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August 21, 2026

Via Electronic Delivery

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

Re: 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 (CNO Docket No. UD-17-04)

To Clerk of Council:

On behalf of Entergy New Orleans, Inc. (“ENO”), please find enclosed a copy of its 2026 Electric Reliability Plan, which is submitted pursuant to Council Resolution No. R-26-309 and is being filed in the above-referenced docket.

In connection with the Company’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 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.

Sincerely,

A handwritten signature in blue ink that reads 'Courtney R. Nicholson'.

Courtney R. Nicholson

CRN/jlc

Enclosure

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

**BEFORE THE
COUNCIL OF THE CITY OF NEW ORLEANS**

RESOLUTION DIRECTING ENTERGY NEW	)	
ORLEANS, INC. TO INVESTIGATE AND	)	
REMEDiate ELECTRIC SERVICE	)	
DISRUPTIONS AND COMPLAINTS AND TO	)	DOCKET NO. UD-17-04
ESTABLISH MINIMUM ELECTRIC	)	
RELIABILITY PERFORMANCE STANDARDS	)	
AND FINANCIAL PENALTY MECHANISMS	)	

ENTERGY NEW ORLEANS, LLC’S 2026 RELIABILITY PLAN

Entergy New Orleans, LLC (“ENO” or the “Company”) respectfully submits this 2026 Reliability Plan pursuant to Ordering Paragraph B(2) of Resolution No. R-26-309 (“Resolution”) adopted by the Council of the City of New Orleans (“Council”) on August 6, 2026. The Company continues to reserve all of its rights concerning the Resolution.

I. Introduction

Ordering Paragraph B(2) of the Resolution allows ENO ten (10) business days, until August 21, 2026, to prepare and file a proposed new and revised distribution reliability plan that includes, among other things, highly detailed goals and actions, an overall budget and individual budgets by Council district compared to historical spending, and new reporting requirements. In the spirit of cooperation, ENO provides a high-level overview of its 2026 Reliability Plan. This filing has been prepared, using the Company’s current engineering judgment regarding the reliability investments and operational strategies that are appropriate based on present system conditions, available data, and identified reliability needs.

Consistent with the Company’s reliability-planning philosophy, the 2026 Reliability Plan is intended to remain dynamic and will continue to evolve as system performance, asset condition, customer needs, and operational experience inform future planning decisions. The 2026 Reliability Plan describes the Company’s reliability-planning philosophy, recent reliability

performance, ENO's ongoing and near-term efforts to improve distribution system reliability ("Distribution Plan") and transmission line and substation reliability ("Transmission Plan") in 2026.

II. Reliability-Planning Philosophy

The Company's reliability-planning philosophy does not rely on a "run-to-failure" approach. Instead, it uses a disciplined, risk-based process to identify emerging reliability concerns, evaluate their likely consequences, and prioritize intervention before those conditions result in recurring or significant customer interruptions. This process begins with review of multiple sources of information, including circuit and device performance, outage history, inspection results, asset condition, equipment age and failure patterns, loading, system configuration, customer exposure, operational experience, known environmental or external risks, and affordability considerations. No single data point determines whether work is required. Engineers evaluate the available information collectively to identify patterns, assess risk, and determine whether maintenance, replacement, reconfiguration, protection changes, vegetation work, or other corrective action is warranted. The Company must balance reliability improvements against the cost impact to customers and ensure that investments are prudent, sustainable, and appropriately prioritized.

The objective of the Company's reliability-planning philosophy is not to replace every asset based solely on age as that approach would not be technically or economically sound. Many assets remain capable of reliable service beyond an assumed service life, while newer assets may require attention because of condition, location, loading, performance, or other system-specific factors. Effective planning therefore focuses on the probability and consequence of failure, as well as the cost-effectiveness of mitigation, rather than age or failure history alone. The Company also

distinguishes between isolated events and conditions that indicate a broader or recurring reliability concern.

An individual equipment failure does not necessarily establish the need for wholesale replacement of similar equipment or a radical departure from the overall reliability plan. Conversely, repeated interruptions, adverse inspection findings, deteriorating performance, or a credible high-consequence risk may justify action even where the equipment has not yet failed. In all cases, the Company evaluates whether proposed actions are justified not only by their reliability benefit but also by their cost and potential impact on customer rates. This allows the Company to intervene selectively and prudently, directing resources to the conditions that present the greatest expected reliability impact relative to cost.

