



Kevin T. Boleware
Manager – Regulatory Affairs
Entergy New Orleans, LLC
504-670-3673 | kbolewa@entergy.com
1600 Perdido Street, New Orleans, LA 70112

September 5, 2024

Via Electronic Delivery

Clerk of Council
City Hall, Room 1E09
1300 Perdido Street
New Orleans, Louisiana 70112

Re: CNO Docket No. UD-17-04 - Quarterly Filing Requirement per Ordering Paragraph #6 of Council Resolution R-17-427

Dear Clerk:

Attached please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2024 through June 30, 2024, which 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.

ENO submits this filing electronically and will submit the requisite original and number of hard copies once the Council as directed. ENO requests that you file this submission in accordance with Council regulations as modified.

If you have any questions, please do not hesitate to call me. Thank you for your courtesy and assistance with this matter.

Sincerely,

A handwritten signature in black ink that reads "Kevin T. Boleware". The signature is written in a cursive, slightly slanted style.

Kevin T. Boleware

Enclosures

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

**ENERGY NEW ORLEANS, LLC'S
QUARTERLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2024 THROUGH JUNE 30, 2024**

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 commercial, governmental, and industrial customers are connected directly to the Company's transmission system.

This report is filed pursuant to Council of the City of New Orleans (the "Council") Resolution Nos. R-17-427, R-18-98, and R-21-153 and addresses the reliability performance of ENO's distribution system and transmission system. Specifically, this second quarter 2024 report provides, in summary form, information regarding customer interruptions experienced from January 1, 2024, through June 30, 2024.

2. Distribution Reliability Performance:

From January 1, 2024, through June 30, 2024, there were 132,717 distribution-related customer interruptions. Among the customer interruptions in the reporting period, the highest contributing outage categories included scheduled interruptions, equipment, and vegetation. 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 14% of customer interruptions during the reporting period were attributable to emergency switching (~1.5%) and scheduled interruptions (~12.5%). 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, this work helps improve system reliability over the long run, as the Company completes the projects in a safe manner. ENO continues to have ongoing discussions 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, 2024, through June 30, 2024, there were 36,311 transmission-related customer interruptions. During the reporting period, the highest contributing outage categories were an animal-related substation outage and equipment as a result of three substation arrester outages. These substation arrester outages are part of a larger asset management plan to replace 138 identified substation arresters determined to be undervoltage based upon new standards provided by IEEE.

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.

Clerk of Council
City of New Orleans
City Hall, Room 1E09
1300 Perdido Street
New Orleans, LA 70112

Erin Spears
Bobbie Mason
Christopher Roberts
Byron Minor
Candace Carmouche
Jared Reese
Council Utilities Regulatory Office
City of New Orleans
City Hall, Room 6E07
1300 Perdido Street
New Orleans, LA 70112

Krystal D. Hendon
CM Morrell Chief of Staff
1300 Perdido Street, Room 2W50
New Orleans, LA 70112

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

Justyn Hawkins
Interim Chief of Staff
New Orleans City Council
City Hall, Room 1E06
1300 Perdido Street
New Orleans, LA 70112

Donesia Turner
Tanya L. Irvin
City Attorney Office
City Hall, 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

Greg Nichols
Deputy Chief Resilience Officer
Office of Resilience & Sustainability
1300 Perdido Street, Suite 8E08
New Orleans, LA 70112

Sophia Winston
Energy Policy & Program Manage
Office of Resilience & Sustainability
1300 Perdido Street, Ste. 8E08
New Orleans, LA 70112

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

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

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

Polly Rosemond
Kevin T. Boleware
D'Angela Savoie
Keith Wood
Derek Mills
Ross Thevenot
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Courtney Nicholson
Heather Silbernagel
Leslie LaCoste
Edward Wicker, Jr.
Lacresha Wilkerson
Linda Prisuta
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-26E
New Orleans, LA 70113

W. Raley Alford, III
Stanley, Reuter, Ross, Thornton &
Alford, LLC
Entergy New Orleans, LLC
909 Poydras Street, Suite 2500
New Orleans, LA 70112

