



Barbara L. Casey
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December 2, 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

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, 2022 through September 30, 2022, 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 was converted from a bi-monthly filing to quarterly filing pursuant to Council Resolution No. R-21-153, dated May 6, 2021. 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, appearing to read 'Barbara L. Casey', written over a light blue circular stamp.

Barbara L. Casey

BLC\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, 2022 THROUGH SEPTEMBER 30, 2022**

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 required 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 September 30, 2022.¹ Specifically, ENO provides customer interruptions² 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 September 2022, YTD distribution-related customer interruptions (excluding those related to scheduled interruptions and emergency switching) decreased by approximately 1.26% as compared to January through September 2021, but showed a slight increase of approximately 5.28% as compared to ENO's average customer interruptions (excluding scheduled interruptions and emergency switching) over the past three years.³ Unstable weather patterns during the month

¹ As previously reported to the Council, specific weather-related information was not available for outages from approximately November 2020 through April 30, 2022. Weather data for the period from May 1, 2022 through September 30, 2022 are being provided.

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

³ 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

of March 2022, resulted in increased severe storms within the metropolitan area. This included an EF3 tornado, which alone resulted in over 6,500 customer interruptions. In addition, the highest contributing outage categories to the frequency of customer interruptions reflected herein were scheduled interruptions, primary conductor failure, inspected unknown, lightning, and vehicles. These outage causes affected approximately 113,001 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. Those devices help minimize the impact of an outage by decreasing the number of affected customers.

Another factor affecting ENO’s distribution reliability performance is the use of enhanced safe work practices applicable to the Company’s linemen and distribution workers. Specifically, these practices are designed to reduce the risk of electrical contact and arc flash injuries when performing work on or near energized wires by requiring the de-energization of all or portions of a work area for enhanced safety, increased coordination of switching orders, and additional communication between the crew and leadership. While these updated safety practices help ENO maintain a safe work environment for its employees and contractors, they contribute to increased outage frequency and/or duration, particularly when compared to periods before this safety practice was formally implemented. These outages are 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. While these customer interruptions will increase the Company’s SAIFI and SAIDI scores over the short term, it is important to note that these outages generally reflect the Company’s ongoing efforts to improve its system. Approximately 49,986 customer interruptions during the reportable period were attributable to emergency switching and scheduled interruptions. These interruptions accounted for roughly 23.99% of the total customer interruptions year to date.

It should be noted that comparisons of current year reliability data to previous year, or 3-year average, reliability data provides only a snapshot of the statistics for the period and does not necessarily reflect the overall trend in ENO’s reliability metrics. As ENO has previously reported to the Council, distribution SAIFI and SAIDI have improved significantly since the 2016/2017 timeframe. The chart below reflects the overall favorable trend in distribution SAIFI and SAIDI over that period:

	2016	2017	2018	2019	2020	2021
SAIFI	1.61	1.584	1.258	1.13	1.081	1.098
SAIDI	167.9	179.8	123.5	132.4	126.5	120.1

reliability of their electrical systems, which indices 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.

3. YTD Transmission Reliability Performance:

The relatively infrequent nature of transmission-related outages, coupled with the potential magnitude of customer interruptions associated with such outages, can create high levels of volatility, and statistical fluctuations, on a year-over-year or period-over-period basis.

From January 1, 2022, through September 30, 2022, ENO has experienced 45,765 transmission-related customer interruptions. This is an approximate 7.60% increase over the corresponding January through September period in 2021.

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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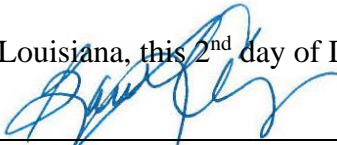
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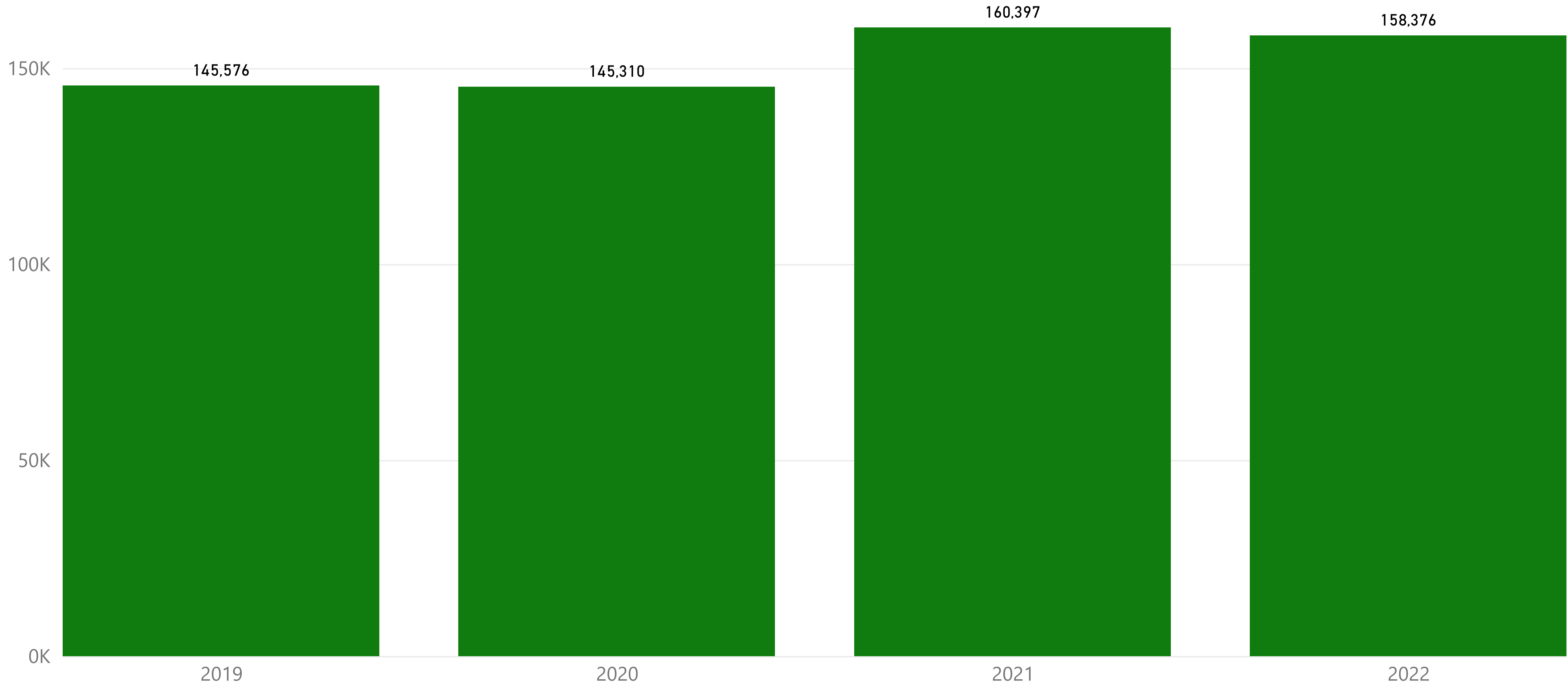
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Myron Katz, PhD
ProRate Energy, INC
302 Walnut Street
New Orleans, LA 70118

New Orleans, Louisiana, this 2nd day of December 2022.



