



Entergy Services, LLC
639 Loyola Avenue (70113)
P.O. Box 61000
New Orleans, LA 70161-1000
Tel 504 576 4102
Fax 504 576 5579
cnicho2@entergy.com

Courtney R. Nicholson
Senior Counsel
Legal Services - Regulatory

October 22, 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 August 31, 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 AUGUST 31, 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 August 31, 2020 (the reportable period). Specifically, ENO provides customer interruptions¹ 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 August 31, 2020, YTD distribution-related customer interruptions decreased by approximately 7.5% as compared to January – August 2019, and decreased by 17.58% as compared to ENO's average reliability performance for the same period over the past 3 years.² The highest contributing outage categories to the frequency of customer interruptions reflected herein were emergency switching, crossarm failure, primary conductor failure, lightning, and

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

² 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.

foreign objects.³ These outage causes affected approximately 81,475 customer interruptions during the reportable period and are consistent with historical interruption. 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.⁴ Those devices minimize the impact of an outage by decreasing the number of affected customers.

ENO's Bi-Monthly Customer Interruption Report for the YTD period ending February 29, 2020⁵ described ENO's enhanced safety practices contributable 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 33,030 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These accounted for roughly 20.54% of the total distribution-related 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 103% as compared to the corresponding January – August period in 2019 and decreased by approximately 16% as compared to ENO's average transmission-related reliability performance over the past 3 years. The highest contributing outage categories to both frequency and duration of these customer interruptions were equipment failure and animal related. These outage causes affected approximately 34,146 customer interruptions during the reportable period. The failed equipment, two separate feeder breakers, were 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 July – August 2020 timeframe, there were 17,097 transmission-related customer interruptions, all of which occurred on July 11th, July 30th and August 11th. These transmission-related customer interruptions were related to equipment failure. Transmission-related customer interruptions on a year-to-date basis have increased as compared to the corresponding January – August period in 2019, of 16,802, and decreased as compared to ENO's average transmission-related customer interruptions for January – August over the past 3 years, of approximately 40,763.

³ The Company routinely validates its outage data and metrics. This validation process could lead to subsequent bi-monthly reports reflecting immaterial variances in outage causes for a given period.

⁴ 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.

⁵ See Bi-Monthly Customer Outage Report for the Period of January 31, 2020 through February 29, 2020 filed by ENO on July 30, 2020.

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.

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

Erin Spears, Chief of Staff
Bobbie Mason
Council Utilities Regulatory Office
City of New Orleans
City Hall, Room 6E07
1300 Perdido Street
New Orleans, LA 70112

David Gavlinski
Council Chief of Staff
New Orleans City Council
City Hall, Room 1E06
1300 Perdido Street
New Orleans, LA 70112

Sunni LeBeouf
City Attorney Office
City Hall, Room 5th Floor
1300 Perdido Street
New Orleans, LA 70112

Norman White
Department of Finance
City Hall, Room 3E06
1300 Perdido Street
New Orleans, LA 70112

Hon. Jeffery S. Gulin
3203 Bridle Ridge Lane
Lutherville, MD 21093

Andrew Tuozzolo
CM Moreno Chief of Staff
1300 Perdido Street, Room 2W40
New Orleans, LA 70112

Jonathan M. Rhodes
Director of Utilities, Mayor's Office
City Hall, Room 2E04
1300 Perdido Street
New Orleans, LA 70112

Clinton A. Vince
Presley R. Reed, Jr.
Emma F. Hand
Herminia Gomez
Dee McGill
Dentons US LLP
1900 K Street, NW
Washington, DC 20006

Basile J. Uddo
J.A. "Jay" Beatmann, Jr.
c/o Dentons US LLP
The Poydras Center
650 Poydras Street, Suite 2850
New Orleans, LA 70130-6132

Joseph W. Rogers
Victor Prep
Byron S. Watson
Cortney Crouch
Legend Consulting Group
6041 South Syracuse Way, Suite 105
Greenwood Village, CO 80111

Errol Smith
Bruno and Tervalon
4298 Elysian Fields Avenue
New Orleans, LA 70122

Brian Guillot
Vice President, Regulatory Affairs
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Polly S. Rosemond
Derek Mills
Seth Cureington
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Timothy S. Cragin
Alyssa Maurice-Anderson
Harry M. Barton
Karen Freese
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-26E
New Orleans, LA 70113

Joseph J. Romano, III
Suzanne Fontan
Therese Perrault
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-4C
New Orleans, LA 70113

Emily K. Leitzinger
Mid-City Neighborhood Organization
4313 Palmyra Street
New Orleans, LA 70119

Logan Atkinson Burke
Sophie Zaken
Alliance for Affordable Energy
4505 S. Claiborne Avenue
New Orleans, LA 70125

Julianna D. Padgett
Carrollton Riverbend Neighborhood Assn.
935 Dante Street
New Orleans, LA 70118

Ian Dreyer
Parkview Neighborhood Association
432 N. Anthony Street, Suite 303
New Orleans, LA 70119

Jacob Rickoll
Tulane Canal Neighborhood Association
2301 Conti Street
New Orleans, LA 70119

Denise T. Turbinton
931 Mazant St.
New Orleans, LA 70117

Keith Hardie
Maple Area Residents, Inc.
618 Audubon Street
New Orleans, LA 70118

Monique Harden
Deep South Center for
Environmental Justice, Inc.
3157 Gentilly Boulevard, #145
New Orleans, LA 70122

Renate Heurich
350 Louisiana-New Orleans
1407 Napoleon Avenue, #B
New Orleans, LA 70115

Ed Morris
Yolanda Y. Grinstead
Sewerage and Water Board
625 St. Joseph Street, Room 201
New Orleans, LA 70165

Luke F. Piontek
Judith Sulzer
Roedel, Parsons, Koch, Blache, Balhoff
& McCollister
8440 Jefferson Highway
Suite 301
Baton Rouge, LA 70809

Eric J. Songy
Algiers Neighborhood Presidents Council
P.O. Box 740446
New Orleans, LA 70174

Warrenetta C. Banks
Lower 9 Resilient
5130 Chartres Street
New Orleans, LA 70117-3808

Arthur J. Johnson
Lower 9th Ward Center for Sustainable
Engagement and Development
5227 Chartres Street
New Orleans, LA 70117

David Dalia
609 Dumaine Street
New Orleans, LA 70115-3210

Dawn Hebert
6846 Lake Willow Dr.
New Orleans, LA. 70126

New Orleans, Louisiana, this 22nd day of October, 2020.