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

Leroy Nix
Vice President, Regulatory & Public
Affairs
Entergy New Orleans, LLC
1600 Perdido Street
Mail Unit L-MAG-505B
New Orleans, LA 70112

Vincent Avocato
Operations Planning
Entergy New Orleans, LLC
2107 Research Forest Drive, T-LFN-4
The Woodlands, TX 77380

Joseph J. Romano, III
Tim Rapier
Erin Farrell
Entergy Services, LLC
639 Loyola Avenue
Mail Unit L-ENT-3K
New Orleans, LA 70113

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

Thomas Ecker
Mid City Neighborhood Organization
2823 Iberville Street
New Orleans, LA 70119

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

Abigail Sebton
Urban Conservancy Petition
1307 OC Haley Boulevard #307
New Orleans, LA 70113

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

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

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

Arthur J. Johnson
Lower 9th Ward Center for Sustainable
Engagement & Development
5527 Chartres Street
New Orleans, LA 70117

Jacob Rickoll
Lower Midcity Neighborhood Organization
2301 Conti Street
New Orleans, LA 70119

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

Pooja Prazid
Benjamin Quimby
Clare Giesen
Marion Freistadt
Vickie Boothe
350 New Orleans
1632 8th Street
New Orleans, LA 70115

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

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

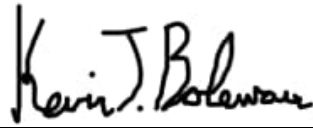
David Dalia
609 Dumaine Street
New Orleans, LA 70115-3210

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

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

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

New Orleans, Louisiana, this 5th day of September 2024.

A handwritten signature in black ink that reads "Kevin T. Boleware". The signature is written in a cursive style with a large initial "K".

