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July 1, 2024

Via Electronic Delivery

Clerk of Council
City Hall, Room 1E09
1300 Perdido Street
New Orleans, Louisiana 70112

Re: CNO Docket No. UD-17-04 - Quarterly Filing Requirement per Ordering Paragraph #6 of Council Resolution R-17-427

Dear Clerk:

Attached please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2024 through March 31, 2024, which 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.

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.

If you have any questions, please do not hesitate to call me. Thank you for your courtesy and assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Kevin T. Boleware".

Kevin T. Boleware

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, 2024 THROUGH MARCH 31, 2024**

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 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 first quarter 2024 report, provides, in summary form, information regarding customer interruptions experienced from January 1, 2024, through March 31, 2024.

2. Distribution Reliability Performance:

From January 1, 2024, through March 31, 2024, there were 67,290 distribution-related customer interruptions. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment, and vegetation. 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 14% of customer interruptions during the reporting period were attributable to emergency switching (~1%) and scheduled interruptions (~13%). 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, this work helps improve system reliability over the long run, as the Company completes the projects in a safe manner. ENO continues to have ongoing discussions 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:

In early January, Lower Coast Substation was burglarized resulting in a fire. Due to this malicious act, 9,421 customers experienced transmission-related customers interruptions. There were no other transmission-related customer interruptions during the reporting period of January 1, 2024 through March 31, 2024.

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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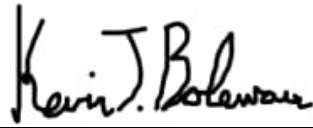
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New Orleans, Louisiana, this 1st day of July 2024.

A handwritten signature in black ink, reading "Kevin T. Boleware". The signature is written in a cursive style with a large initial "K".

Kevin T. Boleware



Entergy New Orleans

Customer Interruptions YTD

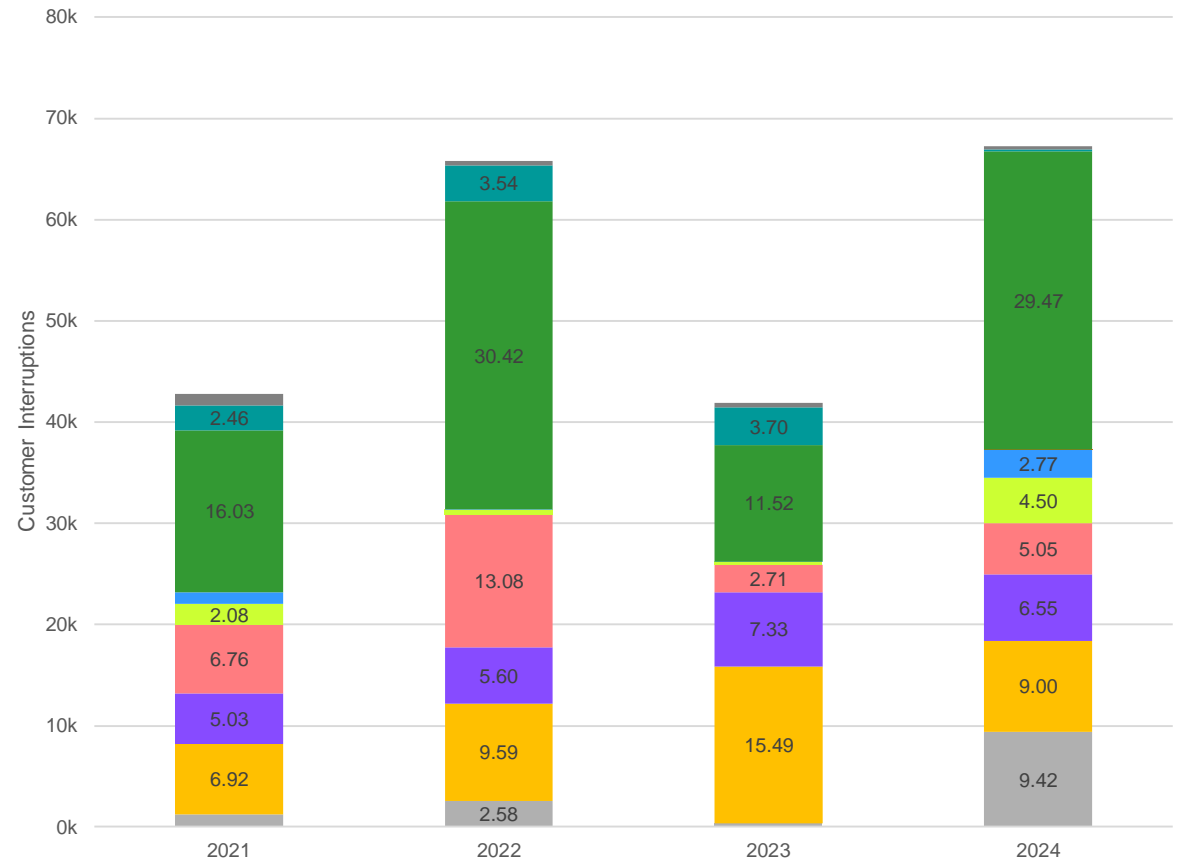
Report (Q1 2024)