Courtney R. Nicholson
Courtney R. Nicholson

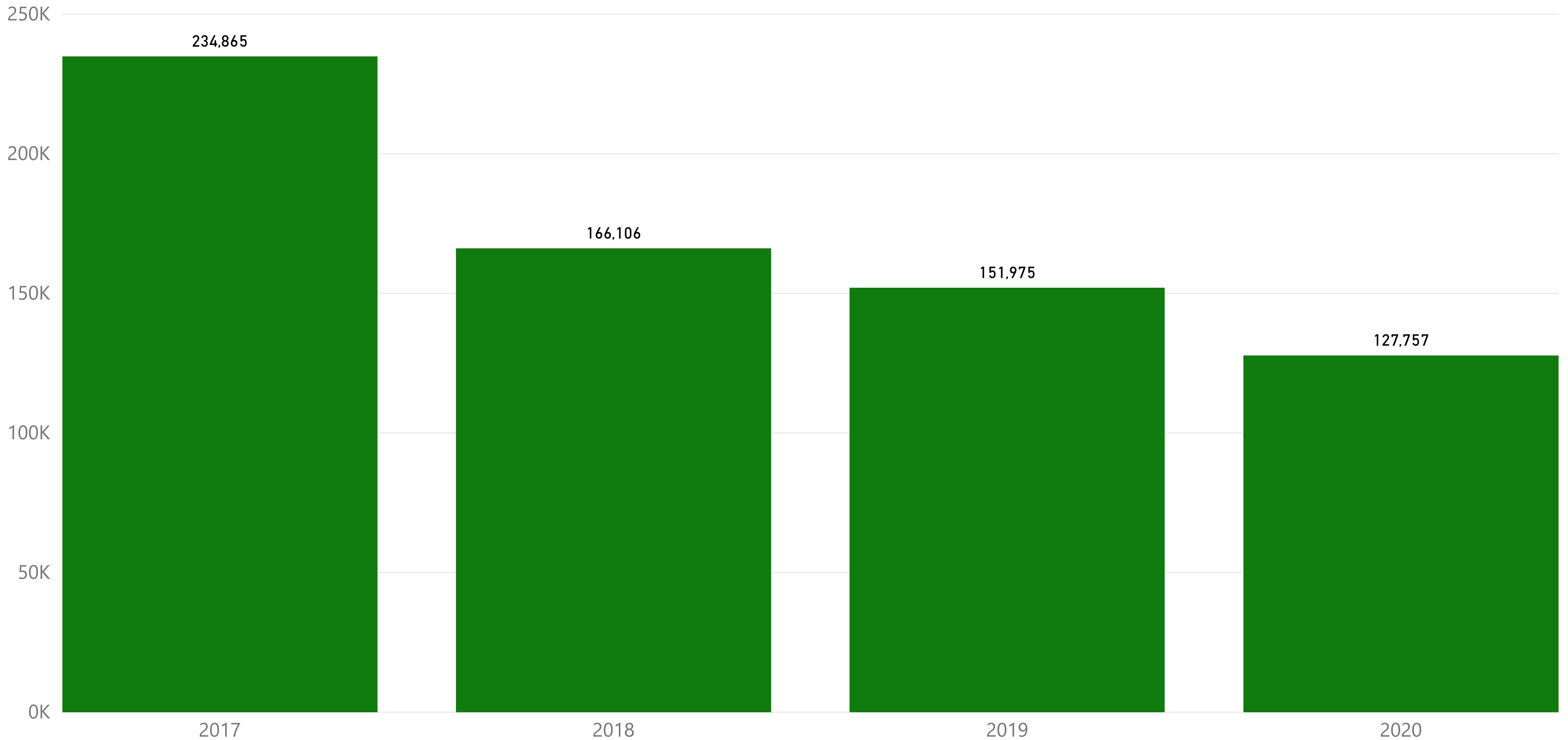


ENTERGY NEW ORLEANS

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

8/31/2020

Current Data Date





ENTERGY NEW ORLEANS

8/31/2020

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 ● July ● August





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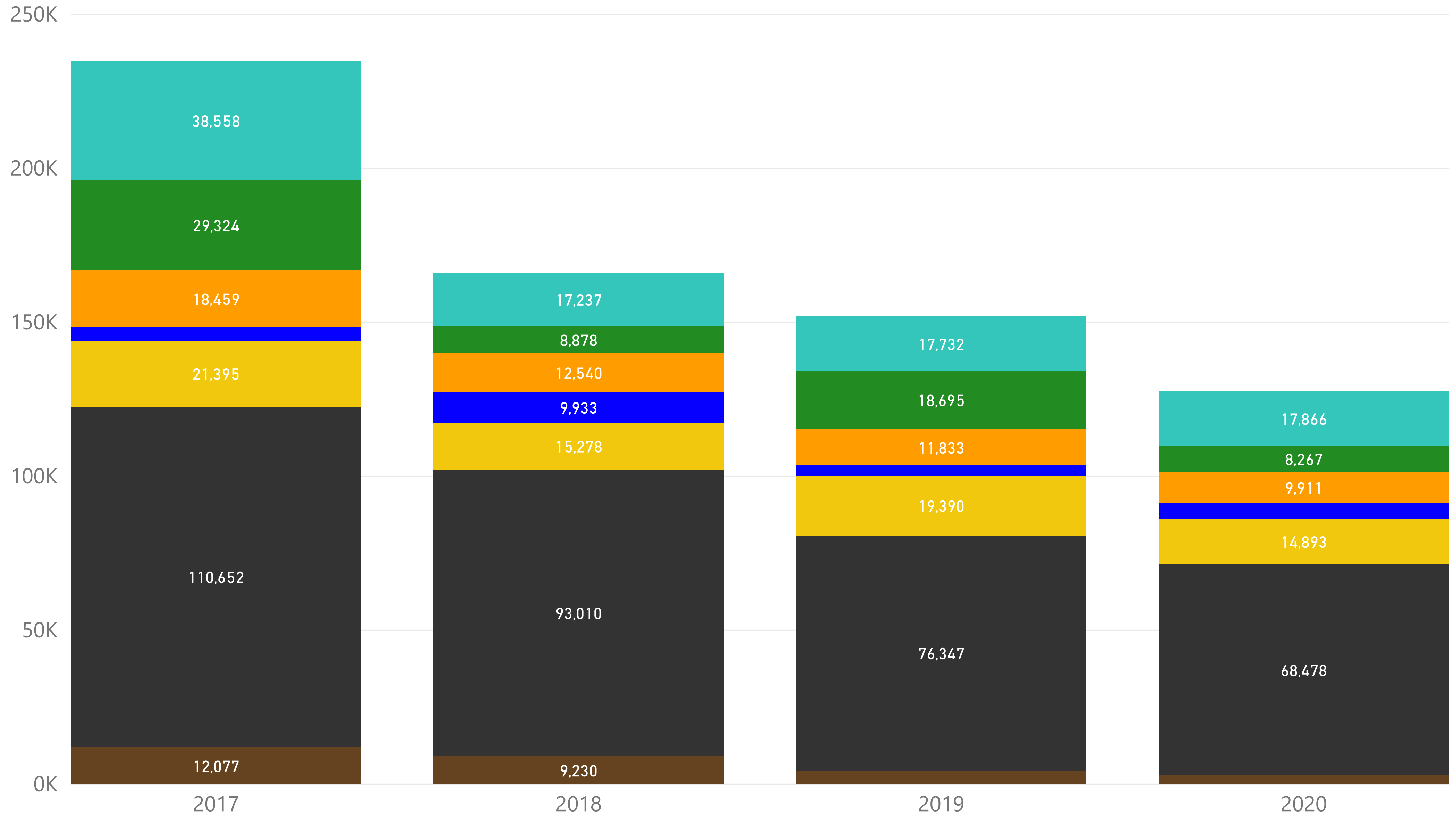
8/31/2020