Reliability planning is therefore an iterative process. Engineers identify and rank current risks, develop projects responsive to those risks, monitor the results of completed work, and revise priorities as system conditions change. The resulting plan is neither reactive nor static. It is a continuously updated portfolio of maintenance, operational, and capital measures designed to reduce the frequency and duration of customer interruptions while balancing reliability benefits, affordability, cost-effectiveness, constructability, resource constraints, and other system needs. Under this philosophy, equipment failure may provide relevant information, but it is not the sole trigger for action. The Company's planning process is intended to identify and address material reliability risks before failure where the available data, engineering analysis, expected customer impact, and affordability considerations support intervention.

III. Recent Reliability Performance

ENO's system reliability performance provides an important foundation for evaluating the effectiveness of existing reliability initiatives and informing the strategies and priorities reflected in this Reliability Plan. ENO's 2025 distribution reliability performance was presented and

discussed in detail in its Q4 2025 Reliability Report (February 27, 2026) and in its Electric System Distribution Reliability Standards (“ESDRS”) Compliance Report (April 15, 2026). As reflected in those reports, ENO’s 2025 distribution reliability performance met and exceeded the Council’s minimum distribution reliability performance metrics for both System Average Interruption Frequency Index (“SAIFI”)¹ and System Average Interruption Duration Index (“SAIDI”).² Specifically, 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.

Performance during the first quarter of 2026 reflected further improvement across several important measures. As discussed in ENO’s Q1 2026 Reliability Report (June 1, 2026), total distribution outage incidents decreased by approximately 39% compared to the first quarter of 2025, while total distribution-related customer interruptions decreased by approximately 13%. Moreover, when scheduled interruptions necessary to perform maintenance and other system work and outages attributable to factors largely outside ENO’s reasonable control, such as public-inflicted damage and Mylar balloons, are excluded, distribution outage incidents decreased by approximately 29% and distribution-related customer interruptions decreased by approximately 33% compared to the same period in 2025.

Of particular significance for reliability planning, equipment-related distribution outage incidents decreased by approximately 50%, and associated customer interruptions decreased by approximately 56%, in the first quarter of 2026 compared to the first quarter of 2025. ENO attributes these improvements, at least in part, to measures implemented or expanded during 2025

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.

to identify and address equipment-related vulnerabilities before they result in customer interruptions. These measures include:

- the use of thermal cameras and drones to detect early indications of equipment degradation;
- pole-by-pole inspections to identify conditions that may not otherwise be readily apparent and to identify opportunities for targeted asset upgrades, including fiberglass crossarms, insulated ground wires, and longer insulators;
- installation of fault indicators to facilitate more rapid identification and isolation of faults and thereby improve restoration times; and
- installation of self-healing network technologies designed to isolate faults and reduce the number of customers affected by unplanned outages.

ENO is currently preparing its next quarterly reliability reports, which will address reliability performance through the second quarter of 2026 and are expected to be submitted by August 31, 2026. Preliminary results indicate that several of the trends observed during the first quarter continued through the second quarter. Several leading outage categories remain attributable to factors outside the Company's reasonable control or to scheduled interruptions necessary to perform maintenance and other system work. Equipment-related outages also remained a leading outage category; however, both equipment-related outage incidents and associated customer interruptions declined compared to the same period in 2025.

These results are relevant not because achievement of the Council's minimum reliability standards establishes that further improvement is unnecessary, but because performance trends provide important information regarding where reliability risks remain and whether the strategies ENO has implemented are producing their intended results. While short-term performance must be evaluated in the context of longer-term trends, the reduction in equipment-related outages provides a positive indication regarding the effectiveness of ENO's ongoing inspection,

maintenance, repair, and targeted reliability investments. At the same time, the continued presence of equipment-related outages and other significant outage drivers demonstrates the need for continued reliability investment and ongoing evaluation of where additional or different interventions may be warranted.

Accordingly, ENO does not use SAIFI, SAIDI, or achievement of the Council's minimum standards as the sole measure of whether its reliability work is complete or sufficient. Rather, ENO evaluates system-level performance together with customer impacts, outage causes, feeder and asset performance, inspection and condition information, operational experience, and other relevant data to determine which strategies should be continued, where existing approaches should be refined or expanded, and where emerging conditions warrant a different response. These performance trends therefore support ENO's continued risk-based, data-driven approach to reliability planning and provide an important basis for the priorities and investments described in this Reliability Plan. As system conditions and performance evolve, ENO will continue to reassess those priorities and direct resources toward the measures expected to address system needs before they result in customer outages.

