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Timothy S. Cragin  
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December 17, 2019

**By Hand Delivery**

Ms. Lora W. Johnson, CMC, LMMC  
Clerk of Council  
City Hall - Room 1E09  
1300 Perdido Street  
New Orleans, LA 70112

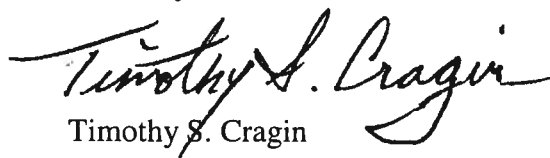
**Re: Resolution Directing Entergy New Orleans, Inc. to Investigate and Remediate Electric Service Disruptions and Complaints and to Establish Minimum Electric Reliability Performance Standards and Financial Penalty Mechanisms – CNO Docket No. UD-17-04**

Dear Ms. Johnson:

Please find enclosed for your further handling an original and three copies of Entergy New Orleans, LLC's ("ENO") Reliability Project Status Report as of October 31, 2019, which is being submitted for filing in the above-referenced docket pursuant to Council Resolution R-18-98. Please file an original and two copies into the record and return a date-stamped copy to our courier.

Thank you for your assistance with this matter.

Sincerely,

  
Timothy S. Cragin

TSC\rdm

Enclosures

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

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BY: UF

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**ENTERGY NEW ORLEANS, LLC'S  
RELIABILITY PROJECT STATUS REPORT AS OF OCTOBER 31, 2019**

Entergy New Orleans, LLC (“ENO”) respectfully submits this Reliability Project Status Report to provide the Council with an update through October 31, 2019 on progress regarding ENO’s 2019 Reliability Plan, as well as on two carryover projects from the 2018 Reliability Plan. Two projects from the 2018 Revised Reliability Plan were carried over into 2019 because they involved pole excavation work that could not be done in 2018 due to U.S. Army Corps of Engineers limits regarding work near the levees when the Mississippi River is above a certain level. Those projects were completed in mid-2019 once the Mississippi River level allowed the work to proceed. Regarding the 2019 Reliability Plan, ENO has made significant progress toward completion of its 2019 Reliability Plan, which was submitted to the Council on January 18, 2019. More specifically, as of October 31, 2019, ENO has completed 86 out of 94 distribution line reliability projects targeted in its 2019 Distribution Reliability Plan. These projects included acceleration of the deployment of Distribution Automation (“DA”) through the installation of fifty new reclosers on its distribution system by July 1, 2019. These reclosers are already providing notable benefit to customers. For example, the Sewerage and Water Board of New Orleans has noted several potential outages that were avoided by the recloser installed near the Carrollton central plant. Additional details relating to the 2019 distribution line reliability projects are reflected in the charts and graphs on pages 4 through 14 below. A spreadsheet showing the progress of the Transmission Reliability Plan is on page 15 below.

ENO has identified, inspected, and designed nine FOCUS projects thus far in 2019. As of October 31, 2019, seven of those FOCUS projects have been completed. ENO estimates this FOCUS work will result in approximately 8,300 fewer Customer Interruptions.

