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Courtney R. Nicholson
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July 30, 2020

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; Bi-Monthly 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's") Bi-Monthly Report on Customer Interruptions for the period of January 1, 2020 through February 29, 2020, 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. As a result of the remote operations of the Council's office related to COVID-19, ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council resumes normal operations, or as you direct. ENO requests that you file this submission in accordance with Council regulations as modified for the present circumstances.

Thank you for your assistance with this matter.

Sincerely,

A handwritten signature in blue 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
BI-MONTHLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2020 THROUGH FEBRUARY 29, 2020**

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. There are 20 ENO substations that supply power to over 200 distribution circuits, consisting of approximately 1,800 distribution circuit miles, of which approximately 1,200 are overhead circuit miles, and approximately 600 are underground circuit miles.

ENO is geographically divided into four networks, New Orleans East, Algiers, the Central Business District, and Orleans. The four networks comprise the New Orleans Metro Region. ENO's distribution system begins at the substations, where power is transformed from transmission-level voltage into distribution-level voltage, suitable for delivering 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 Resolution Nos. R-17-427 and R-18-98, which require ENO to file bi-monthly reports with the Council of the City of New Orleans ("Council") detailing various aspects of the Company's reliability performance and to help demonstrate that ENO's efforts to operate and maintain its distribution system that serves customers in New Orleans have been reasonable and effective. The report contains the reliability performance of ENO's distribution system and transmission system for the year-to-date ("YTD") period ending February 29, 2020 (the reportable period). Specifically, ENO provides customer interruptions¹ experienced during the YTD period, except interruptions attributed to Major Events, those that are Mandated by Public Authority or interruptions that are Momentary in duration. The results are summarized below.

2. YTD Distribution Reliability Performance:

As of February 2020, YTD distribution-related customer interruptions increased by approximately 69.27% compared to the January – February 2019, but decreased by 23.23% as compared to ENO's average reliability performance over the past 3 years.² The highest contributing outage categories to both frequency and duration of the customer interruptions experienced during the reportable period were emergency switching, primary conductor failure, vehicular incidents, crossarm failure,

¹ "Customer Interruptions" refers to the number of customers who were interrupted during an outage.

² For the purposes of these metrics, interruptions caused by momentary outages and major events are excluded. Such exclusions are consistent with standard industry reliability indices used by most electric utilities to assess the reliability of their electrical system, which exclude major outage events that cause interruptions to a significant portion of the utility's customer base, momentary outages lasting no longer than five (5) minutes, and which typically occur as a result of temporary faults in the distribution of electricity, and outages that are mandated by a public authority.

and foreign objects (primarily Mylar balloons). These outage categories caused approximately 18,225 customer interruptions during the reportable period. As described in ENO's Annual Reliability Plan, ENO has installed, and continues to install, devices on targeted circuits that automatically isolate and potentially re-energize undamaged sections of a feeder after a disturbance.³ These devices minimize the impact of an outage by decreasing the number of affected customers.

Another factor affecting ENO's distribution reliability performance in the reportable period is the implementation of enhanced safe work practices applicable to the Company's linemen and distribution workers. Specifically, these practices are designed to reduce the risk of electrical contact and arc flash injuries when performing work on or near energized wires by the requiring de-energization of all or portions of a work area for enhanced safety, increased coordination of switching orders, and additional communication between the crew and leadership. While these updated safety practices are instrumental in helping ENO maintain a safe work environment for its employees and contractors, they contribute to increased outage frequency and/or duration when compared to prior periods before this safety practice was formally implemented. These outages are coded as either "scheduled interruption" when the work is replanned or "emergency switching" when additional customers need to be taken out to support repairs for an emergency outage. Approximately 7,145 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These accounted for roughly 24% of the total customer interruptions during the reportable period.

As the industry evolves and adopts new approaches to managing distribution assets and maintaining safe worksites, reliability indices should not be viewed in isolation from those developments, which can impact the performance metrics.

3. YTD Transmission Reliability Performance:

No reportable customer interruptions were caused by outages on ENO's transmission system during the reportable period.

³ See 2019 Reliability Plan submitted by ENO on January 18, 2019 and 2020 Reliability Plan submitted by ENO on July 17, 2020. ENO's 2020 Reliability Plan consists of nine major reliability-focused programs: the 100% Backbone and Lateral Inspection Program, the Fix-It-Now ("FIN") Program, the Pole Inspection Program, the Distribution Automation Program, the FOCUS Program, the Underground Network Inspection, Maintenance and Cable Renewal Program, the Equipment Inspection Program, the Internal Program, and the Vegetation Management Program.

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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New Orleans, Louisiana, this 30th day of July 2020.