Barbara L. Casey

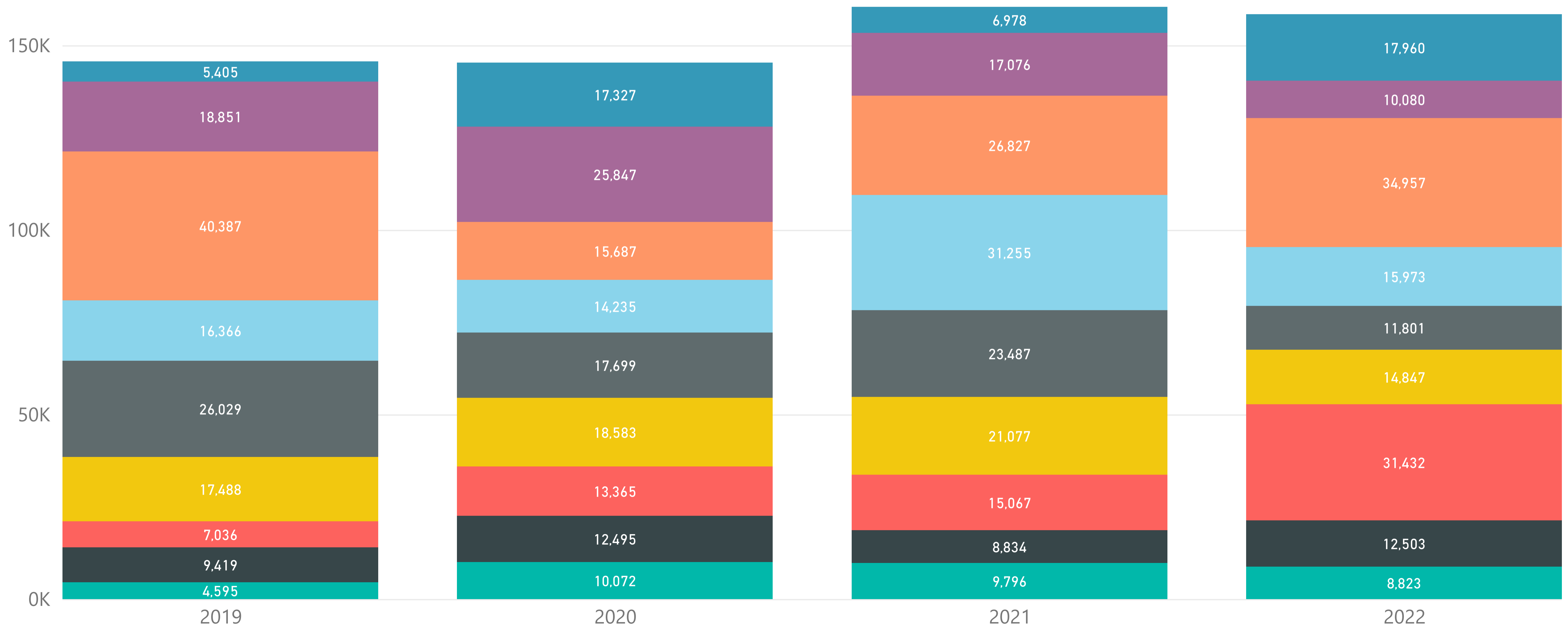




ENTERGY NEW ORLEANS

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



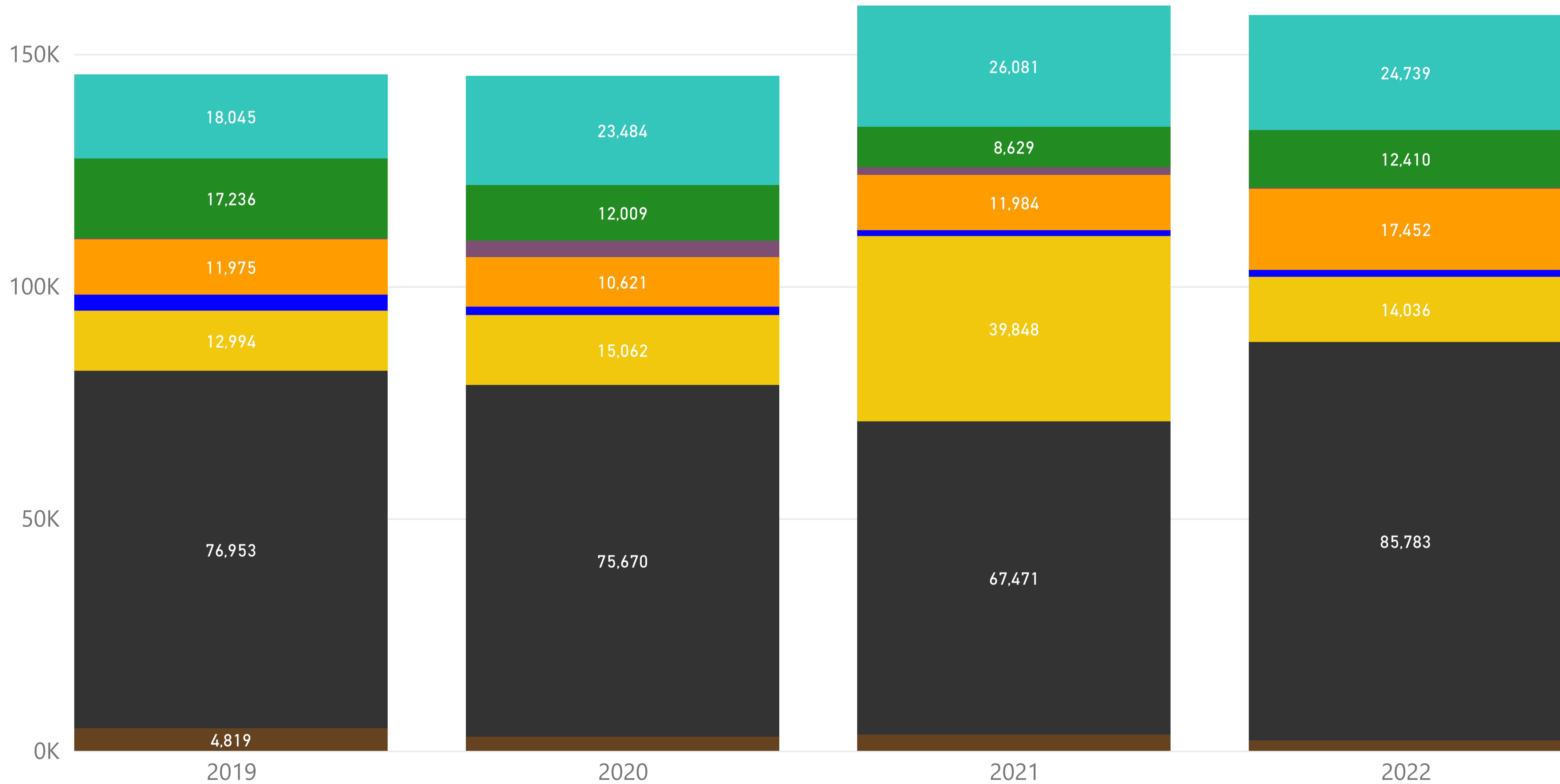


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Distribution Customer Interruptions by Outage Cause (excluding Scheduled and Emergency Switching) by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

