Response of: Entergy Louisiana, LLC
to the First Set of Data Requests
of Requesting Party: Louisiana Public Service Commission

Question No.: LPSC 1-37 Part No.: Addendum:

Question:

Does your utility utilize an online outage map accessible to customers?

a. Was that map accurate during the Winter Storms? Why or why not?

Response:

Yes, ELL utilizes an online outage map that is accessible to its customers. It should be noted that ELL's View Outage map, which displays outages that are being managed in the Advanced Distribution Management System ("ADMS") and Storm Assist, is not a real-time system capable of always representing exactly what is happening in the field at any given moment in time. Instead, it is a tool provided to help customers understand what is happening in their area, and it is updated as often as data transmission systems will allow, subject to programming delays built in for data validation.

a. While the view outage map functioned properly and operated up to the Company's expectations for large parts of the Company's service area, there were several issues that affected the ability to accurately and timely display outage information for certain segments of the Company's service area during the event. It should be noted that prior to the Winter Storm, new software (ADMS and Storm Assist) was being integrated into the Company's outage reporting system. This activity was scheduled at this time so that the new software could be fully integrated and tested prior to the start of the 2021 hurricane season. The issues experienced are further explained below:

1. Incomplete Outage List: For some incidents, ADMS was not sending over the complete list of customers experiencing an outage (e.g., it was only sending over 50 customers on a line fuse when there were actually 100 customers behind the device). The vendor provided a repair on 2/23/2021 to resolve this defect, and it was successfully deployed to production.

2. Orphaned Outages: An issue existed wherein some incident update events were not sent to View Outage, causing incorrect outages to be displayed on the map. To address this issue until a fix from the vendor could be implemented, an orphan

reconciliation process was created to keep the ADMS and downstream systems aligned. A software update was released on March 2 that addressed several known items related to this issue. The Company will continue to work with the vendor as additional issues are identified for corrective action.

3. Orphan Reconciliation and Human Error: IT developed a process to identify and remove orphans to address the issues described in subpart 2, above. While executing this process on 2/16/21, a human error was made that removed actual outages, not just orphaned outages, from the View Outage map. As a result, View Outage County/Parish and Zip code summary outage counts were under-reported by approximately 150-200K customer outages. To correct this error, the team executed a process to resync the data between ADMS and View Outage, bringing them back in sync by 2/17/21 at 9:00 pm. The company has since been working on a process to automate the orphan reconciliation process to remove the risk of a human error and expects for that process to be fully enabled prior to the start of the 2021 Atlantic hurricane season.

4. Reporting delay in County/Parish and Zip Code Outage Counts: The volume of data being sent out from ADMS caused the database to slow down, affecting the frequency of updates to the outage counts on View Outage. Corrective actions were taken to improve system performance and allow updates to begin flowing as expected. The issue began at 8:00am on 2/16 and was resolved on 2/16 at 1:15pm.