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November 28, 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

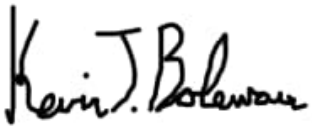
Dear Clerk of Council:

Attached please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2025 through September 30, 2025, which is being filed in the above-referenced docket pursuant to Ordering Paragraph 6 of Council Resolution 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 R-21-153, dated May 6, 2021.

ENO submits this filing electronically and requests that you file this submission in accordance with Council regulations.

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

Sincerely,



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, 2025, THROUGH SEPTEMBER 30, 2025

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 (4) 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 2025 report provides, in summary form, information regarding customer interruptions experienced from January 1, 2025, through September 30, 2025.

2. Distribution Reliability Performance

From January 1, 2025, through September 30, 2025, there were 252,560 distribution-related customer interruptions. Among the customer interruptions in the reporting period, the highest contributing outage categories included equipment, lightning, vegetation, and scheduled interruptions. 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.

When comparing Q3 to the previous quarter of 2025, ENO's Q3 highest contributing outage categories were lightning, equipment-related, and vegetation as opposed to Q2 highest contributing categories, which were equipment-related, vegetation, and scheduled interruptions. Regarding scheduled interruptions, ENO continues to work to improve our reliability performance while balancing planned maintenance that impacts our customers.

Lightning and Equipment Related Outages:

Lightning

Weather was a primary factor resulting in an increase in ENO's equipment-related outages. Lightning poses significant and sometimes unapparent risks to the utility system and can cause damage to equipment including insulator degradation, line/wire-breakage, wire "slapping," and sleeve and arrestor malfunction. Such damage from repeated lightning strikes on ENO's equipment can lead to future equipment-related outages, including the potential for an interruption on a subsequent fair-weather day. ENO experienced 131 lightning-related customer interruptions in Q1, 12,314 in Q2, and 28,400 in Q3.

In the third quarter of 2025, New Orleans experienced significant thunderstorm activity that caused damage and service interruptions. In addition to (or in conjunction with) damaging thunderstorms, from January through September 2025, lightning was particularly impactful. During this period, New Orleans experienced over 79,000 lighting strikes, which is an increase of approximately 62% as compared to the same period in 2024, as illustrated in the table below – causing both immediate and latent equipment damage.

# Lightning Strikes (Jan-Sep)			
District	2024	2025	**Percentage Increase**
District A	5,227	6,937	33%
District B	4,214	5,137	22%
District C	7,860	11,246	43%
District D	4,087	12,861	215%
District E	27,580	42,975	56%
Total	**48,968**	79,156	**62%**

The following dates reveal significant customer interruptions due to weather, including lightning:

- July 2nd resulted in approximately 2,998 customer interruptions as a result of weather;
- July 14th resulted in approximately 5,033 customer interruptions as a result of two (2) lightning-related incidents;
- July 23rd resulted in approximately 7,010 customer interruptions as a result of three (3) lightning-related incidents;
- July 30th resulted in approximately 1,880 customer interruptions as a result of lightning-related incidents;
- August 15th resulted in approximately 2,195 customer interruptions as a result of weather; and
- September 24th resulted in approximately 2,253 customer interruptions as a result of lightning.

Equipment

With regard to equipment, ENO experienced 54,142 equipment-related interruptions in Q1, 40,468 in Q2, and 26,251 in Q3. When comparing equipment-related interruptions between Q3 and Q2, there was a 35% decrease.

Of specific note, approximately 10% of customer interruptions during the reporting period were attributable to emergency switching (~0.5%) and scheduled interruptions (~9.5%). 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. The 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.

Vegetation Related Outages:

Vegetation caused approximately 25,777 customer interruptions YTD. ENO experienced 6,162 vegetation related interruptions in Q1, 11,673 in Q2, and 7,942 in Q3. In the majority of the vegetation outages, tree limbs were the root cause. As stated in the previous section, weather events have both an immediate (non-fair day events) and delayed (fair day events) effect on vegetation that causes power disruptions.

- July 10th resulted in approximately 867 customer interruptions as a result of a tree/limb growing inside of a right of way;
- July 30th resulted in approximately 942 customer interruptions as a result of an overhanging limb;
- September 2nd resulted in approximately 3,033 customer interruptions as a result of a tree/limb growing inside of a right of way; and
- September 6th resulted in approximately 1,289 customer interruptions as a result of a tree/limb growing inside of a right of way.