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



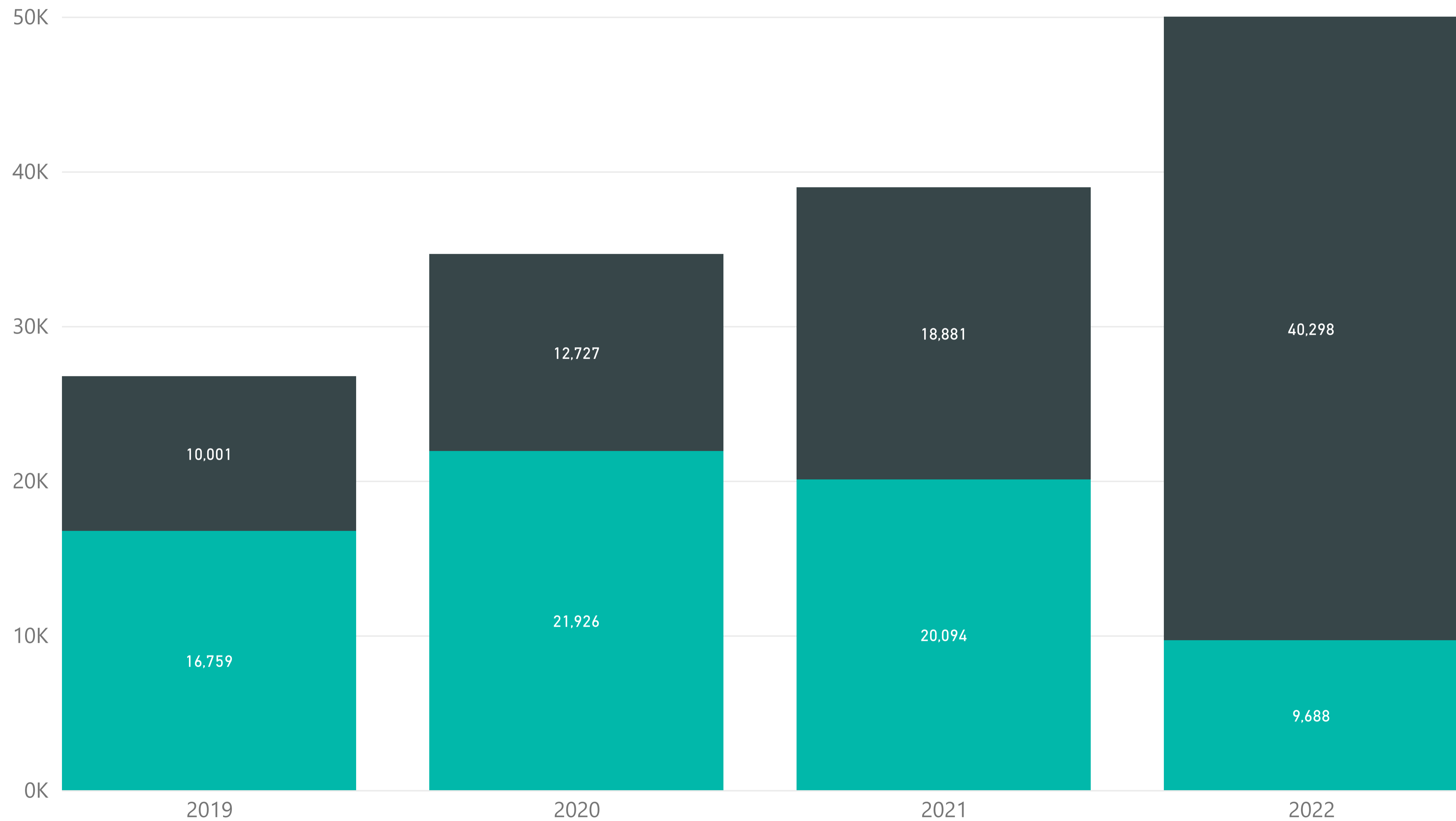


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Distribution Scheduled Interruptions and Emergency Switching Customer Interruptions by Year
(Jan 1 - Current Date All Years)

Summary Cause Updated

- Emergency Switching
- Scheduled Interruption





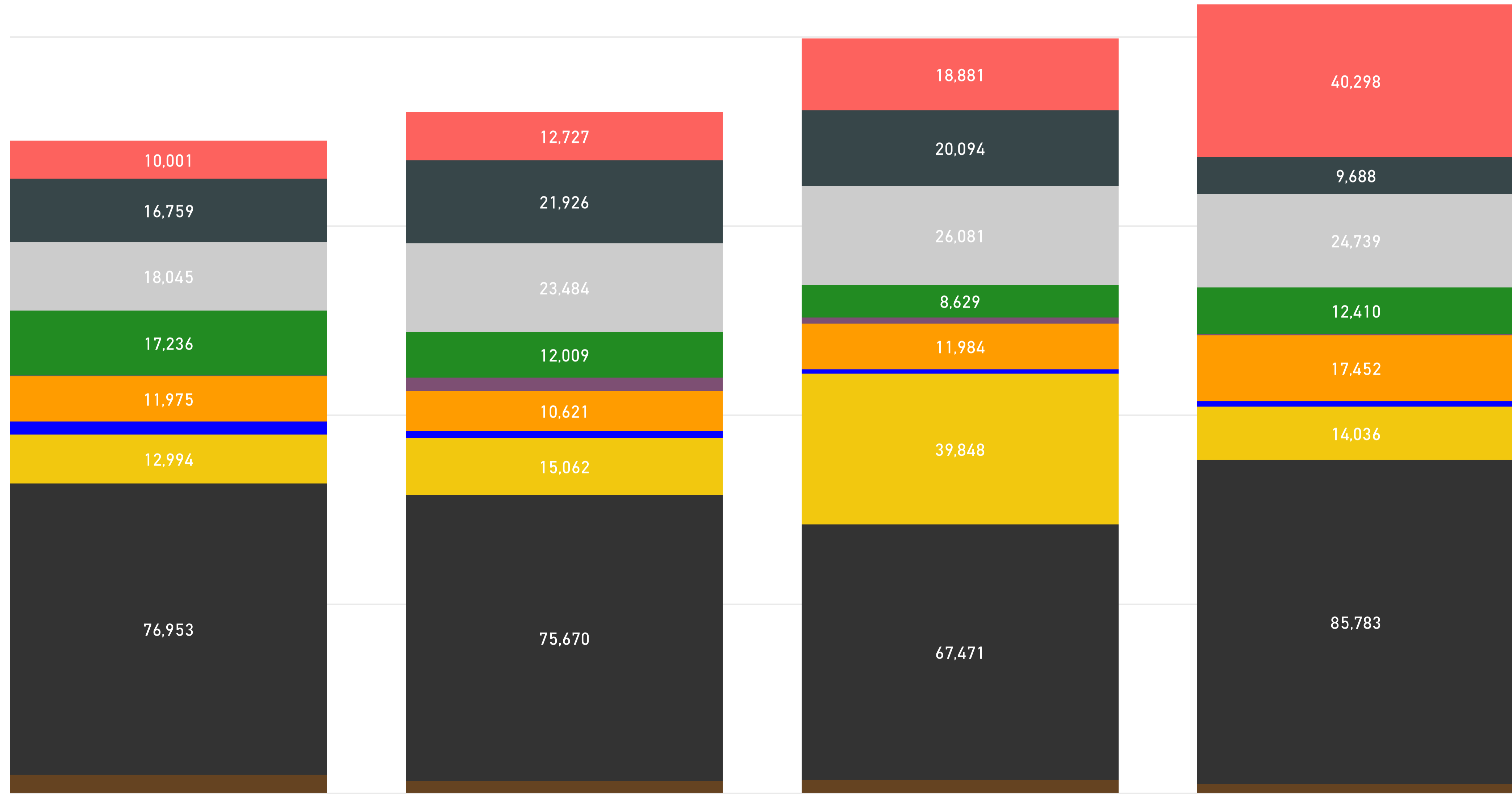
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Distribution Customer Interruptions by Outage Cause by Year (including Scheduled Interruptions and Emergency Switching)
(Jan 1 - Current Date All Years)