Kevin T. Boleware



Entergy New Orleans

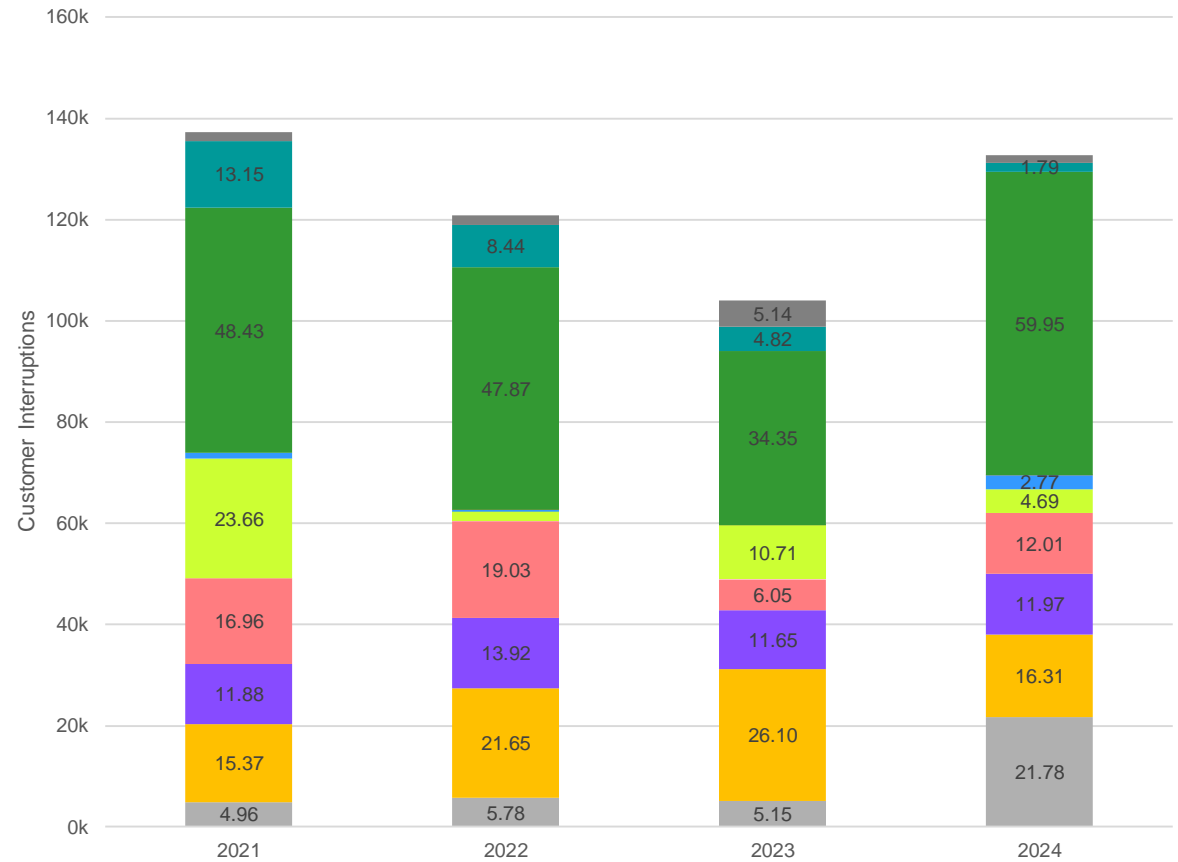
Customer Interruptions YTD

Report (Q2 2024)