With regard to vegetation mitigation, the Company continues to look for ways to prevent these outages by shortening trim cycles and partnering with the City of New Orleans' Department of Parks and Parkways to explore creative solutions to address vegetation challenges. However, New Orleans' 4-feet trimming standard is more restrictive than the 8-feet standard applied elsewhere in Louisiana, creating unique challenges. The Company continues to focus on communications with customers and stakeholders about the importance of safe trimming around power lines. We continue to work with them to find opportunities to enhance our routine aggressive trim cycle along with cases where immediate attention is needed to address an after-the-fact power outage or in the near future outage disruption due to evidence of tree engagement with our electrical system. Also, we continue our communication awareness efforts with customers and stakeholders about the importance of safe trimming around power lines.

3. Transmission Reliability Performance

In the third quarter, ENO experienced four (4) transmission-related outages that resulted in 7,970 customer interruptions. The highest contributing transmission-related outage categories for the third quarter were Foreign Objects - Mylar balloons and equipment-related, as set forth below.

- August 8th resulted in approximately 5,336 customer interruptions as a result of a mylar balloon; and

- September 21st resulted in approximately 1,708 customer interruptions as a result of equipment.

There were no substation arrestor-related outages in the third quarter. Part of ENO's asset management plan includes the replacement of all identified substation arrestors by the end of 2026. Starting in January of 2025, there were 127 substation feeder bays[1] requiring arrestors to be replaced. As of September 30, 2025, sixty (60) have been replaced.

ENO is continuing to work its larger asset management plan to replace 486 identified substation arrestors by 2026.

[1] Each substation feeder bay has three (3) arrestors.

Entergy New Orleans

Customer Interruptions YTD Report (Q3 2025)

DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

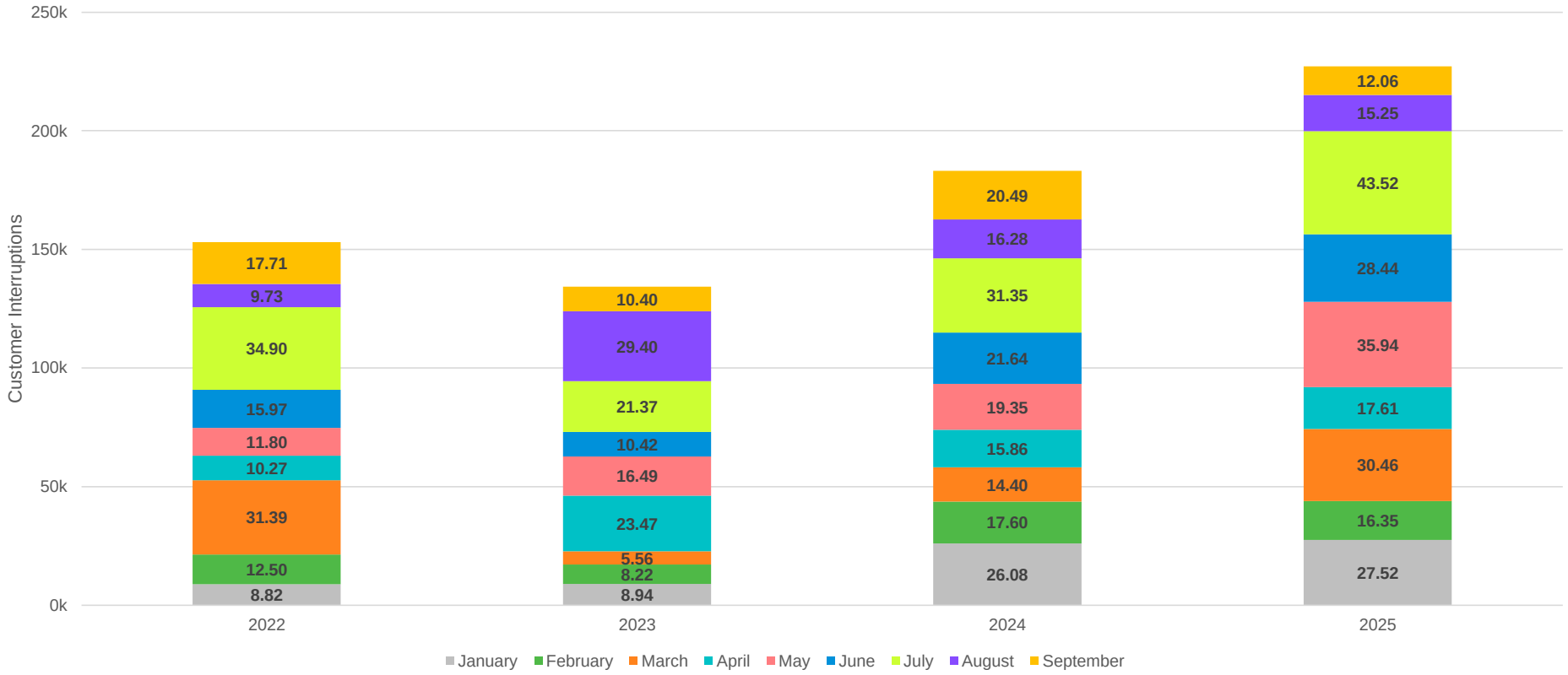
	2022	2023	2024	2025
Animal	2,247	5,524	4,448	8,744
Emergency Switching	9,688	10,643	11,979	1,330
Equipment	81,416	60,676	92,043	120,861
Foreign Trouble	232	1	1	194
Human Error	1,477	3,450	2,780	288
Lightning	13,879	21,845	15,824	40,845
Other	24,046	14,020	16,230	12,958
Public Inflicted Damage	17,393	16,729	13,417	17,482
Scheduled Interruption	40,120	35,756	19,528	24,081
Vegetation	12,402	12,030	38,305	25,777
Grand Total	**202,900**	**180,674**	**214,555**	**252,560**