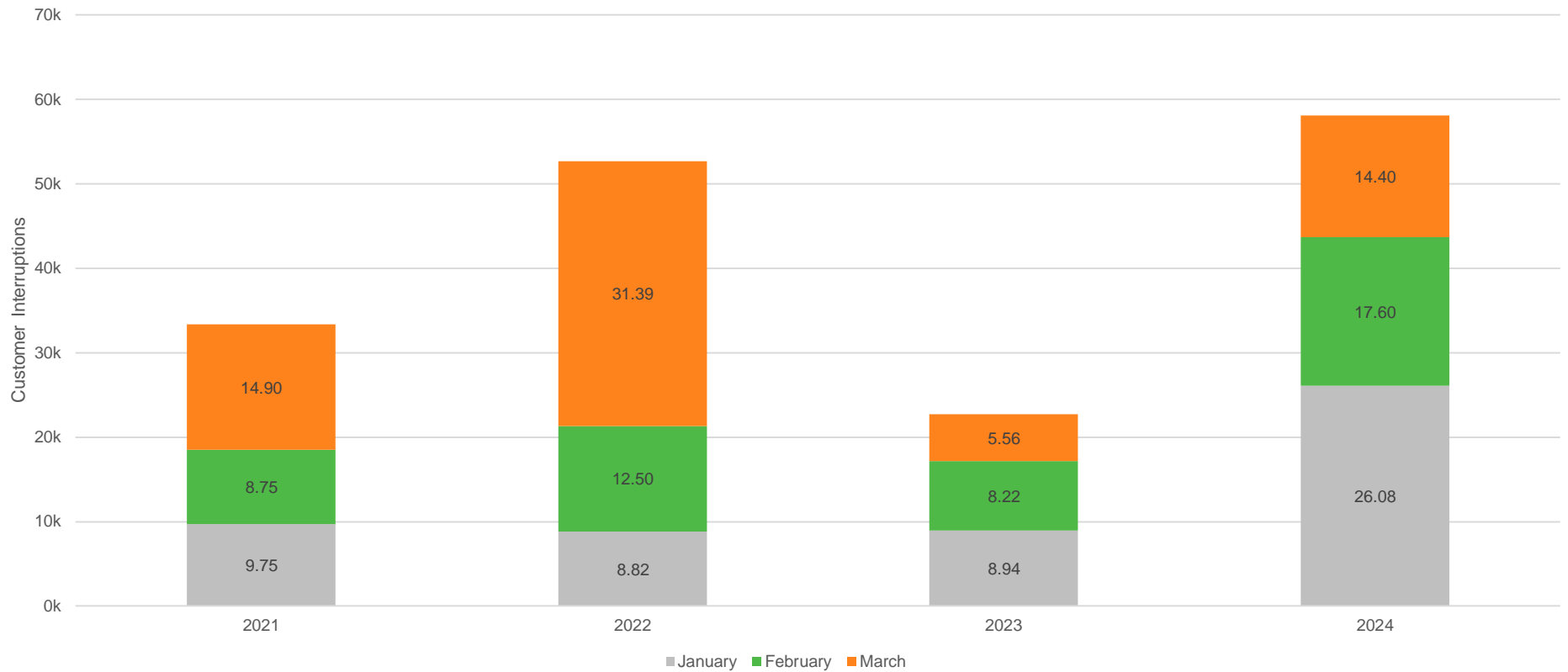
DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD First Quarter 2024 with Prior YTD First Quarter Comparisons

