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June 15, 2023

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" or the "Company") report on customer interruptions for the period of January 1, 2023 through March 31, 2023, 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. Furthermore, in the light of the Electric System Distribution Reliability Standards ("ESDRS") adopted by Council Resolution R-23-73, the enclosed report has been modified slightly from prior reports on customer interruptions as the Company transitions to meeting the reporting and other requirements of the ESDRS.

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.

Sincerely,

Courtney R. Nicholson

CRN\bkd

Enclosures

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



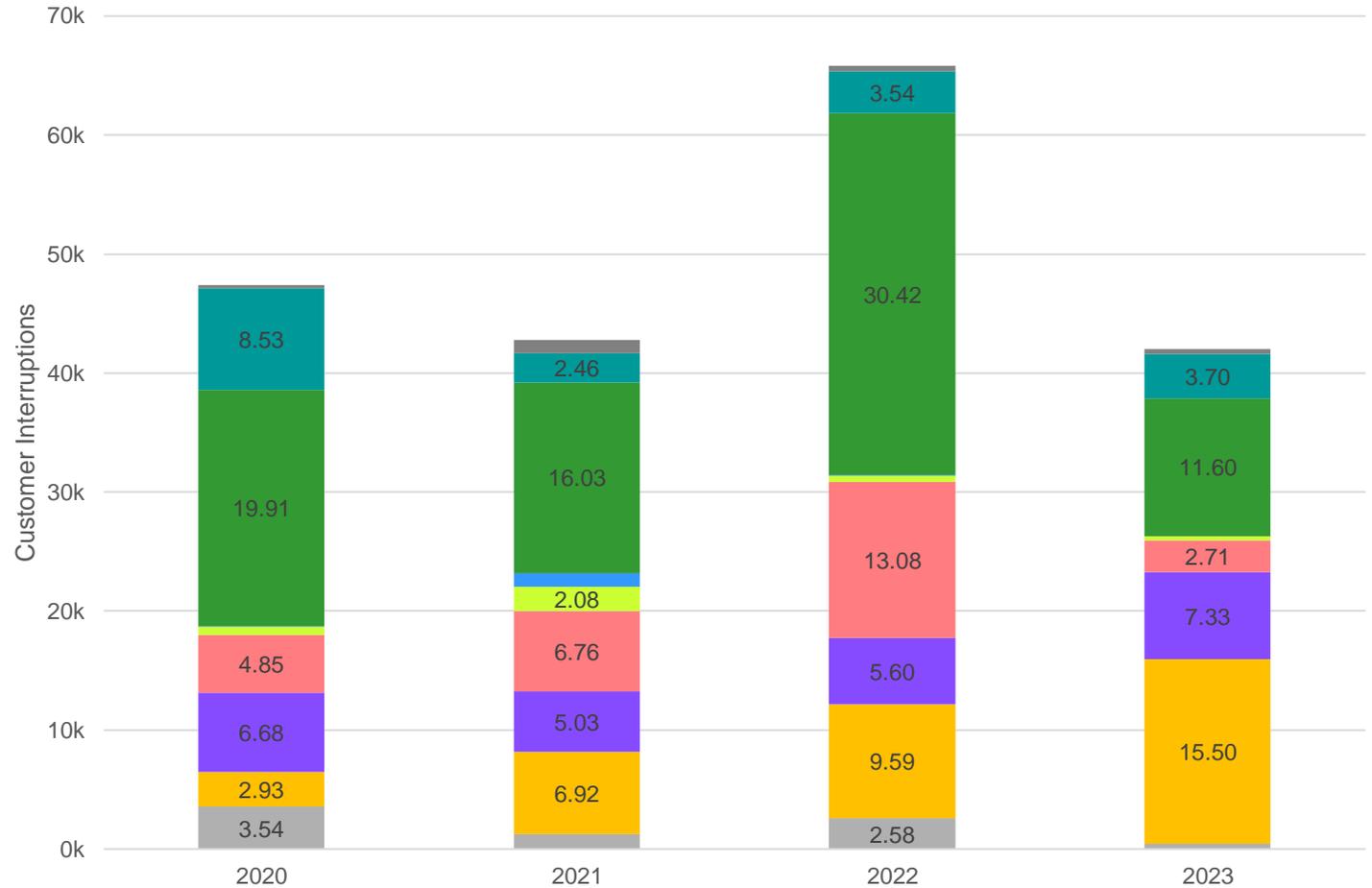
Entergy New Orleans Customer Interruptions Report Q1 2023



