



**Kevin T. Boleware**  
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March 21, 2025

**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 December 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 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 DECEMBER 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 23,000 volts (23 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 4<sup>th</sup> quarter 2024 report provides, in summary form, information regarding customer interruptions experienced from January 1, 2024, through December 31, 2024.

**2. Distribution Reliability Performance:**

From January 1, 2024, through December 31, 2024, there were 250,476 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 (~5%) and scheduled interruptions (~10%). 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 December 31, 2024, there were 83,082 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 486 identified substation arresters.

**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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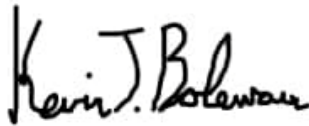
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New Orleans, LA 70117

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

New Orleans, Louisiana, this 21<sup>st</sup> day of March 2025.

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

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Kevin T. Boleware



# **Entergy New Orleans**

## **Customer Interruptions YTD**

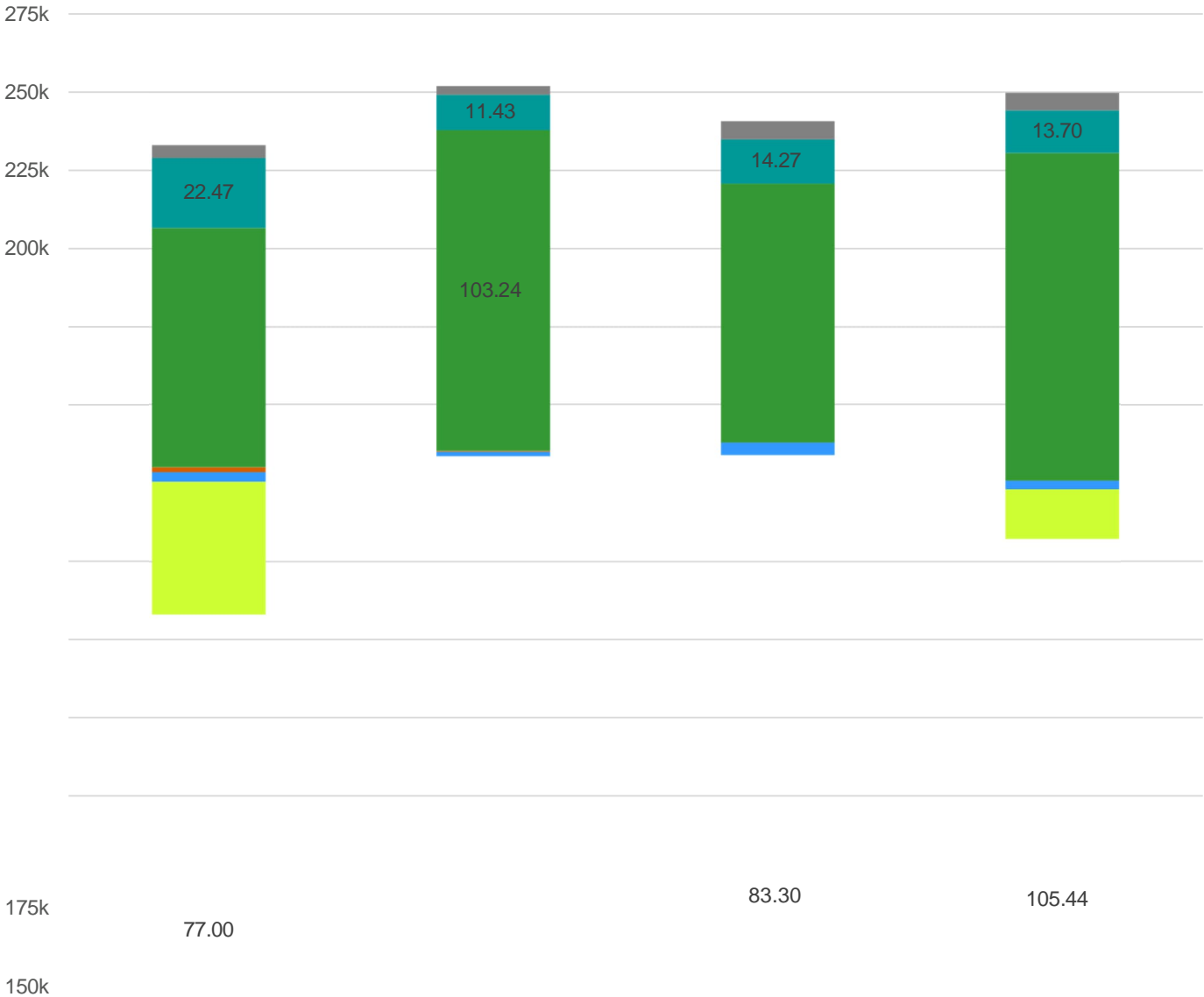
### **Report (Q4 2024)**





DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE  
YTD Fourth Quarter 2024 with Prior YTD Fourth Quarter Comparisons

	2021	2022	2023	2024
Animal	4,111	2,787	5,865	5,691
Emergency Switching	22,468	11,425	14,265	13,704
Equipment	77,002	103,235	83,299	105,443
Foreign Trouble	1,667	232	2	1
Human Error	3,056	1,478	4,046	2,785
Lightning	42,433	15,959	21,862	15,824
Other	28,484	26,983	23,450	20,633
Public Inflicted Damage	20,368	20,502	23,285	21,770
Scheduled Interruption	21,499	53,086	46,118	24,932
Vegetation	12,466	16,917	19,112	39,693
Grand Total	233,554	252,604	241,304	250,476



