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**Courtney R. Nicholson**  
Vice-President – Regulatory and Public Affairs

March 24, 2022

**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; Quarterly Filing Requirement per Ordering Paragraph #6 of Council Resolution R-17-427; Annual Filing of SAIDI/SAIFI indices Pursuant to Council Resolutions R-15-31**

Dear Ms. Johnson:

Please find enclosed for your further handling Entergy New Orleans, LLC's ("ENO") report on Customer Interruptions for the period of January 1, 2021 through December 31, 2021, 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. This Report is being converted from a bi-monthly filing to quarterly filing pursuant to Council Resolution No. R-21-153, dated May 6, 2021. Also attached are documents representing the 2021 Entergy New Orleans Annual SAIDI/SAIFI indices reporting requirements as outlined in Ordering Paragraph 7, of Council Resolution R-15-31, dated January 22, 2015. 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,

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, 2021 THROUGH DECEMBER 31, 2021**

**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 25 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 reporting frequency was subsequently modified from bi-monthly to quarterly, per Resolution R-21-153 in the ENO Reporting Requirements Streamlining docket, UD-20-01. The report contains the reliability performance of ENO's distribution system and transmission system for the year-to-date ("YTD") period ending December 31, 2021.<sup>1</sup> Specifically, ENO provides customer interruptions<sup>2</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 December 2021, YTD distribution-related customer interruptions, of 235,297, increased by approximately .49% as compared to the January – December 2020 count of 234,144 and decreased by 3.20% as compared to ENO's average customer interruption count of 243,066 over the past 3 years.<sup>3</sup> The highest contributing outage categories to the frequency of customer interruptions

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<sup>1</sup> Due to a change in the outage tracking system, specific weather-related information is not available on outages as of November 9, 2020. ENO is currently looking into whether this data can be made available in the future.

<sup>2</sup> "Customer Interruptions" refers to the number of customers who were interrupted during an outage.

<sup>3</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.

reflected herein were lightning, emergency switching, primary conductor failure, scheduled interruptions, and vehicles. These outage causes affected approximately 128,427 customer interruptions during the reportable period and are higher than historical interruption patterns over the same months in previous years. ENO believes this increase is partially due to adverse weather conditions experienced in 2021 with much higher-than-normal rainfall totals. According to the National Weather Service, the New Orleans area received 86.08 inches of precipitation in 2021, which is approximately 31.55% more rain than the average of the previous 10 years, of 65.44 inches.<sup>4</sup> 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. Those devices minimize the impact of an outage by decreasing the number of affected customers. The additional precipitation in the metropolitan area during 2021 was accompanied by an increase in lightning strikes that caused 42,401 customer interruptions, which is 2.6 times the 3-year average of 15,221 lightning-related distribution customer interruptions.

ENO's Bi-Monthly Customer Interruption Report for the YTD period ending February 29, 2020<sup>5</sup> 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 43,965 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These accounted for roughly 18.68% of the total customer interruptions year to date.

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

Transmission-related customer interruptions in the reportable period decreased approximately 37.04% as compared to the customer interruptions in the corresponding October – December period in 2020 and decreased 21.56% as compared to ENO's average customer interruption count for the same period over the past 3 years.<sup>6</sup> The transmission-related customer interruptions were related to an insulator failure and an animal getting into electrical equipment. The highest contributing outage category to the duration of these customer interruptions was animal related.

Transmission-related customer interruptions on a year-to-date basis, of 58,704, have decreased as compared to the corresponding January – December period in 2020 of 60,700, by 3.29%, and have decreased compared to ENO's average transmission-related customer interruptions for January – December over the past 3 years of 66,944, by 12.31%.

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<sup>4</sup> Precipitation totals calculated from daily weather data for the New Orleans Area compiled and provided through the National Weather Service's NOWData – NOAA Online Weather Data feature.

<sup>5</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>6</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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Denise T. Turbinton  
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New Orleans, Louisiana, this 24<sup>th</sup> day of March 2022.



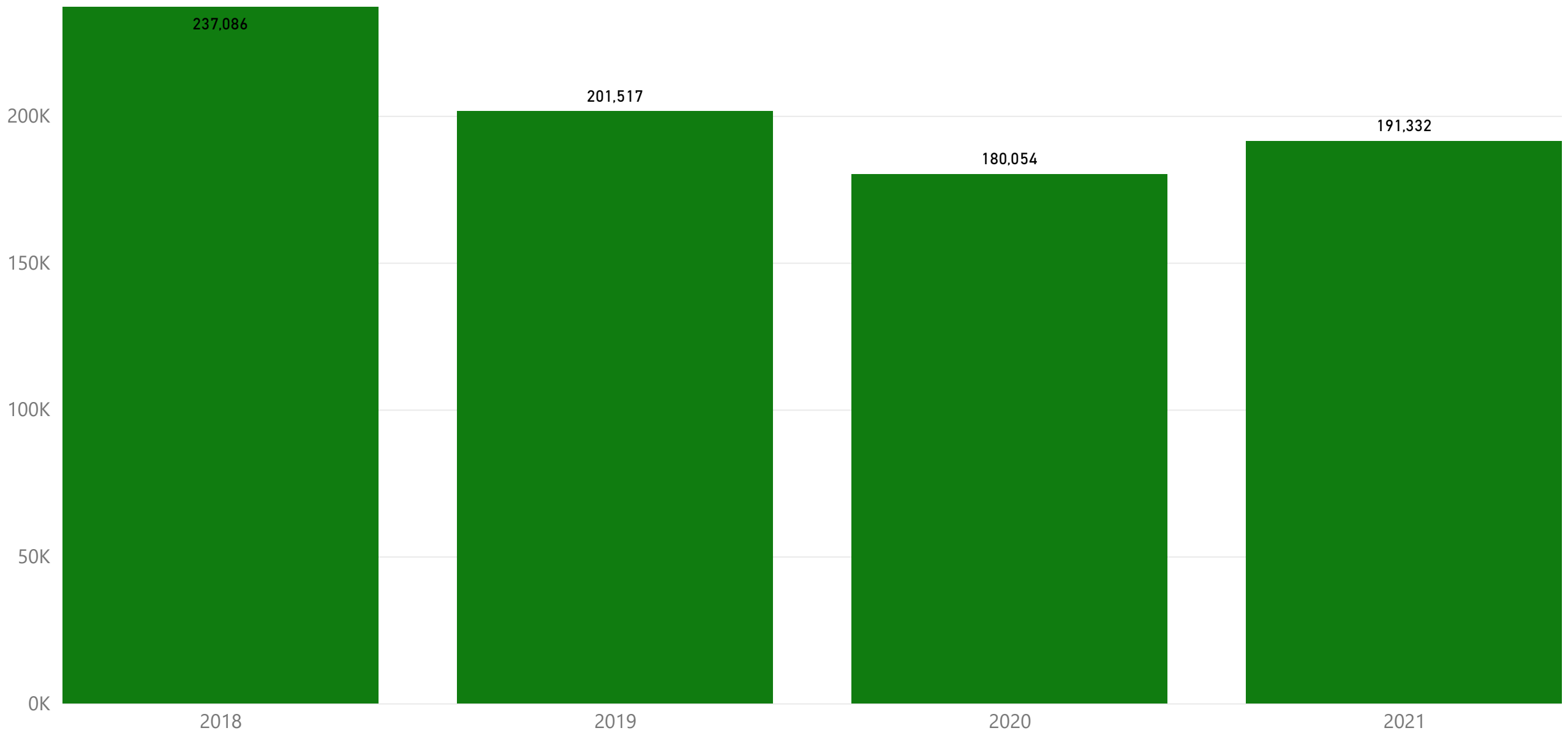
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Courtney R. Nicholson