IV. The Distribution Plan

ENO's distribution system in New Orleans contains approximately 1,800 miles of distribution lines spread across some 95,000 utility poles³ and utilizes about 35,000 transformers, tens of thousands of other pieces of equipment, such as insulators, fuses, breakers, reclosers, jumpers, crossarms, and ground wires.

The baseline reliability improvements that comprise the Distribution Plan are substantially the same categories of work previously described to the Council in this docket, although their scope, maturity, and implementation have evolved over time. Historically, the Company's

³ Approximately half of the poles are owned by the Company, with third parties owning the remainder.

reliability strategy included targeted programs designed to address identifiable system conditions and recurring causes of customer interruptions. These efforts included, among others, the Backbone Program, the Fix-It-Now initiatives, and the 100% Lateral Program. Each program was developed to address a particular category of reliability need, such as strengthening critical portions of the distribution system, correcting discrete equipment or infrastructure challenges, and improving the performance of facilities serving customers.

These programs have produced meaningful improvements by addressing known reliability risks through focused inspection, maintenance, replacement, and construction activities. As the work identified under certain programs has been completed, or the underlying objectives have been substantially achieved, those programs have reached or are approaching the end of their intended life cycle. The completion or maturation of these programs does not mean that the associated reliability functions will cease. Rather, appropriate inspection, maintenance, and replacement activities will continue through the Company's ongoing strategic distribution planning and asset-management processes.

The Distribution Plan therefore reflects the next stage in the evolution of the Company's reliability strategy. While the Company will continue performing the foundational work necessary to maintain the distribution system, its current priority is to refine how reliability work is identified, evaluated, and prioritized. This includes applying engineering judgment, system-performance data, asset condition information, operational experience, and customer-impact considerations to direct resources toward projects expected to provide the greatest reliability benefit.

This approach is intended to move beyond reliance on stand-alone programs and toward a coordinated portfolio of reliability investments responsive to current system conditions. It will allow the Company to reassess priorities as system performance, equipment condition, loading, construction needs (including the availability/cost of contract crews and supplies), and other

relevant factors change. The objective is not merely to complete predetermined categories of work, but to continually identify and implement the combination of targeted improvements most likely to reduce average frequency and duration of customer interruptions while prudently managing cost, operational constraints, and available resources. A description of the Company's current priorities is provided below, including its 2026 - 2027 reliability budget.

1. Strategic Reliability and FOCUS⁴ Program

"Strategic Reliability" is a broad description of the Company's efforts to reduce the frequency and duration of customer outages. It reflects and implements a data-driven approach to improving reliability. Through multiple programs and project types, the current plan emphasizes prioritization of the projects that have the highest impact for customers. This prioritization uses outage history, feeder characteristics, asset condition, and technologies that improve system inspection and vegetation management planning. These indicators are both historical and forward-looking, and the programs therefore have both reactive and proactive elements.

The prioritization process targets work within defined geographic areas, and determining the areas where reliability work can have the most impact involves engineering and operations judgment and includes consideration of the following factors:

- Device-level performance: identification of the weakest-performing equipment;
- Feeder-level performance: identification of upstream reliability issues and consideration of how feeder interruptions impact segments in the area;
- Historical performance: helps ensure that prioritization is not based on one-off events;
- Customer perception and expectations; and

⁴ FOCUS stands for: (1) Find – Identify devices with inadequate Reliability performance; (2) Observe – Perform detailed, tip-to-tail field inspections of every structure behind each targeted device; (3) Correct – Apply the required remediation to correct identified issues; (4) Understand – Analyze root causes and ensure engineering review drives long-term solutions; and (5) Succeed – Achieve measurable Reliability improvement through targeted actions.

- Needs of critical customers, public/social infrastructure, and assets essential to system performance.

Focusing on discreet areas and using historical data and newer technologies to assess how equipment damage or failure can affect service within an area are expected to improve both reliability planning and project execution. A process focused only on individual devices or feeders can result in a broad distribution of work throughout the City at different times. However, a device on feeder A that has experienced multiple outages may be located near a device on feeder B that also has experienced multiple outages. Addressing these two devices in coordination will allow ENO to address areas with recurring reliability problems in a manner that gives due regard to affordability and seeks to minimize customer disruption.

