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August 6, 2020

**Via Electronic Delivery**

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

**RE: Council Docket UD-17-04; Bi-Monthly Filing Requirement per  
Ordering Paragraph #6 of Council Resolution R-17-427**

Dear Ms. Johnson:

Please find enclosed for your further handling Entergy New Orleans, LLC's ("ENO's") Bi-Monthly Report on Customer Interruptions for the period of January 1, 2020 through June 30, 2020, which Report is being filed in the above-referenced docket pursuant to Ordering Paragraph 6 of Council Resolution Nos. R-17-427, dated August 10, 2017 and R-18-98 dated April 5, 2018. As a result of the remote operations of the Council's office related to COVID-19, ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council resumes normal operations, or as you direct. ENO requests that you file this submission in accordance with Council regulations as modified for the present circumstances.

Thank you for your assistance with this matter.

Sincerely,

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

Courtney R. Nicholson

CRN/bkd

Enclosures

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

**ENERGY NEW ORLEANS, LLC'S  
BI-MONTHLY CUSTOMER INTERRUPTION REPORT  
FOR THE PERIOD OF JANUARY 1, 2020 THROUGH JUNE 30, 2020**

## **1. Background**

Entergy New Orleans, LLC's ("ENO" or the "Company") electric distribution system operates between 13,200 volts (13.2 kV) and 34,500 volts (34.5 kV). ENO's distribution system serves over 200,000 customers. There are 20 ENO substations that supply power to over 200 distribution circuits, consisting of approximately 1,800 distribution circuit miles, of which approximately 1,200 are overhead circuit miles, and approximately 600 are underground circuit miles.

ENO is geographically divided into four networks, New Orleans East, Algiers, the Central Business District, and Orleans. The four networks comprise the New Orleans Metro Region. ENO's distribution system begins at the substations, where power is transformed from transmission-level voltage into distribution-level voltage, suitable for delivering power directly to residential, and most commercial, governmental and industrial customers. However, some of ENO's largest commercial, governmental, and industrial customers are connected directly to the Company's transmission system.

This report is filed pursuant to Council Resolution Nos. R-17-427 and R-18-98, which require ENO to file bi-monthly reports with the Council of the City of New Orleans ("Council") detailing various aspects of the Company's reliability performance and to help demonstrate that ENO's efforts to operate and maintain its distribution system that serves customers in New Orleans have been reasonable and effective. The report contains the reliability performance of ENO's distribution system and transmission system for the year-to-date ("YTD") period ending June 30, 2020 (the reportable period). Specifically, ENO provides customer interruptions<sup>1</sup> experienced during the YTD period except interruptions attributed to Major Events, those that are Mandated by Public Authority or interruptions that are Momentary in duration. The results are summarized below.

## **2. YTD Distribution Reliability Performance:**

As of June 2020, YTD distribution-related customer interruptions increased by approximately 7.76% as compared to January – June 2019, and decreased by 18.08% as compared to ENO's average reliability performance over the past 3 years.<sup>2</sup> The highest contributing outage categories to both frequency and duration of these customer interruptions were emergency switching, crossarm failure, primary conductor failure, vehicular incidents and lightning. These outage

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<sup>1</sup> "Customer Interruptions" refers to the number of customers who were interrupted during an outage.

<sup>2</sup> For the purposes of these metrics, interruptions caused by momentary outages and major events are excluded. Such exclusions are consistent with standard industry reliability indices used by most electric utilities to assess the reliability of their electrical system, which exclude major outage events that cause interruptions to a significant portion of the utility's customer base, momentary outages lasting no longer than five (5) minutes, and which typically occur as a result of temporary faults in the distribution of electricity, and outages that are mandated by a public authority.

causes affected approximately 54,390 customer interruptions during the reportable period. As described in ENO's Annual Reliability Plan, ENO has installed and continues to install devices on targeted circuits that automatically isolate and potentially re-energize undamaged sections of a feeder after a disturbance.<sup>3</sup> Those devices minimize the impact of an outage by decreasing the number of affected customers.

ENO's Bi-Monthly Customer Interruption Report for the annual period ending February 29, 2020<sup>4</sup> described ENO's enhanced safety practices that contribute to outages coded as either "scheduled interruption" when the work is preplanned or "emergency switching" when additional customers need to be taken out to support repairs for an emergency outage. Approximately 19,913 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These accounted for roughly 18.74% of the total customer interruptions during the reportable period. Of further note, ENO took a reduced number of planned outages due to moving contract crews performing reliability work out of the city due to COVID-19.

### **3. YTD Transmission Reliability Performance:**

Transmission-related customer interruptions in the reportable period increased by approximately 70% as compared to the corresponding Jan – June period in 2019, and decreased by approximately 21% as compared to ENO's average reliability performance over the past 3 years.<sup>5</sup> The highest contributing outage categories to both frequency and duration of these customer interruptions were equipment failure and animal related. These outage causes effected approximately 17,049 customer interruptions during the reportable period. The failed equipment, a feeder breaker in this case, was replaced and animal mitigation was enhanced at the second event location. Broader opportunities to enhance the animal mitigation at this location are being evaluated based upon emerging availability of outage data.

During the May – June 2020 timeframe, there were 17,006 transmission-related customer interruptions, all of which occurred on May 26<sup>th</sup> and June 29<sup>th</sup>. These transmission-related customer interruptions were related to equipment failure and animal interference, as described above. Transmission-related customer interruptions on a year-to-date basis have increased as compared to the corresponding January – June period in 2019, by 7,042, and decreased as compared to ENO's average transmission-related customer interruptions for January - June over the past 3 years, by approximately 4,484.

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<sup>3</sup> See 2019 Reliability Plan submitted by ENO on January 18, 2019 and 2020 Reliability Plan submitted by ENO on July 17, 2020. ENO's Annual Reliability Plan consists of eight major reliability-focused programs: the FOCUS Program, the Backbone Program, the Internal Program, the Pole Program, the Equipment Inspection Program, the Sectionalization Program, the URD/Cable Renewal Program, and the Vegetation Management Program.

<sup>4</sup> See Bi-Monthly Customer Outage Report for the Period of January 31, 2020 through February 29, 2020 filed by ENO on July 30, 2020.

<sup>5</sup> See FN 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.

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New Orleans, LA 70115-3210

Dawn Hebert  
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New Orleans, LA. 70126

New Orleans, Louisiana, this 6<sup>th</sup> day of August, 2020.



