

September 14, 2026

VIA Electronic Delivery

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

**Re: Grid Hardening Projects Reporting Requirement Docket UD-21-03, R-25-664,
Attachment A - Post-Event Report on Tropical Storm Arthur**

Dear Clerk of Council:

Pursuant to the specific reporting requirements in Resolution No. R-25-664, Attachment A, Section 2, Entergy New Orleans, LLC ("ENO") submits its Post-Event Report Regarding Tropical Storm Arthur.

In connection with the Company's filing, certain confidential information bearing the designation "Highly Sensitive Protected Materials" (Exhibit A) 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.

If you have any questions regarding this information, please contact me at (504) 670-3670.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sharonda Williams'.

Sharonda Williams

Enclosure

cc: Official Service List UD-21-03 (via electronic mail)

ENTERGY NEW ORLEANS, LLC'S POST-EVENT REPORT REGARDING TROPICAL STORM ARTHUR

Entergy New Orleans, LLC (“ENO” or the “Company”) submits its Post-Event Report Regarding Tropical Storm Arthur (“Report”) in accordance with Section 2 of Attachment A to Resolution No. R-25-664 (“Resolution”), adopted in this docket¹ by the Council for the City of New Orleans (“Council”) on December 18, 2025, relative to Grid Hardening Projects² as approved.³ The Resolution requires, among other things, that the Company file a report with the Council summarizing the performance of all transmission and distribution assets within ninety (90) days following a Triggering Event or a Major Event Day (“MED”) impacting the ENO service area.

1. Tropical Storm Arthur

Tropical Storm Arthur formed into a disturbance on June 16, 2026, off the coast of Texas near Corpus Christi. As the storm continued to develop, it made landfall on the Texas-Louisiana border near Galveston at approximately 3:00 p.m. on June 17, 2026, with maximum sustained winds of approximately 35 mph. On June 18, 2026, there were 15 confirmed tornadoes across the states of Louisiana and Mississippi, including an EF1 tornado that impacted the City Park and Lakeview areas of New Orleans. Below is a figure depicting Tropical Storm Arthur’s initial landfall and path.

¹ By way of background, in October 2021, Resolution No. R-21-401 ordered ENO to present a comprehensive system resilience and storm hardening plan by March 1, 2022. ENO complied, submitting an approximately \$1 billion, 10-year plan consisting of 890 projects, which would have provided \$2.6 billion in projected benefits including \$461 million in avoided restoration costs. In October 2024, 3 years after issuing the initiating resolution, the Council, in Resolution No. R-24-625, 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”). As noted in prior reports and elsewhere, while the approved Phase 1 portfolio contained 63 individual projects, ENO has bundled them into 32 project groupings to streamline program management and execution. 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”).

² Under the Resolution, “Grid Hardening Projects” refers to the Phase 1 projects and GRIP Project. For purposes of the Report, each Grid Hardening Project is considered separately to determine when it is “completed.” Resolution, Att. A, n. 1.

³ Pursuant to other reporting requirements in the Resolution, as well as those in Resolution No. R-24-73, ENO submits quarterly Monitoring Reports regarding the Grid Hardening Projects. The information in the Monitoring Reports (and other reports) may not exactly tie to the information presented herein given the particular time periods, reporting criteria, or other reasons.



Tropical Storm Arthur and its impacts to New Orleans constitute a “Triggering Event” as described in Section 2 note 2 of Attachment A to the Resolution. The approximate starting time and ending time of the effects of Tropical Storm Arthur on the ENO service area were 10:15 pm on June 17, 2026, to 4:32 pm on June 18, 2026 (“Event Period”).

2. Dataset of All Customer Outages During the Event Period

See attached HSPM - Exhibit A.⁴

3. For the Event Period:

- a. Provide a pole performance metric analysis in the format previously agreed to by ENO and the Advisors.