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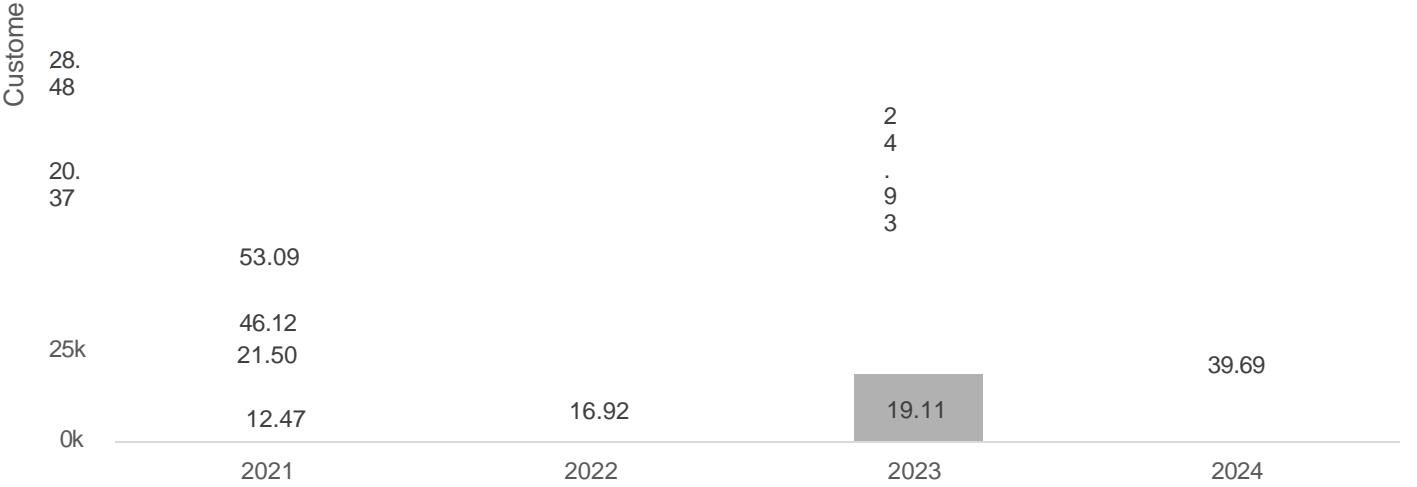