Courtney R. Nicholson

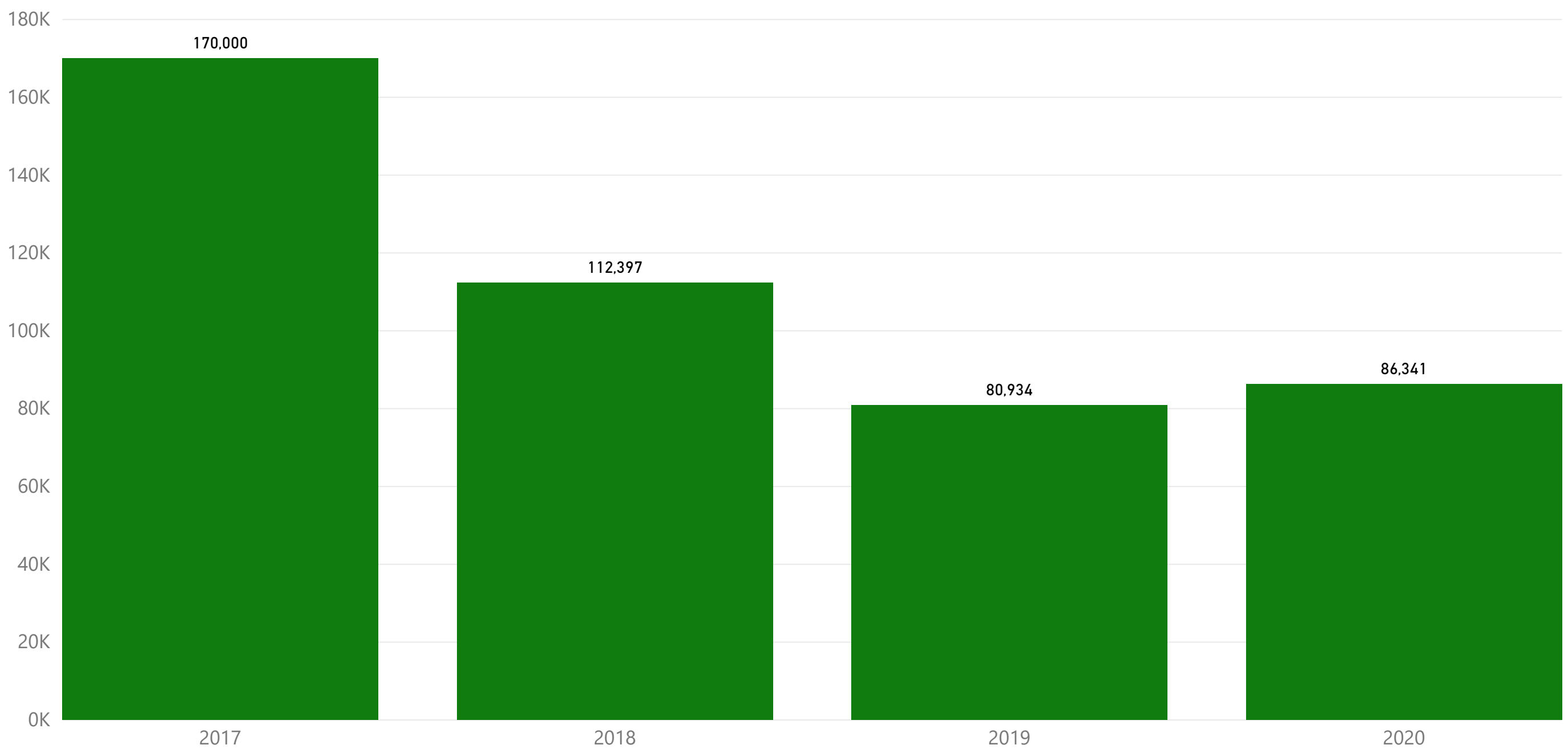


# ENTERGY NEW ORLEANS

Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Year  
(Jan 1 - Current Date All Years)

6/30/2020

Current Data Date





# ENTERGY NEW ORLEANS

6/30/2020

Distribution Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year  
(Jan 1 - Current Date All Years)

Current Data Date

Month ● January ● February ● March ● April ● May ● June ● CI







# ENTERGY NEW ORLEANS

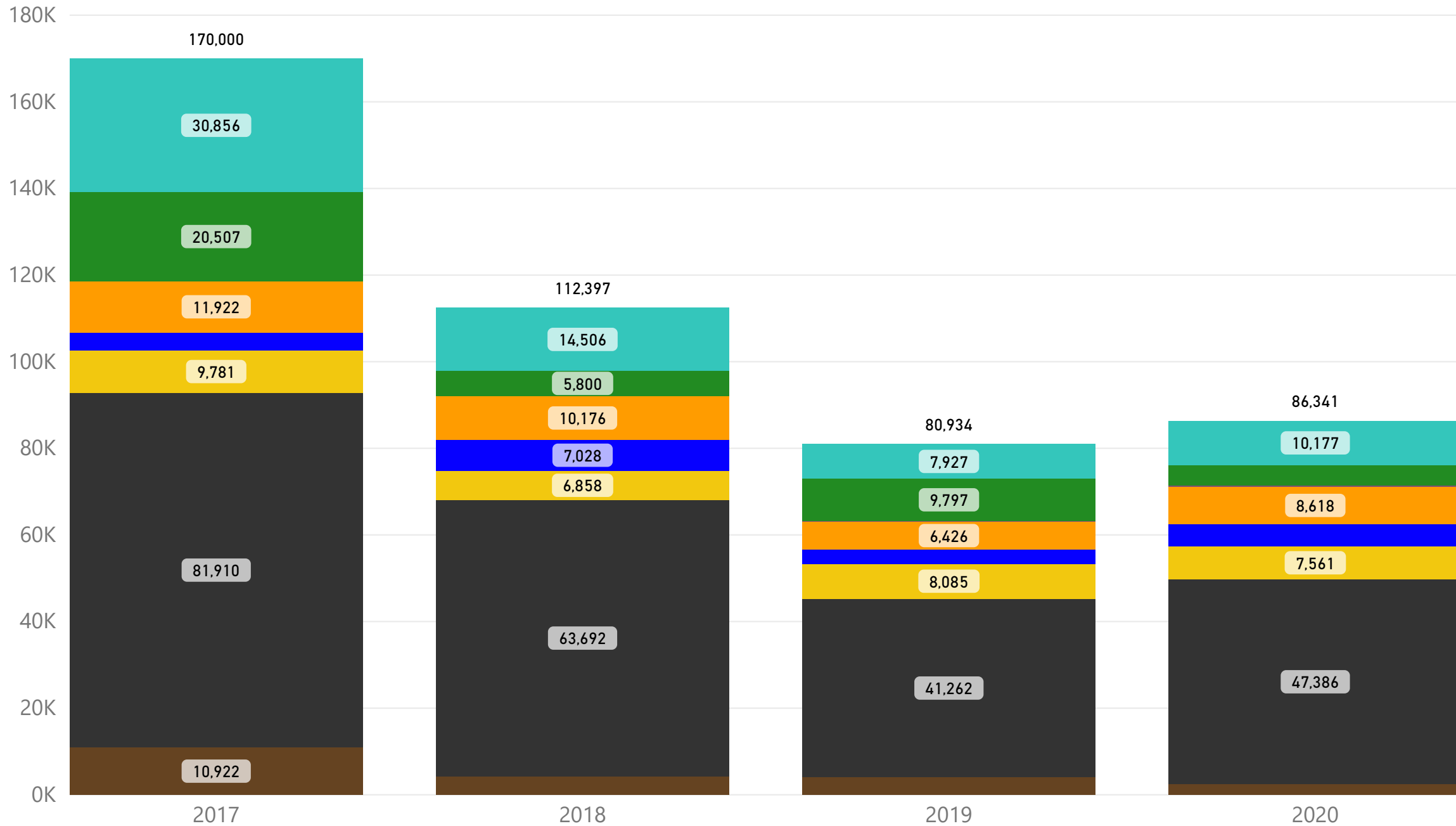
6/30/2020

Distribution Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year  
(Jan 1 - Current Date All Years)

Current Data Date

## Summary Cause Updated

- Animal
- Equipment Failure
- Lightning
- Human Error
- Public Damage
- Foreign Trouble
- Vegetation
- Other
- CI