Courtney R. Nicholson

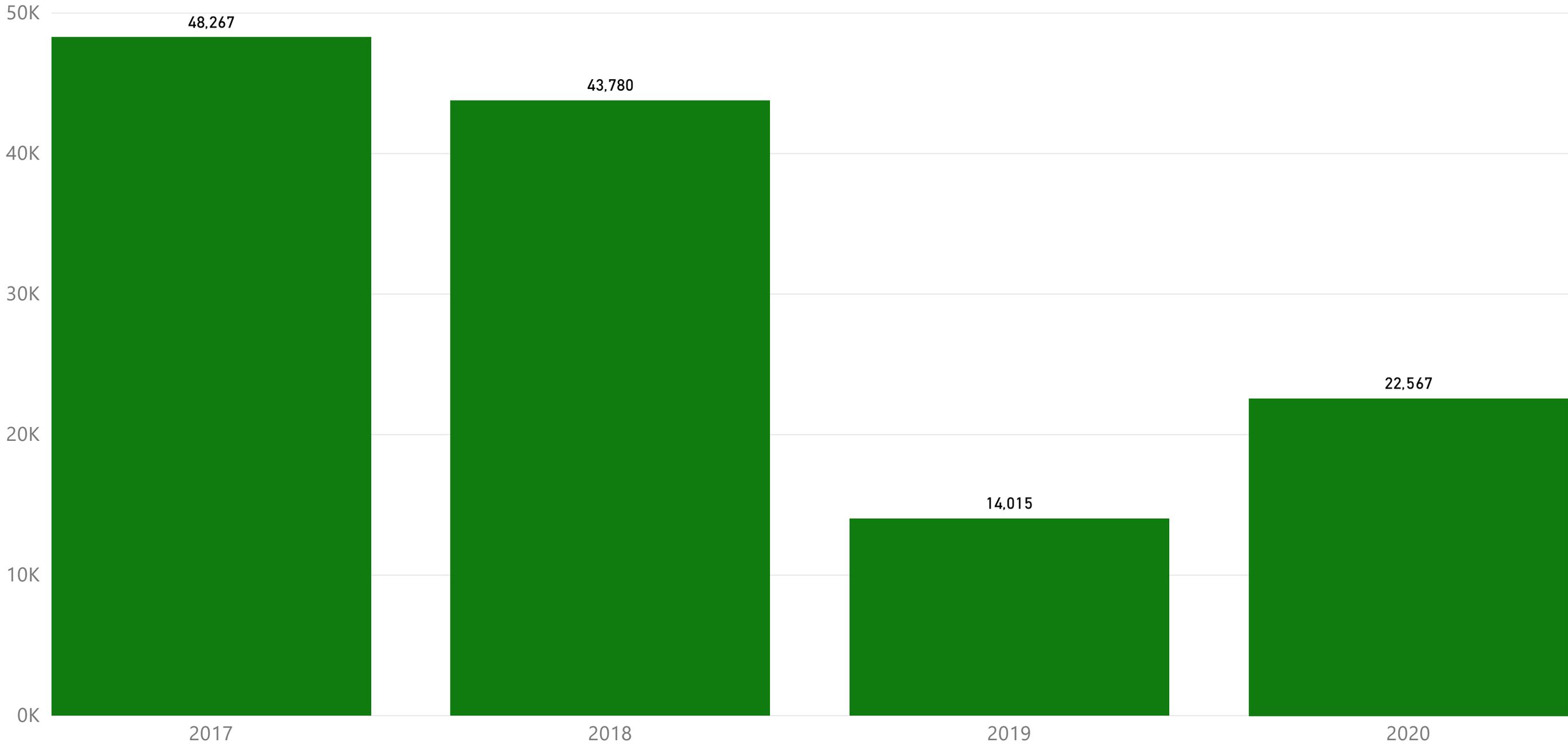


ENTERGY NEW ORLEANS

2/29/2020

Current Data Date

Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)





