

August 31, 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 Honorable Clerk,

Please see attached, Entergy New Orleans LLC's (ENO's) ***Quarterly Customer Interruption Report for the period of January 1, 2026, through June 30, 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 reporting period and 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 over the first two quarters of 2026 has shown meaningful improvement as compared to the same period last year. In the first two quarters of 2026, total distribution-related customer interruptions decreased by 12% compared to the same period in 2025. Total distribution outage incidents have decreased by 15% so far in 2026 compared to the first two quarters of 2025.

When distribution outages resulting from causes largely outside of the Company's control (i.e., Mylar balloons/streamers) and public inflicted damage (e.g., car hitting utility pole) and outages due to scheduled interruptions necessary to perform reliability work are excluded, 2026 year-to-date distribution outage incidents decreased by 32% and customer interruptions decreased by 25%, respectively, when compared to the same period in 2025. This provides a more accurate measure of the effectiveness of ENO's reliability-focused investments and operational programs.

It should also be noted that equipment-related distribution outage incidents and equipment-related distribution customer interruptions each decreased by 42% in the first two quarters of 2026 as compared to the first two quarters of 2025. A quarter-to-quarter comparison of equipment-related distribution outage incidents and related customer interruptions is provided in the attached PowerPoint report at Slide 9.

2. Transmission Reliability Performance

ENO experienced three (3) transmission-related outage incidents in the second quarter of 2026 resulting in 12,633 CIs:

- (1) A mylar streamer from the French Quarter Festival opening celebration floated onto an energized portion of the Claiborne Substation damaging a substation insulator and resulting in an outage. The damaged insulator has been replaced;
- (2) A bird contacted an energized distribution line near the Derbigny Substation creating a fault situation; the breaker on the distribution line did not operate as designed causing a substation breaker to trip to prevent damage to substation equipment; this series of events resulted in an outage. The feeder breaker that did not operate has been replaced;
- (3) High winds caused the phases of two feeders to become entangled right outside of the Almonaster Substation creating a fault that knocked out the main power transformer at Almonaster resulting in an outage. During the outage, ENO crews restored power by rerouting the load to the other transformer in the substation. The affected transformer was ultimately replaced.

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 two quarters of 2026 as compared to the first two quarters 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.