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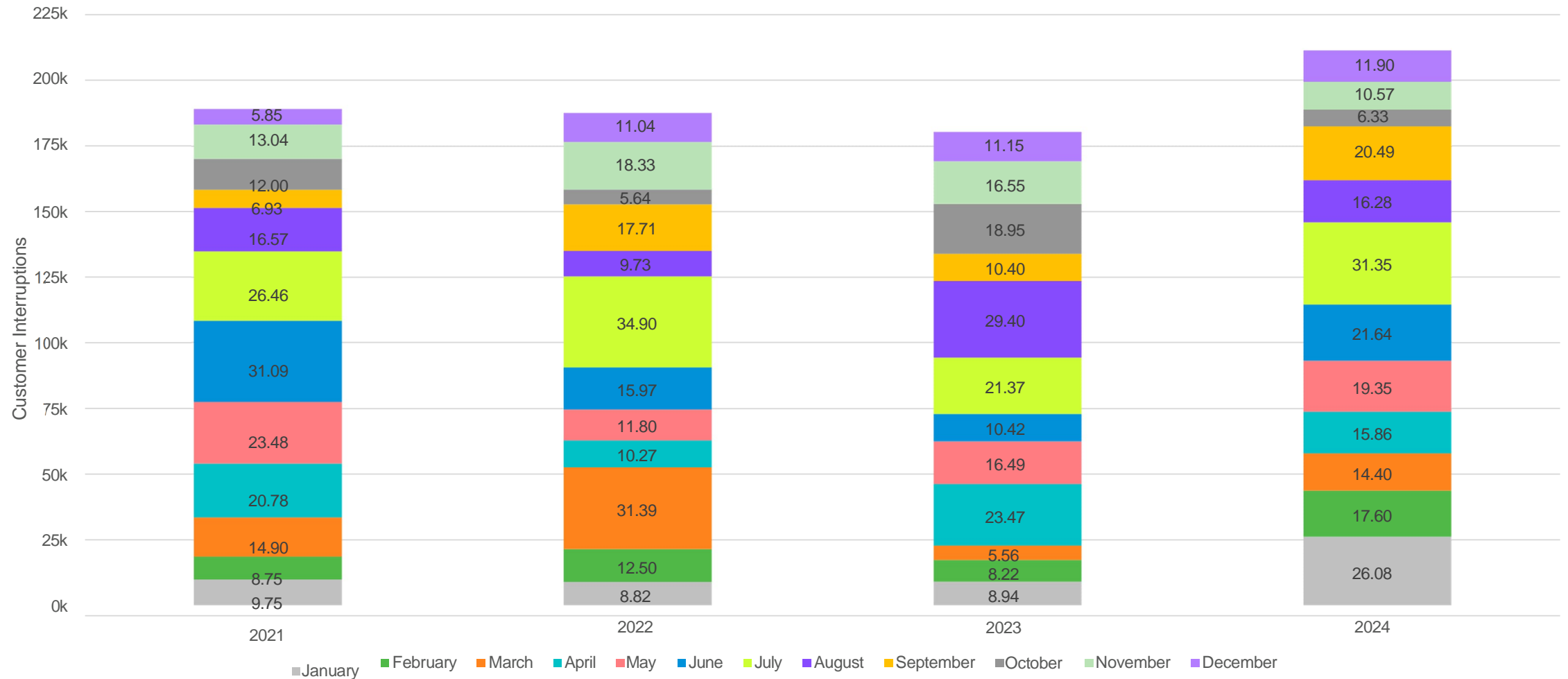
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