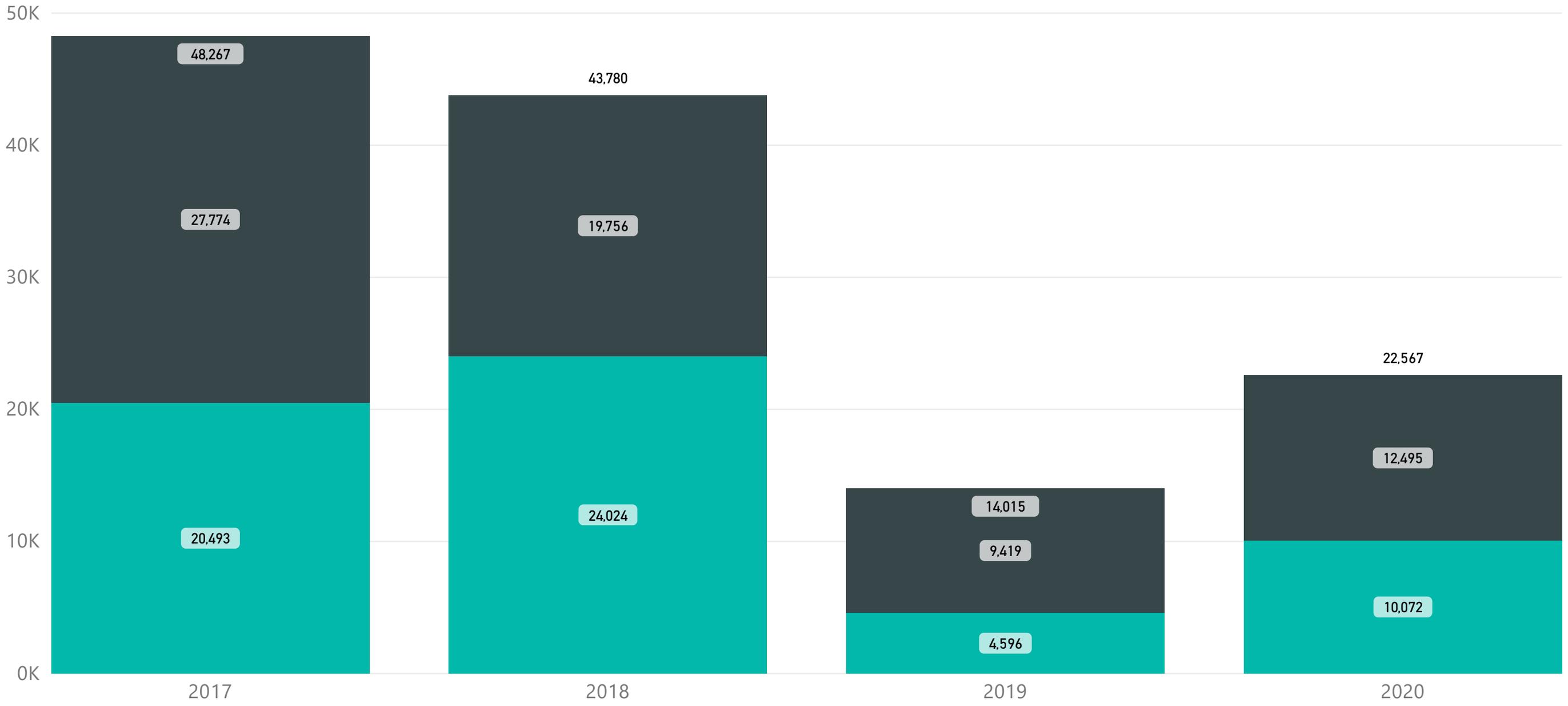
ENTERGY NEW ORLEANS

2/29/2020

Current Data Date

Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

Month ● January ● February ● CI





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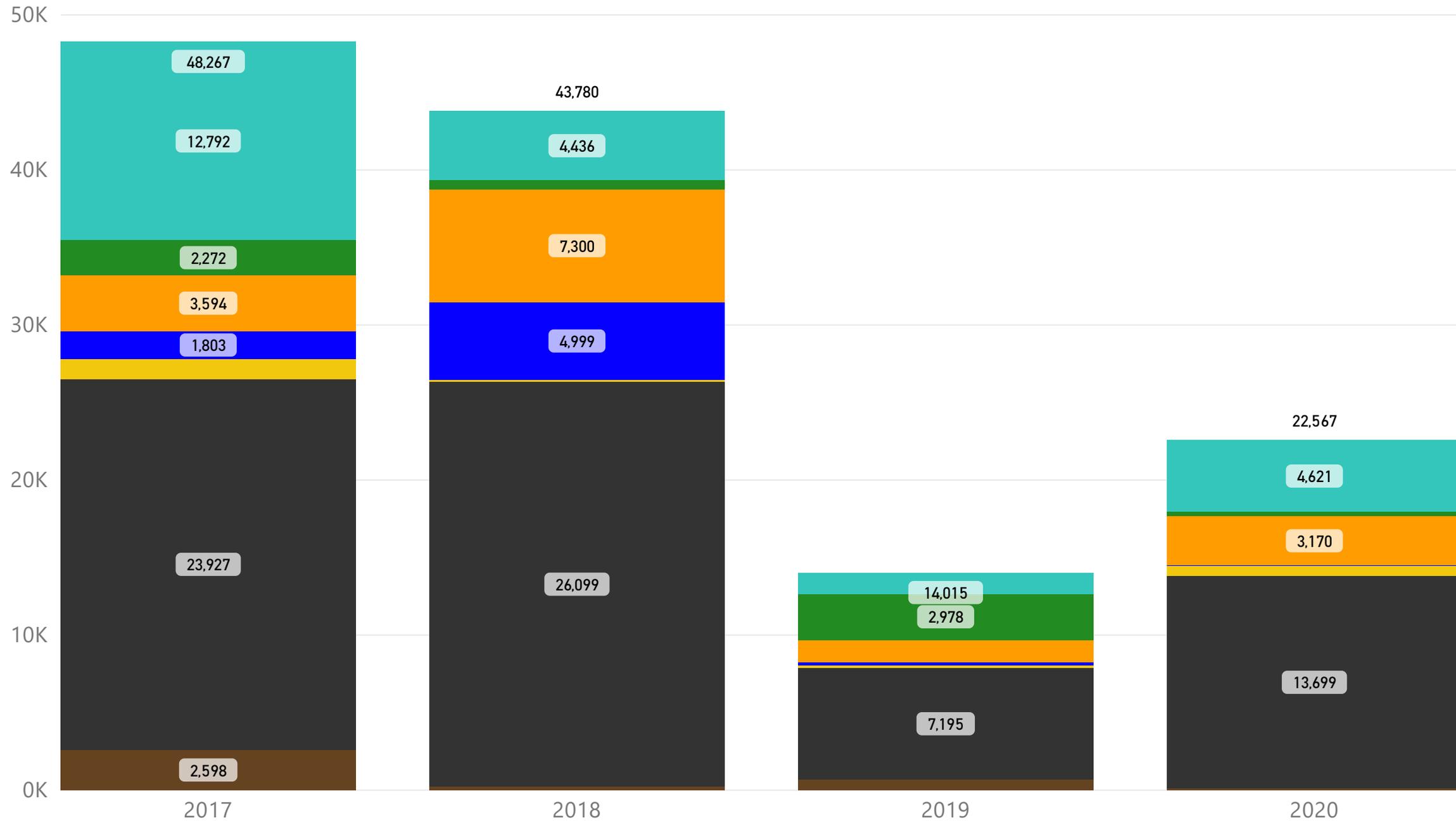
2/29/2020

Current Data Date

Distribution Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated 50K

- Animal
- Equipment Failure
- Lightning
- Human Error
- Public Damage
- Vegetation
- Other
- CI





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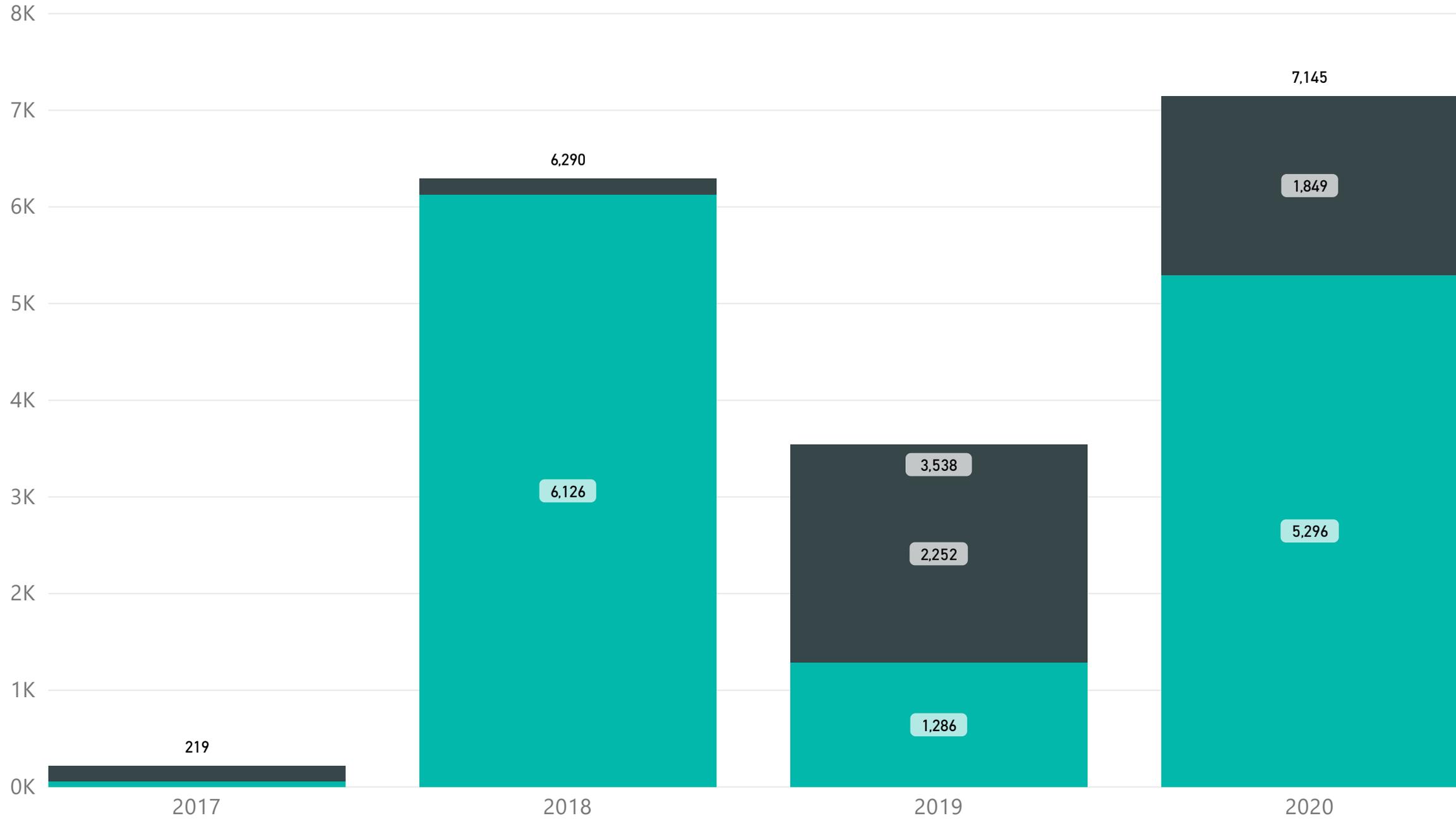
2/28/2020

