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February 27, 2026

Via Electronic Delivery

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

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

Dear Clerk of Council:

Please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2025 through December 31, 2025, which is being filed in the abovementioned 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 requests that you file this submission in accordance with Council regulations. Moreover, in connection with ENO's filing, confidential and detailed operational information bearing the designation "Highly Sensitive Protected Materials" is being provided to the Council's Advisors pursuant to the terms and conditions of the Official Protective Order adopted in Council Resolution No. R-07-432. Portions of the information included in the filing consist of or reflect competitively sensitive cost and market information, the disclosure of which may present a risk of harm to ENO's customers. In addition, portions of the filing may contain highly sensitive information of third parties to which an obligation of confidentiality is owed.

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

Sincerely,


Regina Bartholomew-Woods

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, 2025, THROUGH DECEMBER 31, 2025**

1. Background

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. Consistent with these obligations, this report provides an overview of ENO’s reliability performance, summarizing customer interruptions (“CIs”) that occurred from January 1, 2025, through December 31, 2025. Enclosed as Attachment 1 is a document entitled “Entergy New Orleans Customer Interruptions YTD Report” (the “2025 CI Report”) which includes a detailed data regarding customer interruptions over the reporting period. Key observations regarding the 2025 CI Report are summarized below.

2. Distribution Reliability Performance

In 2025, ENO’s distribution reliability performance met and exceeded the Council’s minimum distribution reliability performance metrics for both System Average Interruption Frequency Index (“SAIFI”)¹ and the System Average Interruption Duration Index (“SAIDI”).² ENO’s year-end SAIFI was 1.44 compared to the Council’s minimum standard SAIFI metric of 1.53, and its year-end SAIDI was 163.2 compared to the Council’s minimum standard SAIDI metric of 178.2.

It should be noted that although ENO’s 2025 distribution-related CIs exceeded 2024 distribution-related CIs by slightly over 50,000 CIs, overall, 2025 CIs, including transmission-related CIs, were less than 1% above 2024 CIs due to a reduction in transmission-related CIs of approximately 50,000 in 2025 as compared to 2024. This approximate 60% reduction of transmission-related CIs is attributable to reliability initiatives undertaken in 2025 that focused on improving substation reliability. ENO is always striving to improve its reliability performance and reliability metrics through its targeted reliability initiatives supplemented by adjustments during the year as circumstances and experience warrant.

As shown in the attached 2025 CI Report, there were 304,178 distribution-related customer interruptions in calendar year 2025. The 2025 CI Report includes a breakdown of outage causes, which demonstrates that the highest contributing outage categories for distribution-related CIs in Q4 were equipment, lightning, vegetation, and scheduled interruptions. Additional information about each outage category is offered below.

¹ SAIFI is calculated by dividing the total customer interruptions in the year by the total number of ENO customers. If an outage affects 200 customers, for example, this represents 200 customer interruptions. The result of the SAIFI calculation represents the average outages experienced by a customer during the year.

² SAIDI is calculated by dividing the total number of customer outage minutes by the total number of ENO customers. The result represents the average minutes that a customer was out of power during the year.

a. *Equipment*

ENO experienced 133,859 equipment-related CIs in 2025, with 16,097 of those occurring in the 4th Quarter. Equipment-related CIs declined significantly each quarter during 2025, a testament to the work being performed by ENO's reliability team, as discussed below. The highest equipment CIs were related to conductors, crossarms, and poles. ENO believes that some portion of these equipment-related CIs were likely due to the latent effect of lightning strikes near our facilities, particularly in the 3rd quarter.