 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION CUSTOMER INTERRUPTIONS:
QUARTERLY COMPARISON WITHIN OUTAGE CAUSE CATEGORIES
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons
Excludes Scheduled and Emergency Switching



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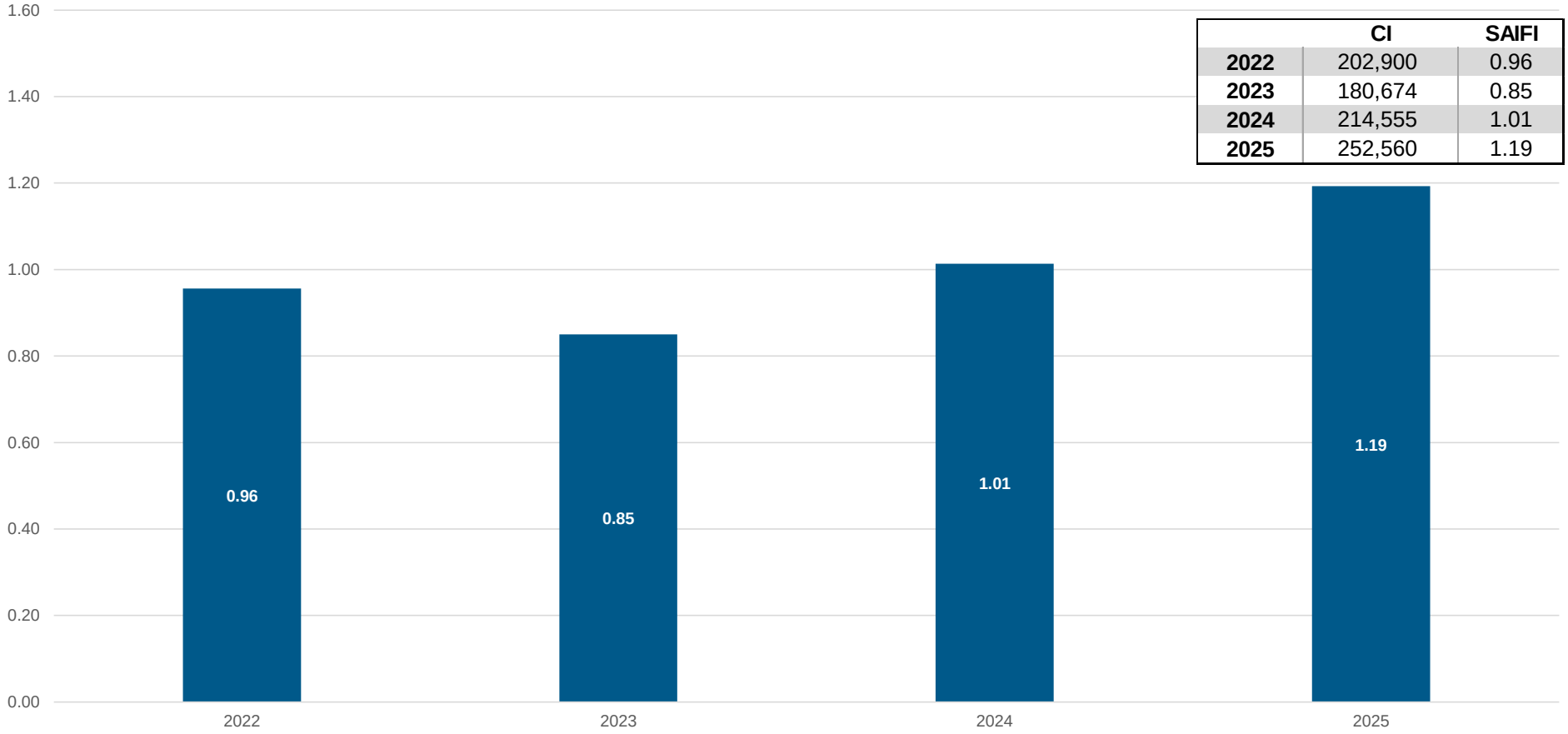
DISTRIBUTION SAIFI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