The FOCUS program is one way that the Company may address the identified needs of a particular area.⁵ As the Council has been advised through prior reporting, that program represents a systematic approach to identifying devices where reliability has been adversely affected. It uses outage data over the prior two-year period and an algorithm to identify devices (*e.g.*, breakers, reclosers, line fuses, sectionalizers) and then prioritizes them on a quarterly basis based on the number of customer interruptions per circuit associated with those devices. The intent of the Program is to improve the reliability performance of FOCUS-identified devices, as well as to improve the overall distribution system by addressing specific outage causes through a focused inspection and mitigation program.

Once a device is identified, an inspection is performed to identify and capture failing components, deficiencies and issues that are potentially contributing factors to the device's poor performance. These devices are inspected on a point-by-point basis with the findings used to

⁵ The Pole Program and other asset replacement programs may also be deployed within a specific area. FOCUS is discussed here to illustrate how the Company's prioritization within defined geographic areas will be implemented through established programs that are evolving to take advantage of new technology.

create a remediation plan. The type of work typically performed by this program includes:

- Installation of animal guards and/or protective covers to mitigate animal outages;
- Replacement of defective or damaged equipment such as cross-arms, insulators, conductors, and switches;
- Vegetation mitigation;
- Improvement of Basic Insulation Level (“BIL”) by removing bare ground wire located in the primary zone and installing Hendrix insulated grounds wire where existing shielded construction requires an electrical ground connection, installation of fiberglass arm, longer insulators; and
- Review and correction as needed of protective device coordination.

To ensure appropriate cost-benefit justification for FOCUS-generated projects, the Company is implementing a stage gate process with cost-benefit review following inspection and design. The first and second quarter 2026 devices have already been selected by the algorithm and have been inspected for determination of any repair or remediation work that the circuit needs. The third quarter 2026 devices have also already been selected and inspections are nearing completion. The Company’s quarterly reliability progress reports provide detailed, project-level information regarding the status and progress of each FOCUS and Strategic Reliability project, as well as updates regarding the other planned categories of reliability work described below.⁶

2. Pole Program

The Pole Program involves the proactive inspection of the estimated 95,000 poles in New Orleans and identification of poles needing restoration or replacement. The Pole Program is a cyclical proactive inspection and preventive maintenance program, which consists of a visual

⁶ See ENO’s Q1 2026 Reliability Report (June 1, 2026); ENO’s Q2 2026 Reliability Report (to be filed August 31, 2026).

inspection of the complete infrastructure, including the pole, cross-arms, insulators, etc., and a full excavation where possible or sounding and selective boring when full excavation is not possible. The recommended actions depend on the findings of the inspection. Poles judged to be sound receive no further action. Those that have been identified as needing additional attention are either treated in the field or reinforced, depending on the condition of the pole. Those that are deemed beyond treatment or reinforcement are prioritized for replacement. ENO's designers use NESC 250C for replacement of new poles and the Pole Foreman software to evaluate the pole class needed for extreme wind speed conditions.

As part of the 10-year inspection cycle, ENO has performed inspections of ~83,000 poles in the ENO system. The Pole Program will continue with periodic inspections throughout the broader Distribution Plan. In 2026, ENO plans to restore 300 Osmose-identified restorable poles to bring those poles up to full performance standards.

In addition to planning and executing reliability projects, as the Council knows, the Company is in the process of implementing resilience projects (including pole replacements),⁷ and has filed an application seeking Council approval to implement additional projects. The Company's resilience projects will complement the programs historically developed to improve reliability and will not detract from or replace the Company's ongoing reliability efforts. All poles are hardened to the same standards, whether as part of a resilience project or a reliability program. To avoid any overlap between the Company's reliability programs and the resilience projects, the Company will continue to carefully coordinate resilience projects with its reliability programs to

⁷ In Resolution No. R-24-625, the Council approved an initial set of accelerated hardening projects for ENO to implement, totaling approximately \$100 million over a two-year period (2025 to 2026) ("Phase 1"). Moreover, in Resolution No. R-24-73, the Council approved ENO's line hardening and battery microgrid project in New Orleans East, to be partially funded by the Department of Energy's ("DOE") Grid Resilience and Innovation Partnerships ("GRIP") program ("GRIP Project").

promote cost and operational efficiency and mitigate the costs and impact to customers of necessary planned outages.

