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November 28, 2025

VIA ELECTRONIC DELIVERY

Clerk of Council
Council of the City of New Orleans
Room 1E09, City Hall
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 of Council:

Attached please find Entergy New Orleans, LLC's ("ENO") report on customer interruptions for the period of January 1, 2025 through September 30, 2025, which is being filed in the above-referenced docket pursuant to Ordering Paragraph 6 of Council Resolution 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 R-21-153, dated May 6, 2021.

ENO submits this filing electronically and requests that you file this submission in accordance with Council regulations.

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".

Kevin T. Boleware

Enclosure

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

**ENTERGY NEW ORLEANS, LLC'S
QUARTERLY CUSTOMER INTERRUPTION REPORT
FOR THE PERIOD OF JANUARY 1, 2025, THROUGH SEPTEMBER 30, 2025**

1. Background

Entergy New Orleans, LLC's ("ENO" or the "Company") electric distribution system operates between 13,200 volts (13.2 kV) and 23,000 volts (23 kV). ENO's distribution system serves over 200,000 customers and is geographically divided into four (4) 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 3rd quarter 2025 report provides, in summary form, information regarding customer interruptions experienced from January 1, 2025, through September 30, 2025.

2. Distribution Reliability Performance

From January 1, 2025, through September 30, 2025, there were 252,560 distribution-related customer interruptions. Among the customer interruptions in the reporting period, the highest contributing outage categories included equipment, lightning, vegetation, and scheduled interruptions. 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.

When comparing Q3 to the previous quarter of 2025, ENO's Q3 highest contributing outage categories were lightning, equipment-related, and vegetation as opposed to Q2 highest contributing categories, which were equipment-related, vegetation, and scheduled interruptions. Regarding scheduled interruptions, ENO continues to work to improve our reliability performance while balancing planned maintenance that impacts our customers.

Lightning and Equipment Related Outages:

Lightning

Weather was a primary factor resulting in an increase in ENO's equipment-related outages. Lightning poses significant and sometimes unapparent risks to the utility system and can cause damage to equipment including insulator degradation, line/wire-breakage, wire "slapping," and sleeve and arrestor malfunction. Such damage from repeated lightning strikes on ENO's equipment can lead to future equipment-related outages, including the potential for an interruption on a subsequent fair-weather day. ENO experienced 131 lightning-related customer interruptions in Q1, 12,314 in Q2, and 28,400 in Q3.

In the third quarter of 2025, New Orleans experienced significant thunderstorm activity that caused damage and service interruptions. In addition to (or in conjunction with) damaging thunderstorms, from January through September 2025, lightning was particularly impactful. During this period, New Orleans experienced over 79,000 lightning strikes, which is an increase of approximately 62% as compared to the same period in 2024, as illustrated in the table below – causing both immediate and latent equipment damage.

# Lightning Strikes (Jan-Sep)			
District	2024	2025	Percentage Increase
District A	5,227	6,937	33%
District B	4,214	5,137	22%
District C	7,860	11,246	43%
District D	4,087	12,861	215%
District E	27,580	42,975	56%
Total	48,968	79,156	62%

The following dates reveal significant customer interruptions due to weather, including lightning:

- July 2nd resulted in approximately 2,998 customer interruptions as a result of weather;
- July 14th resulted in approximately 5,033 customer interruptions as a result of two (2) lightning-related incidents;
- July 23rd resulted in approximately 7,010 customer interruptions as a result of three (3) lightning-related incidents;
- July 30th resulted in approximately 1,880 customer interruptions as a result of lightning-related incidents;
- August 15th resulted in approximately 2,195 customer interruptions as a result of weather; and
- September 24th resulted in approximately 2,253 customer interruptions as a result of lightning.

Equipment

With regard to equipment, ENO experienced 54,142 equipment-related interruptions in Q1, 40,468 in Q2, and 26,251 in Q3. When comparing equipment-related interruptions between Q3 and Q2, there was a 35% decrease.

Of specific note, approximately 10% of customer interruptions during the reporting period were attributable to emergency switching (~0.5%) and scheduled interruptions (~9.5%). 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. The 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.

Vegetation Related Outages:

Vegetation caused approximately 25,777 customer interruptions YTD. ENO experienced 6,162 vegetation related interruptions in Q1, 11,673 in Q2, and 7,942 in Q3. In the majority of the vegetation outages, tree limbs were the root cause. As stated in the previous section, weather events have both an immediate (non-fair day events) and delayed (fair day events) effect on vegetation that causes power disruptions.

- July 10th resulted in approximately 867 customer interruptions as a result of a tree/limb growing inside of a right of way;
- July 30th resulted in approximately 942 customer interruptions as a result of an overhanging limb;
- September 2nd resulted in approximately 3,033 customer interruptions as a result of a tree/limb growing inside of a right of way; and
- September 6th resulted in approximately 1,289 customer interruptions as a result of a tree/limb growing inside of a right of way.

With regard to vegetation mitigation, the Company continues to look for ways to prevent these outages by shortening trim cycles and partnering with the City of New Orleans' Department of Parks and Parkways to explore creative solutions to address vegetation challenges. However, New Orleans' 4-foot trimming standard is more restrictive than the 8-foot standard applied elsewhere in Louisiana, creating unique challenges. The Company continues to focus on communications with customers and stakeholders about the importance of safe trimming around power lines. We continue to work with them to find opportunities to enhance our routine aggressive trim cycle along with cases where immediate attention is needed to address an after-the-fact power outage or in the near future outage disruption due to evidence of tree engagement with our electrical system. Also, we continue our communication awareness efforts with customers and stakeholders about the importance of safe trimming around power lines.

3. Transmission Reliability Performance

In the third quarter, ENO experienced four (4) transmission-related outages that resulted in 7,970 customer interruptions. The highest contributing transmission-related outage categories for the third quarter were Foreign Objects - Mylar balloons and equipment-related, as set forth below.

- August 8th resulted in approximately 5,336 customer interruptions as a result of a mylar balloon; and

- September 21st resulted in approximately 1,708 customer interruptions as a result of equipment.

There were no substation arrestor-related outages in the third quarter. Part of ENO's asset management plan includes the replacement of all identified substation arrestors by the end of 2026. Starting in January of 2025, there were 127 substation feeder bays¹ requiring arrestors to be replaced. As of September 30, 2025, sixty (60) have been replaced.

ENO is continuing to work its larger asset management plan to replace 486 identified substation arrestors by 2026.

¹ Each substation feeder bay has three (3) arrestors.