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

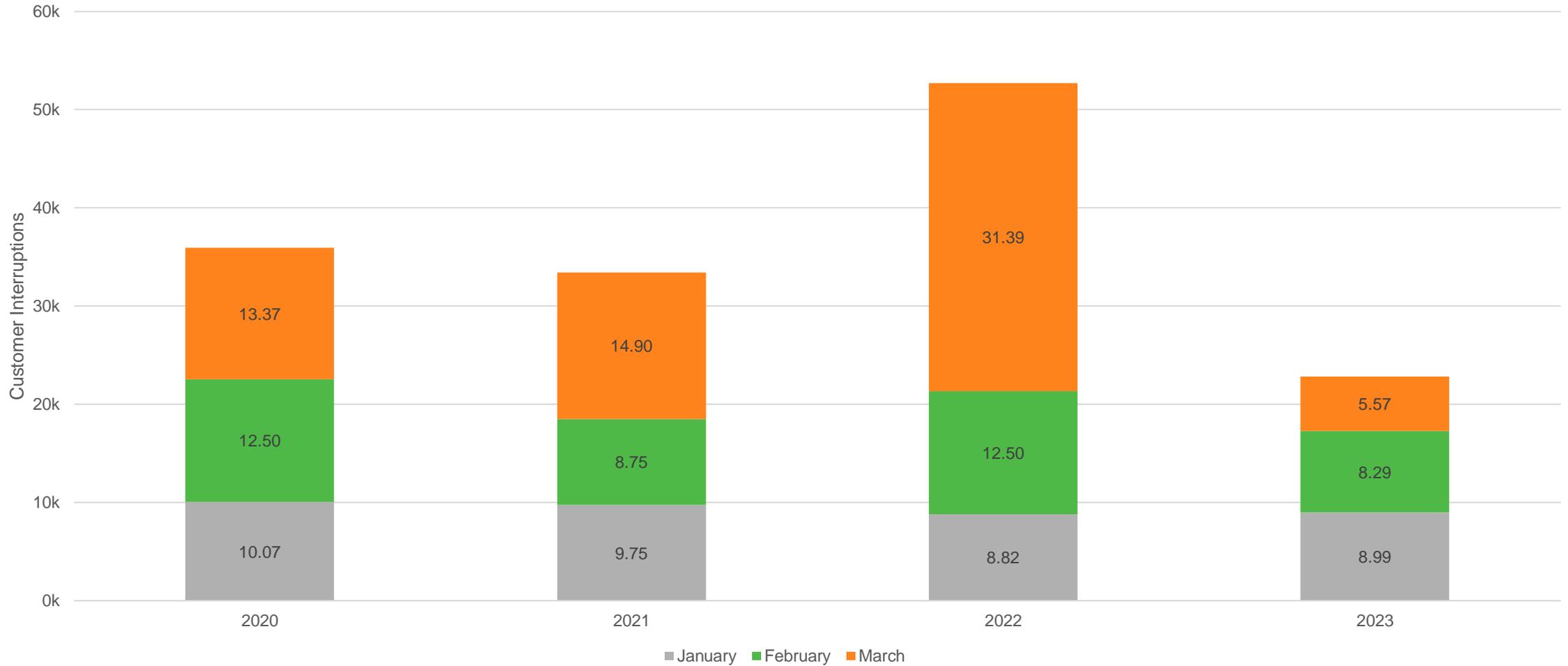
First Quarter 2023 with Prior Year First Quarter Comparisons

	2020	2021	2022	2023
Animal	256	1,103	470	448
Emergency Switching	8,525	2,458	3,536	3,696
Equipment	19,910	16,025	30,415	11,595
Human Error	16	1,131	39	1
Lightning	680	2,076	532	332
Other	4,854	6,763	13,082	2,706
Public Inflicted Damage	6,679	5,030	5,598	7,327
Scheduled Interruption	2,926	6,918	9,590	15,495
Vegetation	3,537	1,272	2,575	432
Grand Total	47,383	42,776	65,837	42,032



