



Entergy Services, Inc.
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Timothy S. Cragin
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Legal Services - Regulatory

September 7, 2018

Councilmember Helena Moreno
Councilmember-At-Large and
Utilities, Cable, Telecommunications & Technology Committee Chair
1300 Perdido Street, Room 2W40
New Orleans, LA 70112

Re: Council Docket No. UD-17-04, 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 Mechanisms

Dear Councilmember Moreno:

As Rod West indicated to the Council's Utilities, Cable, Telecommunications & Technology Committee at its August 16, 2018 meeting, Entergy New Orleans, LLC ("ENO") has been in the process of engaging a national expert in distribution reliability to assist ENO in addressing the distribution reliability concerns at issue in the above-referenced docket. To that end, ENO has recently retained the consulting services of Quanta Technology, LLC ("Quanta Technology")¹ to conduct a comprehensive benchmarked assessment of ENO's current Reliability Plan, including programs, processes, practices and implementation and to prepare an independent report based on that assessment. Quanta Technology has indicated that it believes it can complete its assessment and corresponding report by the end of October. Accordingly, ENO expects to file Quanta Technology's report on that benchmarked assessment with the Council by October 31, 2018, and then to consider ways in which ENO may wish to adjust its Reliability Plan and/or processes or procedures going forward based on any recommendations contained in that report.

Quanta Technology is an independent consulting company providing business and technical expertise to the energy and utility industries. Quanta Technology has extensive experience in electric distribution system reliability and has assisted a wide variety of utilities in this area, including Dominion Energy, Pacific Gas & Electric, Southern California Edison, Exelon Utilities (Commonwealth Edison, Pepco Holdings, Inc., Baltimore Gas & Electric, and Philadelphia Electric), Puget Sound Energy, We Energies, ENMAX (Canada), CentroSur (Ecuador), and Saudi Electricity Company (Saudi Arabia). Additionally, Quanta Technology has also worked as consultants with municipal and cooperative utilities (*e.g.*, Austin Energy, Seattle City Light, Florida Municipal Power Agency, and the National Rural Electric Cooperative

¹ Quanta Technology is a wholly-owned subsidiary of Quanta Services, Inc., a Fortune 400 company and the largest electric transmission and distribution specialty contractor in North America.

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Association), with governmental agencies (*e.g.*, Public Utility Commission of Texas, the U.S. Department of Energy, and the Massachusetts Attorney General Consumer Protection Division), and with various independent system operators and regional transmission organizations on a multitude of utility industry issues.

Quanta Technology's project team on this engagement consists of four senior consultants with over 140 years of combined experience working in the electric power industry. The Quanta Technology team includes former utility executives and technical leaders with a broad range of experience in distribution system reliability, including direct experience with utility reliability benchmarking, distribution reliability improvement, asset management processes and systems, advanced metering infrastructure, and grid modernization. A summary of each of the Quanta Technology team member's relevant experience is attached to this letter.

ENO has introduced the Quanta Technology team to the Council's Advisors and we look forward to working with the Council, its Advisors, intervenors, Quanta Technology, and other stakeholders to improve electric reliability in New Orleans.

Sincerely,



Timothy S. Cragin

TSC/rdm

Enclosures

Cc: Council President Jason R. Williams
Councilmember Jay H. Banks
Councilmember Jared C. Brossett
Councilmember Joseph I. Giarrusso
Councilmember Kristin Gisleson Palmer
Councilmember Cyndi Nguyen
Official Service List, UD-17-04 (via electronic mail)
Erin Spears, Council Utilities Regulatory Office (via electronic mail)



Bill Snyder

Bill Snyder, *EXECUTIVE ADVISOR, Senior Vice President, Grid Modernization, Business Strategy & Services Management*, has a broad background in utility operations, management, and change initiatives resulting from over 39 years of experience in the electric utility industry. He has successfully led consulting engagements to review and evaluate operational processes and standards, conducted evaluations of asset condition and value, and led major process change identification and implementation programs in the engineering and operations functions. At Quanta Technology, Bill's consulting engagements range from day-to-day system operations management, including emergency restoration planning and management, to strategic planning and implementation of major process and systems initiatives to improve workforce efficiency and service delivery.



*Sr. Vice President
Grid Modernization,
Business Strategy &
Services Management*

Areas of Expertise

- Field operations planning and management
- Storm plan development and restoration management
- Asset condition assessment and management
- Major business initiative planning, implementation and change management

Experience & Background

- Years of experience in the electric power industry1979–Present
- Quanta Technology, electric power industry consultant2007–Present
- Sr. Principal Consultant, KEMA T&D Consulting2004–2007
- Manager, Service Marketing, Eaton Electrical2003–2004
- Director, Wind Power Services, ABB Power T&D2001–2003
- Consultant, Distribution Solutions, ABB Power T&D2000–2001
- Director/Manager/Engineer (various positions), Progress Energy1979–2000

Accomplishments & Industry Recognition

- Member – IEEE, Power & Energy Society and Industrial Applications Society

Education

- MBA, Babcock Graduate School of Business, Wake Forest University
- BS, Engineering Operations, NC State University

Bill can be contacted at BSnyder@Quanta-Technology.com

Carl L. Wilkins, PE

Carl L Wilkins, PE, *EXECUTIVE ADVISOR, Vice President, Distribution & Asset Operations*, has extensive experience in the electric utility industry serving in a variety of managerial, research, and consultative roles working with electric & gas utility companies. Combining experience in engineering, sales, marketing, and project management with applied technical skills, he brings a wide array of talents to the Asset Operations team. Carl managed several projects related to T&D storm hardening assessments and emergency preparedness plans for large electric utilities. Carl has led benchmarking studies on transmission maintenance and construction practices. His team performs grid integration studies for wind and solar PV projects and distribution planning studies.