Entergy New Orleans

Customer Interruptions YTD

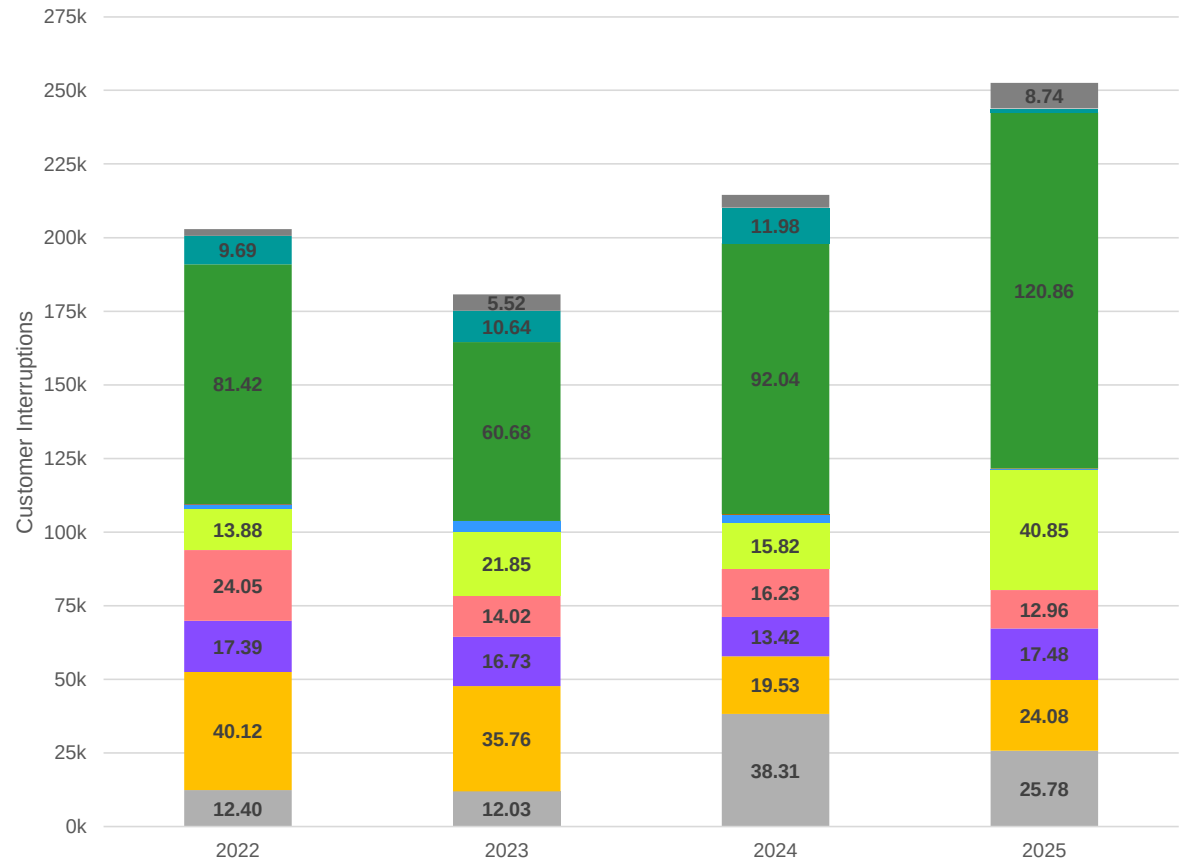
Report (Q3 2025)



DISTRIBUTION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE

YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

	2022	2023	2024	2025
Animal	2,247	5,524	4,448	8,744
Emergency Switching	9,688	10,643	11,979	1,330
Equipment	81,416	60,676	92,043	120,861
Foreign Trouble	232	1	1	194
Human Error	1,477	3,450	2,780	288
Lightning	13,879	21,845	15,824	40,845
Other	24,046	14,020	16,230	12,958
Public Inflicted Damage	17,393	16,729	13,417	17,482
Scheduled Interruption	40,120	35,756	19,528	24,081
Vegetation	12,402	12,030	38,305	25,777
Grand Total	202,900	180,674	214,555	252,560



2 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION CUSTOMER INTERRUPTIONS: QUARTERLY COMPARISON WITHIN OUTAGE CAUSE CATEGORIES YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



