

RESOLUTION

NO. R-25-405

CITY HALL: July 24, 2025

**BY: COUNCILMEMBERS MORRELL, MORENO, GIARRUSSO, HARRIS, KING,
GREEN AND THOMAS**

**IN RE: ENTERGY NEW ORLEANS, LLC LOAD SHED PROTOCOLS AND ALL
EVENTS AND DECISIONS RELATED TO THE FEBRUARY 2021 WINTER STORM
URI EVENT**

UD-21-01

**RESOLUTION AND ORDER REQUIRING ENTERGY NEW ORLEANS TO DEVELOP
AND SUBMIT AN EMERGENCY COMMUNICATION PLAN PURSUANT TO THE
COUNCIL UTILITY ADVISORS' REPORT**

WHEREAS, pursuant to the Constitution of the State of Louisiana and the Home Rule Charter of the City of New Orleans ("Charter"), the Council of the City of New Orleans ("Council") is the governmental body with the power of supervision, regulation, and control over public utilities providing service within the City of New Orleans; and

WHEREAS, Entergy New Orleans, LLC ("ENO" or "the Company") is a public utility providing electric service to all of New Orleans; and

WHEREAS, ENO is a wholly owned subsidiary of Entergy Utility Holding Company, LLC, and is an affiliate of four other Entergy operating companies, Entergy Arkansas, LLC, Entergy Louisiana, LLC, Entergy Mississippi, LLC, and Entergy Texas, Inc. ENO is also an affiliate of Entergy Services, LLC; and

WHEREAS, during the period of February 13-17, 2021, Winter Storm Uri impacted North America resulting in over 170 million Americans being placed under various winter weather alerts

across the country and caused blackouts for over 9.7 million people in the U.S. and Mexico, including in New Orleans (“Winter Storm Event”); and

WHEREAS, during the Winter Storm Event, the Midcontinent Independent System Operator (“MISO”) issued several warnings regarding strains on the bulk electric system and the potential need to disconnect electric customers or “shed load” to avoid damage to the system; and

WHEREAS, on Tuesday, February 16, at 5:37 p.m., MISO declared a Maximum Generation Emergency Event Step 2c effective from 5:35 p.m. to midnight, Wednesday, February 17, and directed utilities to implore customers to conserve energy to prepare to shed load; and

WHEREAS, at 6:53 p.m. on Tuesday, February 16, MISO directed a “pro rata load shed,” and in an email sent to Councilmembers at 7:35 p.m., ENO advised that it was responsible for shedding 26MW of load, which resulted in more than 25,000 ENO customers losing power (the Shed Event”); and

WHEREAS, ENO did not provide information about the outages to the public until 8:41 p.m., just before the Shed Event ended. Similarly, ENO did not provide information to the Council until the Shed Event was well underway; and

WHEREAS, after the Shed Event, Chair Moreno directed the Council’s Utility Advisors (“the Advisors”) to conduct a forensic investigation into ENO and its response to the Shed Event including the lack of sufficient warnings and real-time information during and after the event; and

WHEREAS, subsequently the Council adopted Council Resolution No. R-21-151 initiating a prudence investigation and directing the Advisors to create a public report on their findings; and

WHEREAS, the Advisors conducted a comprehensive investigation and filed their report with the Council in November 2021; and

WHEREAS, the Advisors’ report found that there were both technical and communications deficiencies by ENO that impacted the Shed Event, in particular, communications before, during, and after the event; and

WHEREAS, the Advisors specifically found that ENO lacked independent control over its communications because ENO communications services are included as part of a shared services agreement between ENO and Entergy Services, LLC. As a result, communications before, during, and after the Shed Event did not include information specific to ENO customers and ENO did not provide customers or the Council with any helpful information until minutes before the Shed Event ended; and

WHEREAS, the Advisors’ report provided recommendations to ameliorate the communications deficiencies noted in the report including the development of an ENO-specific emergency communication plan (“Advisors’ Recommendations”); and

WHEREAS, on May 25, 2025, MISO ordered a load shed to ENO pursuant to a Transmission System Emergency, which resulted in more than 50,000 ENO customers losing power for several hours (“Transmission Event”); and

WHEREAS, the Council and other regulators are investigating this Transmission Event, including issues related to poor communications potentially by both MISO and ENO, causing the Council to initiate a process to implement the Advisors’ Recommendations as to ENO; **NOW THEREFORE**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That ENO is directed to develop and present for Council approval an ENO operating company specific emergency communications plan (“ECP”) that provides for specific timing and forms of communications to ENO customers independent of information provided by Entergy Services,

LLC and/or related to other Entergy operating companies. The Council further directs that the ECP be simple and concise enough to assure that ENO customers receive New Orleans-centric emergency information in a timely, understandable, and useful manner. The ECP shall provide for distribution of information through all available channels of communication used by customers to assure mass availability without putting the burden on the customer to seek it out. The ECP shall also provide for rapid, interactive, real-time dissemination of information to each Councilmember and CURO before, during, and after an emergency event subject to the ECP.

BE IT FURTHER RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That ENO is also directed to work with MISO and other relevant organizations (e.g., Organization of MISO States (“OMS”) and Entergy Regional State Committee) to assure that MISO has emergency communication protocols in place for MISO-related emergencies to assist ENO in executing its obligations under the ENO emergency communication plan once adopted.

BE IT FURTHER RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That ENO is directed to submit the ECP to CURO and the Advisors no later than September 5, 2025.

THE FOREGOING RESOLUTION WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF, AND RESULTED AS FOLLOWS:

YEAS: Giarrusso, Green, Harris, Moreno, Morrell, Thomas - 6

NAYS: 0

ABSENT: King - 1

AND THE RESOLUTION WAS ADOPTED.

THE FOREGOING IS CERTIFIED
TO BE A TRUE AND CORRECT COPY



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