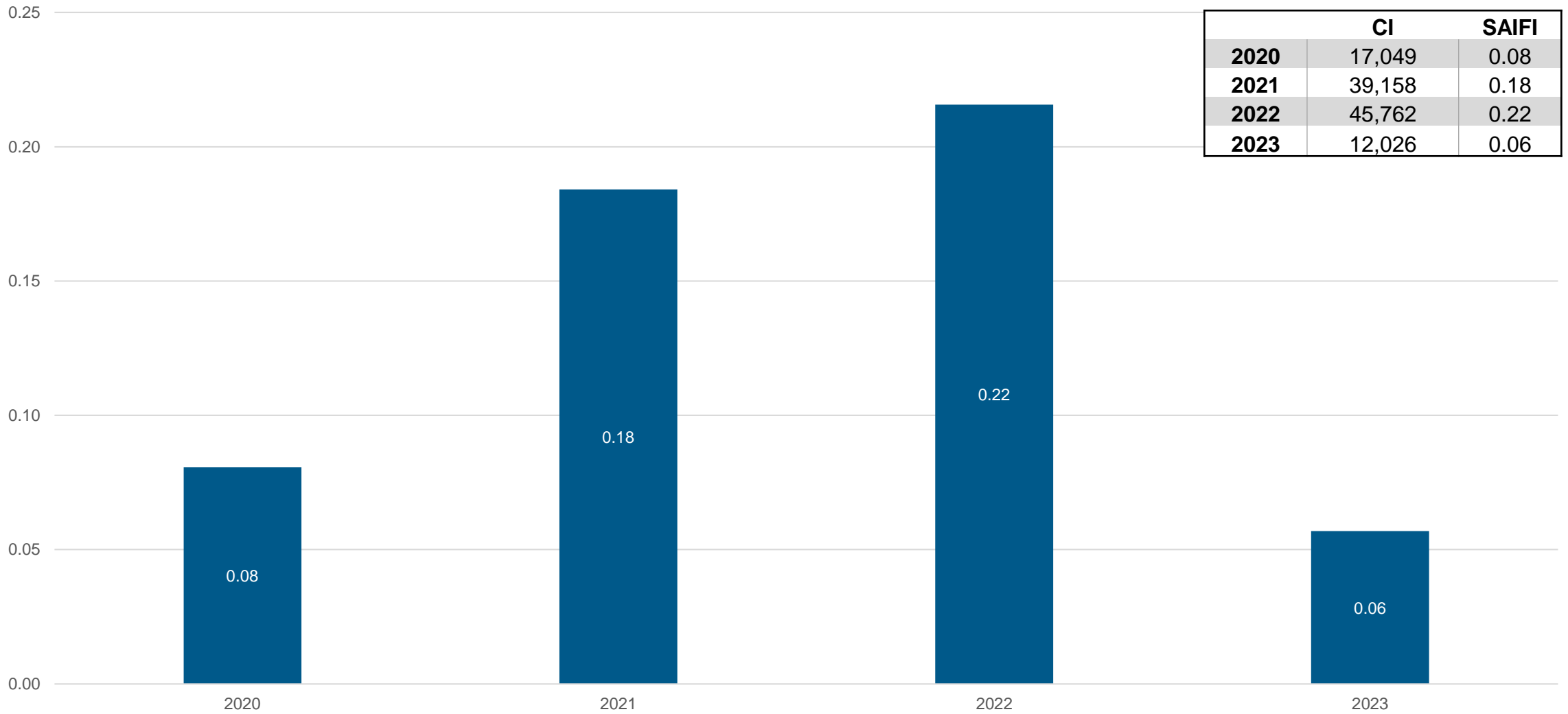
YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons

Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI

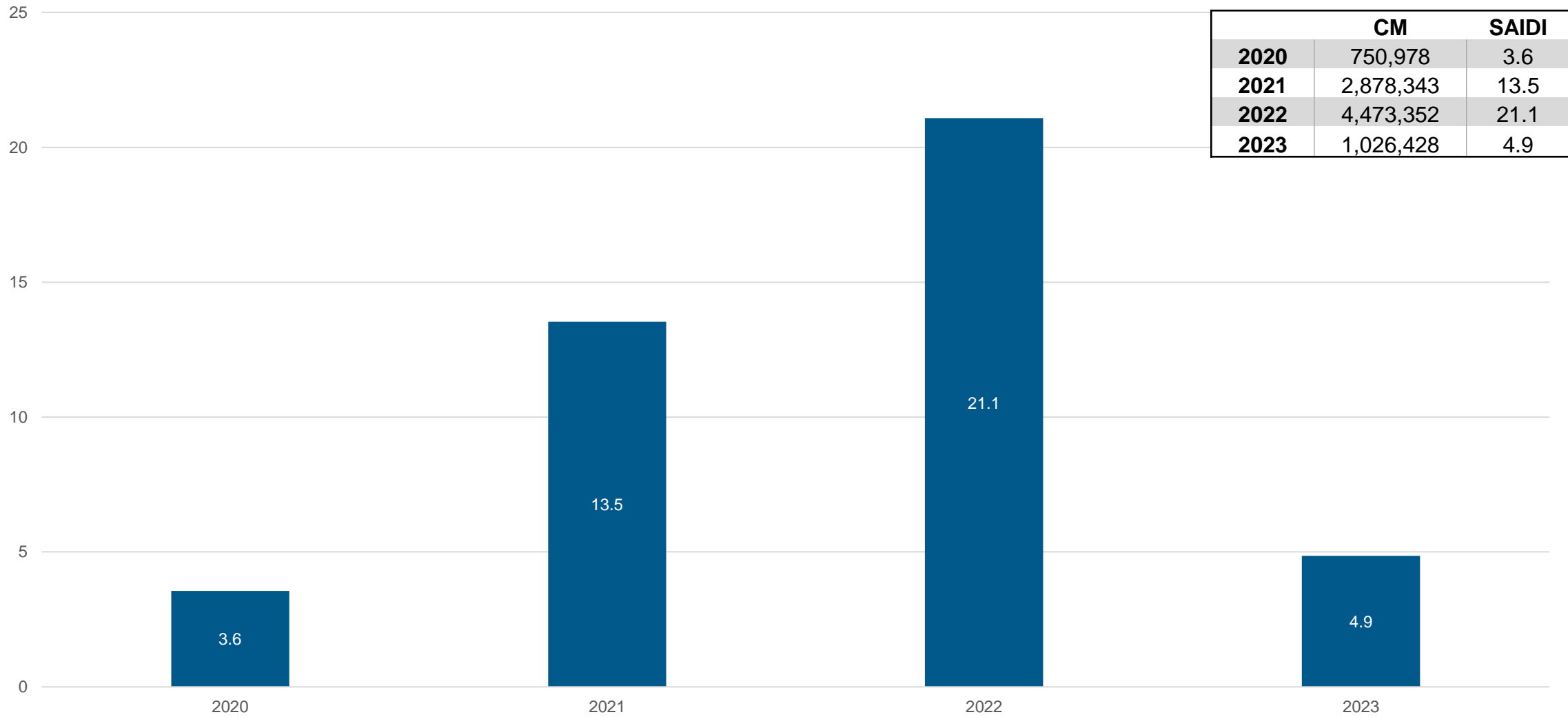
YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons



	CI	SAIFI
2020	17,049	0.08
2021	39,158	0.18
2022	45,762	0.22
2023	12,026	0.06

TRANSMISSION SAIDI

YTD Second Quarter 2023 with Prior YTD Second Quarter Comparisons



	CM	SAIDI
2020	750,978	3.6
2021	2,878,343	13.5
2022	4,473,352	21.1
2023	1,026,428	4.9