3 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



First
Quarter



Second
Quarter



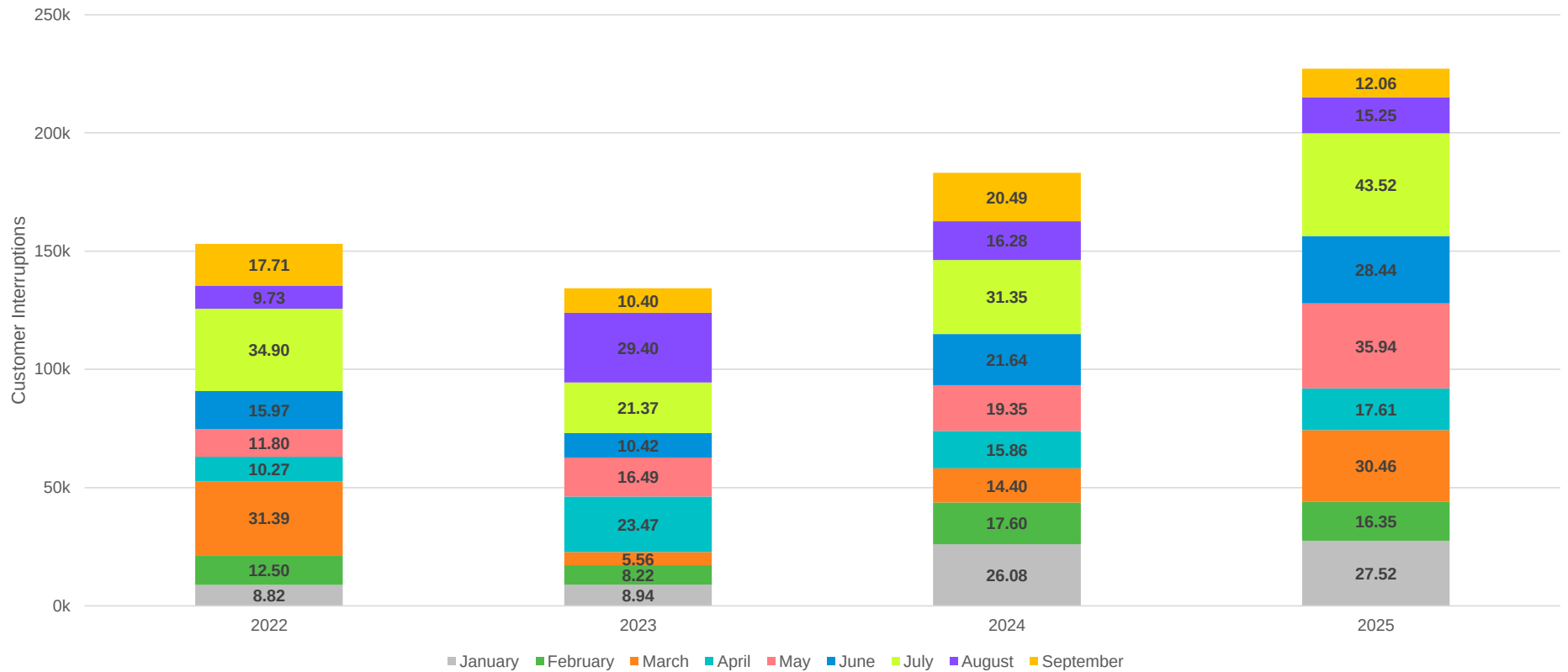
Third
Quarter



DISTRIBUTION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

Excludes Scheduled and Emergency Switching

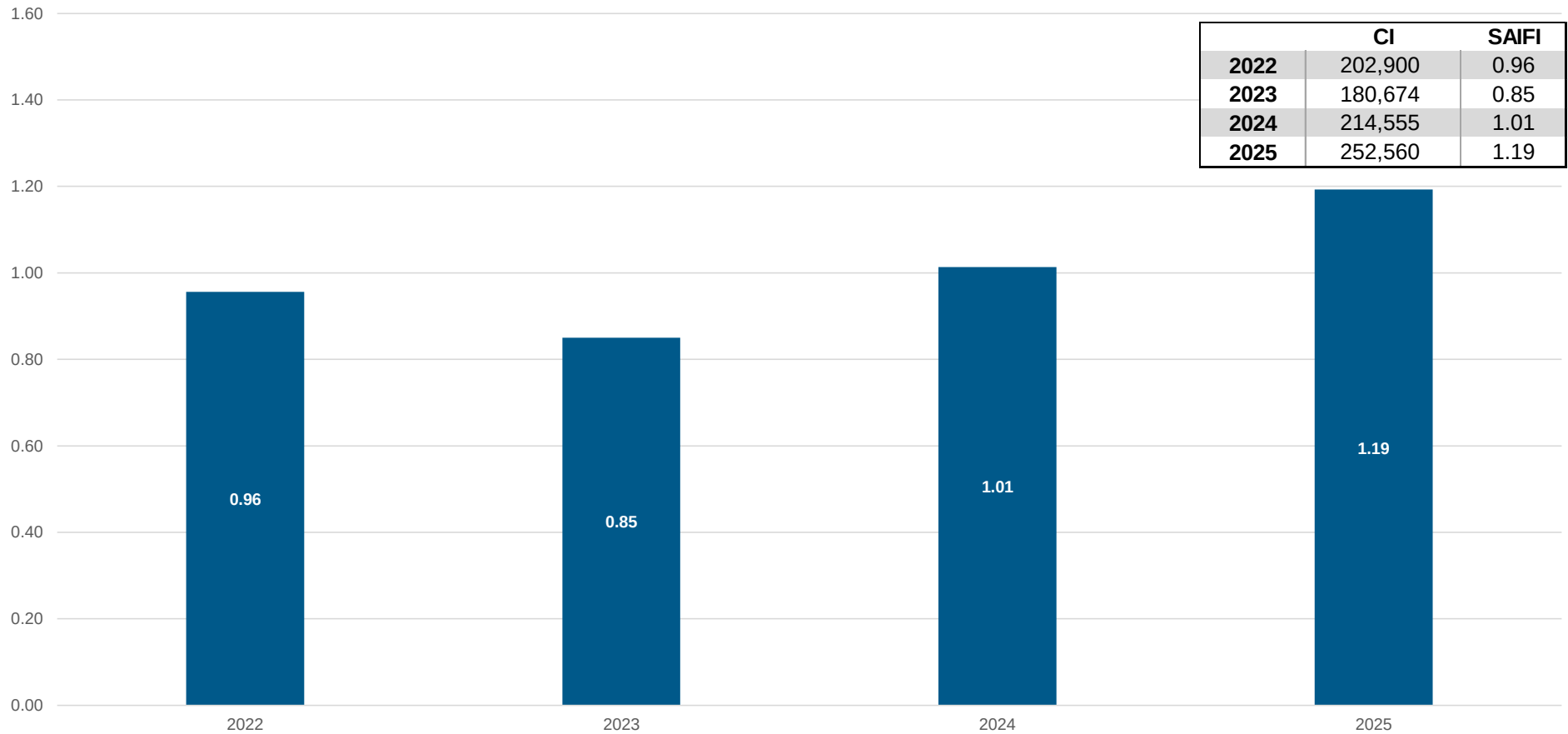


4 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



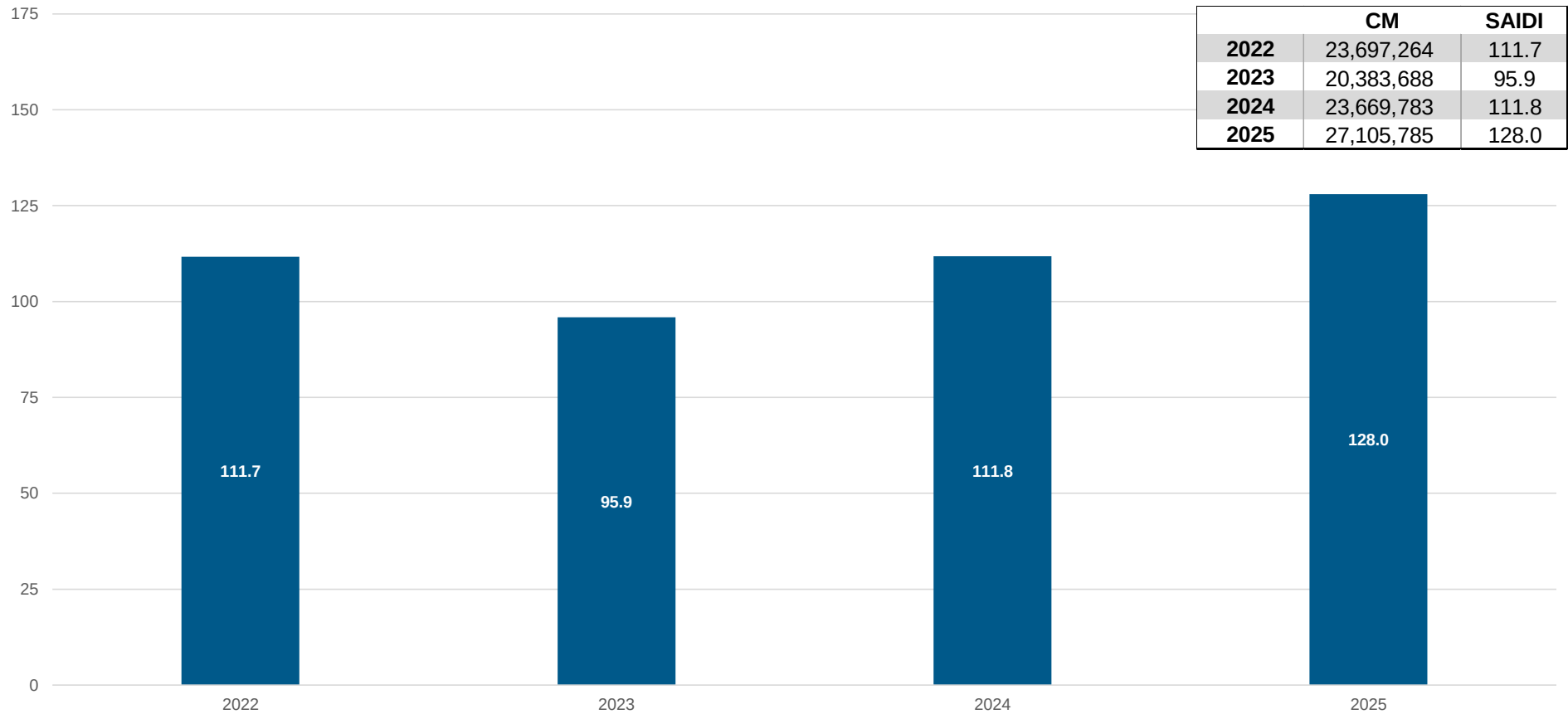
DISTRIBUTION SAIFI

YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



5 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