The 39% reduction in equipment-related outages in Q4 as compared to Q3 can be partially attributed to feeder inspections on several feeders that had experienced performance issues earlier in the year. Those inspections identified several opportunities to proactively replace components likely to lead to downstream outages. In addition to these replacements, the Company also modernized its system by commissioning five new self-healing networks. These self-healing networks create redundancy on the system and minimize the impact to customers when an unplanned outage occurs.

b. *Lightning*

Lightning-related CIs in 2025 increased nearly three-fold over 2024 due to the significant increase in lightning strikes in ENO's service territory as discussed in ENO's 3rd quarter customer interruptions report. In the 4th quarter, lightning-related CIs decreased by 83% compared to the 3rd quarter as severe weather was less destructive than in the 3rd quarter. However, repeated lightning strikes in the vicinity of utility equipment create cumulative, latent stress on poles, conductors, insulators, and protective devices, weakening components over time and increasing the likelihood of downstream outages even after the initial weather event has passed. Even when equipment appears to withstand a storm, repeated lightning strikes – certainly at the levels experienced in ENO's service area – impose hidden stress that degrades components over time, making downstream equipment failures more likely in the days and weeks that follow. By the time a latent outage surfaces, any evidence directly tying the failure to an earlier lightning strike has usually dissipated, leading these events to be coded as equipment-related outages rather than weather-related outages. For further context of the anecdotal relationship between lightning strikes and latent equipment damage, a typical lightning bolt can carry 100 million to 1 billion volts of electricity, deliver 30,000 amps of current, and heat the surrounding air to 50,000 degrees Fahrenheit (5 times hotter than the surface of the sun).

c. *Vegetation*

Vegetation-related CIs in 2025 increased by approximately 2% over 2024; however, vegetation-related outage incidents decreased by 13% as compared to 2024. Approximately 26% of customer interruptions during the 4th quarter of 2025 were vegetation-related, reflecting an 86% increase when compared to the previous quarter. In

particular, the Company observed an increase in vegetation outages in the Uptown and Mid-City areas. The Company conducted a spot trimming program in response to this uptick. ENO plans to continue spot trimming in 2026 in addition to its typical trim cycle. The Company has also engaged with the City's Parks and Parkways Department to discuss the uptick in vegetation-related outages and the associated action plan. Tree trimming personnel occasionally encounter pushback from customers who do not want trees near their property trimmed, even when such trees may be owned by the City and inside the City's right-of-way. In response, the Company has retained a dedicated arborist to help educate customers on the reliability benefits of vegetation trimming and to provide expert guidance ensuring that the trimming techniques used by ENO personnel and contractors support overall tree health.

The City of New Orleans' four-foot trimming standard is more restrictive than the eight-foot standard applied elsewhere in Louisiana, creating unique reliability challenges for ENO and its customers, particularly given the City's lush urban canopy in many areas. The Company continues to focus on communications with customers and stakeholders about the importance of safe trimming around power lines and find opportunities to enhance its trim cycle to identify areas where immediate attention is needed.

d. Scheduled Interruptions

Scheduled interruptions accounted for 35,944 CIs in 2025, an increase of approximately 44% over 2024. The total number of scheduled interruptions in 2025 was 1,299, an approximately 60% increase over 2024, and further testament to the work being performed by the dedicated reliability personnel. Approximately 21% of customer interruptions during the 4th quarter of 2025 were attributable to scheduled interruptions, reflecting a 35% increase when compared to the previous quarter.

Scheduled interruption-related outages are necessary to perform the reliability improvements such as those discussed in the Company's 4th quarter Reliability Project Status Report. Some tasks that may require a planned outage include, for example, setting poles, stringing and handling wires, changing the configuration of the wires on the poles from horizontal to vertical, installing sectionalization devices, and replacing transformers.

The increase in scheduled interruption CIs also reflects planned outages necessary to execute on the Company's Phase I resilience plan. Approximately 23% of the scheduled outages in Q4 were associated with resilience upgrades. Execution of ENO's Phase I resilience plan will extend into 2026, which should be reasonably expected to impact the level of Scheduled Interruption CIs throughout 2026.

While these outages represent a short-term impact on reliability indices, the underlying work is expected to deliver substantial long-term benefits, including reduced outage frequency and duration during major storm events and improved overall system resilience.

The Company continues to engage in ongoing discussions with stakeholders to optimize outage scheduling and minimize customer impacts while advancing these critical reliability and resiliency objectives. The Company also provides advance notice to affected customers through their preferred communication channels.