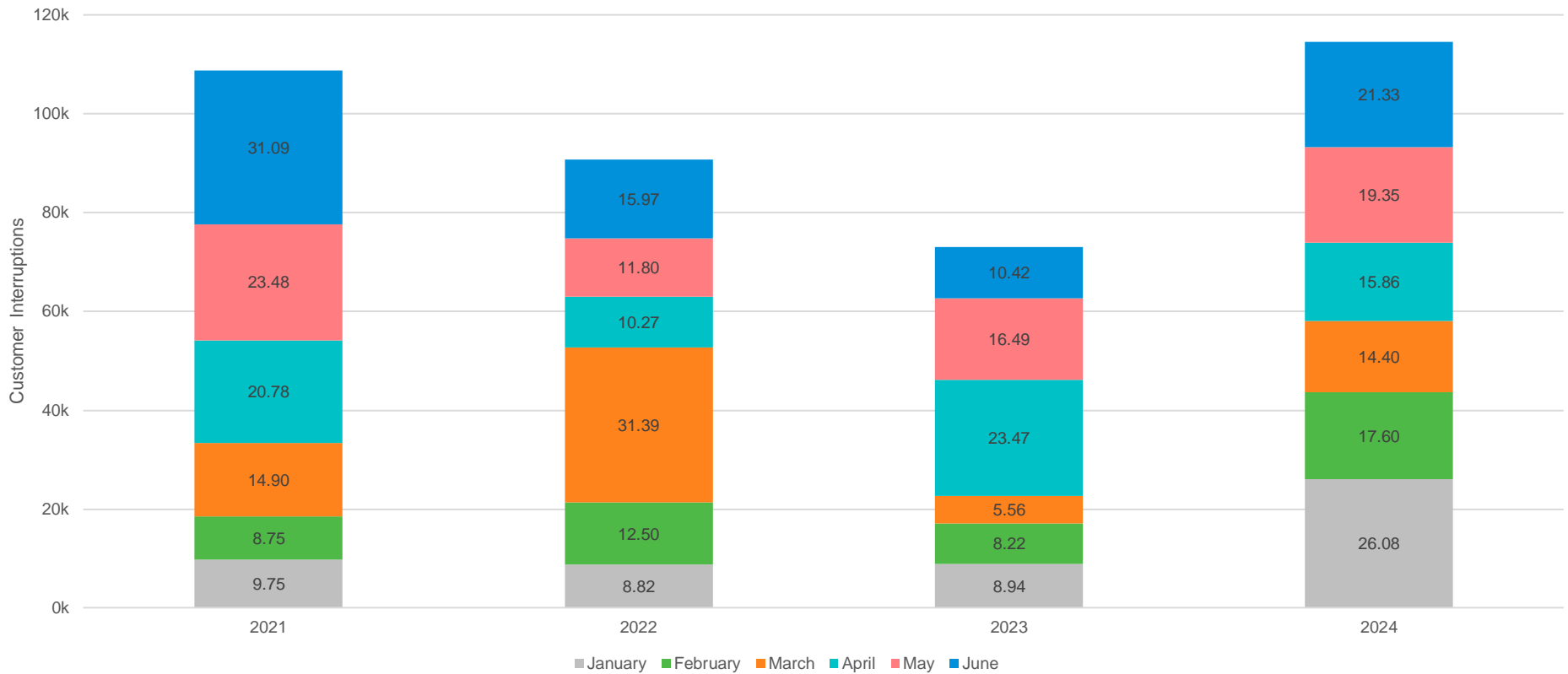


DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons

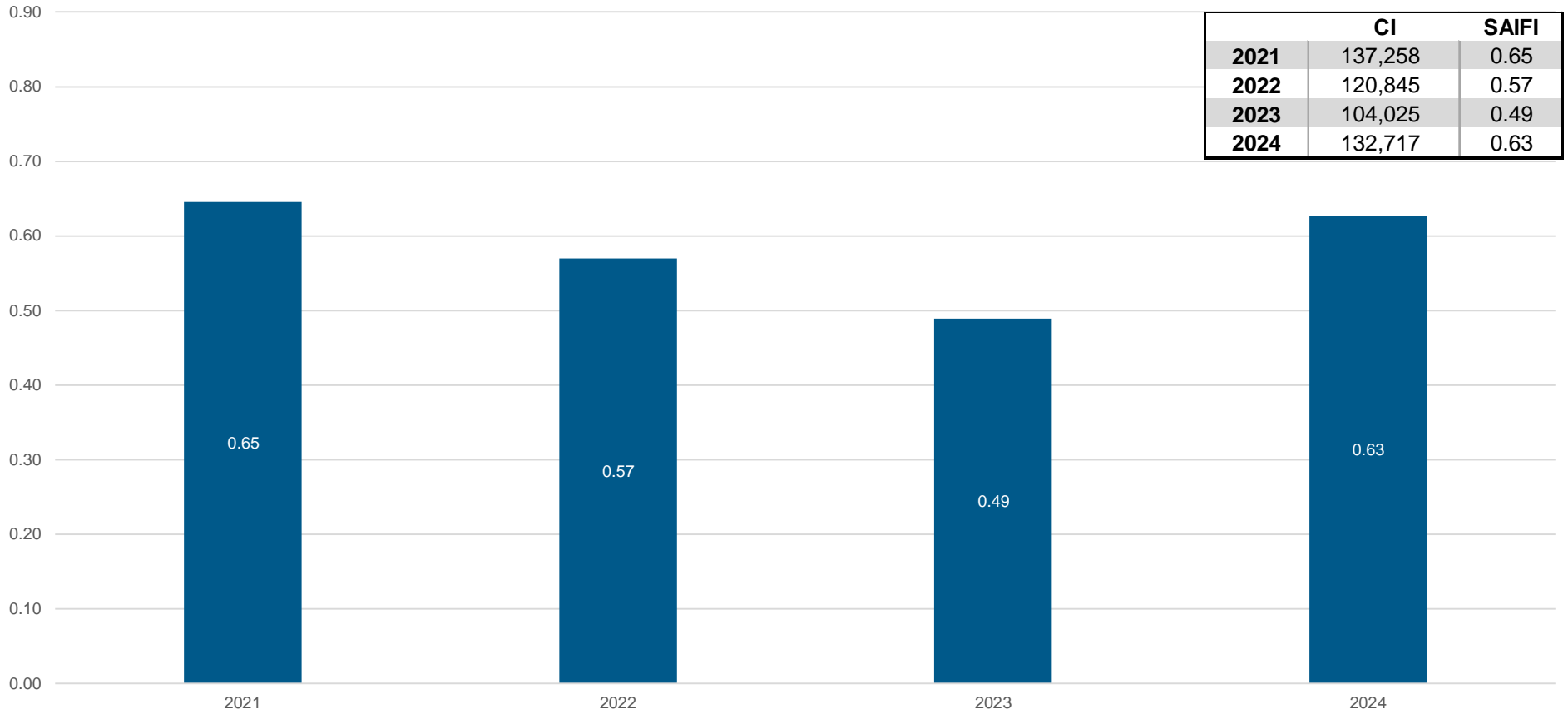
	2021	2022	2023	2024
Animal	1,719	1,850	5,140	1,440
Emergency Switching	13,146	8,438	4,822	1,788
Equipment	48,430	47,873	34,345	59,945
Foreign Trouble	0	7	1	1
Human Error	1,131	410	57	2,771
Lightning	23,664	1,900	10,713	4,694
Other	16,957	19,025	6,049	12,014
Public Inflicted Damage	11,881	13,917	11,646	11,974
Scheduled Interruption	15,368	21,649	26,100	16,313
Vegetation	4,962	5,776	5,152	21,777
Grand Total	137,258	120,845	104,025	132,717