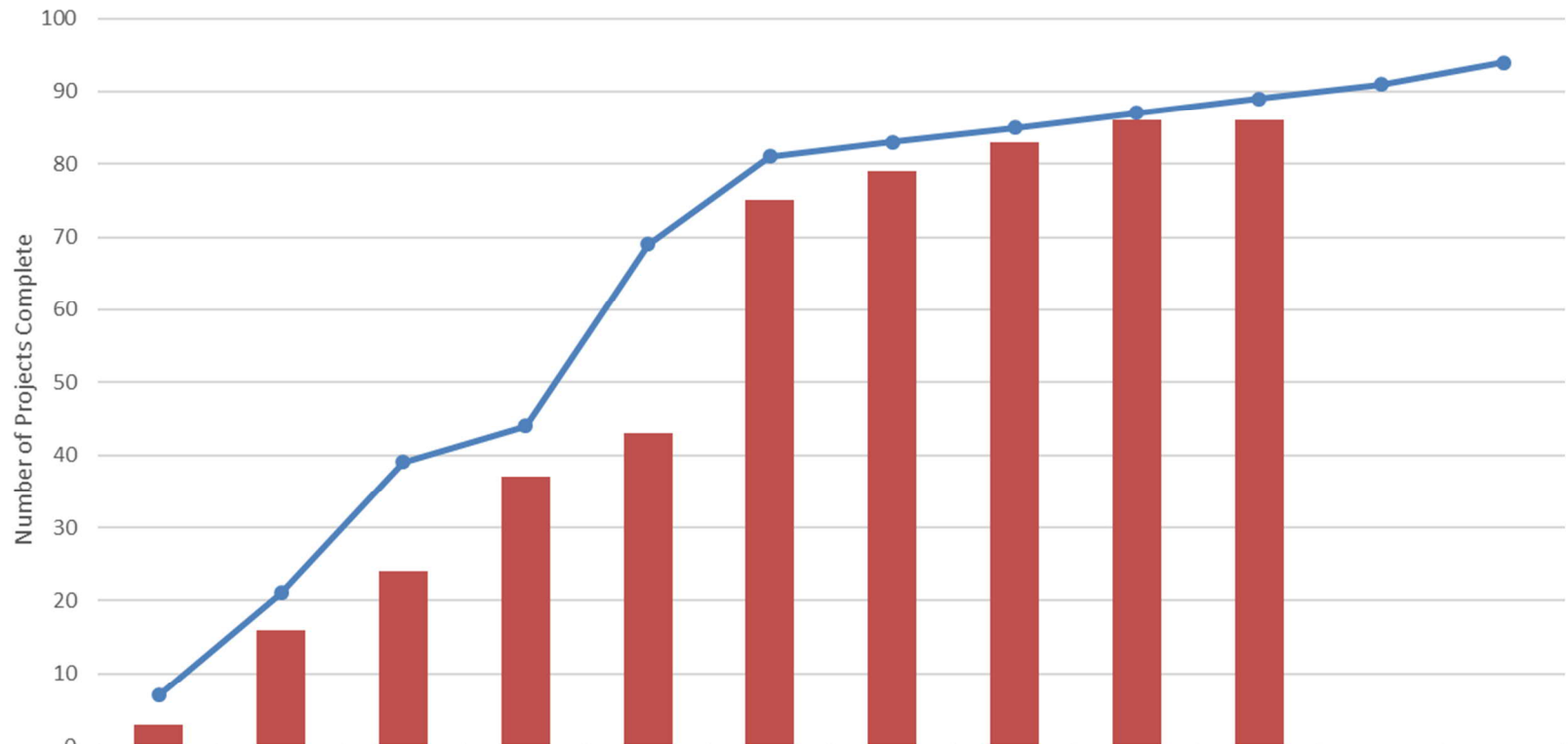
Of the nineteen feeders scheduled for the Fix-It-Now (“FIN”) reliability crew’s 2019 cycle of backbone and lateral inspections, all nineteen have been inspected, twelve have had repairs completed, and seven are at the construction stage, with two of those awaiting resource availability. ENO is on schedule to complete repairs on seventeen of the nineteen feeders inspected by year end. It is anticipated that repairs on one of the feeders and on a portion of a second of these feeders will not be complete by year end and will likely need to be carried over into 2020.

ENO has completed 98% of the 2,250 eligible pole reinforcements through its pole inspection contractor, Osmose Utility Services, Inc. (“Osmose”). The remainder of the pole reinforcements required some work at the top of the poles before pole reinforcement work could be completed. Those repairs are now complete and the remaining pole reinforcements are expected to be completed by Osmose before year end.

Finally, our Fix-It-Now (“FIN”) reliability crew continues to work on performing infrared inspections of distribution facilities to identify and prevent outages that could result from imminent failure conditions and investigating repeat outages to assess and repair the fundamental cause of the outage. Based on distribution line reliability performance in 2018 and year-to-date in 2019, the execution of the baseline distribution line reliability programs, together with the addition of the FIN program in 2018, the incremental distribution reliability investment in 2016, 2017 and 2018, and the approximately \$31 million of storm hardening investment in 2017 and 2018, appears to be having a positive effect on distribution line reliability. Whereas ENO saw an approximately 20% decrease in distribution-line-related customer interruptions in 2018 as compared to 2017, as of October 31, 2019 (based on preliminary data compiled for internal reliability monitoring), ENO has experienced just under a 20% decrease in distribution-related customer interruptions and when distribution- and transmission-related customer interruptions are considered, we have seen an