3. Transmission Reliability Performance

As shown in the attached 2025 CI Report, there were 32,389 transmission-related CIs in 2025 as compared to 83,082 transmission-related CIs in 2024. The 2025 CI Report includes a breakdown of outage causes, which demonstrate that the highest contributing outage categories for transmission-related outages in Q4 were animal-related, equipment-related and Other.

In the 4th quarter, there were two transmission-outages. The first was animal-related--a racoon came into contact with an energized facility and caused a fault. The second incident was coded as “Other” and occurred when the technology in our substation equipment detected an abnormal condition on our system (e.g., when a fault occurs on two feeders at the exact same second). This was not a situation where the equipment failed but rather represents equipment operating as designed to protect against cascading damages. Following these types of interruptions, a substation technician is dispatched to the substation to perform an inspection to ensure the technology operated as designed. The technician will then work with our control center to restore customers back to service if no further substation issues are noted.

In 2025, the Company developed and executed upon a strategic plan for comprehensive replacement of substation arrestors after observing repeated performance issues associated with these devices. ENO plans to complete replacement of all identified substation arrestors by the end of 2026. Since January 2025, 207 of 486 targeted arrestors have been replaced, including 69 in Q4. These efforts have meaningfully improved transmission reliability performance. There were no substation arrestor-related outages during the 4th quarter.



Entergy New Orleans

Customer Interruptions YTD

Report (Q4 2025)



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

2025 CIs Compared to Prior Years' CIs

	2022	2023	2024	2025
Animal	2,787	5,865	5,691	9,584
Emergency Switching	11,425	14,265	13,704	1,569
Equipment	103,235	83,299	105,443	133,859
Foreign Trouble	232	2	1	199
Human Error	1,478	4,046	2,785	3,523
Lightning	15,959	21,862	15,824	46,092
Other	26,983	23,450	20,633	13,903
Public Inflicted Damage	20,502	23,285	21,770	19,015
Scheduled Interruptions	53,086	46,118	24,932	35,944
Vegetation	16,917	19,112	39,693	40,490
Grand Total	252,604	241,304	250,476	304,178