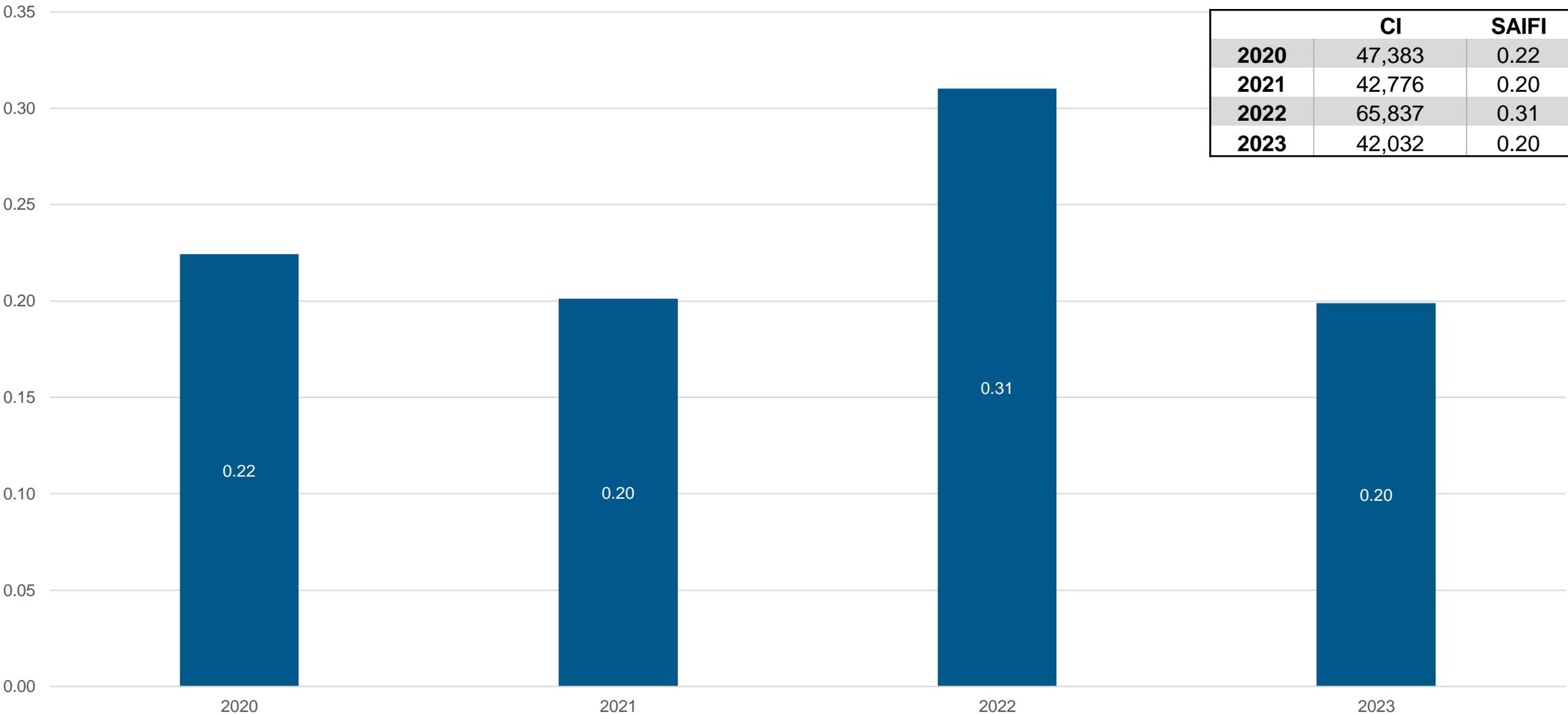
DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

First Quarter 2023 with Prior Year First Quarter Comparisons
Excludes Scheduled and Emergency Switching