# ENTERGY NEW ORLEANS

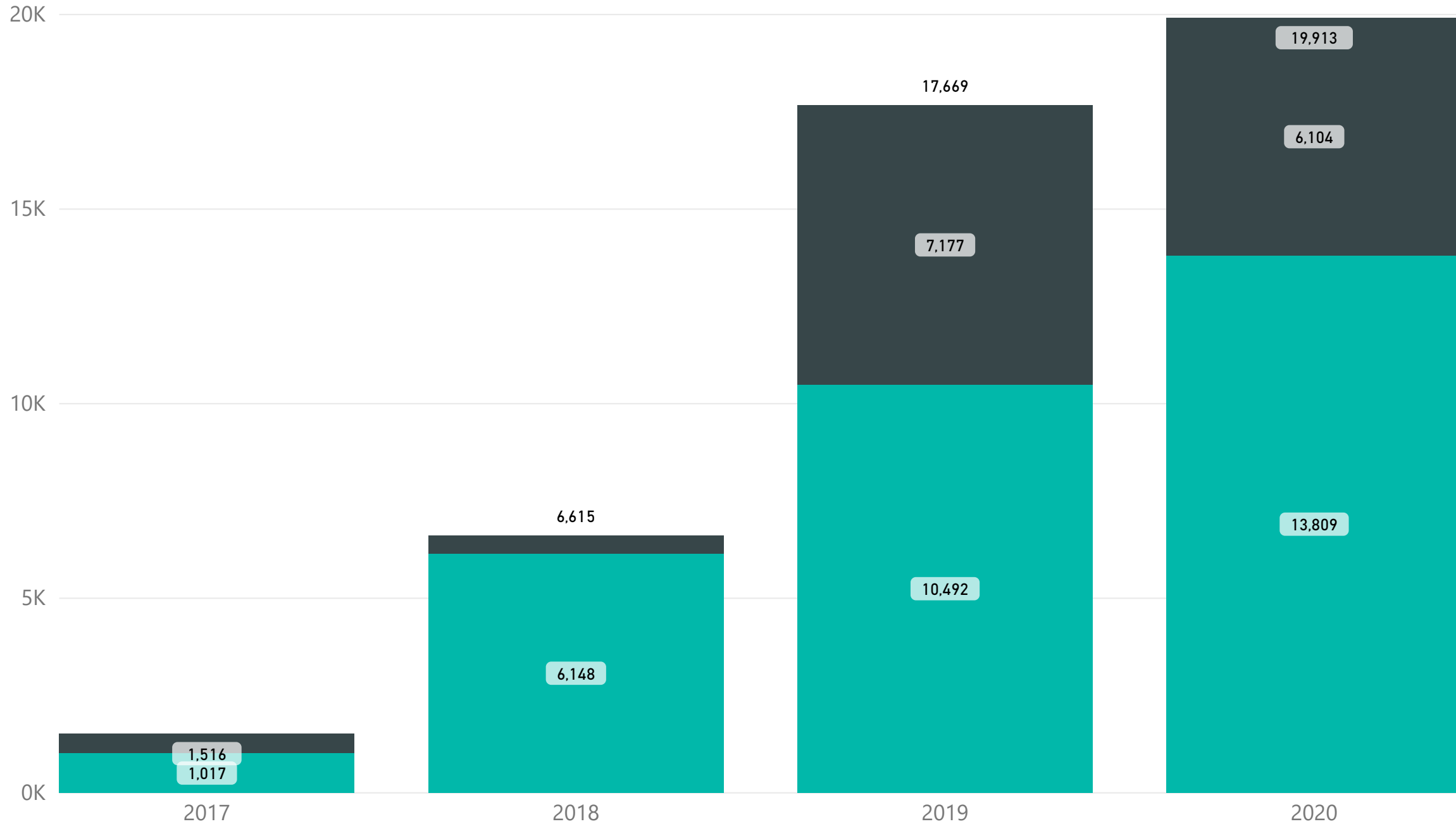
Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year  
(Jan 1 - Current Date All Years)

6/30/2020

Current Data Date

## Summary Cause Updated

- Emergency Switching
- Scheduled Interruption
- CI





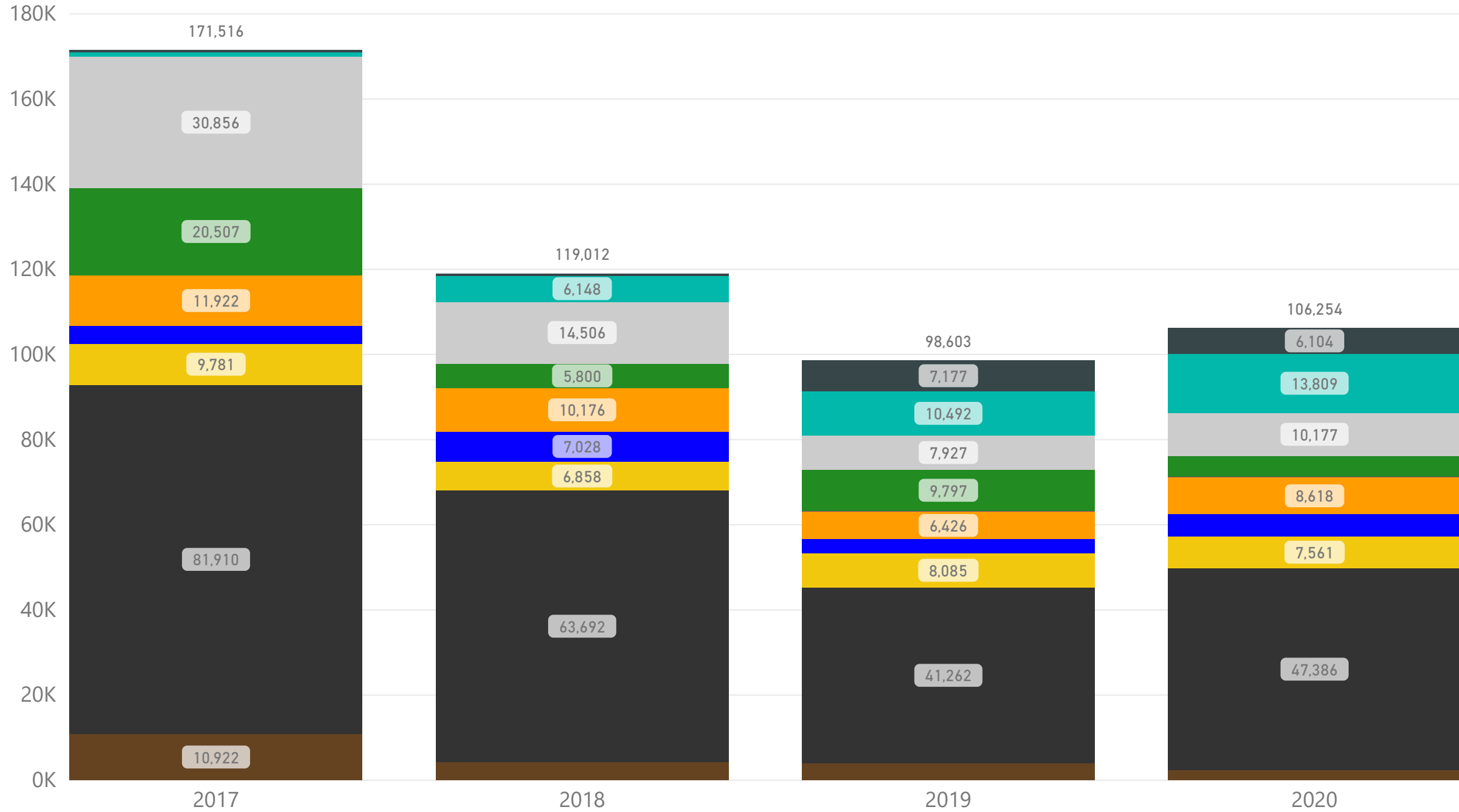
# ENTERGY NEW ORLEANS

6/30/2020

Distribution Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)  
(Jan 1 - Current Date All Years)

Current Data Date

- Summary Cause
- Animal
  - Equipment Failure
  - Lightning
  - Human Error
  - Public Damage
  - Foreign Trouble
  - Vegetation
  - Other
  - Emergency Switching
  - Scheduled Interruption
  - CI