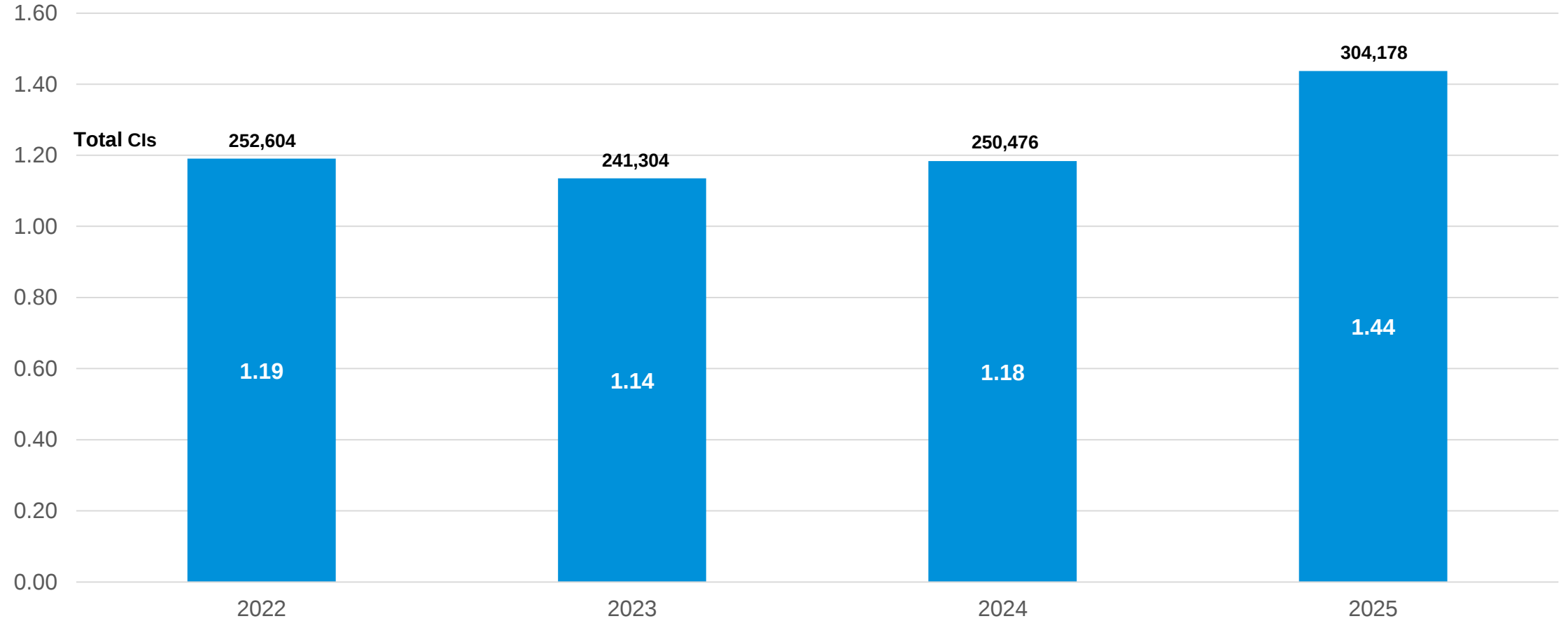


DISTRIBUTION CUSTOMER INTERRUPTIONS:
QUARTERLY COMPARISON WITHIN OUTAGE CAUSE CATEGORIES
2025 by Quarter Compared to 2024 by Quarter