	CI	SAIFI
2022	202,900	0.96
2023	180,674	0.85
2024	214,555	1.01
2025	252,560	1.19

 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

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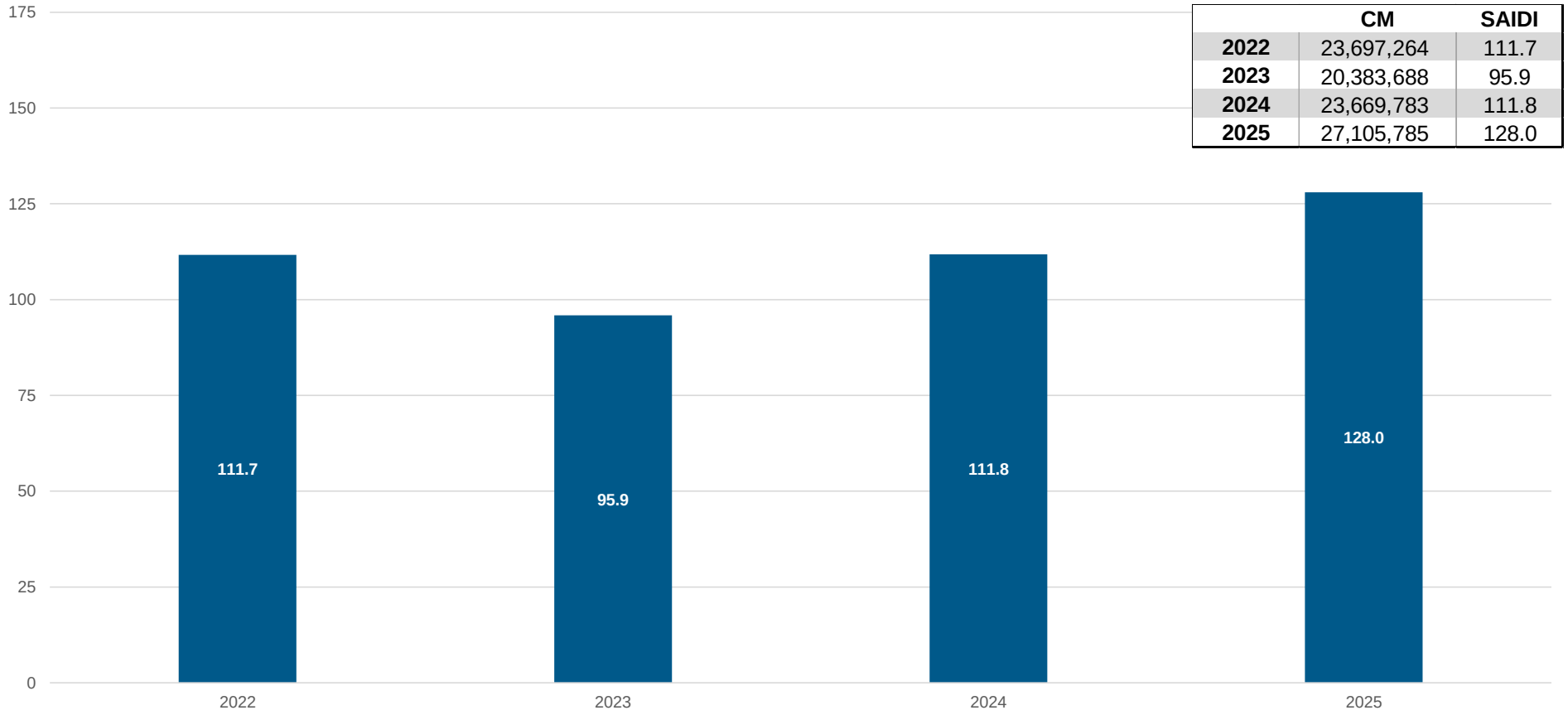
DISTRIBUTION SAIDI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