	2021	2022	2023	2024
Animal	1,103	470	448	333
Emergency Switching	2,458	3,536	3,696	212
Equipment	16,025	30,415	11,518	29,465
Foreign Trouble	0	0	0	1
Human Error	1,131	39	1	2,768
Lightning	2,076	532	332	4,498
Other	6,763	13,082	2,706	5,047
Public Inflicted Damage	5,030	5,598	7,326	6,553
Scheduled Interruption	6,918	9,590	15,490	8,997
Vegetation	1,272	2,575	386	9,416
Grand Total	42,776	65,837	41,903	67,290

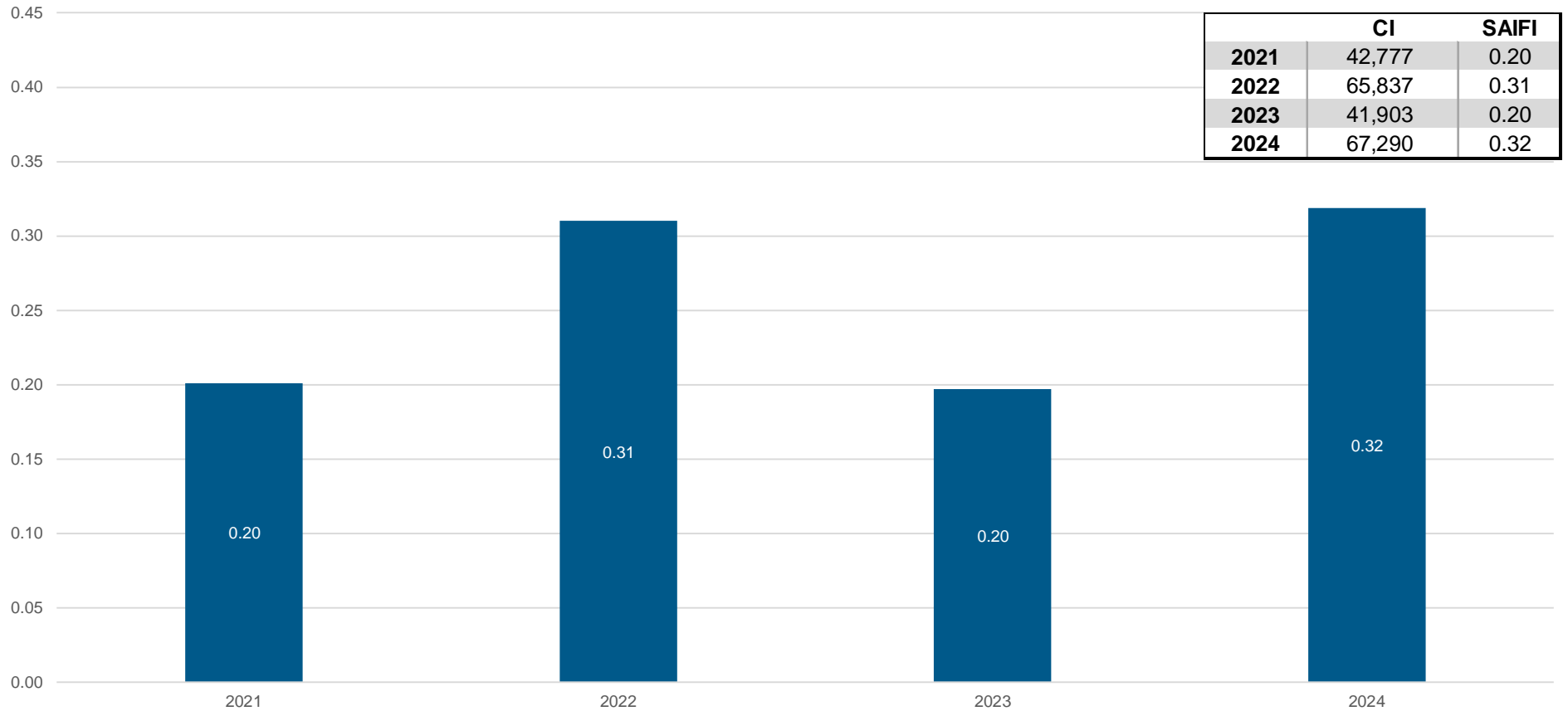


DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
YTD First Quarter 2024 with Prior YTD First Quarter Comparisons
Excludes Scheduled and Emergency Switching