DISTRIBUTION SAIFI

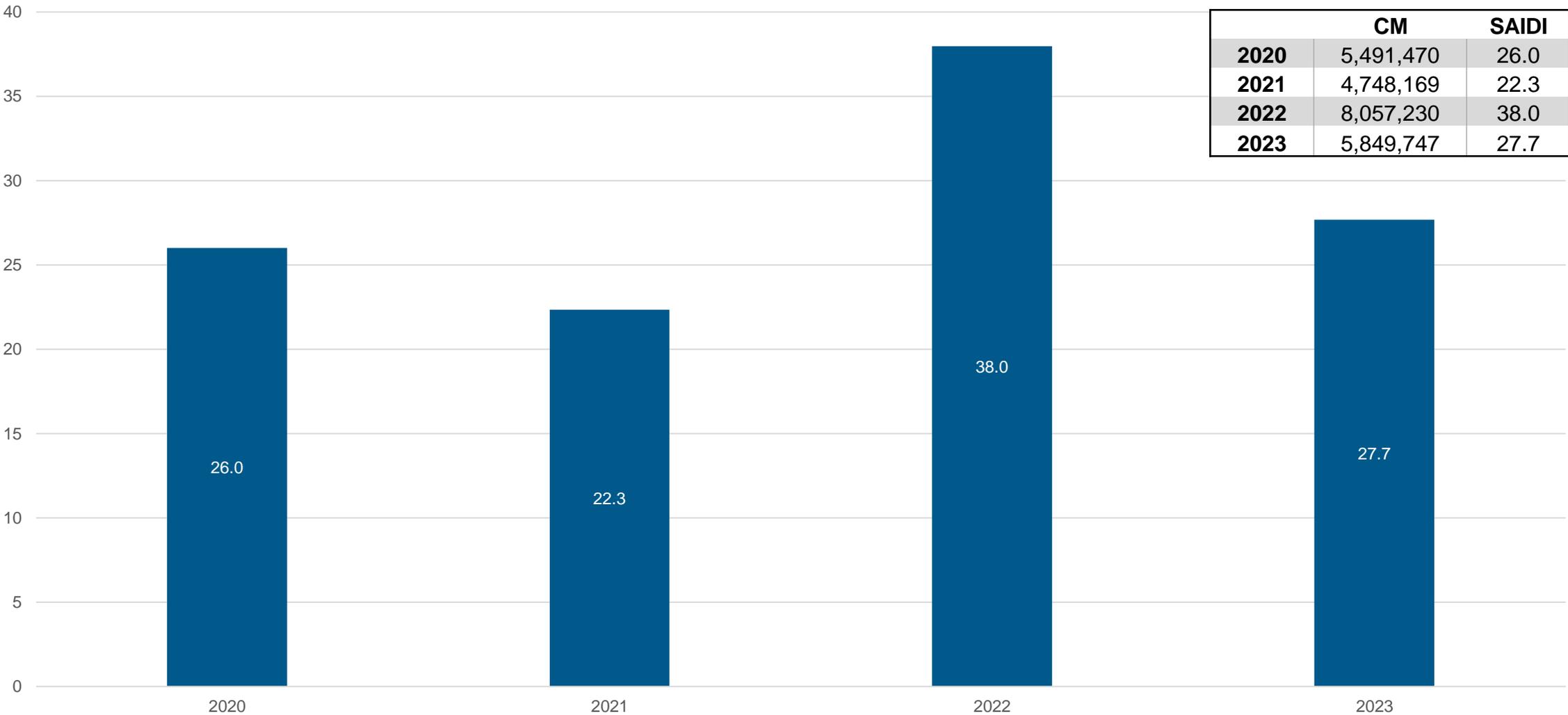
First Quarter 2023 with Prior Year First Quarter Comparisons



