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December 30, 2024

VIA ELECTRONIC DELIVERY

Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
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 of Council:

Attached please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2024 through September 30, 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 bimonthly 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". The signature is written in a cursive, flowing style.

Kevin T. Boleware

Enclosure

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 SEPTEMBER 30, 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 3rd quarter 2024 report provides, in summary form, information regarding customer interruptions experienced from January 1, 2024, through September 30, 2024.

2. Distribution Reliability Performance:

From January 1, 2024, through September 30, 2024, there were 213,855 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 15% of customer interruptions during the reporting period were attributable to emergency switching (~6%) and scheduled interruptions (~9%). 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:

From January 1, 2024, through September 30, 2024, there were 74,720 transmission-related customer interruptions. During the reporting period, the highest contributing outage categories were an animal-related substation outage, a malicious damage-related outage, and equipment as a result of six substation arrester outages. These substation arrester outages are part of a larger asset management plan to replace 195 identified substation arresters determined to be undervoltage based upon new standards provided by IEEE.

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 December 2024.

A handwritten signature in black ink that reads "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

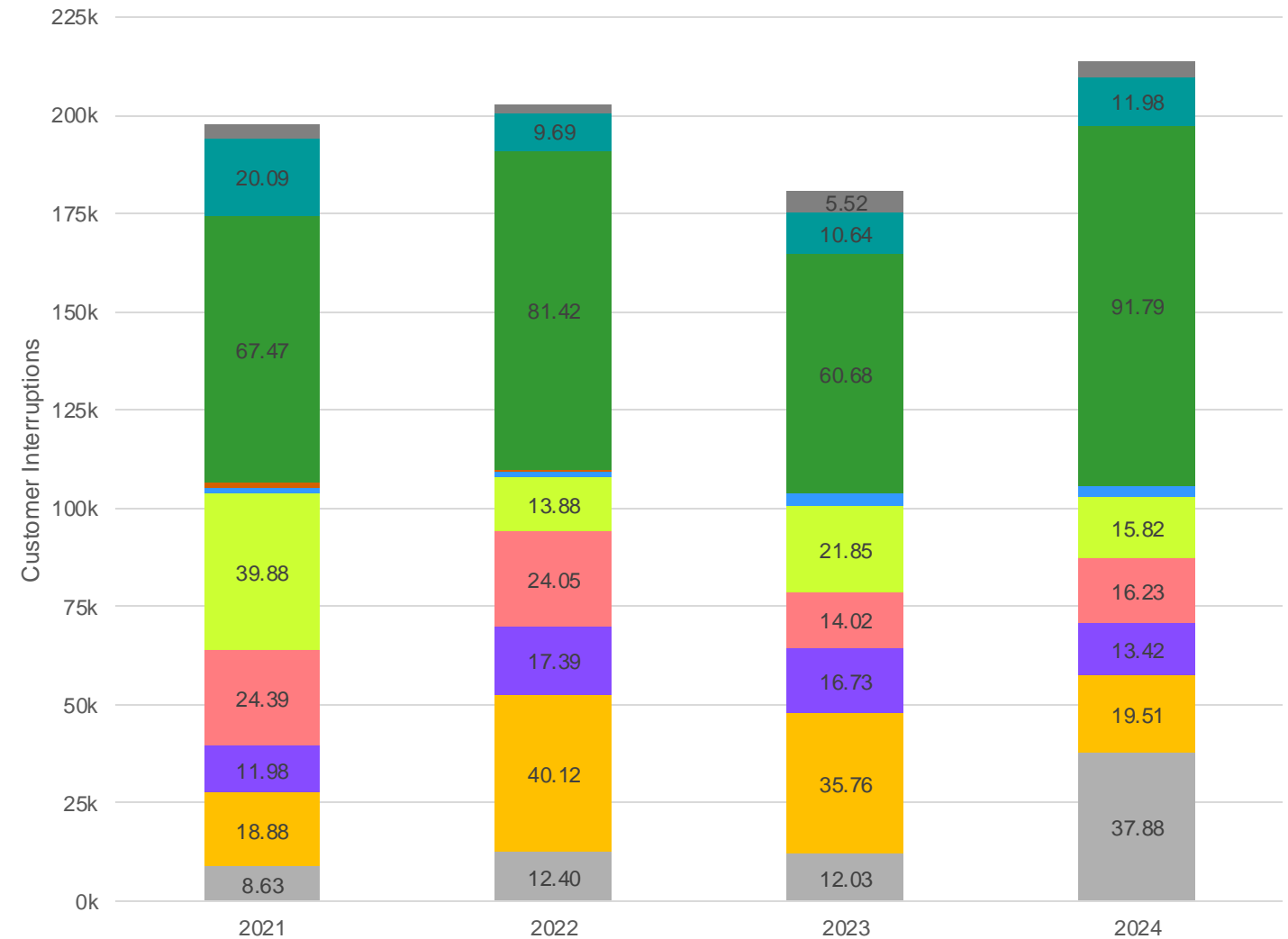
Report (Q3 2024)