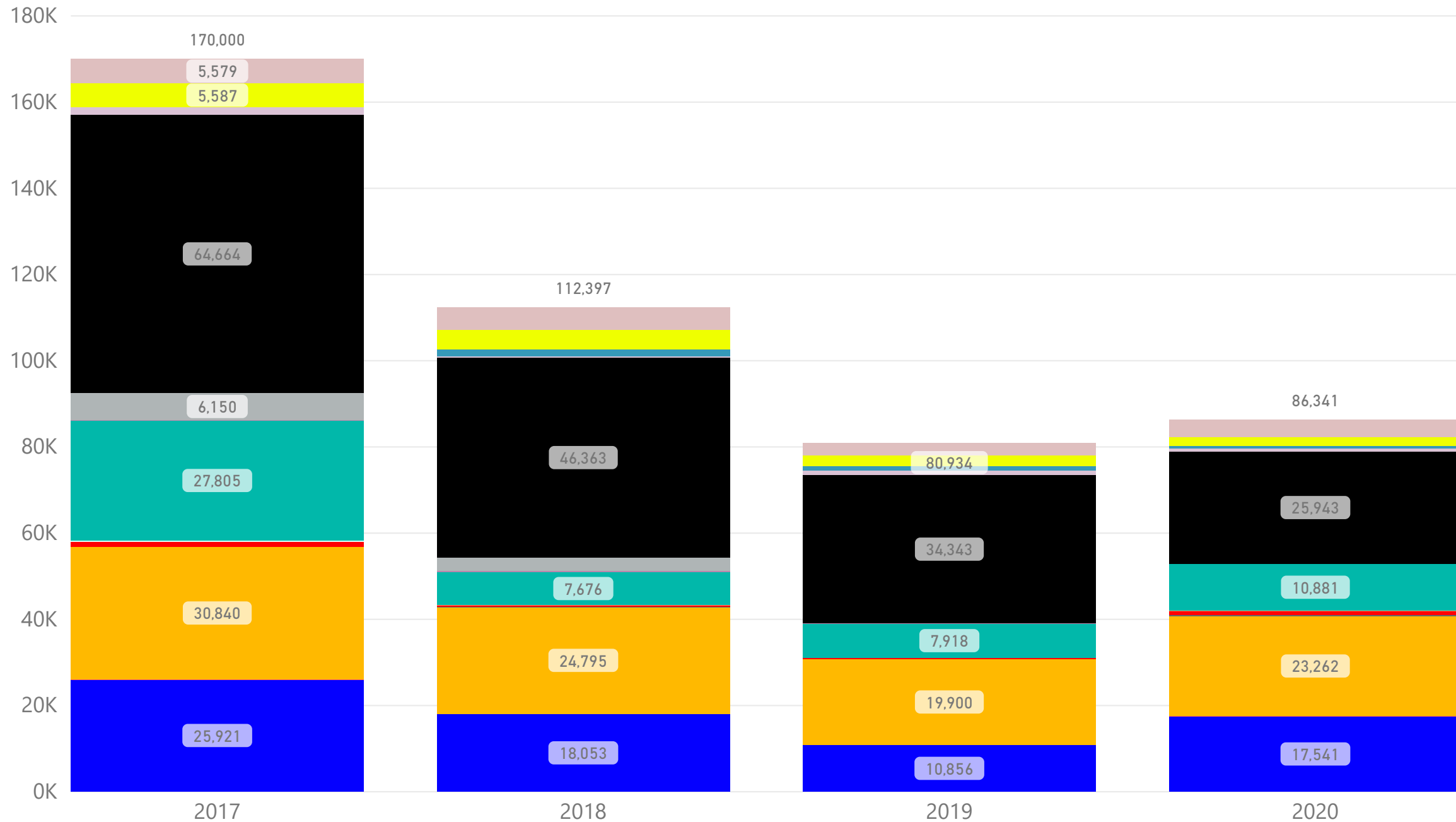
# ENTERGY NEW ORLEANS

6/30/2020

Distribution Customer Interruptions (excluding Scheduled Interruptions and Emergency Switching) by Device Type by Year  
(Jan 1 - Current Date All Years)

Current Data Date

- Outage Device Type**
- Crossarm
  - Disconnect Switch
  - Elbow
  - Line Fuse
  - Network
  - Open
  - Pole
  - Primary Conductor
  - Primary Meter
  - Recloser
  - Secondary Conductor
  - Service Conductor
  - Substation
  - Substation Breaker
  - Switch
  - Transformer
  - Transformer Fuse
  - Vacuum Fault Interrupter
  - CI



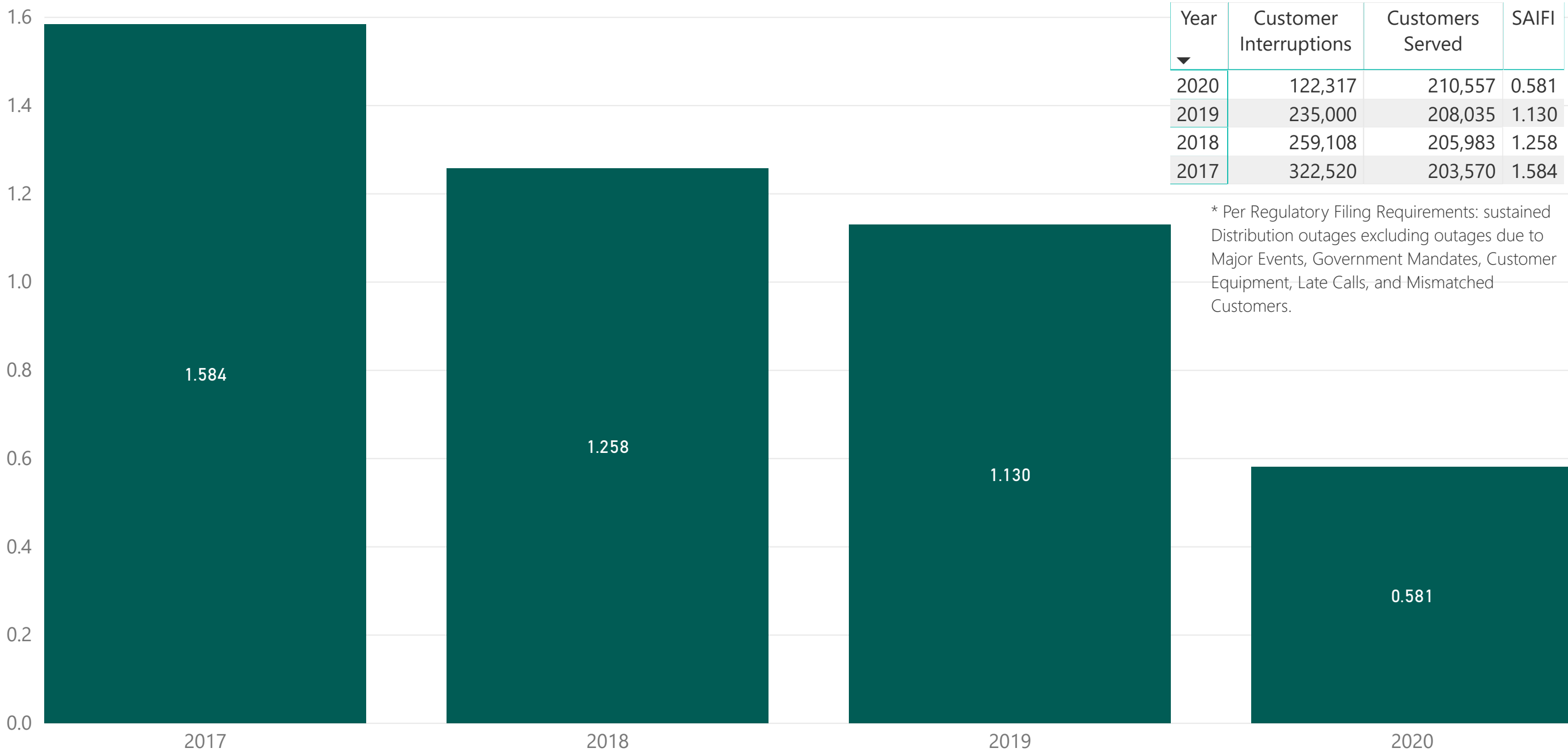


# ENTERGY NEW ORLEANS

Distribution SAIFI by Year  
(Full Calendar Years)