	CM	SAIDI
2022	23,697,264	111.7
2023	20,383,688	95.9
2024	23,669,783	111.8
2025	27,105,785	128.0

 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

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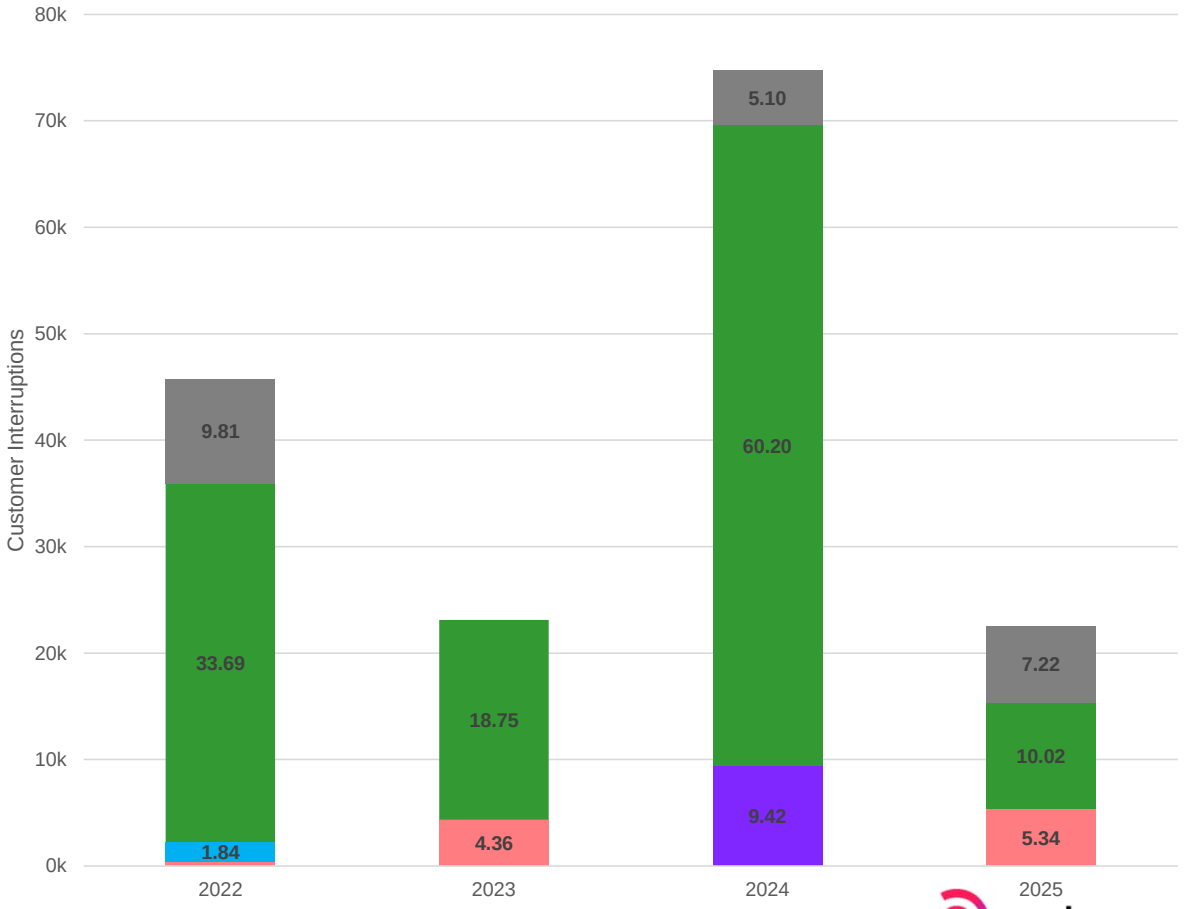
TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