Summary Cause

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

200K
150K
100K
50K
0K



2019 2020 2021 2022

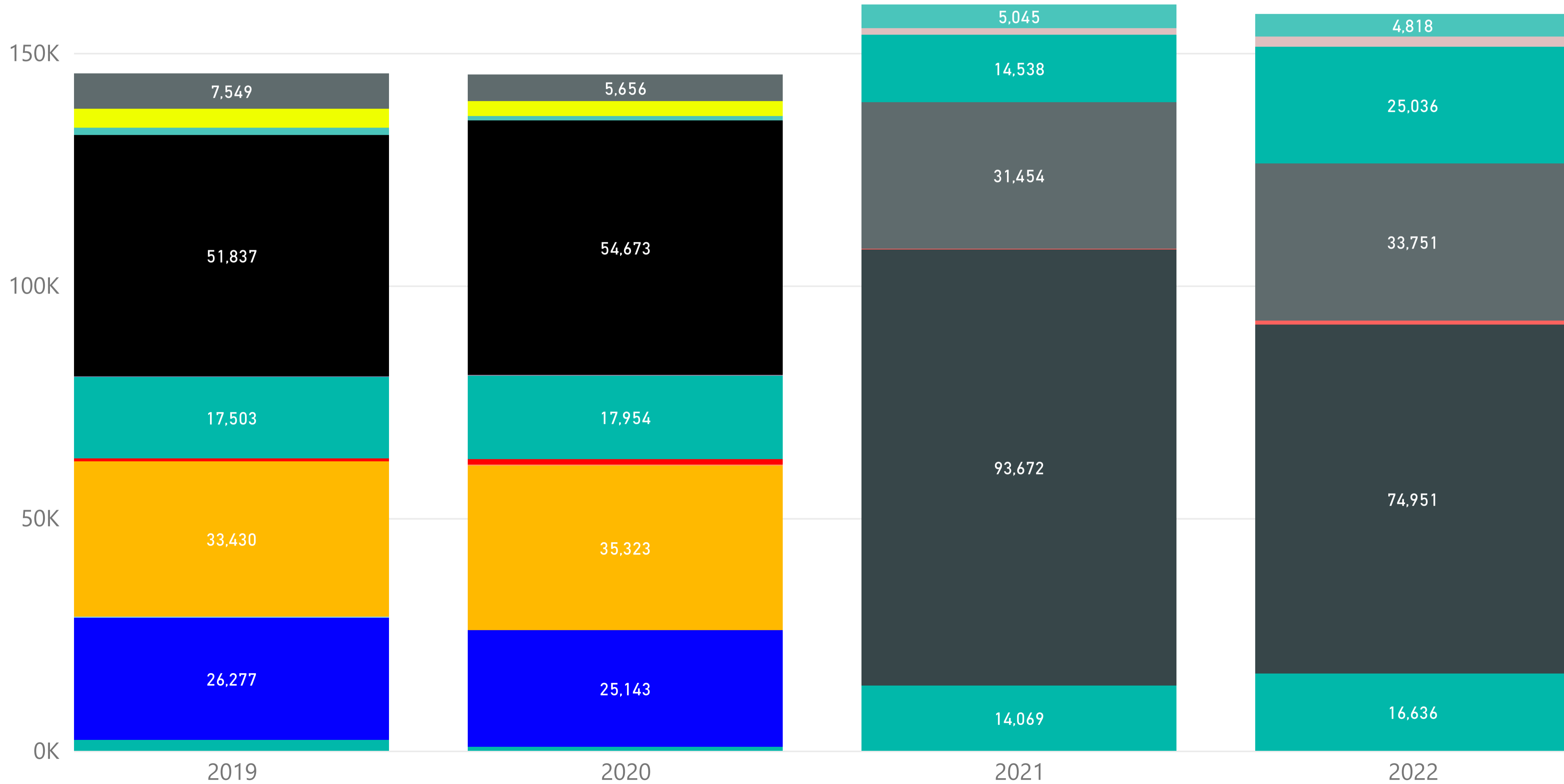


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Distribution Customer Interruptions (excluding Scheduled Interruptions and Emergency Switching) by Device Type by Year
(Jan 1 - Current Date All Years)

Outage Device Type

- (Blank)
- Breaker
- Cut
- Disconnect Switch
- Elbow
- Fuse
- Gang Operated Switch
- Line Fuse
- Network
- Open
- Pole
- Recloser
- Secondary Conductor
- Service Conductor
- Service Point
- Substation
- Substation Breaker
- Transformer
- Transformer Fuse
- Vacuum Fault Interrupter





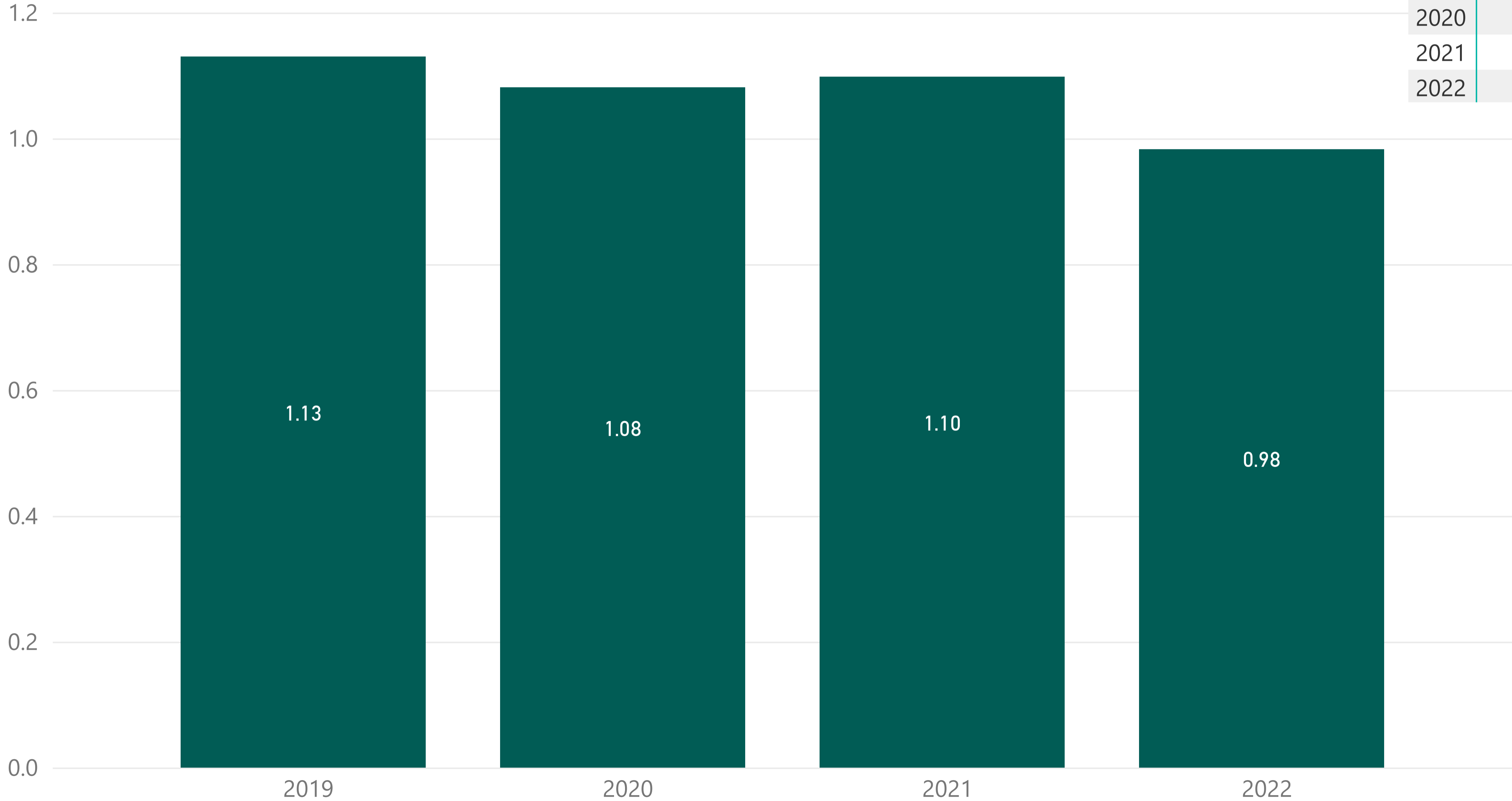
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Distribution SAIFI by Year