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





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

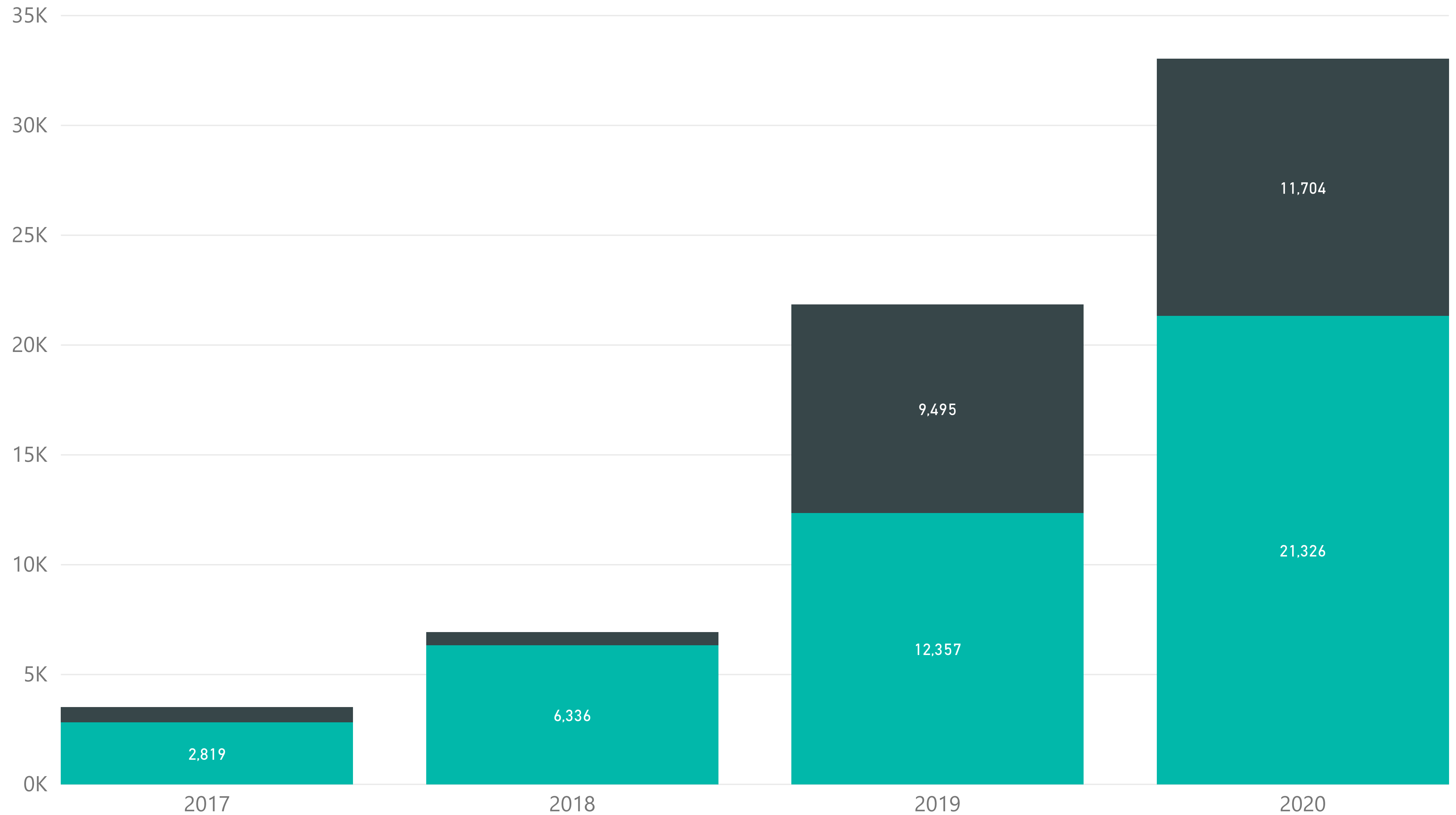
8/31/2020

Current Data Date

Summary Cause Updated

● Emergency Switching

● Scheduled Interruption





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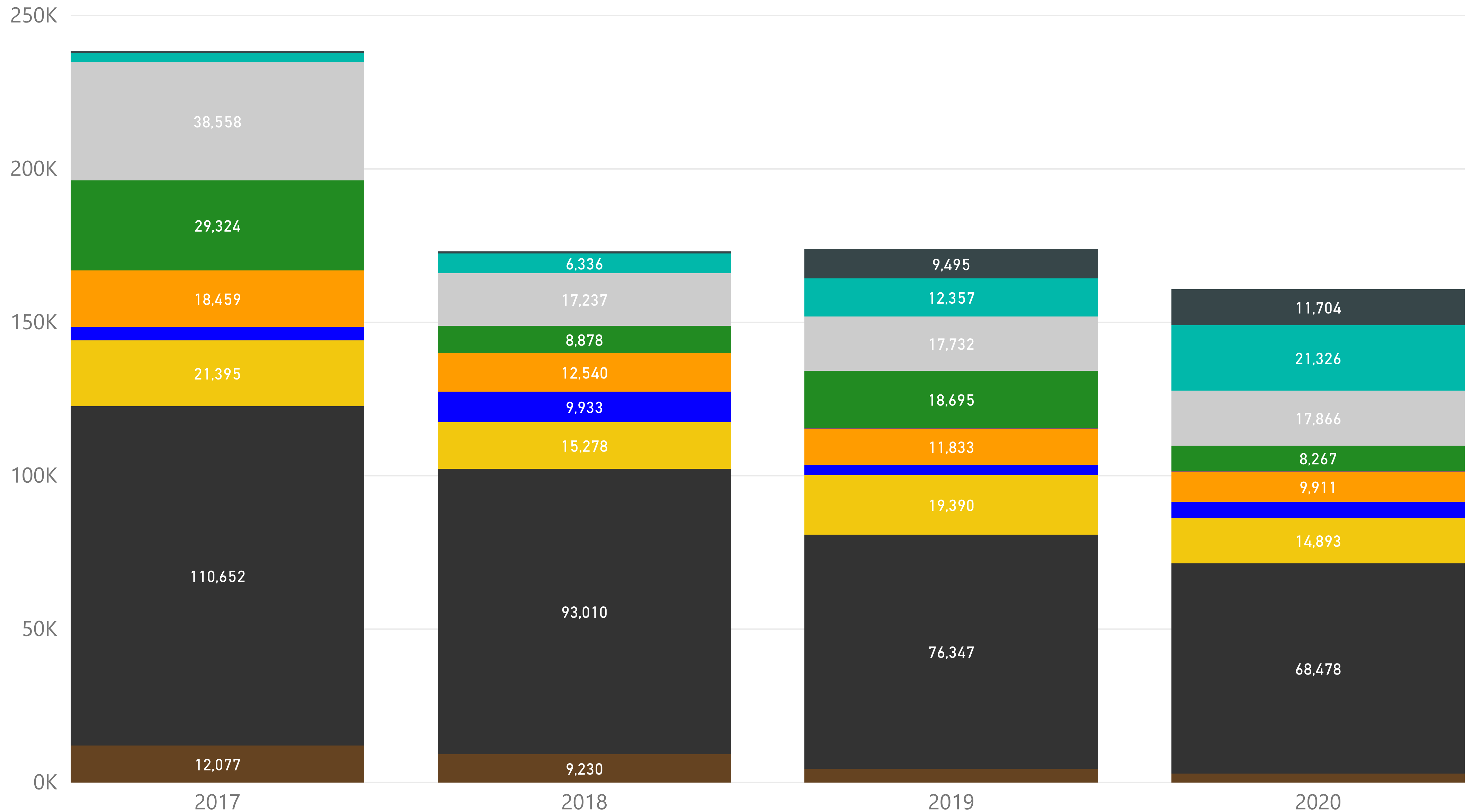
8/31/2020