	2022	2023	2024	2025
Animal	9,809	0	5,103	7,220
Equipment	33,688	18,747	60,196	10,018
Human Error	1,835	0	0	0
Other	433	4,359	0	5,336
Public Inflicted Damage	0	0	9,421	0
Scheduled Interruption	0	0	0	3
Grand Total	**45,765**	**23,106**	**74,720**	**22,577**



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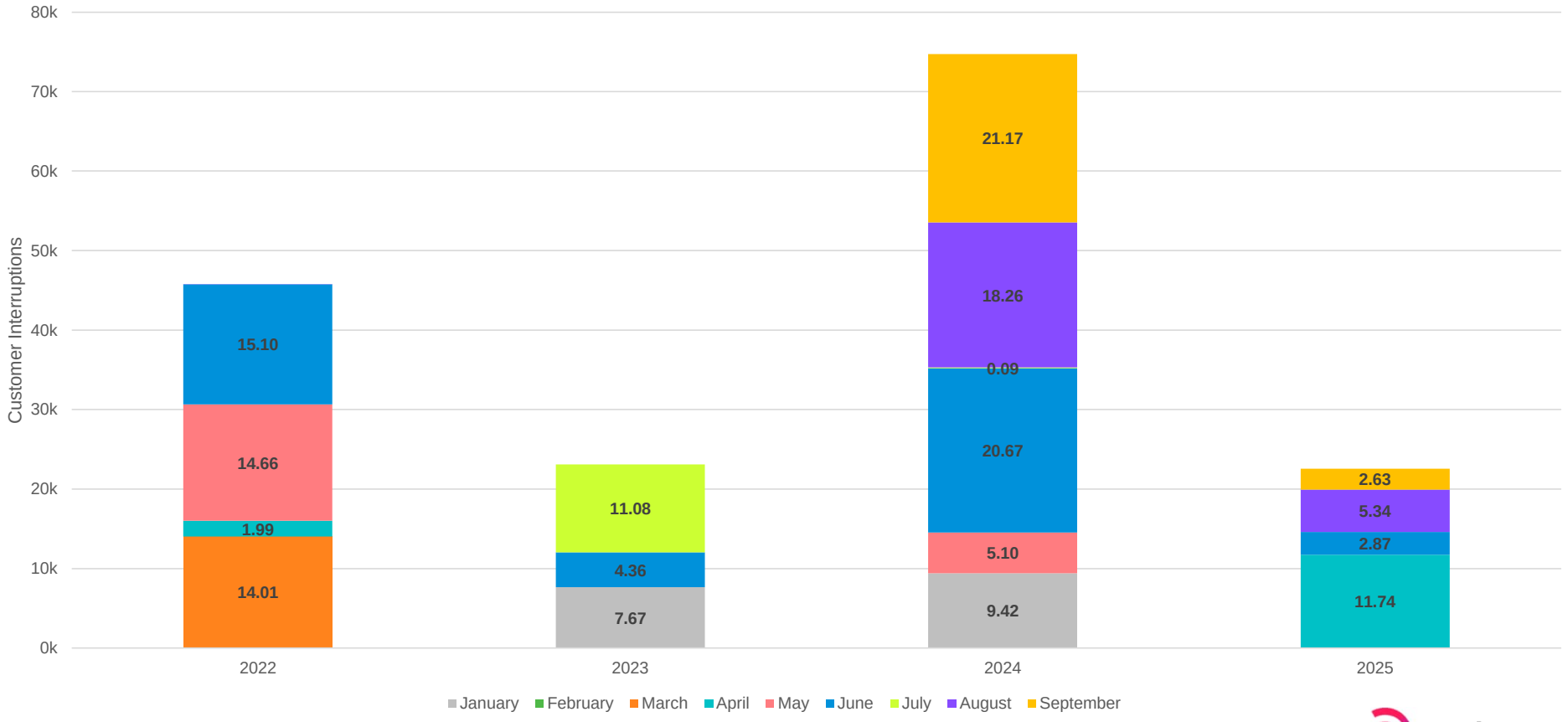
TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons
Excludes Scheduled and Emergency Switching