(Full Calendar Years – Historical; Year-to-Date – Current)

* 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
2019	234,977	1.13
2020	228,287	1.08
2021	233,554	1.10
2022	208,362	0.98





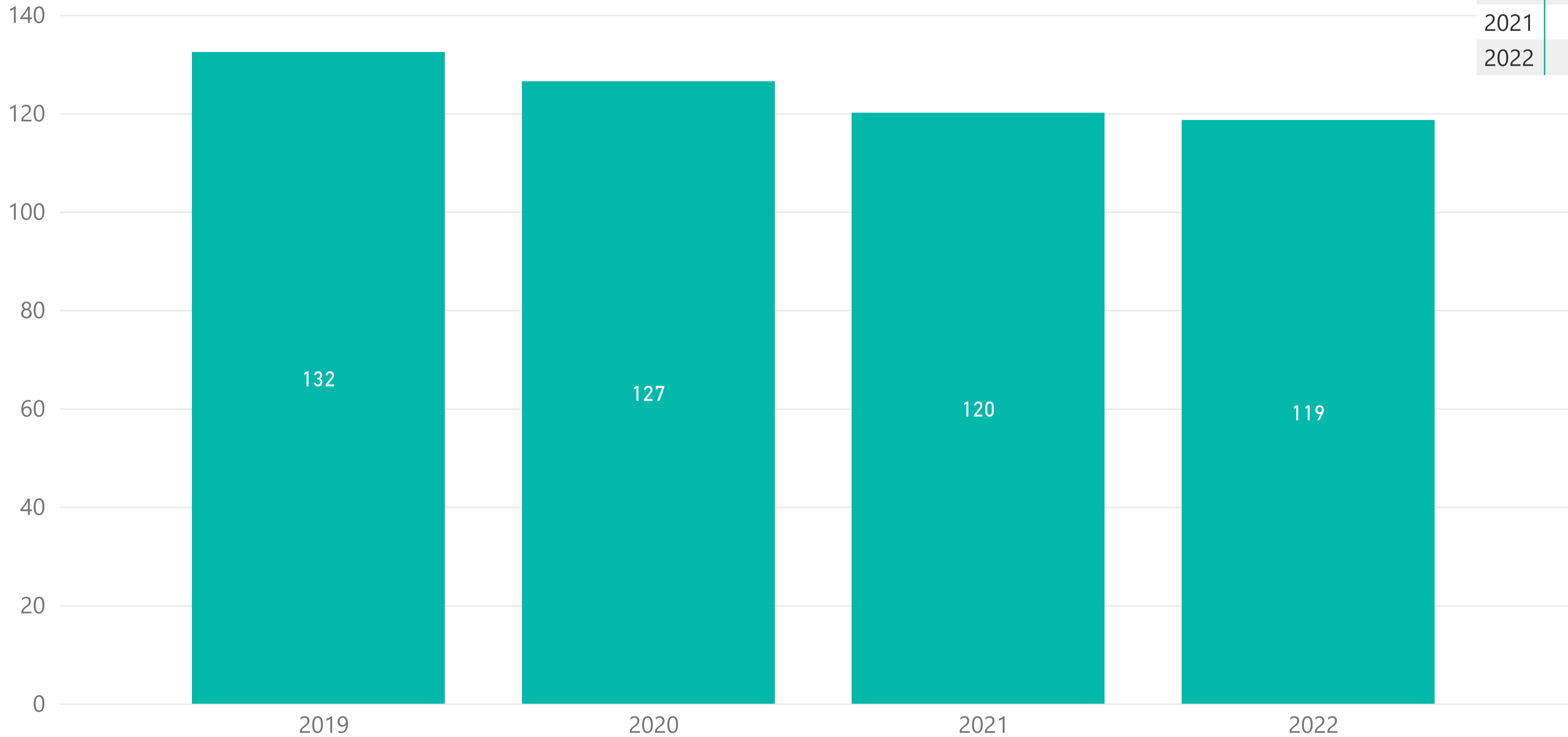
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Distribution SAIDI by Year

(Full Calendar Years – Historical; Year-to-Date – Current)