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,



Sharonda Williams

SW/jlc

Enclosures

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



Entergy New Orleans

Quarterly Report of Outages and Customer Interruptions Second Quarter 2026

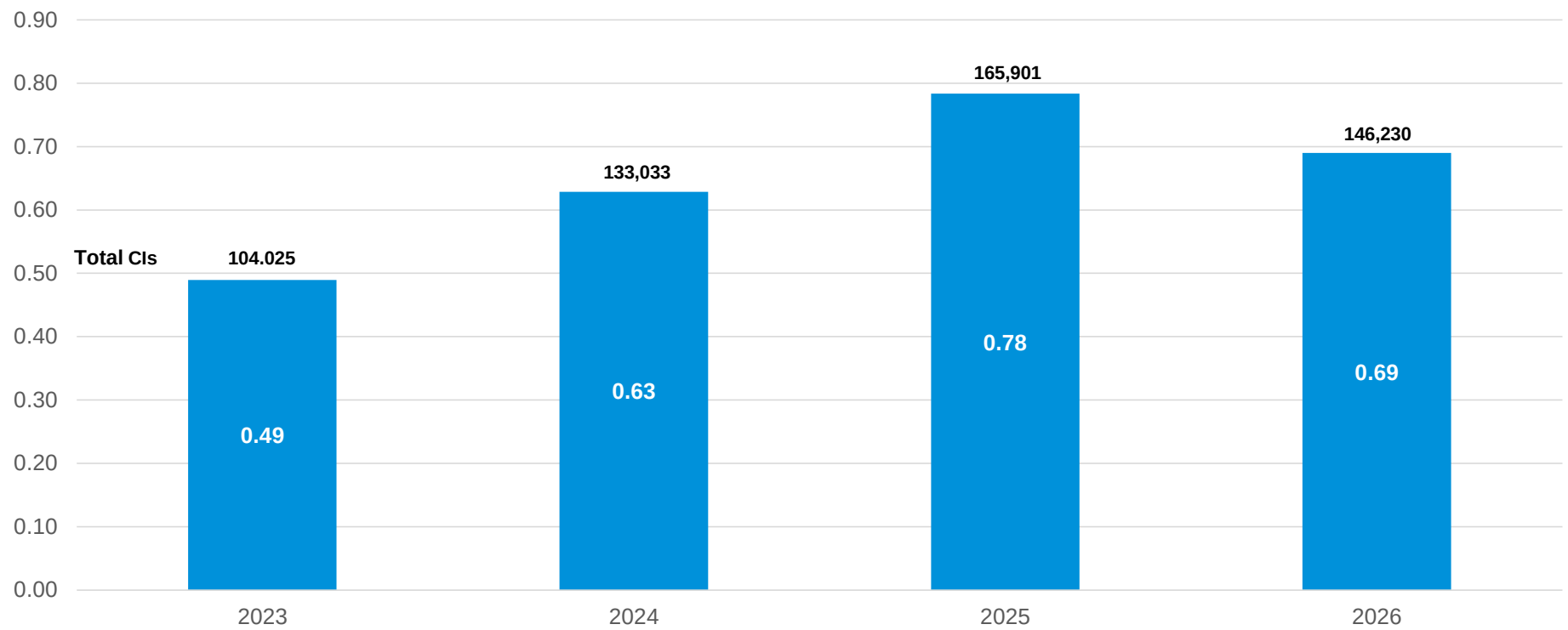


DISTRIBUTION

SAIFI / SAIDI

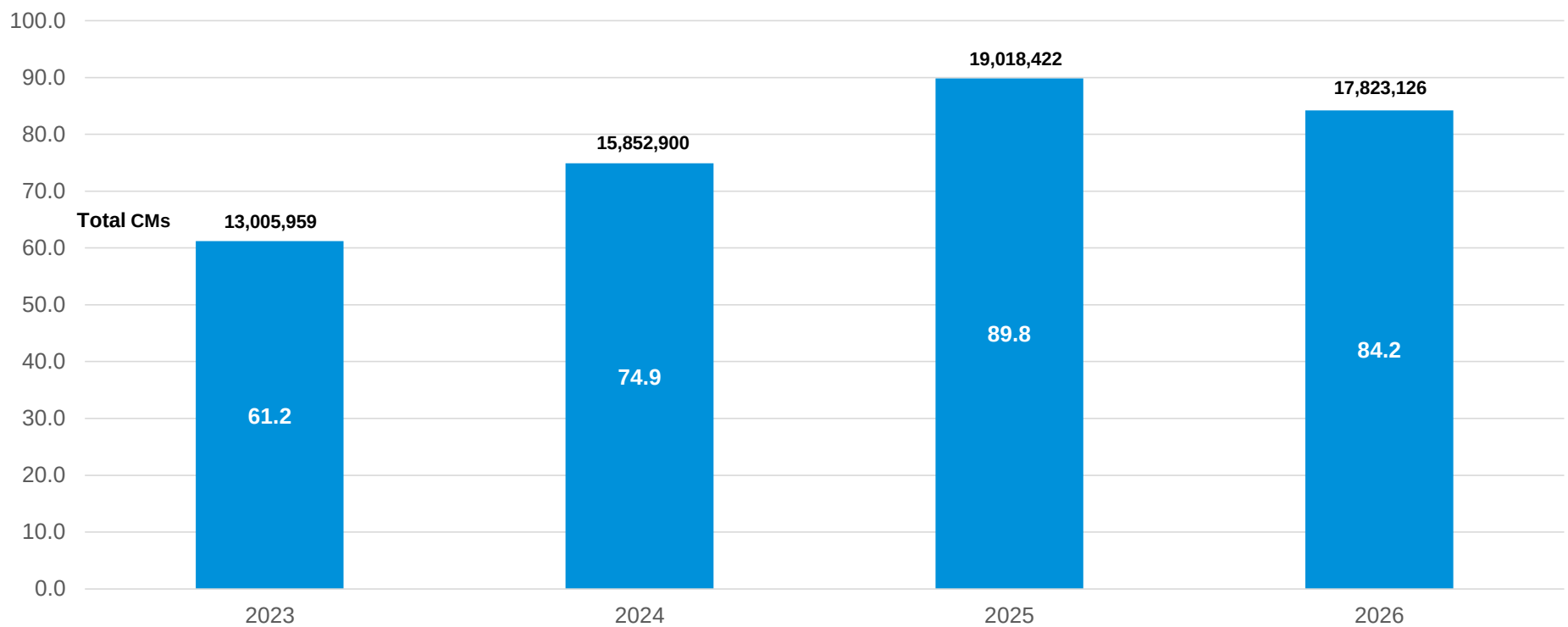
DISTRIBUTION SAIFI

YTD Second Quarter 2026 with Prior YTD Second Quarter Comparisons



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

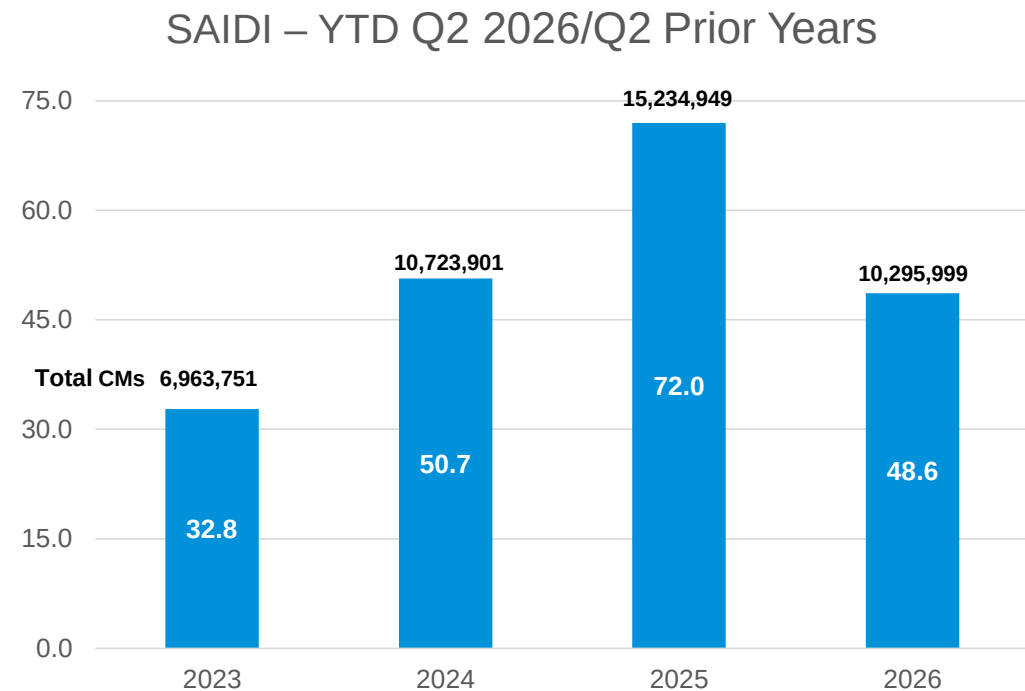
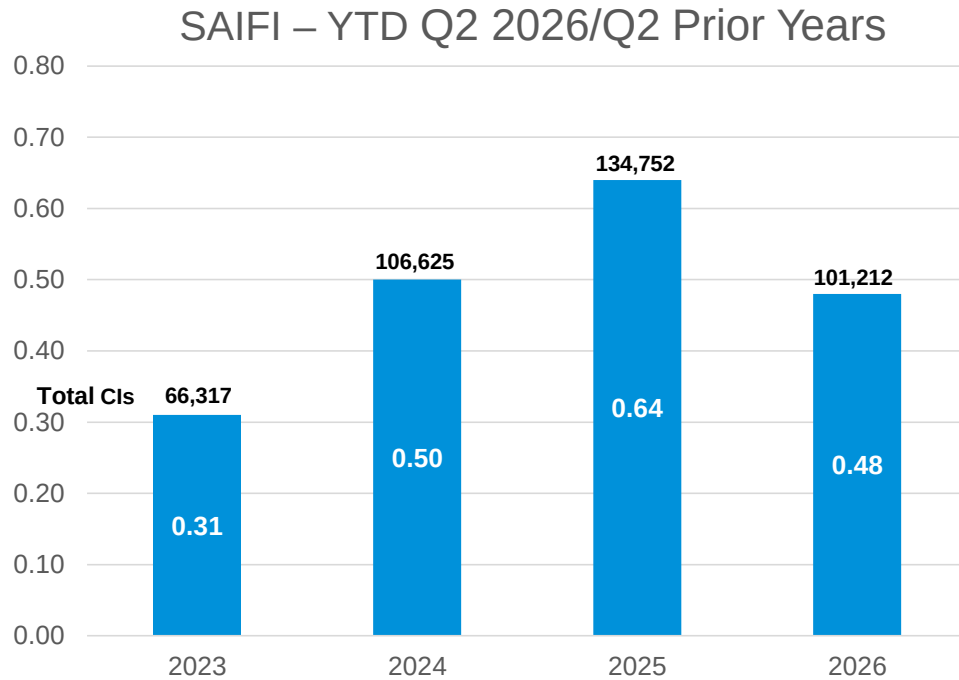
DISTRIBUTION SAIDI
YTD Second Quarter 2026 with Prior YTD Second Quarter Comparisons



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DISTRIBUTION SAIFI / SAIDI Outages Resulting from External Events & Planned Maintenance Removed



