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August 3, 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 April 30, 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 APRIL 30, 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 April 30, 2020 (the reportable period). Specifically, ENO provides customer interruptions<sup>1</sup> 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 April 2020, YTD distribution-related customer interruptions increase by approximately 51.79% as compared to January – April 2019, and increased by 1.75% as compared to ENO's average reliability performance over the past 3 years.<sup>2</sup> The highest contributing outage categories to both frequency and duration of customer interruptions reflected herein were emergency switching, crossarm failure, vehicular incidents, primary conductor failure and connector sleeve

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

<sup>2</sup> 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.

failure. These outage causes affected approximately 38,597 customer interruptions during the reportable period, and are consistent with historical interruption patterns, notwithstanding the large amount of significant weather events that affected ENO's service area during the month of April 2020. 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.<sup>3</sup> Those devices minimize the impact of an outage by decreasing the number of affected customers.

ENO's Bi-Monthly Customer Interruption Report for the YTD period ending February 29, 2020<sup>4</sup> described ENO's enhanced safety practices that contribute to outages coded as either "scheduled interruption" when the work is preplanned or "emergency switching" when additional customers need to be taken out to support repairs for an emergency outage. Approximately 15,606 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These accounted for roughly 22.28% of the total customer interruptions during the reportable period. Of further note, ENO took a reduced number of planned outages due to moving contract crews performing reliability work out of the city due to COVID-19.

### **3. YTD Transmission Reliability Performance:**

Transmission-related customer interruptions in the reportable period decreased by approximately 18% as compared to the corresponding March – April period in 2019, and decreased by 99.38% as compared to ENO's average transmission-related reliability performance over the past 3 years.<sup>5</sup> During the March – April 2020 timeframe, there were 43 transmission-related customer interruptions, all of which occurred on March 19<sup>th</sup>. These transmission-related customer interruptions were related to a single breaker trip coil failure. Thus, the highest contributing outage category to both frequency and duration of these customer interruptions was equipment failure (trip coil).

Transmission-related customer interruptions on a year-to-date basis have decreased as compared to the corresponding January – April period in 2019, of 792, and have decreased compared to ENO's average transmission-related customer interruptions for January - April over the past 3 years, of approximately 9,047.

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<sup>3</sup> See 2019 Reliability Plan submitted by ENO on January 18, 2019 and 2020 Reliability Plan submitted by ENO on July 17, 2020. ENO's Annual Reliability Plan consists of eight major reliability-focused programs: the FOCUS Program, the Backbone Program, the Internal Program, the Pole Program, the Equipment Inspection Program, the Sectionalization Program, the URD/Cable Renewal Program, and the Vegetation Management Program.

<sup>4</sup> See Bi-Monthly Customer Outage Report for the Period of January 31, 2020 through February 29, 2020 filed by ENO on July 30, 2020.

<sup>5</sup> See FN 2.

