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November 1, 2017

Via U.S. Mail and/or Email

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

RE: In Re: Resolution Directing Entergy New Orleans,
Inc. to Investigate and Remediate Electric Service
Disruptions and Complaints and to Establish Minimum
Electric Reliability Performance Standards and Financial
Penalty Mechanism
Council Docket No. UD-17-04

Dear Ms. Johnson:

Please find enclosed a corrected version of the Initial Report of the Technical Advisors' Review of Entergy New Orleans, Inc.'s Outages and Reliability Performance, originally filed on September 11, 2017. The Advisors have recently discovered that the conversion of the original document from Word to Adobe PDF resulted in a mislabeling of one of the charts included in the original report, and this filing is being made to correct the chart. Particularly, the chart is found on page 5 of the original filing and is designated "Figure 2: ENO's Outages by Time of Day" [see attachment]. The Advisors are including herein a new page 5 with the chart corrected. In addition, a typo was found on page 7 in the third paragraph which has been changed from "20" to "19". Though these changes are the only changes made in this corrected filing, for ease of reference, the entire report is being refiled. We request that you file this corrected version in accordance with your normal procedure, and that you provide us a time-stamped copy of same to certify receipt.

With best regards, I remain

Sincerely,

WILKERSON & ASSOCIATES, PLC


Walter J. Wilkerson

WJW/krb

Enclosures

cc: Official Service List

A breakdown of ENO's outages split between business and non-business hours, or by time of day, can be seen in Figure 2 below.

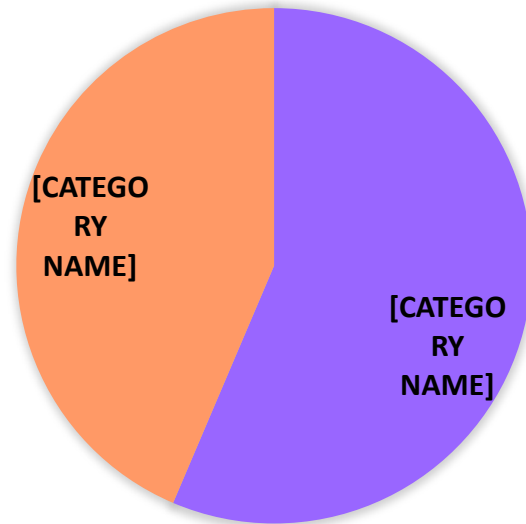


Figure 2: ENO's Outages by Time of Day

Observations

The Technical Advisors analysis shows that, outages were generally evenly split occurring during normal business hours and outside normal business hours. In total, 56% of outages occurred between the hours of 8AM and 5PM and 44% occurred between 5PM and 8AM or outside of business hours. Of all outages occurring during business hours, 48% had a duration lasting longer than 120 minutes with 31% lasting longer than 180 minutes. Outages occurring during non-business hours followed a similar trend, with 54% lasting longer than 120 minutes in duration and 38% lasting over 180 minutes in duration.

ENO OUTAGES BY COUNCILMANIC DISTRICT

The Technical Advisors preliminary analysis also evaluated the ratio of outages occurring in each Councilmanic District. As part of its July 10, 2017 response letter, ENO provided Appendix A which included the Feeder ID and Substation name for each feeder within ENO's system. The Technical Advisors used this information, along with our best knowledge of the geographical mapping of each feeder and the Councilmanic District's to determine the magnitude of outages occurring in each District. A preliminary breakdown of ENO outages by Councilmanic District over the Analysis Period is provided in Table 2.