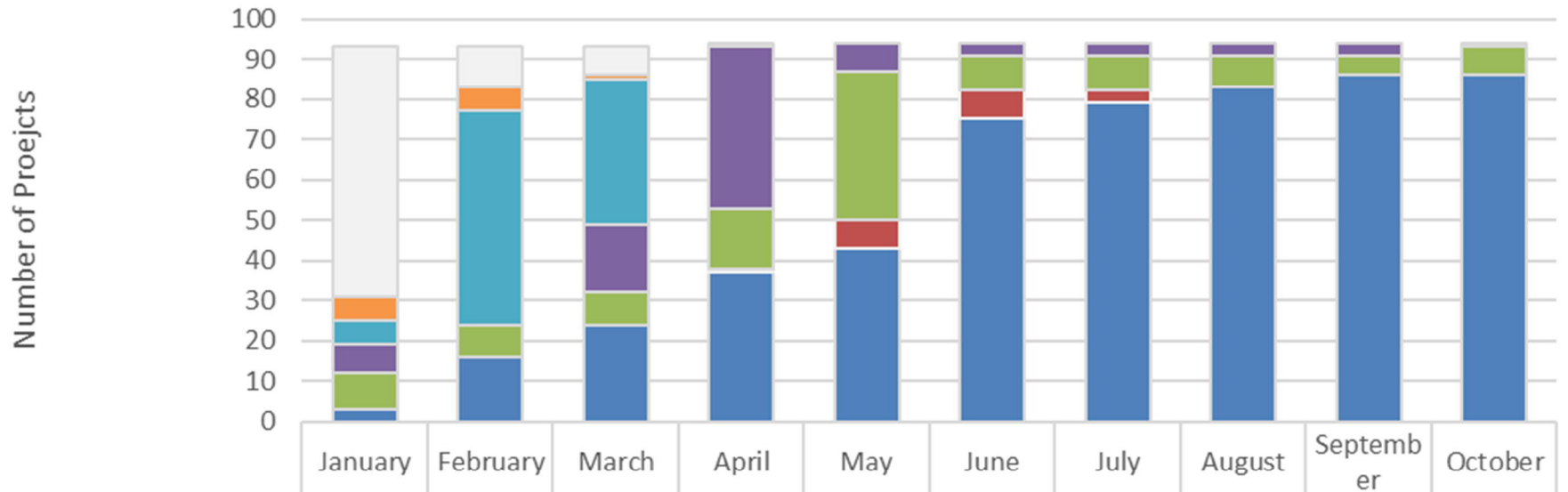
approximately 33% decrease in customer interruptions. ENO is available to discuss this report, and reliability in general, in further detail, if desired.

ENO 2019 Distribution Reliability Plan Project Progress



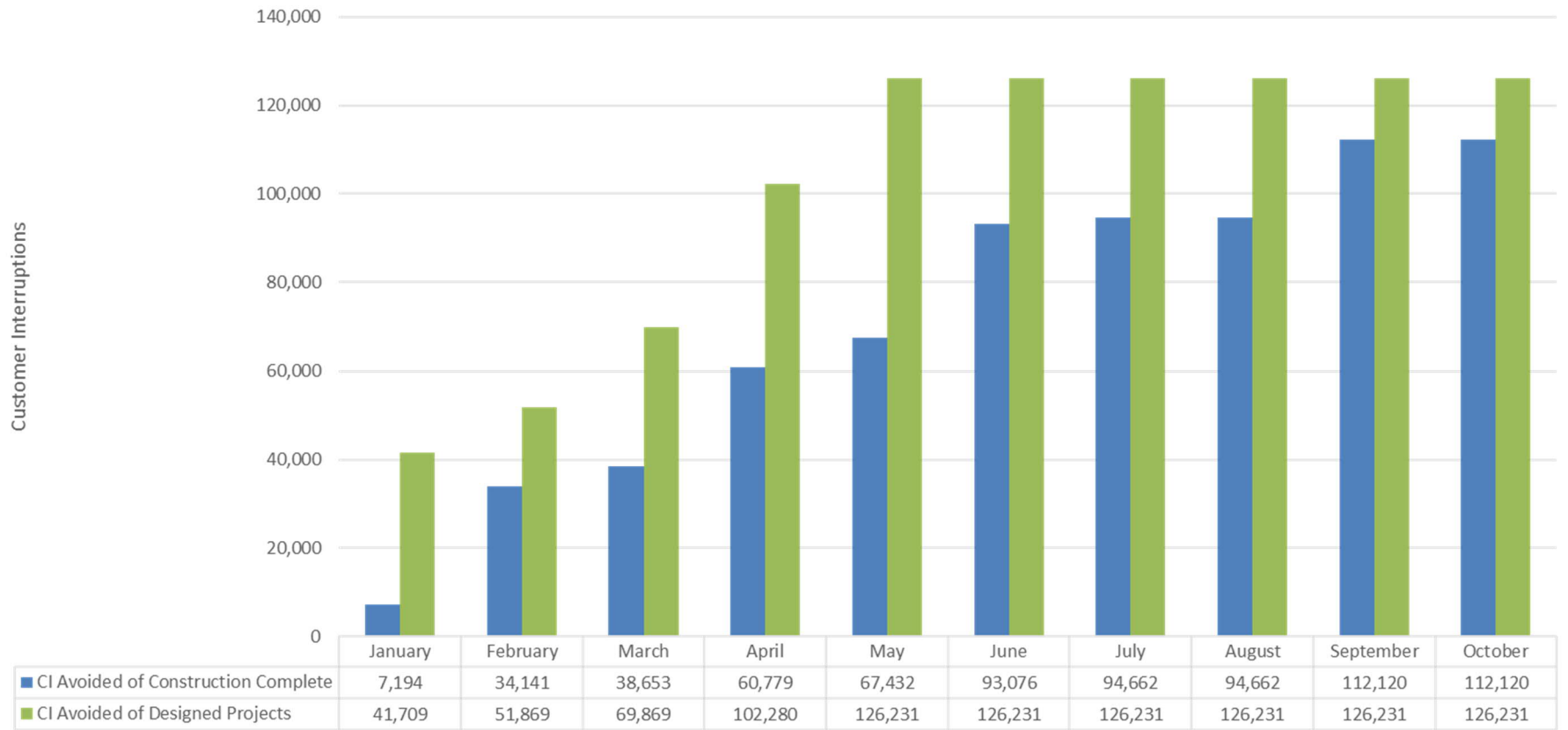
Actual Complete	3	16	24	37	43	75	79	83	86	86		
Target Complete	7	21	39	44	69	81	83	85	87	89	91	94