**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 3<sup>rd</sup> day of August, 2020.



Courtney R. Nicholson

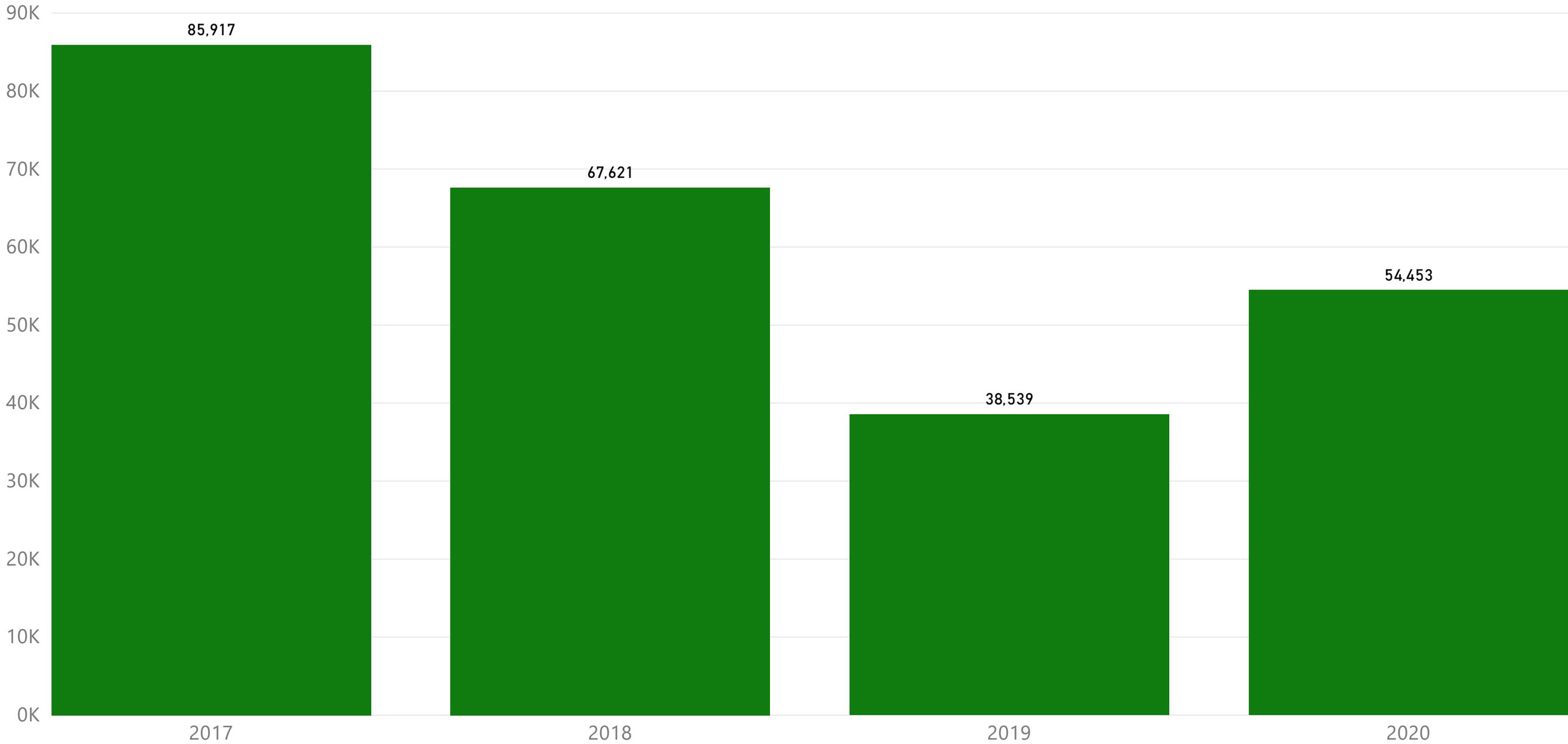


# ENTERGY NEW ORLEANS

4/29/2020

Current Data Date

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





# ENTERGY NEW ORLEANS

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

4/29/2020

Current Data Date

Month ● January ● February ● March ● April ● CI





# ENTERGY NEW ORLEANS

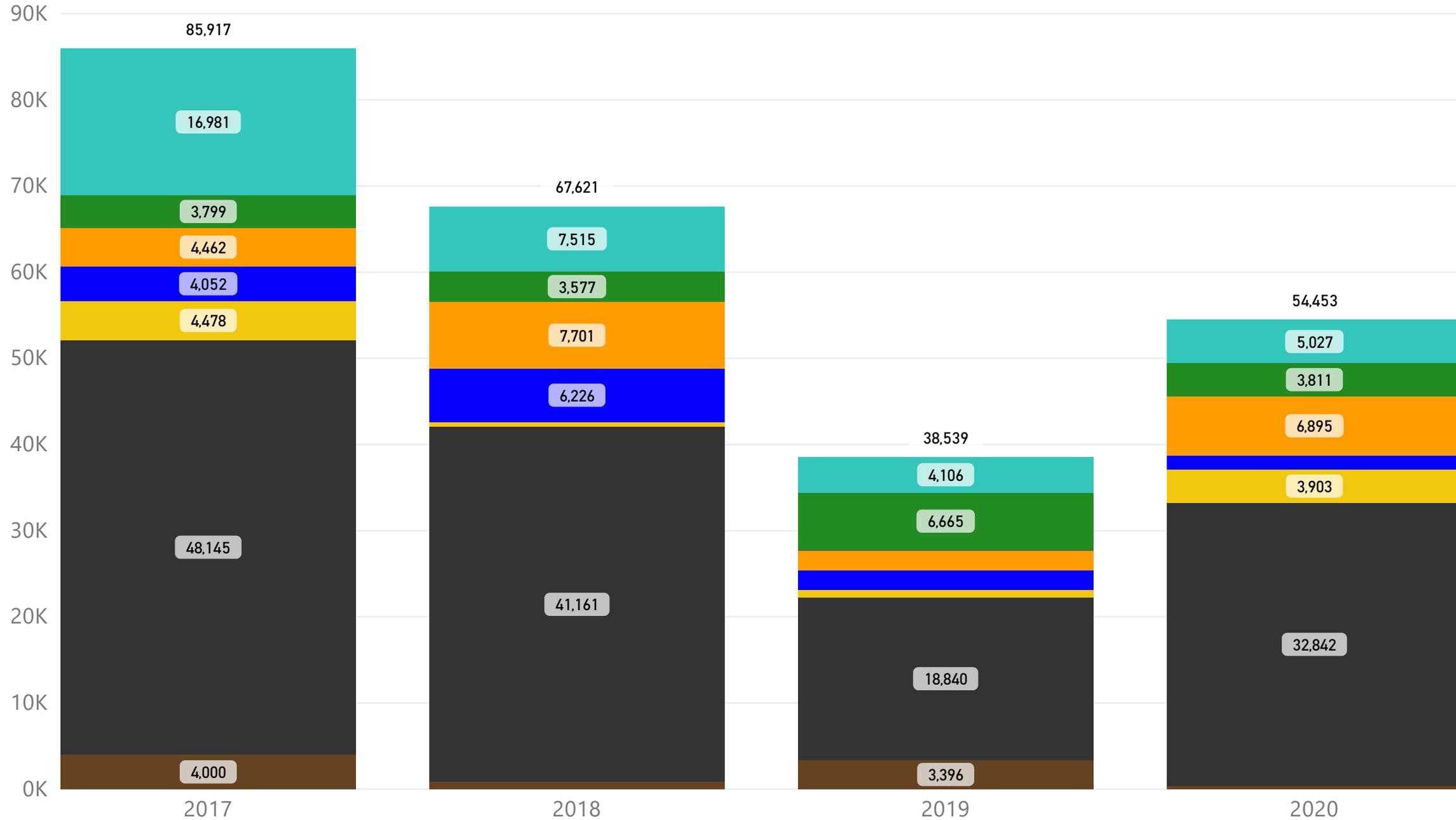
4/29/2020

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