DISTRIBUTION SAIDI YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

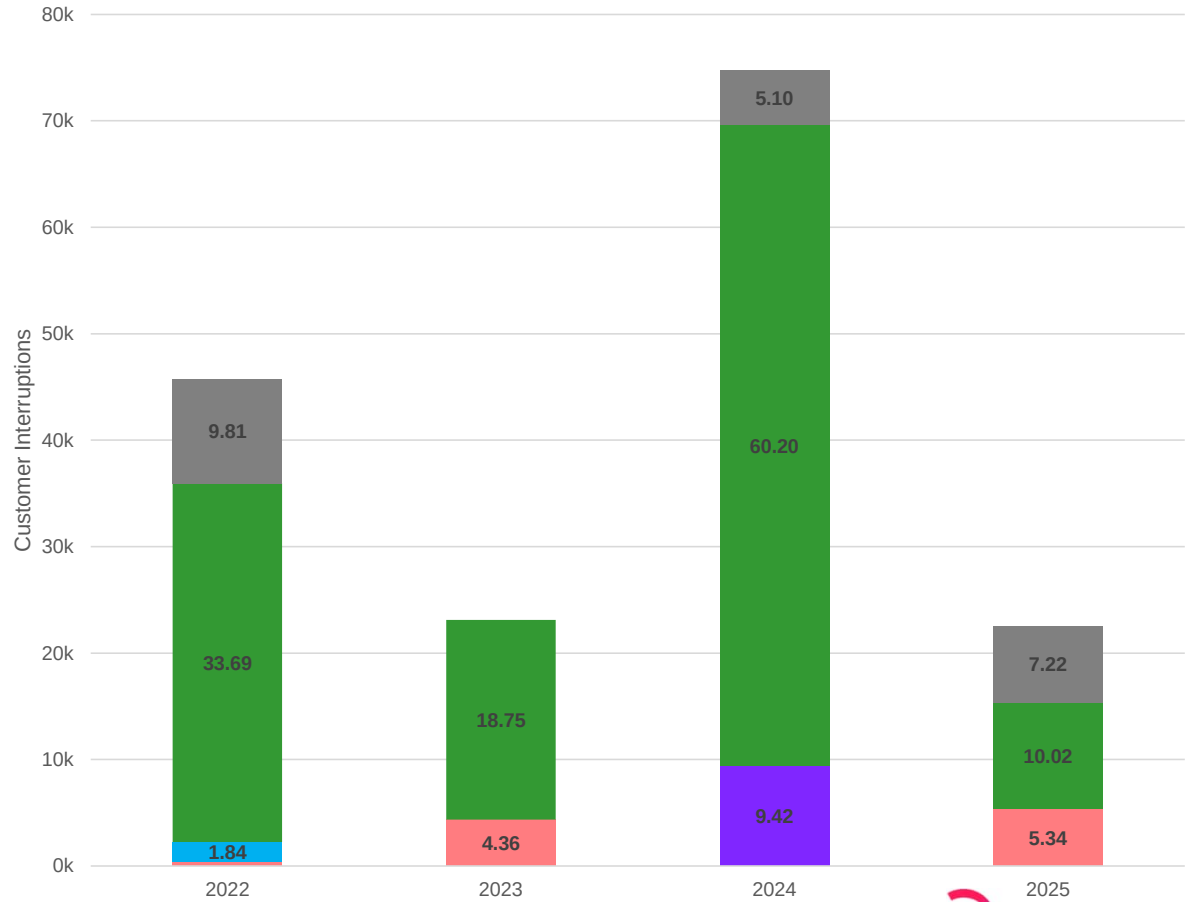


6 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



TRANSMISSION CUSTOMER INTERRUPTIONS BY OUTAGE CAUSE YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

	2022	2023	2024	2025
Animal	9,809	0	5,103	7,220
Equipment	33,688	18,747	60,196	10,018
Human Error	1,835	0	0	0
Other	433	4,359	0	5,336
Public Inflicted Damage	0	0	9,421	0
Scheduled Interruption	0	0	0	3
Grand Total	45,765	23,106	74,720	22,577