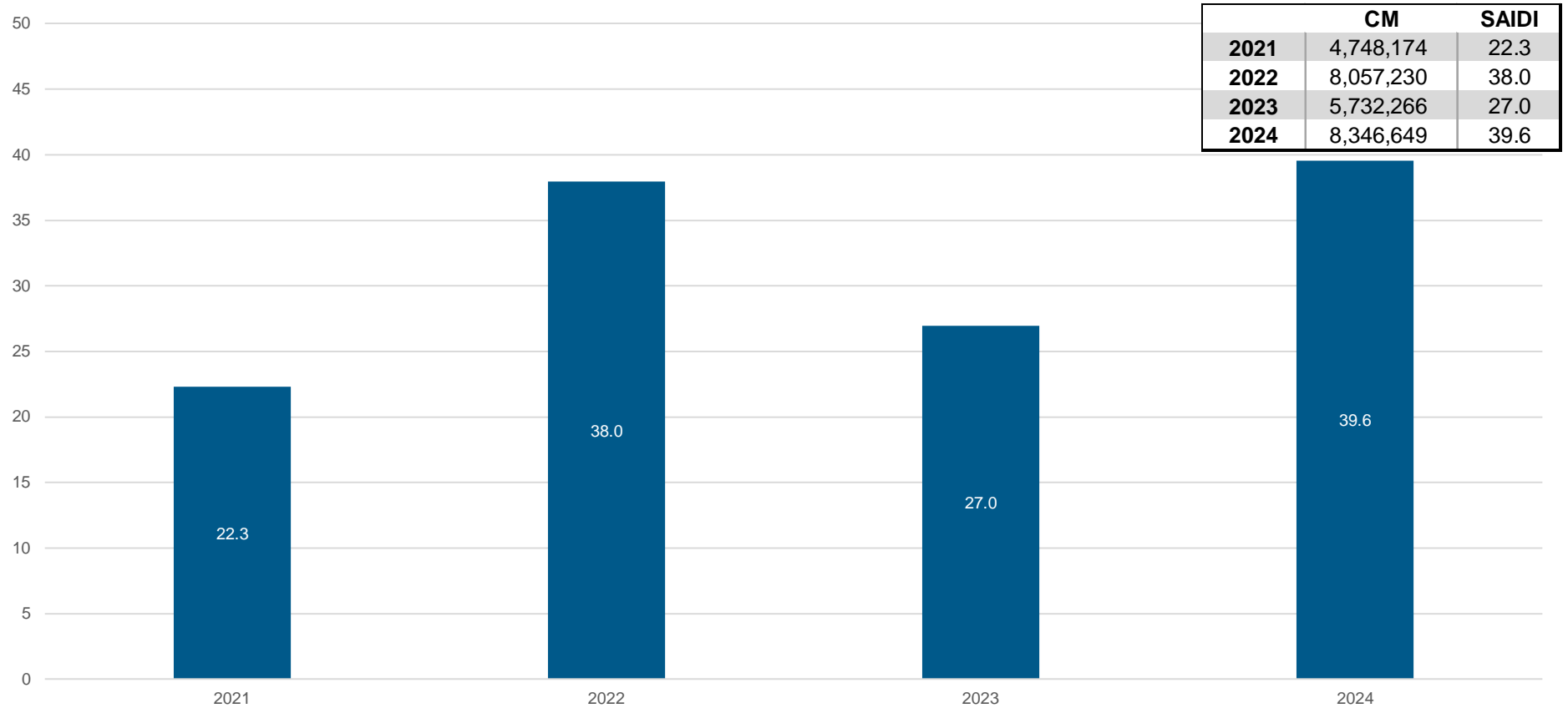
DISTRIBUTION SAIFI

YTD First Quarter 2024 with Prior YTD First Quarter Comparisons