The Pole Performance Metric, set forth in Attachment B to the Resolution, is triggered only where there is a single event that qualifies for a Federal Disaster Declaration and 150 or more ENO owned poles (including those poles that have not been installed as part of a Grid Hardening Project) fail. Tropical Storm Arthur resulted

⁴ The resilience reporting requirements approved in the Resolution consider the performance of completed Grid Hardening Projects. The information in Exhibit A, however, contains requested information involving segments that have not been completely hardened. For reference, the Company provided the information as part of its 2026 Q2 Customer Interruptions (“CI”) Report filed on August 31, 2026.

in the failure of only twelve (12) ENO-owned poles, none of which were part of the Grid Hardening Projects. Accordingly, the threshold necessary to trigger the Pole Performance Metric does not apply to this event.

- b. After exercising due diligence and, to the extent possible under the circumstances, identify the cause of each outage using the descriptors in the Reporting Datasets.**

See attached HSPM Exhibit A.

- c. Identify whether any hardened asset(s) of a completed Grid Hardening Project failed and, to the extent possible, identify the outage cause and provide a narrative regarding the failure of such asset(s), including their locations.**

At the time Tropical Storm Arthur made landfall, 446 structures had been hardened as part of completed Grid Hardening Projects.⁵ None of those 446 hardened structures failed during Tropical Storm Arthur, demonstrating that the hardened structures performed successfully during this event.

- d. Provide a comparison of the failure rate for completed Grid Hardening Project structures against all other distribution primary structures.**

No poles from completed Grid Hardening Projects failed as a result of Tropical Storm Arthur. Thus, the failure rate of hardened poles is 0%. With regard to other distribution primary structures, 12 failed out of a total of 35,874, and thus the failure rate was 0.03%.

Please see the below table for the requested comparison at the time of Tropical Storm Arthur.

ENO Total Primary Structure Count	36,320	
Total Grid Hardening Completed Project Structure Count	446	
Failed Grid Hardening Completed Project Structure Count	0	0% Failure Rate
Remaining Distribution Primary Structure Count	35,874	
Remaining Failed Distribution Primary Structure Count	12	0.03% Failure Rate

- e. Provide the outage duration performance for hardened and non-hardened sections of each of the 38 circuits that comprise the completed Grid Hardening Projects which will allow for the comparison of performance for the Grid Hardening Projects against status quo on the same circuit.**

⁵ As discussed in prior reporting, the Company is in the process of implementing the Grid Hardening Projects.

The 38 circuits⁶ included in the scope of the Grid Hardening Projects include segments that have been completely hardened, are in the process of being hardened, or have not yet been hardened. Of those 38 circuits, 37 experienced no outages during the Event Period. The remaining circuit, W0713, experienced a 55-minute outage on a segment that is not scheduled to be hardened as part of Phase 1. Accordingly, no circuit segment hardened through the Grid Hardening Projects experienced an outage during Tropical Storm Arthur.

f. Comparison of the performance of the Grid Hardening Projects' current Post-Event Report with that reported in any previous Post-Event Reports within the prior two years that impacted the ENO service area.

This is the first Post-Event Report filed by the Company since the Council adopted the Resolution. The duration, intensity, geographic path, and resulting infrastructure impacts of major storms vary significantly from event to event. Accordingly, direct comparisons of performance across individual Triggering Events or MEDs, whether through reporting, reliability metrics or otherwise, should be considered in the context of the characteristics of each event and may not, standing alone, provide a comprehensive measure of resilience performance.

With that context, the Company's system, including the infrastructure hardened through the Grid Hardening Projects, performed well during Tropical Storm Arthur. As discussed above, none of the 446 structures hardened through completed Grid Hardening Projects failed, and no circuit segment hardened through the Grid Hardening Projects experienced an outage during the Event Period. While the performance observed during a single event is not necessarily predictive of performance during future storms, the results from Tropical Storm Arthur provide a positive indication of the performance of the hardened infrastructure during this event.

⁶ Of the 38 circuits that comprise the Grid Hardening Projects, 36 regard the Phase 1 projects, and 2 regard the GRIP Project (one for transmission and one for distribution).