Current Data Date

Summary Cause Updated

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





# ENTERGY NEW ORLEANS

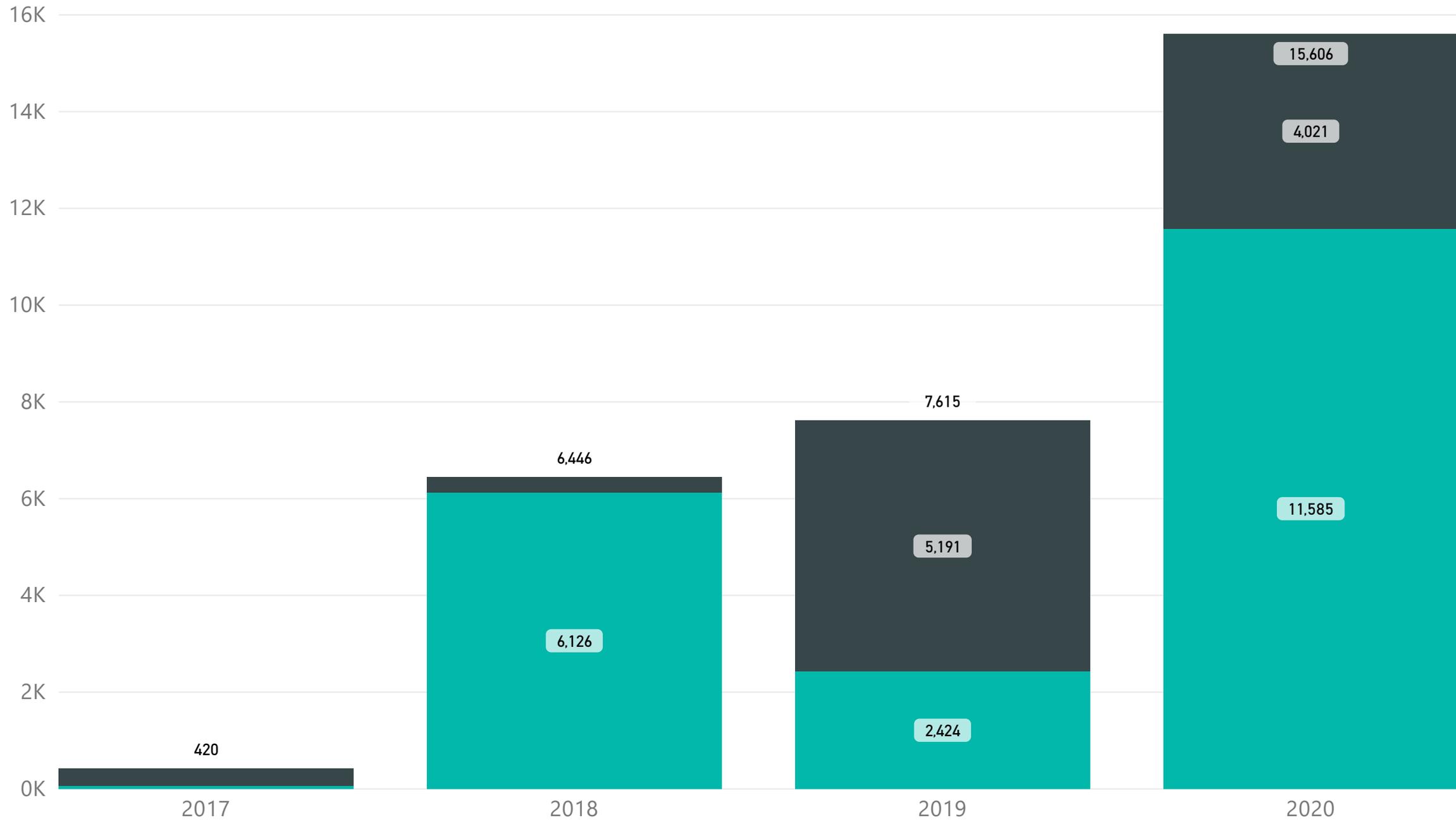
4/29/2020

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



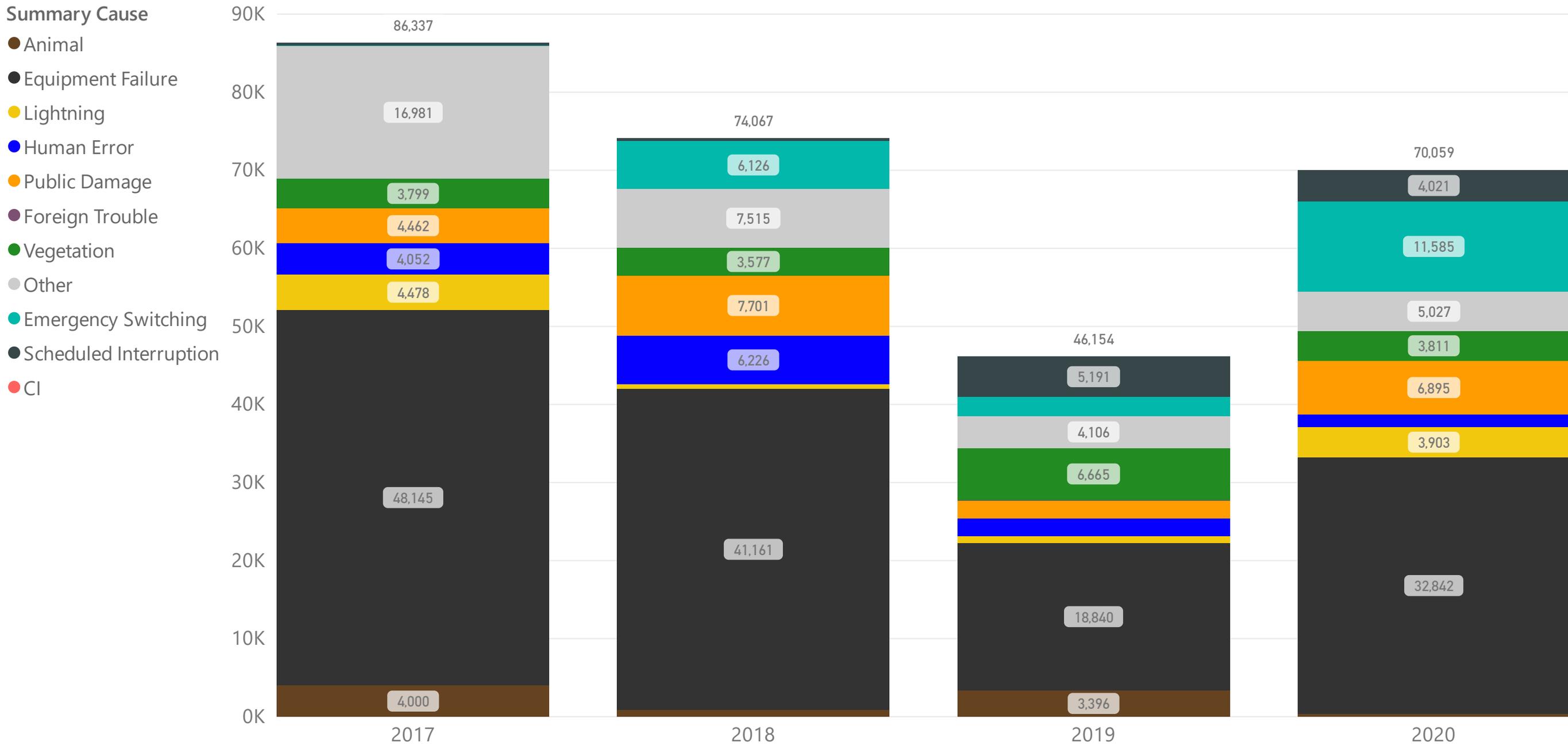


# ENTERGY NEW ORLEANS

4/29/2020

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

Current Data Date





# ENTERGY NEW ORLEANS

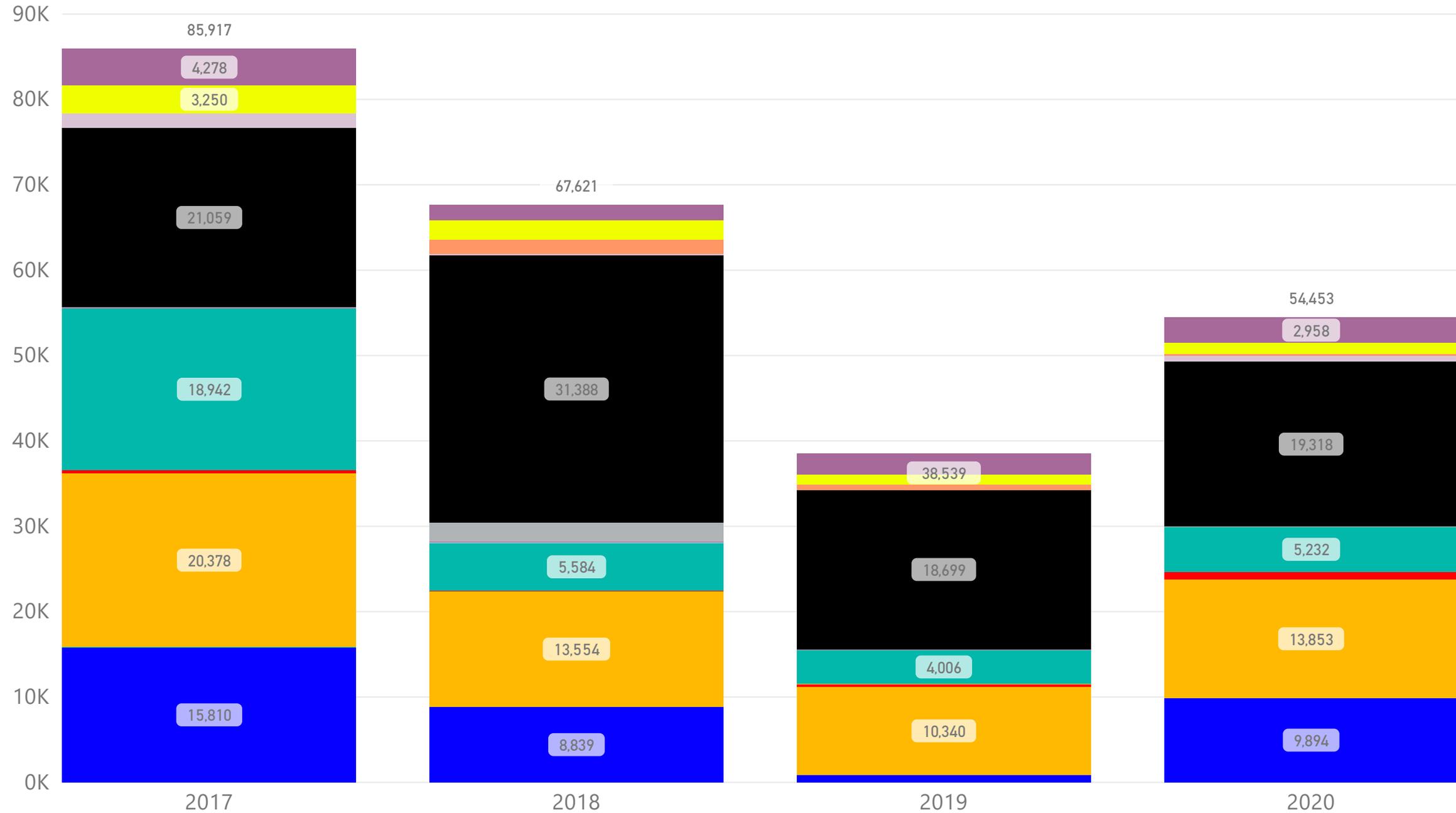
4/29/2020

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

Current Data Date

## Outage Device Type

- Disconnect Switch