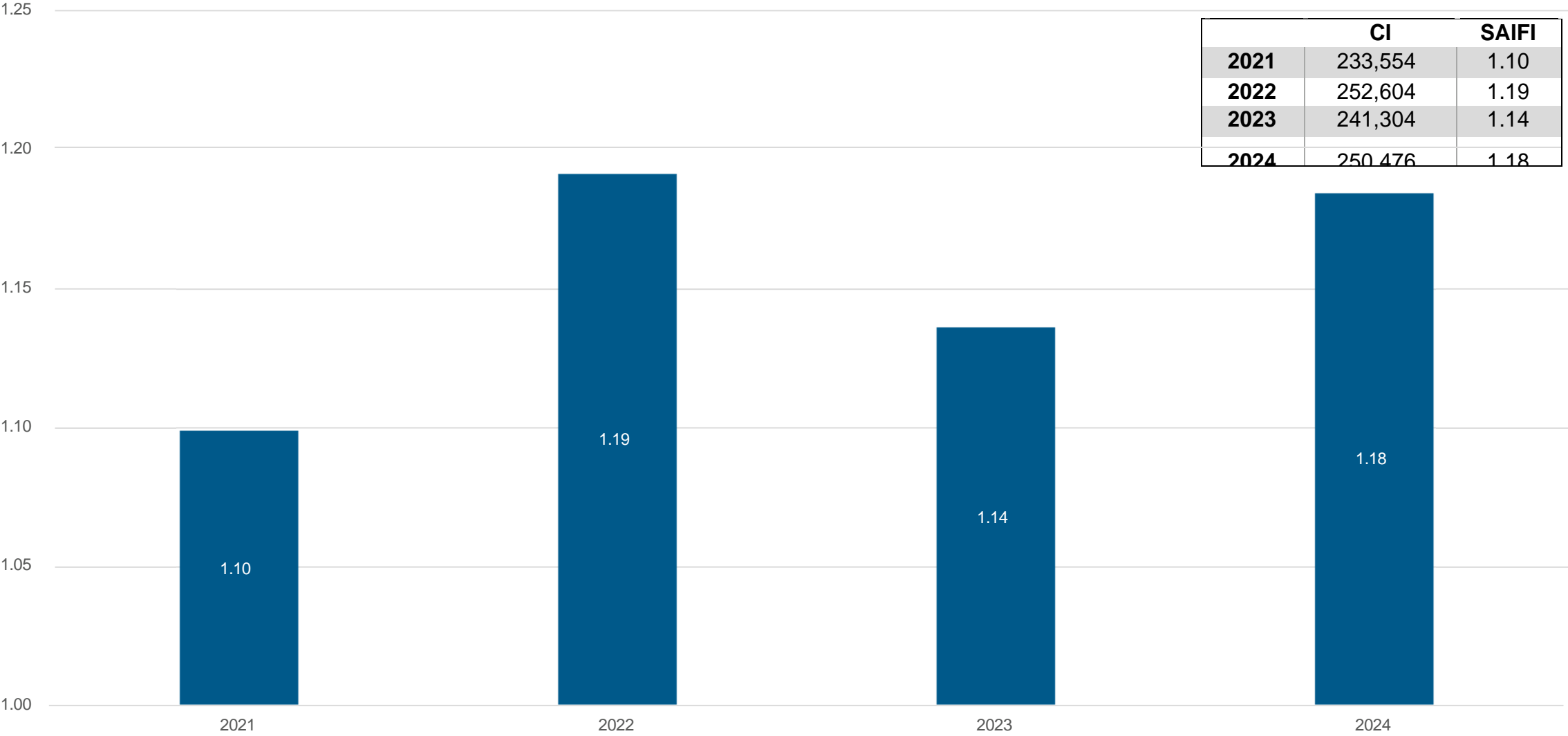
# DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