# ENTERGY NEW ORLEANS

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

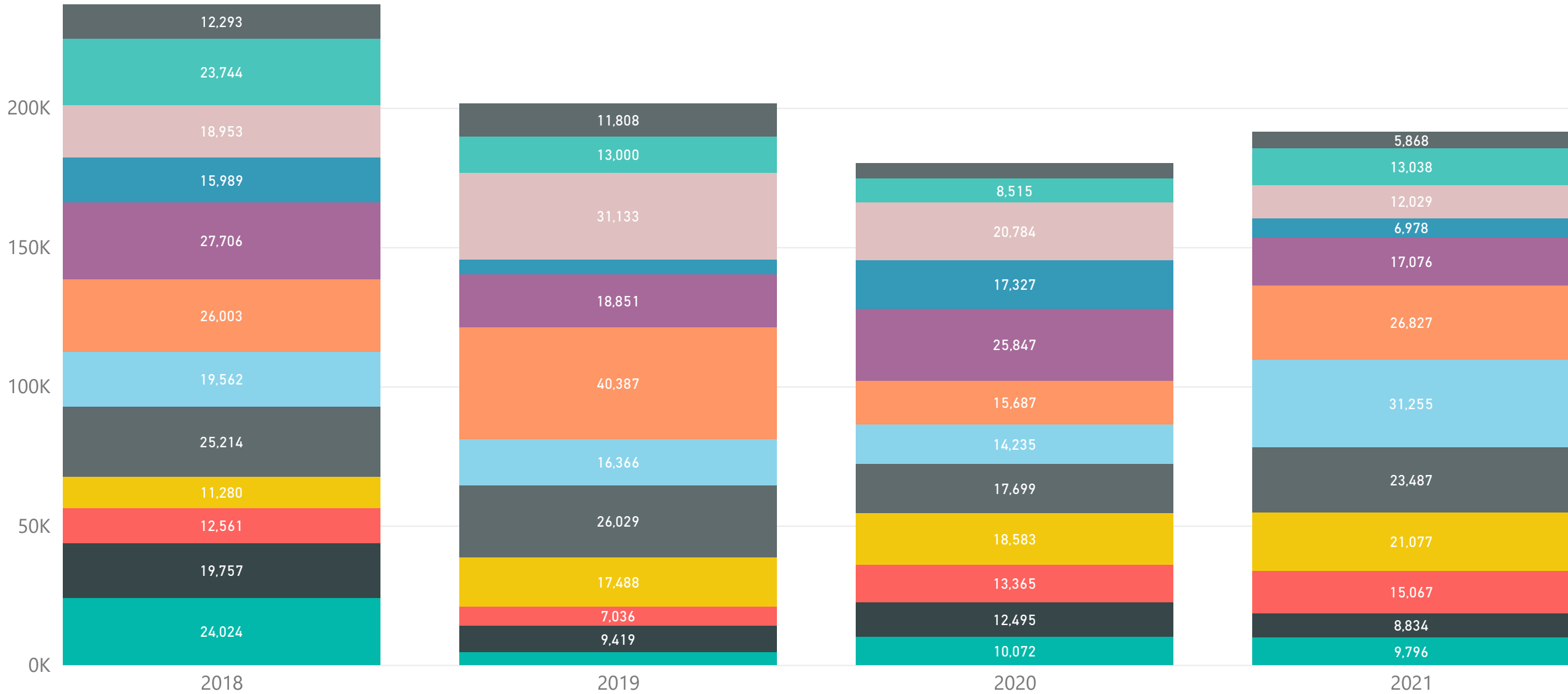




# ENTERGY NEW ORLEANS

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

Month ● January ● February ● March ● April ● May ● June ● July ● August ● September ● October ● November ● December





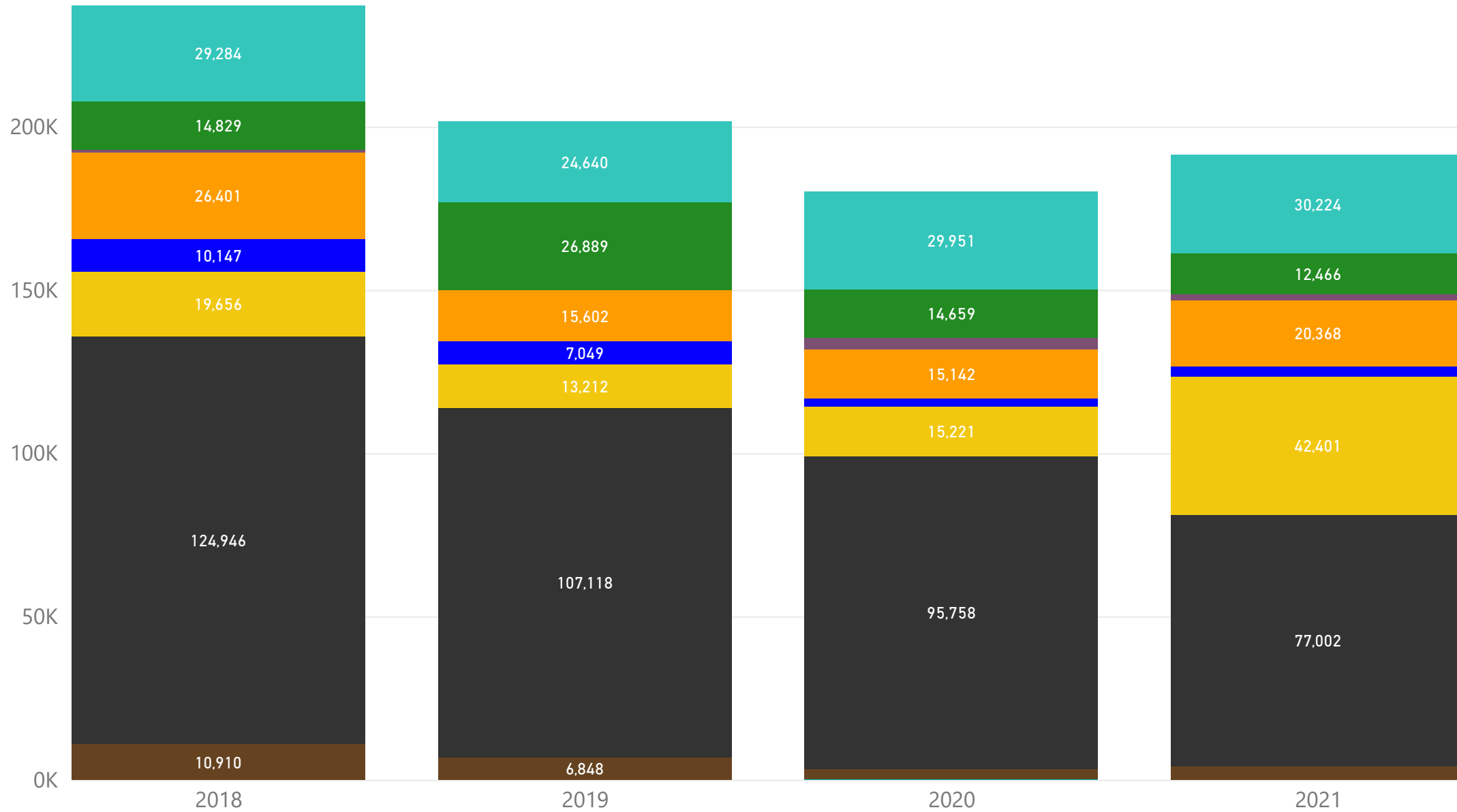


# ENTERGY NEW ORLEANS

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

## Summary Cause Updated

- (Blank)
- Animal
- Equipment Failure
- Lightning
- Human Error
- Public Damage
- Foreign Trouble
- Vegetation
- Other