For example, after a pole is identified as a priority replacement pole as part of the Company's pole inspection program, the Company determines whether that pole also has been selected for accelerated hardening in connection with the Company's resilience efforts. If the pole is included in a resilience project and resilience construction is scheduled to begin within 6 months, the pole is hardened as scheduled. If the pole is included in a resilience project but construction is not scheduled to begin within 6 months, the pole replacement is removed from the resilience project scope, and the Company will proceed with hardening the pole as part of the Company's reliability efforts. It should be emphasized that all poles are hardened to the same standards, whether as part of a resilience project or a reliability program.

The Company's quarterly reliability progress reports provide detailed, project-level information regarding the status and progress of pole inspections, repairs and replacements.⁸

3. Vegetation Management

Vegetation management continues to be a critical component of ENO's system reliability strategy. ENO's vegetation management program consists of two primary components: (1) a cycle-based proactive program that utilizes a combination of both conventional side trimming and herbicide applications to maintain appropriate clearances across the distribution system; and (2) a reactive component through which ENO investigates potential vegetation concerns identified by Company personnel or members of the public and determines the appropriate corrective action.

ENO's vegetation management practices remained largely consistent from 2022 through most of 2025. Beginning in the fourth quarter of 2025, however, ENO enhanced the program by

⁸ See ENO's Q1 2026 Reliability Report (June 1, 2026); ENO's Q2 2026 Reliability Report (to be filed August 31, 2026).

implementing targeted spot trimming to supplement its systemwide cycle-trimming activities and address persistent vegetation-related outage drivers on historically challenging feeders.

Initial results demonstrate the potential effectiveness of this approach. Feeders 2013, 903, and 1921 collectively accounted for approximately 39% of ENO's vegetation-related customer interruptions in 2025. Following targeted spot trimming, those feeders accounted for approximately 9% of vegetation-related customer interruptions year-to-date through July 29, 2026, with cumulative vegetation-related customer interruptions on the three feeders declining from 15,290 in 2025 to 2,120 year-to-date in 2026. While year-to-date results are not directly comparable to a full calendar year and should be evaluated over a longer period, the improvement provides a positive indication regarding the effectiveness of targeted vegetation interventions on historically poor-performing feeders.

Spot trimming does not replace ENO's proactive cycle-trimming program. Rather, it provides an additional reliability tool that allows ENO to respond to performance data and address concentrated vegetation risks between routine trim cycles. This approach reflects ENO's broader reliability-planning philosophy: maintaining foundational systemwide programs while using current performance information to identify areas where targeted incremental work may provide additional reliability benefits.

As discussed in ENO's Q4 2026 Customer Interruption Report (February 27, 2026), ENO also retained a contract arborist in late 2025 to provide additional technical oversight and support for this work. The arborist scouts selected feeders to identify specific vegetation conditions contributing to outages, assist with customer engagement where access or trimming concerns arise, and oversee contractor crews performing mitigation work. The arborist also engages with the

City's Department of Parks and Parkways to balance canopy preservation considerations with the clearances necessary to support reliable electric service.

These measures represent targeted enhancements to ENO's vegetation management practices rather than a change to the underlying systemwide trim cycle. ENO also continues to work with Parks and Parkways and members of the Council to address circumstances in which applicable City trimming restrictions may constrain the vegetation work necessary to maintain appropriate reliability clearances, including development of appropriate protocols for work implicated by the City's four-foot trimming restriction.

4. Proactive Asset Replacements

For a number of years, ENO has been conducting proactive inspections of feeders and laterals, replacing equipment that might fail and bringing facilities up to current design standards. Targeted inspections and proactive, device-level intervention and asset replacement remain an important component of ENO's reliability plan. For the underground network serving the French Quarter and Central Business District ("CBD"), a multi-year transformer replacement program is underway. ENO replaced nine (9) transformers in 2025 and is on target to replace another twenty (20) in 2026. The underground vaults of the CBD network also are subject to at least two comprehensive end-to-end inspections each year. Extensive underground facilities also serve ENO's customers in the New Orleans East and Lakefront areas. ENO will continue to identify and replace sections of underground cable that have multiple splice repairs or are otherwise at a heightened risk of imminent failure. The Company also continues proactive annual visual or infrared inspection of all capacitor banks, reclosers, and regulators. Repair or replacement of this important equipment continues based on information learned from the inspections. The Company's

quarterly reliability progress reports provide detailed, project-level information regarding the status and progress pole inspections, repairs and replacements.⁹