Current Data Date

Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

- Emergency Switching
- Scheduled Interruption
- CI





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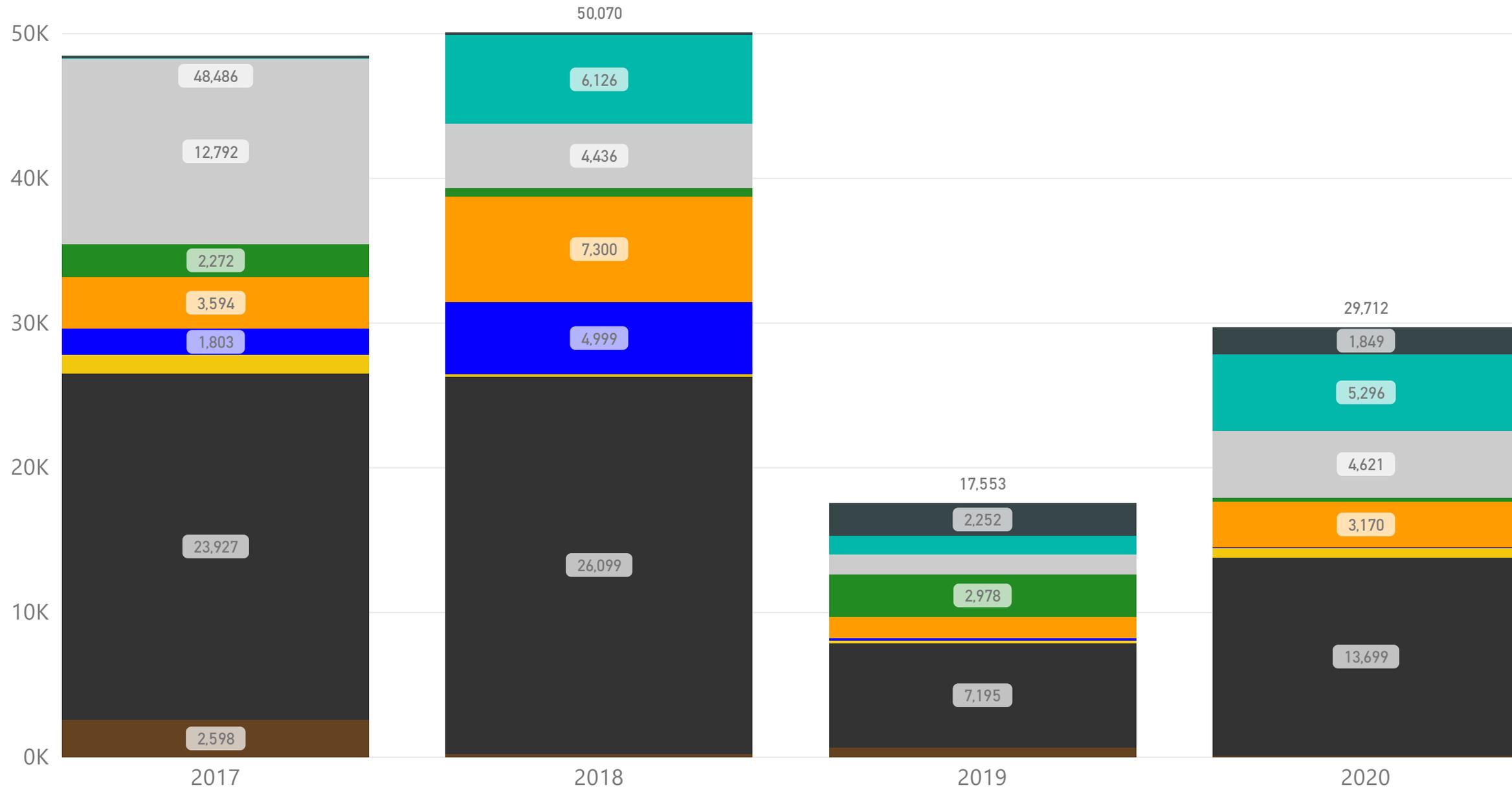
2/29/2020

Distribution Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)
(Jan 1 - Current Date All Years)

Current Data Date

Summary Cause

- Animal
- Equipment Failure
- Lightning
- Human Error
- Public Damage
- Vegetation
- Other
- Emergency Switching
- Scheduled Interruption
- CI