## Project Status

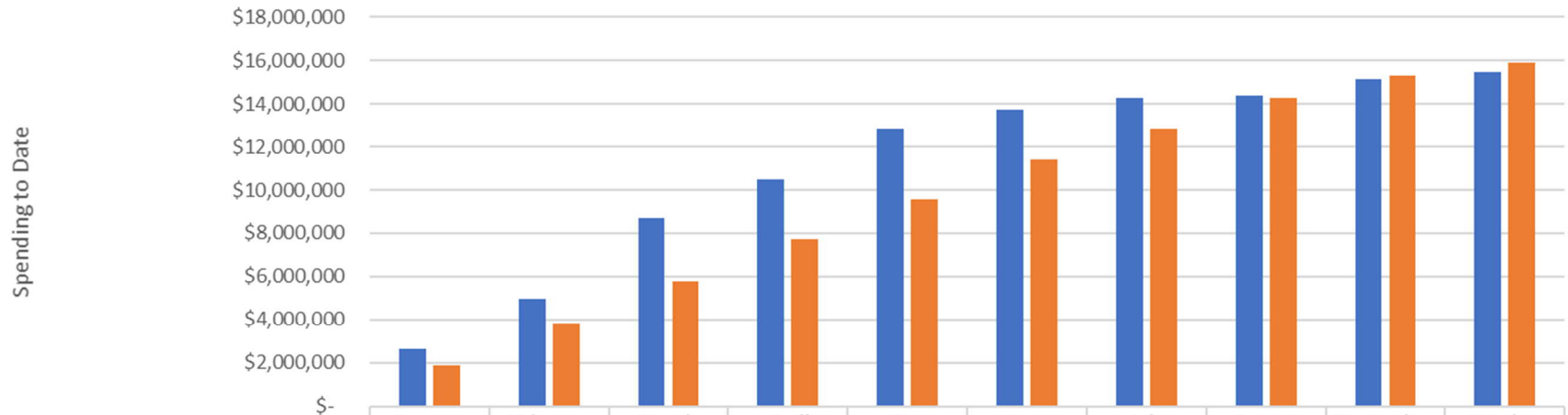


	January	February	March	April	May	June	July	August	September	October
Not Started	62	10	7							
Inspection	6	6	1							
Design	6	53	36	1						
Construction Queue	7		17	40	7	3	3	3	3	1
Construction	9	8	8	15	37	9	9	8	5	7
Commissioning				1	7	7	3			
Complete	3	16	24	37	43	75	79	83	86	86

### Customer Interruptions Avoided



### ENO Reliability Spend



	January	February	March	April	May	June	July	August	September	October
■ Month Actuals (CA+OM)	\$2,606,149	\$4,962,224	\$8,717,827	\$10,509,792	\$12,803,585	\$13,736,142	\$14,266,769	\$14,401,371	\$15,139,669	\$15,466,754
■ Budgeted Burndown Total Spending	\$1,888,899	\$3,830,311	\$5,771,723	\$7,713,135	\$9,553,297	\$11,393,459	\$12,824,153	\$14,254,846	\$15,279,175	\$15,885,441