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons

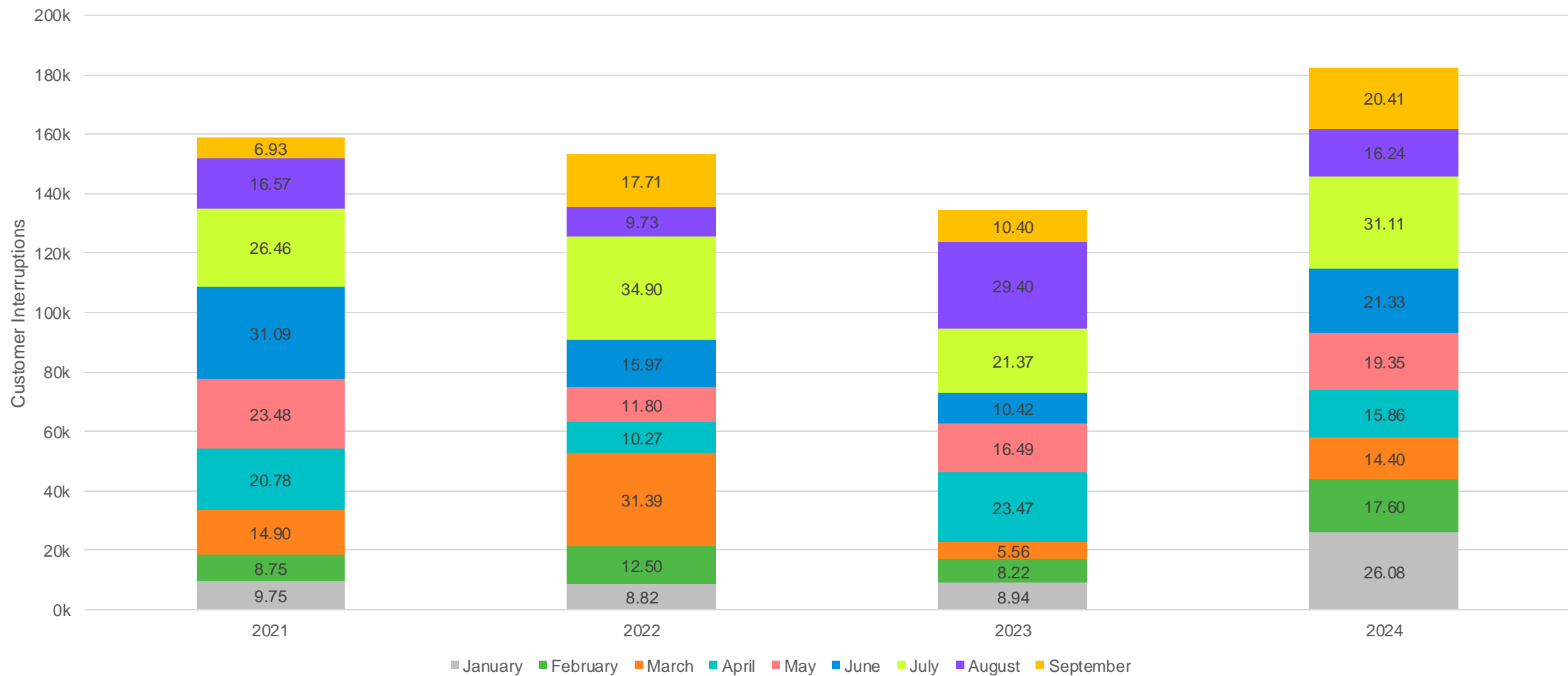
	2021	2022	2023	2024
Animal	3,458	2,247	5,524	4,447
Emergency Switching	20,094	9,688	10,643	11,979
Equipment	67,471	81,416	60,676	91,790
Foreign Trouble	1,667	232	1	1
Human Error	1,222	1,477	3,450	2,780
Lightning	39,878	13,879	21,845	15,823
Other	24,385	24,046	14,020	16,230
Public Inflicted Damage	11,984	17,393	16,729	13,417
Scheduled Interruption	18,881	40,120	35,756	19,510
Vegetation	8,629	12,402	12,030	37,878
Grand Total	197,669	202,900	180,674	213,855