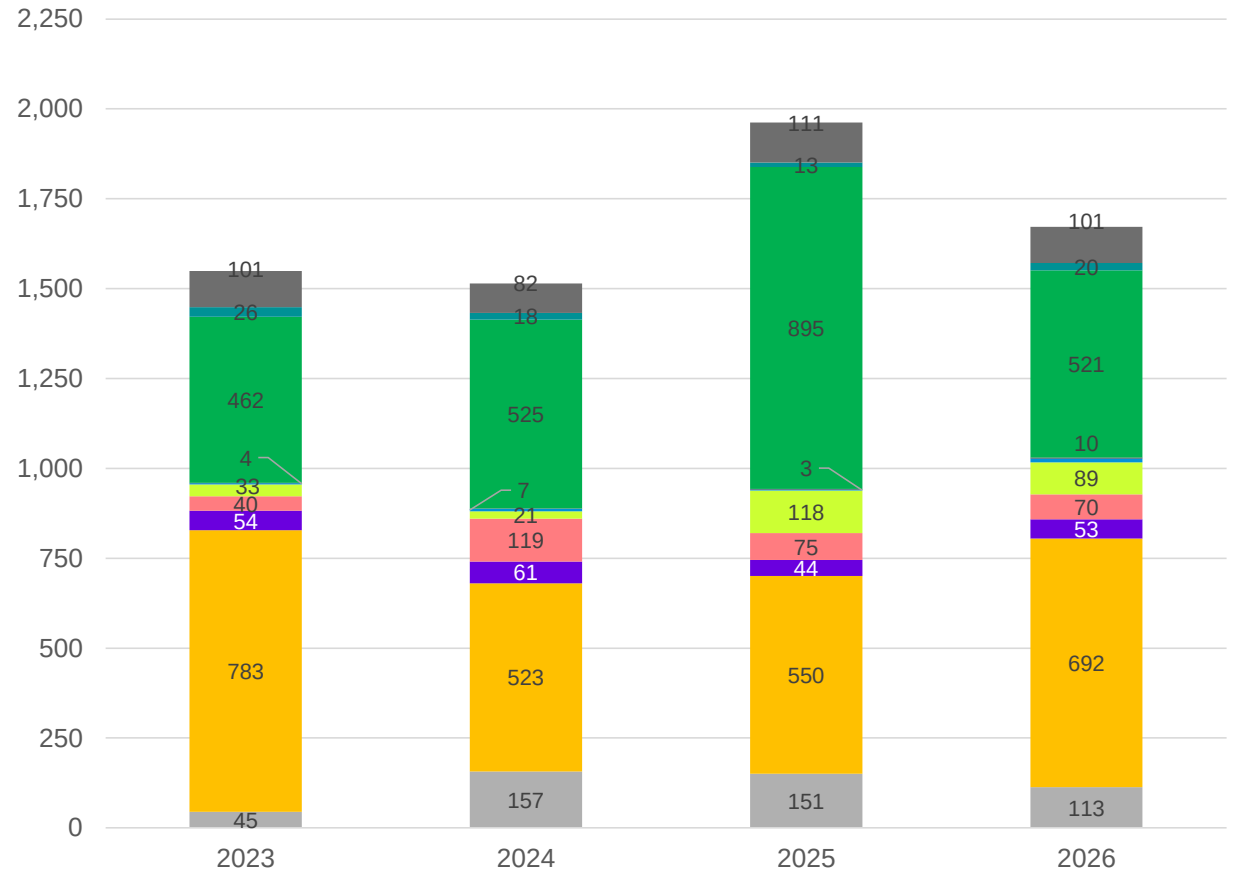
The Appendix of this report includes a glossary of common distribution equipment and outage causes that includes several “external causes of outages” that are outside the Company’s control. In order to provide a more accurate measure of the effectiveness of ENO’s reliability-focused investments and operational 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

YTD Q2 2026 Outage Incidents Compared to Q2 Outage Incidents of Prior Years

	2023	2024	2025	2026
Animal	101	82	111	101
Emergency Switching	26	18	13	20
Equipment	462	525	895	521
Foreign Trouble	1	1	2	3
Human Error	4	7	3	10
Lightning	33	21	118	89
Other	40	119	75	70
Public Inflicted Damage	54	61	44	53
Scheduled Interruptions	783	523	550	692
Vegetation	45	157	151	113
Grand Total	1,549	1,514	1,962	1,672

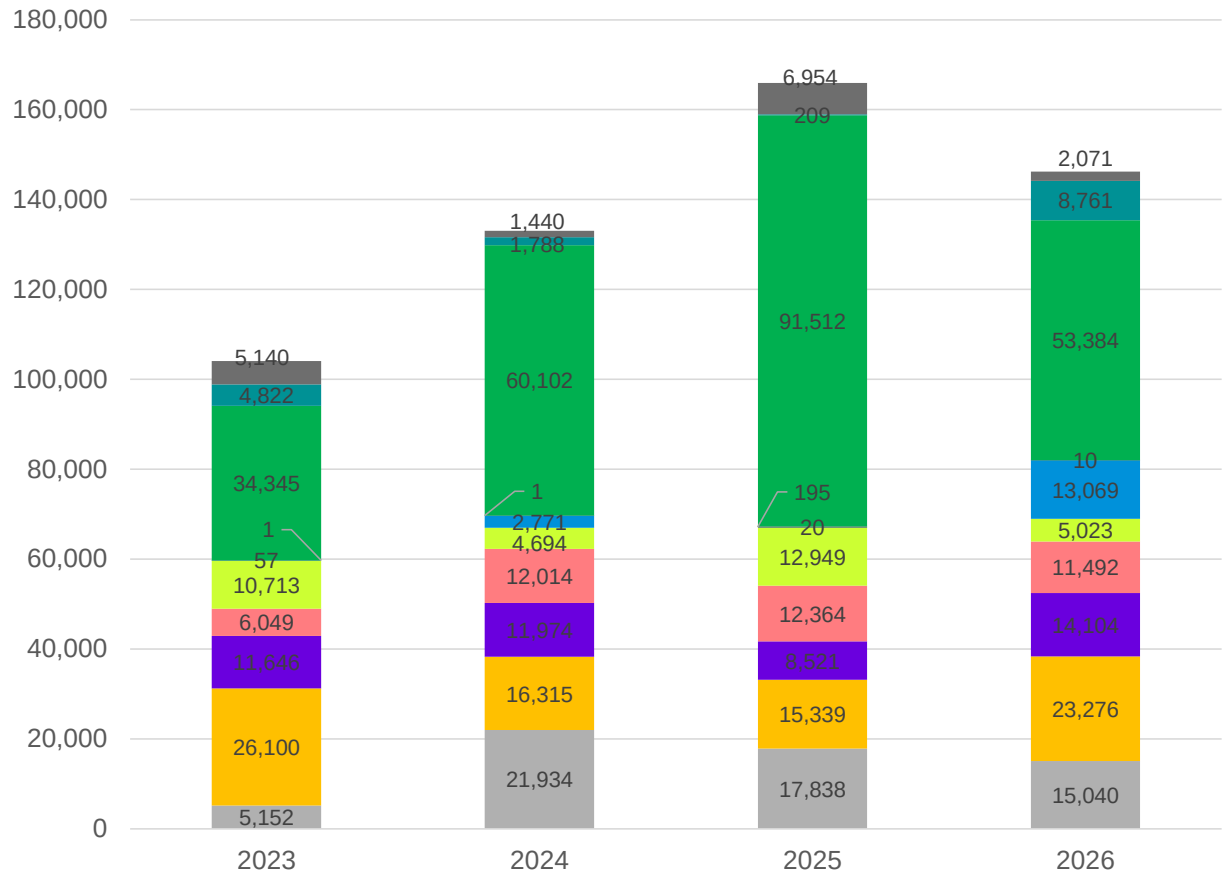


7 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Q2 2026 CIs Compared to Q2 CIs of Prior Years

