

June 1, 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)

Please see attached, Entergy New Orleans LLC's (ENO's) *Quarterly Customer Interruption Report for the period of January 1, 2026, through March 31, 2026*, filed pursuant to Council of the City of New Orleans ("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 for the first quarter of 2026, which includes detailed data regarding outage incidents and corresponding customer interruptions experienced over the reporting period. Key observations regarding the report are summarized below.

1. Distribution Reliability Performance

ENO's distribution reliability performance has improved as compared to last year. Total distribution outage incidents decreased by 39% in the first quarter of 2026 as compared to the first quarter of 2025. Total distribution-related customer interruptions decreased by 13% in first quarter of 2026 as compared to 1st quarter of 2025.

a. Exceptions for Outages Caused by External Events

When evaluating the effectiveness of ENO's reliability programs, it is relevant to distinguish between outages that reflect underlying system performance and those caused by external factors outside the Company's control. Outage events such as vehicle collisions with utility poles, mylar balloon contacts with electrical equipment, and planned outages necessary to safely perform maintenance and system upgrades, do not reflect a failure of the electric system or the effectiveness of ENO's reliability investments.

Planned outages, in particular, are often necessary to complete infrastructure work safely and are intended to improve long-term reliability and resilience for customers. Similarly, outages caused by third-party actions or external events would occur regardless of the condition of the underlying system.

When relevant external outage categories are excluded from the data, distribution outage incidents decreased by 29% and distribution customer interruptions decreased by 33% during the first quarter of 2026 as compared to the first quarter of 2025.¹ This provides a more accurate measure of the effectiveness of ENO's reliability-focused investments and operational programs.

b. Explanation of Equipment-Related Outages & Relevant Mitigation

Equipment-related distribution outage incidents decreased by 50% and equipment-related distribution customer interruptions decreased by 56% in 1st quarter 2026 as compared to first quarter 2025. A quarterly comparison of equipment-related distribution outage incidents and related customer interruptions is provided in the attached report. The report drills down further to demonstrate that equipment-related outages are largely attributable to three equipment types: overhead conductors & connections, poles & support structures, and switches & protection devices.

ENO has taken several steps to address equipment-related vulnerabilities including:

- Using thermal cameras and drones to detect early signs of equipment degradation;
- Conducting pole-by-pole inspections to identify hard to find issues and upgrade system assets, such as the installation of fiberglass crossarms, insulated ground wires, and longer insulators;
- Installation of fault indicators to allow ENO to speed outage restoration; and
- Installation of self-healing networks which reduce customer impacts during an unplanned outage.

These strategies have helped ENO improve and modernize its electric system and improve system performance.

2. Transmission Reliability Performance

ENO experienced three (3) transmission-related outage incidents in the first quarter of 2026. It should be noted that longest transmission-related outage lasted 72 minutes and on average these three outages lasted less than an hour. Additional context for each transmission-related outage and year-to-date transmission reliability performance is provided in the attached report.

Summary

As noted above and in the attached materials, the Company experienced a significant reduction in distribution-related outage incidents and customer interruptions during the first quarter of 2026 as compared to the first quarter of 2025. The Company also observed corresponding declines in equipment-related outages and associated customer interruptions, which suggests that ongoing maintenance, inspection, and repair efforts are contributing positively to overall system reliability.

¹ The Appendix of this report includes a glossary of common distribution equipment and outage causes that includes several "external causes of outages" that are outside the Company's control. In order to provide a more accurate measure of the effectiveness of ENO's reliability-focused investments and operational programs, this chart reflects the removal of outages in the following cause categories: (1) scheduled interruptions, (2) public-induced damage (e.g., vehicles hitting poles) and (3) and mylar balloons.

While transmission-related outages and customer interruptions increased during the first quarter of 2026 relative to the same period in 2025, the average duration of those outages remained below one hour, reflecting effective response and restoration efforts.

ENO remains intensely focused on system reliability and resilience. The Company continues to make strategic investments in infrastructure hardening, targeted maintenance, inspection programs, and operational improvements designed to strengthen system performance and improve the customer experience over the long term.

Sincerely,

A handwritten signature in black ink, appearing to read "Sharonda Williams", with a stylized flourish extending to the right.

Sharonda Williams

SW/jlc

Enclosures

cc: Official Service List UD-17-04 (*electronic mail*)



Entergy New Orleans

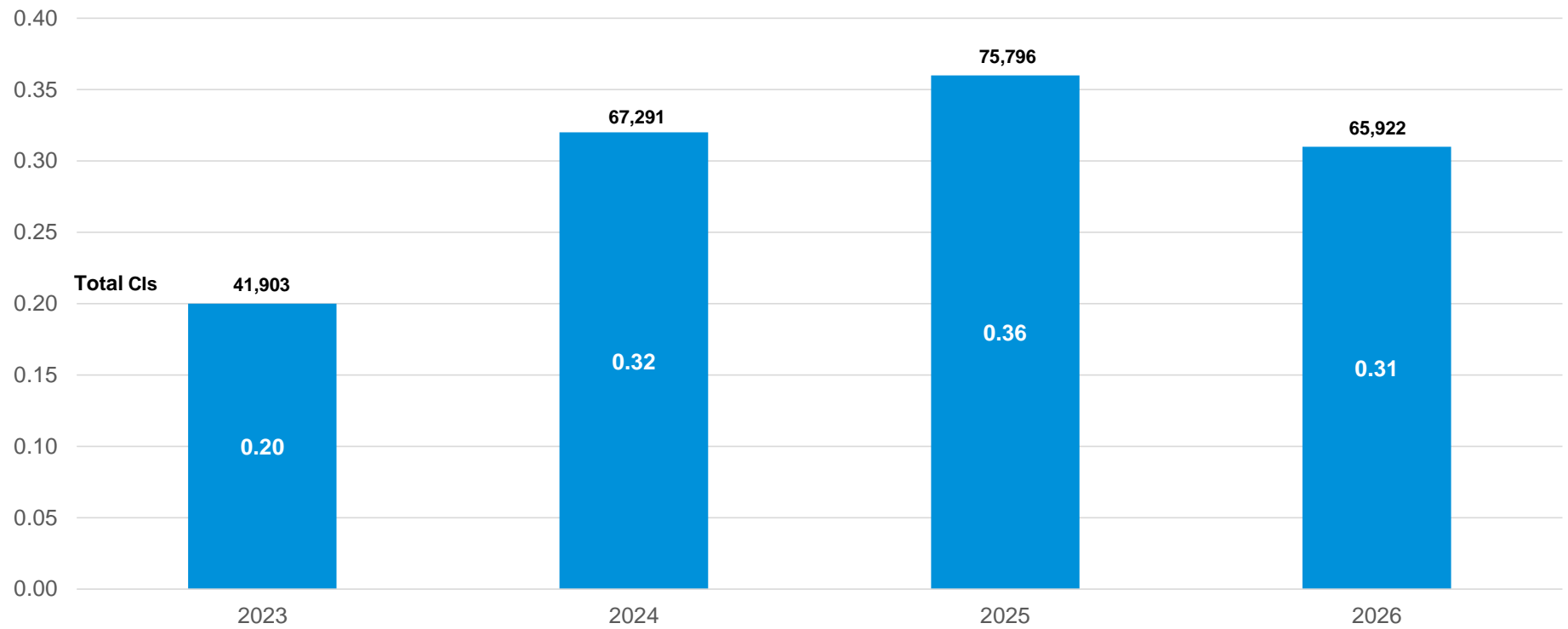
Quarterly Report of Outages and Customer Interruptions