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





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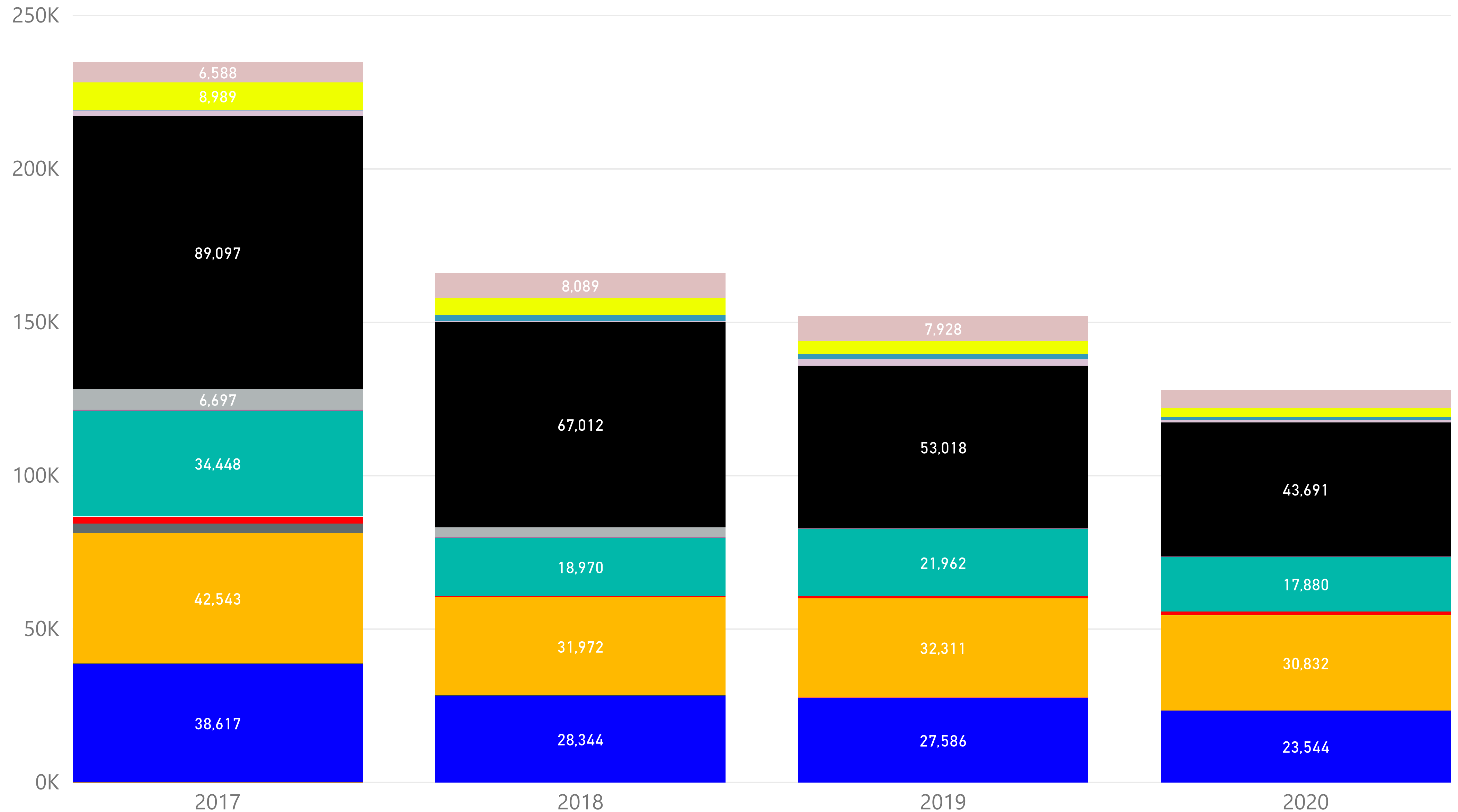
8/31/2020

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

- Auto Transfer Switch
- Crossarm
- Disconnect Switch
- Elbow
- Gang Operated Switch
- Line Fuse
- Network
- Network Breaker
- Open
- Pole
- Primary Conductor
- Primary Meter
- Recloser
- Secondary Conductor
- Service Conductor
- Substation
- Substation Breaker
- Switch
- Transformer
- Transformer Fuse
- Vacuum Fault Interrupter





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Distribution SAIFI by Year
(Full Calendar Years)

8/31/2020

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.