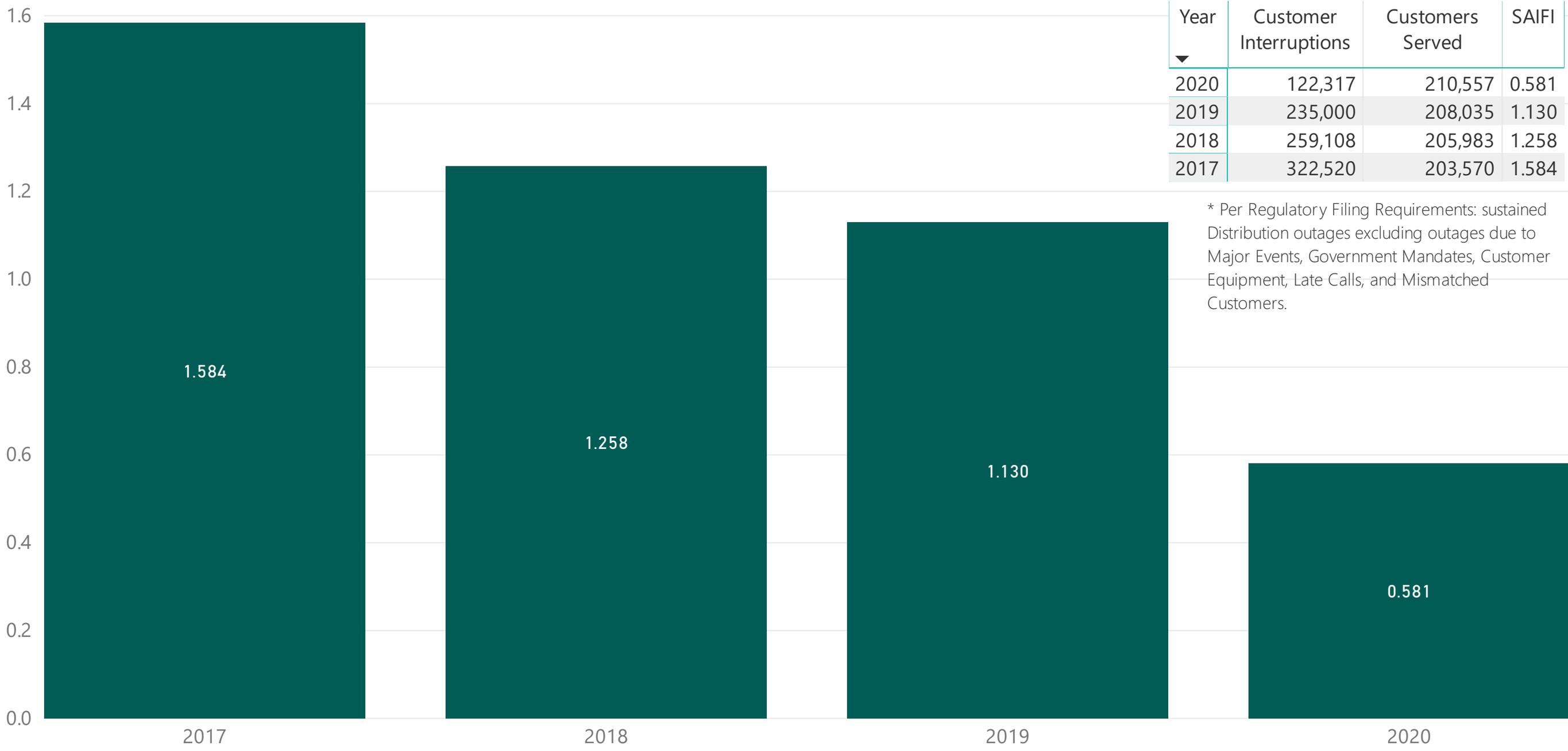


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Distribution SAIFI by Year
(Full Calendar Years)

7/23/2020

Current Data Date



* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.

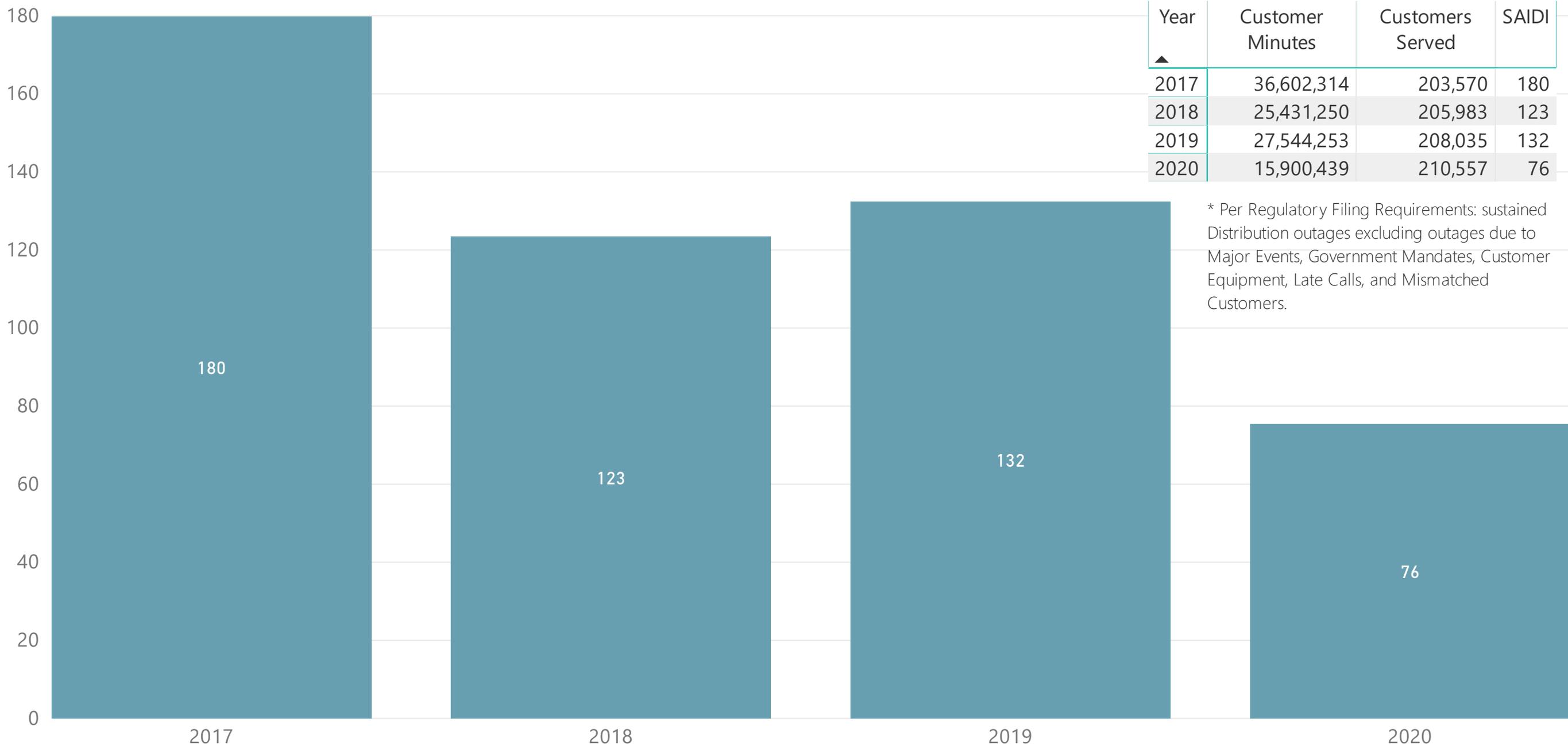


ENTERGY NEW ORLEANS

Distribution SAIDI by Year
(Full Calendar Years)

7/23/2020

Current Data Date



* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.