	2023	2024	2025	2026
Animal	5,140	1,440	6,954	2,071
Emergency Switching	4,822	1,788	209	8,761
Equipment	34,345	60,102	91,512	53,384
Foreign Trouble	1	1	195	10
Human Error	57	2,771	20	13,069
Lightning	10,713	4,694	12,949	5,023
Other	6,049	12,014	12,364	11,492
Public Inflicted Damage	11,646	11,974	8,521	14,104
Scheduled Interruptions	26,100	16,315	15,339	23,276
Vegetation	5,152	21,934	17,838	15,040
Grand Total	104,025	133,033	165,901	146,230



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



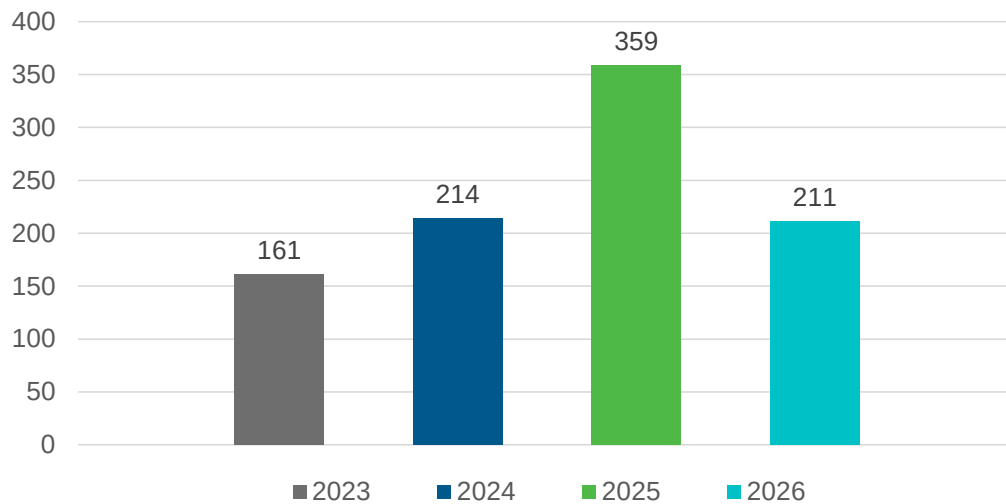
Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



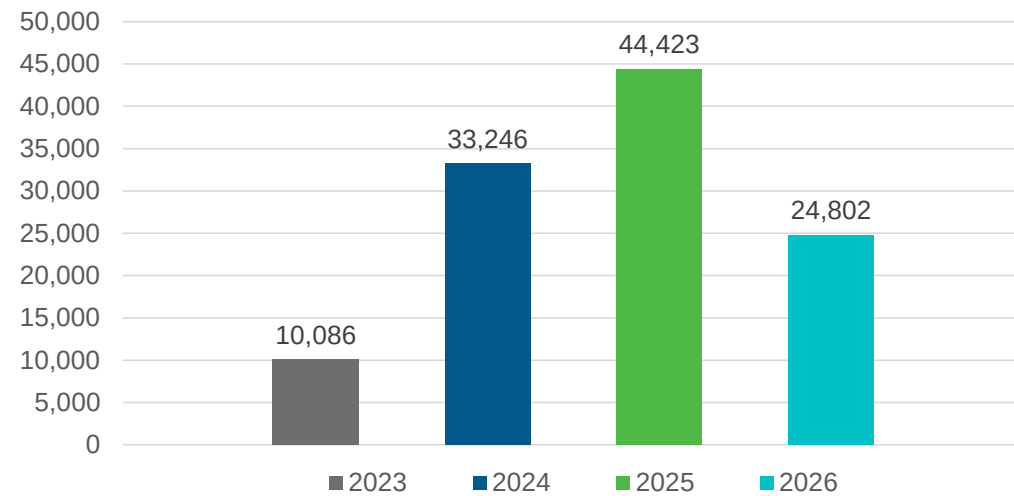
DISTRIBUTION OUTAGE DETAILS

Equipment - Overhead Conductors & Connections

Outage Incidents – YTD Q2 2026/Q2 Prior Years



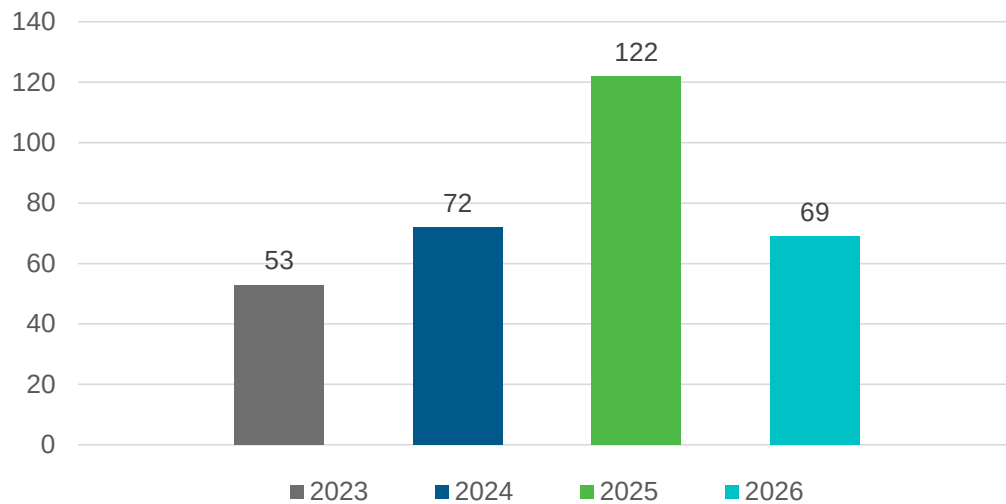
Customer Interruptions – YTD Q2 2026/Q2 Prior Years