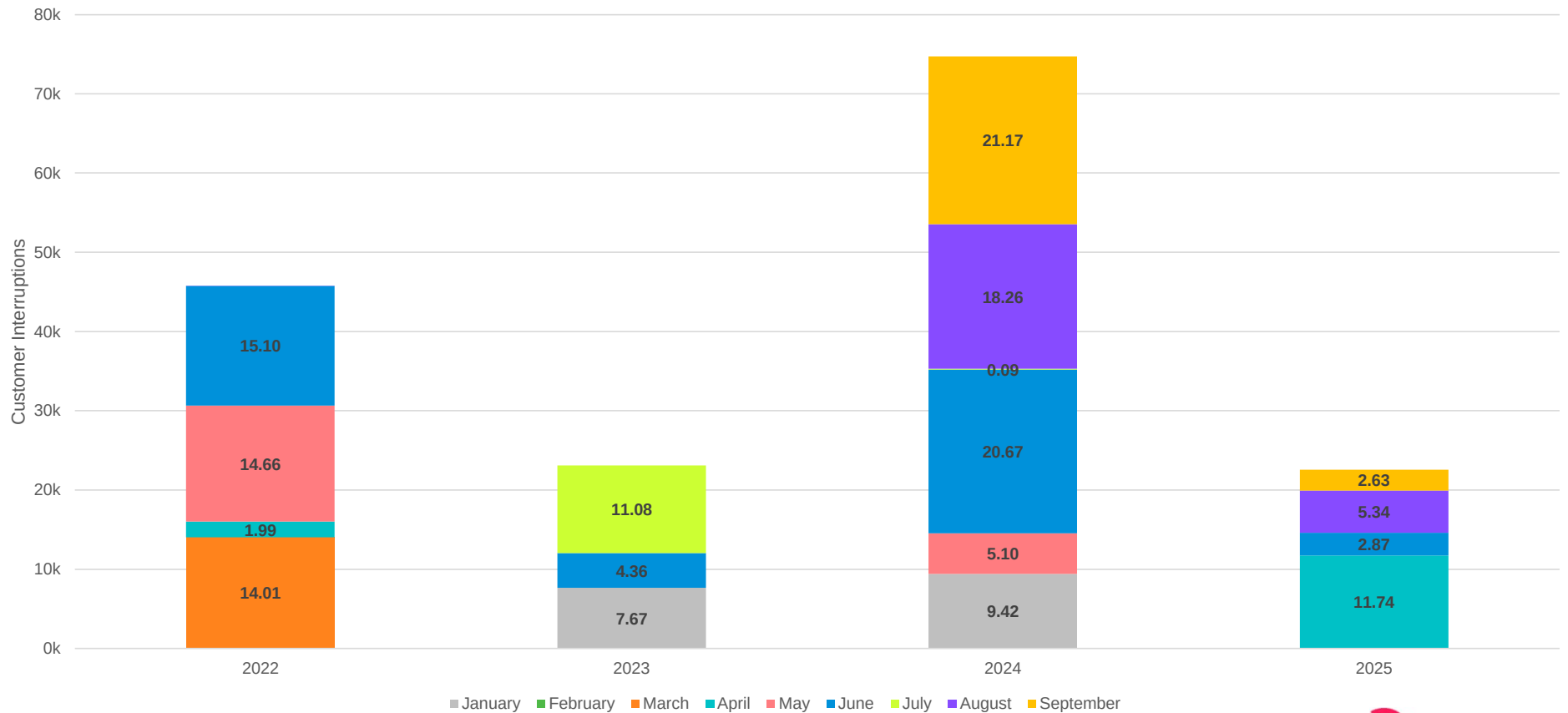


7 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.

TRANSMISSION CUSTOMER INTERRUPTIONS BY MONTH BY YEAR

YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons

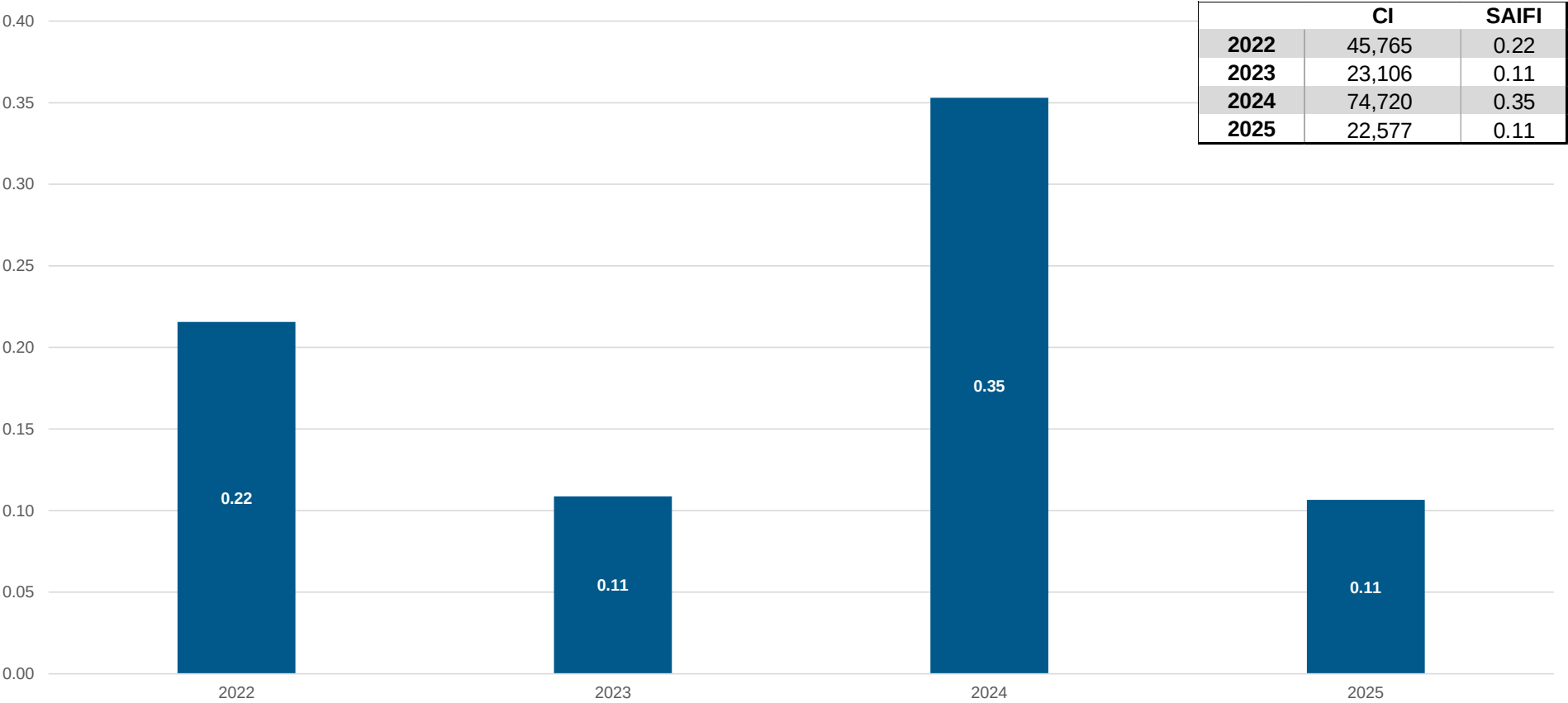
Excludes Scheduled and Emergency Switching



8 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



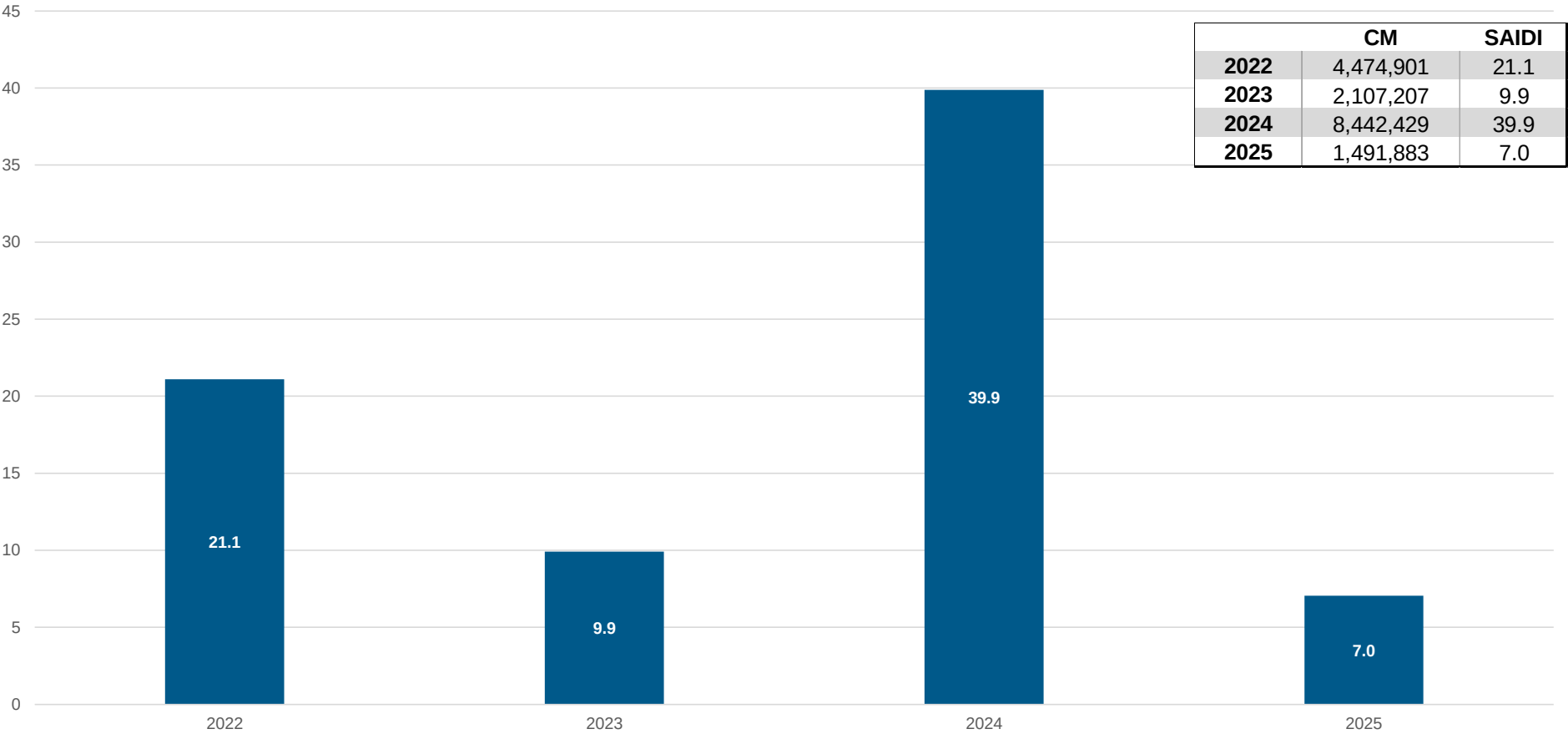
TRANSMISSION SAIFI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



