



Kevin T. Boleware
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March 21, 2024

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, 2023 through December 31, 2023, 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.

ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council as directed. ENO requests that you file this submission in accordance with Council regulations as modified.

Sincerely,

A handwritten signature in black ink that reads 'Kevin T. Boleware'.

Kevin T. Boleware

KTB\bkd

Enclosures

cc: Official Service List (UD-17-04 *via electronic mail*)

**ENTERGY NEW ORLEANS, LLC'S
QUARTERLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2023 THROUGH DECEMBER 31, 2023**

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 of the City of New Orleans (the "Council") Resolution Nos. R-17-427, R-18-98, and R-21-153 and addresses the reliability performance of ENO's distribution system and transmission system. Specifically, this 4th quarter 2023 report, provides, in summary form, information regarding customer interruptions experienced from January 1, 2023, through December 31, 2023.

2. Distribution Reliability Performance:

From January 1, 2023, through December 31, 2023, there were 241,304 distribution-related customer interruptions, which was a 4% decrease compared to the YTD total for the same reporting period in 2022. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment, and other. The device types that were associated with the most customer interruptions during the reporting period included fuse switches, reclosers, and breakers; the fuse switches and reclosers operated as designed to isolate the issue and prevent larger outages.

Of specific note, approximately 25% of customer interruptions during the reporting period were attributable to emergency switching (~6%) and scheduled interruptions (~19%). 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, 2023, through December 31, 2023, ENO experienced 26,550 transmission-related customer interruptions. This is an approximate 48% decrease over the corresponding period in 2022.

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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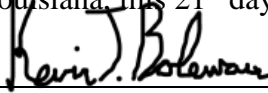
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Myron Katz, PhD
ProRate Energy, Inc.
302 Walnut Street
New Orleans, LA 70118

New Orleans, Louisiana, this 21st day of March, 2024.

A handwritten signature in black ink, appearing to read "Kevin T. Boleware", is written over a horizontal line.

Kevin T. Boleware



Entergy New Orleans

Customer Interruptions YTD

Report (Q4 2023)



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons

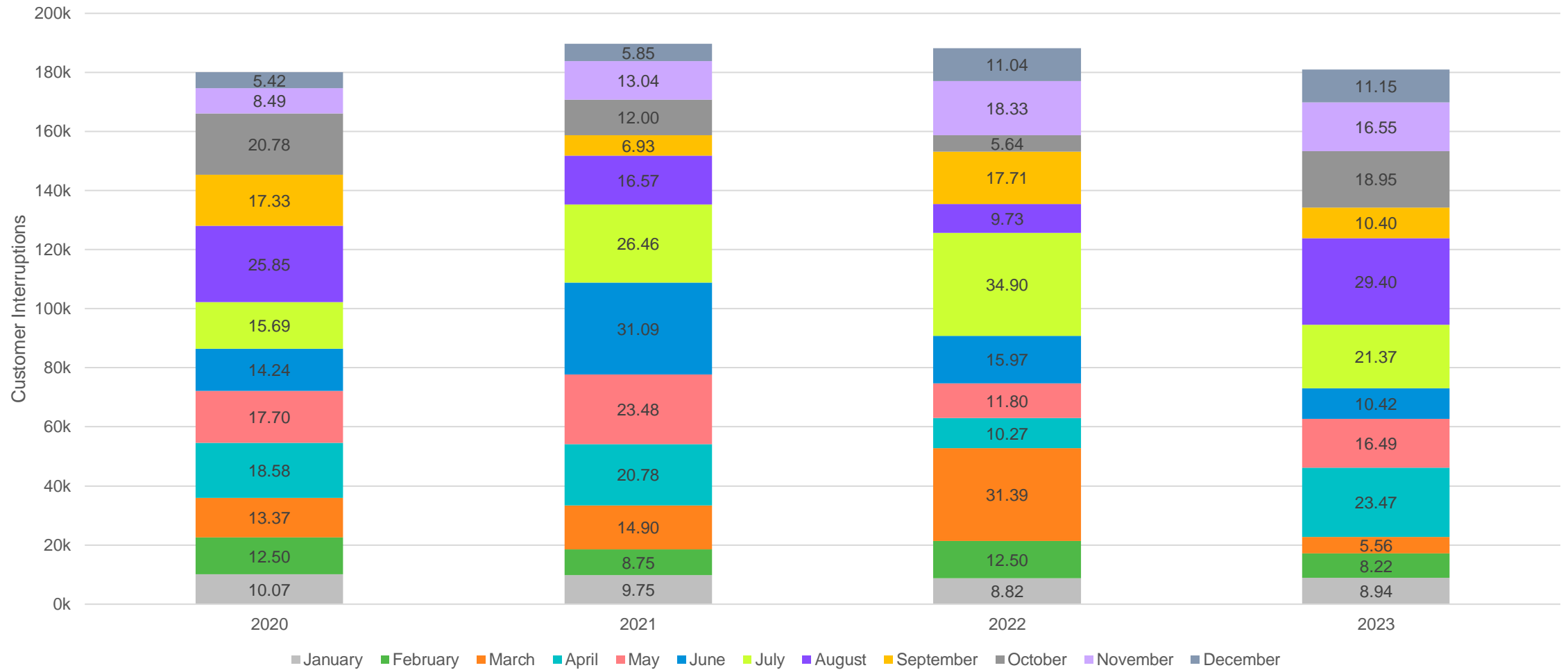
	2020	2021	2022	2023
Animal	3,179	4,111	2,787	5,865
Emergency Switching	32,745	22,468	11,425	14,265
Equipment	95,935	77,002	103,235	83,299
Foreign Trouble	3,557	1,667	232	2
Human Error	2,407	3,056	1,478	4,046
Lightning	15,221	42,433	15,959	21,862
Other	29,903	28,484	26,983	23,450
Public Inflicted Damage	15,142	20,368	20,502	23,285
Scheduled Interruption	15,539	21,499	53,086	46,118
Vegetation	14,659	12,466	16,917	19,112
Grand Total	228,287	233,554	252,604	241,304