V. The Transmission Plan

ENO manages nearly 2,200 transmission structures, around 140 miles of transmission line, and 24 substations. To improve the reliability of its transmission system, ENO has taken a number of steps to reduce the likelihood of outages and limit the number of customers affected when outages do occur. These efforts include: (1) regularly reviewing transmission equipment to identify assets that may need to be repaired or replaced; (2) installing transmission-voltage circuit breakers at key substations to better isolate problems and reduce the number of customers affected by an outage; (3) increasing maintenance activities; (4) evaluating new technologies that may help identify equipment problems before they cause an outage; (5) improving work practices to reduce the risk of human error; (6) improving substation security through the installation of no-cut/no-climb security fencing; and (7) replacing wood transmission structures with stronger structures designed to withstand extreme wind conditions. These efforts have contributed to measurable improvements in ENO's transmission system reliability.

For 2026, ENO will continue this work with a particular focus on lightning arresters, steel transmission structures, and substation security fencing. These investments address different risks to the transmission system: lightning arresters help protect important equipment from damage caused by lightning and electrical surges; steel structures provide greater strength and durability, particularly during severe weather; and security fencing helps protect critical equipment from unauthorized access, vandalism, and other outside threats. Together, these projects help prevent

⁹ See ENO's Q1 2026 Reliability Report (June 1, 2026); ENO's Q2 2026 Reliability Report (to be filed August 31, 2026).

outages, protect important transmission equipment, and reduce the risk that a single event will cause a larger interruption affecting many customers.

VI. Reliability Plan Spending (2026 – 2027)

The tables below summarize ENO's spending for its 2026 Reliability Plan and estimated spending for 2027.

HSPM TABLE 1
Distribution Infrastructure Reliability Capital and O&M Spending
(2026 – 2027)

Category (\$ millions)	2026(E)	2027(E)
<i>Distribution Reliability Programs (Capital)¹⁰</i>		
Strategic Reliability		
Infrastructure		
Subtotal Distribution Reliability		
<i>Other Programs (Capital)¹¹</i>		
Phase 1 Resilience Plan		
GRIP Project		
Joliet Project		
Subtotal Other Capital Programs		
Total Capital		
Distribution Reliability (O&M)		
Vegetation Management (O&M)		

¹⁰ Here, the Company presents its reliability spending in a more condensed format than in prior reliability plans and related reports, consistent with the evolution of its reliability planning strategy described herein. As ENO transitions from discrete program structures toward a more strategic and adaptive approach, specific reliability needs and associated expenditures may shift among categories as system conditions, performance data, and engineering assessments inform the appropriate solution. The revised presentation is intended to better reflect this dynamic approach while maintaining visibility into the overall level and nature of ENO's reliability investment.

¹¹ For purposes of comparison and context, the Company has also included certain significant infrastructure investments that are not part of the baseline 2026 Reliability Plan, including Phase I of ENO's Resilience Plan, the GRIP Project, and the Joliet hardening project. Phase I of the Resilience Plan and the GRIP Project are discussed more fully above, have been the subject of proceedings before the Council, and are well known to the Council. The Joliet project will harden approximately 1.6 miles of the distribution system through the replacement of approximately 94 distribution poles and targeted vegetation management, benefiting more than 1,900 customers, including a major Sewerage and Water Board facility. Collectively, these projects represent substantial additional investment in the New Orleans electric grid and are relevant to understanding the overall scope and pace of system enhancements, as well as the cumulative customer affordability considerations associated with funding infrastructure improvements.

Subtotal O&M		
Total (Capital O&M)		

HSPM TABLE 2
Transmission Infrastructure Reliability Capital and O&M Spending
(2026 – 2027)

Category (\$ millions)	2026(E)	2027(E)
Programs (Capital)		
Equipment Renewals - Transmission Substation		
Equipment Renewals - Transmission Line		
Equipment Renewals - Distribution Substation		
Total Capital		
Transmission Reliability(O&M)		
Subtotal O&M		
Total (Capital O&M)		

1. Project Execution

The table below includes the assets to be replaced in 2026 in connection with execution of the Company's Reliability Plan. The table also identifies the number of assets remaining in each reliability program that have currently been identified for replacement following the completed and planned reliability work.