- Elbow
- Line Fuse
- Open
- Pole
- Primary Conductor
- Primary Meter
- Recloser
- Secondary Conductor
- Service Conductor
- Substation
- Substation Breaker
- Switch
- Transformer
- Transformer Fuse
- Vacuum Fault Interrupter
- CI



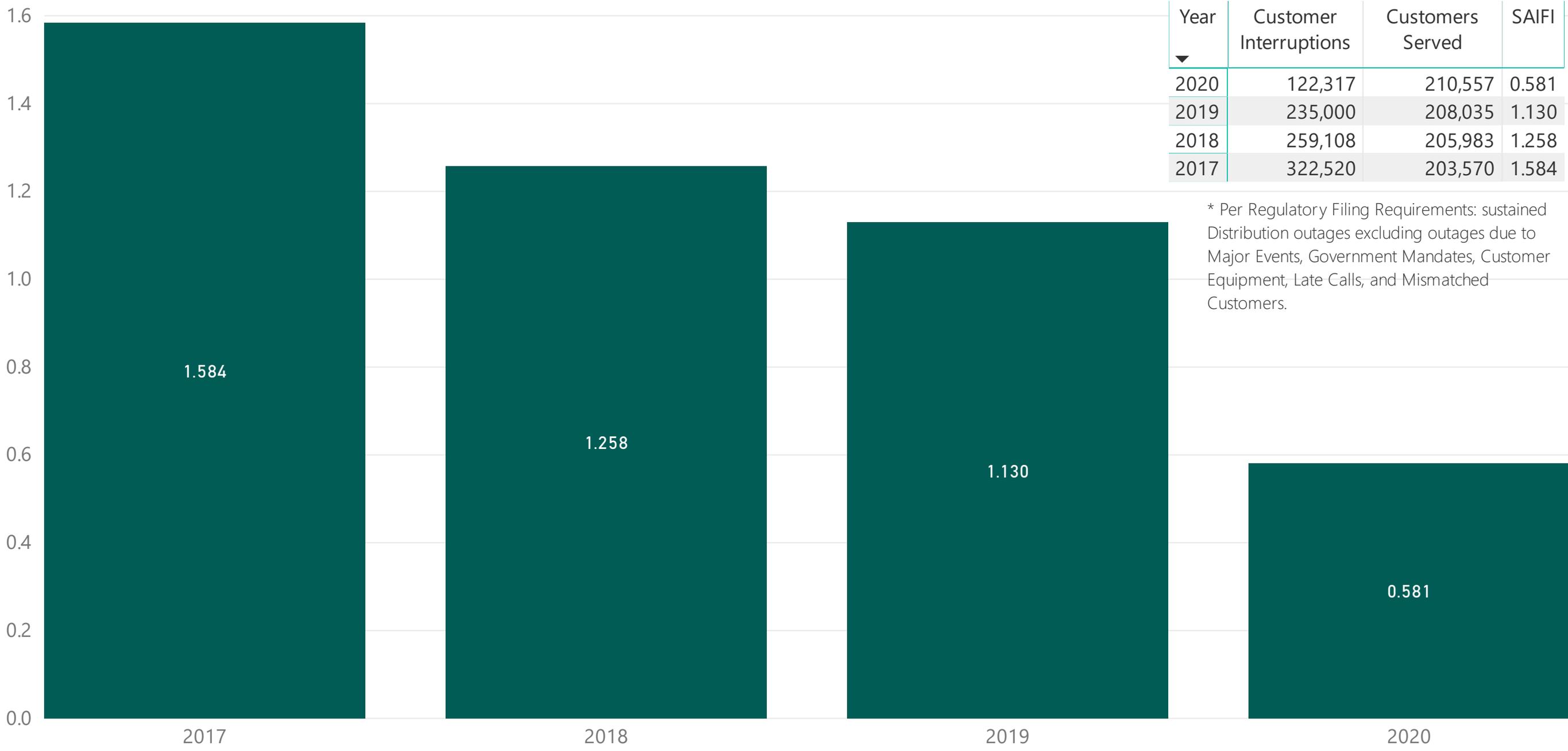


# ENTERGY NEW ORLEANS

Distribution SAIFI by Year  
(Full Calendar Years)

7/23/2020

Current Data Date



Year	Customer Interruptions	Customers Served	SAIFI
2020	122,317	210,557	0.581
2019	235,000	208,035	1.130
2018	259,108	205,983	1.258
2017	322,520	203,570	1.584