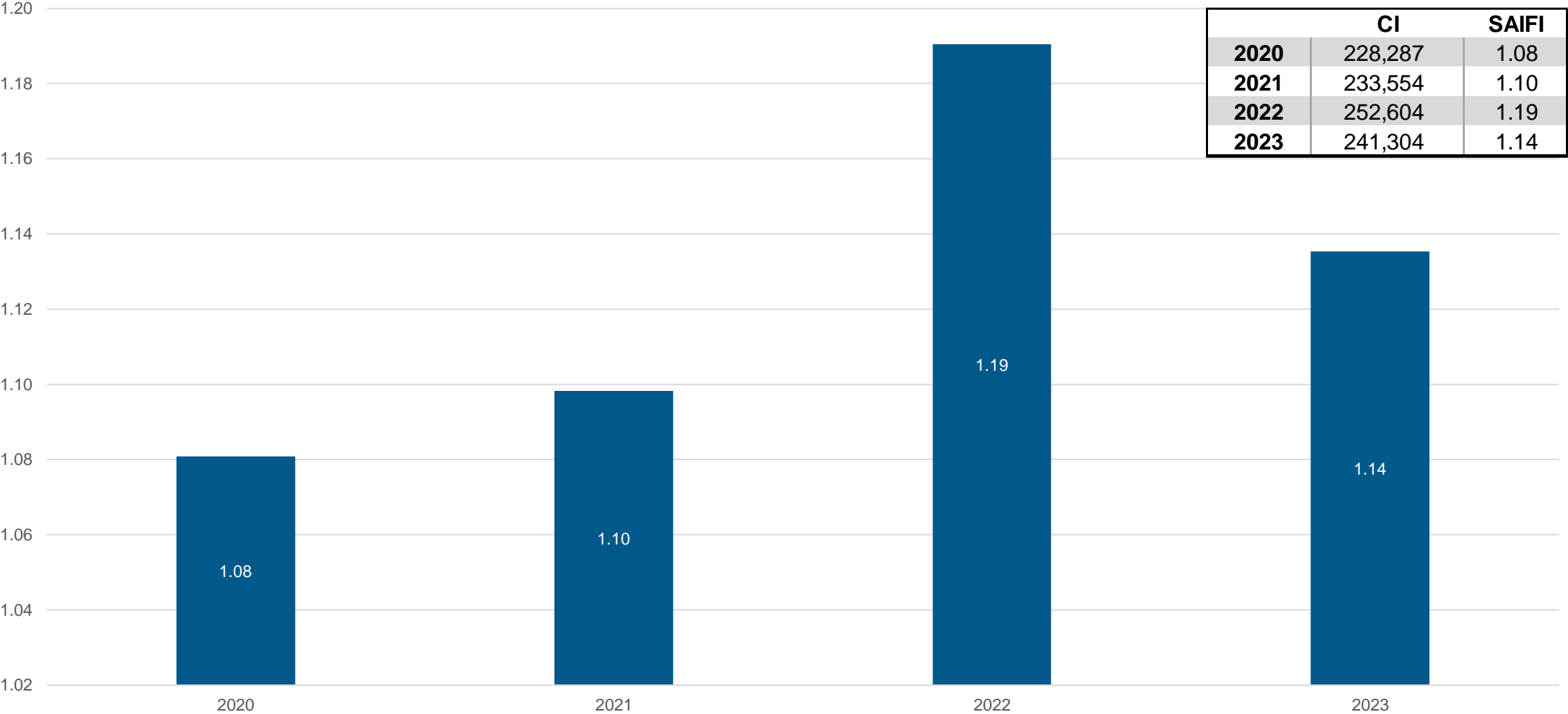
DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons

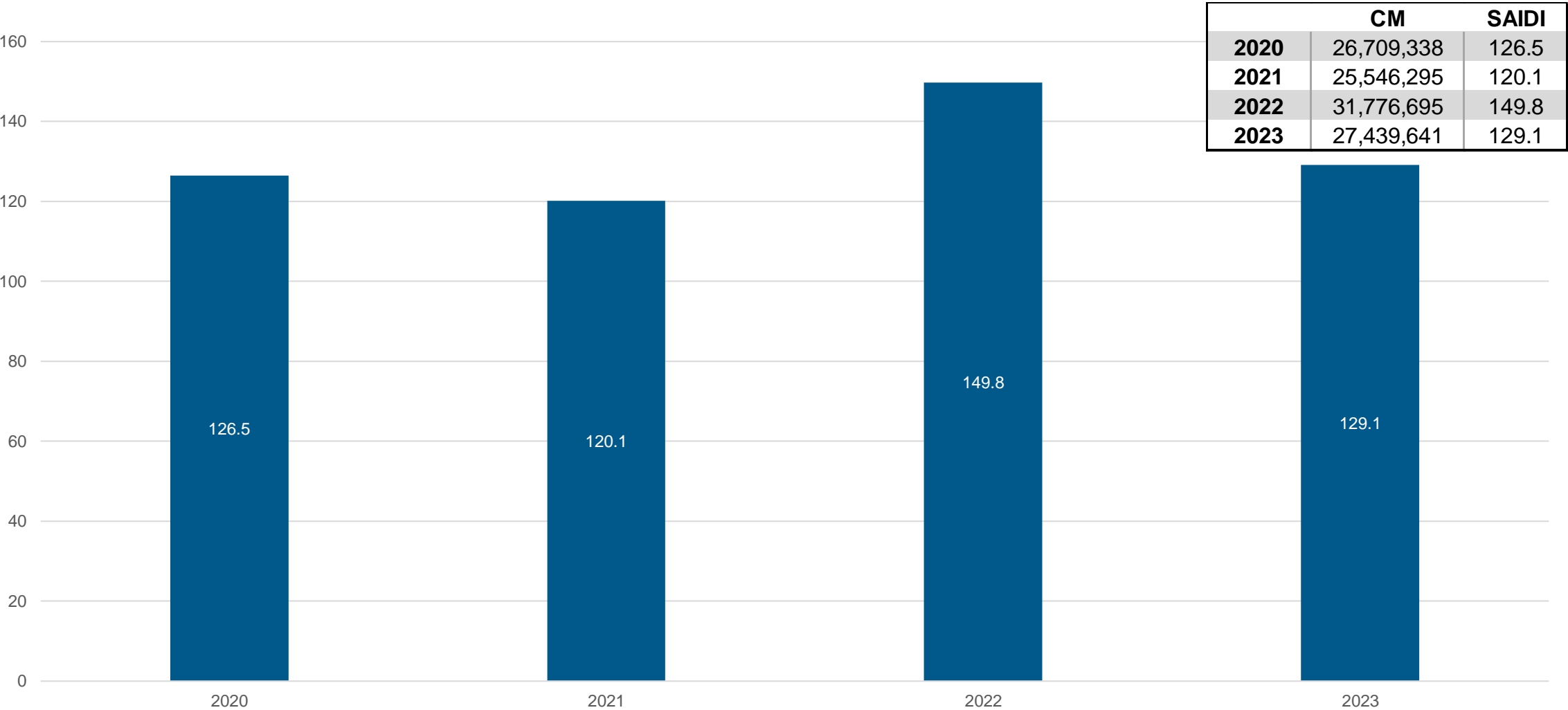
Excludes Scheduled and Emergency Switching