9 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



TRANSMISSION SAIDI
YTD Third Quarter 2025 with Prior YTD Third Quarter Comparisons



10 Note: Outage data is subject to on-going outage review and updates and may vary from previous reports.



CNO Docket UD-17-04

Entergy New Orleans, LLC's Third Quarter Customer Interruptions Report – Outage Data_HSPM

**HIGHLY SENSITIVE
PROTECTED MATERIAL**

ADVISORS ONLY

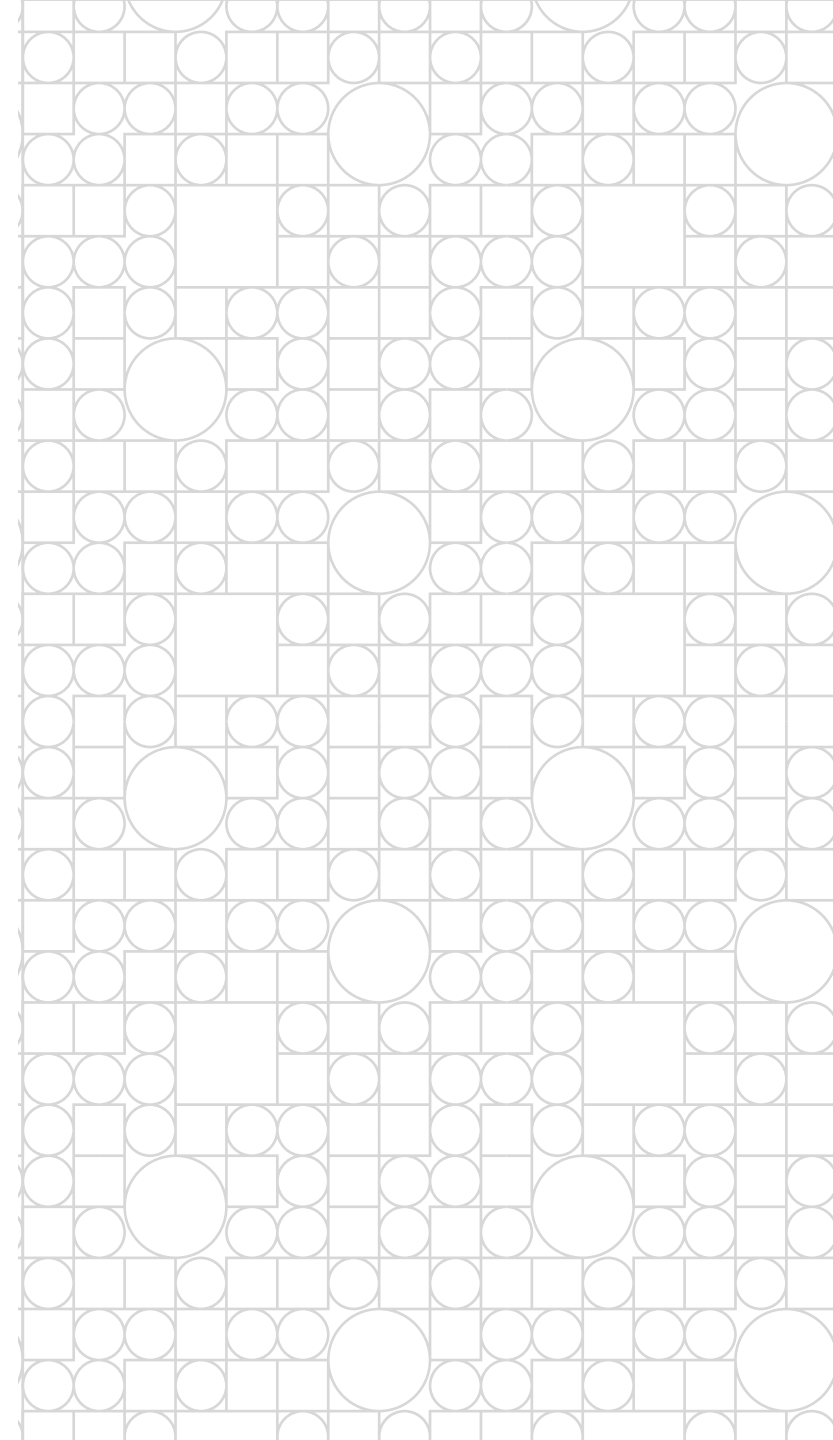
INTENTIONALLY OMITTED

NOVEMBER 28, 2025



Open Text Core Share Guidelines

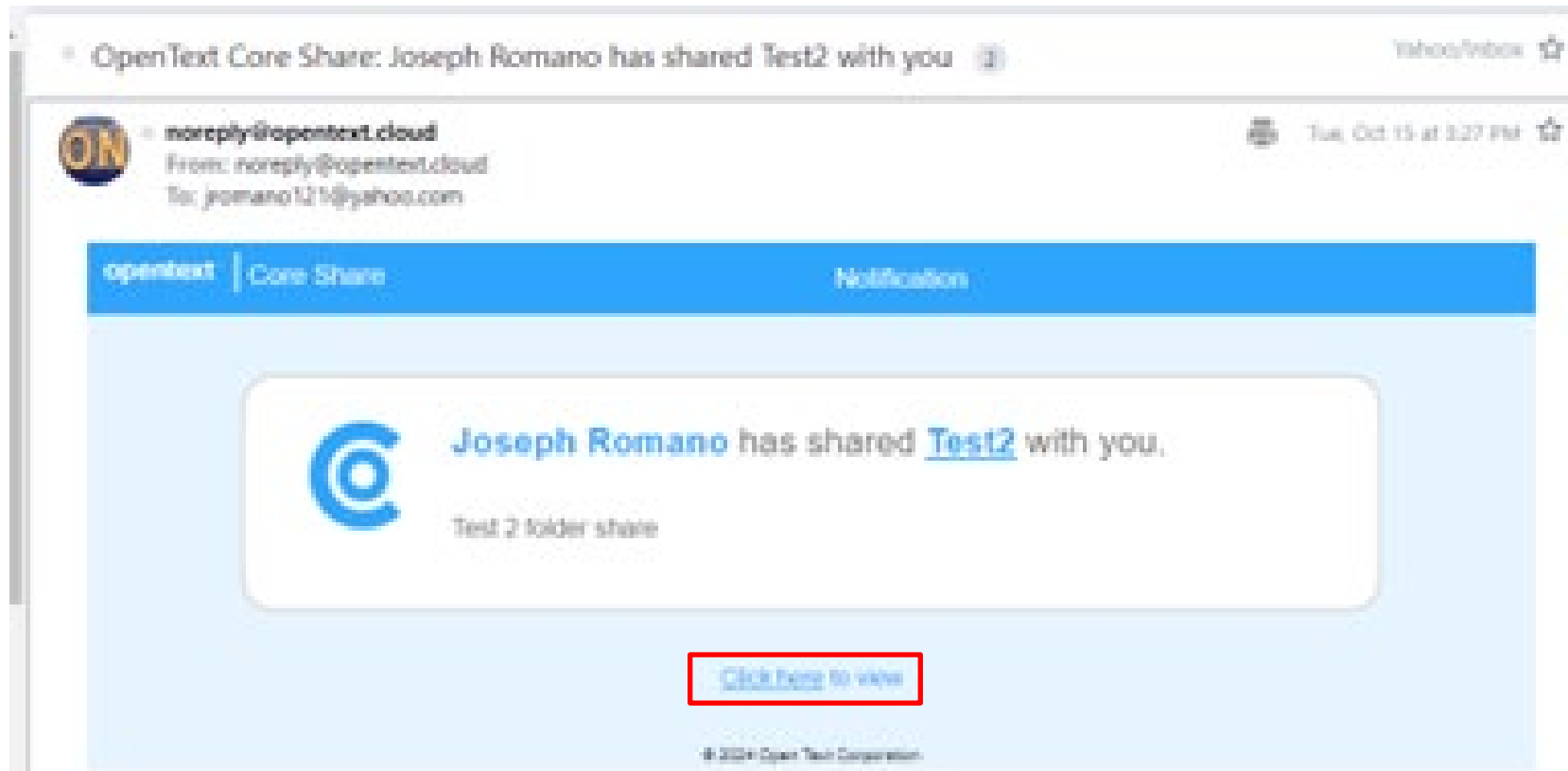
Regulatory Litigation Support



External User Experience