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

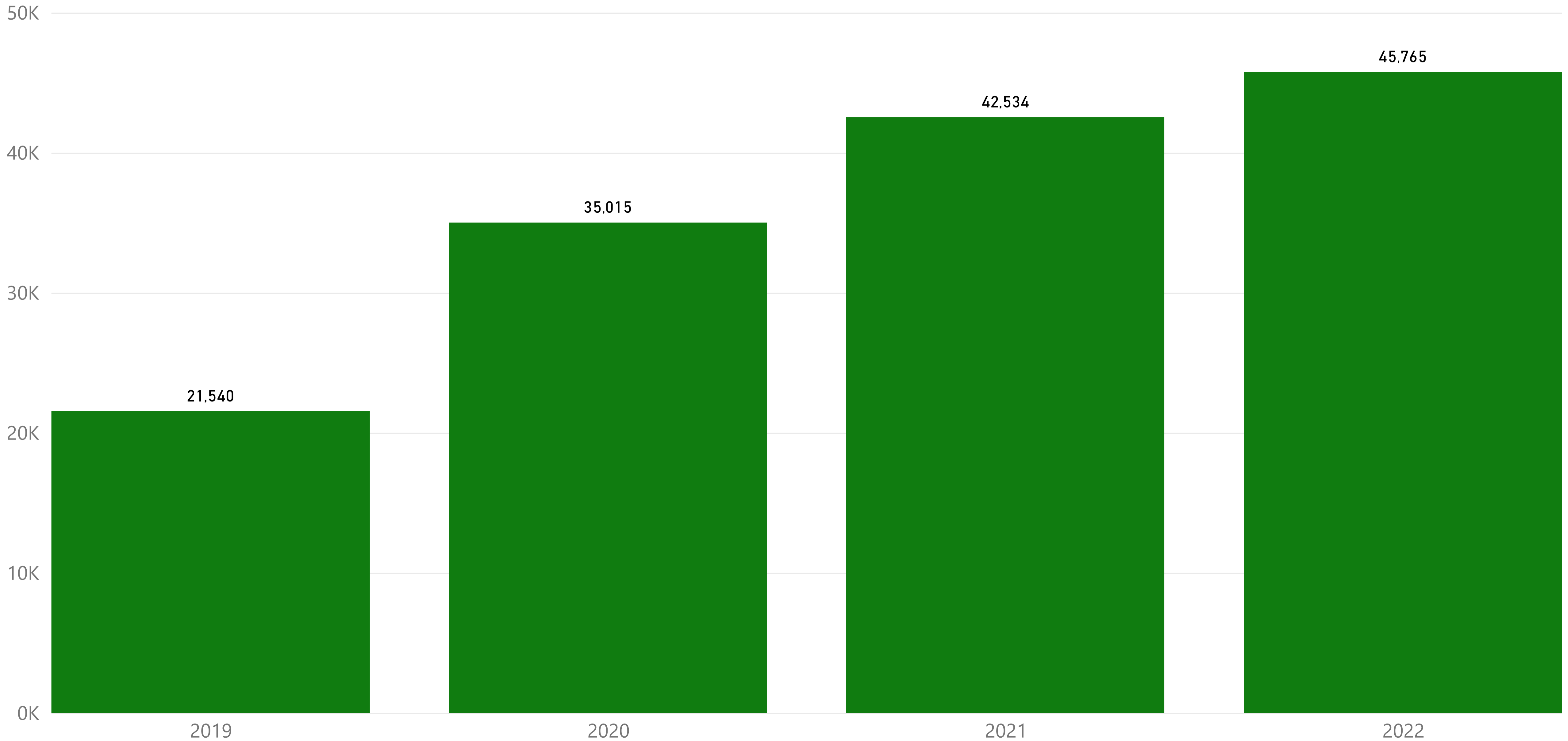
Year	Customer Minutes	SAIDI
2019	27,539,818	132.40
2020	26,709,338	126.50
2021	25,546,295	120.12
2022	25,177,256	118.60





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

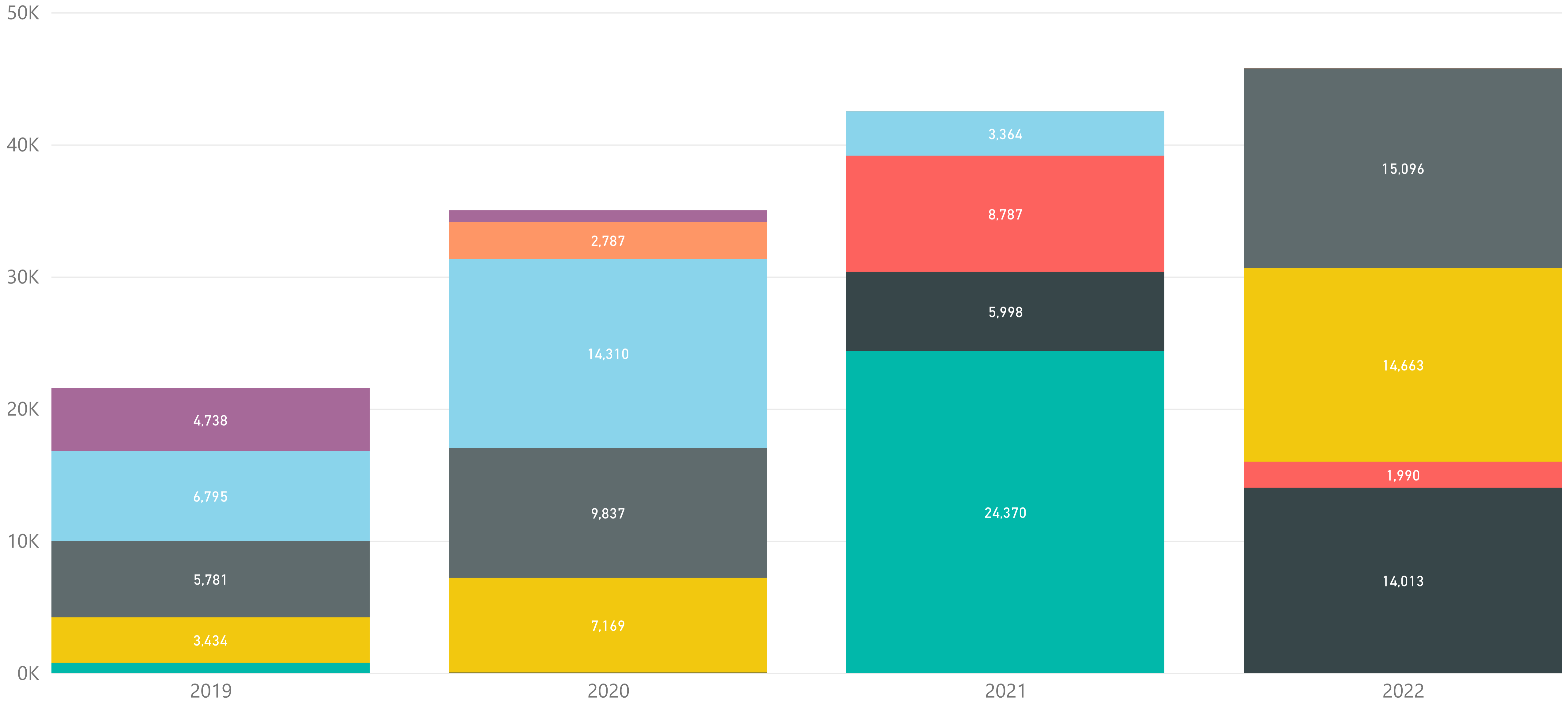




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Transmission Customer Interruptions (excluding Scheduled and Emergency Switching) by Month by Year
(Jan 1 - Current Date All Years)