Program / Project Name	% Work Complete	Actuals YTD (CA + OM)	Year End Estimate (CA+OM)	Total Budgeted
Distribution Automation Acceleration	100%	\$ 3,564,493	\$ 3,726,283	\$ 3,500,000
Focus Projects	99%	\$ 679,635	\$ 703,367	\$ 670,000
Backbone Inspections	100%	\$ 493,370	\$ 524,402	\$ 450,000
2019 Fix-It-Now Crew	80%	\$ 3,981,681	\$ 4,795,156	\$ 4,550,000
Pole Replacements	95%	\$ 3,336,209	\$ 3,563,521	\$ 3,950,000
Carryover Projects from 2018	100%	\$ 1,869,807	\$ 2,008,969	\$ 387,987
Other Baseline Reliability Projects	Various	\$ 1,541,559	\$ 1,610,589	\$ 2,595,000
Summary	%	\$ 15,466,754	\$ 16,932,287	\$ 16,102,987

Projects by Council District: A

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 23 DA Recloser Joliet 2021 Device 73342	Complete	1100
100%	ENO 24 DA Recloser Joliet 2021 Device 23524	Complete	-
100%	ENO 41 DA Recloser Pauger 1703 Device 24914	Complete	1159
100%	ENO 46 DA Recloser Avenue C 409 Device 13988	Complete	361
100%	ENO 7 DA Recloser Napoleon 1914 Device 83910	Complete	1117
100%	ENO 8 DA Recloser Napoleon 1914 Device 62257	Complete	-
100%	ENO 9 DA Recloser Derbigny 1554 Device 23937	Complete	809
100%	ENO 12 DA Recloser Napoleon 1913 79987	Complete	1142
100%	ENO 13 DA Recloser Napoleon 1913 23329	Complete	-
100%	ENO 17 DA Recloser Joliet 2022 Device 82357	Complete	1128
100%	ENO 20 DA Recloser Napoleon 1926 Device 27724	Complete	-
100%	ENO 32 DA Recloser Southport B0526 Device 24780	Complete	757
100%	ENO 42 DA Recloser Joliet 2016 Device 24387	Complete	1100
100%	ENO 35 DA Recloser Joliet 2014 Device 23935	Complete	57
100%	ENO 39 DA Recloser Avenue C 408 Device 14267	Complete	630
100%	ENO 43 DA Recloser Joliet 2016 Device 23206	Complete	-
100%	ENO 49 DA Recloser Avenue C 410 Device 13974	Complete	247
100%	ENO 63 FOCUS FC19N008 TU19-016T Tulane Joliet 2016 LFUS 33243	Complete	96
100%	ENO 64 FOCUS FC19N009 TU19-017T Tulane Joliet 2013 LFUS 43482	Complete	57
100%	ENO 76 2018 BB Ave C 401	Complete	-
100%	ENO 77 2018 BB Ave C 403	Complete	-
100%	ENO 79 2018 BB Ave C 406 & 411	Complete	-
100%	ENO 80 2018 BB Ave C 409	Complete	-
100%	ENO 81 2018 BB Ave C 410	Complete	-
100%	ENO 82 2018 BB Ave C 403 & 411	Complete	-
100%	ENO 119 2018 BB Joliet 2027	Complete	-
98%	ENO 192 2019 FIN Market SBKR 2135	Construction	3583
46%	ENO 290 2019 FIN Napoleon SBKR 1926	Construction	2377
100%	ENO 319 2019 FIN Joliet SBKR 2026	Complete	838
13%	ENO 366 2019 FIN Market SBKR 2147	Construction	2086
100%	ENO 415 2019 FIN Pauger SBKR 1705	Complete	272
100%	ENO 485 2019 FIN Holiday (LA) SBKR W0715	Complete	240
100%	ENO 662 2019 FIN Almonaster SBKR 623	Complete	6014
100%	ENO 703 2019 FIN Curran SBKR 2215	Complete	5642
100%	ENO 752 2019 FIN Almonaster SBKR 615	Complete	2657
100%	ENO 946 2019 FIN Derbigny SBKR 1513	Construction	-
100%	ENO 1057 2019 FIN Joliet SBKR 2012	Construction	-

