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March 31, 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, 2022 through December 31, 2022, 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.

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.

Sincerely,

Courtney R. Nicholson

CRN\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, 2022 THROUGH DECEMBER 31, 2022**

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 Resolution Nos. R-17-427 and R-18-98, which required 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 reporting frequency was subsequently modified from bi-monthly to quarterly, per Resolution R-21-153 in the ENO Reporting Requirements Streamlining docket, UD-20-01.

This report addresses the reliability performance of ENO's distribution system and transmission system for the quarter and year ending December 31, 2022.¹ Specifically, ENO provides, in summary form, information regarding customer interruptions experienced during 2022.

2. Distribution Reliability Performance:

For the period January 1, 2022, through December 31, 2022, the Company's System Average Interruption Frequency Index ("SAIFI") and System Average Interruption Duration Index ("SAIDI") results were 1.19 SAIFI and 149.9 SAIDI.² Although the ESDRS is not applicable to calendar year 2022, the Company notes that these scores are within the minimum annual performance levels for distribution SAIFI and SAIDI established by the ESDRS. Among the customer interruptions in 2022, the highest contributing outage categories included scheduled interruptions, equipment issues (primary conductor), lightning, vegetation, and third-party vehicle incidents.

Of specific note, approximately 64,511 customer interruptions during 2022 were attributable to emergency switching and scheduled interruptions, accounting for roughly 25.54% of the total

¹ Due to a change in the outage tracking system, specific weather-related information was not available for outages from approximately November 2020 through April 30, 2022.

² Consistent with the Company's historical reporting and the requirements of the Electric System Distribution Reliability Standards ("ESDRS") adopted by Council Resolution R-23-73, these scores represent what is referred to as the "distribution line" view.

customer interruptions in 2022. 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, 2022, through December 31, 2022, ENO has experienced 51,355 transmission-related customer interruptions. This is an approximate 12.52% decrease over the corresponding period in 2021.

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 31st day of March 2023.



Courtney R. Nicholson