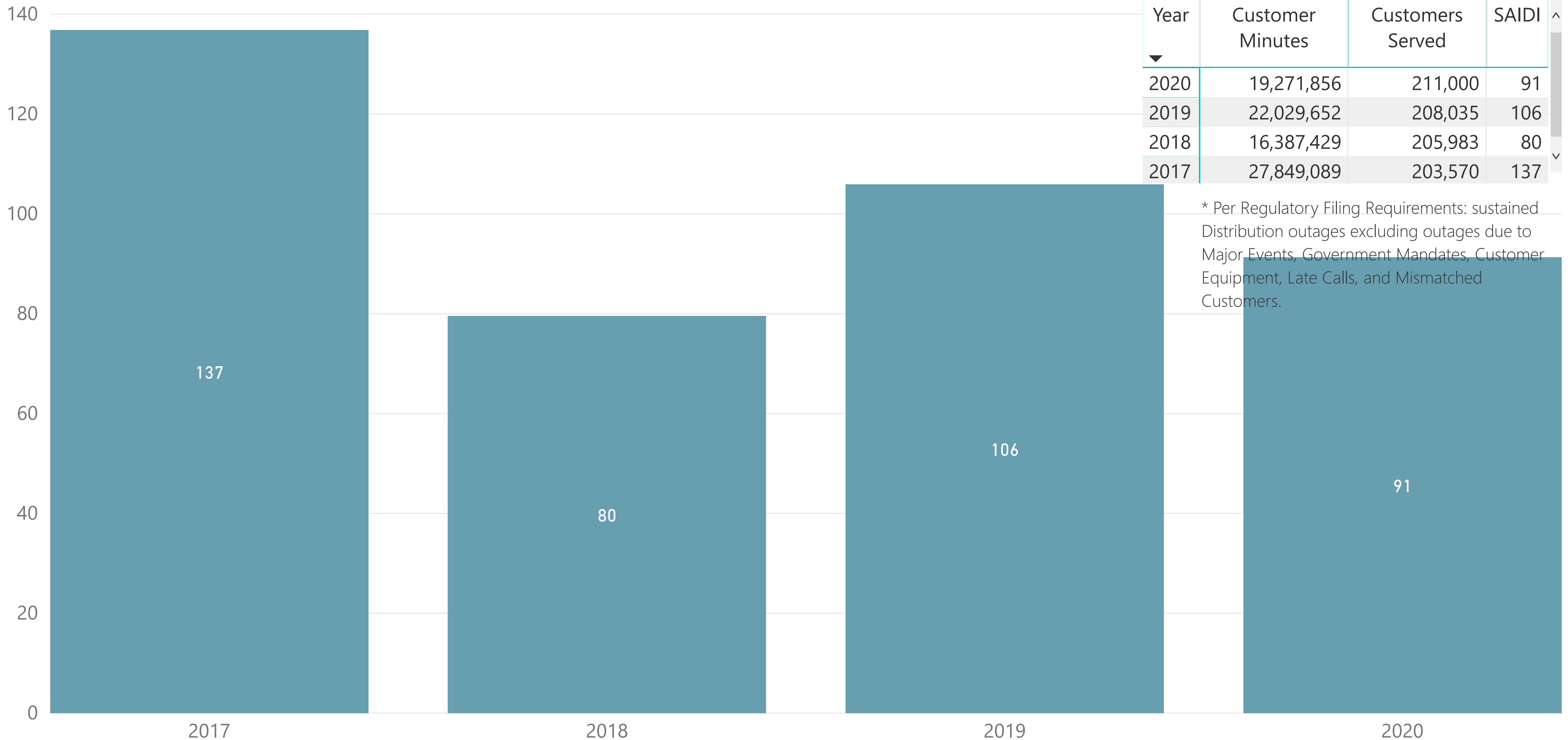


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Distribution SAIDI by Year
(Full Calendar Years)