7/23/2020

Current Data Date



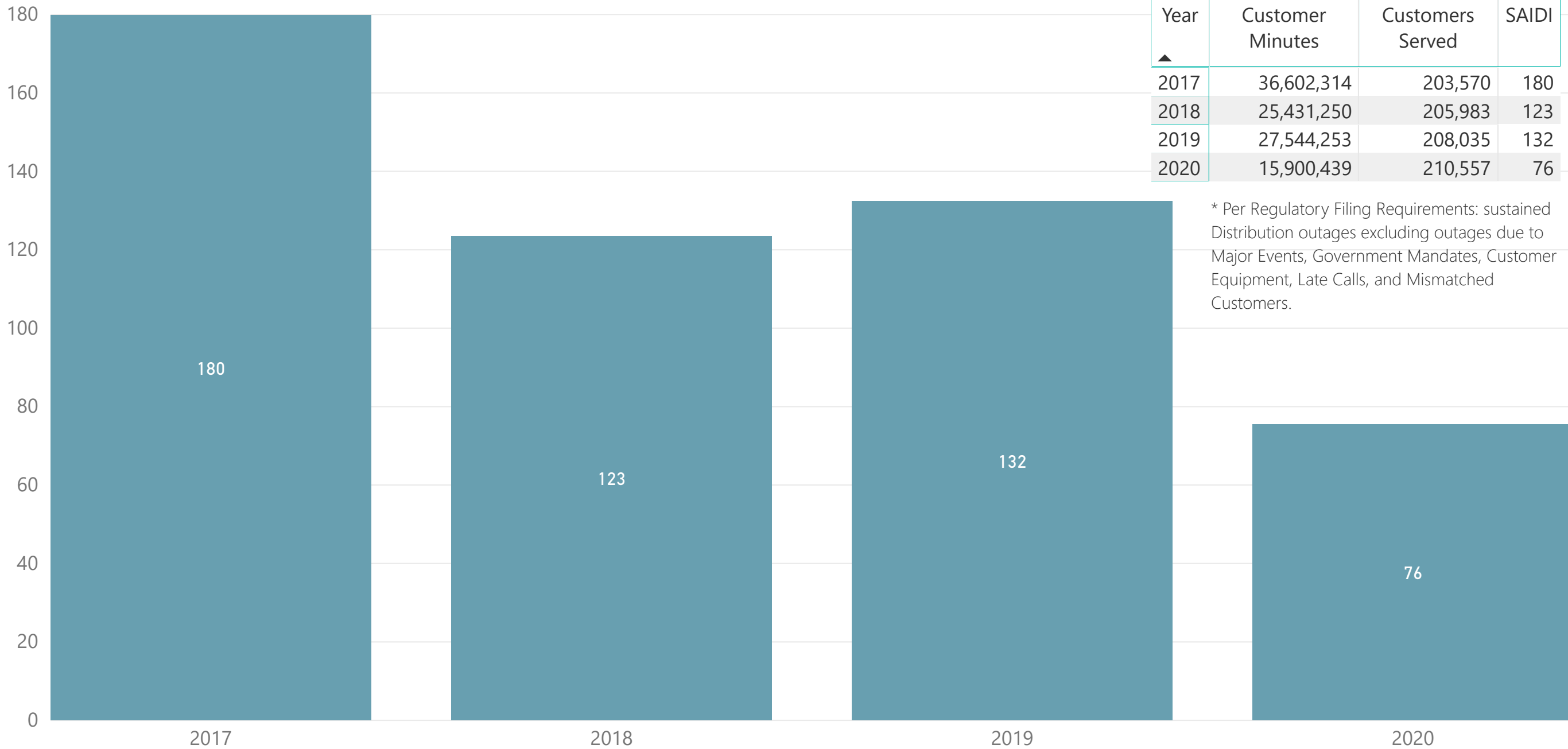


# ENTERGY NEW ORLEANS

Distribution SAIDI by Year  
(Full Calendar Years)

7/23/2020

Current Data Date



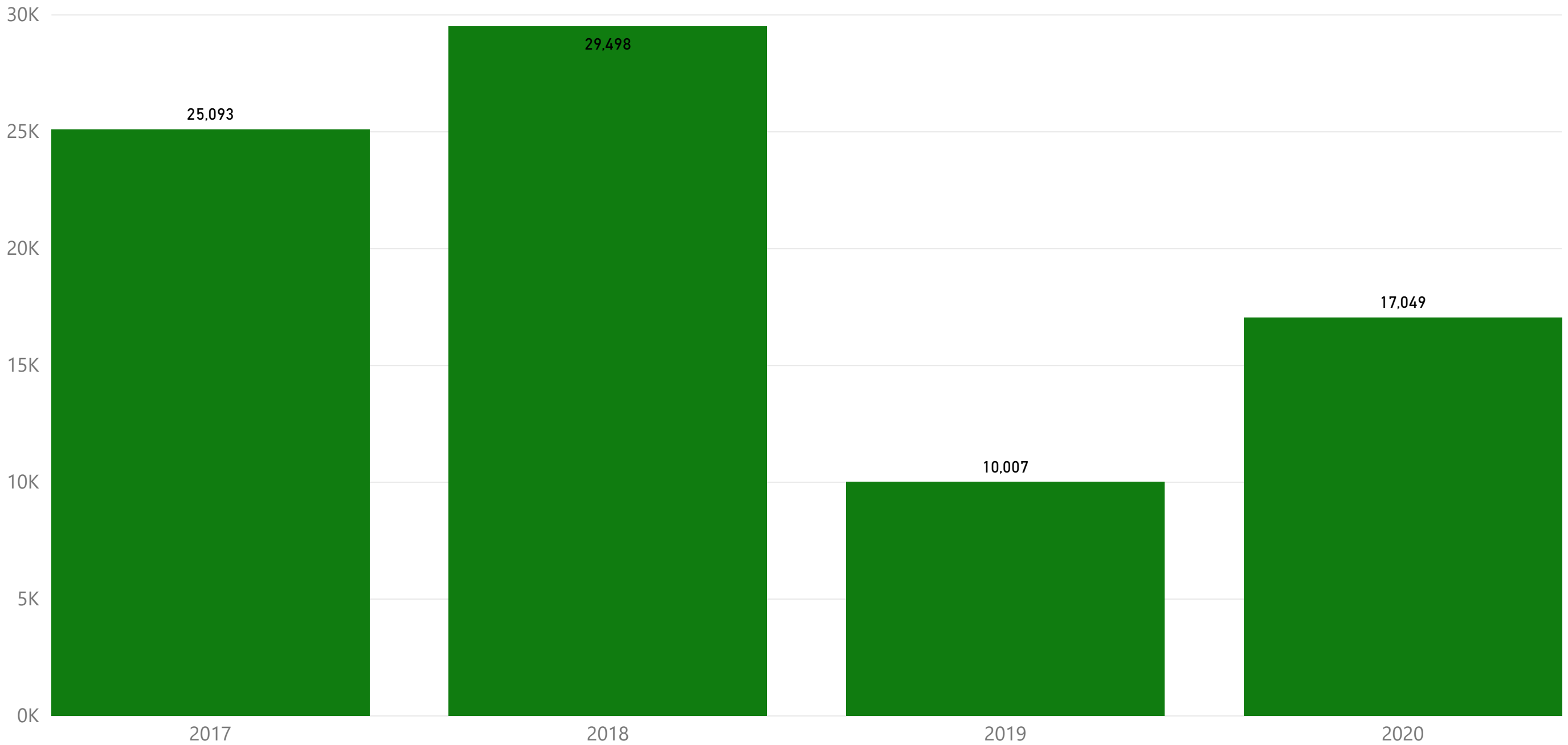


# ENTERGY NEW ORLEANS

6/29/2020

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Year  
(Jan 1 - Current Date All Years)