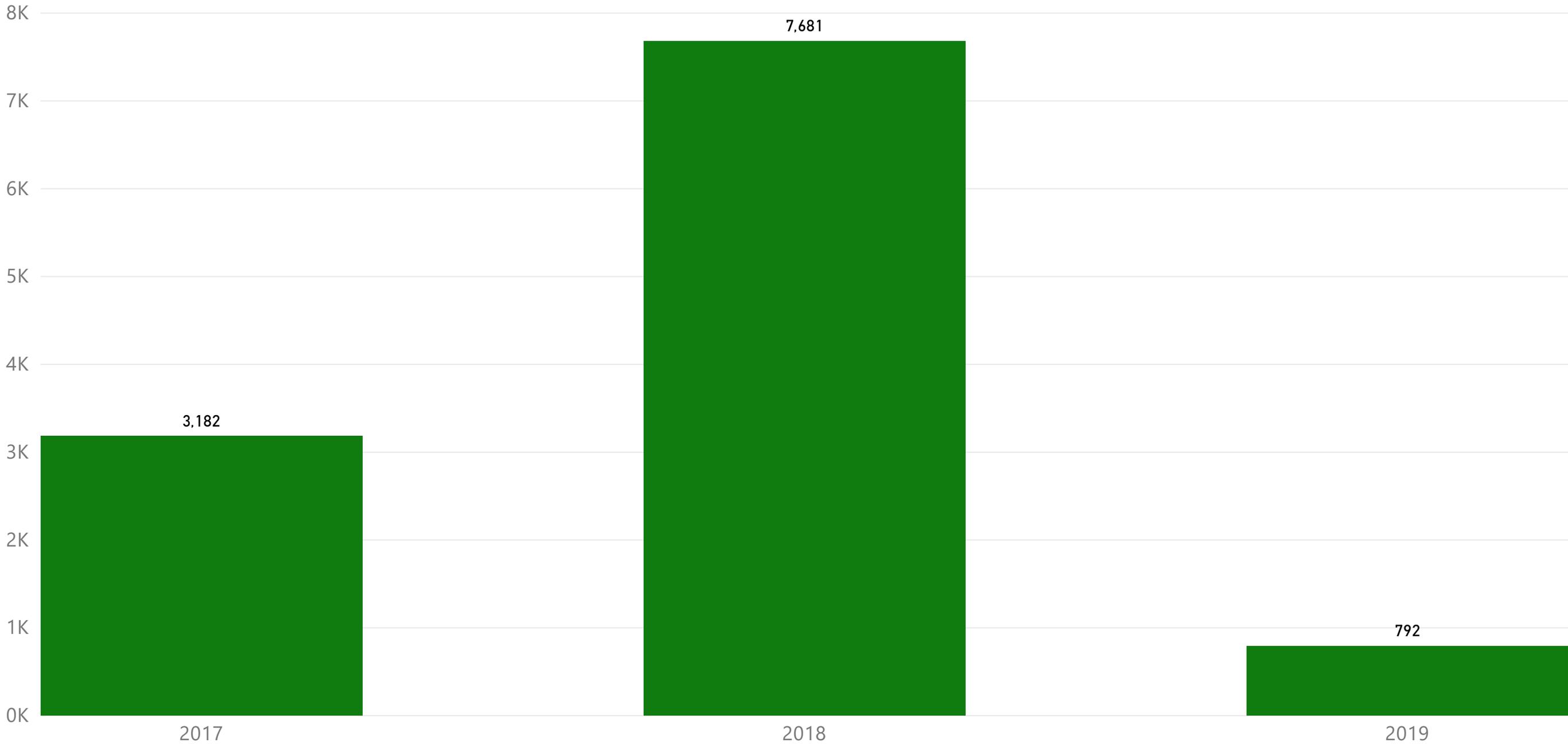


ENTERGY NEW ORLEANS

2/27/2019

Current Data Date

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)



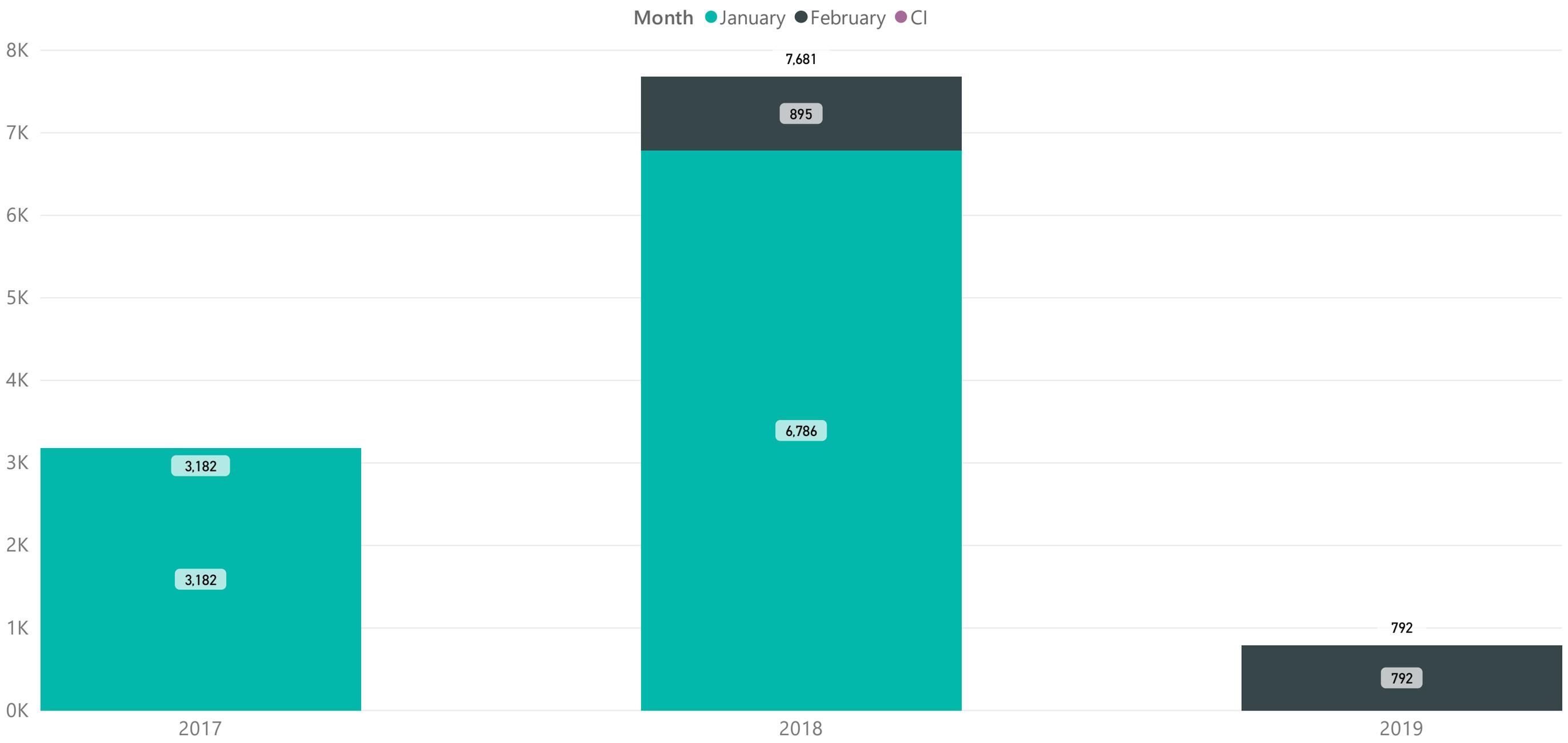


ENTERGY NEW ORLEANS

2/27/2019

Current Data Date

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)