8/31/2020

Current Data Date



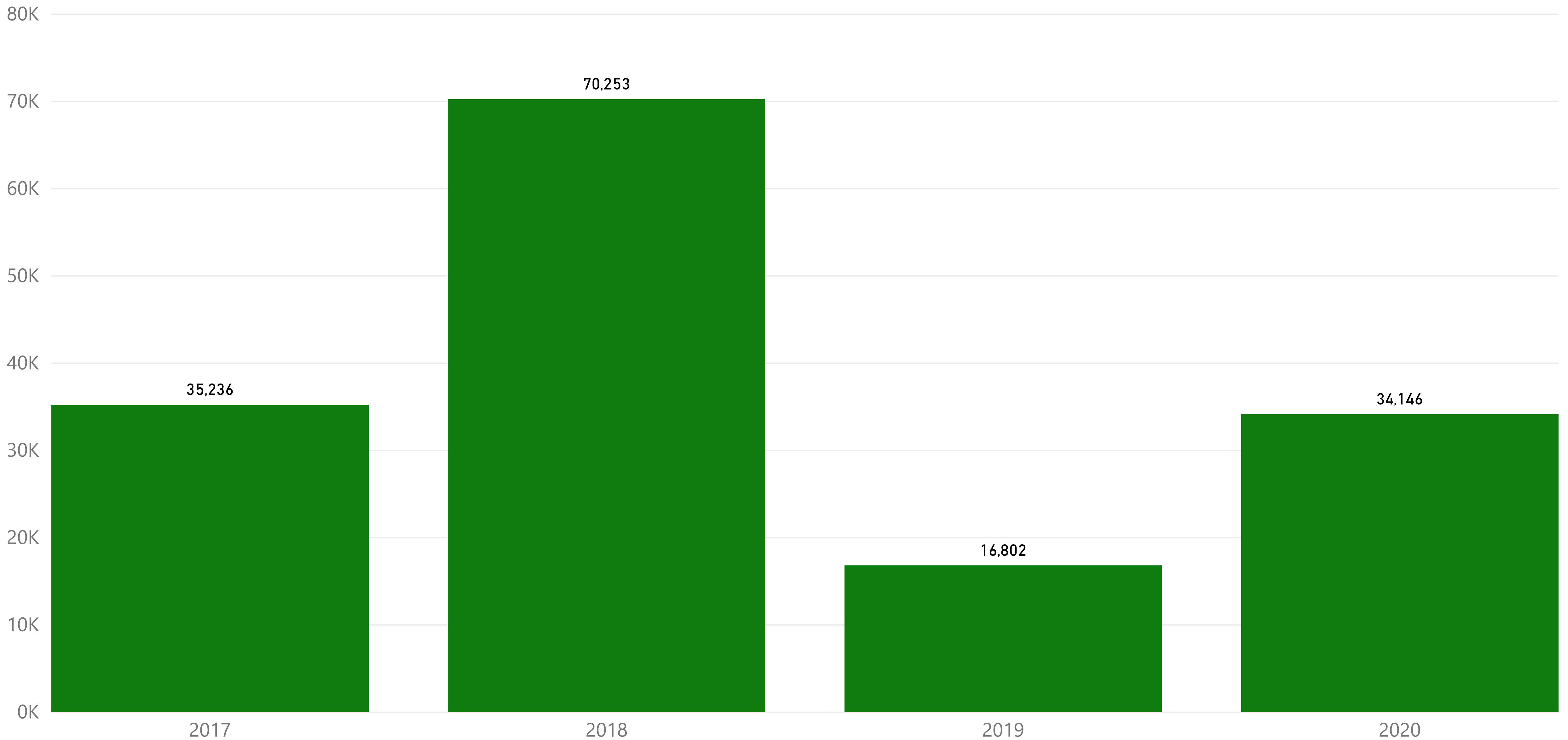


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8/11/2020

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

Current Data Date





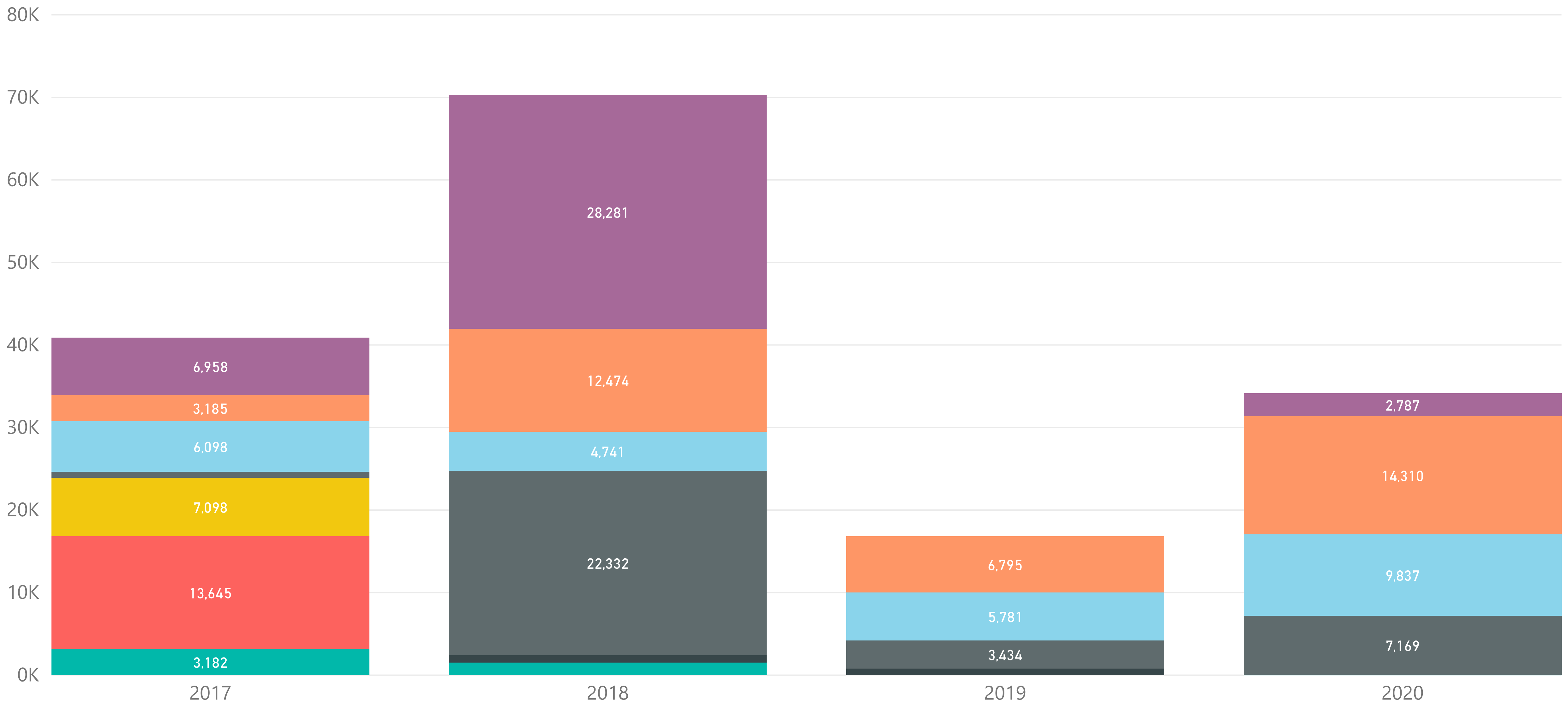
ENTERGY NEW ORLEANS

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

8/11/2020

Current Data Date

Month ● January ● February ● March ● April ● May ● June ● July ● August





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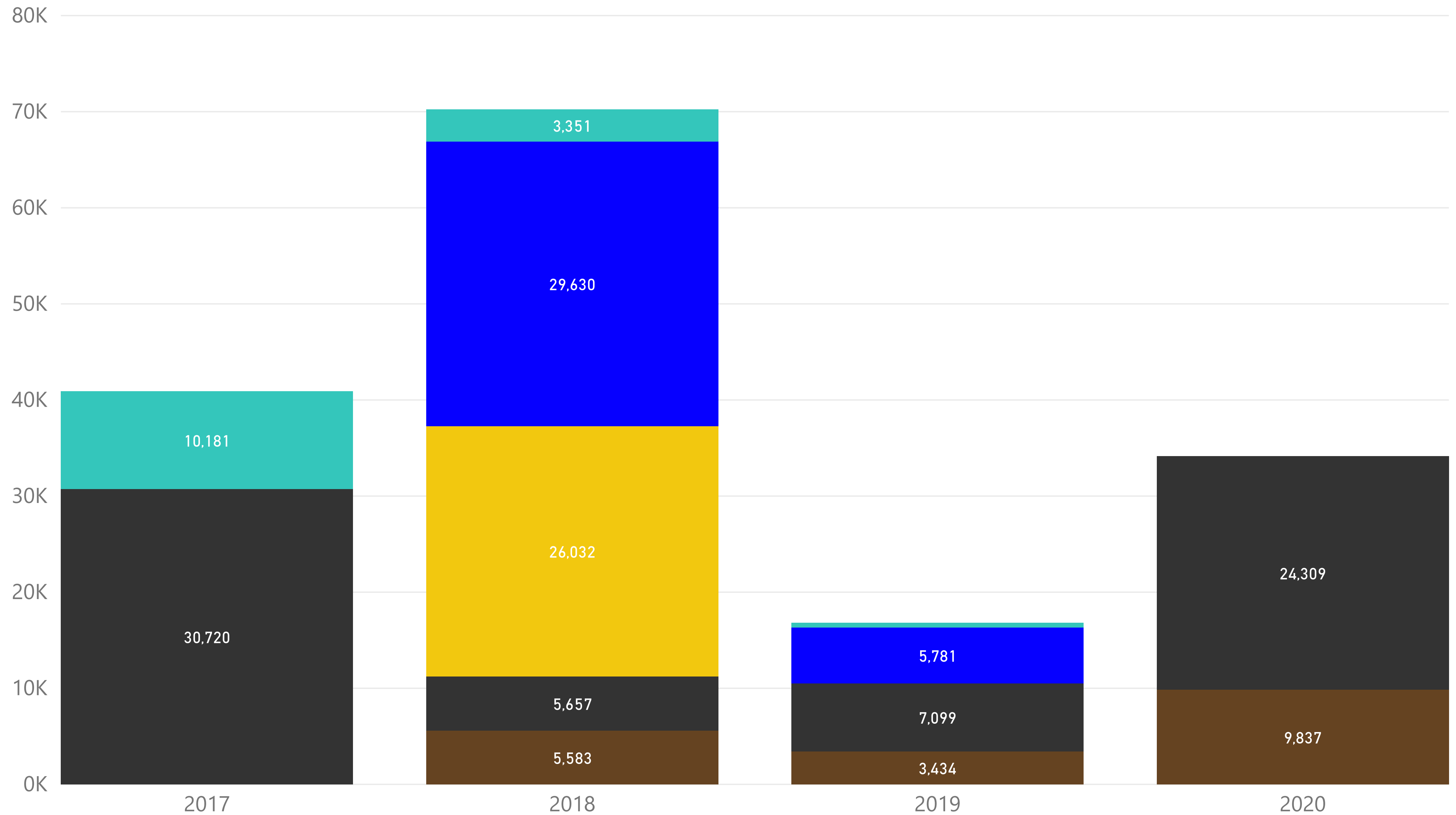
8/11/2020