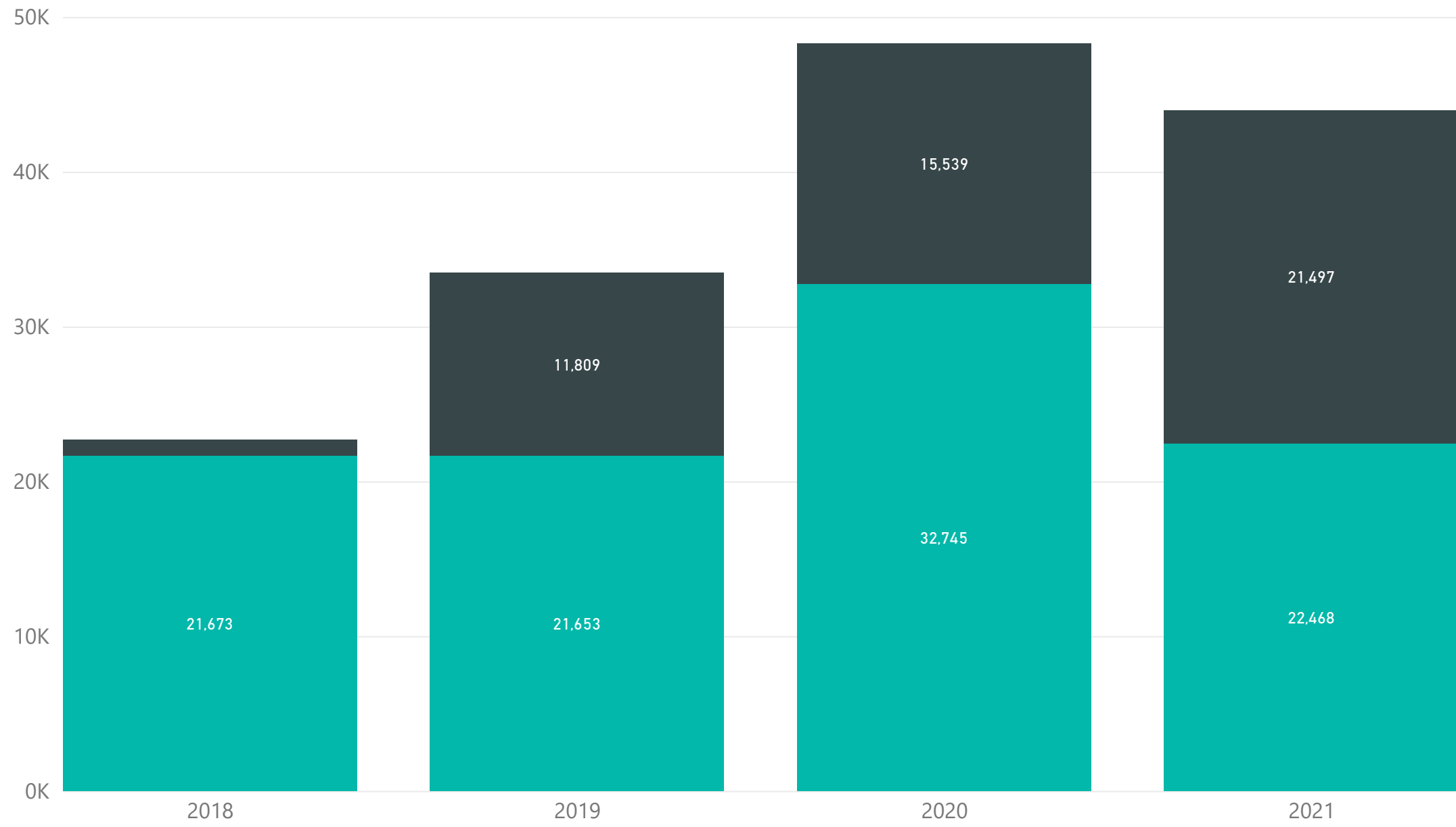




# ENTERGY NEW ORLEANS

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

Summary Cause Updated  
● Emergency Switching  
● Scheduled Interruption





# ENTERGY NEW ORLEANS

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

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



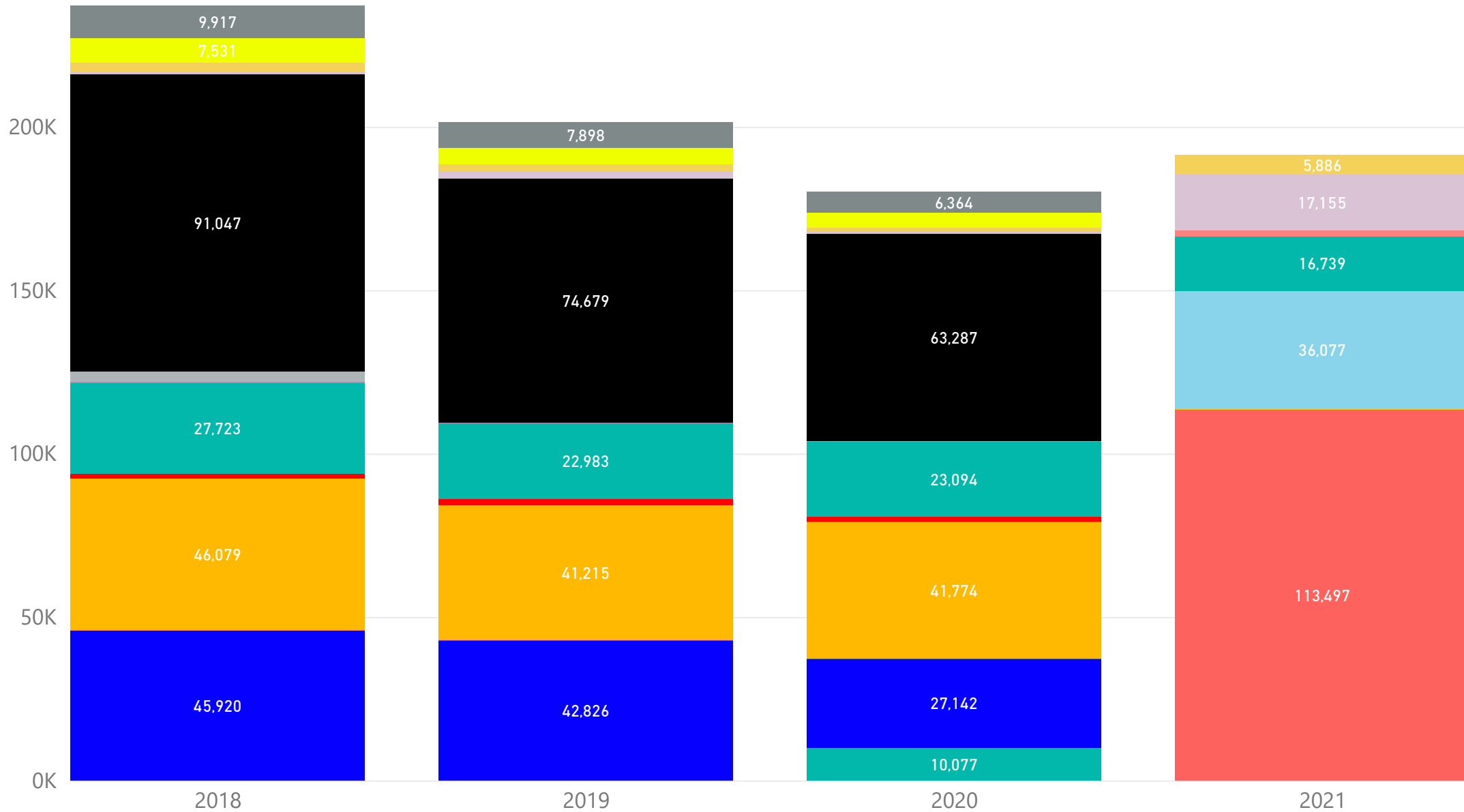


# ENTERGY NEW ORLEANS

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

## Outage Device Type

- (Blank)
- Auto Transfer Switch
- Breaker