## YTD Fourth Quarter 2024 with Prior YTD Fourth Quarter Comparisons

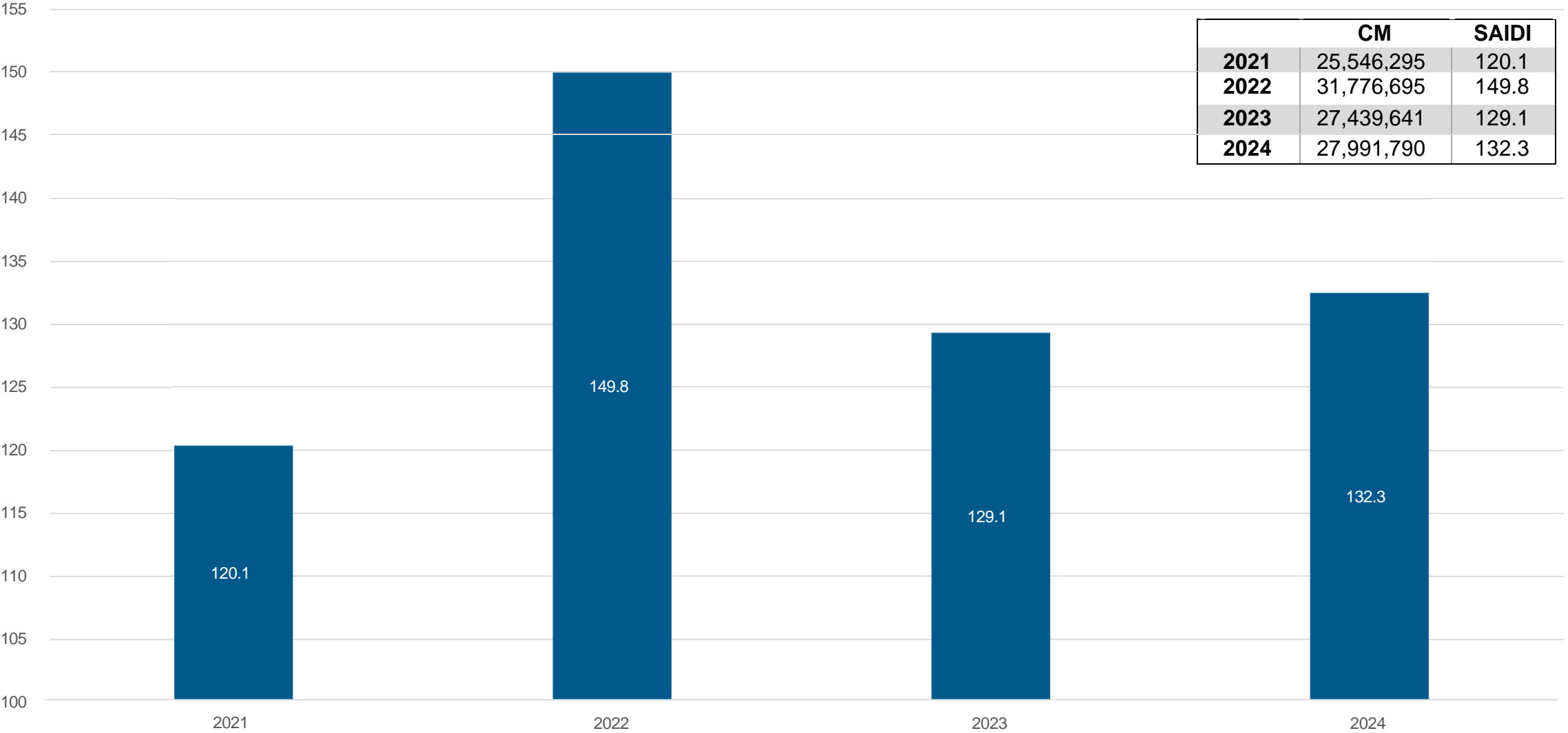
### Excludes Scheduled and Emergency Switching