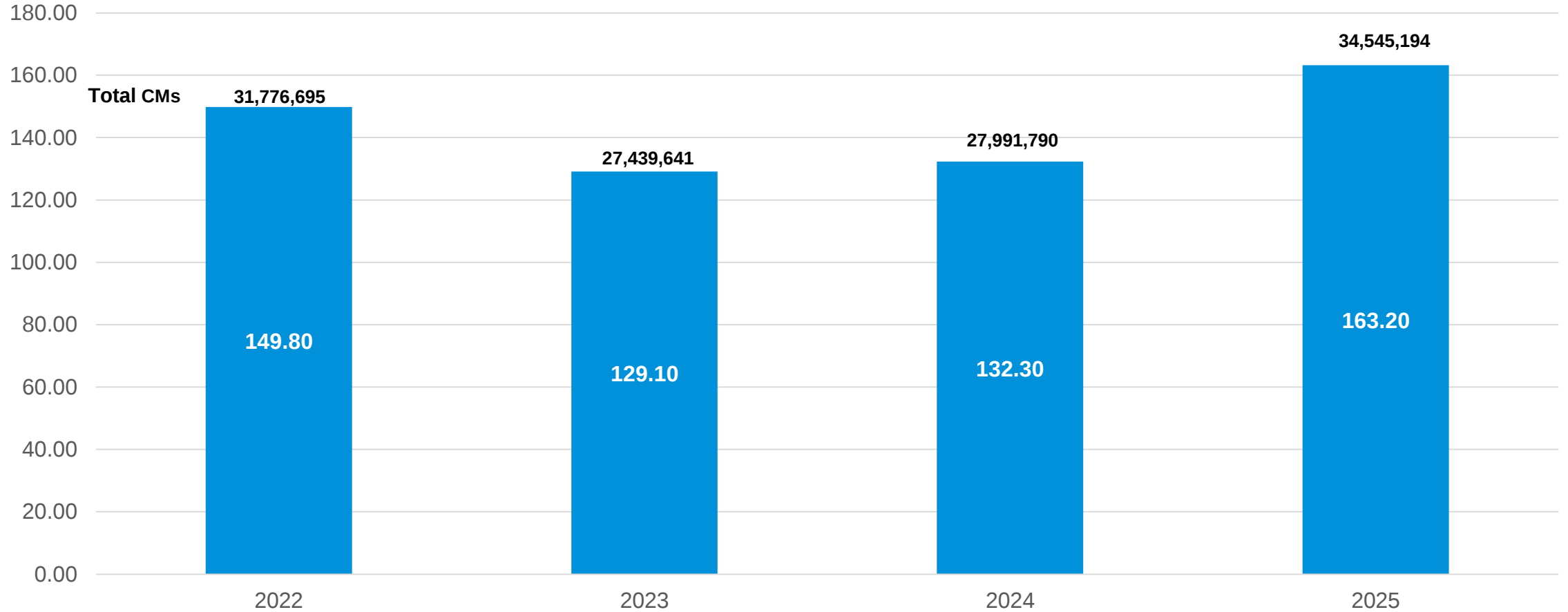


Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION SAIFI 2025 Compared to Prior Years



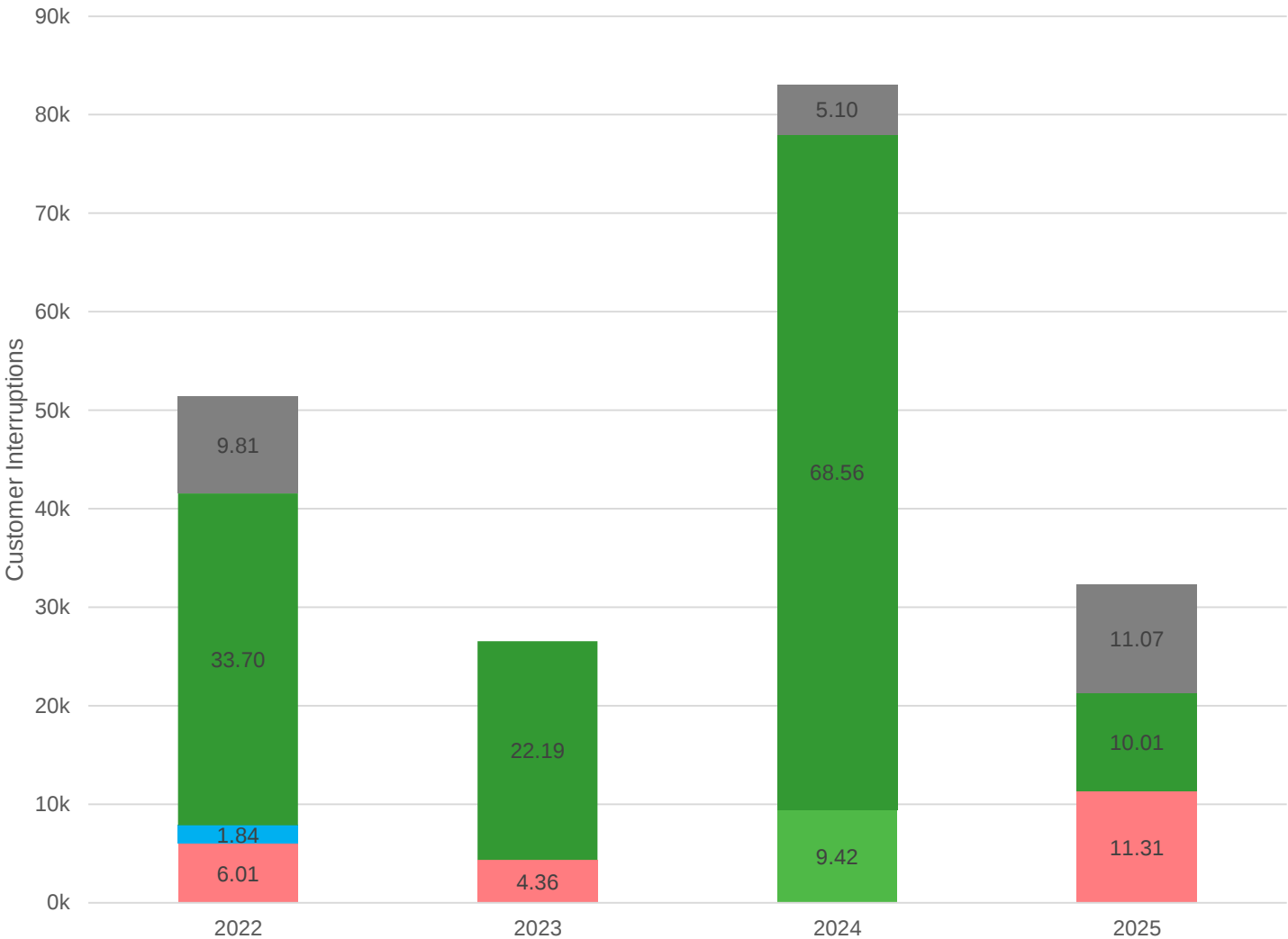
DISTRIBUTION SAIDI 2025 Compared to Prior Years



TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

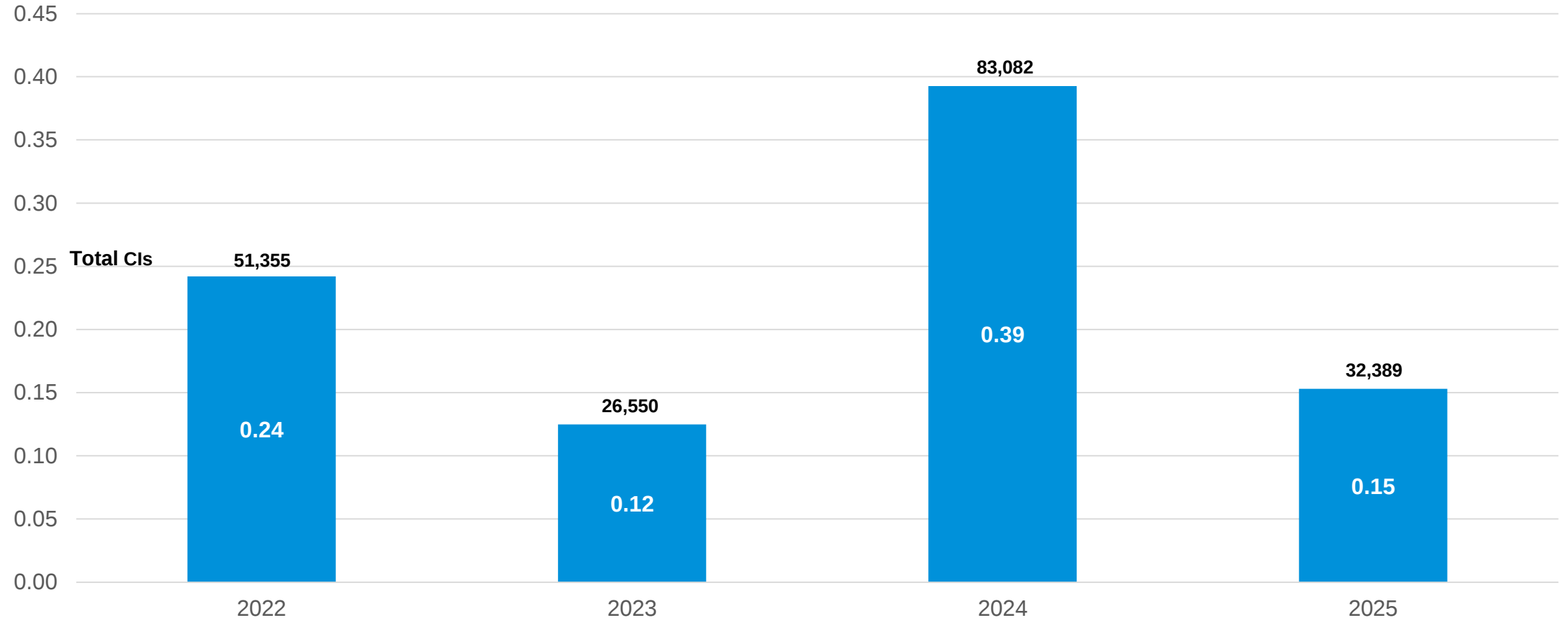
2025 CIs Compared to Prior Years' CIs

	2022	2023	2024	2025
Animal	9,809	0	5,103	11,067
Equipment	33,698	22,191	68,558	10,013
Human Error	1,835	0	0	0
Other	6,012	4,359	0	11,306
Public Inflicted Damage	0	0	9,421	0
Scheduled Interruption	1	0	0	3
Grand Total	51,355	26,550	83,082	32,389