- Crossarm
- Cut
- Disconnect Switch
- Elbow
- Fuse
- Gang Operated Switch
- Line Fuse
- Network
- Open
- Pole
- Primary Conductor
- Primary Meter
- Recloser
- Secondary Conductor
- Secondary Network
- Service Conductor
- Service Point



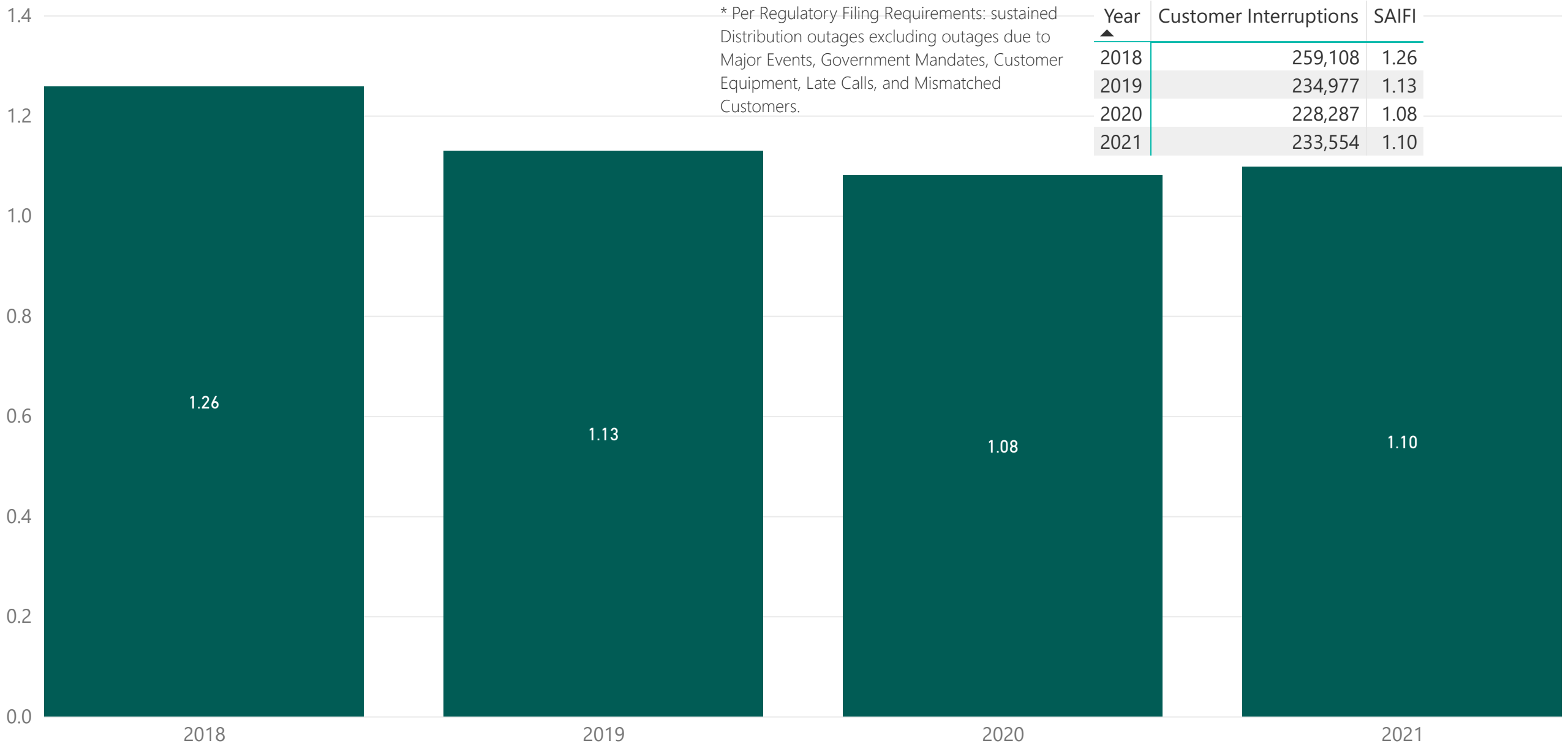


# ENTERGY NEW ORLEANS

Distribution SAIFI by Year  
(Full Calendar Years)

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

Year	Customer Interruptions	SAIFI
2018	259,108	1.26
2019	234,977	1.13
2020	228,287	1.08
2021	233,554	1.10