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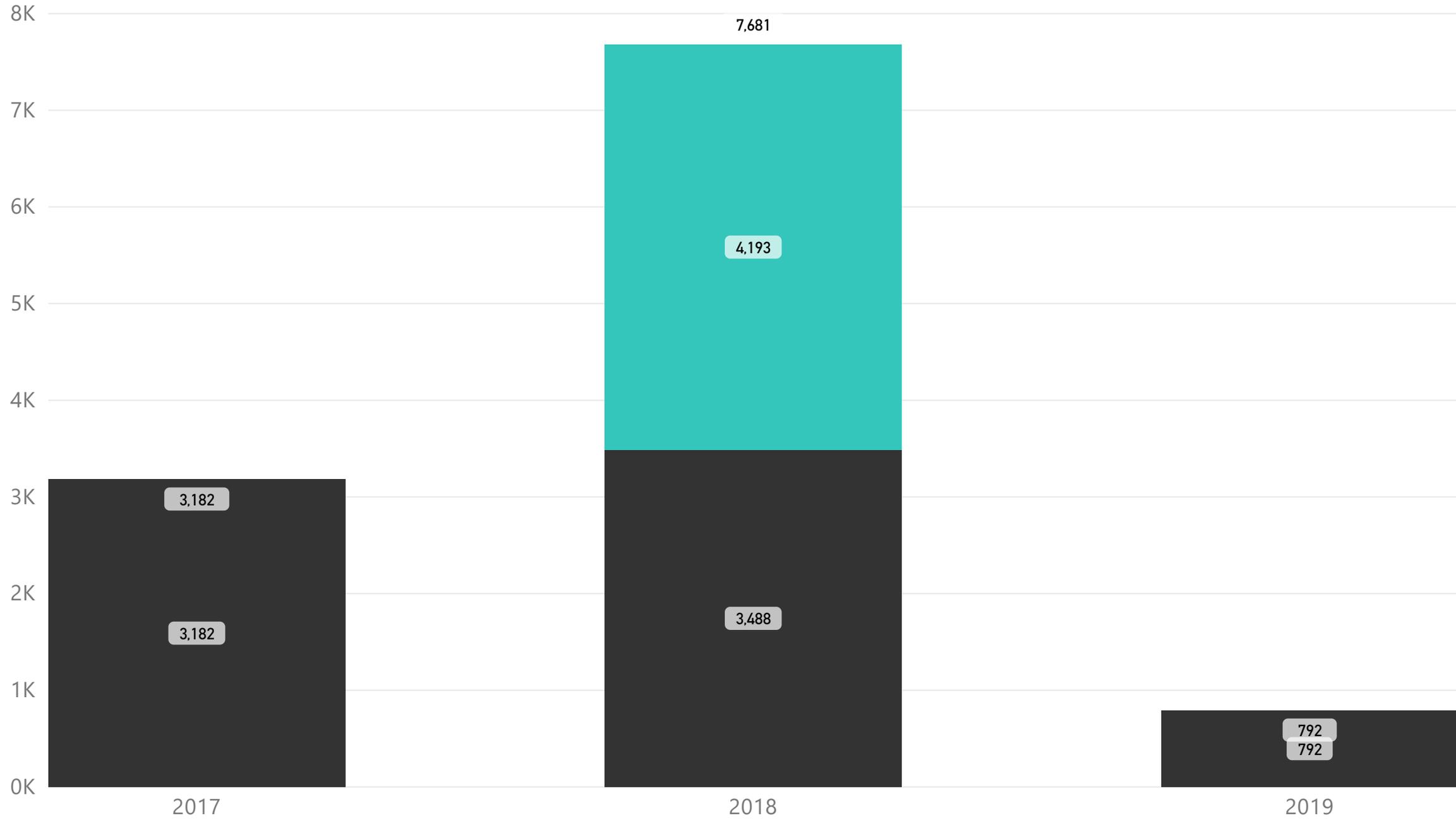
2/27/2019