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

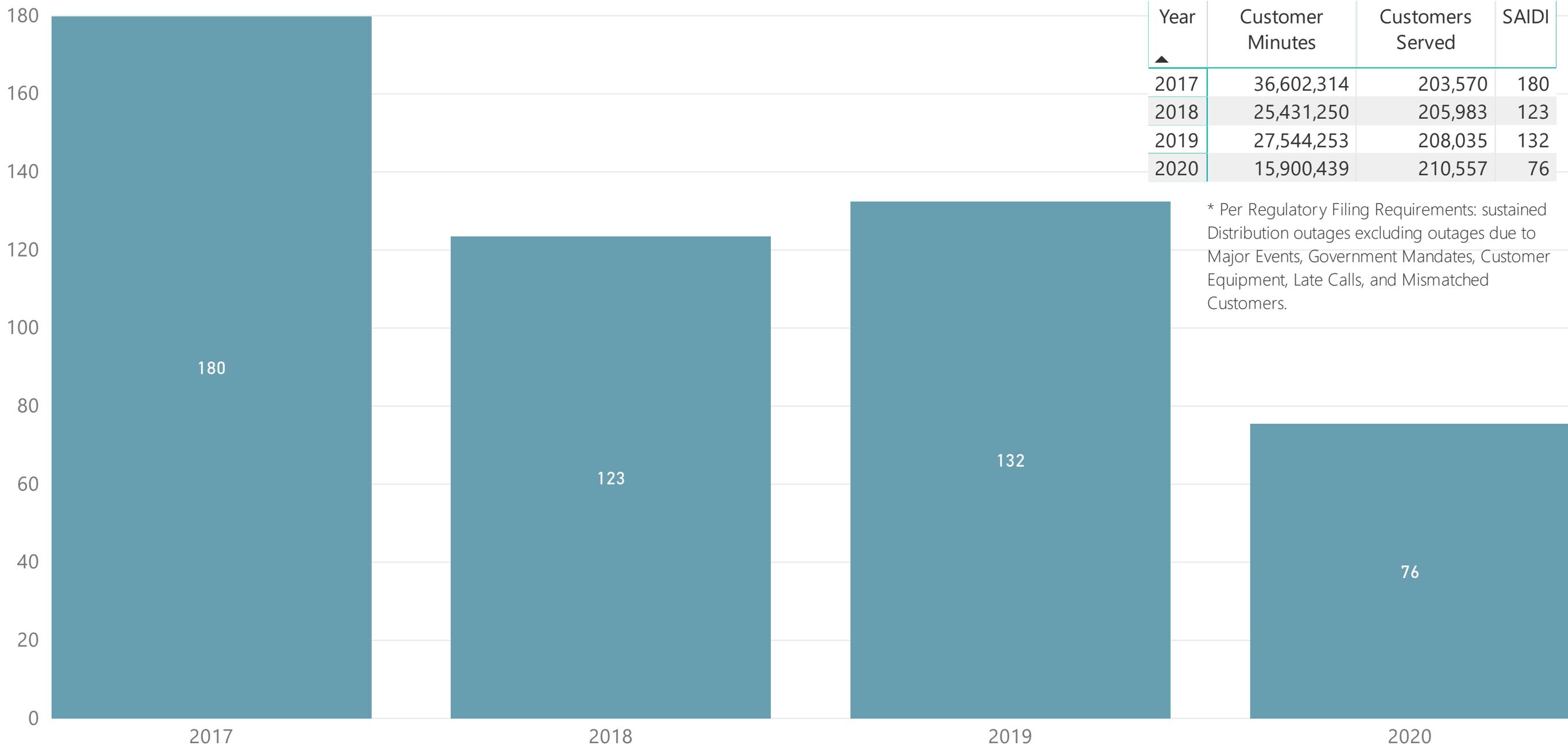


# ENTERGY NEW ORLEANS

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.