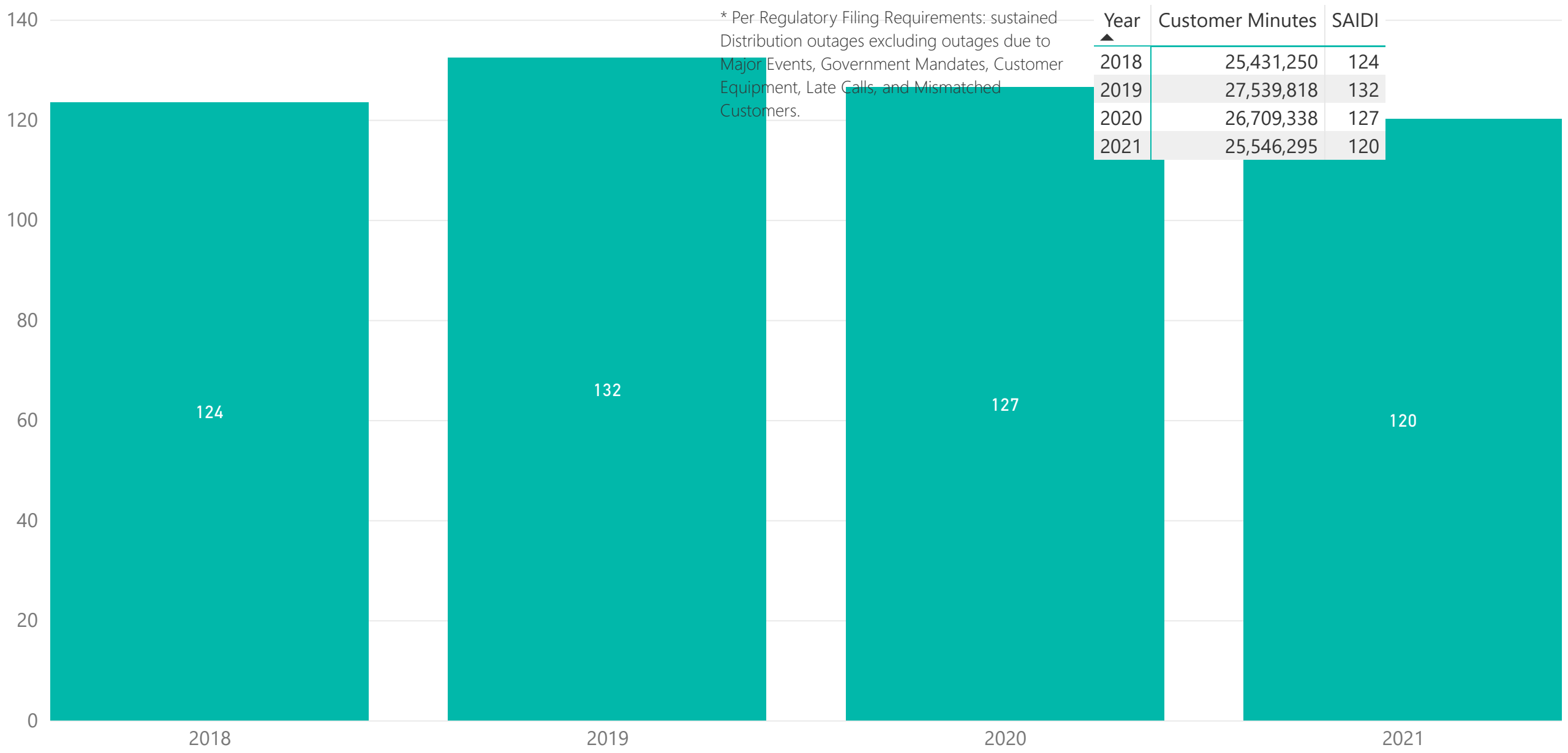




# ENTERGY NEW ORLEANS

Distribution SAIDI by Year  
(Full Calendar Years)

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

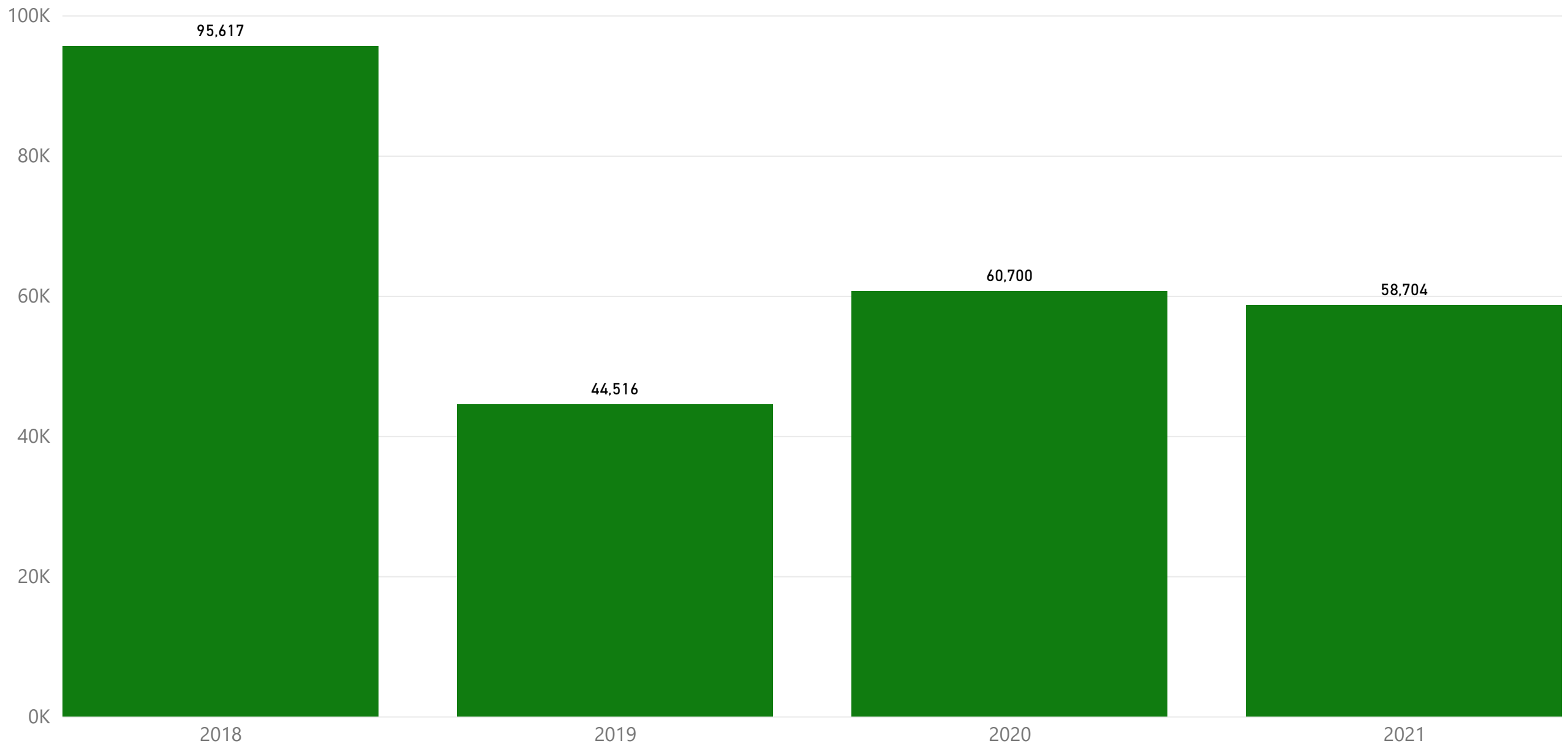


Year	Customer Minutes	SAIDI
2018	25,431,250	124
2019	27,539,818	132
2020	26,709,338	127
2021	25,546,295	120