First Quarter 2026



DISTRIBUTION SAIFI / SAIDI

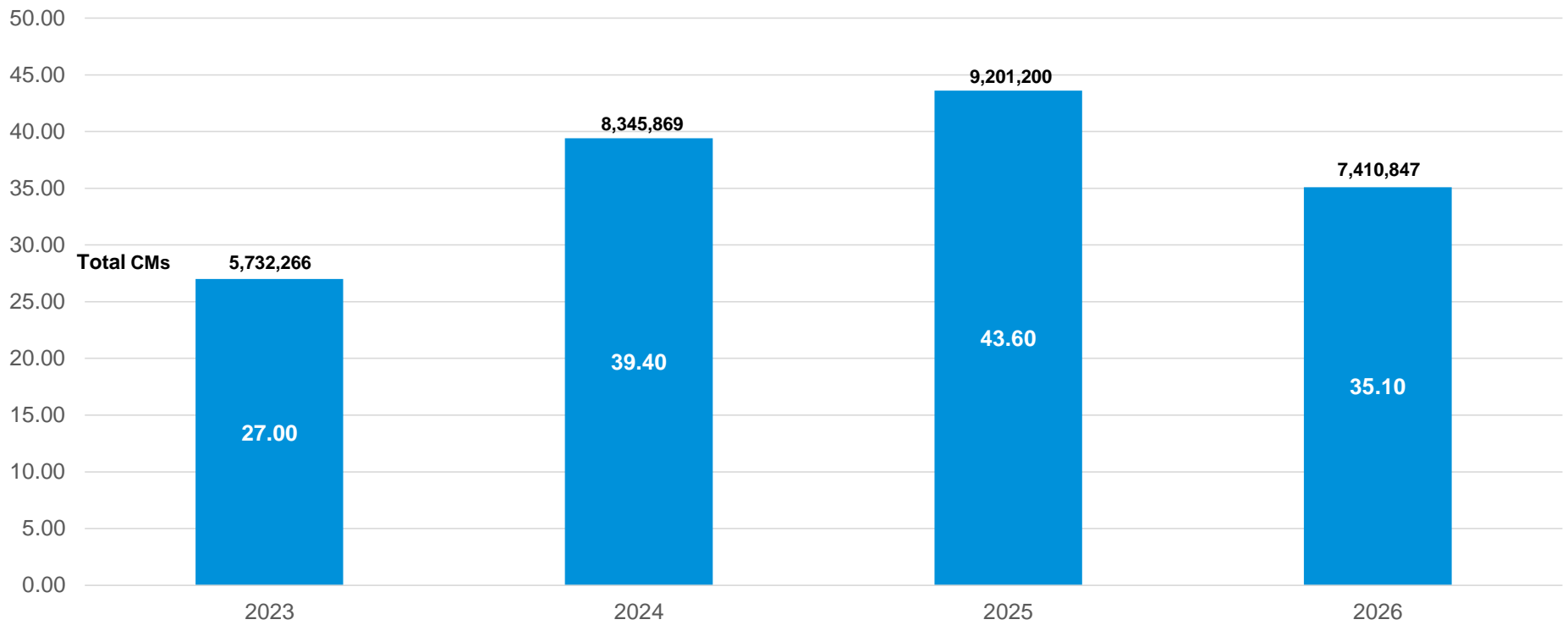
DISTRIBUTION SAIFI Q1 2026 Compared to Q1 of Prior Years



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



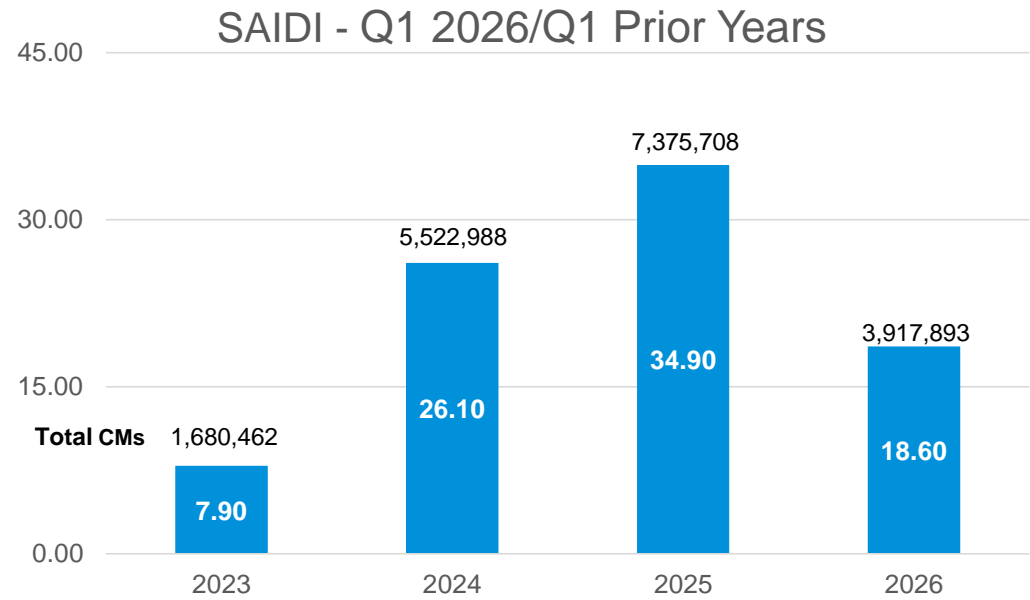
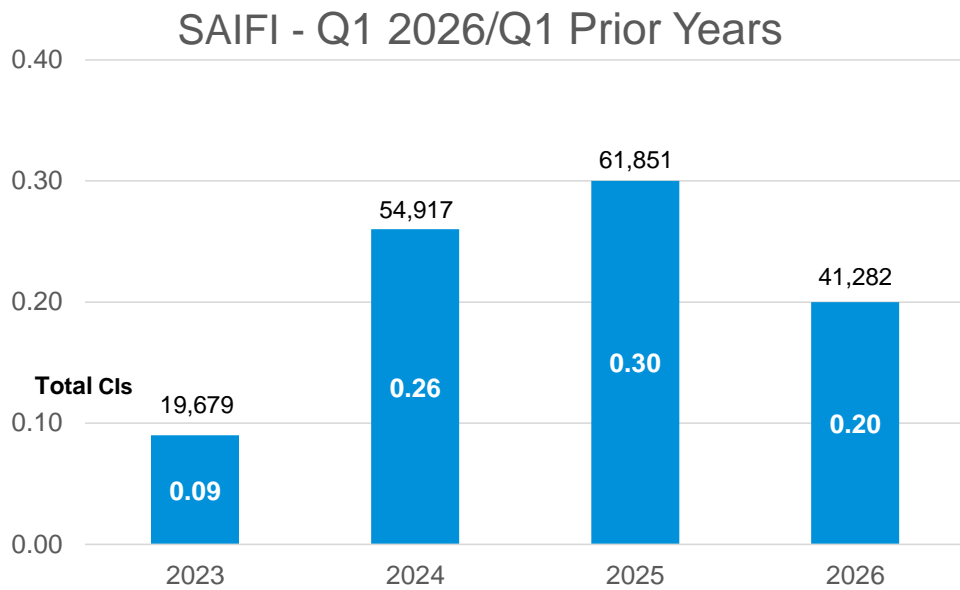
DISTRIBUTION SAIDI Q1 2026 Compared to Q1 of Prior Years



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DISTRIBUTION SAIFI / SAIDI Outages Resulting from External Events Removed