Current Data Date



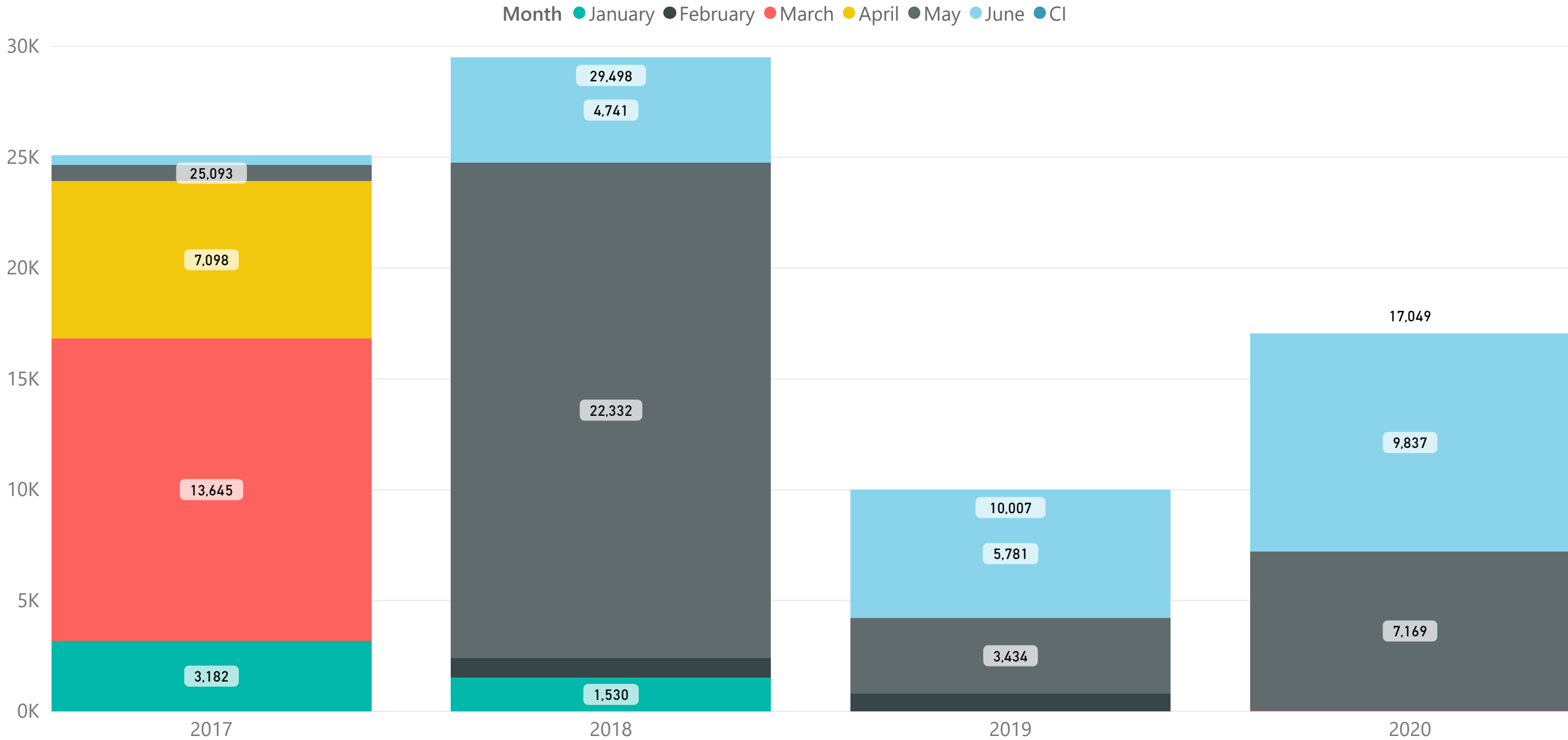


# ENTERGY NEW ORLEANS

6/29/2020

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year  
(Jan 1 - Current Date All Years)

Current Data Date







# ENTERGY NEW ORLEANS

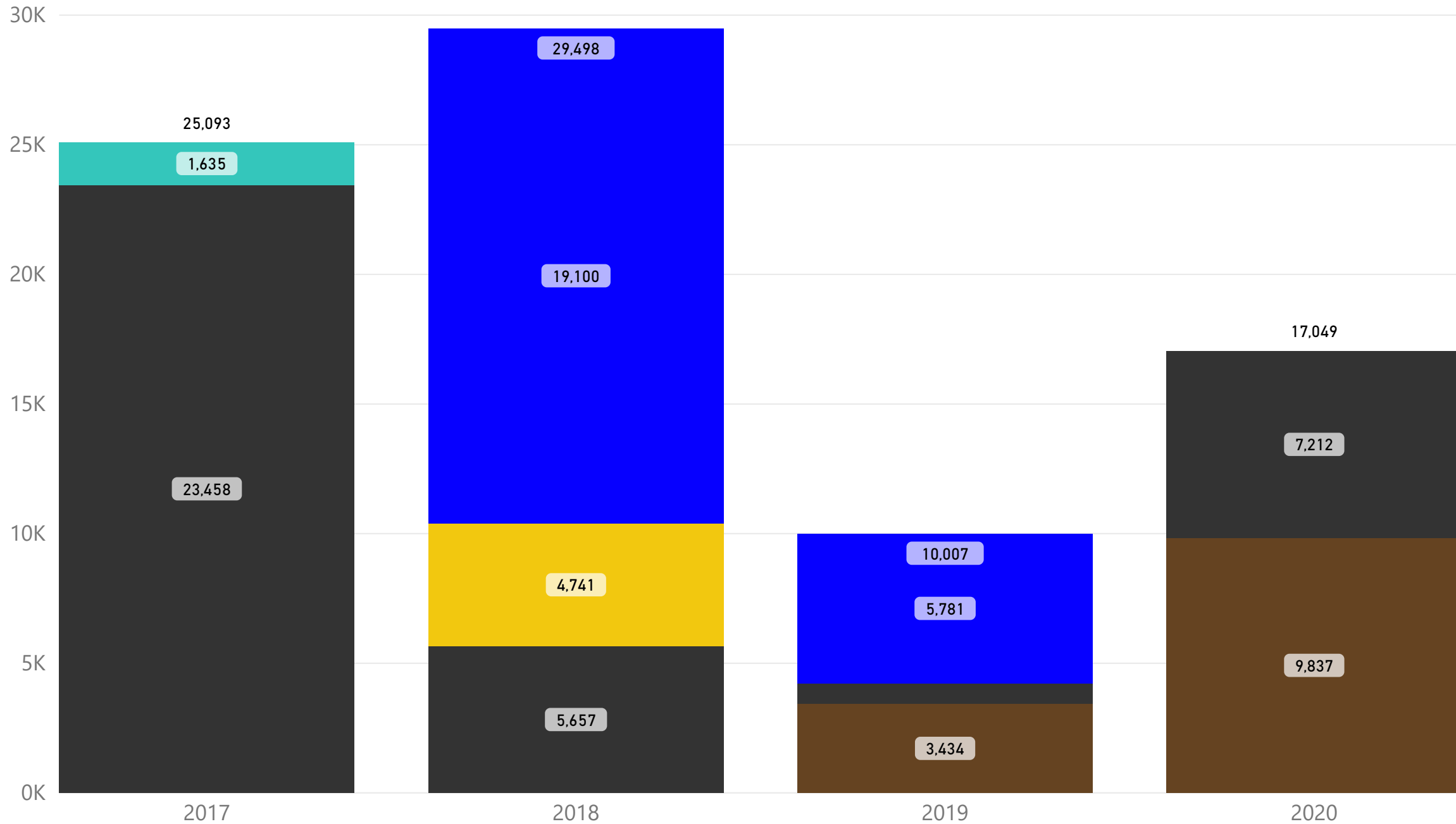
6/29/2020

Transmission Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year  
(Jan 1 - Current Date All Years)

Current Data Date

Summary Cause Updated

- Animal
- Equipment Failure
- Lightning
- Human Error
- Other
- CI



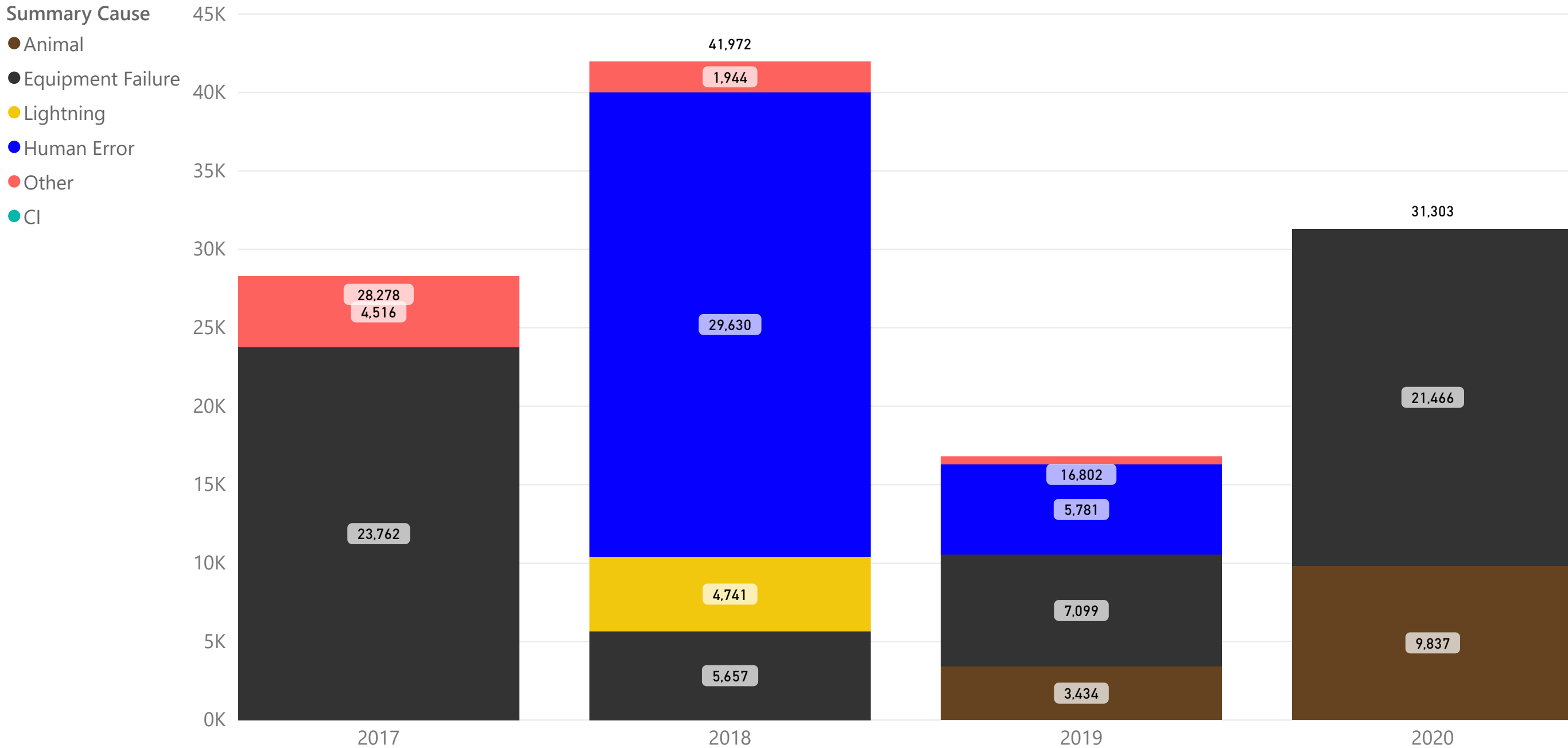


# ENTERGY NEW ORLEANS

7/11/2020

Transmission Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)  
(Jan 1 - Current Date All Years)

Current Data Date





# ENTERGY NEW ORLEANS

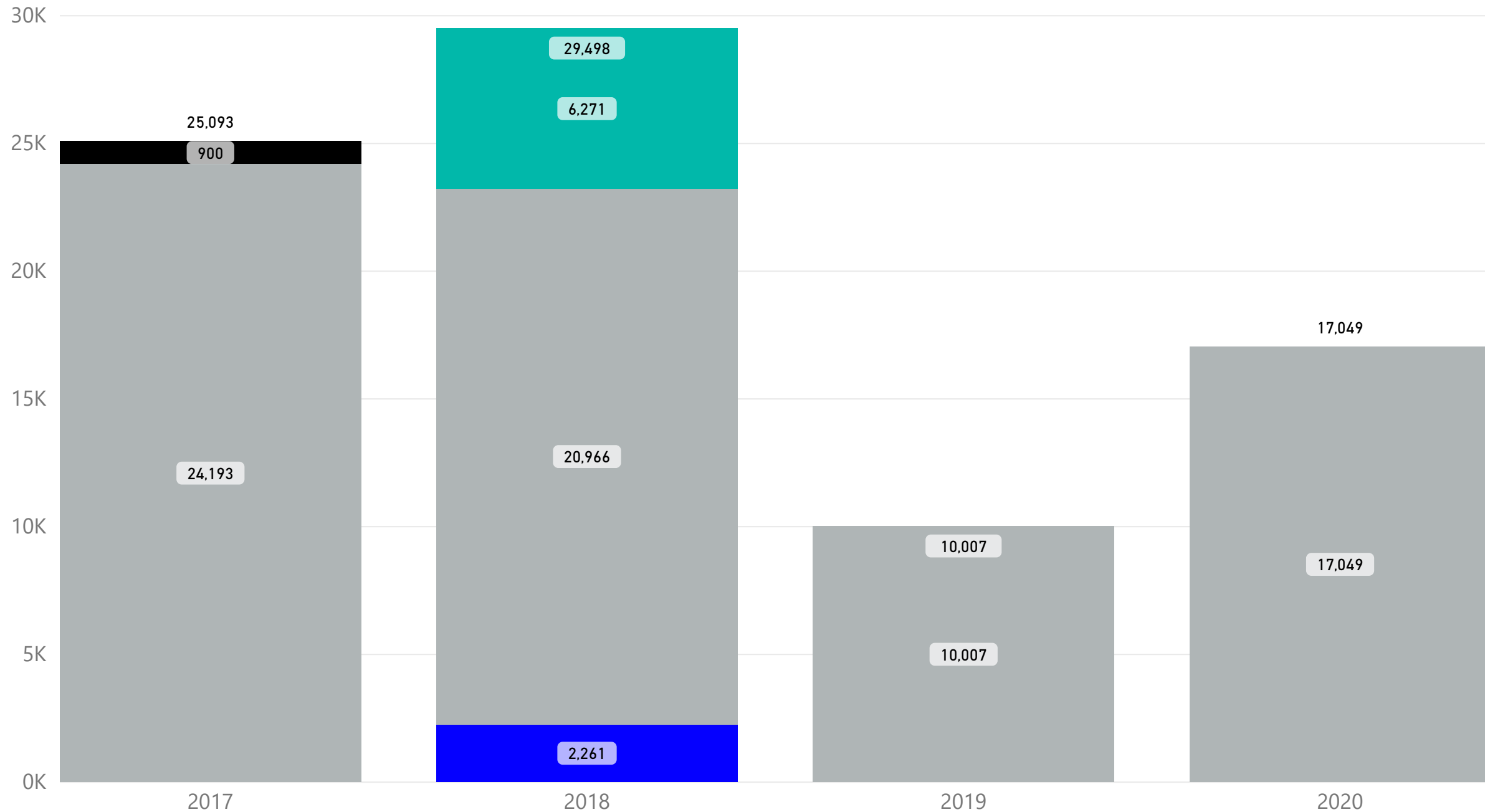
6/29/2020

Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Device Type by Year  
(Jan 1 - Current Date All Years)