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



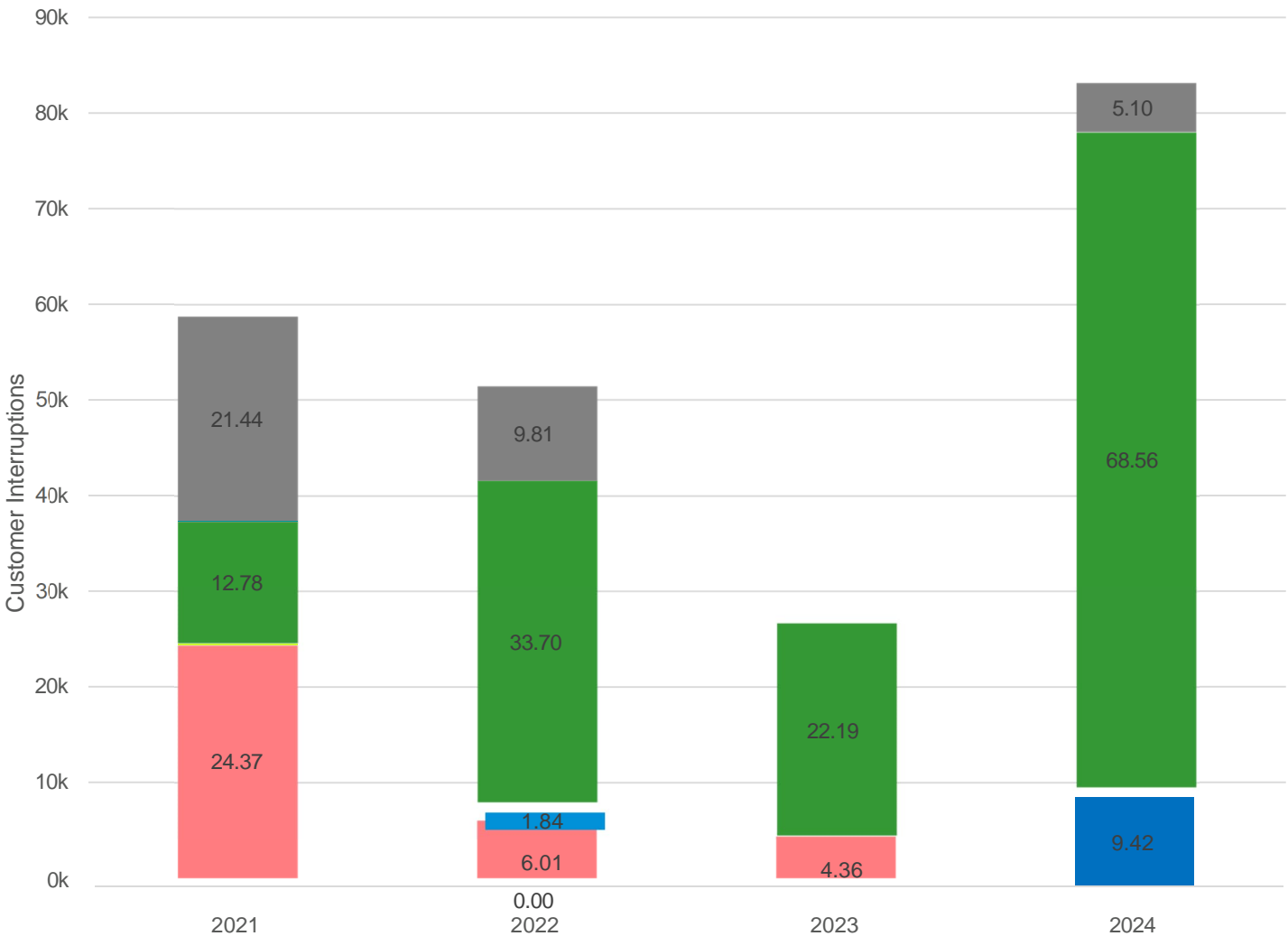
DISTRIBUTION SAIDI  
YTD Fourth Quarter 2024 with Prior YTD Fourth Quarter Comparisons