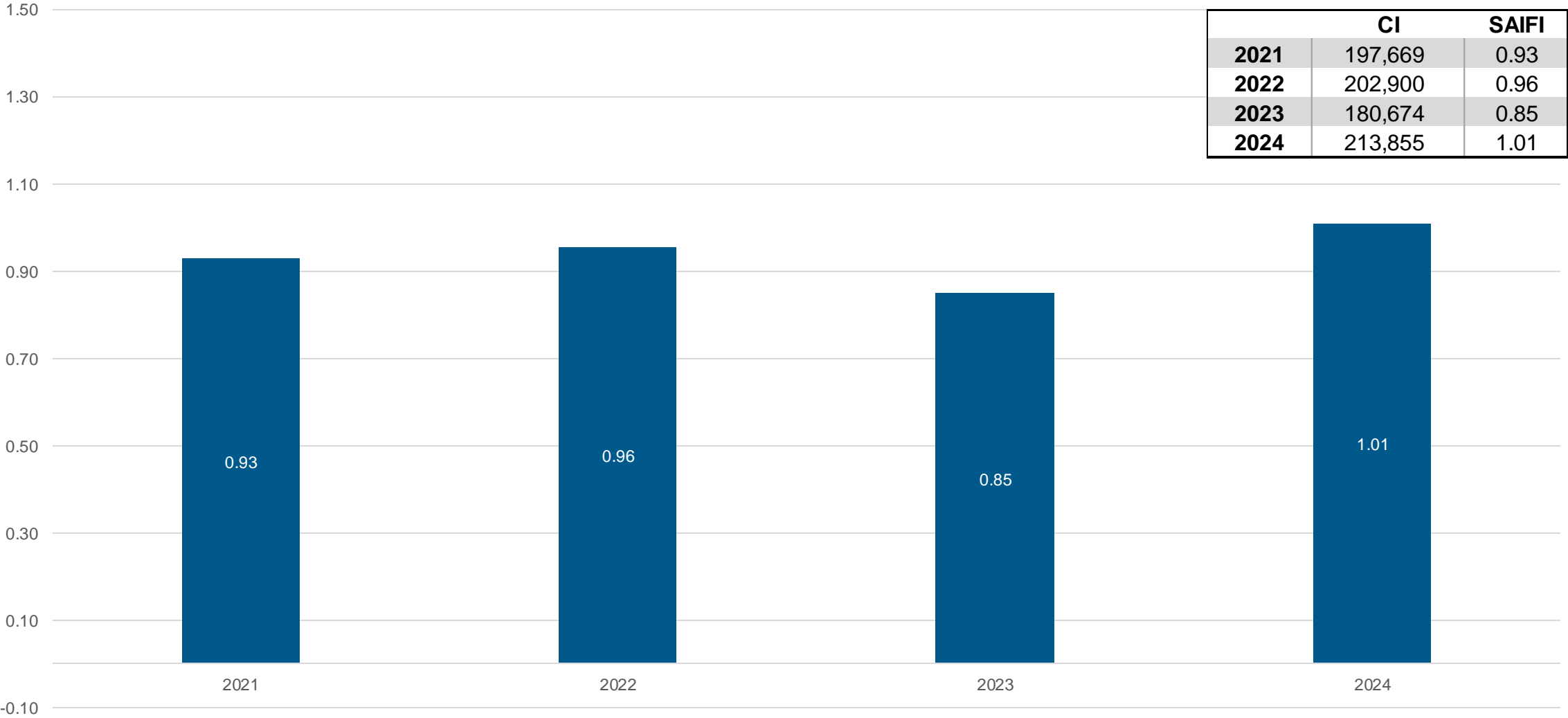
DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons

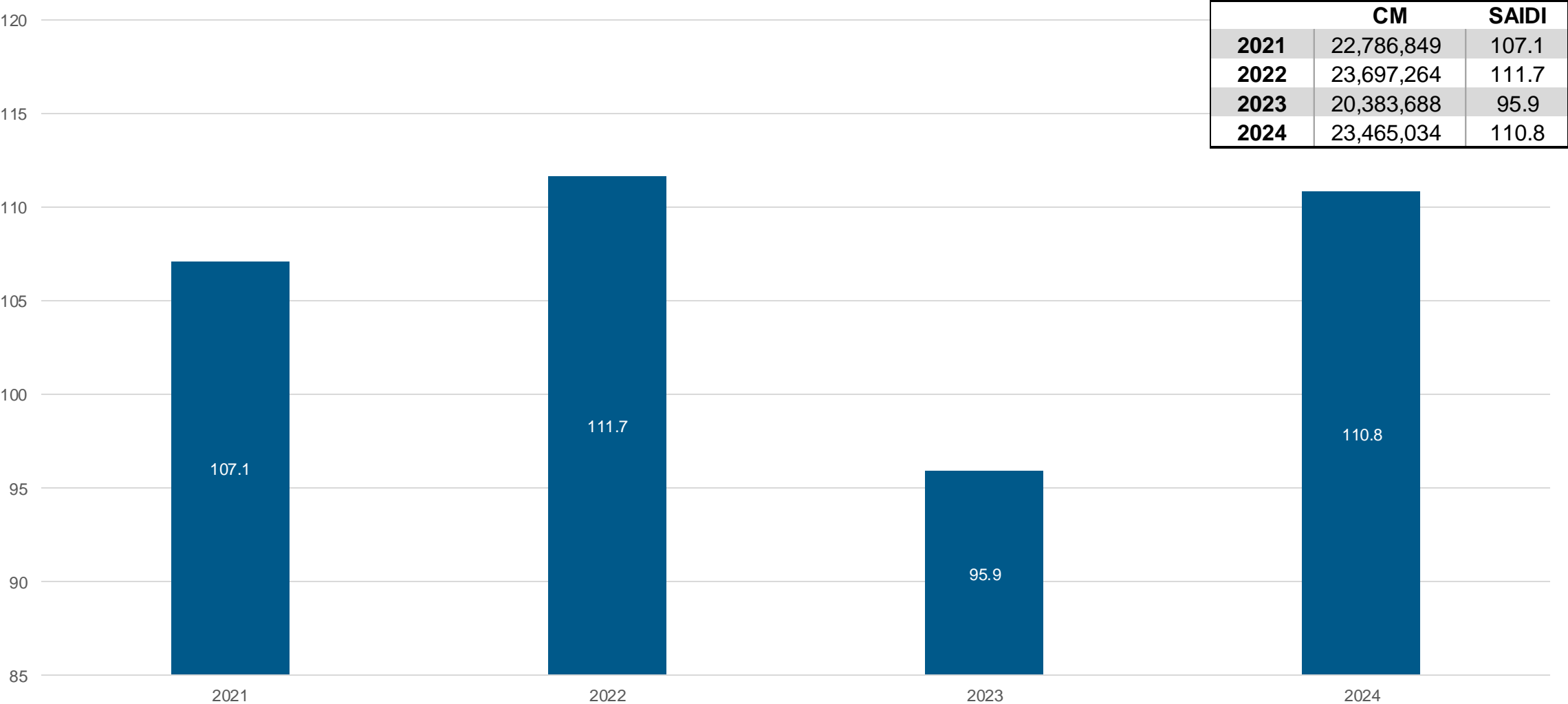
Excludes Scheduled and Emergency Switching