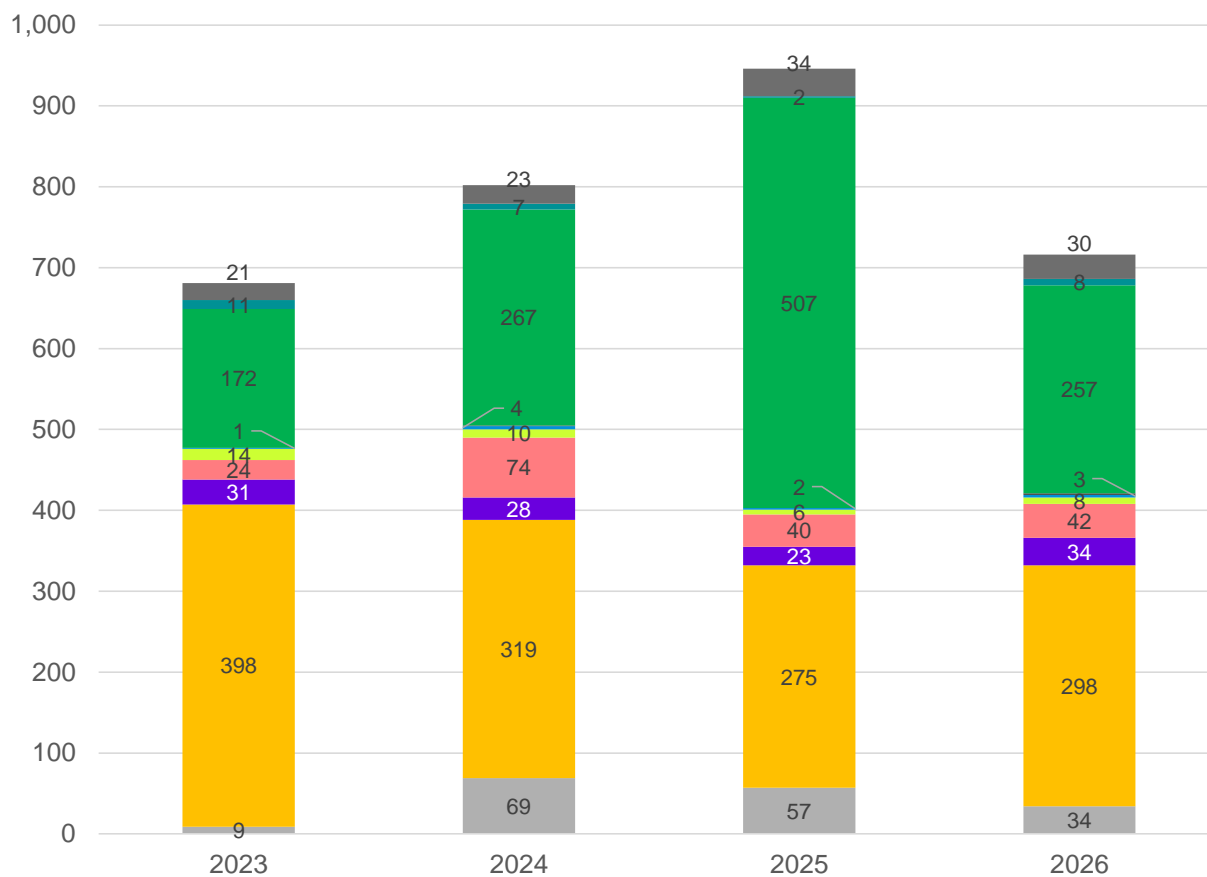


The Appendix of this report includes a glossary of common distribution equipment and outage causes that includes several “external causes of outages” that are outside the Company’s control. In order to provide a more accurate measure of the effectiveness of ENO’s reliability-focused investments and operational programs, this chart reflects the removal of outages in the following cause categories: (1) scheduled interruptions, (2) public-induced damage (e.g., vehicles hitting poles) and (3) and mylar balloons.

DISTRIBUTION OUTAGES

NUMBER OF DISTRIBUTION OUTAGE INCIDENTS BY OUTAGE CAUSE Q1 2026 Outage Incidents Compared to Q1 Outage Incidents of Prior Years

	2023	2024	2025	2026
Animal	21	23	34	30
Emergency Switching	11	7	2	8
Equipment	172	267	507	257
Foreign Trouble	0	1	0	2
Human Error	1	4	2	3
Lightning	14	10	6	8
Other	24	74	40	42
Public Inflicted Damage	31	28	23	34
Scheduled Interruptions	398	319	275	298
Vegetation	9	69	57	34
Grand Total	681	802	946	716

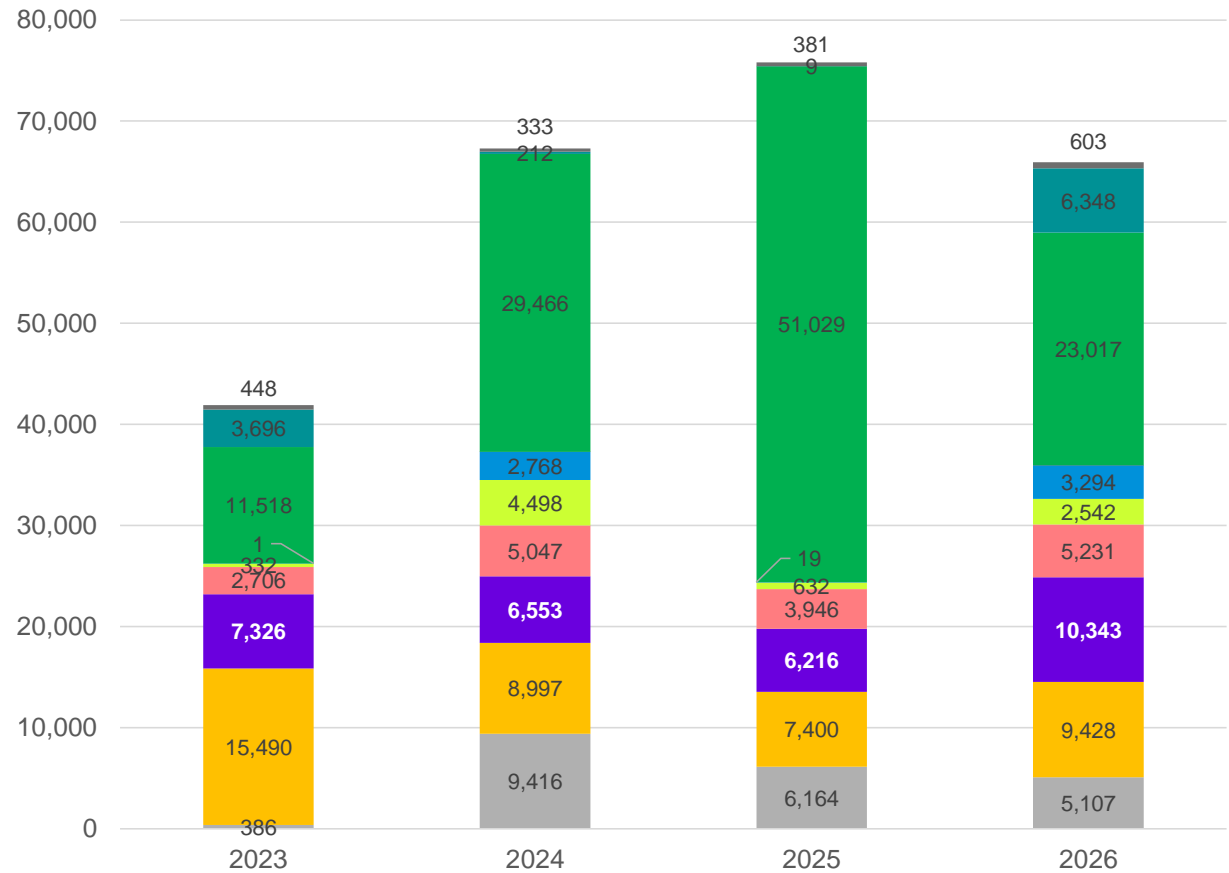


7 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

Q1 2026 CIs Compared to Q1 CIs of Prior Years

	2023	2024	2025	2026
Animal	448	333	381	603
Emergency Switching	3,696	212	9	6,348
Equipment	11,518	29,466	51,029	23,017
Foreign Trouble	0	1	0	9
Human Error	1	2,768	19	3,294
Lightning	332	4,498	632	2,542
Other	2,706	5,047	3,946	5,231
Public Inflicted Damage	7,326	6,553	6,216	10,343
Scheduled Interruptions	15,490	8,997	7,400	9,428
Vegetation	386	9,416	6,164	5,107
Grand Total	41,903	67,291	75,796	65,922