DISTRIBUTION SAIFI
YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons



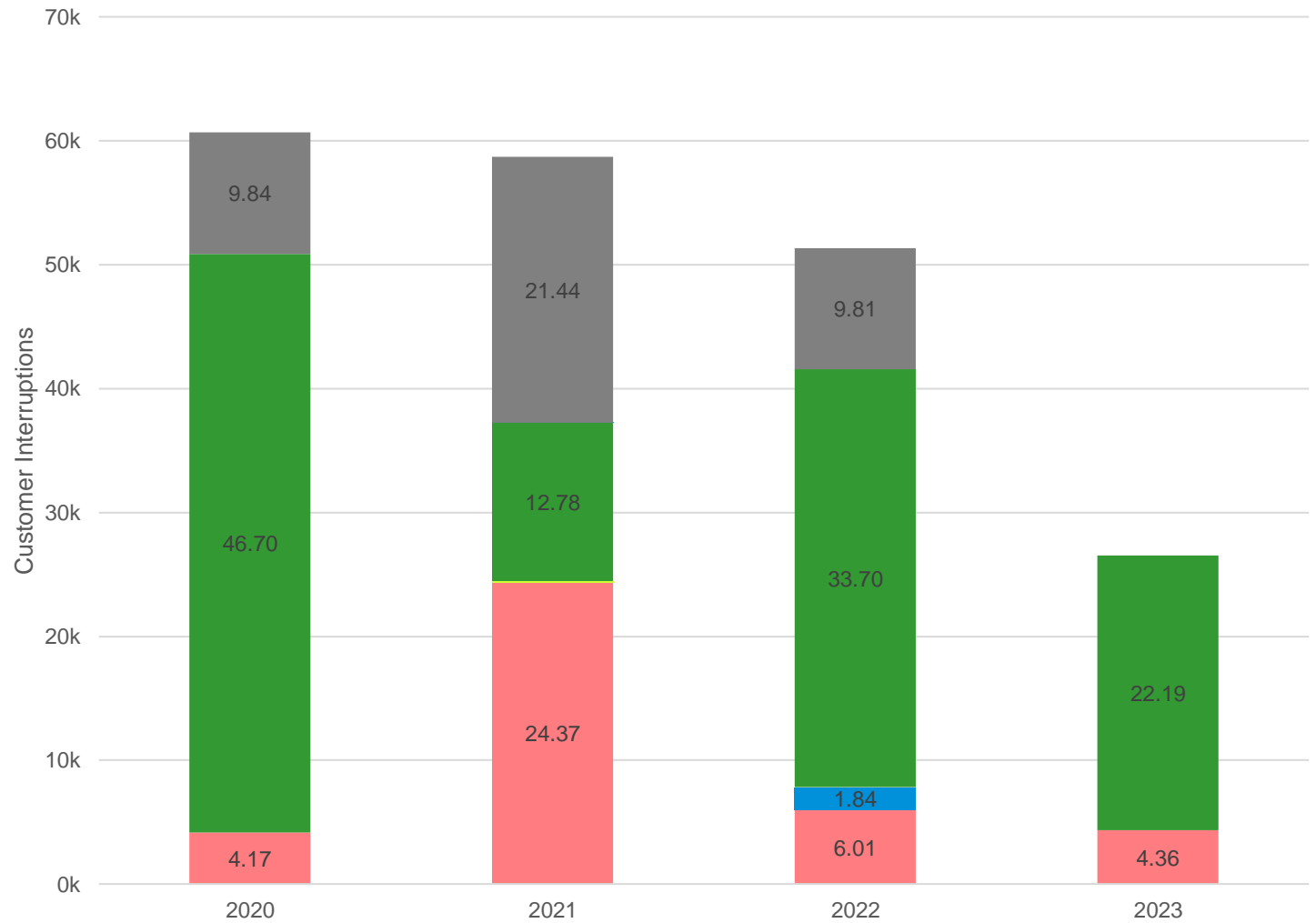
DISTRIBUTION SAIDI
YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons



TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons

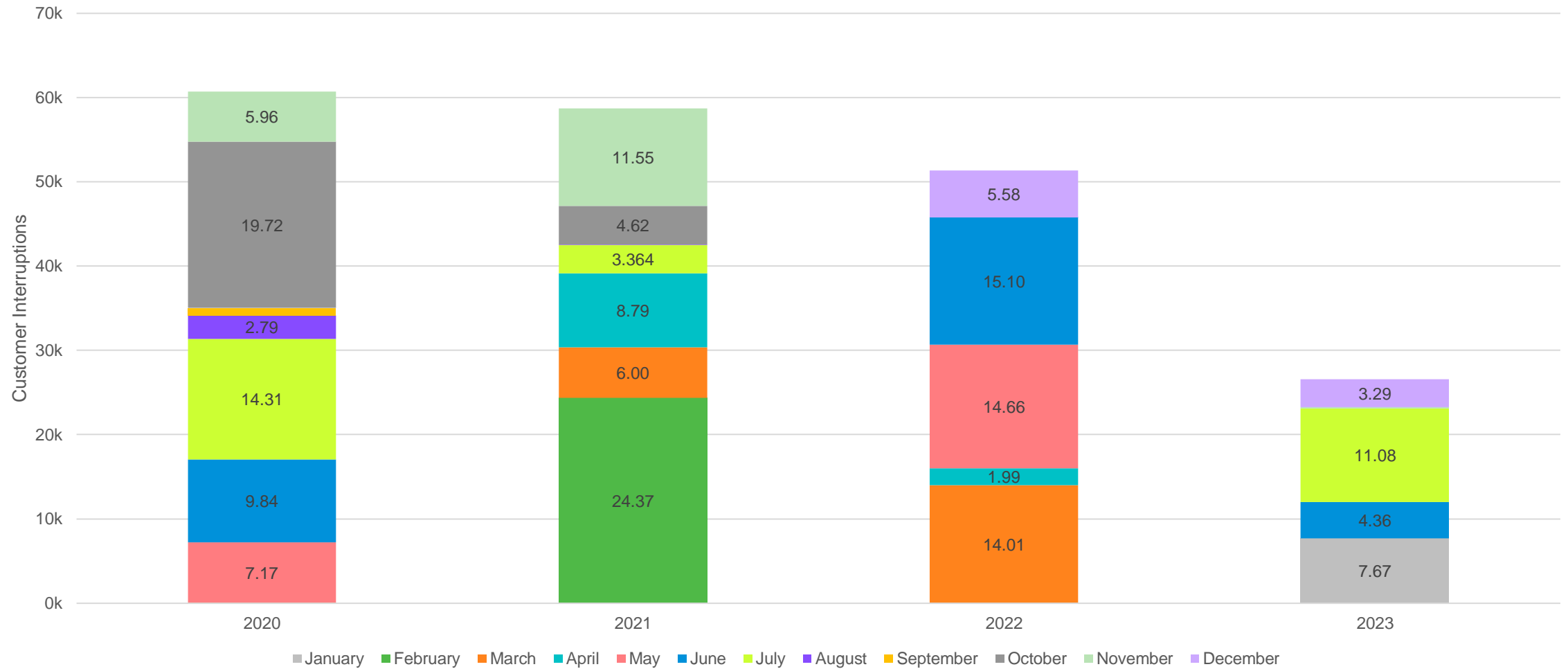
	2020	2021	2022	2023
Animal	9,837	21,437	9,809	0
Emergency Switching	0	3	0	0
Equipment	46,695	12,782	33,698	22,191
Human Error	0	0	1,835	0
Lightning	0	112	0	0
Other	4,168	24,370	6,012	4,359
Grand Total	60,700	58,704	51,355	26,550