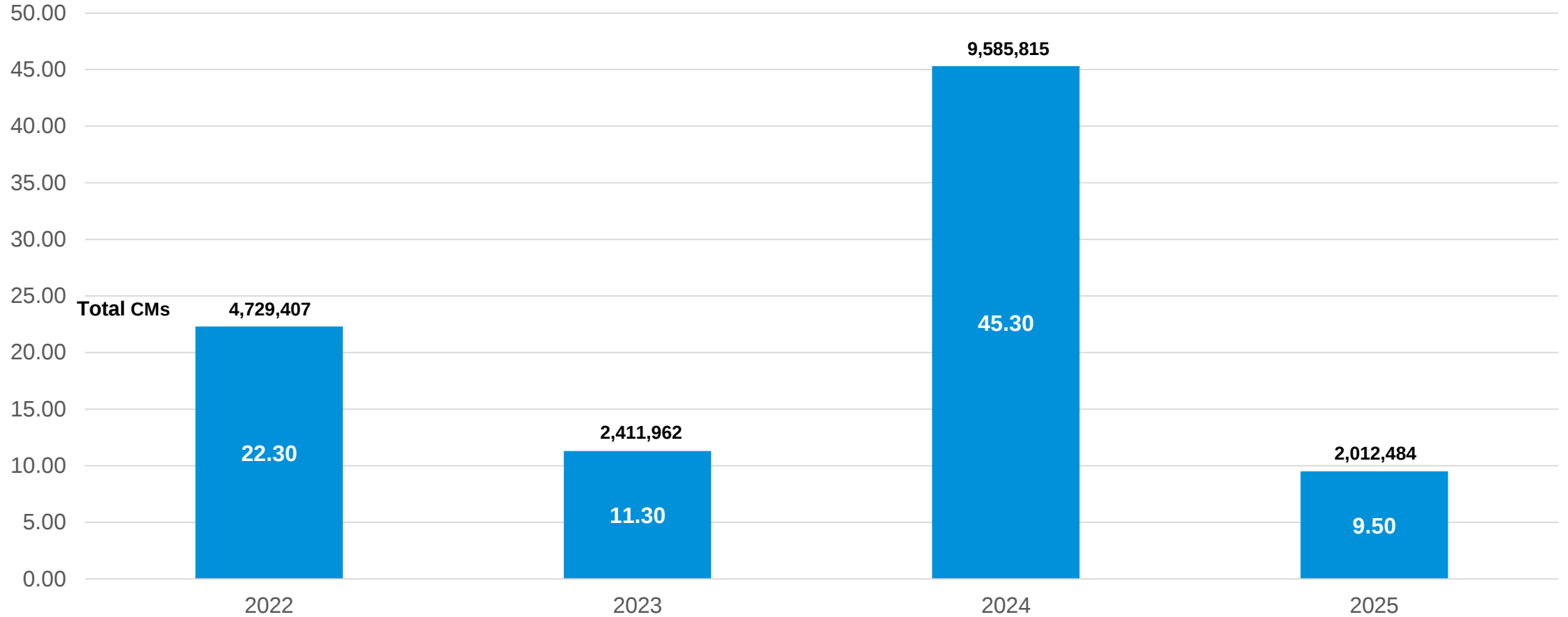


6 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

TRANSMISSION SAIFI 2025 Compared to Prior Years



TRANSMISSION SAIDI 2025 Compared to Prior Years



CNO Docket UD-17-04

ENO Customer Interruptions Report Q4 2025 – Outage Data

**HIGHLY SENSITIVE
PROTECTED MATERIAL**

ADVISORS ONLY

INTENTIONALLY OMITTED

FEBRUARY 27, 2026