*Vice President
Distribution & Asset
Operations*

Carl served as the Director of Utility Services at Advanced Energy where he managed senior management relationships and the delivery of energy efficiency and renewable energy services to electric utilities. He has worked with utilities in areas of smart grid, plug-in hybrid electric vehicles, policies to address climate change and environmental sustainability.

Carl was the chief architect in the design, coordination, and development of North Carolina's green power program, NC GreenPower, the first statewide green power program where all electric utilities in the state agreed to collaborate and use one marketing campaign.

Areas of Expertise

- Distributed Generation and Distributed Energy Resources
- Distribution Grid Impact Studies
- Asset Operations

Experience & Background

- Years of experience in the electric power industry1976–Present
- Vice President, Distribution & Asset Operations, Quanta Technology2008–Present
- Director-Utility Services, Advanced Energy Corporation2000–2008
- Manager - Large Commercial Accounts, Duke Energy Progress1976–1999

Accomplishments & Industry Recognition

- North Carolina Energy Policy Council (2013)
- NC Governor's Energy Advisory Team (2013)
- NC Governor's Scientific Advisory Panel on Offshore Energy & Energy Infrastructure (2011)
- Bureau of Ocean Energy Management, Regulation and Enforcement (BOEMRE) NC Task Force on Offshore Energy

Education

- BS, Electrical Engineering, NC State University
- Executive Education, Harvard Business School

Carl can be contacted at CWilkins@Quanta-Technology.com

Julio Romero Agüero, PhD, MBA

Julio Romero Agüero, PhD, MBA, *EXECUTIVE ADVISOR, Vice President, Strategy and Business Innovation*, has been with Quanta Technology since 2007. Julio provides leadership to Quanta Technology in the areas of technology and business strategy, grid modernization, distribution systems analysis, planning and engineering, distributed energy resources, and emerging technologies. He has assisted electric utilities and regulatory boards in the U.S., Canada, Latin America, the Caribbean, and Asia.



*Vice President
Strategy &
Business Innovation*

Areas of Expertise

- Grid modernization
- Distributed energy resources integration and Smart Grid
- Distribution system analysis, planning and engineering
- Emerging technologies and technology strategy

Experience & Background

- Years of experience in the electric power industry1995–Present
- Vice President, Strategy and Business Innovation, Quanta Technology2007–Present
- Commissioner, National Energy Commission of Honduras2006–2007
- Consultant, National Energy Commission of Honduras2005–2006
- Adjunct Professor, National University of Honduras2005–2007
- PhD Researcher, National University of San Juan - Argentina.....2000–2005
- Operations Manager, National Electric Utility of Honduras.....1999–2000
- Advisor, National Electric Utility of Honduras1998–1999
- Regional Manager, National Electric Utility of Honduras.....1996–1998

Accomplishments & Industry Recognition

- IEEE Senior Member
- Chair of IEEE Distribution Subcommittee
- Member of Advisory Committee of DistribuTECH
- Past Chair of IEEE Working Group on Distributed Resources Integration
- Former Editor of IEEE Transactions on Power Delivery
- Former Editor of IEEE Transactions on Smart Grid

Education

- PhD, Electrical Engineering, National University of San Juan, Argentina (UNSJ), 2005
- MBA, North Carolina State University (NCSU), 2013
- BSc, Electrical Engineering, National Autonomous University of Honduras (UNAH), 1996

Julio can be contacted at Julio@Quanta-Technology.com

Vic Romero

Vic Romero, *Executive Advisor, Advisory Services*, has almost 40 years of utility experience with a broad range of knowledge including operations, engineering, and grid modernization. He has led efforts to initiate and implement grid modernization projects, enhance reliability, and improve business processes. Examples include leading the implementation of ADMS, Borrego Springs Microgrid, reliability strategy, and storm processes.



*Executive Advisor
Advisory Services*

Areas of Expertise

- Cross functional knowledge of utility processes
- Benefits of Grid Modernization
- Distribution Reliability Analytics

Experience & Background

- Years of experience in the electric power industry 1978–Present
- Director, Technology Solutions & Reliability, San Diego Gas & Electric (SDG&E) 2014–2016
- Director, Asset Management & Smart Grid Projects, SDG&E 2011–2014
- Director, Transmission & Substation Construction & Maintenance, SDG&E 2005–2011
- Manager of Operating District, SDG&E 2002–2005
- Electric Distribution Standards Manager, SDG&E 1999–2002

Accomplishments & Industry Recognition

- Registered Professional Engineer, State of California
- A- General Engineering Contractor holder for SDG&E 2009-2016
- 2016 Recipient of SDG&E and PA Consulting's "Reliability One Outstanding Contribution to Reliability Award"

Education

- BS, Electrical Engineering, California Polytechnic State University, 1977

Vic can be contacted at VRomero@Quanta-Technology.com