	CI	SAIFI
2020	47,383	0.22
2021	42,776	0.20
2022	65,837	0.31
2023	42,032	0.20

DISTRIBUTION SAIDI

First Quarter 2023 with Prior Year First Quarter Comparisons

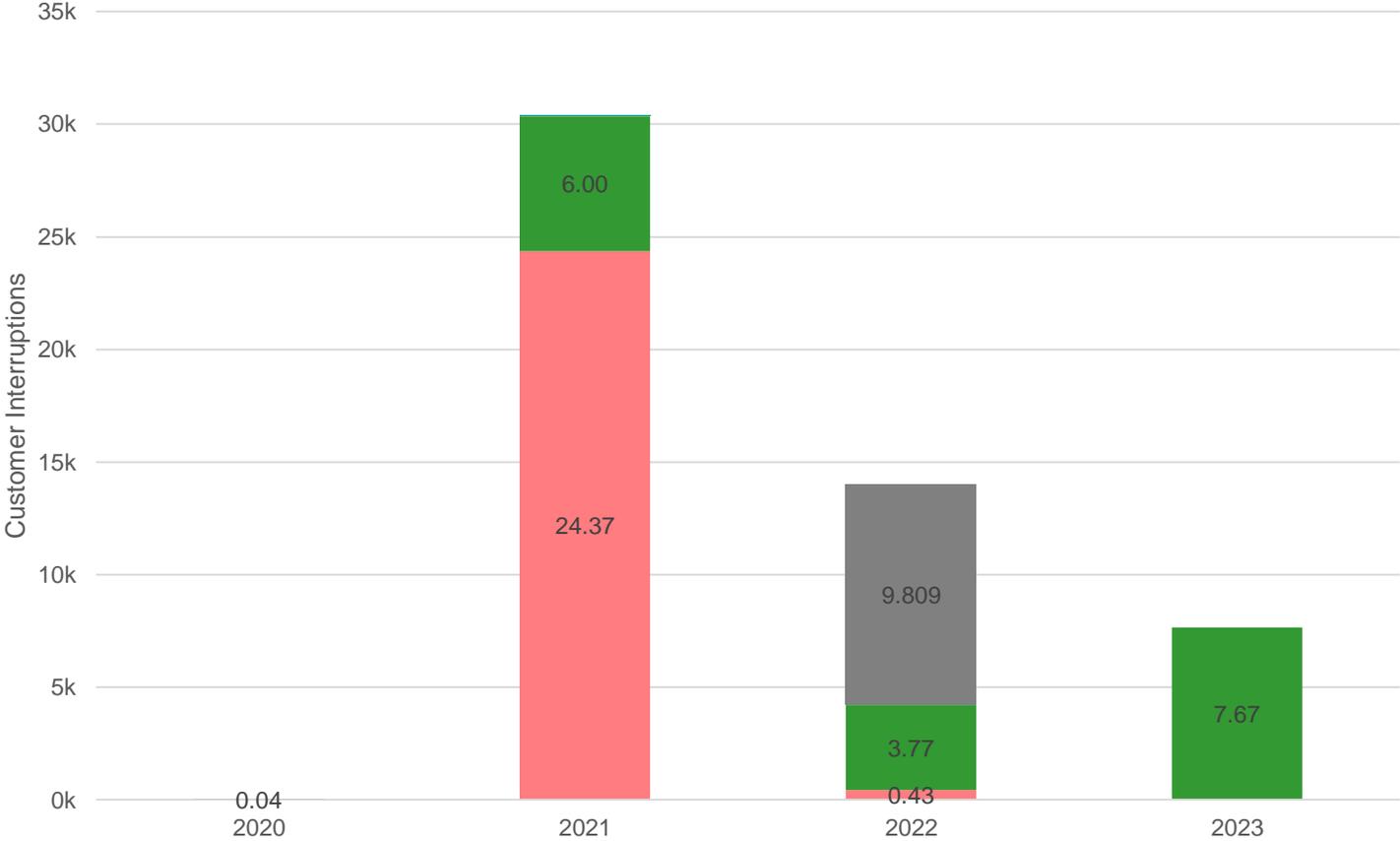


	CM	SAIDI
2020	5,491,470	26.0
2021	4,748,169	22.3
2022	8,057,230	38.0
2023	5,849,747	27.7

TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

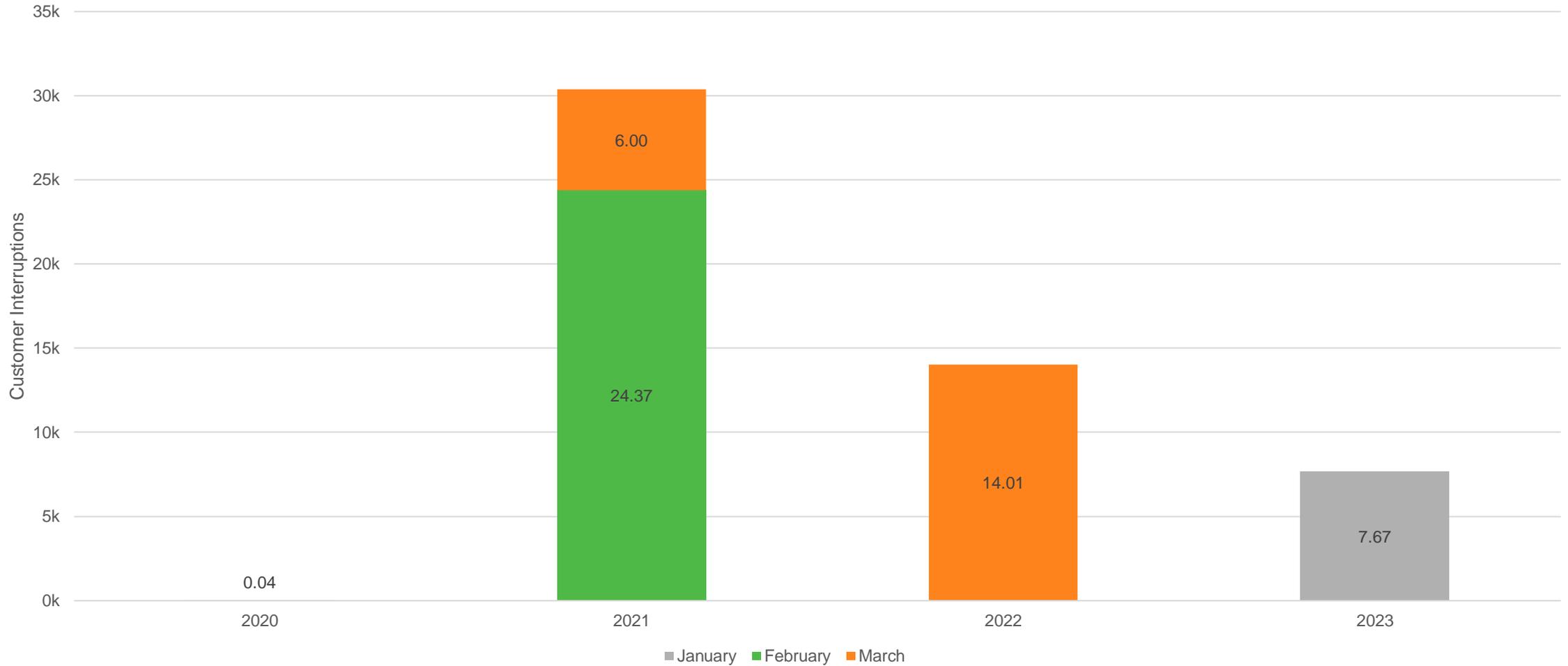
First Quarter 2023 with Prior Year First Quarter Comparisons

	2020	2021	2022	2023
Animal	0	0	9,809	0
Emergency Switching	0	3	0	0
Equipment	43	5,998	3,771	7,667
Other	0	24,370	433	0
Grand Total	43	30,371	14,013	7,667