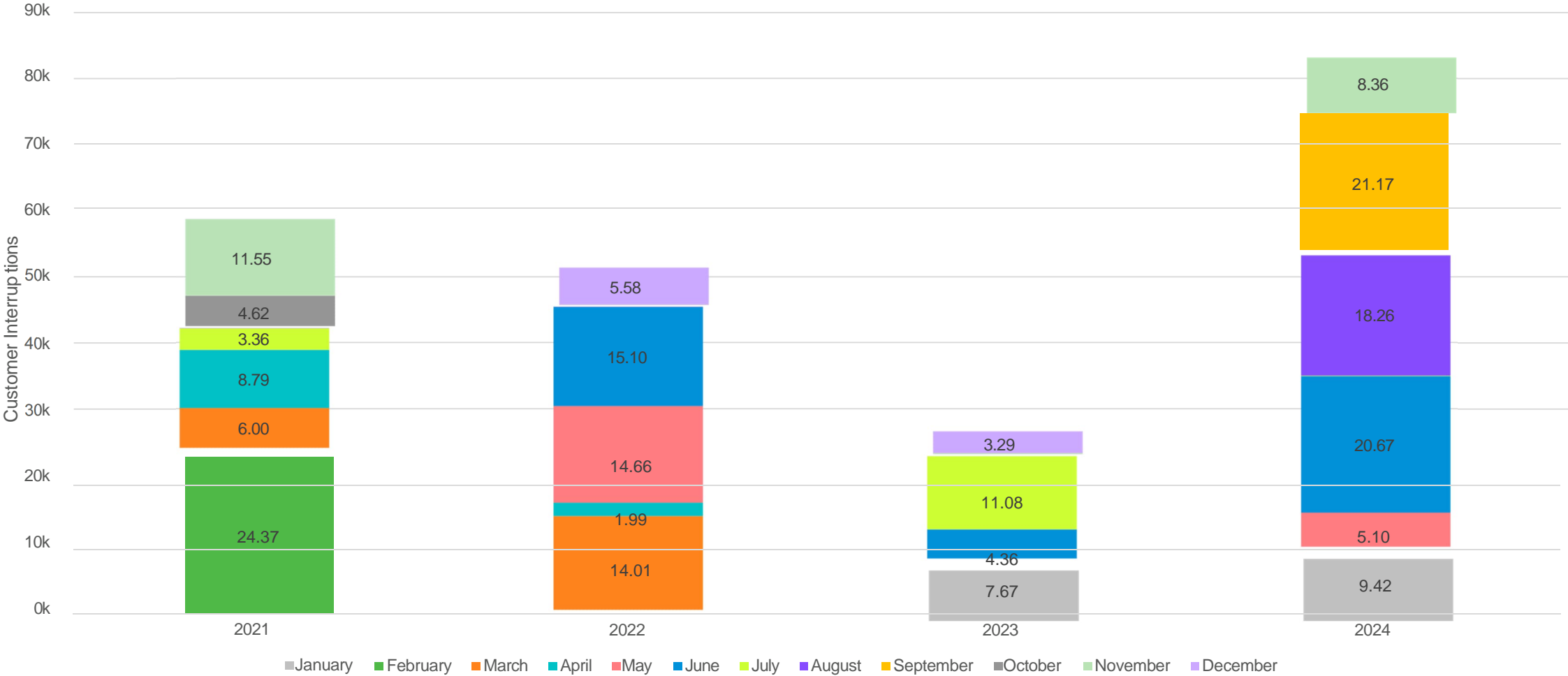
# TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

## YTD Fourth Quarter 2024 with Prior YTD Fourth Quarter Comparisons

	2021	2022	2023	2024
Animal	21,437	9,809	0	5,103
Emergency Switching	3	0	0	0
Equipment	12,782	33,698	22,191	68,558
Human Error	0	1,835	0	0
Lightning	112	0	0	0
Other	24,370	6,012	4,359	0
Public Inflicted	0	0	0	9,421
Scheduled Interruption	0	1	0	0
Grand Total	58,704	51,355	26,550	83,082