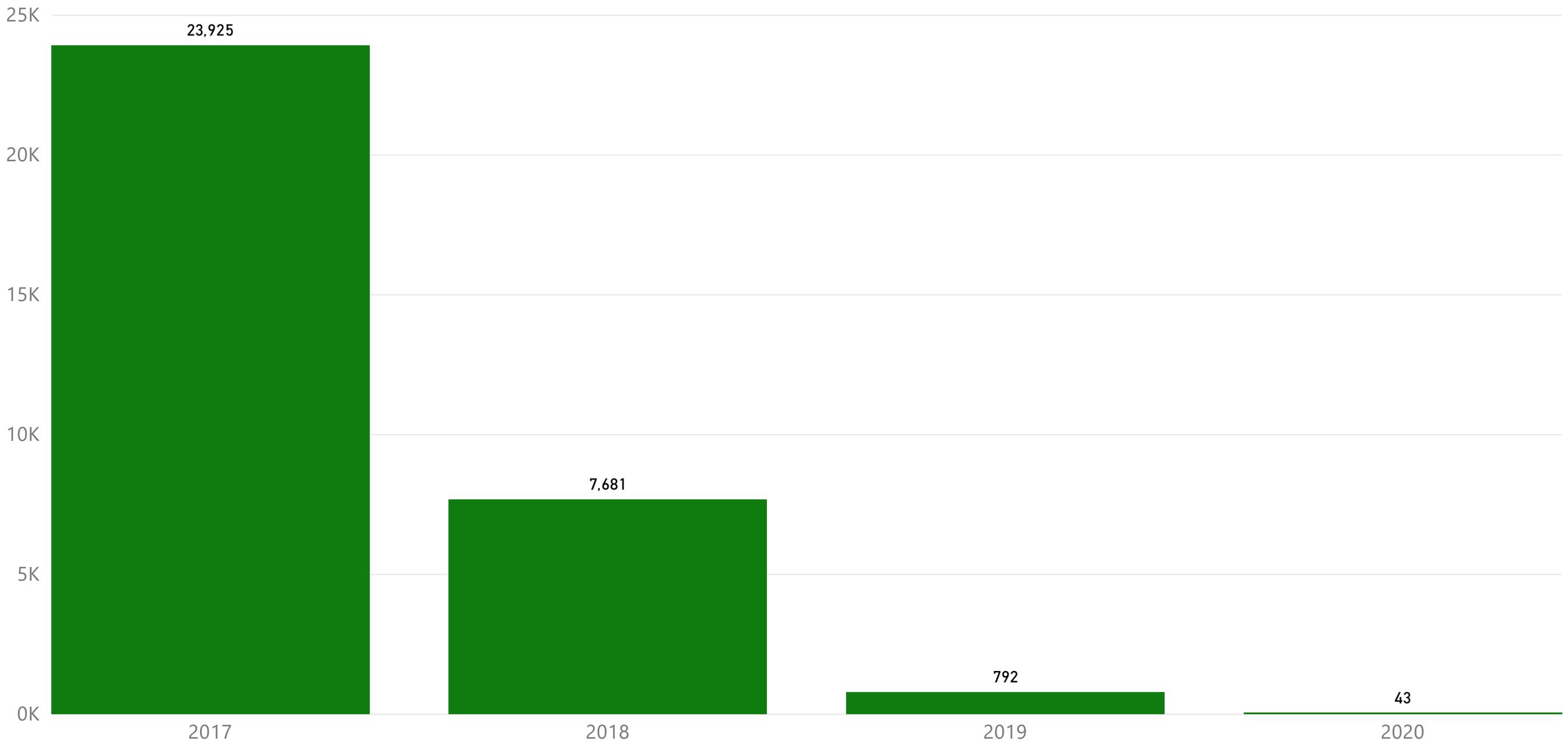


# ENTERGY NEW ORLEANS

3/19/2020

Current Data Date

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





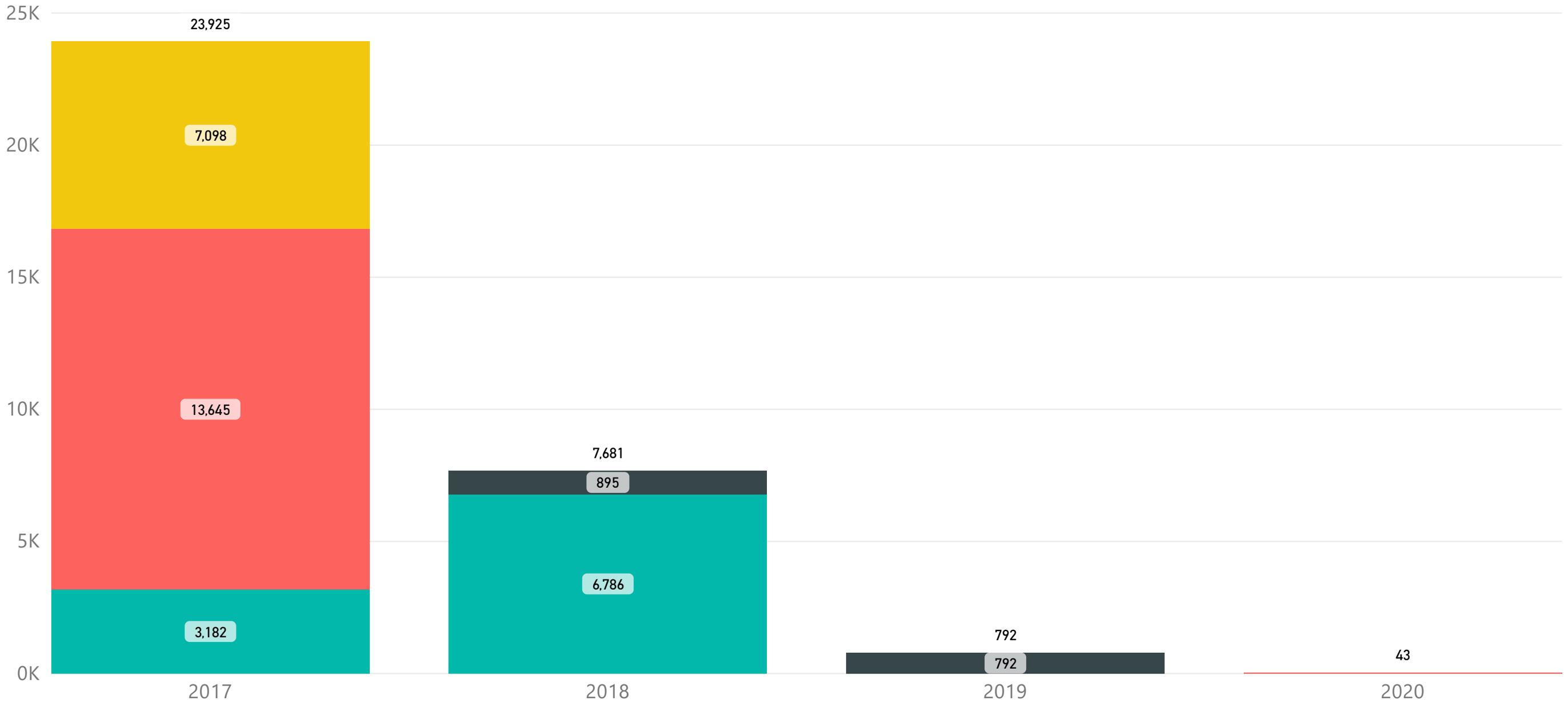
# ENTERGY NEW ORLEANS

3/19/2020

Current Data Date

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