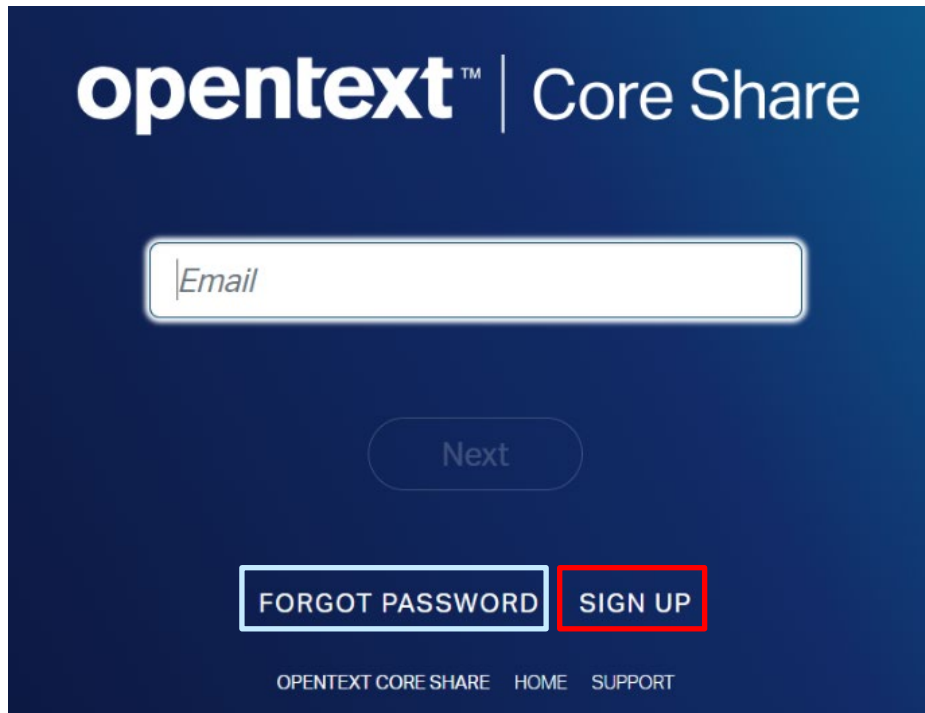
External User Experience

1. An email is sent to the recipient from Opentext Noreply (noreply@opentext.com).
2. The recipient clicks the 'Click here to view' at the bottom of the email message.
3. First time users create a username (email address) and password.
4. Existing users login with their email address and password.



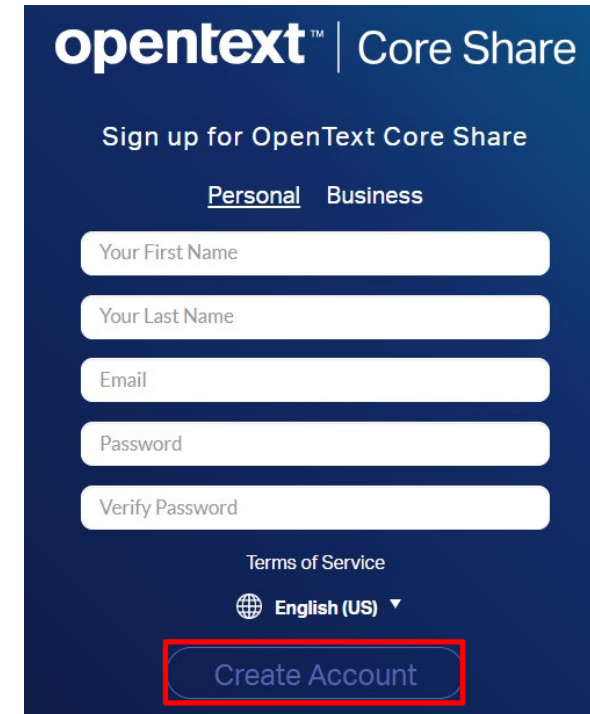
External User Experience

1. First time users click 'Sign Up' to create a password.
2. Existing users may sign in with their email address and password.
3. Users may click 'Forgot Password' to reset their password.