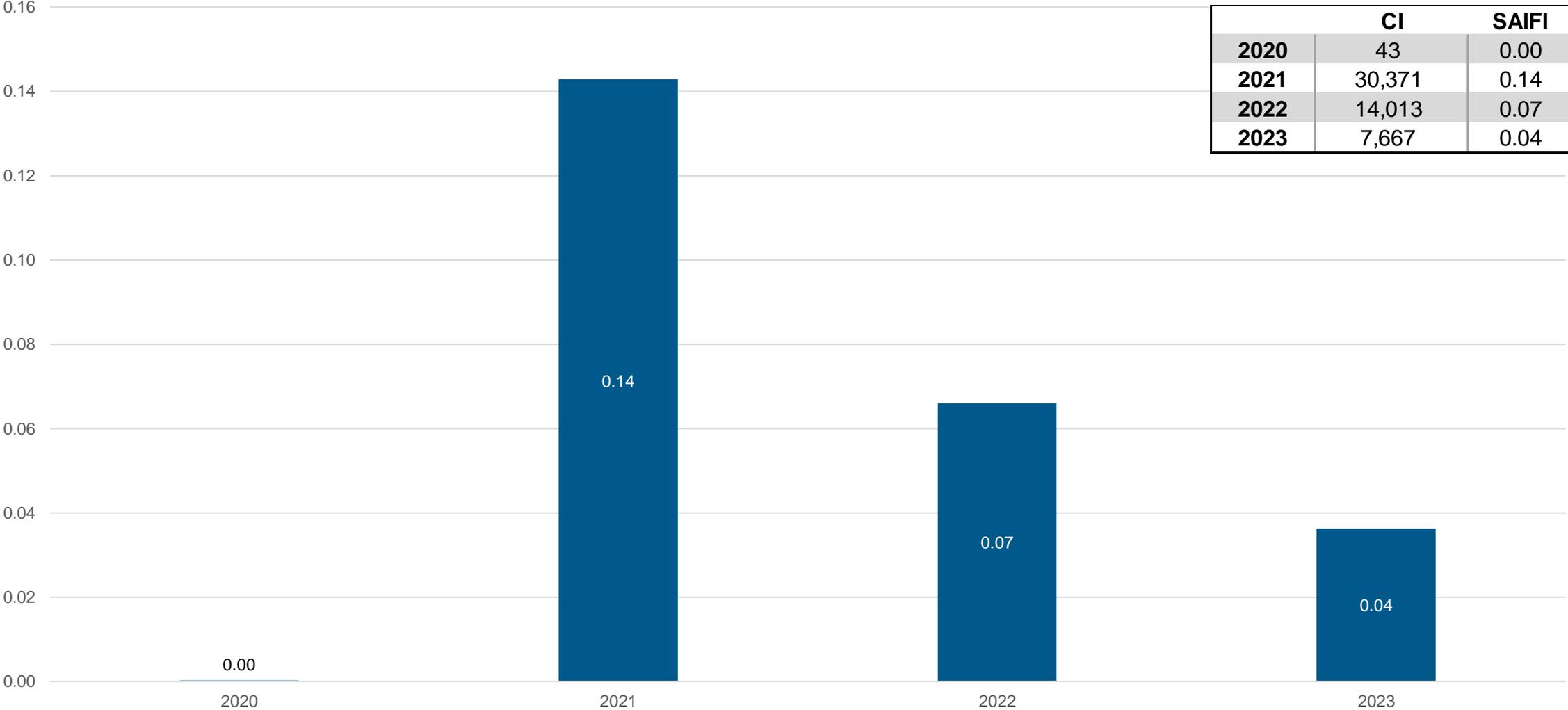
TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

First Quarter 2023 with Prior Year First Quarter Comparisons
Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI

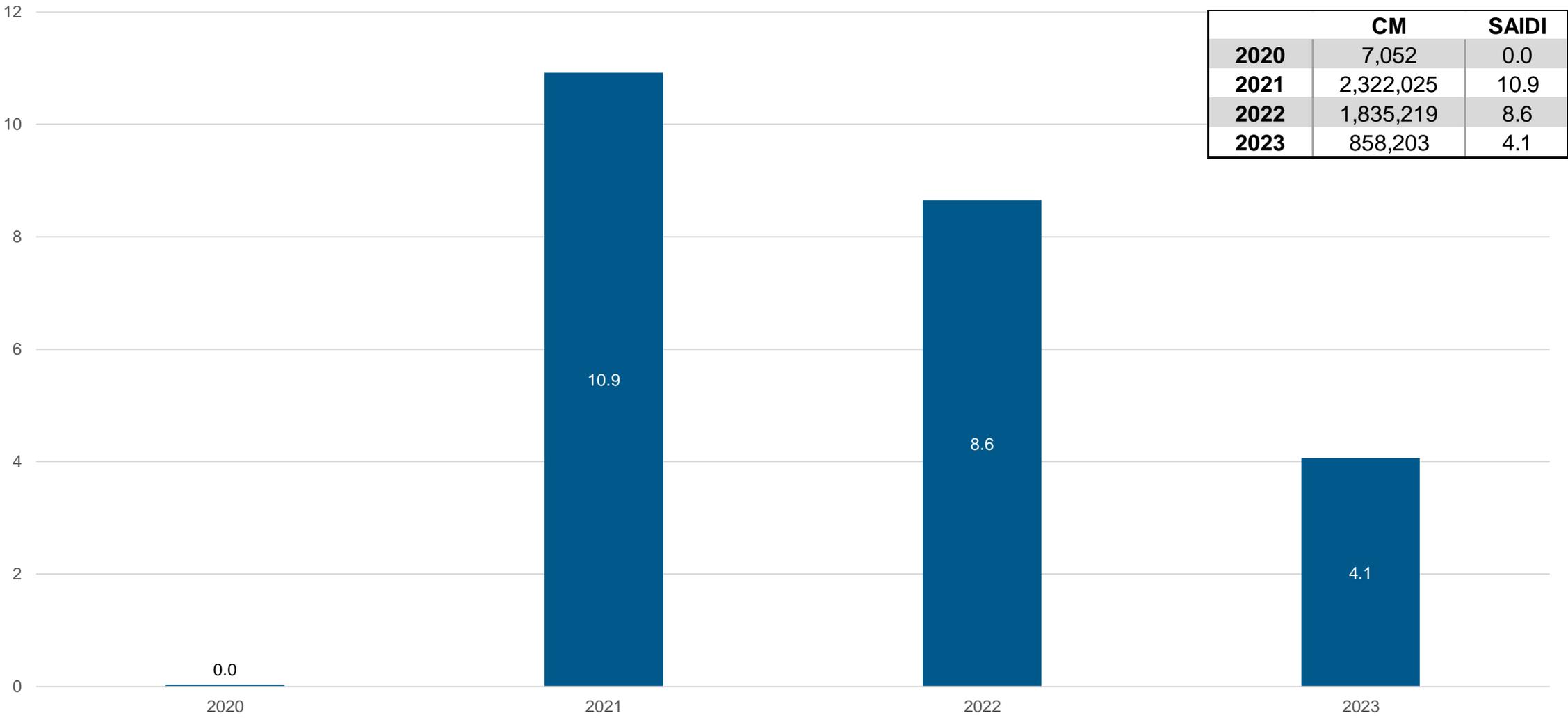
First Quarter 2023 with Prior Year First Quarter Comparisons