DISTRIBUTION SAIDI

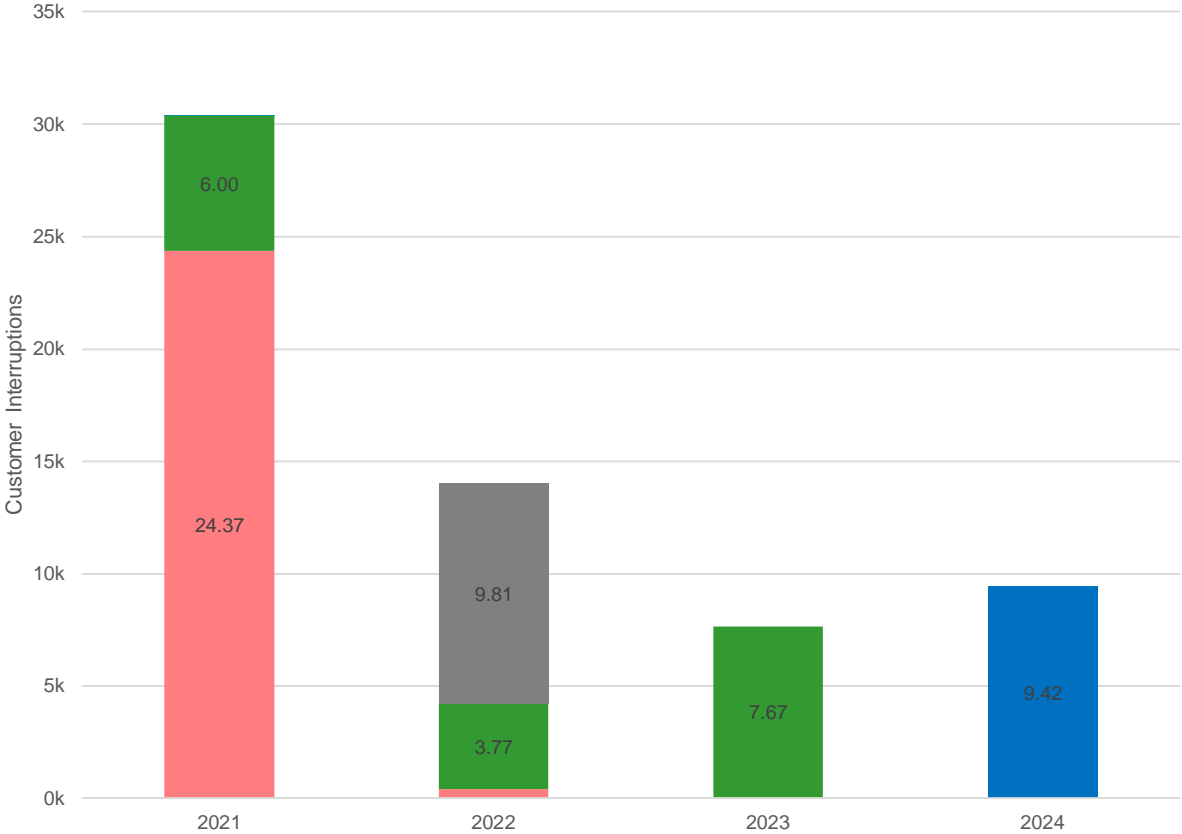
YTD First Quarter 2024 with Prior YTD First Quarter Comparisons