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



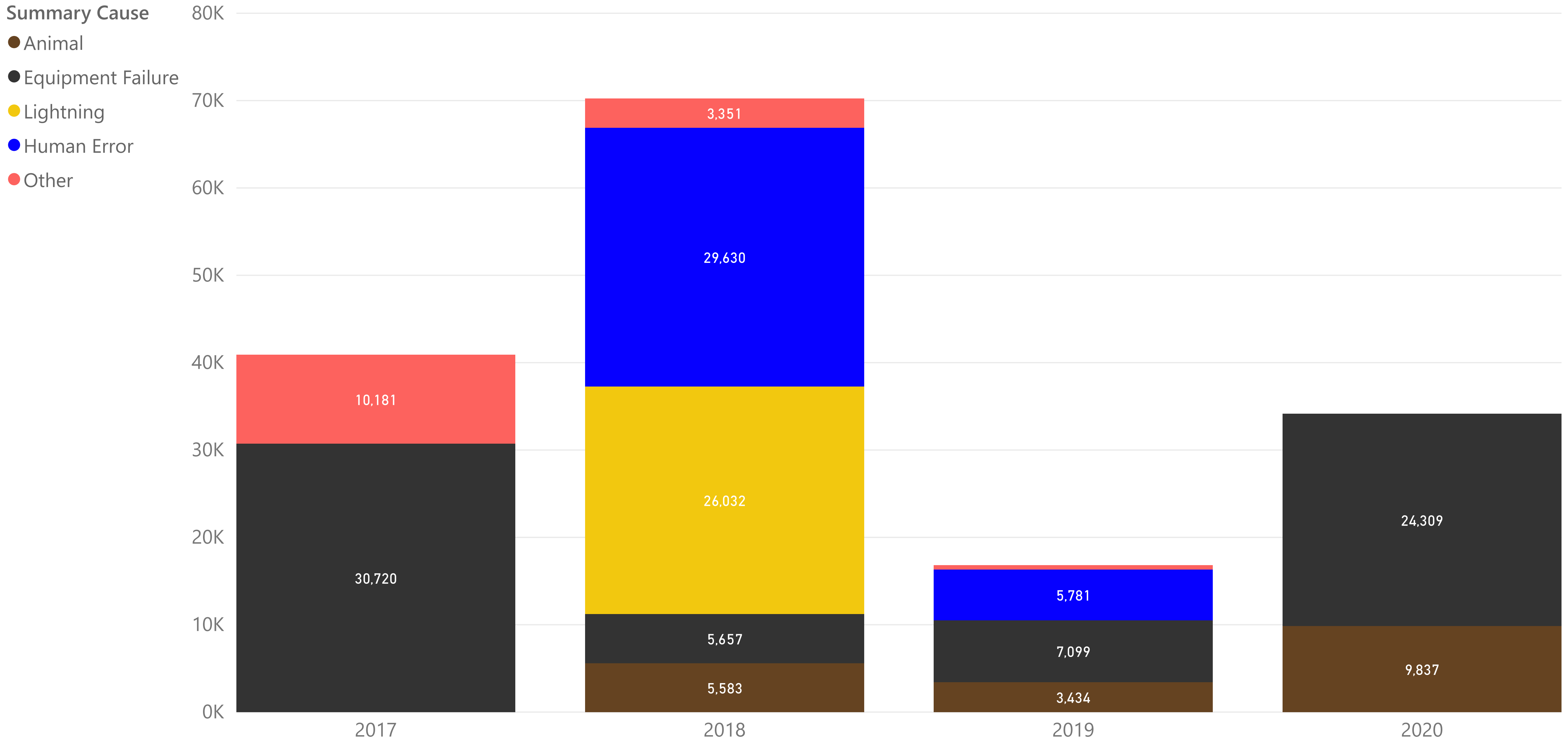


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8/11/2020

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

Current Data Date



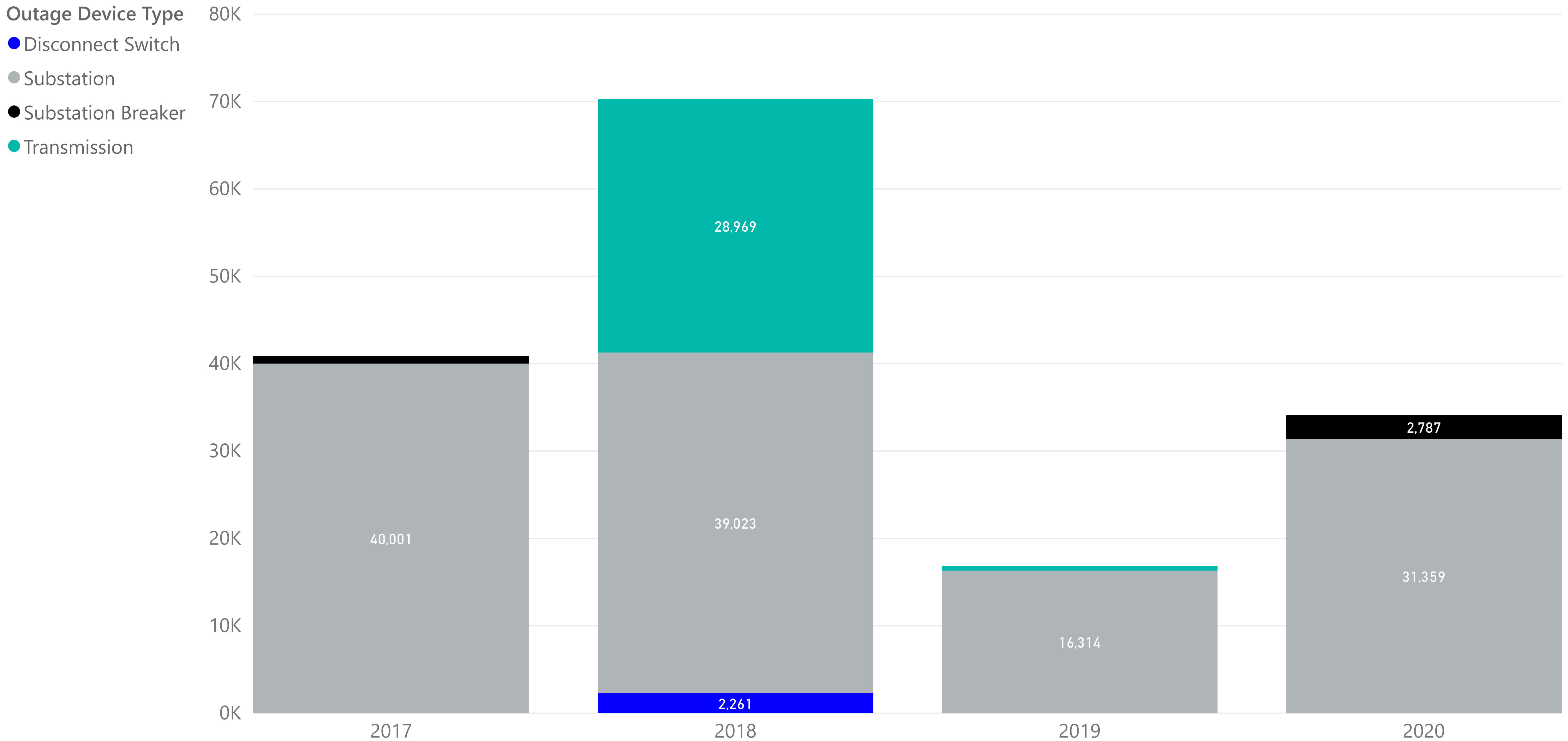


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8/11/2020

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

Current Data Date



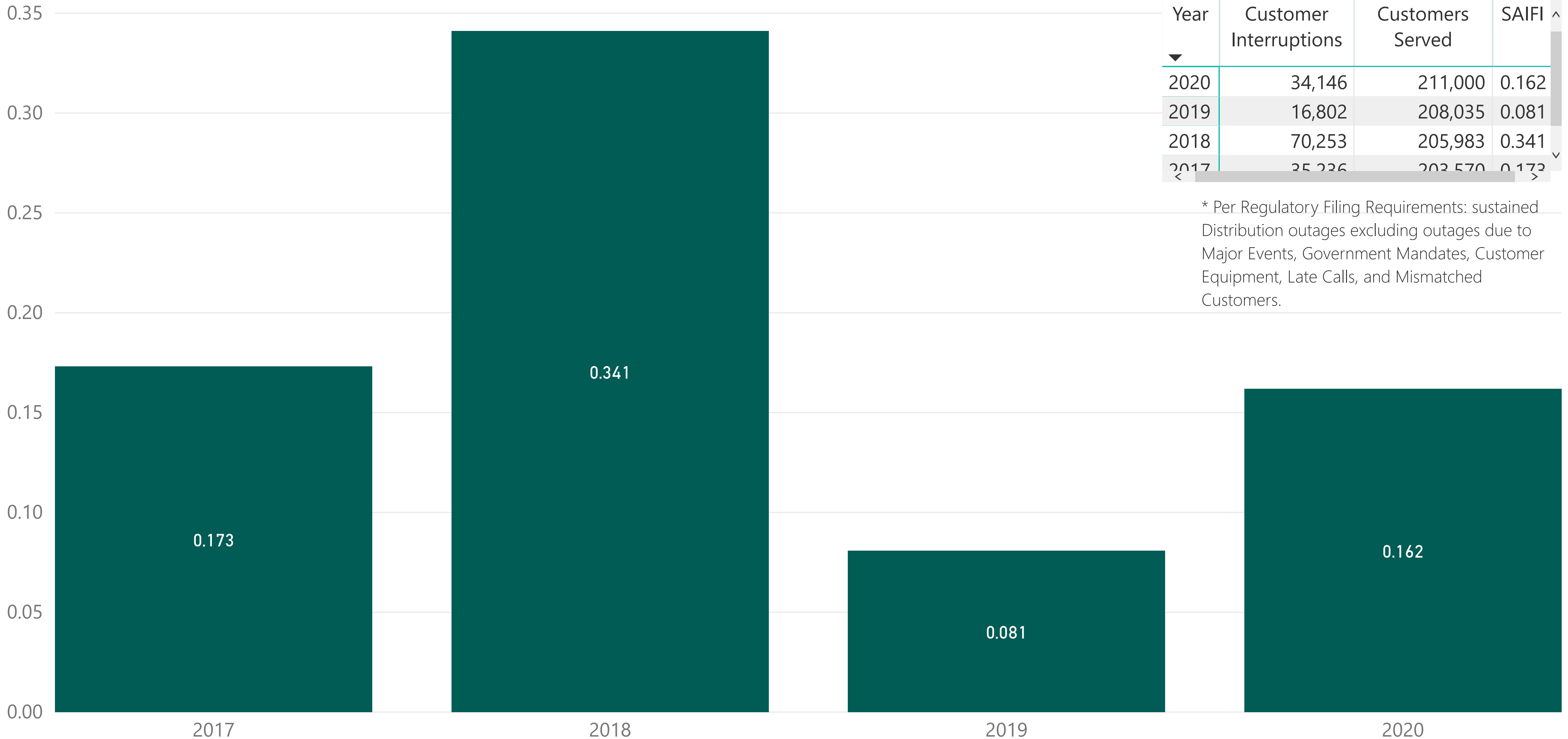


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Transmission SAIFI by Year
(Full Calendar Years)

8/11/2020

Current Data Date