8 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 2026 by Quarter Compared to 2025 by Quarter



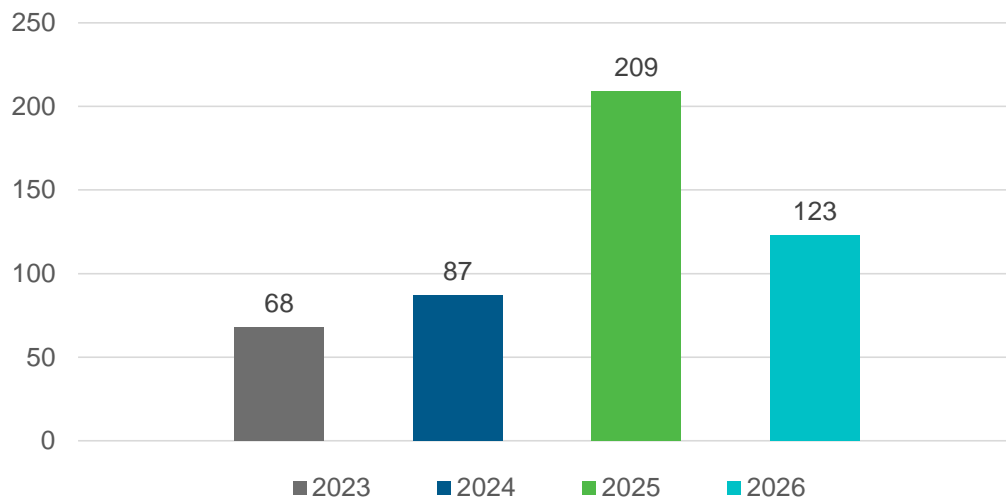
Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



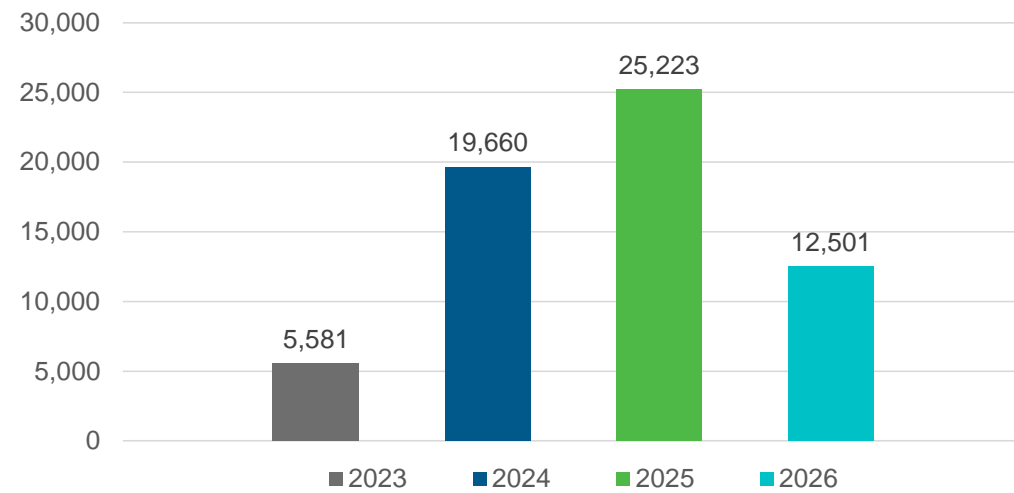
DISTRIBUTION OUTAGE DETAILS

Equipment - Overhead Conductors & Connections

Outage Incidents - Q1 2026/Q1 Prior Years



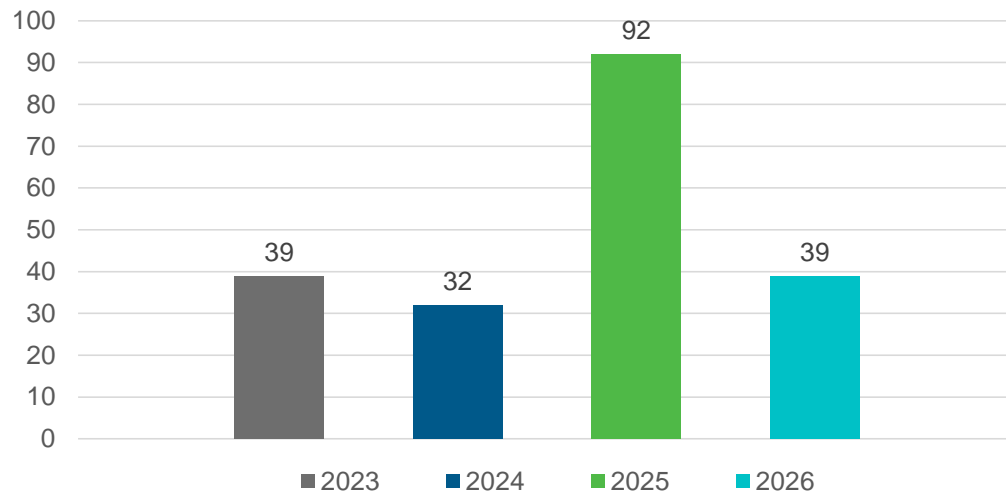
Customer Interruptions – Q1 2026/Q1 Prior Years



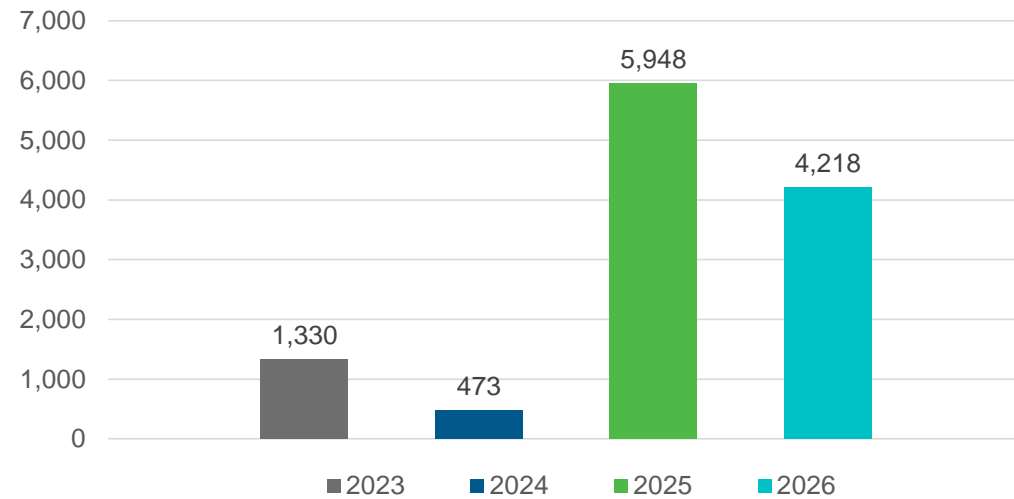
See appendix for category breakdown.