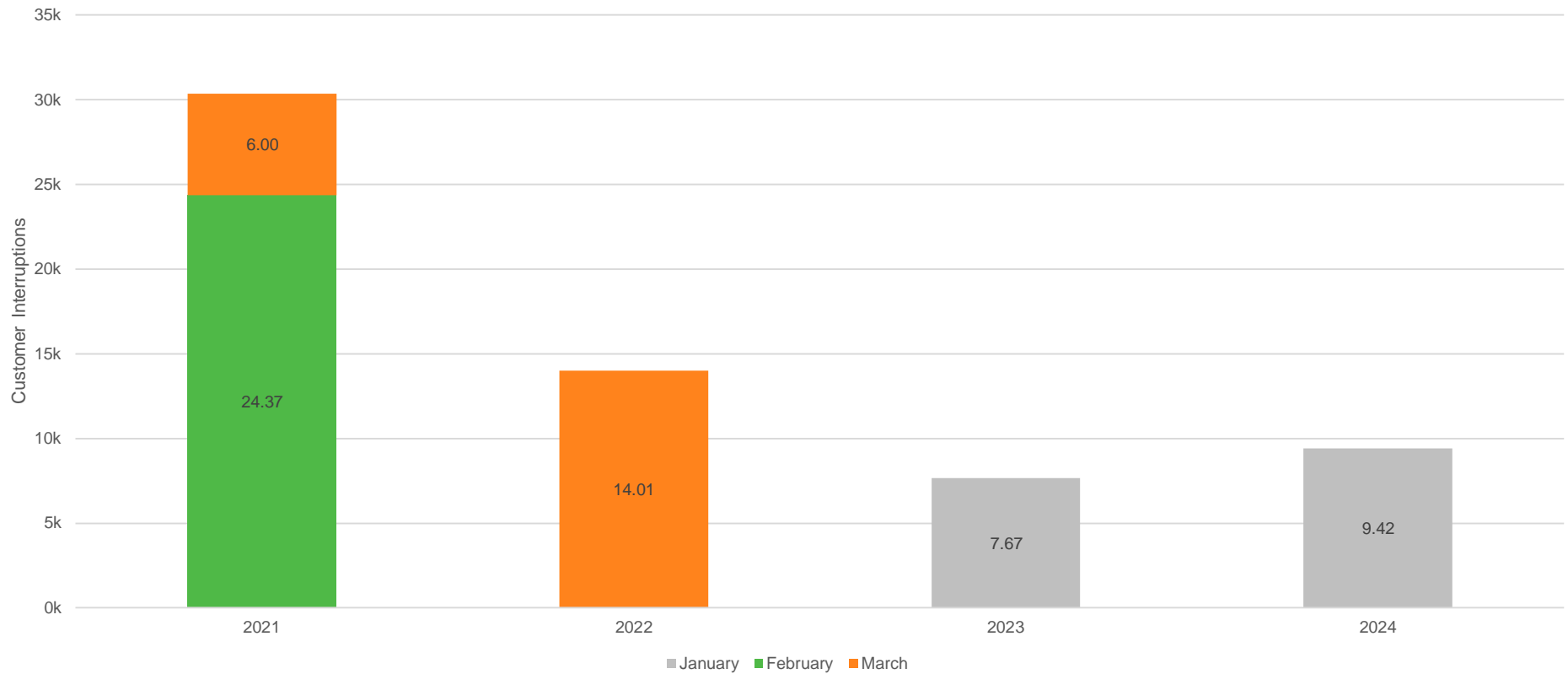
TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD First Quarter 2024 with Prior YTD First Quarter Comparisons

	2021	2022	2023	2024
Animal	0	9,809	0	0
Emergency Switching	3	0	0	0
Equipment	5,998	3,771	7,667	0
Other	24,370	433	0	0
Public Inflicted	0	0	0	9,421
Grand Total	30,371	14,013	7,667	9,421