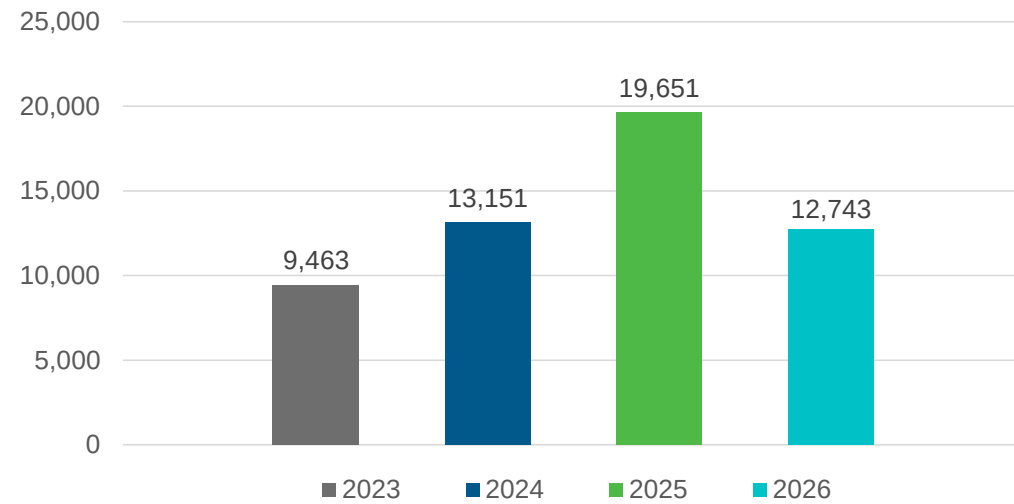
See appendix for category breakdown.

Equipment - Pole & Support Structure

Outage Incidents – YTD Q2 2026/Q2 Prior Years



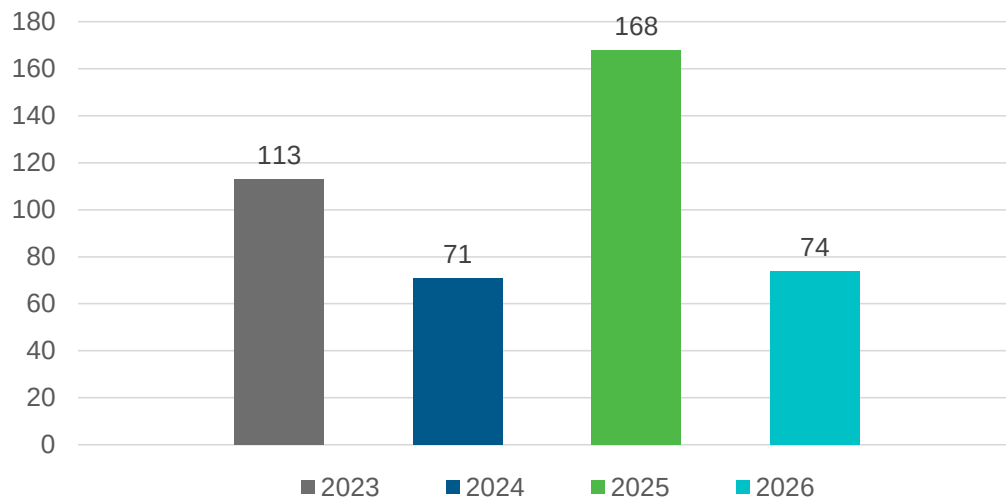
Customer Interruptions – YTD Q2 2026/Q2 Prior Years



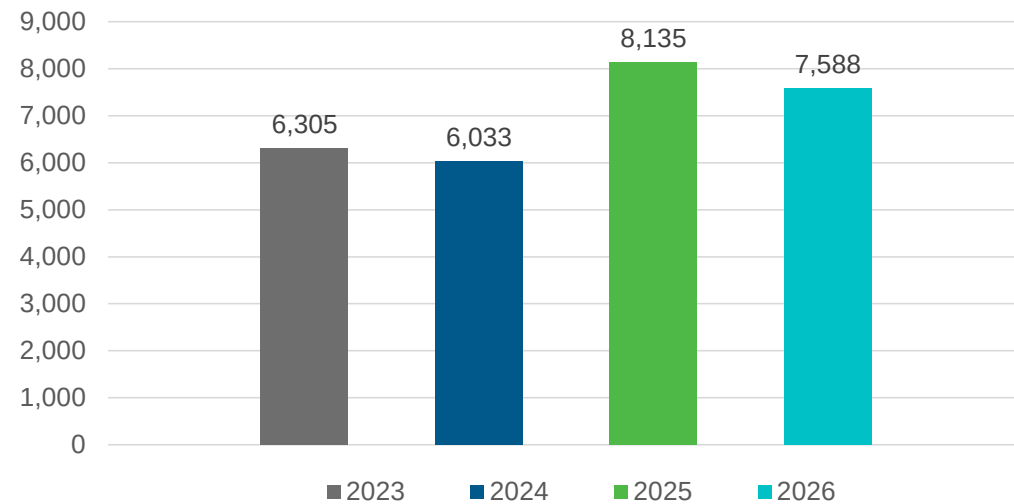
See appendix for category breakdown

Equipment - Switches & Protection Devices

Outage Incidents – YTD Q2 2026/Q2 Prior Years



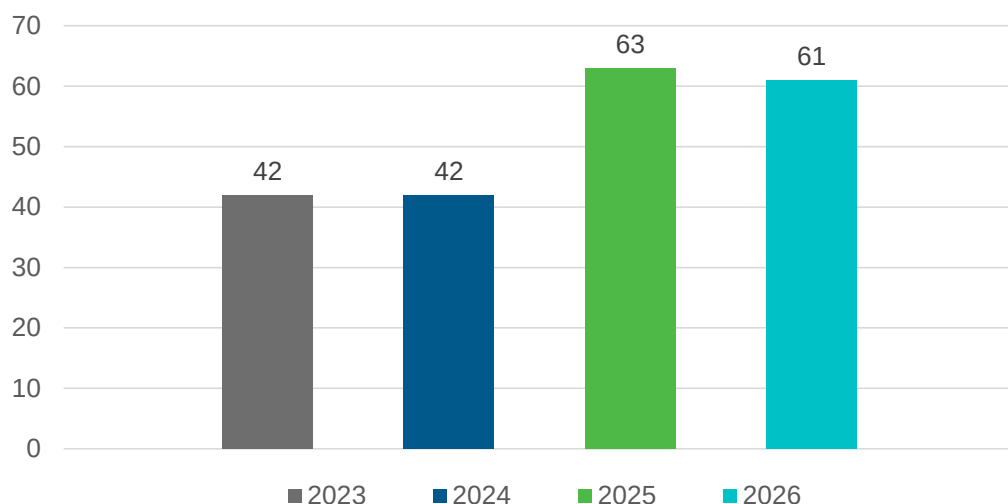
Customer Interruptions – YTD Q2 2026/Q2 Prior Years