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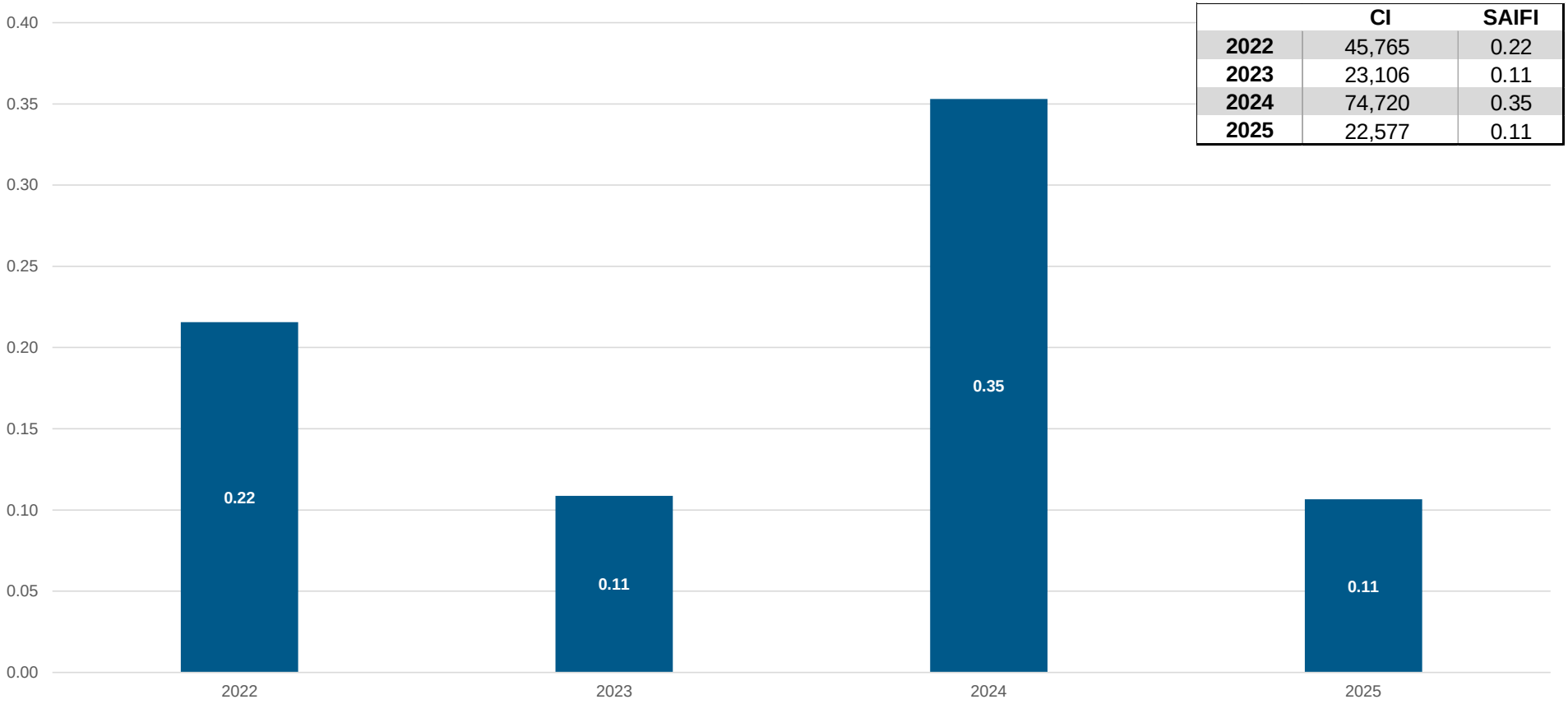
TRANSMISSION SAIFI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