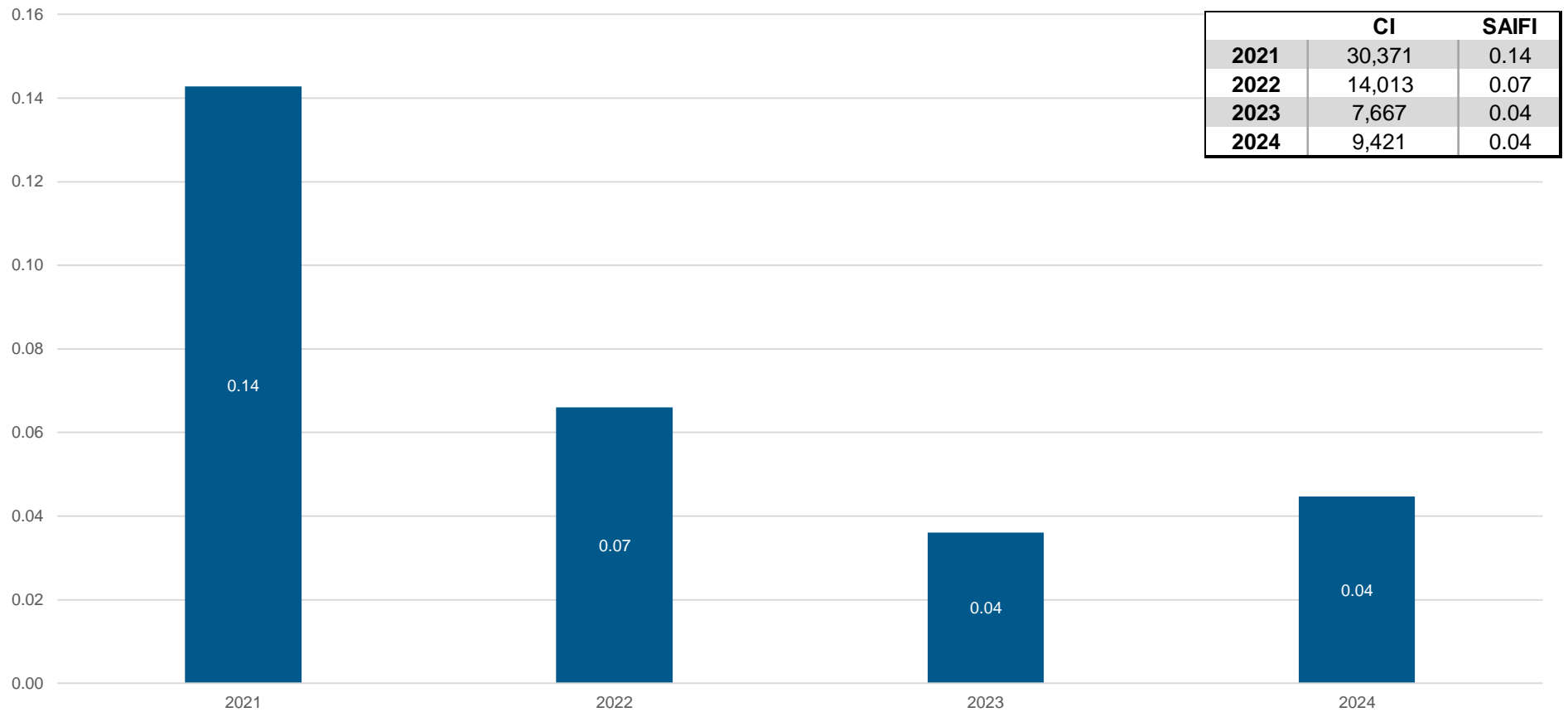


TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
YTD First Quarter 2024 with Prior YTD First Quarter Comparisons
Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI

YTD First Quarter 2024 with Prior YTD First Quarter Comparisons



TRANSMISSION SAIDI

YTD First Quarter 2024 with Prior YTD First Quarter Comparisons

