

ENTERGY NEW ORLEANS, INC.
CITY OF NEW ORLEANS
Docket No. UD-16-01

Response of: Entergy New Orleans, Inc.
to the Second Set of Data Requests
of Requesting Party: Alliance for Affordable
Energy

Question No.: AAE 2-1

Part No.:

Addendum:

Question:

Please describe ENO's power quality disturbances over the last ten years:

- a. Please list the total number of all power outages (major, minor) in ENO's service territory by year including the reason for the outage, the duration of the outage, the exact locations of the outage, and the number of customers impacted;
- b. Please list the total number of all momentary power outages in ENO's service territory by year including the reason for the outage, the duration of the outage, the exact locations of the outage, and the number of customers impacted;
- c. Please identify all under voltage/overvoltage events in ENO's service territory by year including the reason for the event, the duration of the event, the exact locations of the event, and the number of customers impacted;
- d. Please identify all sag/swell events in ENO's service territory by year including the reason for the event, the duration of the event, the exact locations of the event, and the number of customers impacted;
- e. Please identify all surge/transient events in ENO's service territory by year including the reason for the event, the duration of the event, the exact locations of the event, and the number of customers impacted;
- f. Identify the percentage outages that were due to distribution reliability;
- g. Identify the percentage of outages due transmission reliability;
- h. Identify the percentage of outages due to generation reliability; and
- i. Provide all data, documents, analyses, and work papers utilized in answering this question.

Response:

ENO objects to this request on the grounds that it is overly broad and unduly burdensome. Subject to this objection and without waiving the same, the Company responds as follows:

Outage data is provided for the period of January 2011 through August 2016.

- a. See attached.
- b. See attached.
- c. The state of ENO's electric distribution and transmission system is continuously monitored. While the electric system can be subject to under-voltage and over-voltage conditions, the event records are not captured. The electric system facilities are designed to automatically adjust to respond to such conditions. For example, generators, capacitor banks, voltage regulators, and power transformer load tap changers can automatically adjust to changing system conditions. Further, operators proactively take actions to maintain voltage within mandated limits. Because of these controls, under-voltage and over-voltage conditions events should not affect service to customers.
- d. See the Company's response to part c. The Company interprets "swag/swell events" to be synonymous with under/over-voltage events.
- e. Surges/transient events are anomalies for the transmission/distribution system. Surges are generally caused from abnormal system events in which the electrical grid has been damaged. Surges are, by nature, momentary or transient and are a by-product of a precipitating event such as a storm or failure. For this reason, surges are not measured or tracked.
- f. From 2011 through August 2016, the percentage of customer outages due to distribution-related causes was 98.1%.
- g. From 2011 through August 2016, the percentage of customer outages due to transmission-related causes was 1.9%.
- h. From 2011 through August 2016, the percentage of customer outages due to generation-related causes was 0.0%.
- i. Not applicable.