Equipment - Switches & Protection Devices

Outage Incidents - Q1 2026/Q1 Prior Years



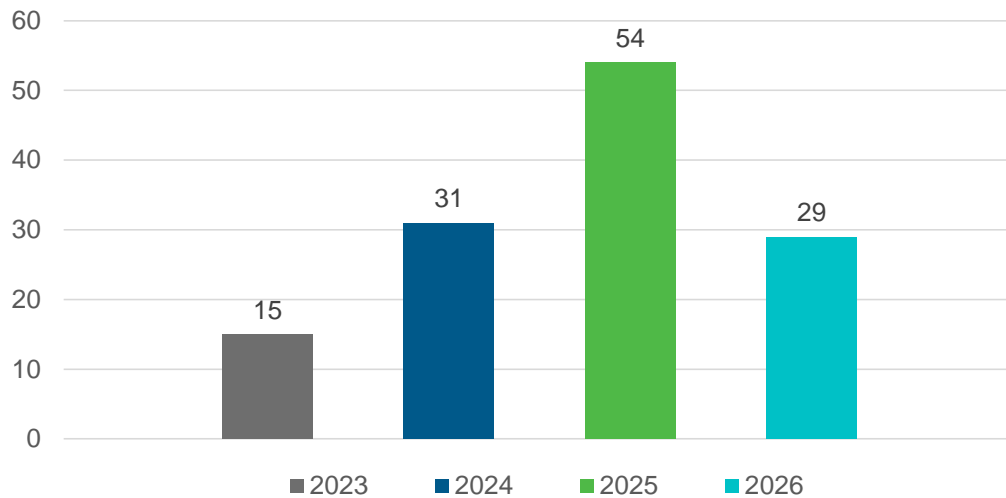
Customer Interruptions – Q1 2026/Q1 Prior Years



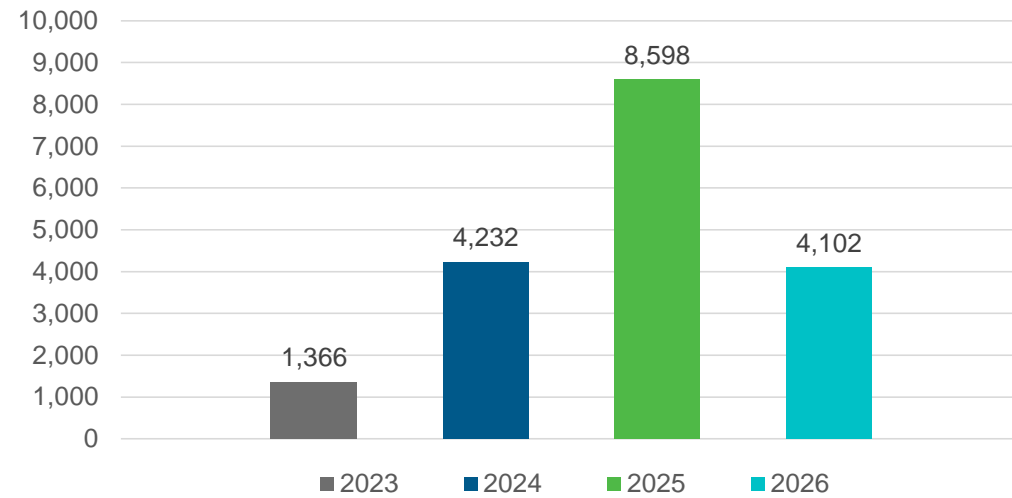
See appendix for category breakdown

Equipment - Pole & Support Structure

Outage Incidents - Q1 2026/Q1 Prior Years



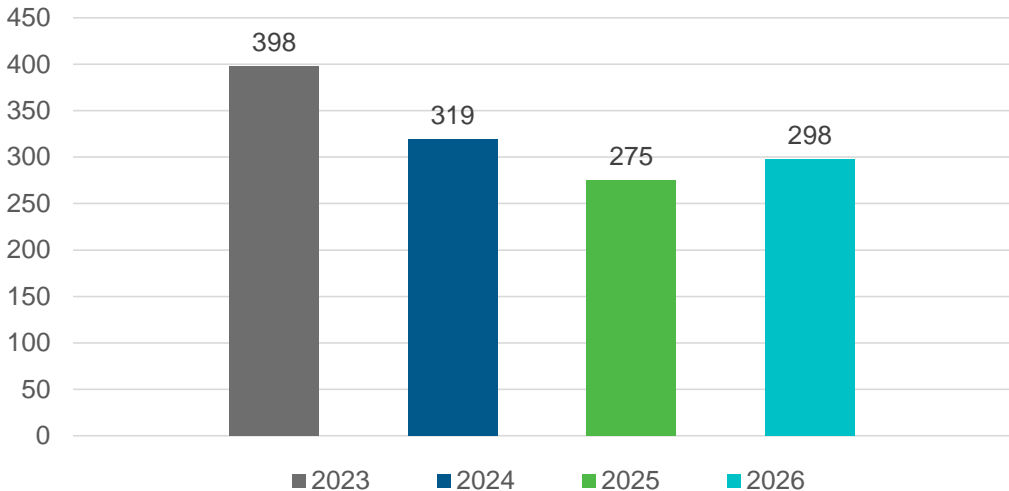
Customer Interruptions – Q1 2026/Q1 Prior Years