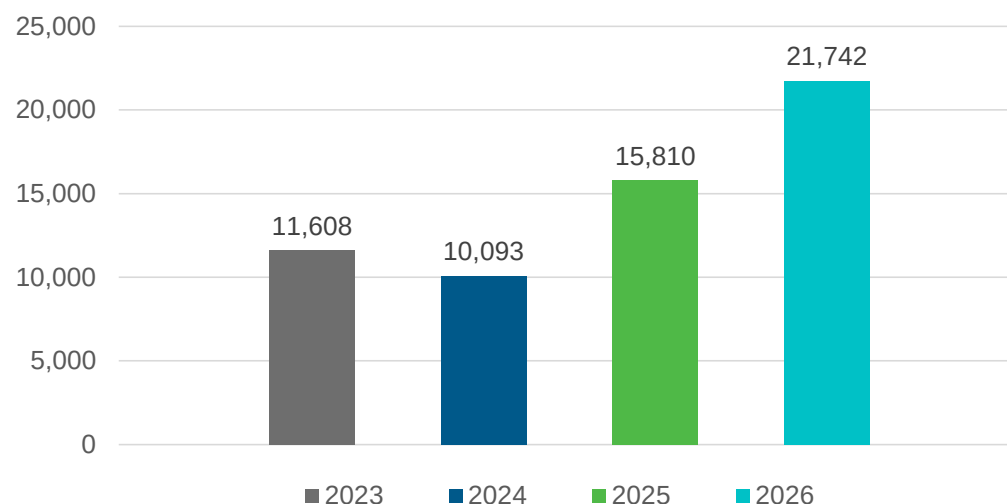
See appendix for category breakdown

Outages Resulting from External Events

Outage Incidents – YTD Q2 2026/Q2 Prior Years



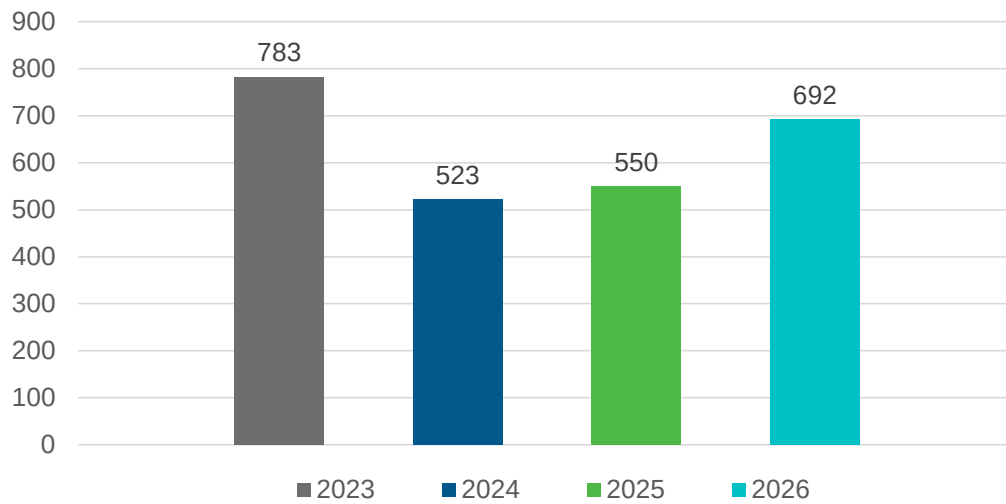
Customer Interruptions – YTD Q2 2026/Q2 Prior Years



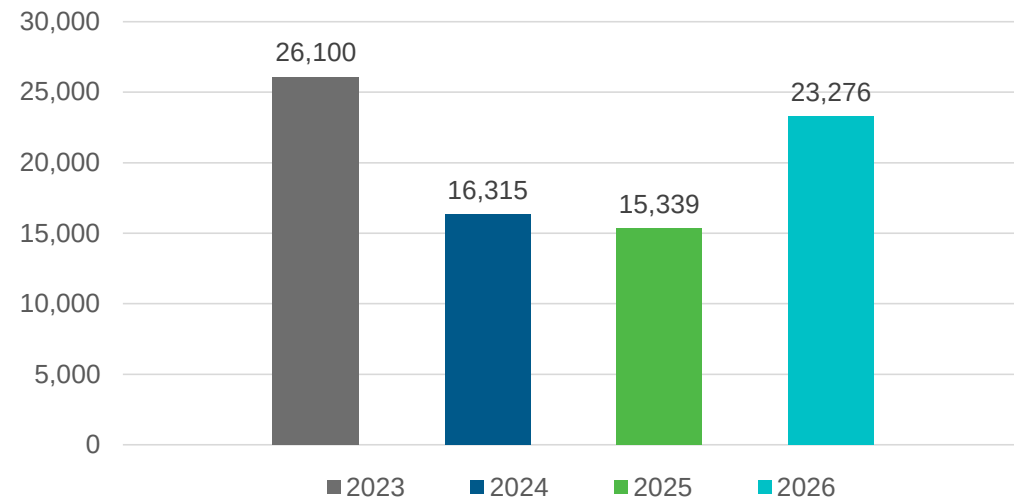
The Appendix of this report includes a glossary of common distribution equipment and outage causes that includes several “external causes of outages” that are outside the Company’s control. In order to provide a more accurate measure of the effectiveness of ENO’s reliability-focused investments and operational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