# ENTERGY NEW ORLEANS

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

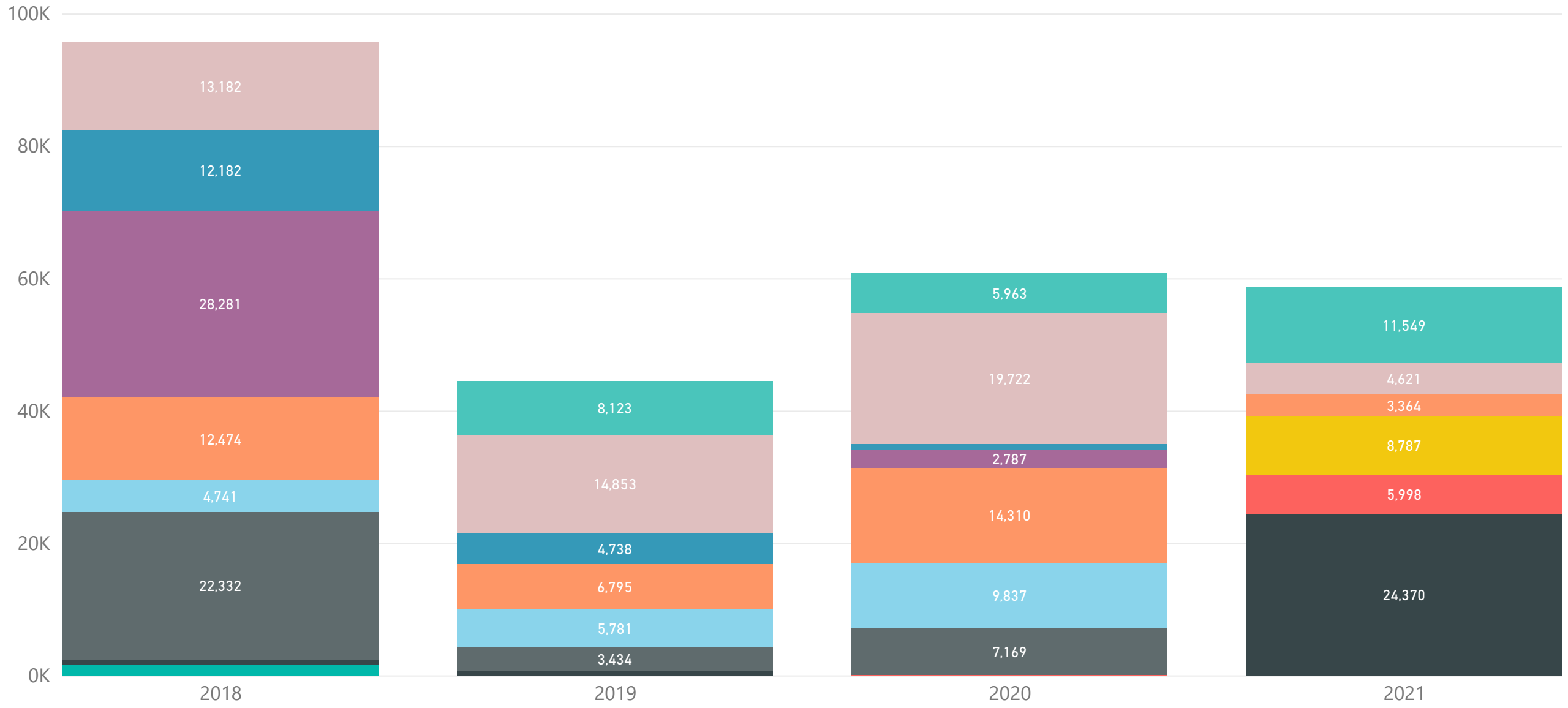




# ENTERGY NEW ORLEANS

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

Month ● January ● February ● March ● April ● May ● June ● July ● August ● September ● October ● November