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



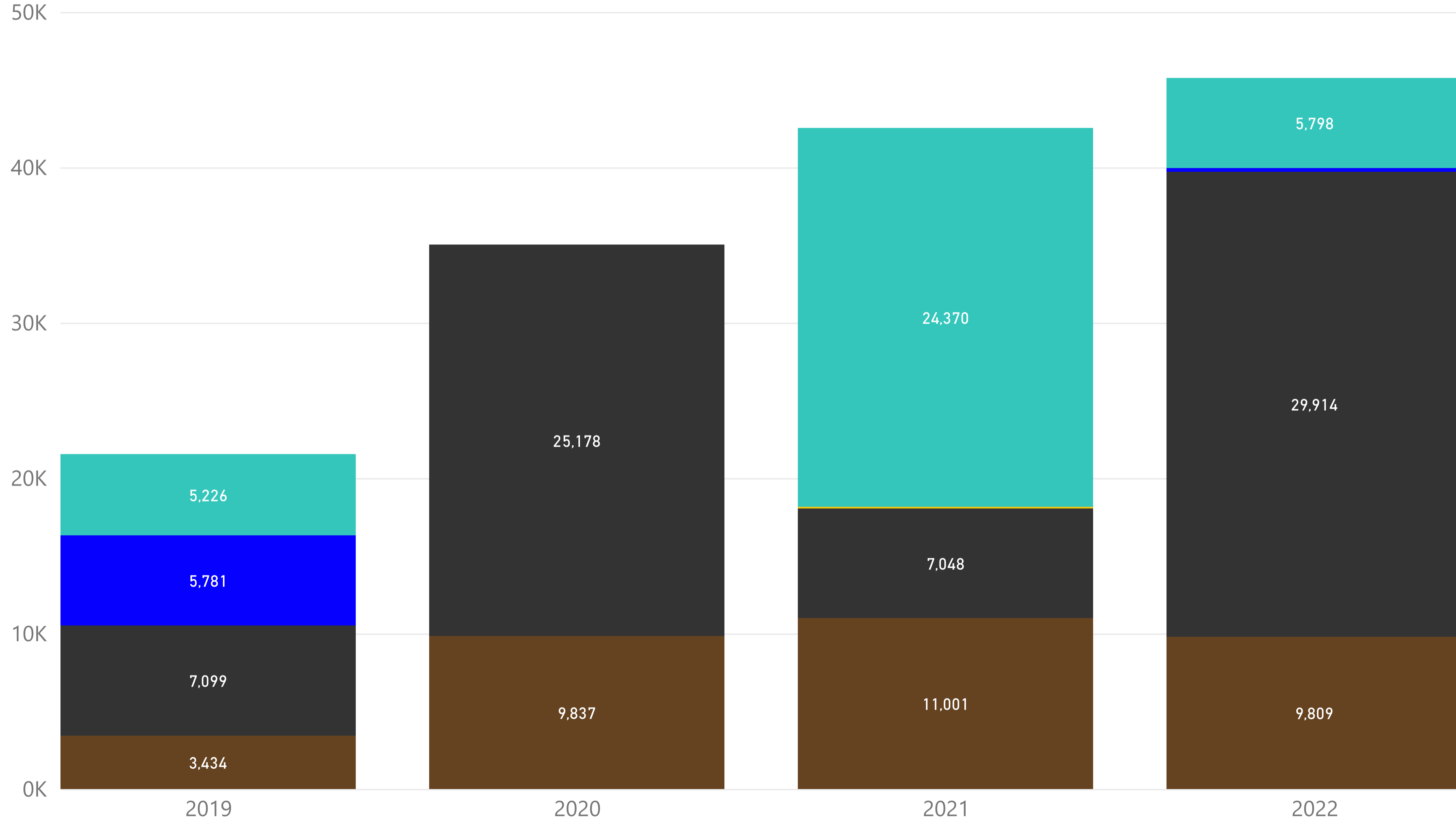


ENTERGY NEW ORLEANS

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

Summary Cause Updated 50K

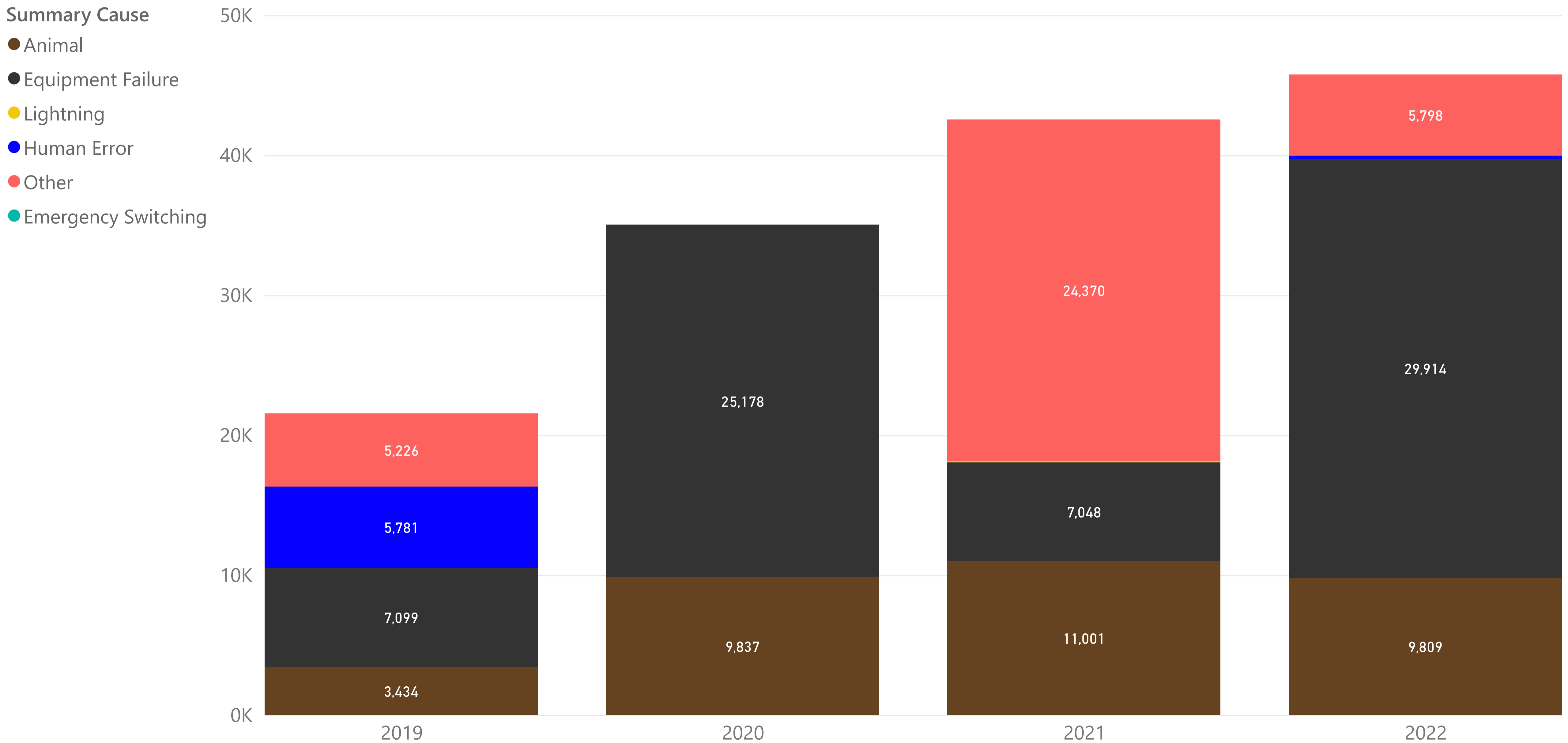
- Animal
- Equipment Failure
- Lightning
- Human Error
- Other





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)

Outage Device Type

- (Blank)
- Breaker
- Fuse
- Recloser
- Service Point
- Substation
- Substation Breaker
- Transmission