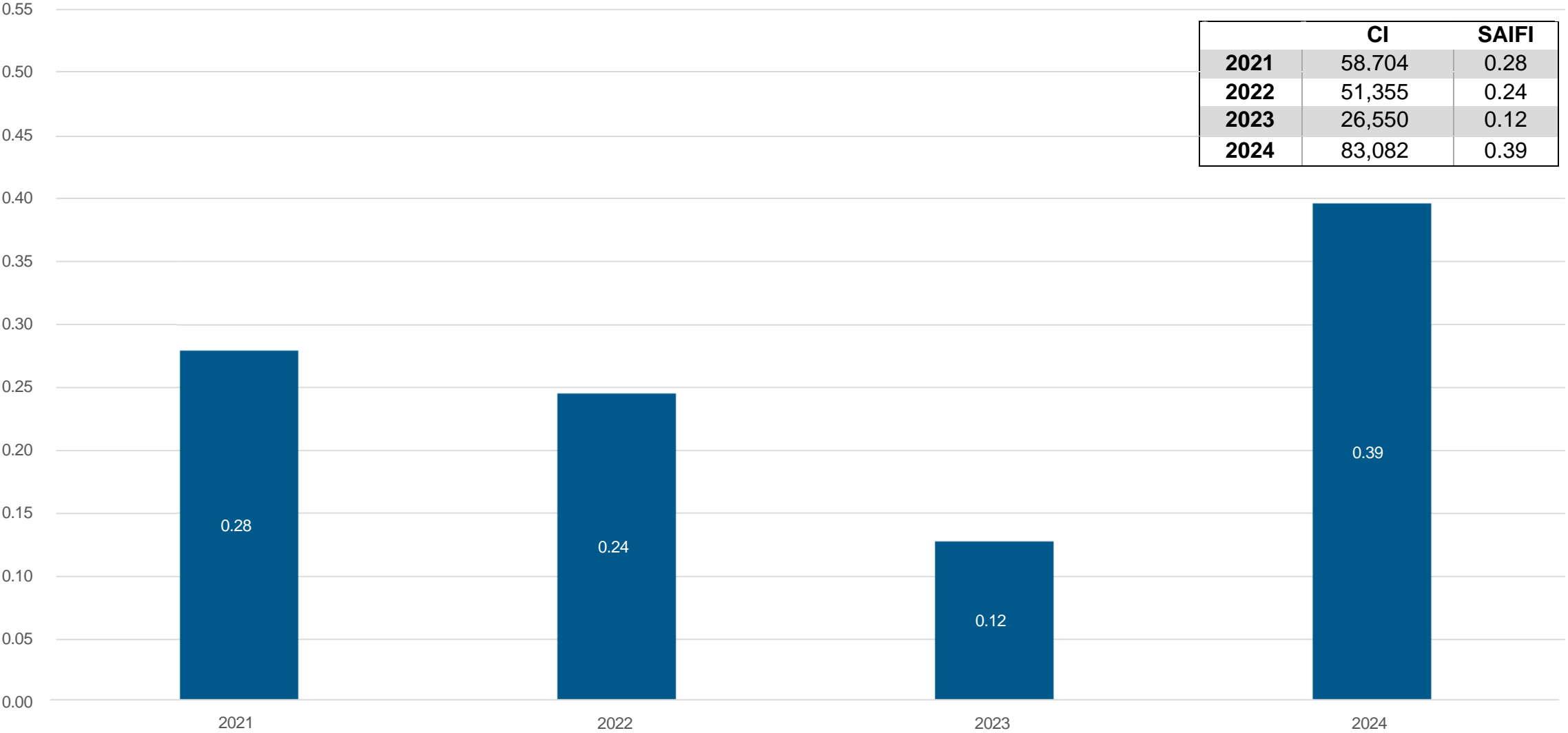


TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR  
YTD Fourth Quarter 2024 with Prior YTD Fourth Quarter Comparisons  
Excludes Scheduled and Emergency Switching





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



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

