



September 5, 2025

VIA Electronic Delivery

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

Re: Emergency Communications Plan Pursuant to Council Resolution R-25-405

Dear Clerk of Council:

Following the load shed event that occurred during Winter Storm Uri in February 2021, the Council for the City of New Orleans (the “Council”) directed the Advisors to initiate an investigation and submit a public report with their findings. In November 2021, the Advisors submitted a report that included recommendations to address the communications deficiencies noted in the report and directing Entergy New Orleans, LLC (“ENO”) to develop an ENO-specific emergency communications plan (“ECP”). ENO submitted its response to the Advisors’ recommendations, including an ECP, on November 18, 2022.

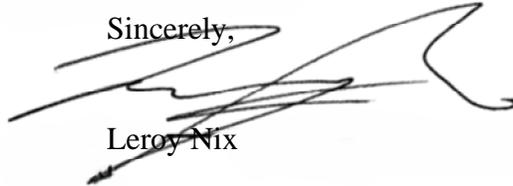
On May 25, 2025, Midcontinent Independent System Operator (“MISO”) ordered ENO to shed load due to a Transmission System Emergency. Following this event, the Council issued Resolution R-25-405 directing ENO to submit an ECP that provides for the timing and forms of communication to ENO customers, Councilmembers, and CURO. ENO submits the attached updated ECP outlining the trigger events, the type of communication (i.e., phone call, text, or press release), and the content of the communication. ENO cannot commit to being able to send a communication during every load shed event, such as those with a tight timeframe like the May 25 event, but ENO will do its best to ensure that its customers are informed before, during, and after any load shed event.

In addition to the attached and foregoing, the Council also requested through Resolution No. R-25-405 that the Company work with MISO on its emergency communication protocols. Discussions of improved communications between MISO and its members relating to Transmission System Emergencies (“TSEs”) began at MISO’s Reliability Operations Working Group (“ROWG”) on August 14, 2025. A primary goal of the ROWG discussions will be to develop proposals for more advanced communication that provides greater situational awareness to stakeholders. Once the ROWG develops proposals, the proposals will be considered by MISO’s Reliability Subcommittee, during which comments can be submitted, and the proposals could be further revised. To the extent necessary, ENO will update its ECP to reflect updates to MISO’s communication protocols.

In connection with the Company's filing, confidential and detailed operational information bearing the designation "Highly Sensitive Protected Materials" is being provided to the Council's Advisors pursuant to the terms and conditions of the Official Protective Order adopted in Council Resolution R-07-432. Portions of the information included in the filing consist of or reflect competitively sensitive cost and market information, the disclosure of which may present a risk of harm to ENO's customers. In addition, portions of the filing may contain highly sensitive information of third parties to which an obligation of confidentiality is owed.

If you have any questions regarding this information, please contact me at (504) 670-3860.

Sincerely,

A handwritten signature in black ink, appearing to be "Leroy Nix", written over a horizontal line. The signature is stylized and somewhat cursive.

Leroy Nix

cc: Council Utility Regulatory Office
Council Advisors