Current Data Date

Outage Device Type

- Disconnect Switch
- Substation
- Substation Breaker
- Transmission
- CI



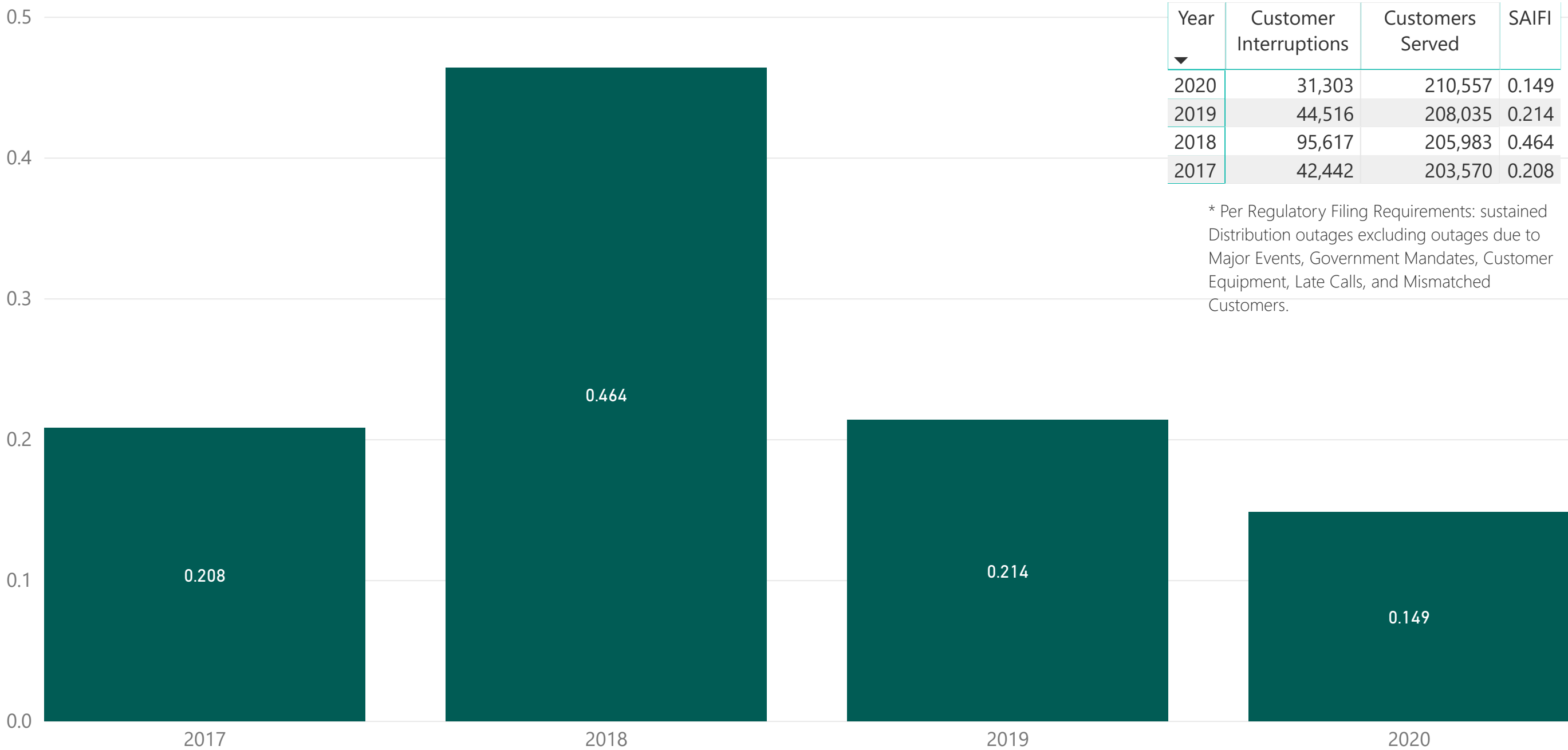


# ENTERGY NEW ORLEANS

Transmission SAIFI by Year  
(Full Calendar Years)

7/11/2020

Current Data Date



\* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.

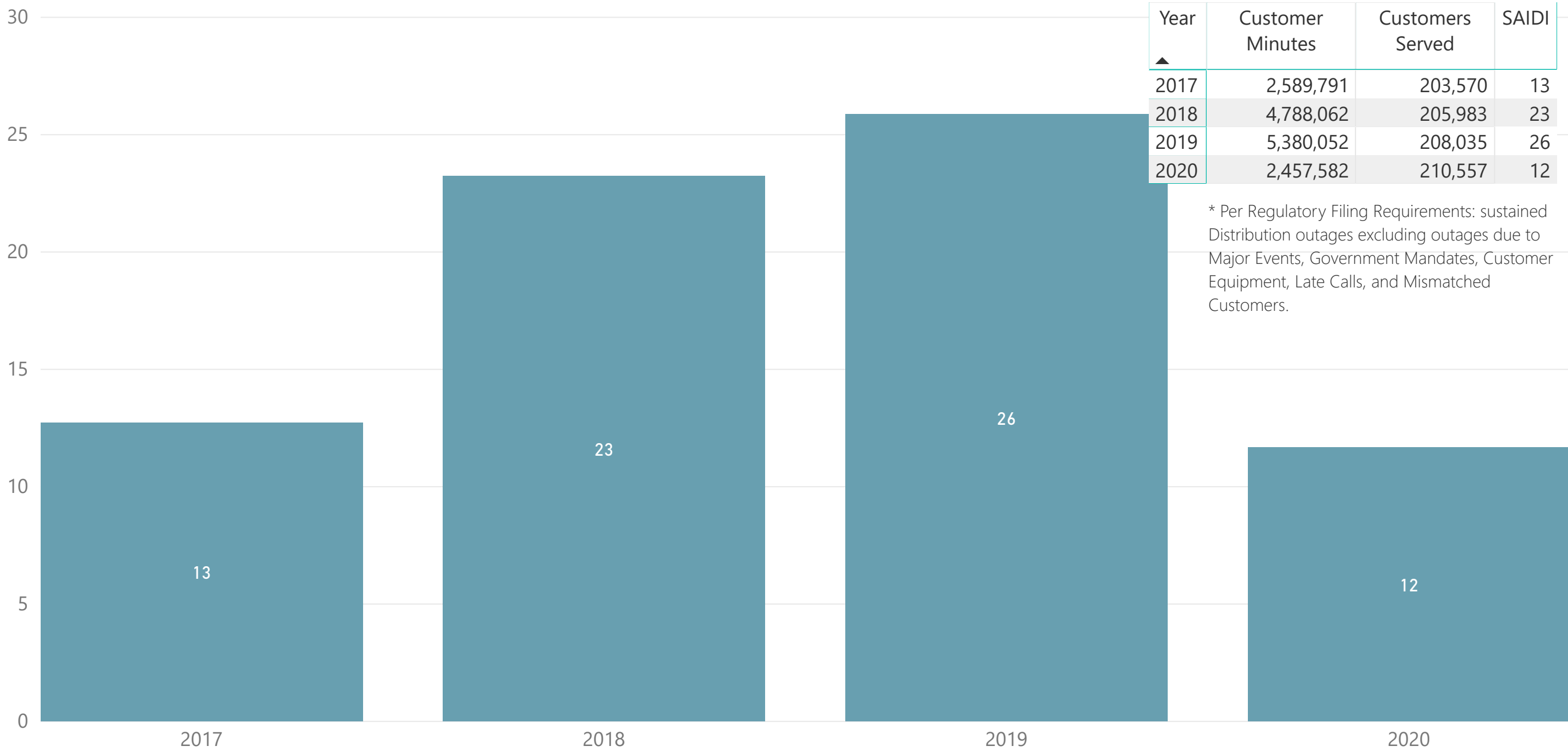


# ENTERGY NEW ORLEANS

Transmission SAIDI by Year  
(Full Calendar Years)

7/11/2020

Current Data Date



\* Per Regulatory Filing Requirements: sustained Distribution outages excluding outages due to Major Events, Government Mandates, Customer Equipment, Late Calls, and Mismatched Customers.