The image shows the 'Sign Up' page for OpenText Core Share. The header features the 'opentext™ | Core Share' logo. Below the logo is a large white input field with the placeholder text 'Email'. Underneath the input field is a 'Next' button. At the bottom of the page, there are two buttons: 'FORGOT PASSWORD' and 'SIGN UP'. The 'SIGN UP' button is highlighted with a red border. At the very bottom, there are links for 'OPENTEXT CORE SHARE', 'HOME', and 'SUPPORT'.

First time users enter their information, create a password, then select 'Create Account'.

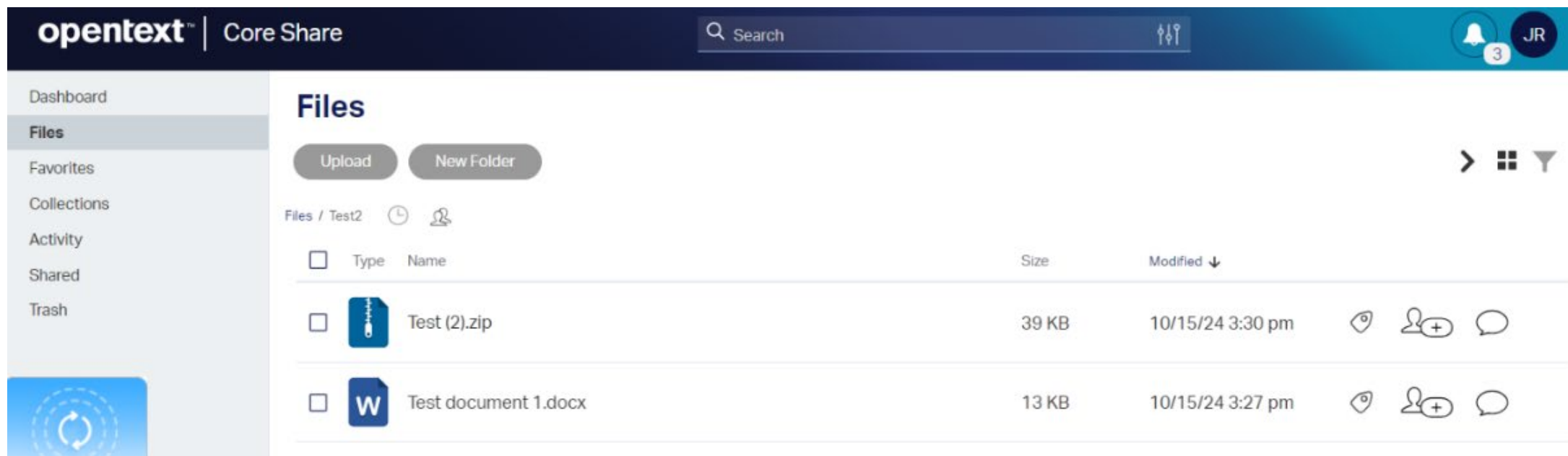


The image shows the 'Create Account' page for OpenText Core Share. The header features the 'opentext™ | Core Share' logo. Below the logo is the text 'Sign up for OpenText Core Share'. There are two tabs: 'Personal' (selected) and 'Business'. Below the tabs are five input fields: 'Your First Name', 'Your Last Name', 'Email', 'Password', and 'Verify Password'. Below the input fields are links for 'Terms of Service' and a language selector 'English (US)' with a dropdown arrow. At the bottom, there is a 'Create Account' button, which is highlighted with a red border.

The Password must contain at least one symbol and one uppercase character.

External User Experience

Once logged in, the Collaborator has access to the files or folders that were shared.



The screenshot displays the OpenText Core Share web interface. The top navigation bar includes the OpenText logo, 'Core Share' text, a search bar, and a user profile icon labeled 'JR' with a notification badge showing '3'. A left sidebar contains navigation links: Dashboard, Files (highlighted), Favorites, Collections, Activity, Shared, and Trash. The main content area is titled 'Files' and features 'Upload' and 'New Folder' buttons. Below these are icons for a folder view, a grid view, and a filter icon. The file list is titled 'Files / Test2' and includes a clock and a person icon. The table lists two files:

☐	Type	Name	Size	Modified ↓	
☐		Test (2).zip	39 KB	10/15/24 3:30 pm	  
☐		Test document 1.docx	13 KB	10/15/24 3:27 pm	  

Recipients Notified of a Comment

Collaborators receive an email with a link to the comment and file or folder.

FW: OpenText Core Share: Comment Notification



CLARK, JAMES W

To: Romano III, Joseph J

Retention Policy: 90 Day Cleanup - Inbox (90 days)

General Use Information

Expires: 1/14/2025



Wed 10/16/2024 10:09 A

⚠ MODERATE RISK: TRUSTED EXTERNAL SENDER. This email is sent from a trusted partner outside the organization. Apply judgment when clicking links or responding to trusted partner emails. Use extreme caution when using your User ID or Password.

opentext
Core Share

Notification



Joseph Romano made a comment on [Test2](#).

" Add comment test "

Recipients Notified of Expiration

Recipients receive an email reminder of documents that are expiring soon.

OpenText Core Share: Share Expiry Notification



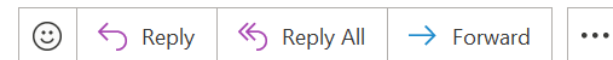
noreply@opentext.cloud

To ● Romano III, Joseph J

Retention Policy 90 Day Cleanup - Inbox (90 days)

If there are problems with how this message is displayed, click here to view it in a web browser.

Expires 2/3/2025



Tue 11/5/2024 8:00 PM

⚠ MODERATE RISK: TRUSTED EXTERNAL SENDER. This email is sent from a trusted partner outside the organization. Apply judgment when clicking links or responding to trusted partner emails. Use extreme caution when using your User ID or Password.



Core Share

Notification

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.



The following shared content is expiring in the next 3 days:

- **Test will expire on November 8, 2024**

The linked image cannot be displayed. The file may have been moved, renamed, or deleted. Verify that the link points to the correct file and location.

Recipients Notification Settings

Log in to Core Share

Click on your initials on the top right of the Core Share screen

Click Settings, then Notifications to choose your notification type and frequency preference

Settings

User Info

Preferences

Notifications

Security

Notifications

Choose notifications you want to receive, whether you need it in email or in real time and how frequently you want email notifications to be delivered.

Email Notifications

- All Email Notifications ☒
- Comments ☒
- Shares ☒
- Quota ☒
- Drafts/Versions ☒
- Document Added ☒

Real Time Notifications

- All Real Time Notifications ☒
- Comments ☒
- Shares ☒
- Document Added ☒
- Version Added ☒
- Folders or Documents Deleted ☒
- Quota ☒

Email Frequency

- Notify Instantly ☒
- Notify as an Email Digest ☐
- Frequency of Email Digest

Note: Notify instantly-frequency selection is not applicable to the Document added email notification setting.