Month ● January ● February ● March ● April ● CI





# ENTERGY NEW ORLEANS

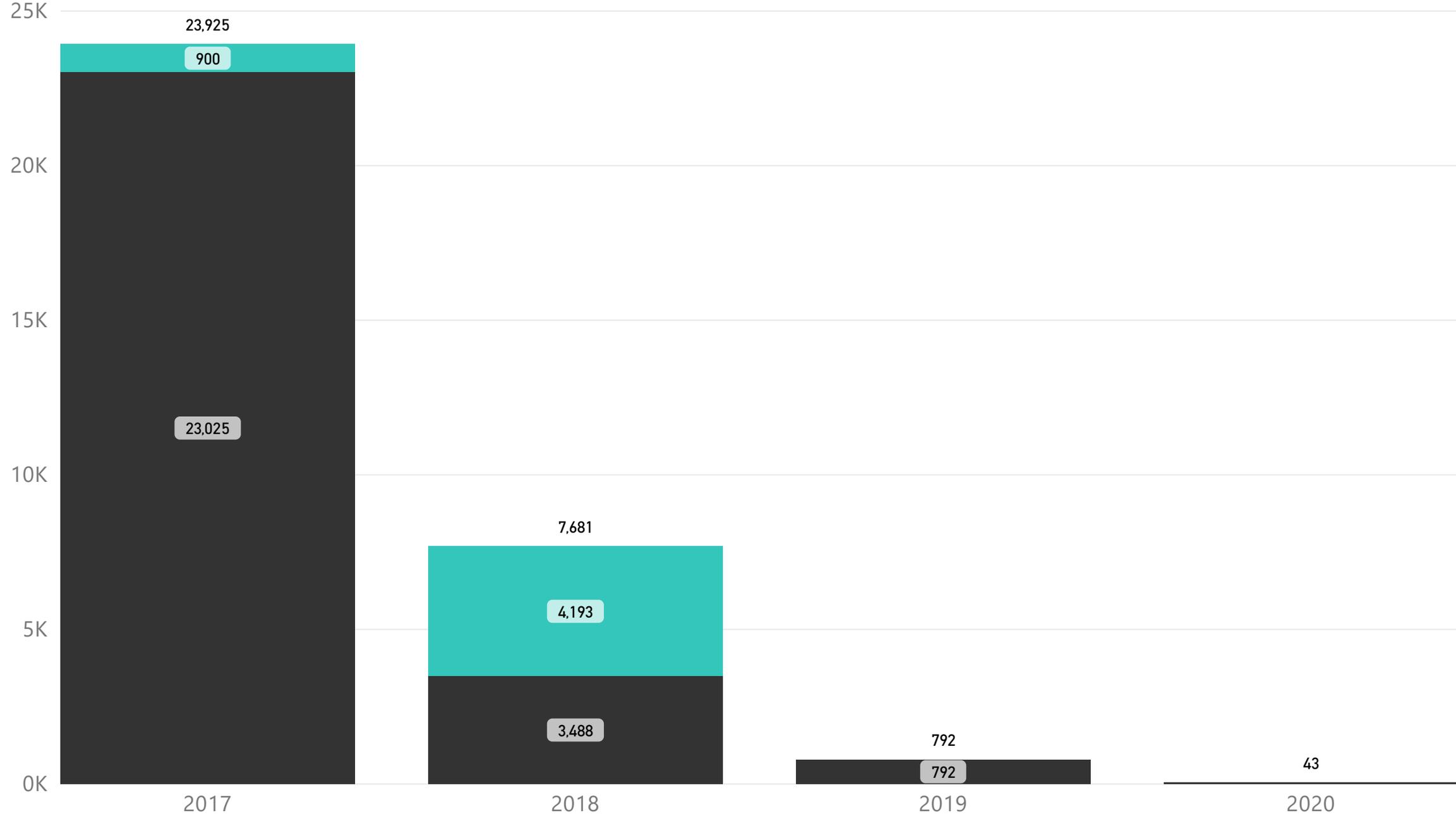
3/19/2020

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



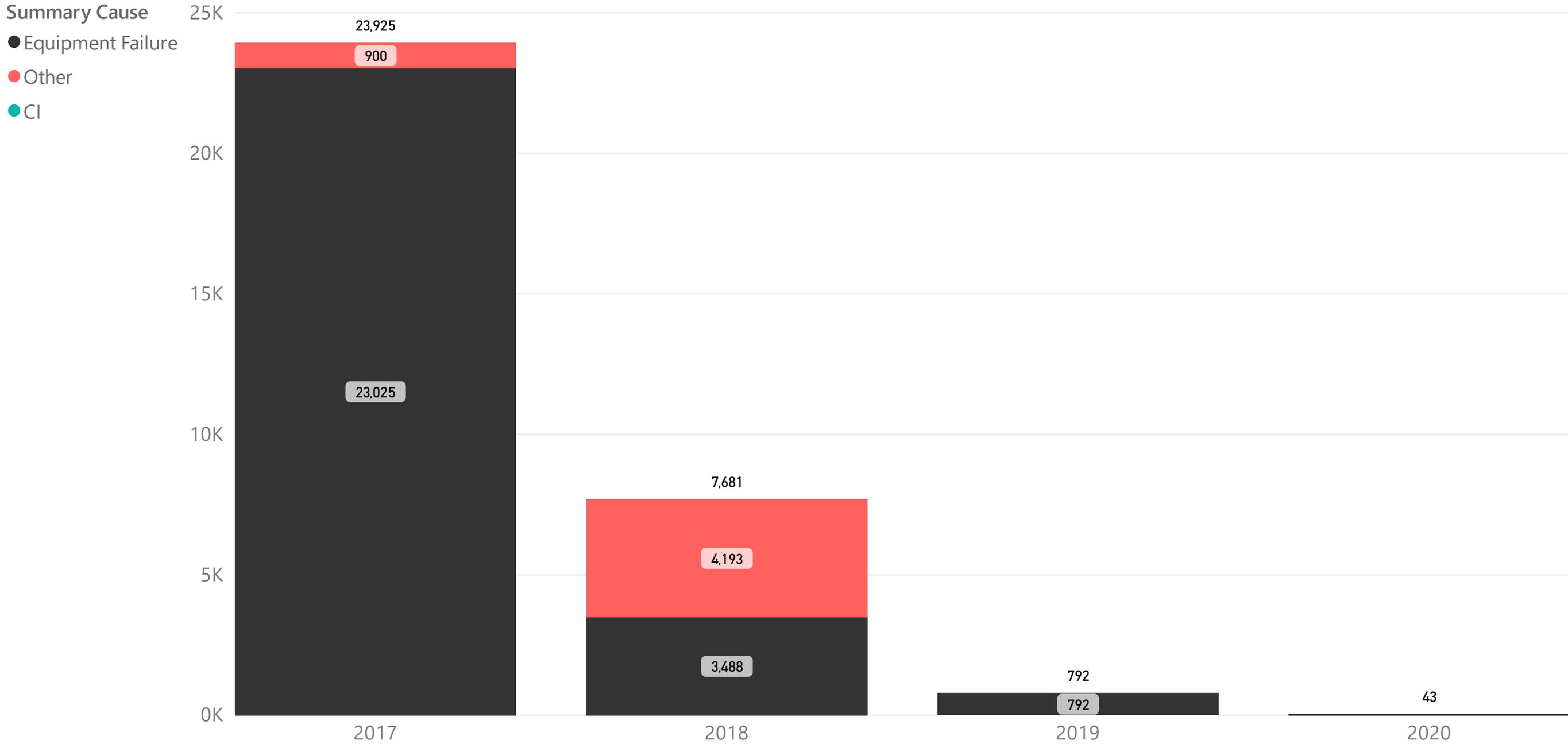


# ENTERGY NEW ORLEANS

3/19/2020

Current Data Date

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