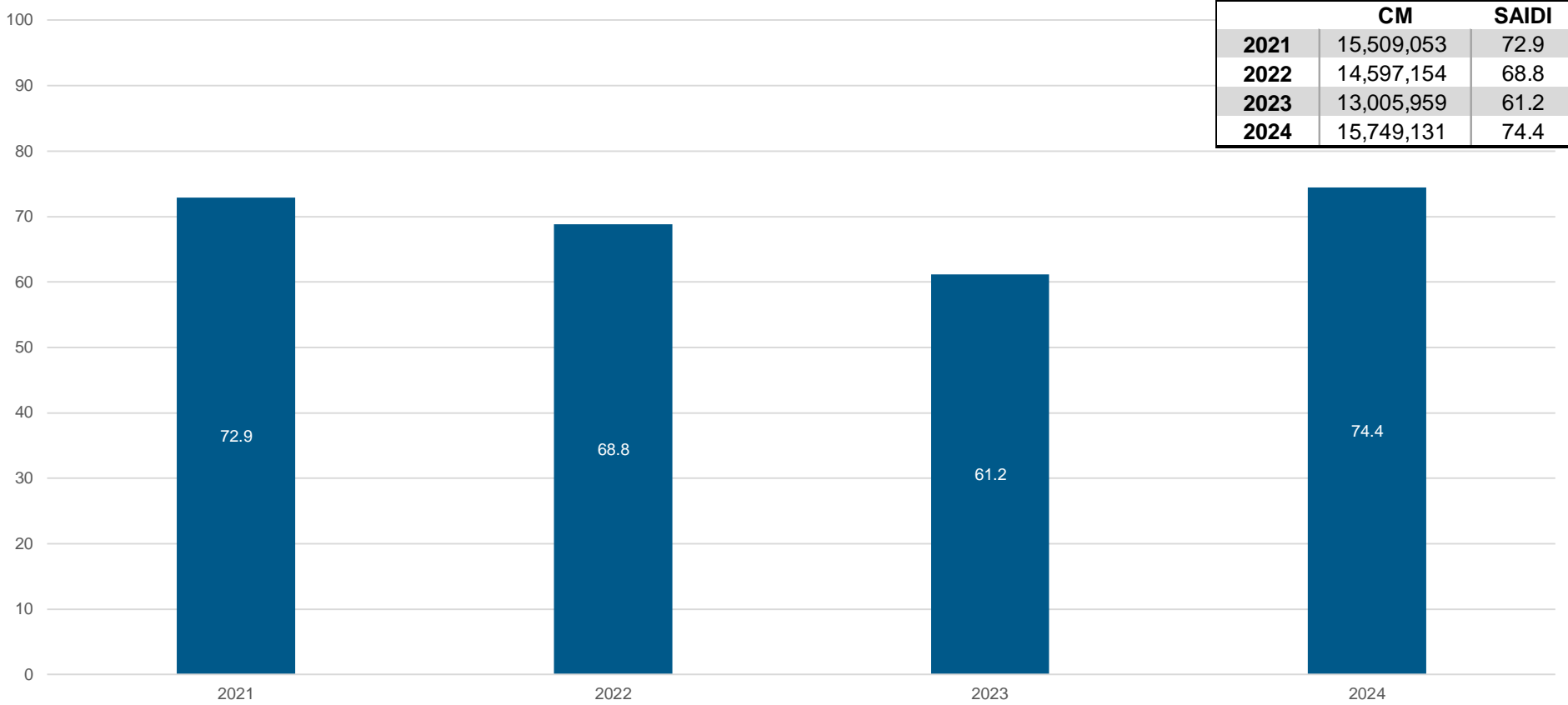
DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
 YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons
 Excludes Scheduled and Emergency Switching