Projects by Council District: B

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 47 DA Recloser Napoleon 1922 Device 25472	Complete	330
100%	ENO 23 DA Recloser Joliet 2021 Device 73342	Complete	1100
100%	ENO 24 DA Recloser Joliet 2021 Device 23524	Complete	-
100%	ENO 4 DA Recloser Pauger 1712 Sw 24107	Complete	4340
100%	ENO 5 DA Recloser Pauger 1712 Sw 23020	Complete	-
100%	ENO 6 DA Recloser Market 2147 Sw 24386	Complete	1892
100%	ENO 7 DA Recloser Napoleon 1914 Device 83910	Complete	1117
100%	ENO 8 DA Recloser Napoleon 1914 Device 62257	Complete	-
100%	ENO 9 DA Recloser Derbigny 1554 Device 23937	Complete	809
100%	ENO 12 DA Recloser Napoleon 1913 79987	Complete	1142
100%	ENO 13 DA Recloser Napoleon 1913 23329	Complete	-
100%	ENO 17 DA Recloser Joliet 2022 Device 82357	Complete	1128
100%	ENO 20 DA Recloser Napoleon 1926 Device 27724	Complete	-
100%	ENO 10 DA Recloser Market 2135 Device 14496	Complete	1162
100%	ENO 11 DA Recloser Market 2135 Device 37067	Complete	-
100%	ENO 18 DA Recloser Market 2146 Device 82998	Complete	1050
100%	ENO 19 DA Recloser Market 2146 Device 67106	Complete	-
100%	ENO 21 DA Recloser Napoleon 1925 Device 86424	Complete	988
100%	ENO 30 DA Recloser Market 2137 Device 46606	Complete	729
100%	ENO 34 DA Recloser Napoleon 1911 Device 67873	Complete	578
100%	ENO 31 DA Recloser Market 2137 Device 24364	Complete	649
100%	ENO 43 DA Recloser Joliet 2016 Device 23206	Complete	-
100%	ENO 57 FOCUS FC19N001 TU19-005T Tulane Market 2147 SBKR 2147	Complete	3482
100%	ENO 113 2018 BB Napoleon 1911	Complete	-
100%	ENO 119 2018 BB Joliet 2027	Complete	-
98%	ENO 192 2019 FIN Market SBKR 2135	Construction	3583
46%	ENO 290 2019 FIN Napoleon SBKR 1926	Construction	2377
13%	ENO 366 2019 FIN Market SBKR 2147	Construction	2086
100%	ENO 415 2019 FIN Pauger SBKR 1705	Complete	272
100%	ENO 555 2019 FIN Market SBKR 2132	Construction	-
100%	ENO 613 2019 FIN Curran SBKR 2212	Complete	3292
100%	ENO 786 2019 FIN Napoleon SBKR 1915	Construction	-
100%	ENO 946 2019 FIN Derbigny SBKR 1513	Construction	-

Projects by Council District: C

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 45 DA Recloser Pauger 1709 Device 25292	Complete	760
100%	ENO 4 DA Recloser Pauger 1712 Sw 24107	Complete	4340
100%	ENO 5 DA Recloser Pauger 1712 Sw 23020	Complete	-
100%	ENO 1 DA Recloser Almonaster 623 23260	Complete	4019
100%	ENO 2 DA Recloser Almonaster 623 23276	Complete	-
100%	ENO 3 DA Recloser Almonaster 623 24682	Complete	432
100%	ENO 44 DA Recloser Holiday W0723 Device 1009	Complete	535
100%	ENO 58 FOCUS FC19N002 TU19-006T Tulane Almonaster 614 RCLR 24010	Complete	2911
100%	ENO 59 FOCUS FC19N003 N/A Tulane Almonaster 614 RCLR 25741	Complete	801
100%	ENO 60 FOCUS FC19N004 EO19-001T East Orleans Tricou 2347 SBKR 2347	Complete	482
97%	ENO 61 FOCUS FC19N006 TU19-015T Tulane Almonaster 614 LFUS 23527	Construction	151
100%	ENO 150 2019 FIN Tricou SBKR 2347	Complete	714
100%	ENO 319 2019 FIN Joliet SBKR 2026	Complete	838
100%	ENO 485 2019 FIN Holiday (LA) SBKR W0715	Complete	240
100%	ENO 555 2019 FIN Market SBKR 2132	Construction	-
100%	ENO 662 2019 FIN Almonaster SBKR 623	Complete	6014
100%	ENO 823 2019 FIN Lower Coast SBKR W1726	Complete	2966
100%	ENO 886 2019 FIN Lower Coast SBKR W1712	Complete	3072
100%	ENO 983 2019 FIN Lower Coast SBKR W1714	Complete	-