# ENTERGY NEW ORLEANS

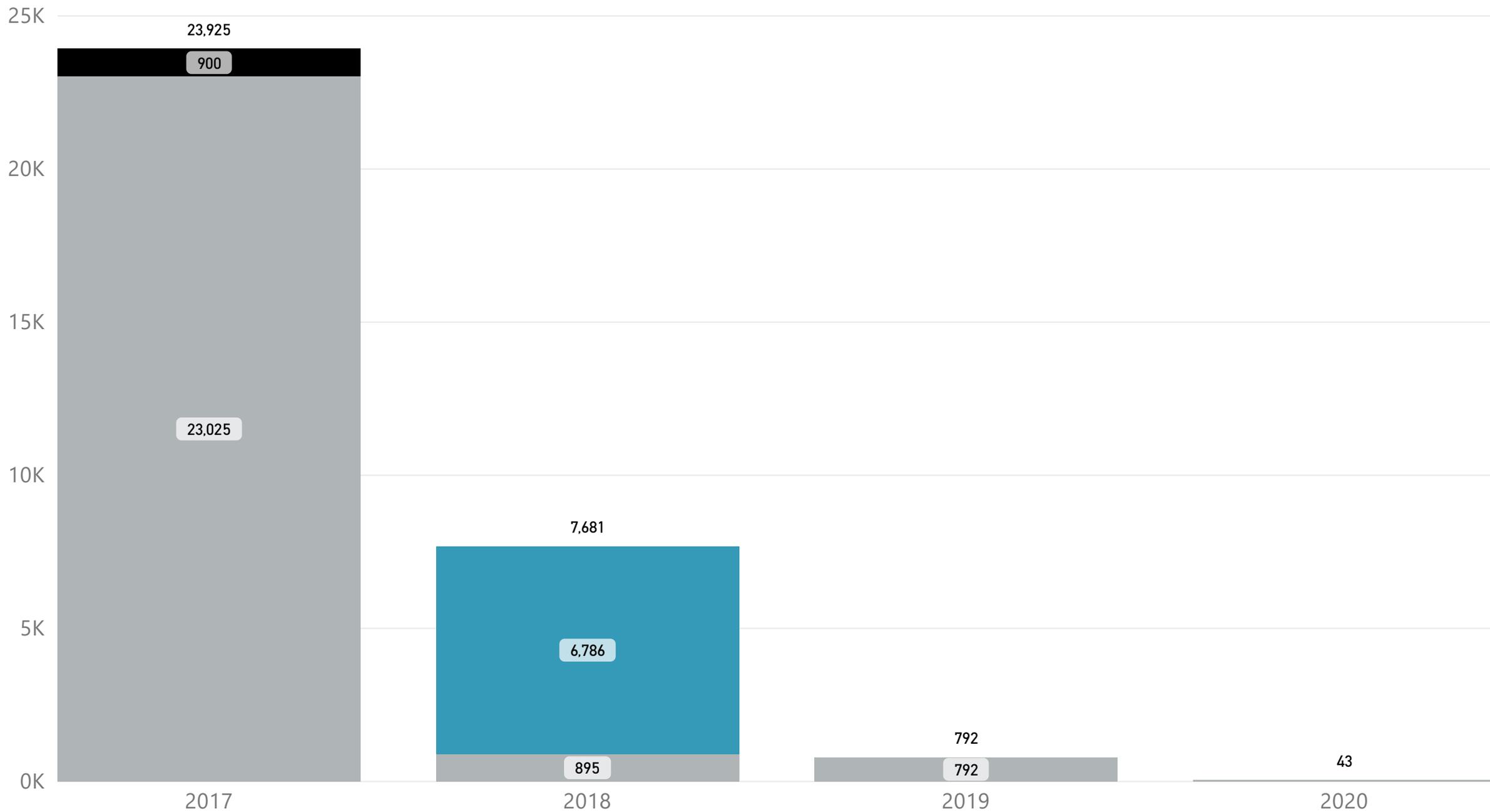
3/19/2020

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 25K

- Substation
- Substation Breaker
- Transmission
- CI



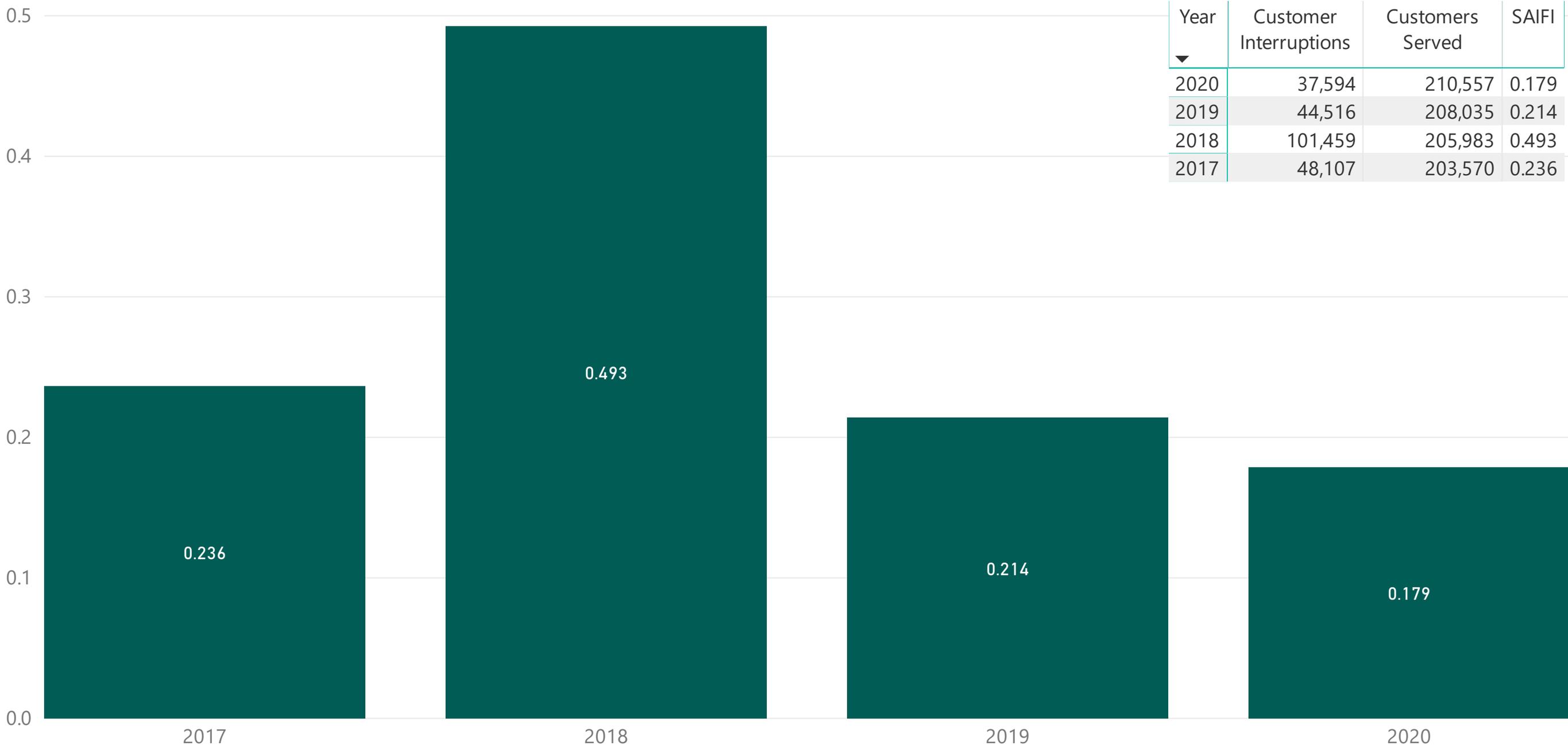


# ENTERGY NEW ORLEANS

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