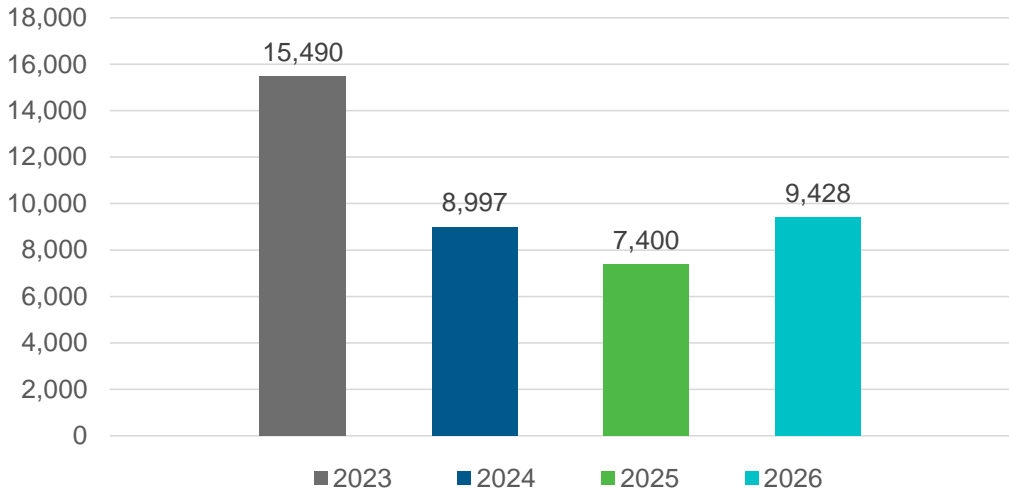
See appendix for category breakdown

Scheduled Interruptions

Outage Incidents - Q1 2026/Q1 Prior Years

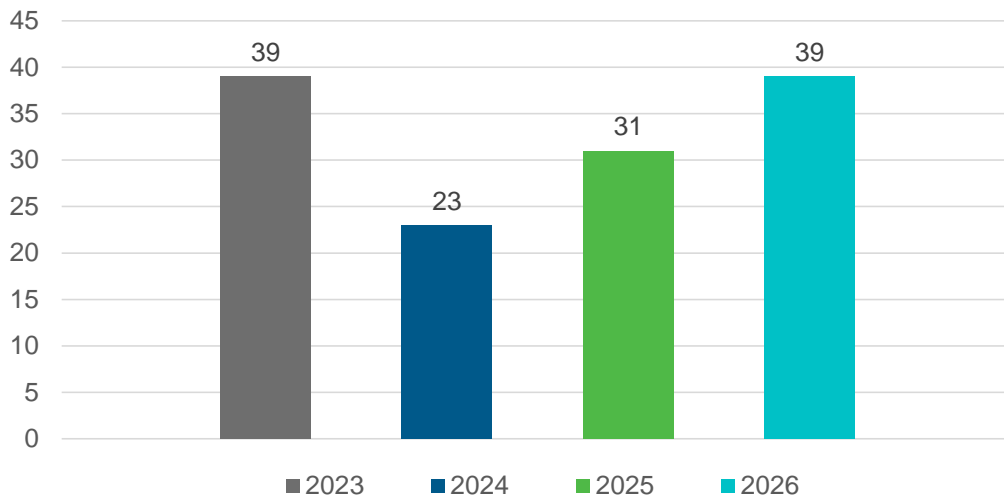


Customer Interruptions – Q1 2026/Q1 Prior Years

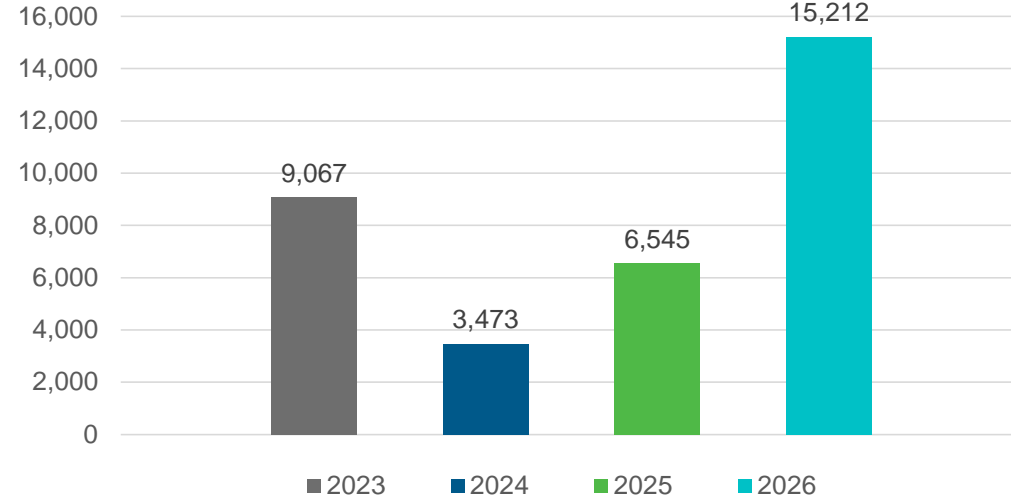


Outages Resulting from External Events

Outage Incidents - Q1 2026/Q1 Prior Years



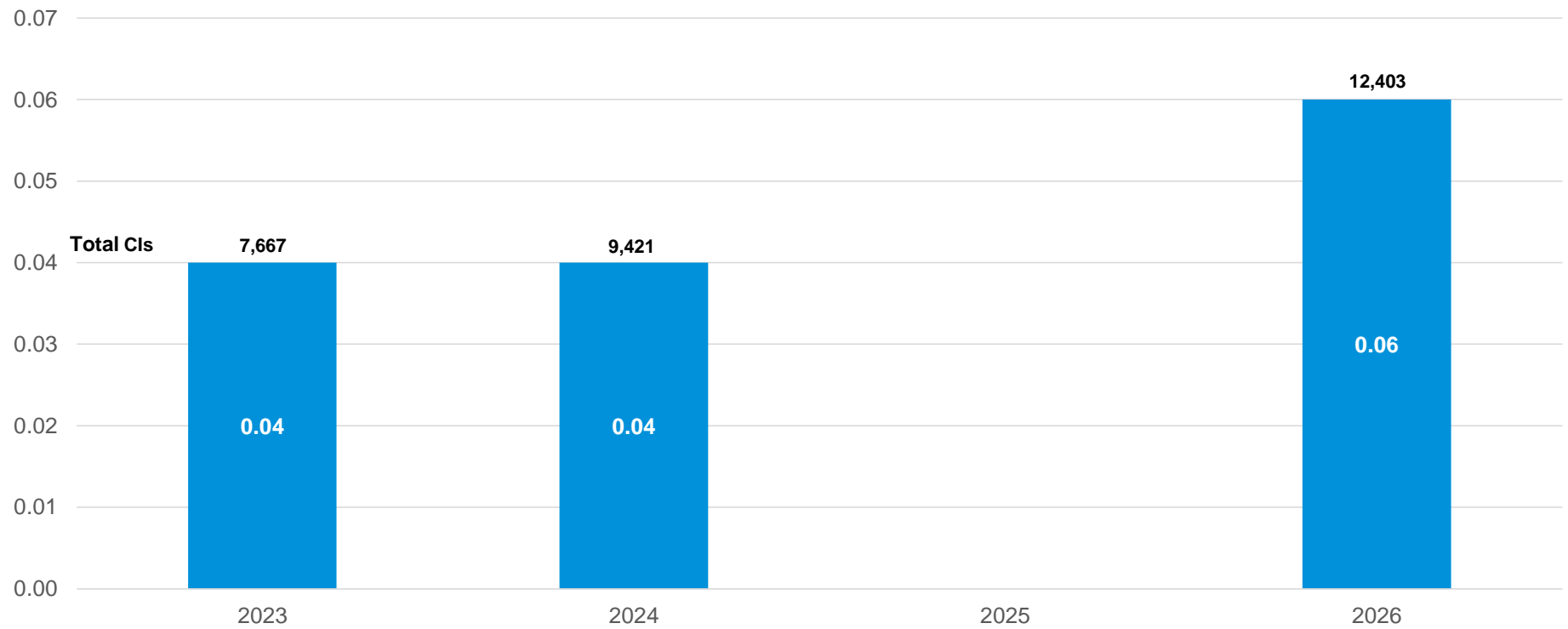
Customer Interruptions – Q1 2026/Q1 Prior Years



The Appendix of this report includes a glossary of common distribution equipment and outage causes that includes several “external causes of outages” that are outside the Company’s control. In order to provide a more accurate measure of the effectiveness of ENO’s reliability-focused investments and operational programs, this chart reflects the impact of outages in the following cause categories: (1) public-induced damage (e.g., vehicles hitting poles) and (2) and mylar balloons.