DISTRIBUTION SAIFI
YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons

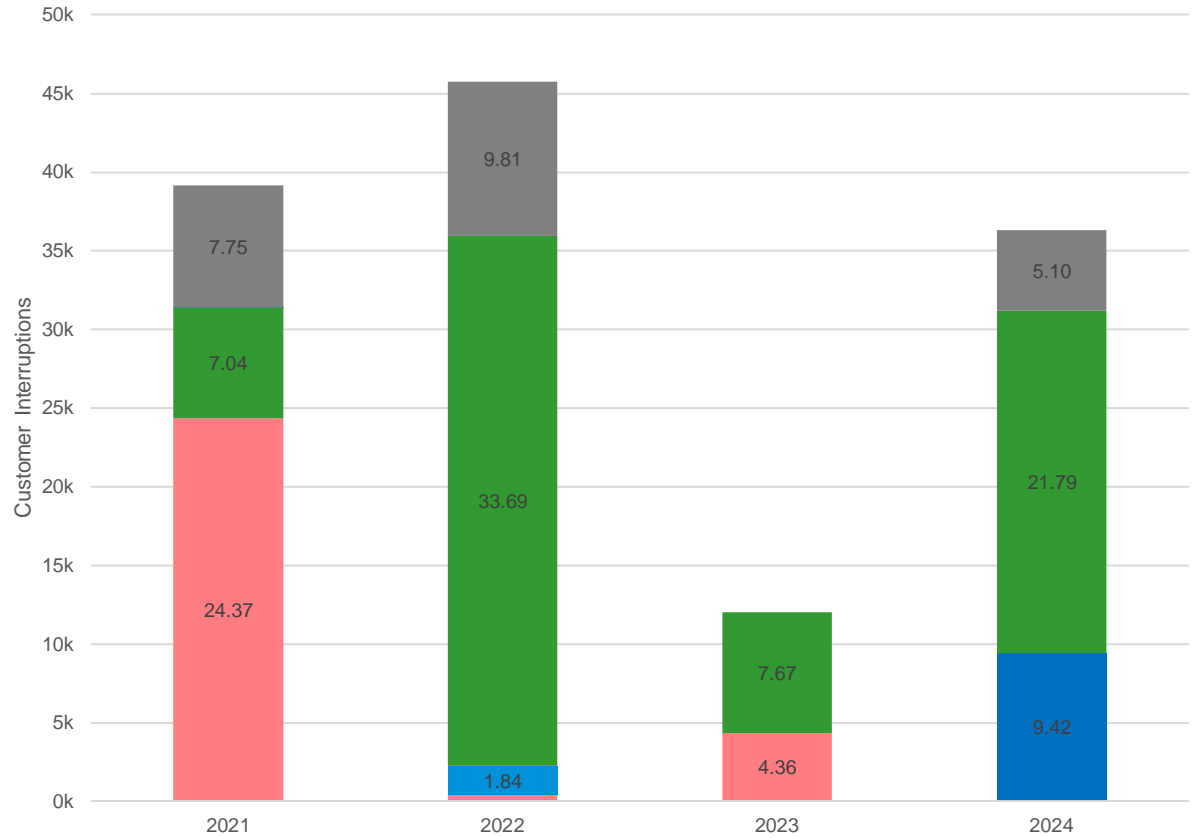


DISTRIBUTION SAIDI YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons

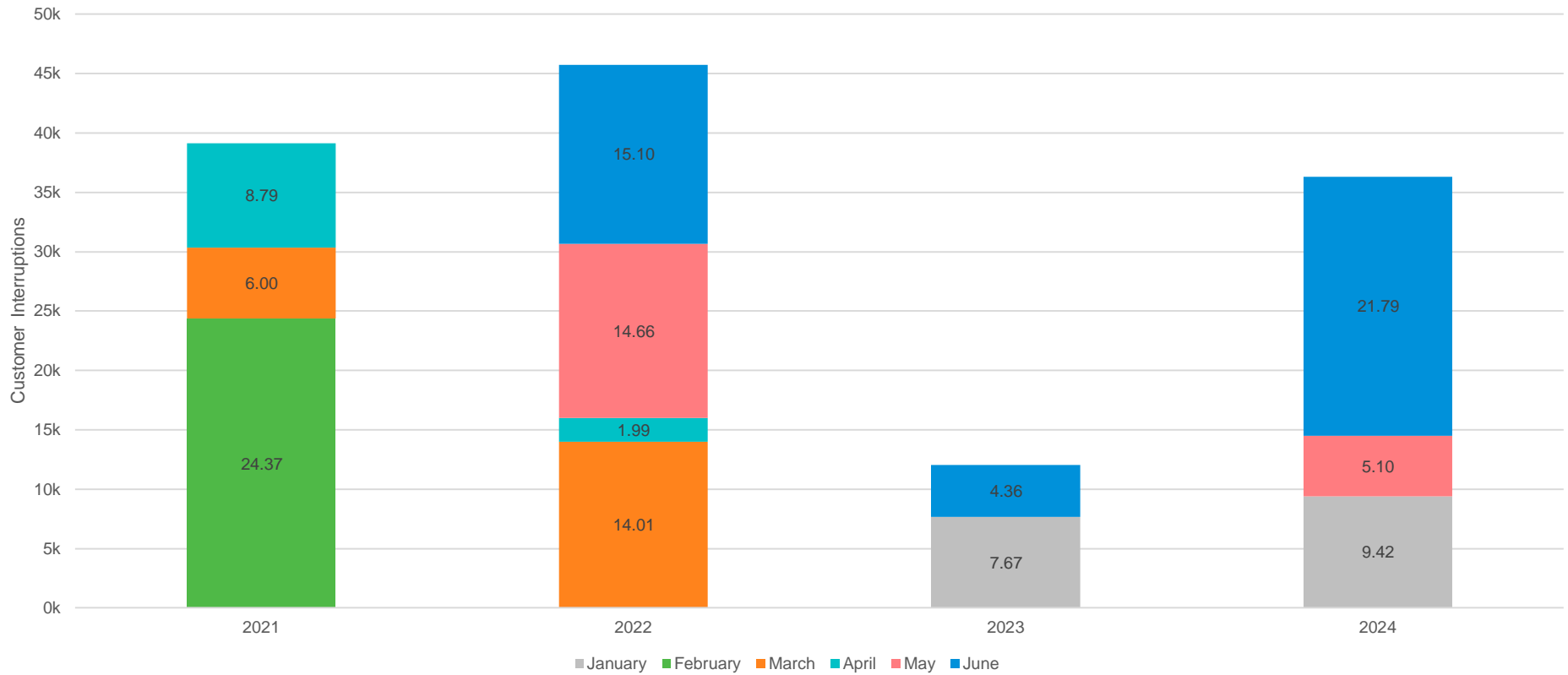


TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons

	2021	2022	2023	2024
Animal	7,749	9,809	0	5,103
Emergency Switching	3	0	0	0
Equipment	7,036	33,685	7,667	21,787
Other	24,370	433	4,359	0
Public Inflicted	0	0	0	9,421
Grand Total	39,158	45,762	12,026	36,311