DISTRIBUTION SAIFI
YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons



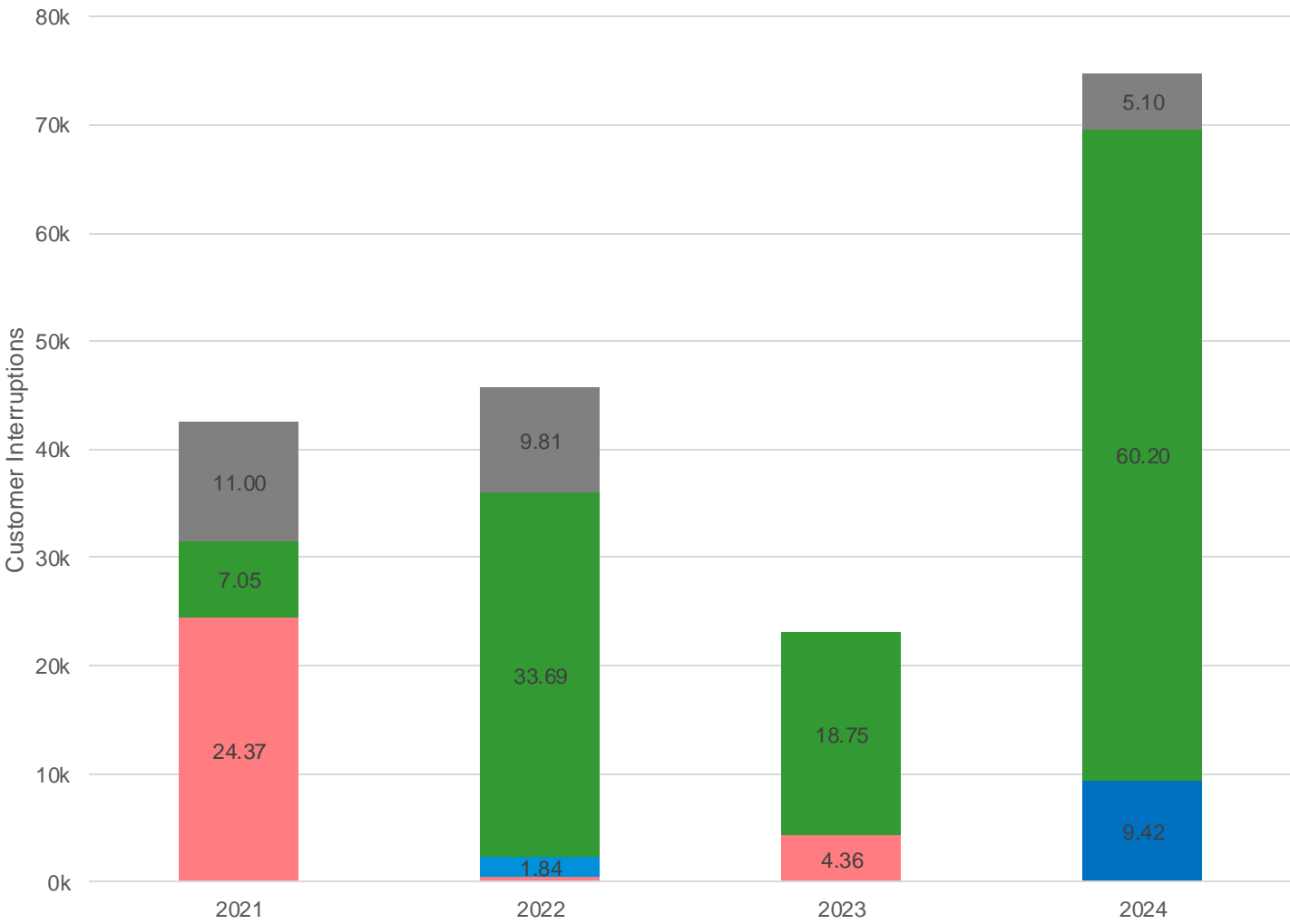
DISTRIBUTION SAIDI
YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons



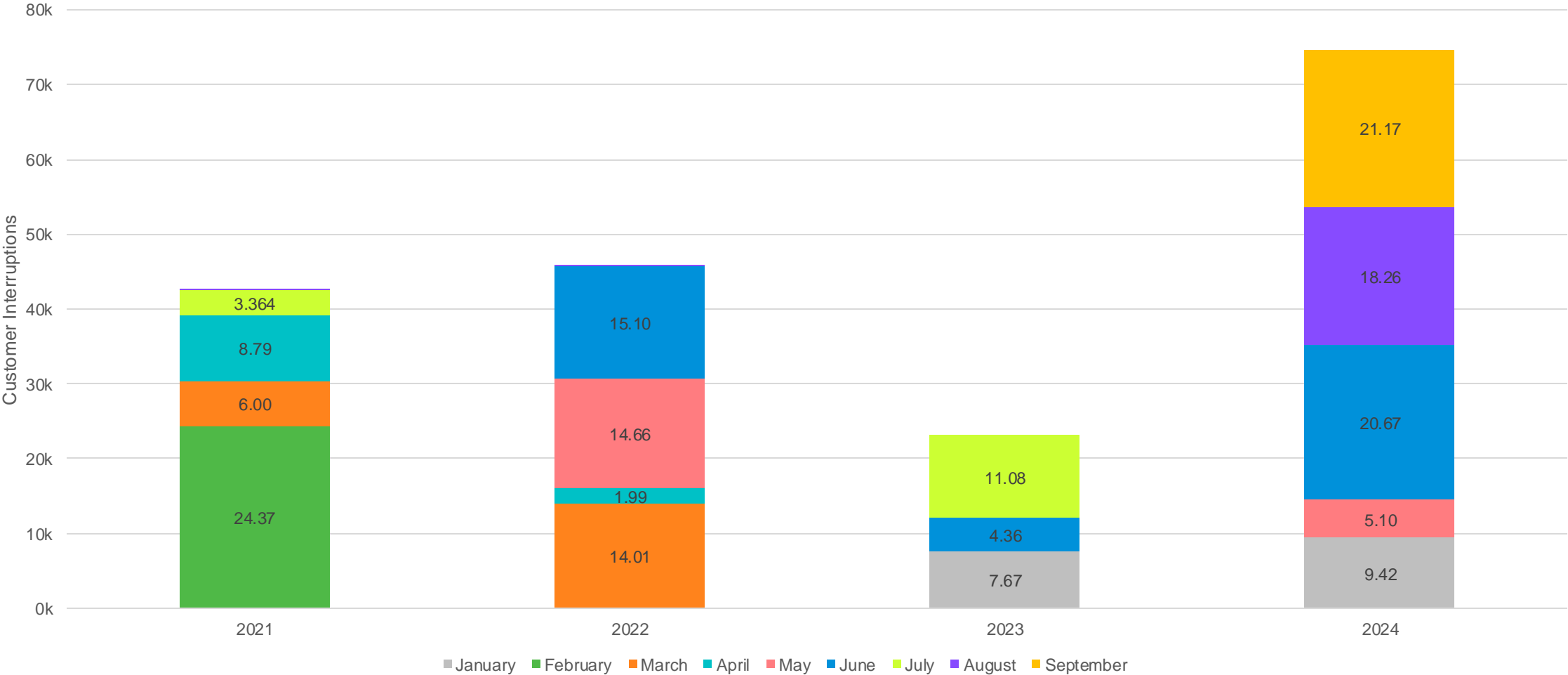
TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons

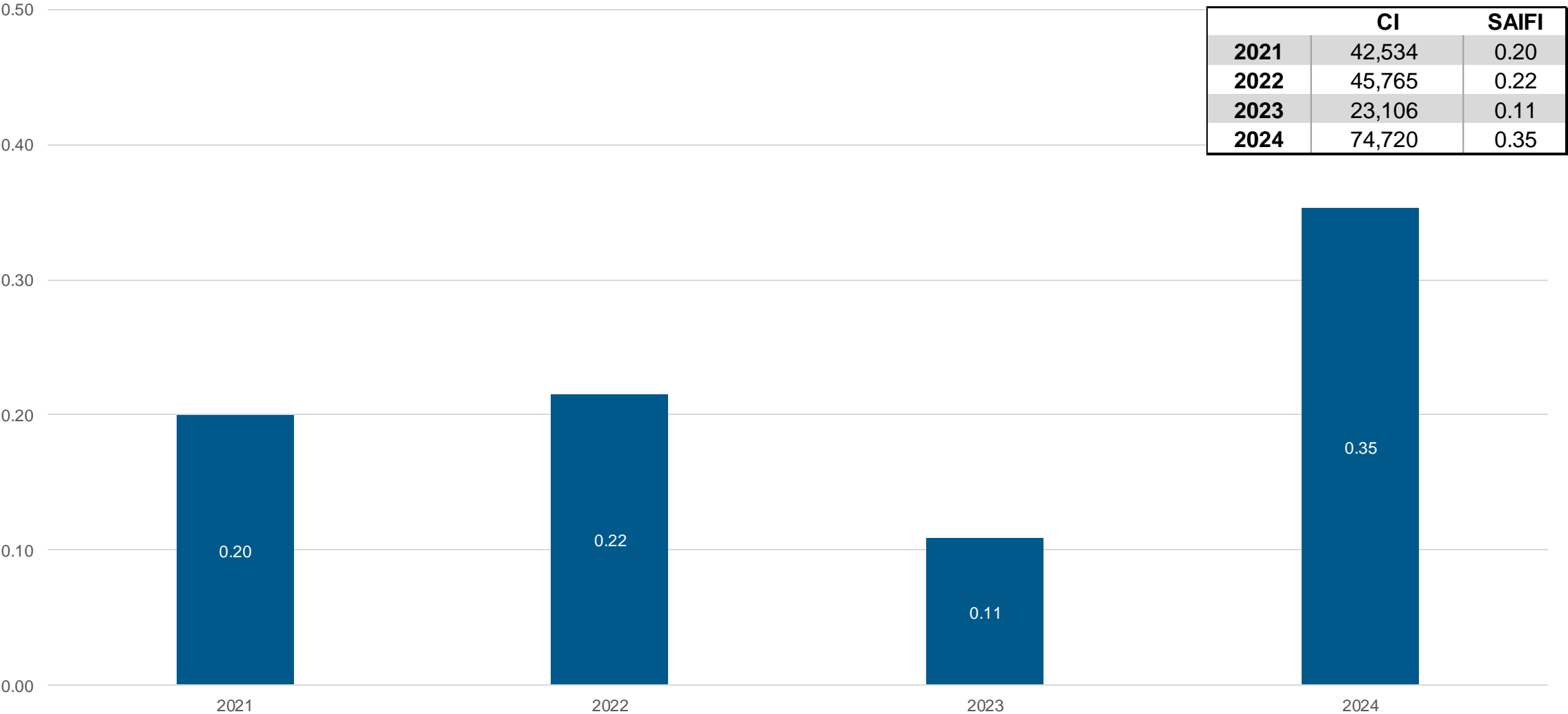
	2021	2022	2023	2024
Animal	11,001	9,809	0	5,103
Emergency Switching	3	0	0	0
Equipment	7,048	33,688	18,747	60,196
Other	24,370	433	4,359	0
Public Inflicted	0	0	0	9,421
Grand Total	42,534	45,765	23,106	74,720



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



TRANSMISSION SAIFI
YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons



TRANSMISSION SAIDI
YTD Third Quarter 2024 with Prior YTD Third Quarter Comparisons