Scheduled Interruptions

Outage Incidents – YTD Q2 2026/Q2 Prior Years

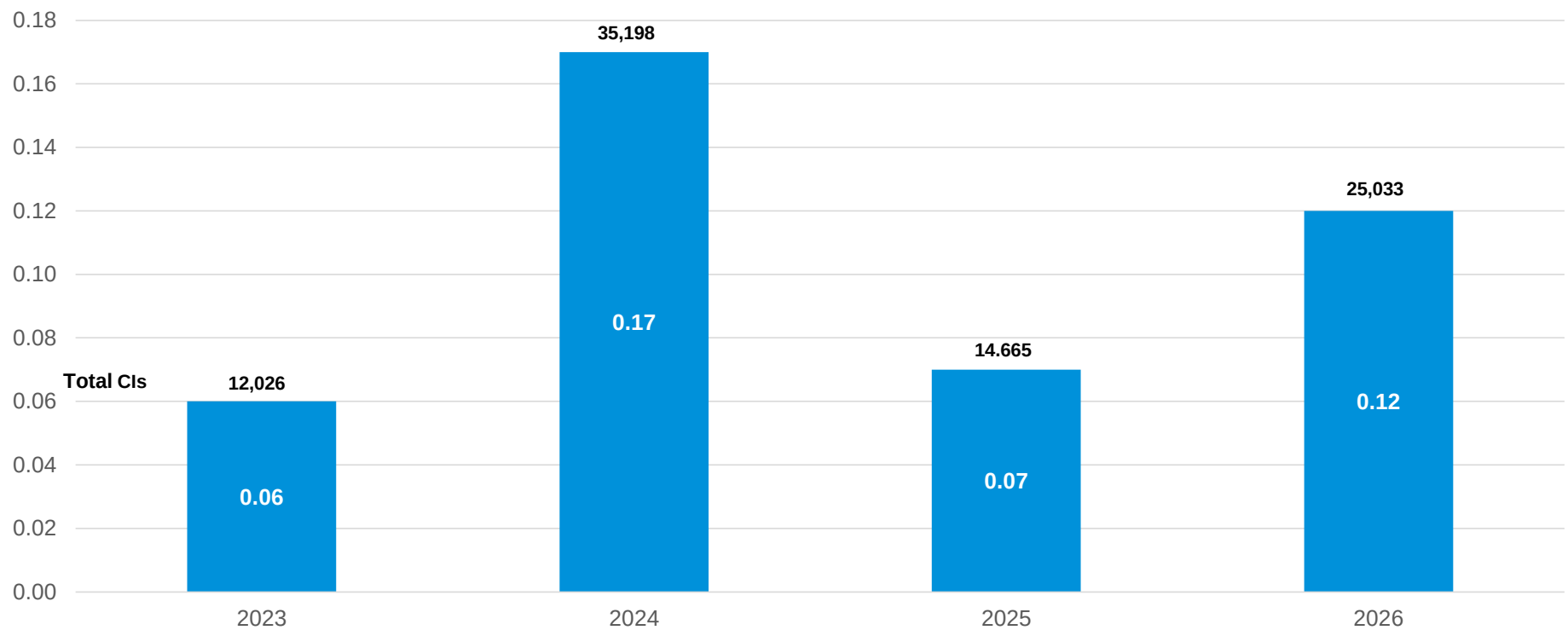


Customer Interruptions – YTD Q2 2026/Q2 Prior Years



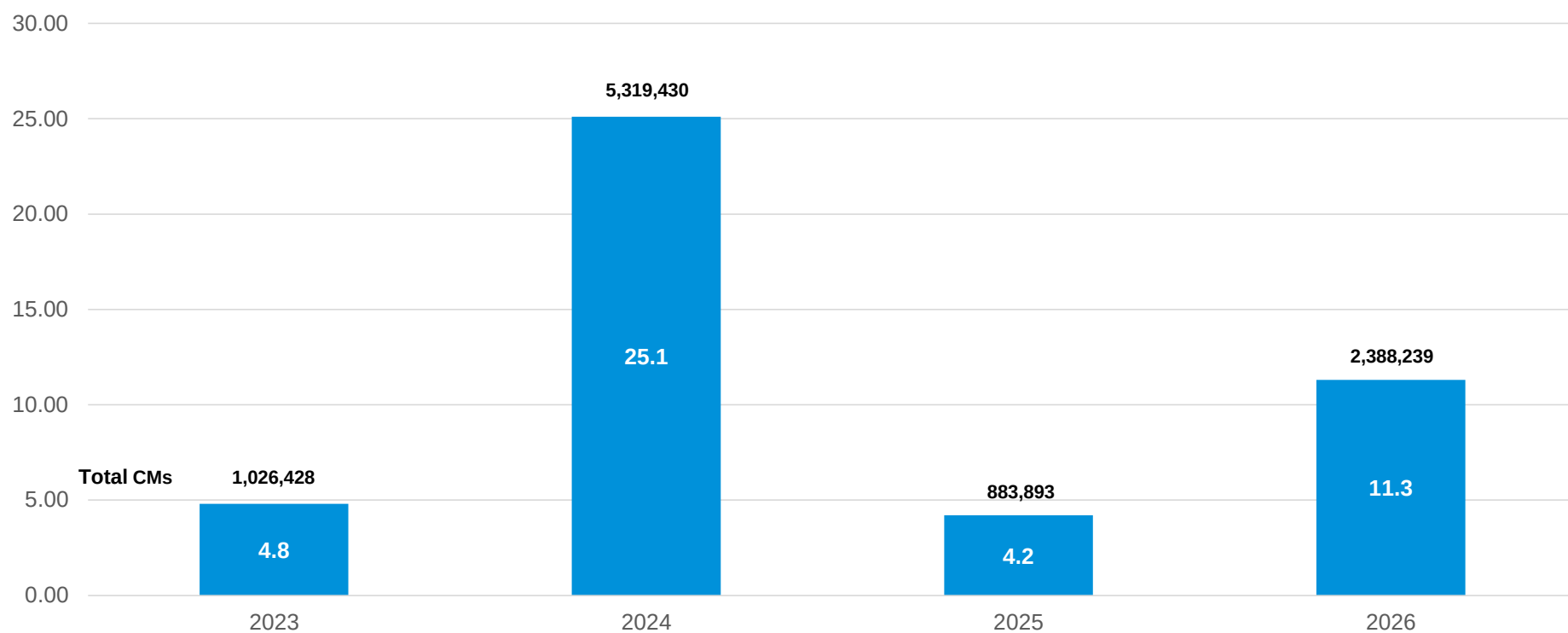
TRANSMISION SAIFI / SAIDI

TRANSMISSION SAIFI YTD Q2 2026 Compared to Q2 of Prior Years



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

TRANSMISSION SAIDI YTD Q2 2026 Compared to Q2 of Prior Years



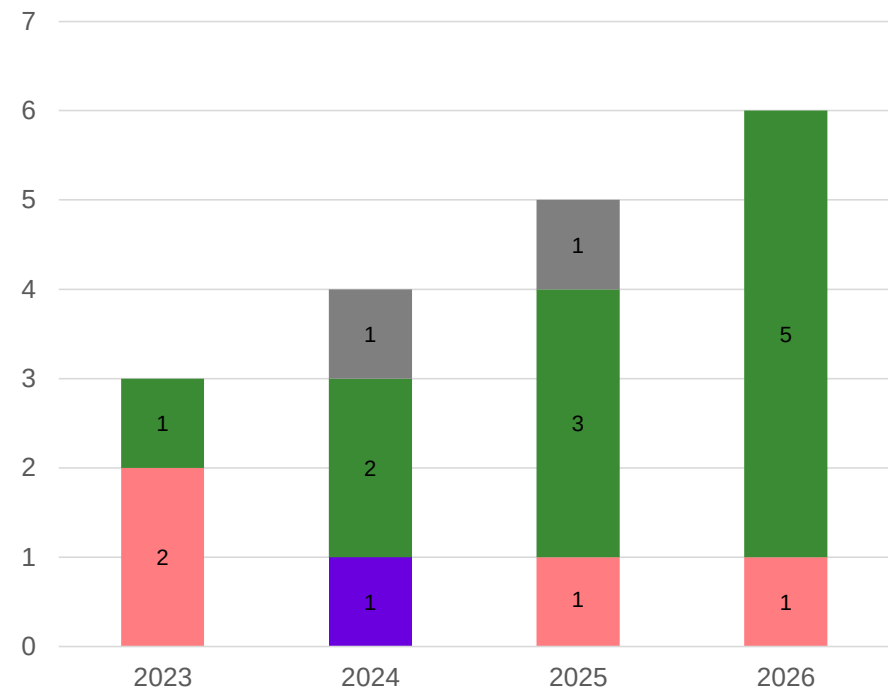
18 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