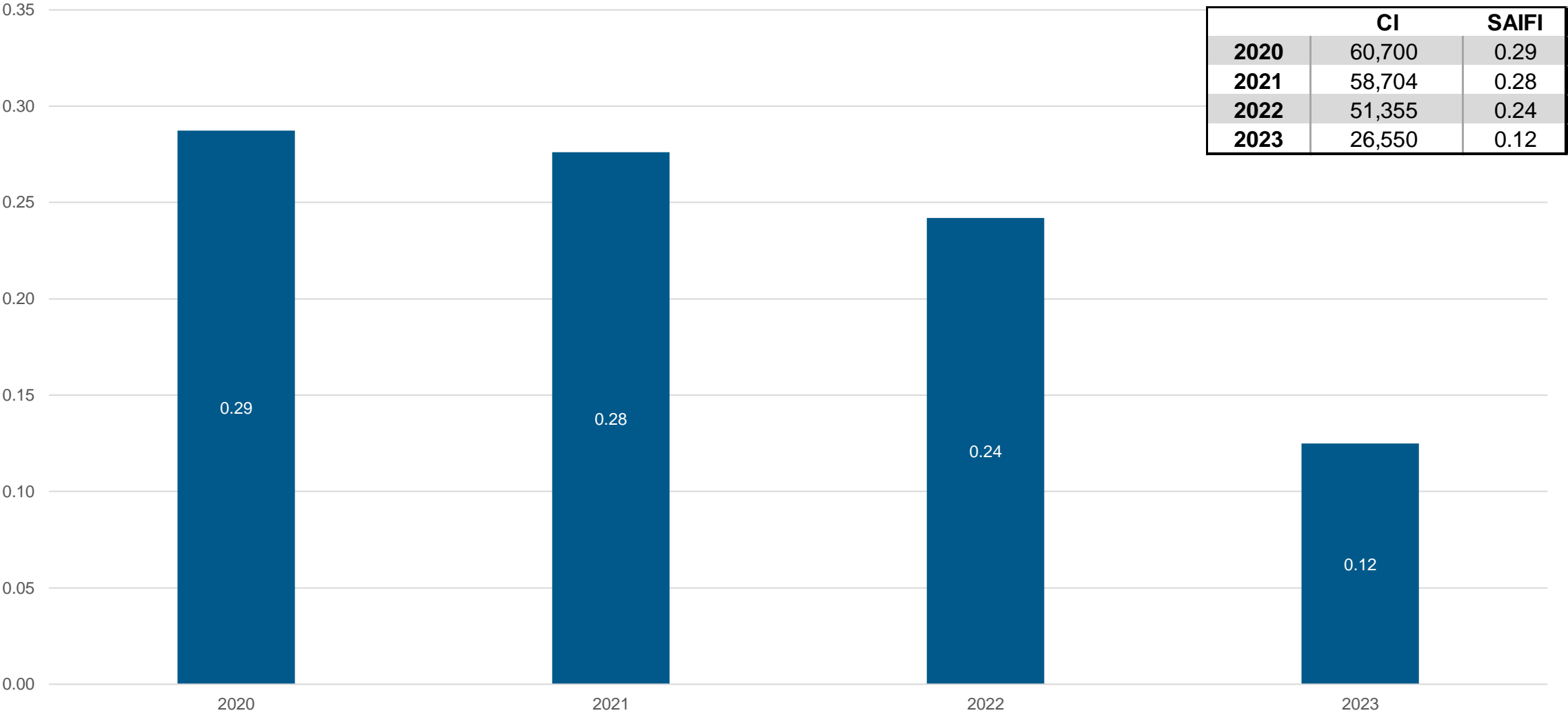
TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons

Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI
YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons



TRANSMISSION SAIDI
YTD Fourth Quarter 2023 with Prior YTD Fourth Quarter Comparisons