Projects by Council District: D

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 14 DA Recloser Almonaster 626 Device 49556	Complete	1169
100%	ENO 38 DA Recloser Pauger 1702 Device 23672	Complete	529
100%	ENO 41 DA Recloser Pauger 1703 Device 24914	Complete	1159
100%	ENO 45 DA Recloser Pauger 1709 Device 25292	Complete	760
100%	ENO 46 DA Recloser Avenue C 409 Device 13988	Complete	361
100%	ENO 48 DA Recloser Pontchartrain Park 506 Device D1595	Complete	99
100%	ENO 4 DA Recloser Pauger 1712 Sw 24107	Complete	4340
100%	ENO 5 DA Recloser Pauger 1712 Sw 23020	Complete	-
100%	ENO 15 DA Recloser Pontchartrain Park 503 Device 13204	Complete	1350
100%	ENO 16 DA Recloser Pontchartrain Park 503 Device 14419	Complete	-
100%	ENO 25 DA Recloser Pauger 1704 Sw 24555 DLOC 3978548919	Complete	331
100%	ENO 26 DA Recloser Pauger 1704 Sw 25297 DLOC 4012348974	Complete	727
100%	ENO 40 DA Recloser Pontchartrain Park 512 Device 14932	Complete	558
100%	ENO 50 DA Recloser Pauger 1710 Device 55549	Complete	1013
100%	ENO 1 DA Recloser Almonaster 623 23260	Complete	4019
100%	ENO 2 DA Recloser Almonaster 623 23276	Complete	-
100%	ENO 3 DA Recloser Almonaster 623 24682	Complete	432
100%	ENO 29 DA Recloser Sherwood Forest 1607 Device 23804	Complete	582
100%	ENO 36 DA Recloser Paterson 1001 Device 10123	Complete	599
100%	ENO 37 DA Recloser Paterson 1001 Device 49997	Complete	-
100%	ENO 53 DA Recloser Joliet 2017 Device 74824	Complete	-
100%	ENO 54 DA Recloser Napoleon 1923 Device 24210	Complete	-
100%	ENO 56 FOCUS AD19N001 TU19-014T Tulane Pauger 1704 LFUS F24555	Complete	263
100%	ENO 60 FOCUS FC19N004 EO19-001T East Orleans Tricou 2347 SBKR 2347	Complete	482
100%	ENO 76 2018 BB Ave C 401	Complete	-
100%	ENO 77 2018 BB Ave C 403	Complete	-
100%	ENO 79 2018 BB Ave C 406 & 411	Complete	-
100%	ENO 80 2018 BB Ave C 409	Complete	-
100%	ENO 82 2018 BB Ave C 403 & 411	Complete	-
100%	ENO 83 2018 BB Pont Park 501	Complete	-
100%	ENO 84 2018 BB Pont Park 502	Complete	-
100%	ENO 85 2018 BB Pont Park 503	Complete	-
100%	ENO 86 2018 BB Pont Park 505 & 513	Complete	-
100%	ENO 89 2018 BB Pont Park 509	Complete	-

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 129 2018 BB Pauger 1708	Complete	-
100%	ENO 130 2018 BB Pont Park 508	Complete	-
100%	ENO 131 2018 BB Pont Park 512	Complete	-
100%	ENO 242 2019 FIN Pauger SBKR 1703	Complete	3214
100%	ENO 319 2019 FIN Joliet SBKR 2026	Complete	838
13%	ENO 366 2019 FIN Market SBKR 2147	Construction	2086
100%	ENO 415 2019 FIN Pauger SBKR 1705	Complete	272
100%	ENO 662 2019 FIN Almonaster SBKR 623	Complete	6014
100%	ENO 752 2019 FIN Almonaster SBKR 615	Complete	2657

Projects by Council District: E

% Work Complete	Name	Project Phase	Customers Impacted / CI Avoided
100%	ENO 29 DA Recloser Sherwood Forest 1607 Device 23804	Complete	582
100%	ENO 60 FOCUS FC19N004 EO19-001T East Orleans Tricou 2347 SBKR 2347	Complete	482
100%	ENO 62 FOCUS FC19N007 EO19-004T East Orleans Sherwood Forest 1601 LFUS 27876	Complete	105
100%	ENO 150 2019 FIN Tricou SBKR 2347	Complete	714
100%	ENO 319 2019 FIN Joliet SBKR 2026	Complete	838
100%	ENO 415 2019 FIN Pauger SBKR 1705	Complete	272
100%	ENO 485 2019 FIN Holiday (LA) SBKR W0715	Complete	240
100%	ENO 613 2019 FIN Curran SBKR 2212	Complete	3292
100%	ENO 703 2019 FIN Curran SBKR 2215	Complete	5642