TRANSMISSION OUTAGES

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

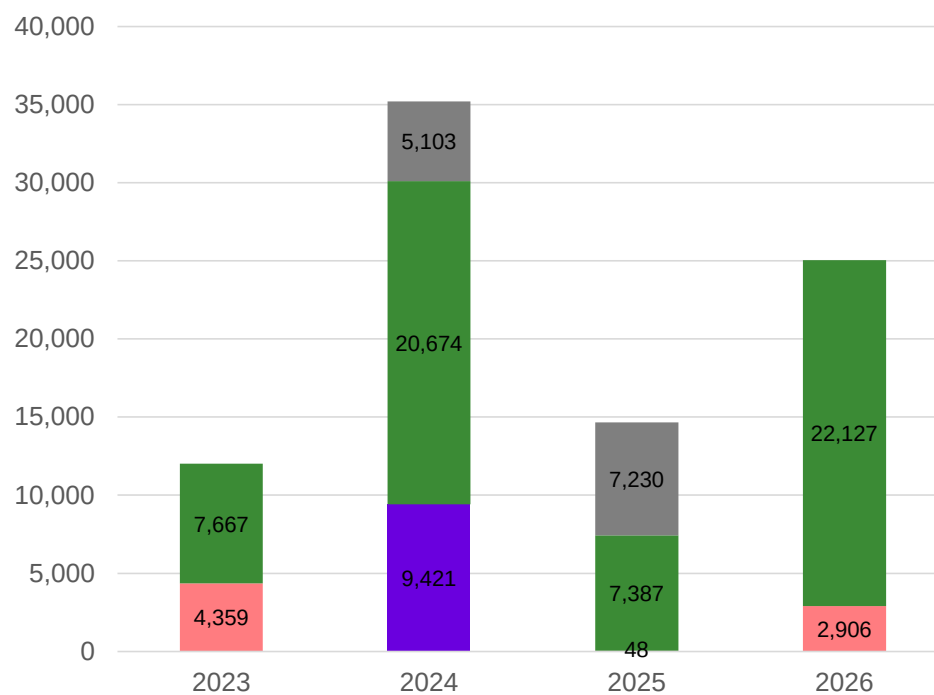
	2023	2024	2025	2026
Animal	0	1	1	0
Equipment	1	2	3	5
Human Error	0	0	0	0
Other	2	0	1	1
Public Inflicted Damage	0	1	0	0
Scheduled Interruption	0	0	0	0
Grand Total	3	4	5	6



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

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

	2023	2024	2025	2026
Animal	0	5,103	7,230	0
Equipment	7,667	20,674	7,387	22,127
Human Error	0	0	0	0
Other	4,359	0	48	2,906
Public Inflicted Damage	0	9,421	0	0
Scheduled Interruption	0	0	0	0
Grand Total	12,026	35,198	14,665	25,033



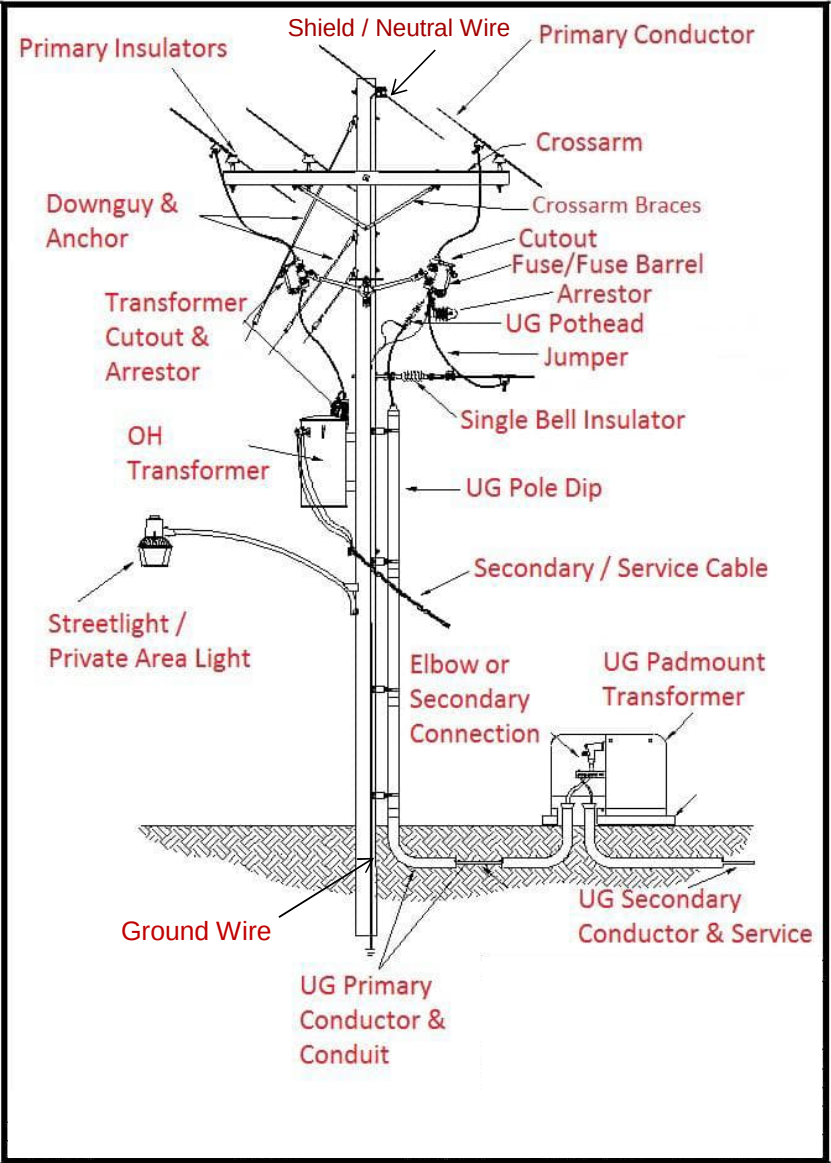
²¹ Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

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 Failure - Bushing	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		Breaker – Gas / Oil			
Equipment - Automatic Sleeve		Vacuum Fault Interrupter			
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 abnormal electrical conditions occur. 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 placed 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 JUNE 30, 2026
OUTAGE DATA

HIGHLY SENSITIVE PROTECTED MATERIALS

INTENTIONALLY OMITTED

August 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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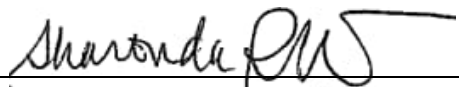
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Myron Katz, PhD
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New Orleans, Louisiana, this 31st day of August 2026.


Sharonda Williams