TABLE 3

2026 Asset Renewals Number of Assets Targeted for Renewal by Type		
Asset Management Programs	2026	Remaining
Substation - Distribution Equipment		
Circuit Breaker Replacements	19	7
Relay Improvements	43	17
Transformer Replacements	1	1
Animal Mitigation	1	0
Remote Terminal Unit (RTU) Replacements	1	0
Switch Replacements	0	0
Transformer Life Extension	0	0

Substation Insulator Replacements	0	0
Surge Arrester Replacements	129	27
Substation – Transmission Equipment		
Circuit Breaker Replacements	0	0
Relay Improvements	1	1
Remote Terminal Unit (RTU) Replacements	1	0
Switch Replacements	2	2
Instrument Transformers	0	0
Replace Cap Bank	1	0
Substation Insulator Replacements	0	0
Replace Control House	1	0
Transmission Lines		
Wood Pole Replacement	4	8
Insulator Replacement	12	156

Effective execution also requires significant coordination among ENO's Transmission and Distribution organizations and other internal and external entities involved in planning, engineering, procurement, construction, operations, and outage scheduling. Accordingly, the Reliability Plan is not simply a fixed list of projects and associated expenditures. It is an actively managed portfolio in which projects, priorities, schedules, and funding allocations may appropriately evolve as system needs change and better information becomes available.

VII. Reliability Reporting

Throughout this docket, ENO has diligently responded to Council inquiries, participated in public meetings, produced extensive data, and worked collaboratively with Councilmembers, their staff, CURO, and the Advisors to share the Company's reliability planning, operations, and investments. To that end, the Company also periodically submits various reports to the Council.

For instance, pursuant to Resolution Nos. R-17-427, R-18-98, and R-21-153, ENO submits to the Council a quarterly report that provides an overview of the Company's distribution and transmission reliability performance for the previous quarter and for the year to date in both graphical and narrative formats, including distribution and transmission performance information, detailed analysis regarding outage incidents, customer interruptions, outage duration, and

reliability actions taken during the reporting period. In addition, the Company submits a quarterly report that addresses distribution and transmission capital and maintenance projects completed or in progress during the reporting period. In conjunction with the quarterly reporting, the Company also provides designated Council representatives with a highly sensitive Excel spreadsheet that sets forth every outage that occurred during the reporting period with detail including, among other data, the date and time of each outage and its duration, cause code, Councilmanic District, and GPS location. Councilmembers also receive weekly reports of outages affecting 100 – 499 customers, and contemporaneous reports of outages affecting more than 500 customers. Associated details about each outage are included whenever appropriate and available.

Ordering Paragraph B(2) of the Resolution requests the Company to propose “new reporting requirements that are crafted in sufficient detail to allow the Council to readily determine outage causes and trends.” Considering the detailed reporting the Company already currently submits, along with other responsive information referenced above, ENO is not aware of any information that the Council, its Staff, CURO, or the Advisors believes is missing or otherwise should be provided. Moreover, the Company has recently enhanced its quarterly reliability reporting with additional information – *i.e.*, analysis of the number of outage incidents in addition to previously-reported analysis of customer interruption and the addition of an Appendix to the quarterly report that describes the major types of outage causes and the reliability work undertaken to avoid or remedy such outages. The Company plans to continue to file the recently-enhanced quarterly reliability reports, barring specific and actionable feedback about informational gaps.

VIII. Conclusion

ENO appreciates the opportunity to present this overview of its 2026 Reliability Plan subject to further refinement and supplementation. The Company recognizes the Council’s interest

in achieving first- or second-quartile reliability performance.¹² Achieving that objective requires careful evaluation of the scope of work, investment levels, resource availability, implementation constraints, customer impacts and affordability, and the relationship between incremental investments and expected reliability outcomes. Because those analyses extend beyond the baseline 2026 Reliability Plan presented in this filing, the Company expects to submit a supplemental filing in the third quarter of 2026 evaluating potential strategies for accelerating reliability improvements. The supplemental filing is intended to provide the Council with the information necessary to evaluate potential policy and investment decisions while preserving the Company's ability to continue implementing the risk-based, data-driven reliability planning process described in this 2026 Reliability Plan.

¹² Resolution, Ordering Paragraph B(2).

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.

Aisha Collier
Clerk of Council
City of New Orleans
City Hall, Room 1E09
1300 Perdido Street
New Orleans, LA 70112

Erin Spears
Council Utilities Regulatory Office
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