	CI	SAIFI
2022	45,765	0.22
2023	23,106	0.11
2024	74,720	0.35
2025	22,577	0.11

 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

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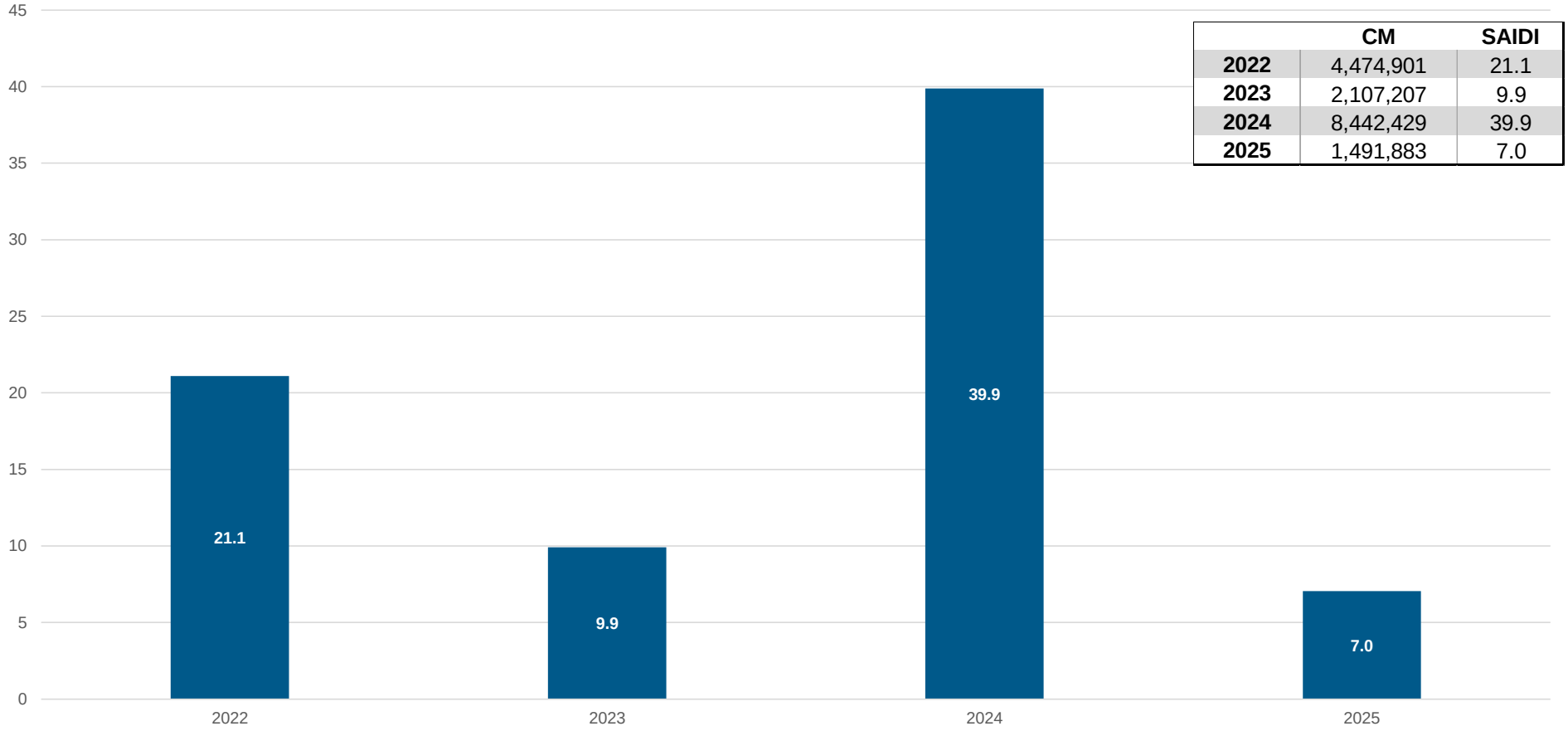
TRANSMISSION SAIDI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



	CM	SAIDI
2022	4,474,901	21.1
2023	2,107,207	9.9
2024	8,442,429	39.9
2025	1,491,883	7.0

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CNO Docket UD-17-04

Entergy New Orleans, LLC's Third Quarter Customer Interruptions Report – Outage Data_HSPM

HIGHLY SENSITIVE PROTECTED MATERIAL

ADVISORS ONLY

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NOVEMBER 28, 2025