



Kevin T. Boleware
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Entergy New Orleans, LLC
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November 30, 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 September 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 "Kevin T. Boleware". The signature is written in a cursive, slightly slanted style.

Kevin T. Boleware

KTB\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 SEPTEMBER 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 3rd quarter 2023 report, provides, in summary form, information regarding customer interruptions experienced from January 1, 2023, through September 30, 2023.

2. Distribution Reliability Performance:

From January 1, 2023, through September 30, 2023, there were 180,672 distribution-related customer interruptions, which was lower than the YTD total for the same reporting period during the two prior years and an 11% decrease compared to the YTD total for the same reporting period in 2022. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment, and lightning. 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 26% of customer interruptions during the reporting period were attributable to emergency switching (~6%) and scheduled interruptions (~20%) which decreased by 14% from the previous reporting period due to the high volume of heat-related cancellations of planned outages during the months of June, July, and August. 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 September 30, 2023, ENO experienced 23,106 transmission-related customer interruptions. This is an approximate 50% 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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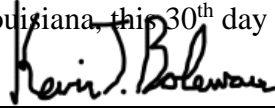
Arthur J. Johnson
Lower 9th Ward Center for Sustainable
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Dawn Hebert
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Denise T. Turbinton
931 Mazant Street
New Orleans, LA 70117

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

New Orleans, Louisiana, this 30th day of November, 2023.



Kevin T. Boleware



Entergy New Orleans Customer Interruptions YTD Report (Q3 2023)



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

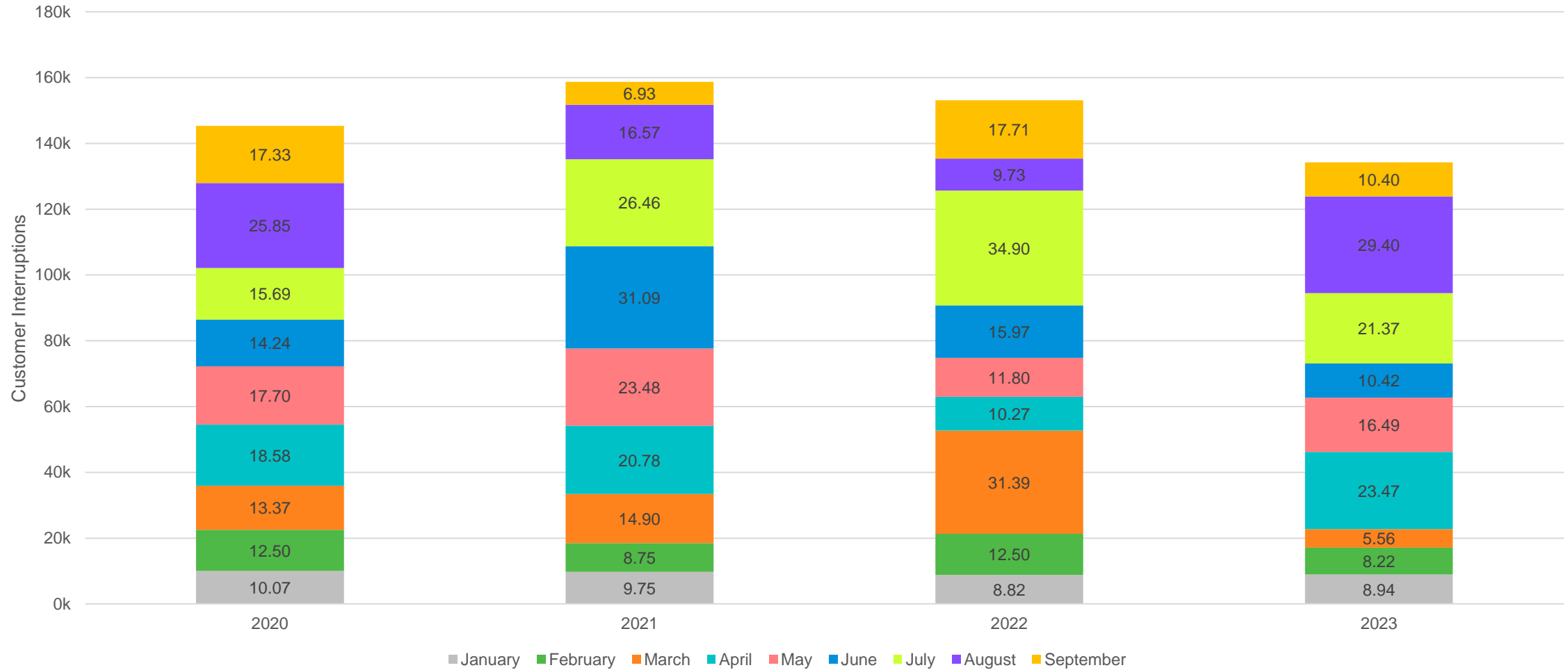
	2020	2021	2022	2023
Animal	3,080	3,458	2,247	5,524
Emergency Switching	21,926	20,094	9,688	10,642
Equipment	75,670	67,471	81,416	60,676
Foreign Trouble	3,550	1,667	232	1
Human Error	1,834	1,222	1,477	3,450
Lightning	15,062	39,878	13,879	21,845
Other	23,484	24,385	24,046	14,021
Public Inflicted Damage	10,621	11,984	17,393	16,729
Scheduled Interruption	12,727	18,881	40,120	35,755
Vegetation	12,009	8,629	12,402	12,029
Grand Total	179,963	197,669	202,900	180,672



DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

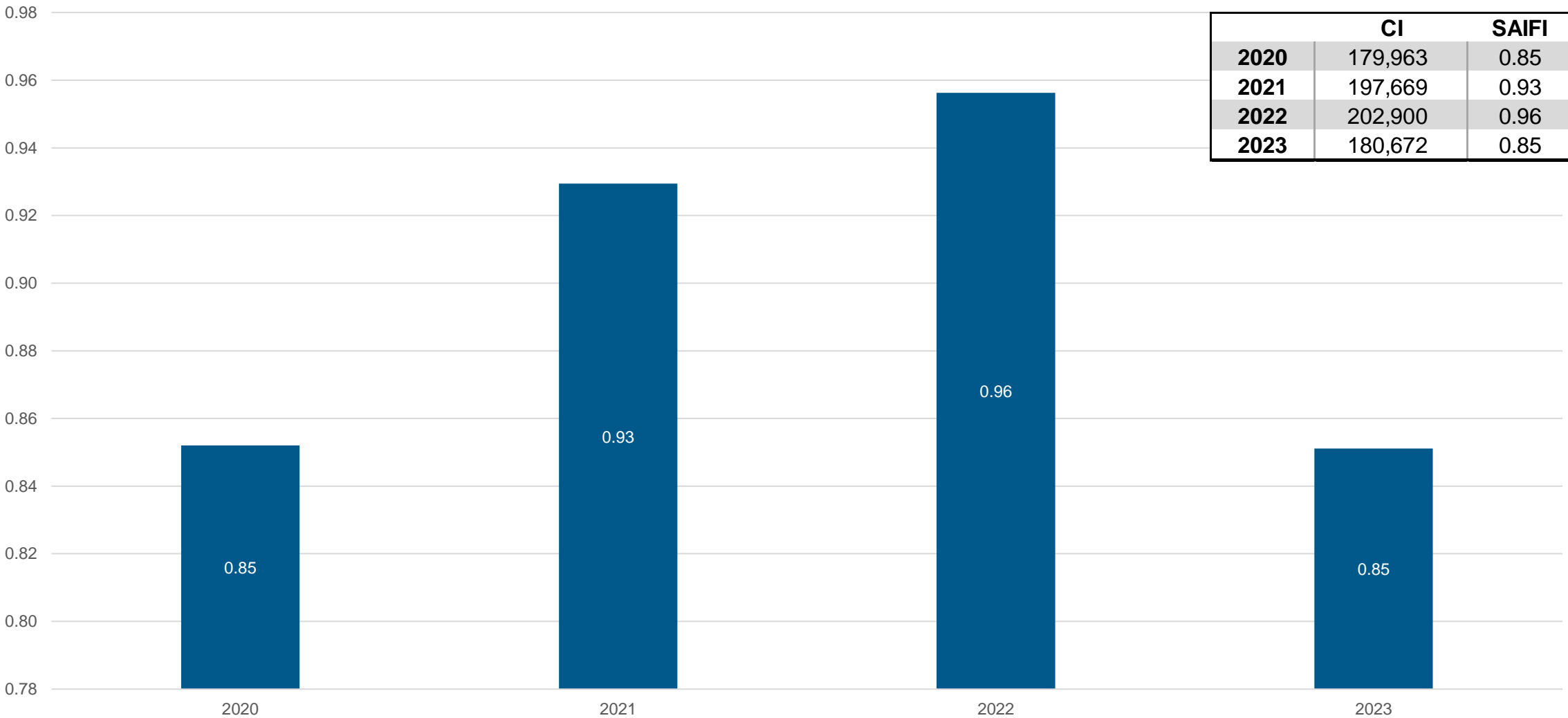
YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons

Excludes Scheduled and Emergency Switching



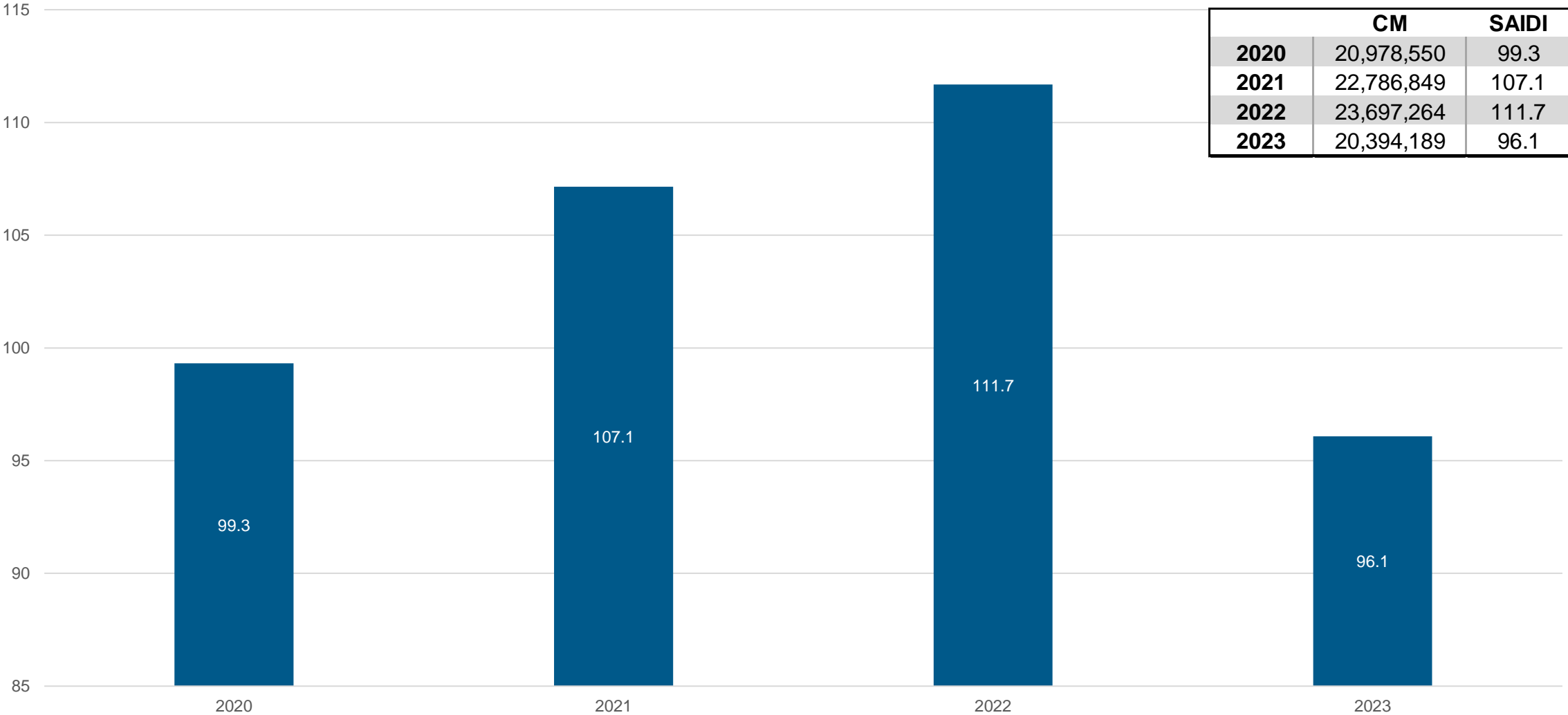
DISTRIBUTION SAIFI

YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons



DISTRIBUTION SAIDI

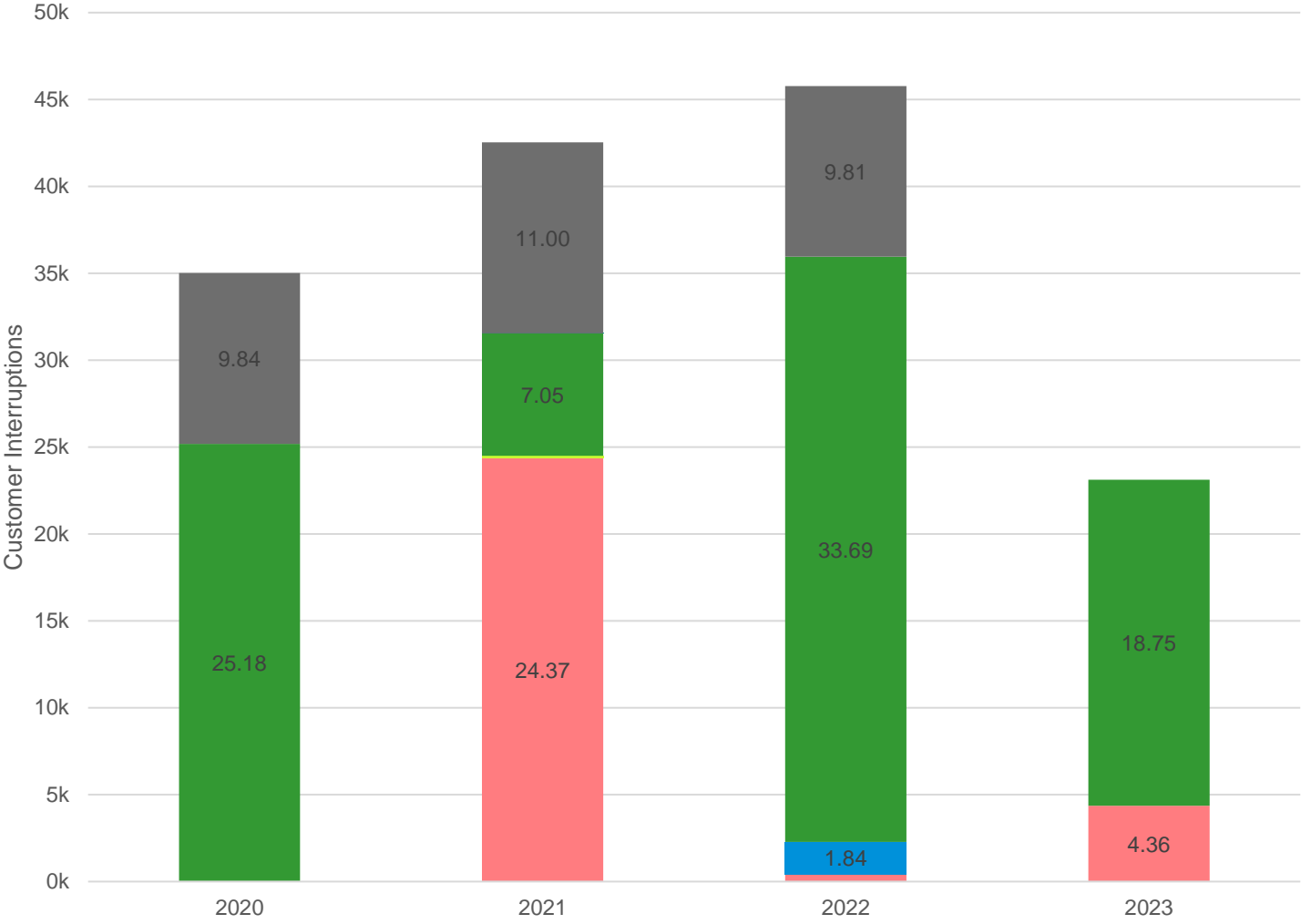
YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons



TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons

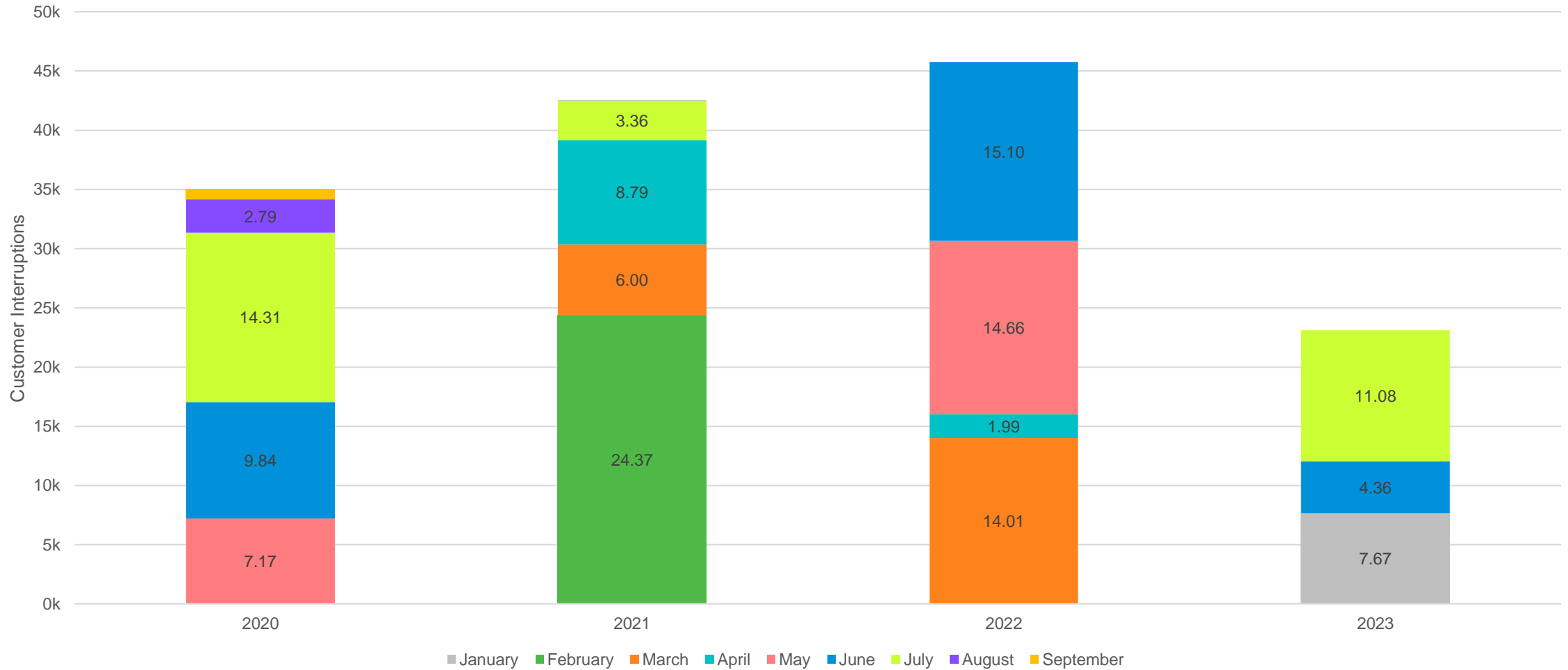
	2020	2021	2022	2023
Animal	9,837	11,001	9,809	0
Emergency Switching	0	3	0	0
Equipment	25,178	7,048	33,688	18,747
Human Error	0	0	1,835	0
Lightning	0	112	0	0
Other	0	24,370	433	4,359
Grand Total	35,015	42,534	45,765	23,106



TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

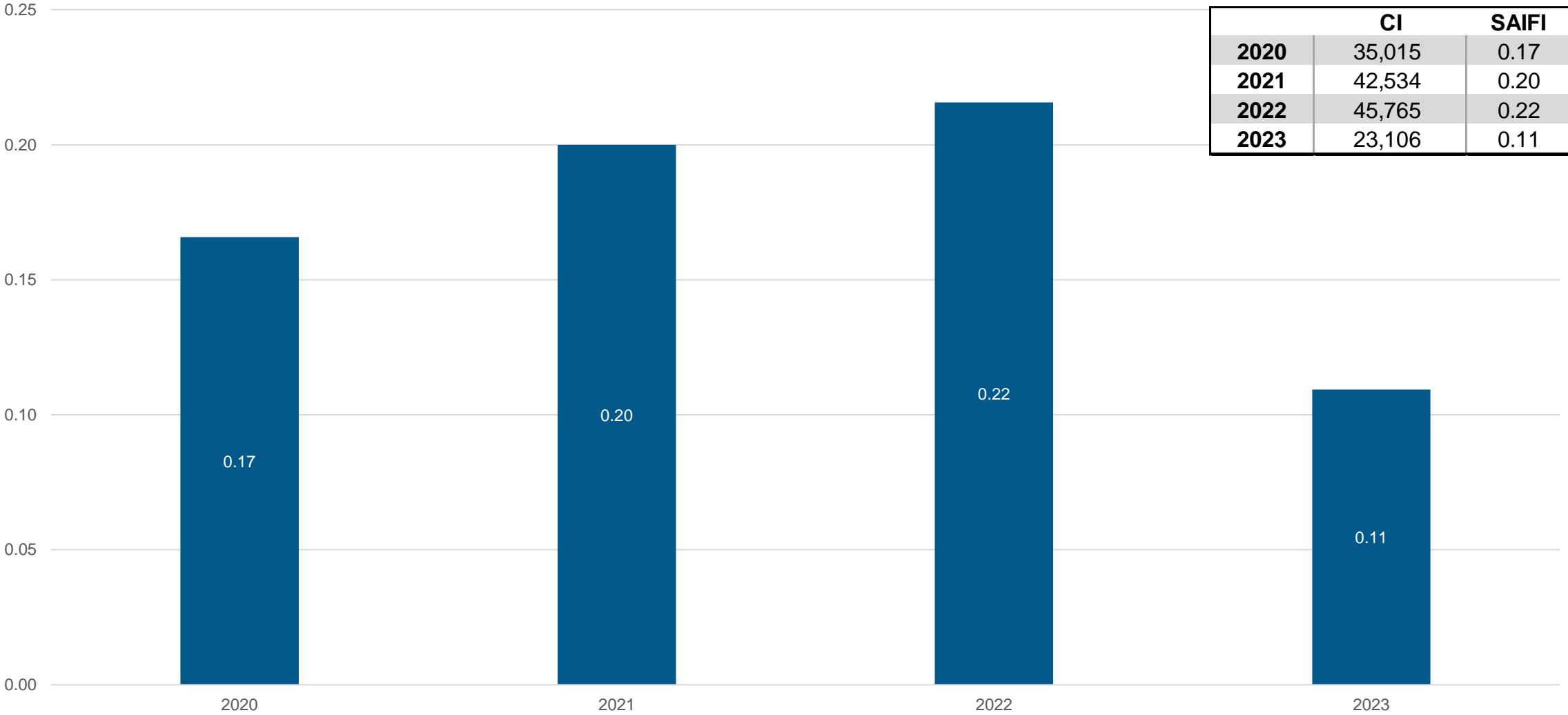
YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons

Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI

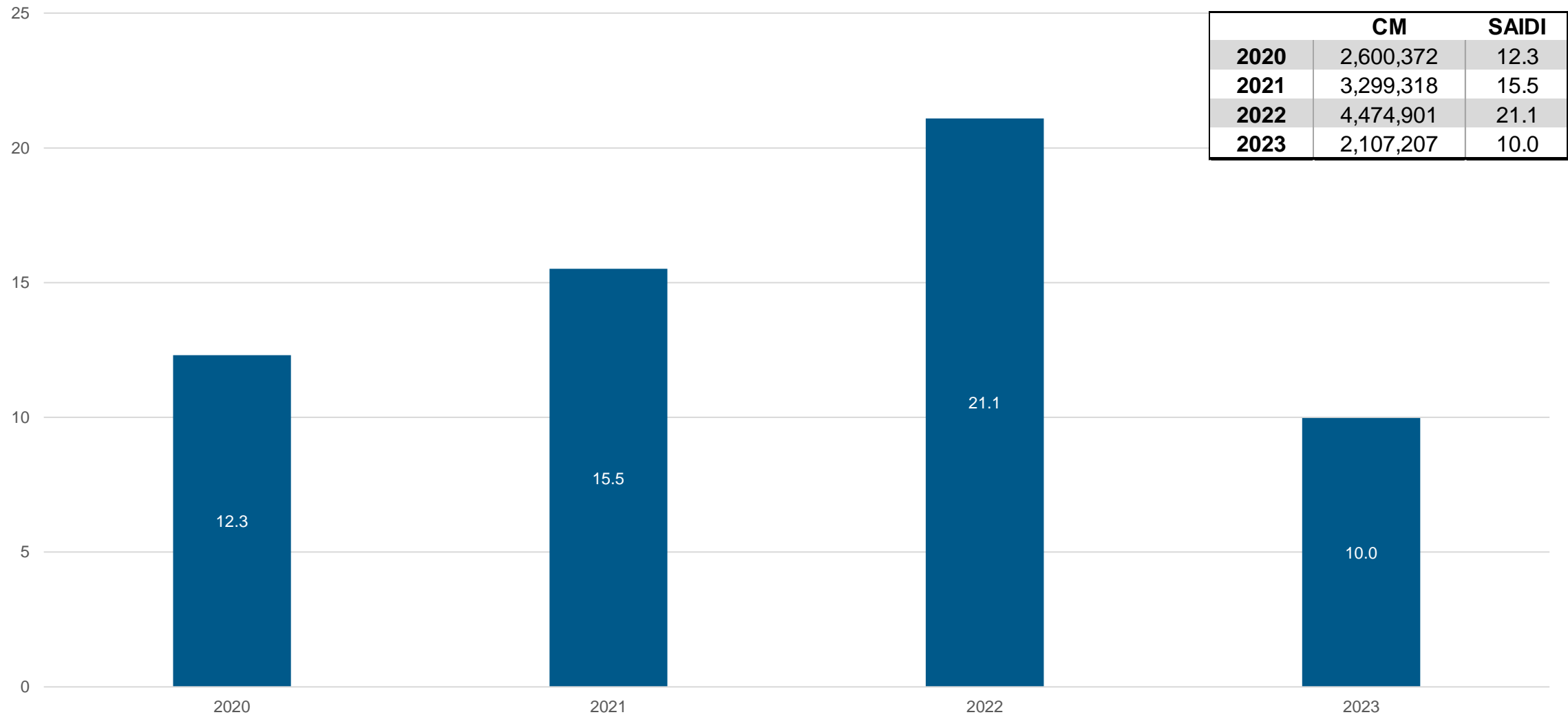
YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons



	CI	SAIFI
2020	35,015	0.17
2021	42,534	0.20
2022	45,765	0.22
2023	23,106	0.11

TRANSMISSION SAIDI

YTD Third Quarter 2023 with Prior YTD Third Quarter Comparisons



	CM	SAIDI
2020	2,600,372	12.3
2021	3,299,318	15.5
2022	4,474,901	21.1
2023	2,107,207	10.0