50K

40K

30K

20K

10K

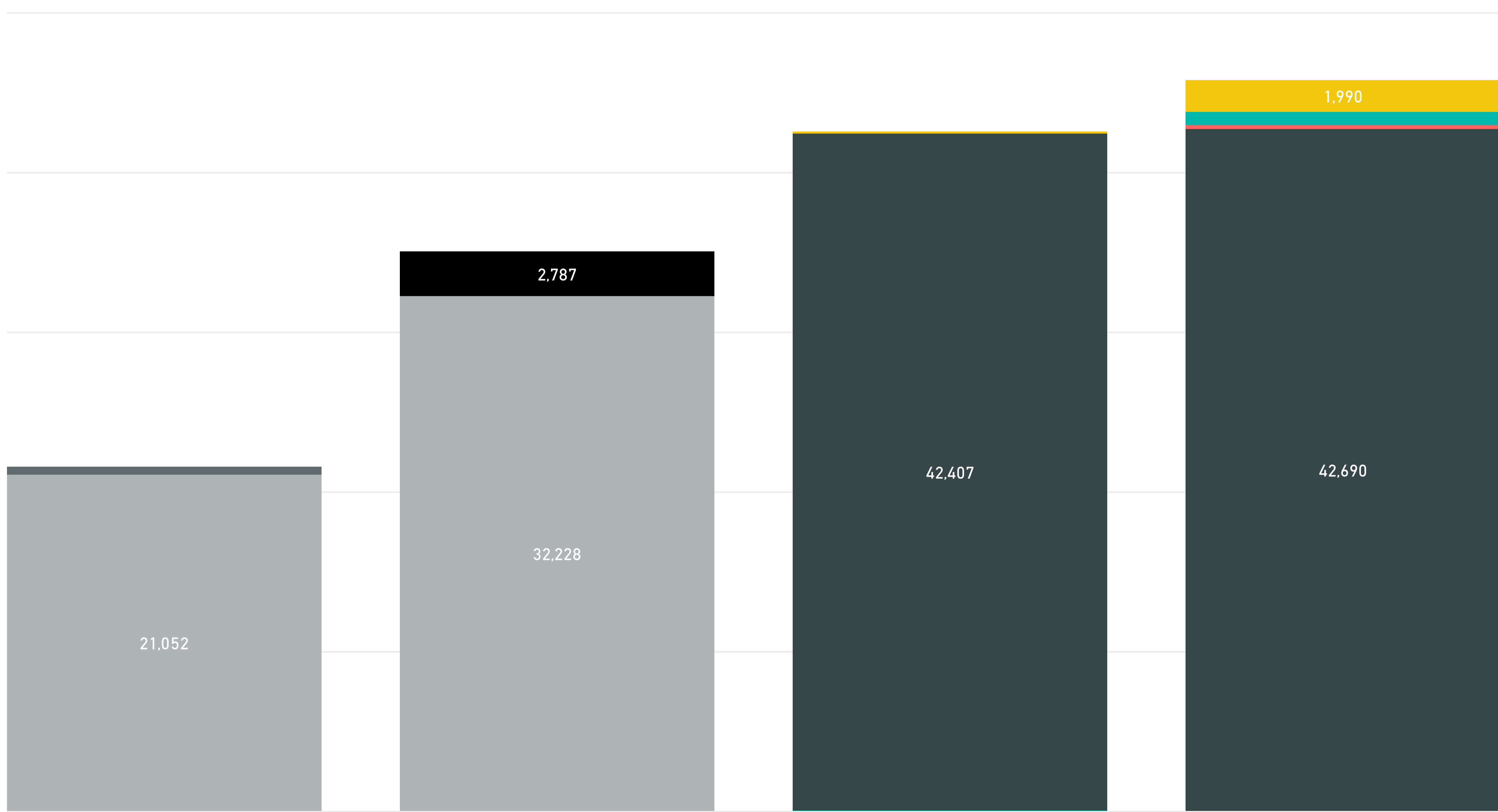
0K

2019

2020

2021

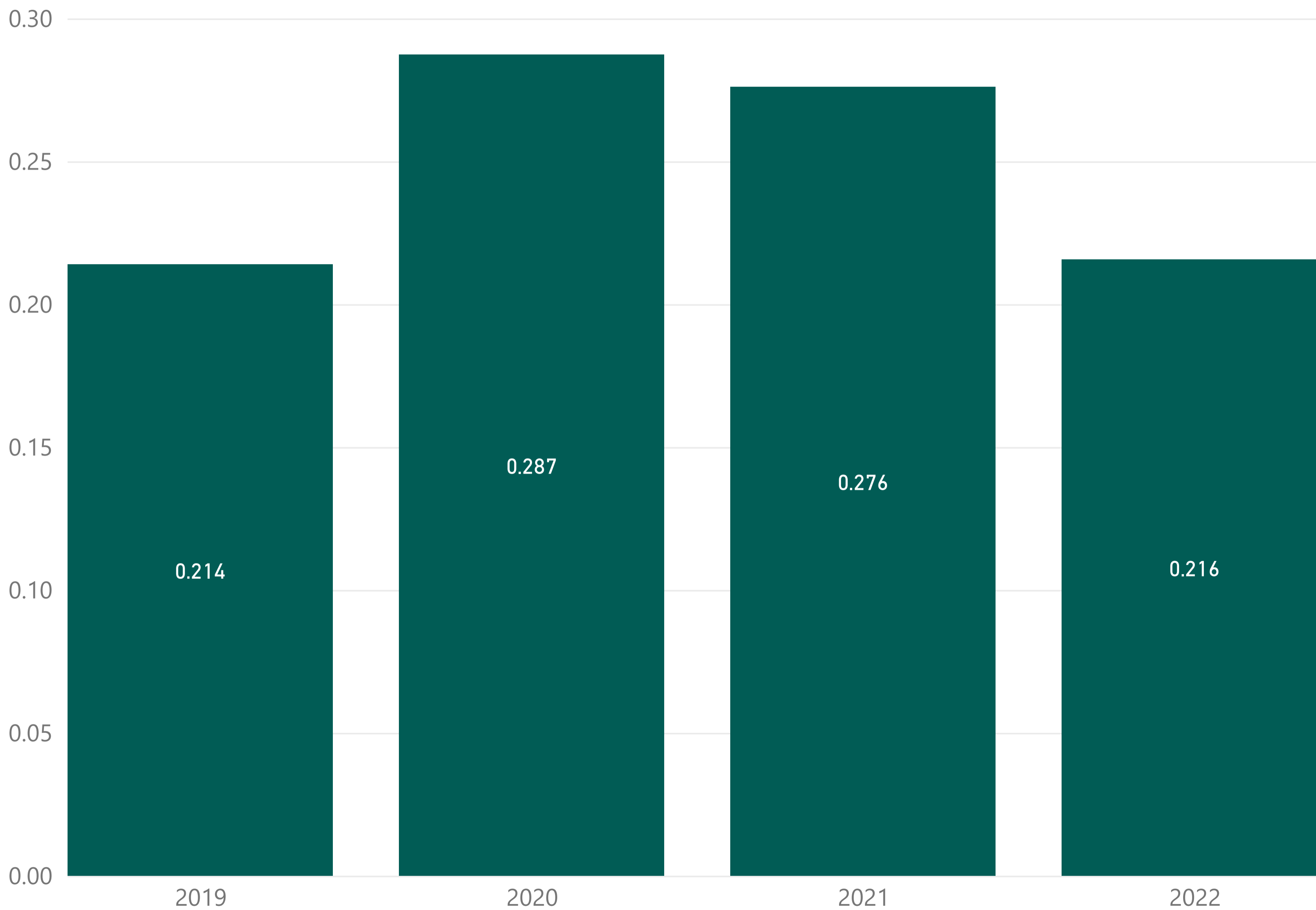
2022





ENTERGY NEW ORLEANS

Transmission SAIFI by Year
(Full Calendar Years - Historical; Year-to-date - Current)



Year	Customers Served	Customer Interruptions	SAIFI-Full
2019	208,035	44,516	0.214
2020	211,219	60,700	0.287
2021	212,671	58,704	0.276
2022	212,189	45,765	0.216



ENTERGY NEW ORLEANS

Transmission SAIDI by Year
(Full Calendar Years - Historical; Year-to-date - Current)



Year	Customers Served	Customer Minutes	SAIDI
2019	208,035	5,380,052	25.9
2020	211,219	4,714,500	22.3
2021	212,671	4,529,516	21.3
2022	212,189	4,474,901	21.1