TRANSMISSION SAIFI / SAIDI

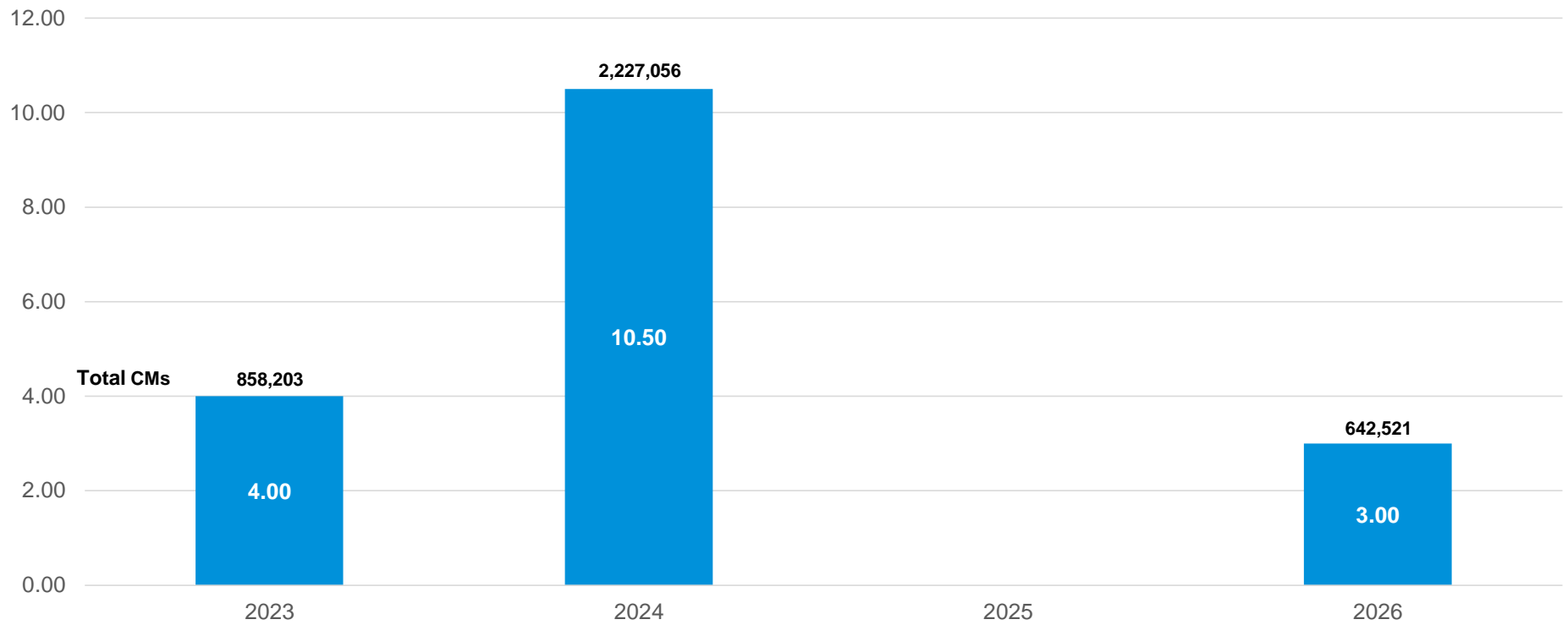
TRANSMISSION SAIFI Q1 2026 Compared to Q1 of Prior Years



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



TRANSMISSION SAIDI Q1 2026 Compared to Q1 of Prior Years



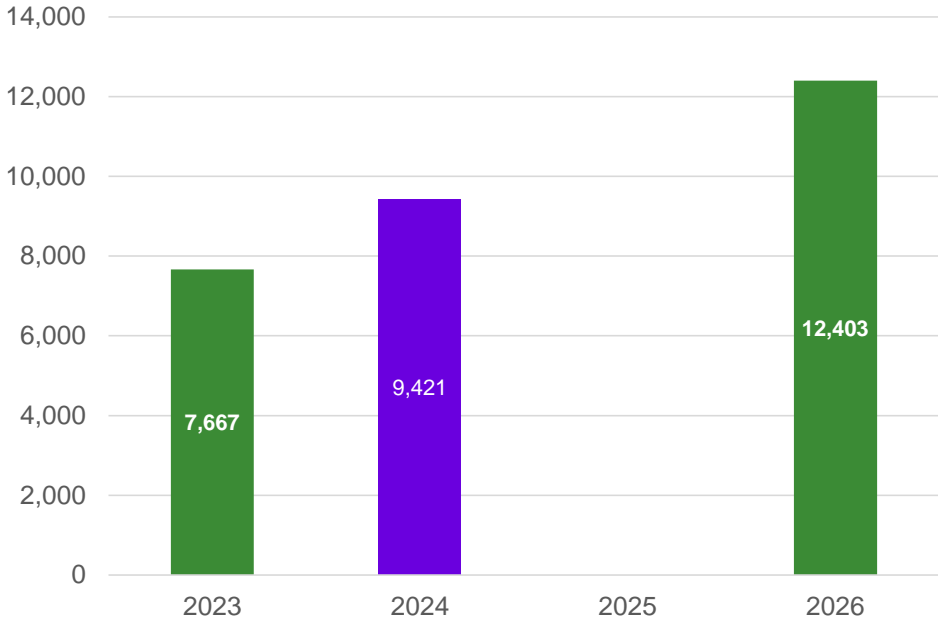
18 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



TRANSMISSION OUTAGES

TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE 2026 CIs Compared to Prior Years' CIs

	2023	2024	2025	2026
Animal	0	0	0	0
Equipment	7,667	0	0	12,403
Human Error	0	0	0	0
Other	0	0	0	0
Public Inflicted Damage	0	9,421	0	0
Scheduled Interruption	0	0	0	0
Grand Total	7,667	9,421	0	12,403



2023 – 1 event (Equipment – Control Board for transformer)

2024 – 1 event (Vandalism)

2026 – 3 events (Equipment – Control Board for breaker, Low side switch, O-ring)

²⁰ Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

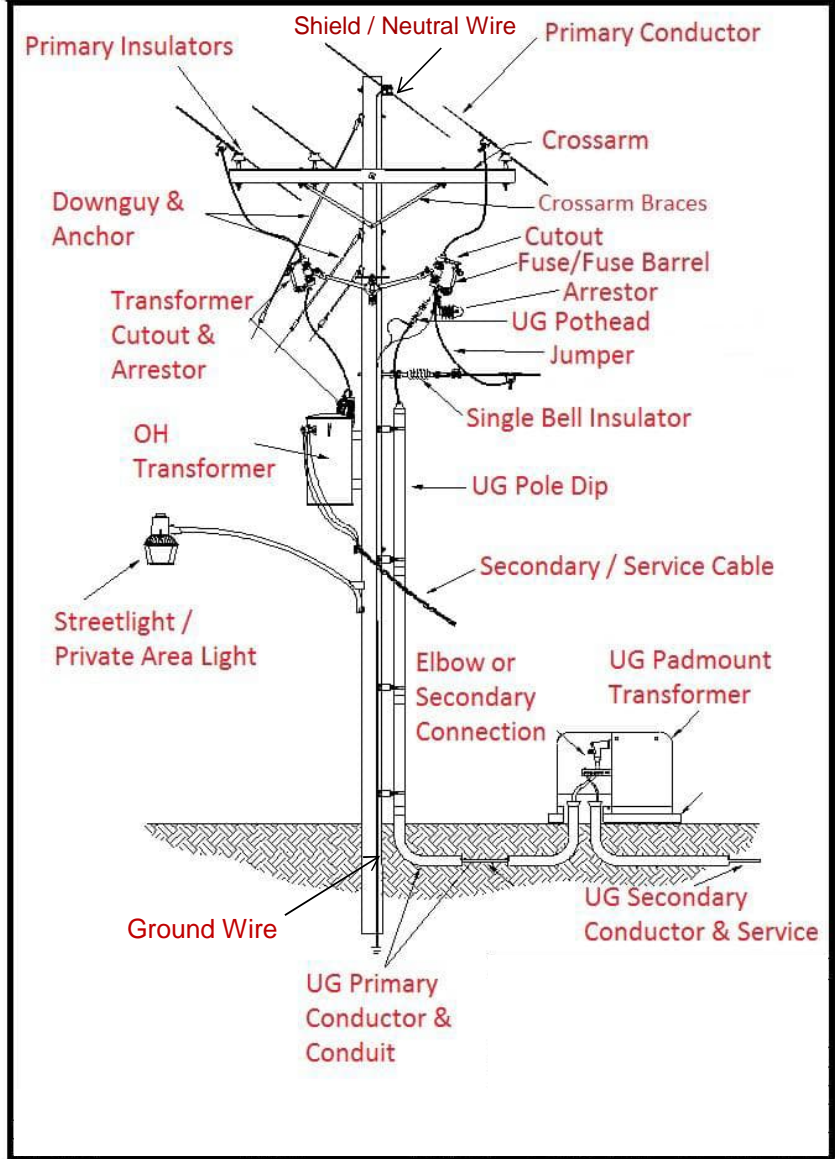


APPENDIX

EQUIPMENT OUTAGE CATEGORIES WITH RELATED OUTAGE CAUSES

Overhead Conductors & Connections	Pole & Support Structure	Switches & Protection Devices	Underground Cable & Components	Transformer & Other Devices	Other
Equipment - Primary Conductor	Equipment - Pole	Equipment - Air Break / Disconnect Switch	Cable in manhole	Equipment - Transformer	Equipment - Other (Describe in Remarks)
Equipment - Neutral Conductor	Equipment - Crossarm	Equipment - Fuse Switch	Cable in duct	Equipment - Capacitor	Equipment - Insulator
Equipment - Secondary/Service Conductor		Switching Cabinet	Equipment - Pothead		Equipment - Metering
Equipment - Shield Conductor		Equipment - Electronic Recloser	Equipment - Elbow		Equipment - Arrestor
Slack Conductor / Loose Connection		Equipment - Hydraulic Recloser			Overload
Equipment - Connector Sleeve		Equipment - Fuse Link			
Equipment - Compression Sleeve		Equipment - Bushing			
Equipment - Automatic Sleeve					
Secondary cable failure					