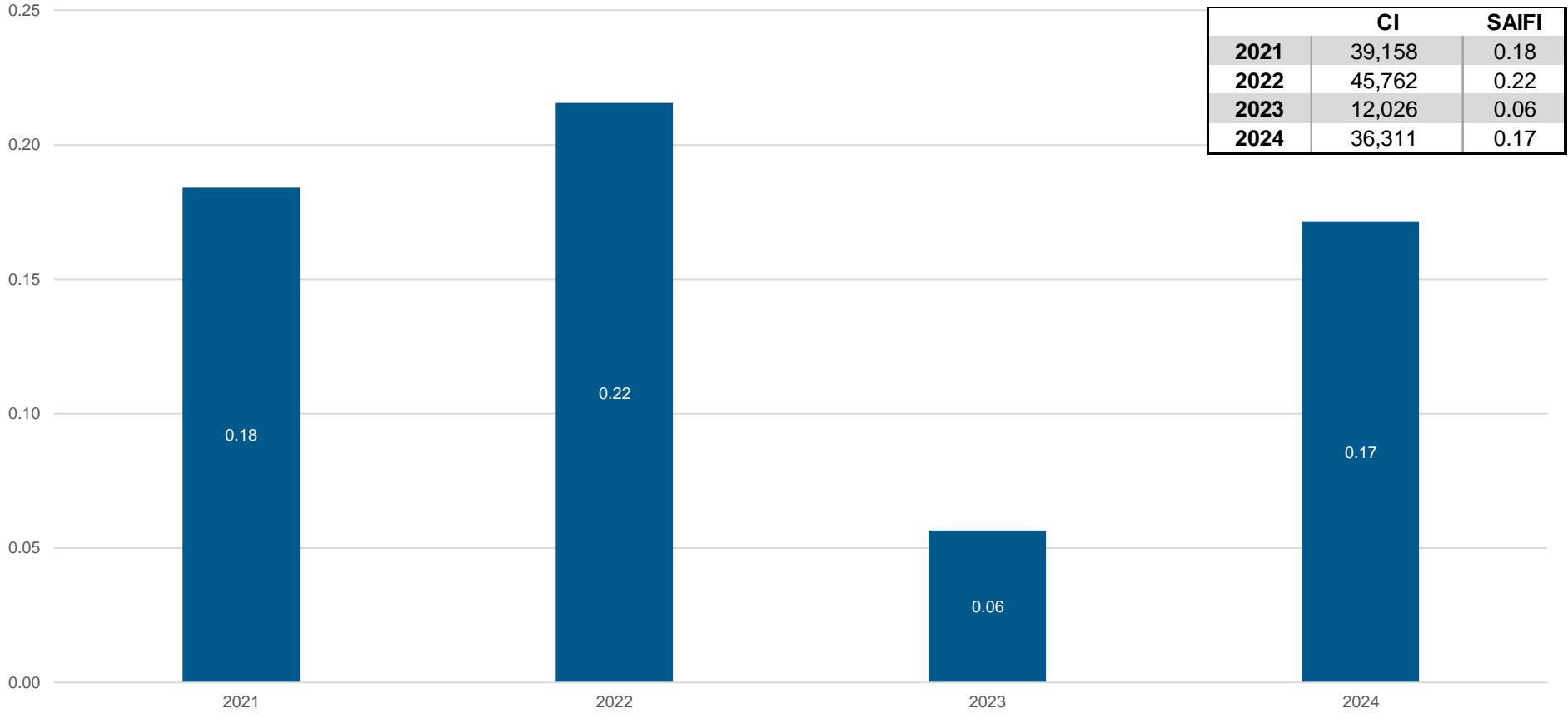


TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR
 YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons
 Excludes Scheduled and Emergency Switching



TRANSMISSION SAIFI

YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons



TRANSMISSION SAIDI YTD Second Quarter 2024 with Prior YTD Second Quarter Comparisons