Current Data Date

Transmission Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

- Equipment Failure
- Other
- CI



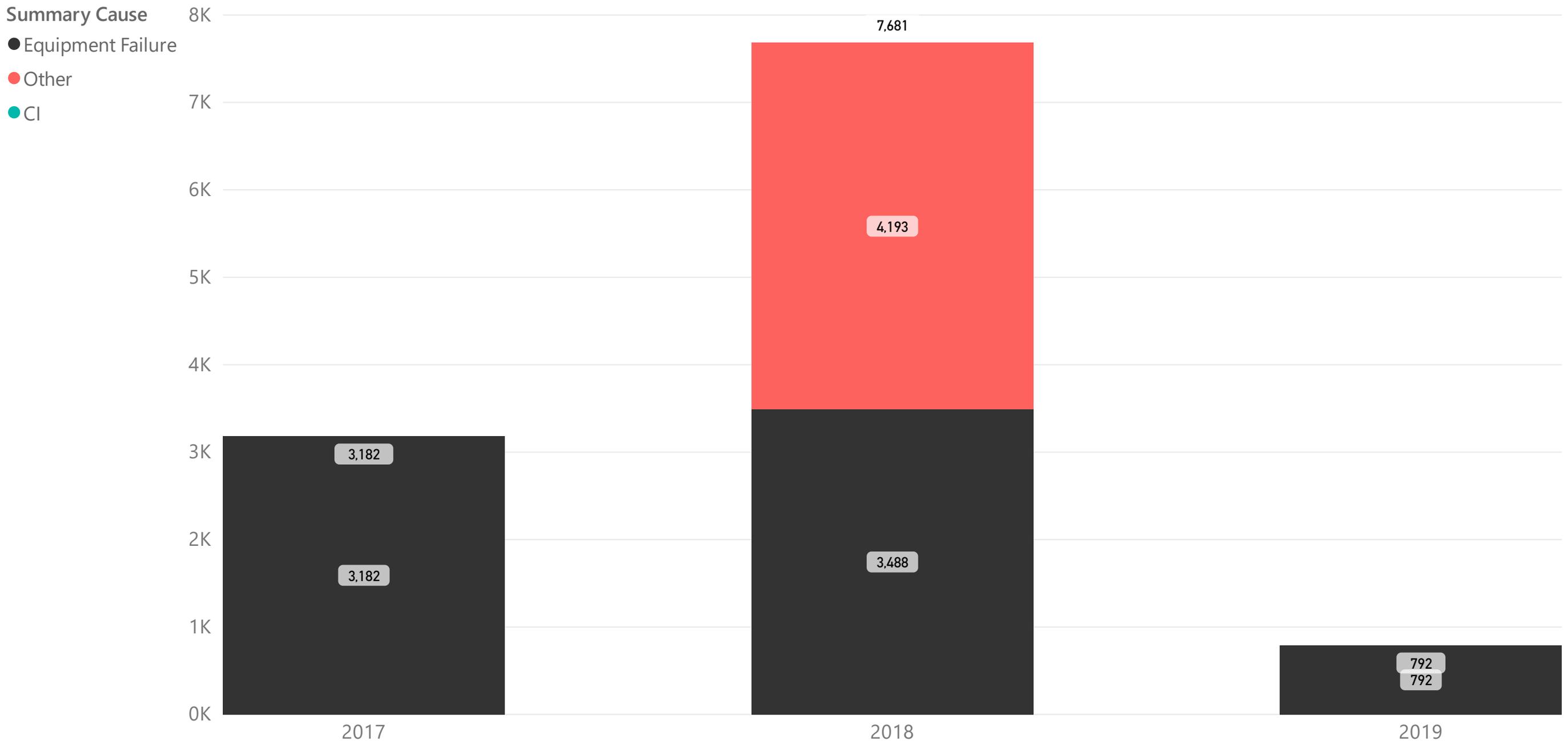


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2/27/2019

Current Data Date

Transmission Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)
(Jan 1 - Current Date All Years)





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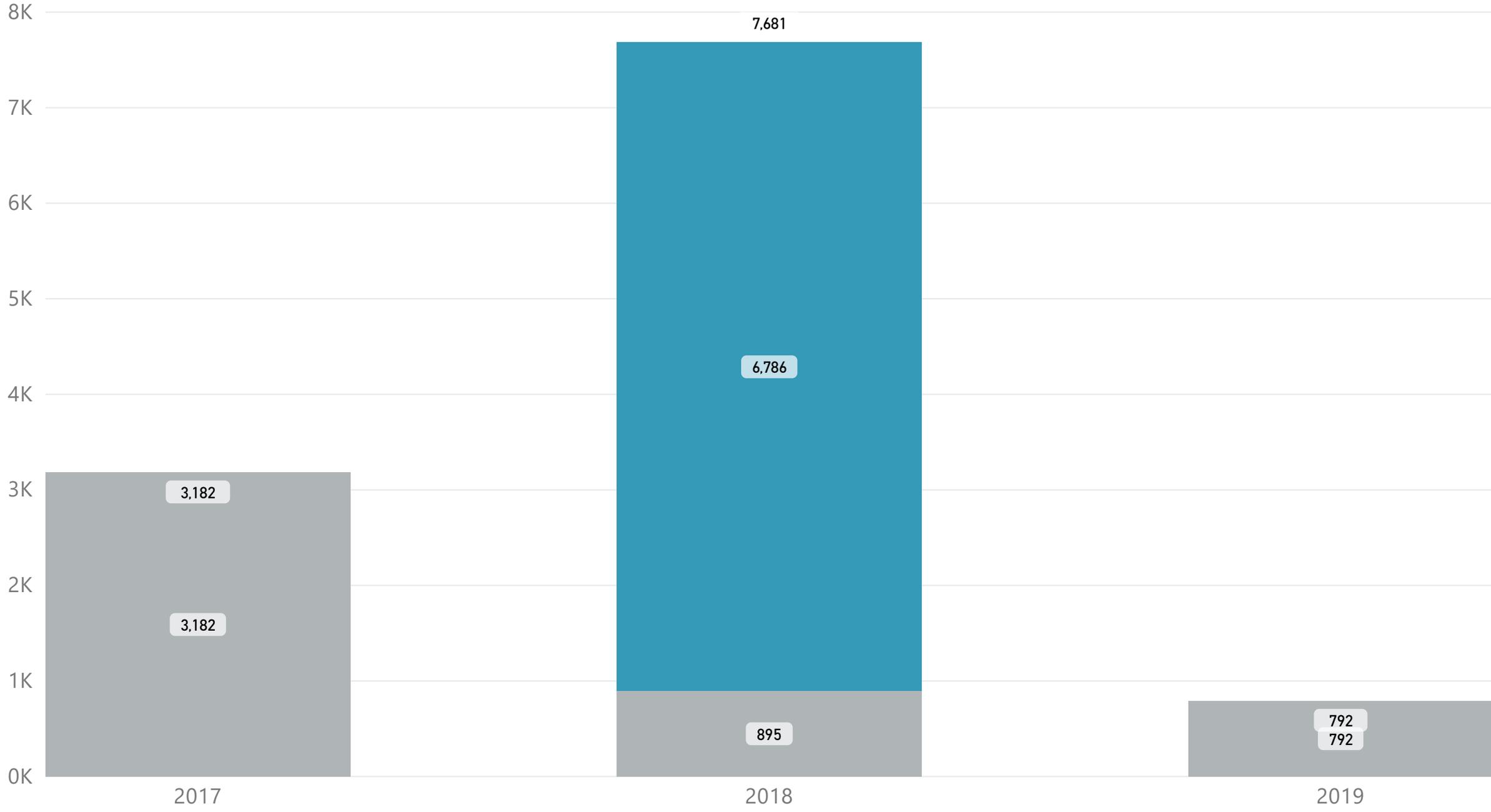
2/27/2019

Current Data Date

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Device Type by Year
(Jan 1 - Current Date All Years)

Outage Device Type

- Substation
- Transmission
- CI





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Transmission SAIFI by Year
(Full Calendar Years)

7/11/2020

Current Data Date





ENTERGY NEW ORLEANS

Transmission SAIDI by Year
(Full Calendar Years)

7/11/2020

Current Data Date