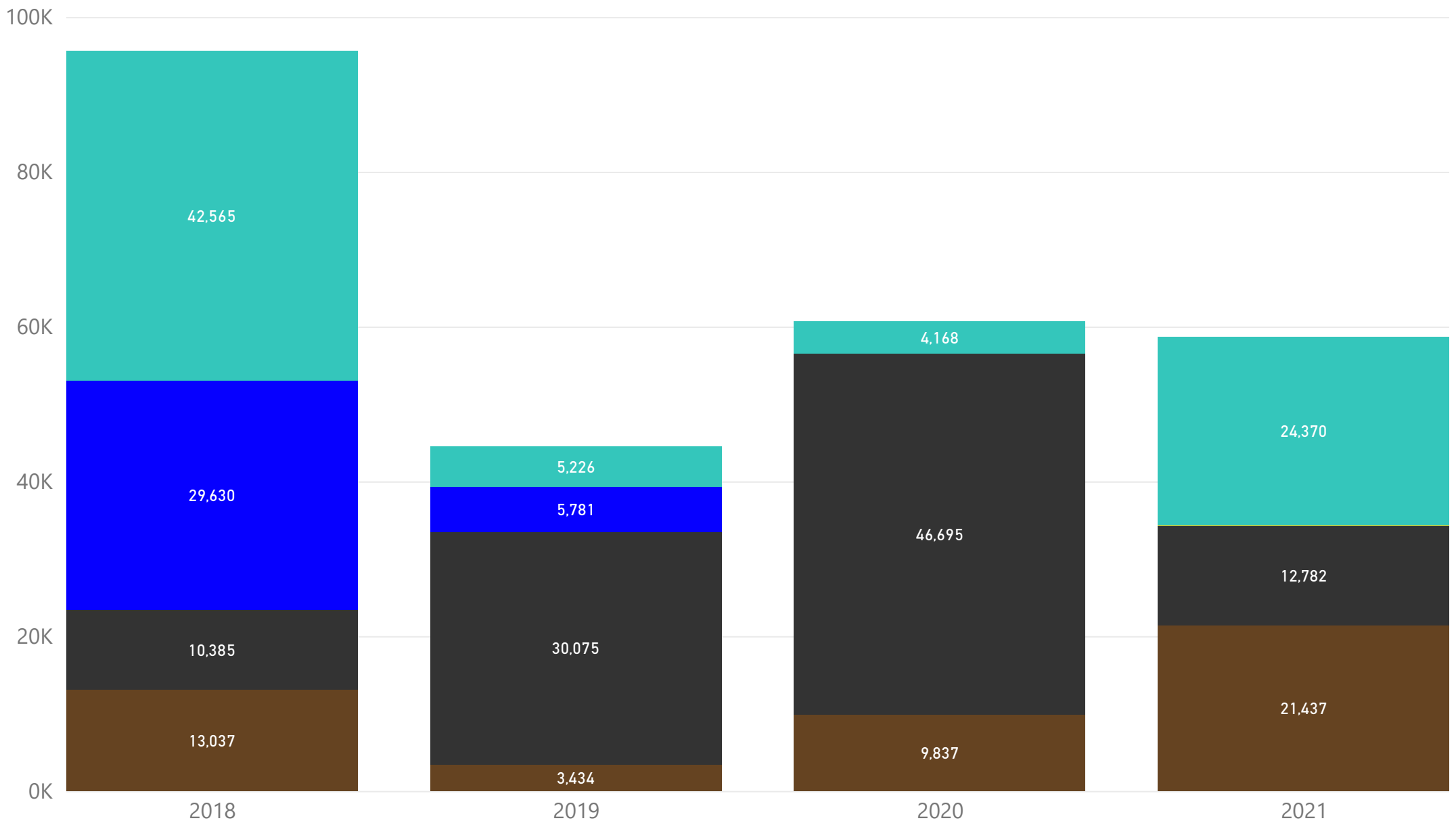


# ENTERGY NEW ORLEANS

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

Summary Cause Updated

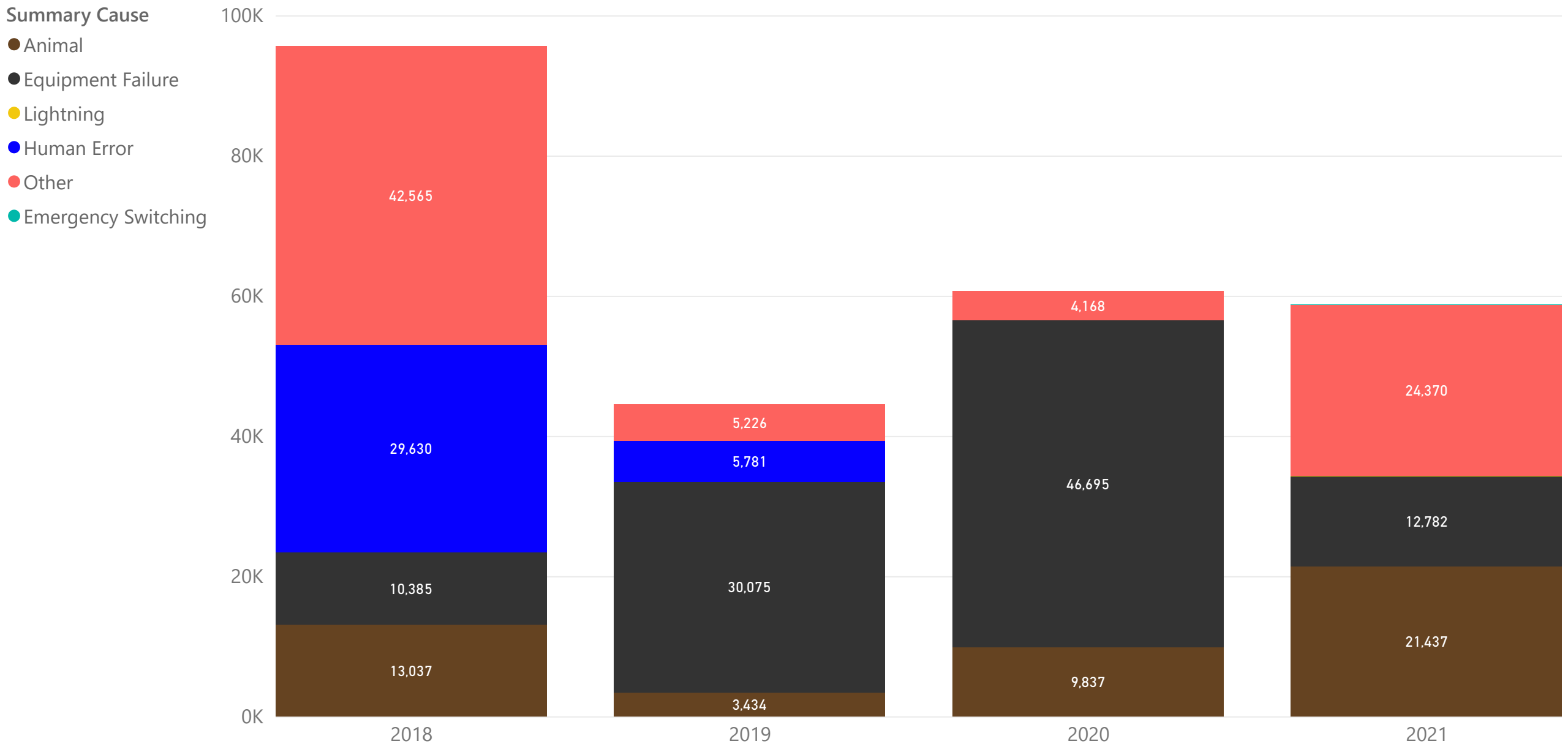
- Animal
- Equipment Failure
- Lightning
- Human Error
- Other





# ENTERGY NEW ORLEANS

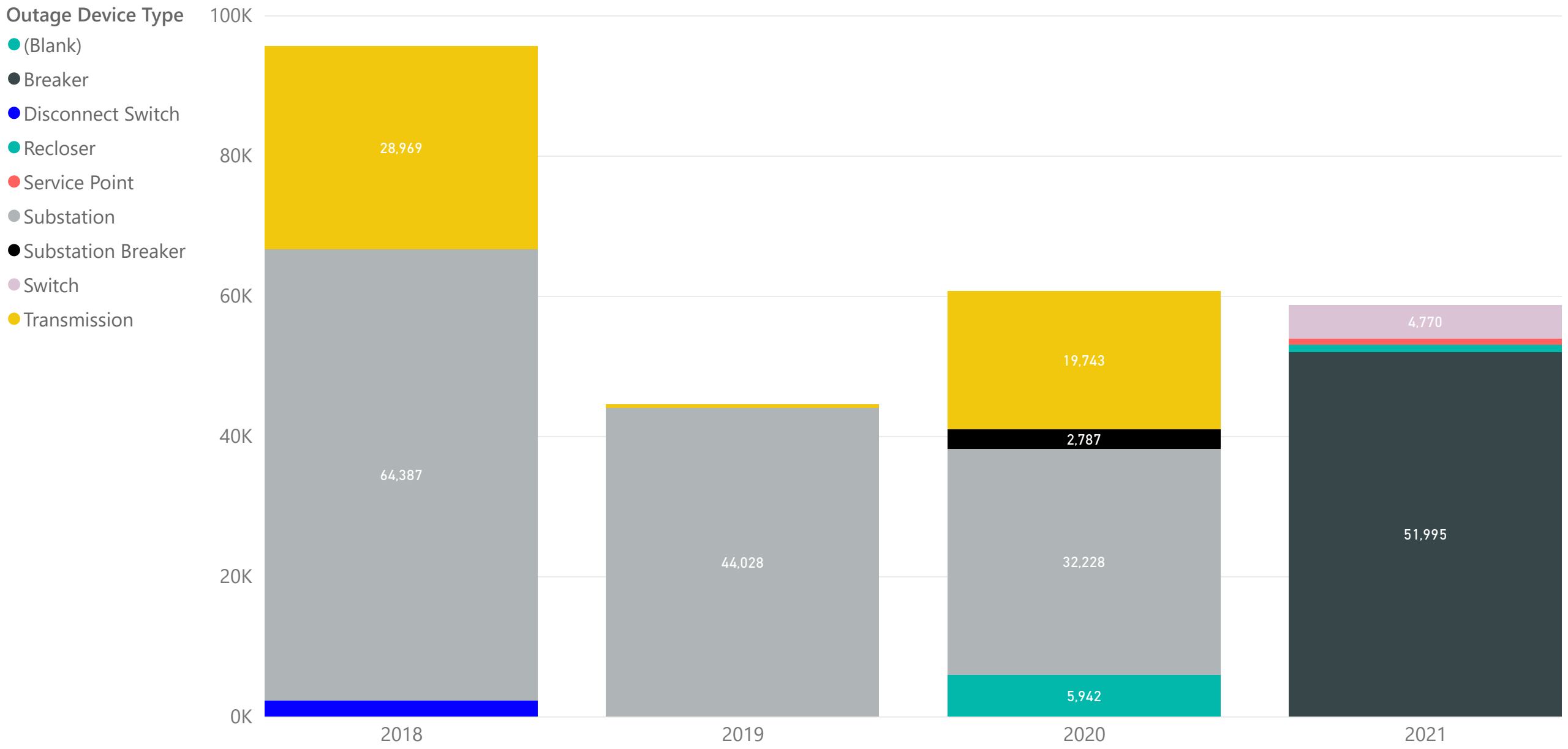
Transmission Customer Interruptions by Outage Cause by Year (including Scheduled and Emergency Switching)  
(Jan 1 - Current Date All Years)