Illustrative Image of Distribution Facility



Glossary of Common Distribution Equipment Categories & Related Outage Causes

Glossary of Common Distribution Equipment Categories & Related Outage Causes

I. Overhead Conductors & Connections

Primary Conductors

Primary conductors are the wires that carry electricity through the electric distribution system. Over time, primary conductors may experience wear and deterioration due to exposure to weather, vegetation, lightning, wind, animals, elevated electrical loading, and other external impacts. To help identify potential issues before they result in an outage, ENO reviews outage data and conducts targeted field inspections, including visual inspections to look for broken wire strands that could reduce the integrity of the conductor.

Secondary Conductors and Service Conductors

Secondary conductors are the lower-voltage wires that distribute electricity throughout a neighborhood. Service conductors are the wires that connect the electric distribution system to an individual customer's home or business. Over time, overhead conductors may experience wear and deterioration due to exposure to weather, vegetation, lightning, wind, animals, and other external impacts. Similarly, underground conductors may deteriorate over time due to corrosion, aging of cable insulation, excavation activities, and other external factors that can affect the integrity of the equipment. To help identify potential issues with underground cables before they result in an outage, ENO reviews outage data and conducts targeted field inspections, by using specialized equipment that can determine if the underground cable meets the electrical properties of the cable.

Connectors/Sleeves

Connectors and sleeves are devices used to join electrical wires together or connect wires to other pieces of equipment within the electric distribution system. These components help maintain the flow of electricity throughout the system. Over time, connectors and sleeves may experience wear and deterioration due to factors such as age, weather exposure, vibration, thermal expansion and contraction, corrosion, and other operating conditions. To help identify potential issues before they result in an outage, ENO reviews outage data and conducts targeted field inspections, including visual inspections and the use of thermal imaging technology to detect signs of abnormal heating or equipment degradation.

II. Switches & Protection Devices

Fuse Link/Fuse Switch/Fuse

A fuse is a protective device designed to automatically interrupt the flow of electricity when an abnormal electrical condition occurs. When a fault occurs on the system, such as from lightning, vegetation, animals, or other external impacts, the fuse may operate to isolate the affected section of the system and protect nearby equipment from damage. As a result, customers served by the affected section may experience an outage, while service to other customers can often be maintained. In this way, fuses help limit the extent of outages and reduce potential damage to the electric system. Like other electrical equipment, fuse components can deteriorate over time due to age, weather exposure, and normal operating conditions. ENO monitors and maintains these devices as part of its ongoing reliability and maintenance programs.

III. Pole & Support Structure

Poles

Utility poles support overhead electric facilities and are a critical component of the distribution system. Over time, poles may deteriorate due to age, weather exposure, fungal or insect activity, and other external factors. Poles may also be damaged by vehicle collisions, falling trees or limbs, severe weather, and other external impacts. As poles age or sustain damage, their structural integrity can be reduced, which may contribute to outages or other reliability concerns. To help maintain system reliability, ENO conducts routine inspections of poles throughout its service area. These inspections are used to assess pole condition, identify deterioration or damage, and prioritize maintenance, treatment, or replacement activities as needed.

Crossarms

Crossarms are horizontal structures mounted to utility poles that support electric wires and related equipment. Historically, many crossarms were made of treated wood. Over time, wooden crossarms may deteriorate due to age, weather exposure, and biological decay, which can reduce their structural integrity. To improve system reliability and durability, ENO has increasingly replaced aging or compromised wooden crossarms with composite crossarms, which are generally more resistant to weathering, insect activity, and decay. Composite crossarms are also typically installed when poles undergo significant rebuild or replacement work.

IV. Transformers & Other Devices

Transformers

Transformers are devices that adjust voltage levels to safely deliver electricity to homes and businesses. Like other electrical equipment, transformers can experience failures due to age, normal wear, or exposure to conditions beyond their normal operating range. Transformer-related outages may be associated with factors such as lightning, unusually high electrical loading, equipment deterioration, animal contact, severe weather, or other external impacts that affect transformer performance.

V. External Causes of Outages

Certain outage causes originate from external events or third-party actions that are generally outside the Company's direct control. Examples include the following:

Foreign Objects

Foreign objects, such as balloons, signs, roofing materials, and other windborne debris, can come into contact with overhead electric facilities and cause outages. Because these events originate from external sources outside the electric system, they can be difficult to predict or prevent entirely.

Vehicular Contacts

Vehicle-related outages occur when a vehicle strikes or otherwise damages electric facilities, such as poles, wires, or other equipment. These events originate from external impacts to the electric system and can result in service interruptions to customers.

Animals

Animals such as squirrels, birds, snakes, and other wildlife can come into contact with electric facilities and cause electrical faults that result in outages. While ENO utilizes equipment and design practices intended to reduce animal-related outages where practical, animal contact remains a common cause of electric service interruptions.

Lightning

Lightning can affect electric facilities through either direct or nearby strikes. Lightning-related events may cause immediate equipment damage and outages or, in some cases, contribute to equipment degradation that is not identified until a later failure occurs.

Vegetation

Vegetation is one of the most common causes of outages on overhead electric systems. Trees, limbs, vines, and other vegetation can grow into, fall onto, or otherwise come into contact with electric facilities, causing outages or equipment damage. ENO conducts an ongoing vegetation management program to help reduce these risks and works closely with property owners and the City to maintain appropriate clearances around electric facilities. However, vegetation-related outages may still occur due to factors such as rapid growth, severe weather, falling limbs, access limitations, and other site-specific conditions.

VI. Planned Maintenance

Scheduled Interruptions

Scheduled interruptions are planned outages that occur when maintenance, repair, or construction work cannot be safely performed while electric equipment remains energized. Customers are notified in advance of the scheduled outage via phone call or text (customer preference), outage notification placard on customer's door, and the outage map reflects the outage as a planned outage once commenced.

**RESOLUTION DIRECTING ENTERGY NEW)
ORLEANS, LLC TO INVESTIGATE AND)
REMEDiate ELECTRIC SERVICE)
DISRUPTIONS AND COMPLAINTS AND TO)
ESTABLISH MINIMUM ELECTRIC)
RELIABILITY PERFORMANCE STANDARDS)
AND FINANCIAL PENALTY MECHANISMS)**

DOCKET NO. UD-17-04

**ENO CUSTOMER INTERRUPTION REPORT Q1
JANUARY 1 THROUGH MARCH 31, 2026
OUTAGE DATA**

HIGHLY SENSITIVE PROTECTED MATERIALS

INTENTIONALLY OMITTED

June 2026

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 1st day of June 2026.



Sharonda Williams