	CI	SAIFI
2020	43	0.00
2021	30,371	0.14
2022	14,013	0.07
2023	7,667	0.04

TRANSMISSION SAIDI

First Quarter 2023 with Prior Year First Quarter Comparisons



	CM	SAIDI
2020	7,052	0.0
2021	2,322,025	10.9
2022	1,835,219	8.6
2023	858,203	4.1

**ENERGY NEW ORLEANS, LLC'S
QUARTERLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2023 THROUGH MARCH 31, 2023**

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 and is geographically divided into four networks: New Orleans East, Algiers, the Central Business District ("CBD"), and Orleans (formerly the Tulane network). ENO's distribution system is the infrastructure that ultimately delivers 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.

This report addresses the reliability performance of ENO's distribution system and transmission system for the quarter ending March 31, 2023. Specifically, ENO provides, in summary form, information regarding customer interruptions experienced during January 1, 2023, through March 31, 2023.

2. Distribution Reliability Performance:

From January 1, 2023, through March 31, 2023, there were 42,032 distribution-related customer interruptions, which total was lower than the first-quarter interruptions during the three prior years. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment issues, and third-party vehicle incidents. The device types that were associated with the most customer interruptions during the reporting period included fuse switches, reclosers, and breakers; the fuse switches and reclosers operated as designed to isolate the issue and prevent larger outages.

Of specific note, approximately 19,191 customer interruptions during the reporting period were attributable to emergency switching and scheduled interruptions, accounting for roughly 45.66% of the total customer interruptions in the reporting period. These outages reflect the work being undertaken to improve reliability and the Company's continued use of enhanced safety practices that are designed to reduce the risk of electrical contact and arc-flash injuries when performing work on or near primary wires by requiring de-energization of all or portions of a work area. These safety practices help ENO maintain a safe work environment for its employees and contractors,

but the protocols can contribute to increased outage frequency and/or duration. Although outages accompanying planned work may increase the Company's SAIFI and SAIDI scores as the Company completes the projects in a safe manner, this work helps improve system reliability over the long run. Furthermore, ENO is working to find ways to improve scheduling and safety practices to minimize customer interruptions that are incident to necessary work on the grid.

3. Transmission Reliability Performance:

From January 1, 2023, through March 31, 2023, ENO has experienced 7,667 transmission-related customer interruptions. This is an approximate 45.29% decrease over the corresponding period in 2022.

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, Louisiana, this 15th day of June 2023.



Courtney R. Nicholson