# ENTERGY NEW ORLEANS

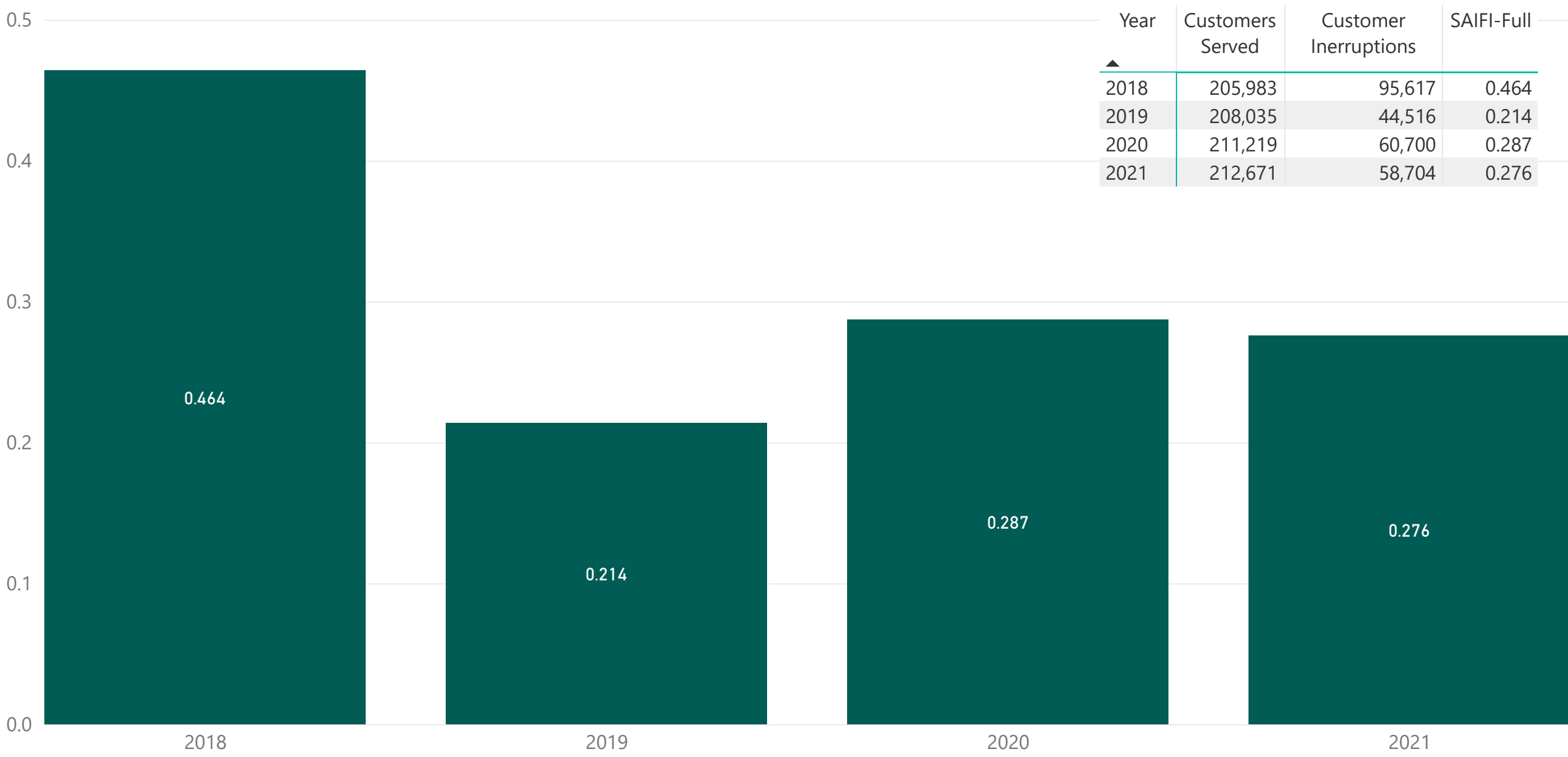
Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Device Type by Year  
(Jan 1 - Current Date All Years)





# ENTERGY NEW ORLEANS

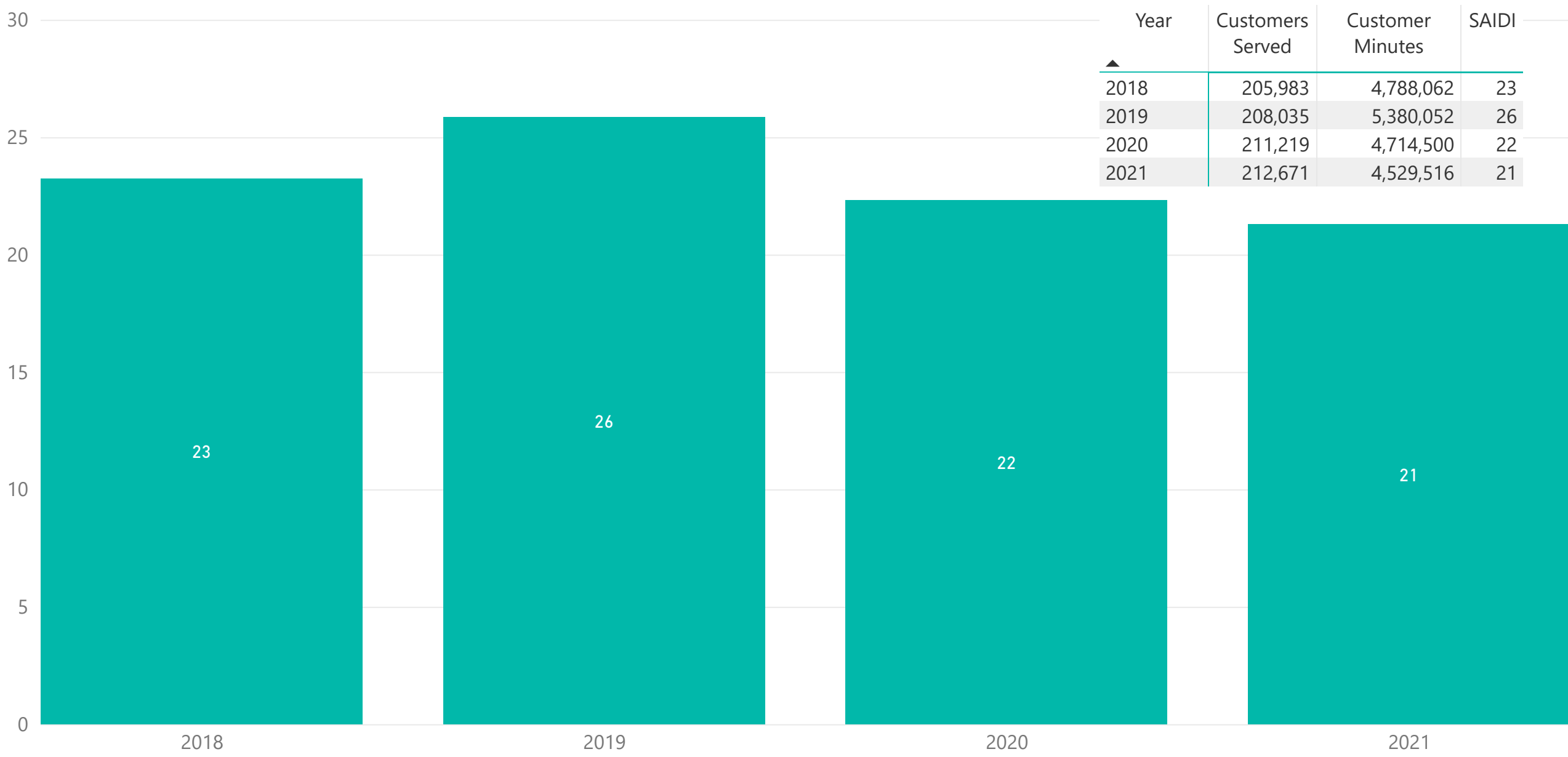
Transmission SAIFI by Year  
(Full Calendar Years)





# ENTERGY NEW ORLEANS

Transmission SAIDI by Year  
(Full Calendar Years)



Year	Customers Served	Customer Minutes	SAIDI
2018	205,983	4,788,062	23
2019	208,035	5,380,052	26
2020	211,219	4,714,500	22
2021	212,671	4,529,516	21