Year	Customer Interruptions	Customers Served	SAIFI
2020	34,146	211,000	0.162
2019	16,802	208,035	0.081
2018	70,253	205,983	0.341
2017	25,226	203,570	0.173

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

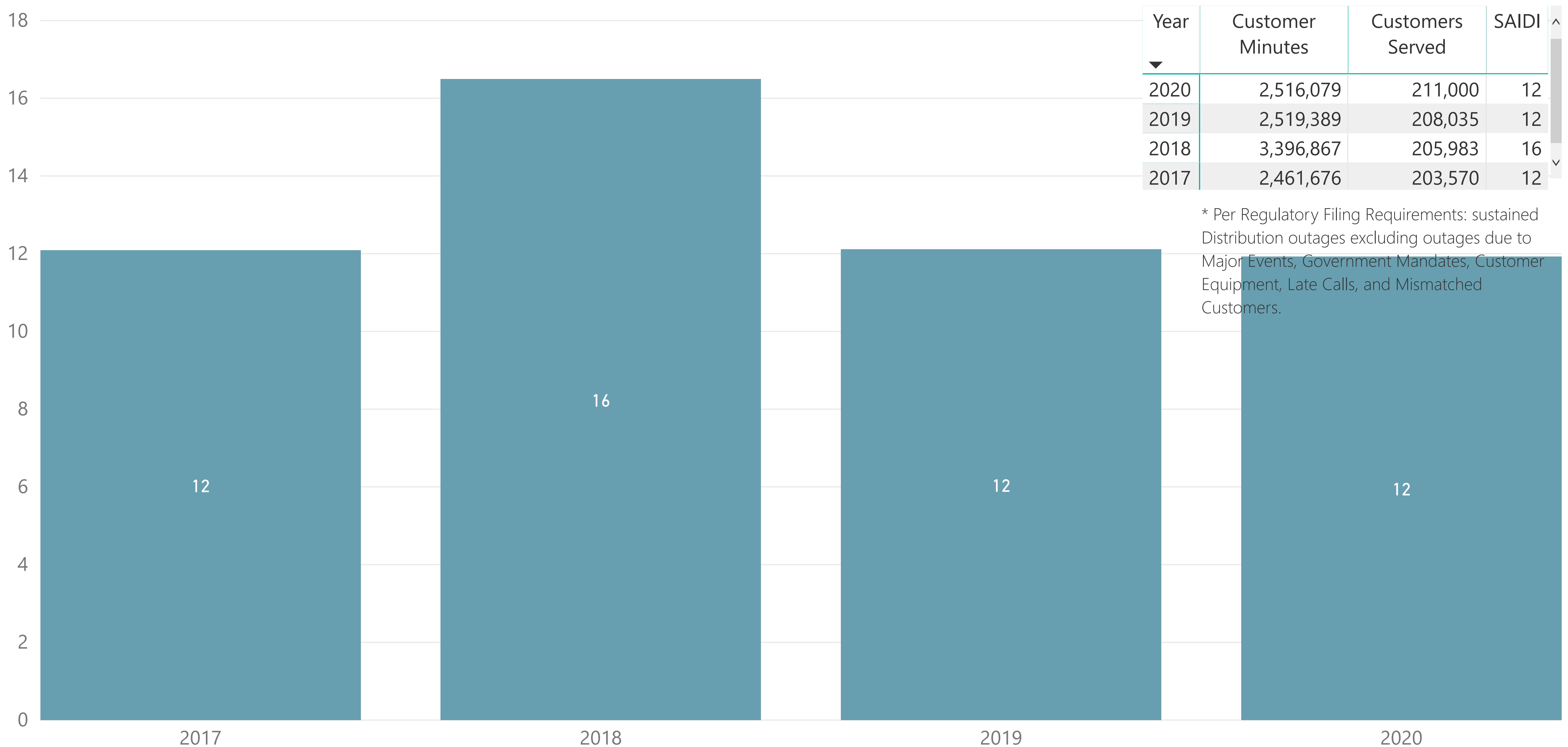


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Transmission SAIDI by Year
(Full Calendar Years)

8/11/2020

Current Data Date



Year	Customer Minutes	Customers Served	SAIDI
2020	2,516,079	211,000	12
2019	2,519,389	208,035	12
2018	3,396,867	205,983	16
2017	2,461,676	203,570	12

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