WO #s	Substation	Status	Work Description	Constr Start Date	EISD	Actual ISD	Actuals Thru Oct 31 (Full Financial)	Estimate (Full Financial)
C6PPGR0061	ALMONASTER	Complete	Replace D20 RTU with RTAC	7/8/2019	7/25/2019	8/7/2019	\$ 118,286.75	\$ 104,500.00
C6PPKO1062	ALMONASTER	Deferred (Portion)	Add Standard Animal Mitigation	6/14/2019	12/31/2019		\$ -	\$ 46,200.00
C6PPDNCLAI	CLAIBORNE	Complete	Install T3 and replace T4		6/1/2019	7/9/2019	\$ 6,878,815.81	\$ 6,162,061.00
C6PPGR0067	CURRAN	Deferred	Replace switch N9630	12/1/2020	12/31/2020		\$ 89,061.23	\$ 192,500.00
C6PPGR0074	CURRAN	Deferred	Replace OCB #22BT-12	10/8/2019	12/31/2020		\$ 95,861.95	\$ 148,500.00
C6PPGR0075	CURRAN	Complete	Replace OCB #2211-2	7/29/2019	8/16/2019	8/16/2019	\$ 209,441.50	\$ 165,000.00
C6PPGR0076	CURRAN	Complete	Replace OCB #22T1-6	10/28/2019	11/14/2019	11/15/2019	\$ 96,878.46	\$ 148,500.00
C6PPGR0077	CURRAN	Complete	Replace OCB #22T2-6	10/8/2019	10/25/2019	10/25/2019	\$ 88,009.04	\$ 148,500.00
C6PPGR0005	CURRAN	Complete	Replace T1 Diff Panel (Note: LC LV bus diff scheme)	10/28/2019	11/14/2019	11/15/2019	\$ 139,015.75	\$ 165,000.00
C6PPGR0006	CURRAN	Complete	Replace T2 Diff Panel (Note: LC LV bus diff scheme)	10/8/2019	10/25/2019	10/25/2019	\$ 143,739.94	\$ 165,000.00
C6PPGR0058	DELTA	Complete	Replace 115kV OCB N0243	2/4/2019	2/11/2019	2/21/2019	\$ 274,753.75	\$ 276,000.00
C6PPDERBVF	DERBIGNY	Complete	Install High Security Fence	9/10/2018	5/3/2019	6/27/2019	\$ 3,457,314.10	\$ 3,835,000.00
C6PPGR0057	DERBIGNY	Complete	T3 Life extension	4/1/2019	5/6/2019	5/15/2019	\$ 691,344.15	\$ 695,300.00
C6PPGR0057	DERBIGNY	Complete	Replace T3 Arresters	4/1/2019	5/6/2019	5/15/2019	Actuals included in above project	Actuals included in above project
C6PPKO1067	DERBIGNY	Deferred (Portion)	Add Standard Animal Mitigation	11/4/2019	12/31/2020		\$ 48,544.82	\$ 32,000.00
C6PPGR0060	NOTRE DAME	Deferred	Replace XFMR Diff Panel on T4 Type: EM - WH HU CO11	1/6/2020	1/16/2020		\$ 203,476.94	\$ 220,000.00
C6PPBU1455	PAUGER	Complete	Replace 1709-2 Feeder Breaker	4/22/2019	5/10/2019	5/24/2019	\$ 137,507.02	\$ 135,000.00
C6PPBU1457	PAUGER	Complete	Replace 1708-2 Feeder Breaker	4/22/2019	5/10/2019	5/24/2019	\$ 226,751.68	\$ 227,000.00
C6PPBU1460	PAUGER	Complete	1711-2 - Replace a 1970 ITE OCB with a new RMAG	4/22/2019	5/3/2019	3/14/2019	\$ 175,110.17	\$ 148,500.00
C6PPBU1465	PAUGER	Complete	T-4 - Replace the XFMR Diff panel	9/16/2019	10/4/2019	10/5/2019	\$ 123,529.11	\$ 220,000.00
C6PPBU1456	PAUGER	Complete	Replace OCB Main Breaker 17T4-6 and Disconnects	9/16/2019	10/4/2019	10/5/2019	\$ 282,245.08	\$ 148,500.00
C6PPBU1461	PAUGER	Deferred	Replace 17T2-6 Main T2 Breaker	2/17/2020	2/28/2020		\$ 145,489.01	\$ 148,500.00
C6PPBU1473	PAUGER	Deferred	Replace XFMR Diff Panel on T2 Type: EM - WH HU/CO	2/24/2020	2/28/2020		\$ 33,984.93	\$ 330,000.00
C6PPGR0095	PONTCHARTRAIN PARK	Deferred (Portion)	Add Standard Animal Mitigation	12/17/2019	12/31/2020		\$ 41,076.56	\$ 79,200.00
Not Created	CURRAN	Stage 2(Scoping)	Install Transmission Breakers	TBD	6/30/2022		.	\$ 6,700,000.00
Not Created	LOWER COAST	Stage 2(Scoping)	Install Transmission Breakers	TBD	6/30/2022		.	\$ 5,500,000.00