ENTERGY LOUISIANA, LLC
LOUISIANA PUBLIC SERVICE COMMISSION
UNDOCKETED WINTER STORM EVENT

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

Question No.: LPSC 1-6 Part No.: Addendum:

Question:

What was the average restoration time for power outages due to storm damage from the Winter Storms?

Response:

The Winter Storms involved multiple waves of ice, snow, and temperatures below freezing and caused significant damage to the Company's facilities, including 260 damaged poles, 158 damaged transformers, 1,863 damaged spans of wire, and 14 damaged transmission lines. Average restoration time for power outages due to storm damages from the Winter Storms was 19 hours 17 minutes. It should be noted that the adverse conditions contributing to outages during the Winter Storms lasted for several days and, in certain instances, created an environment in which it was not safe for crews to begin restoration efforts until such conditions subsided. Additionally, restoration times were delayed due complications presented by Cold Load Pick-up ("CLPU"). CLPU issues arise when power has been out for extended periods and is then restored, causing customers' equipment (e.g., heaters, appliances, etc.) to all come back on simultaneously. This results in abnormally high load, which exceeds the minimum trip settings for the protective devices (e.g., breaker, recloser, fuse) serving the segment of the circuit affected by the CLPU. This, in turn, can result in these devices tripping open, requiring the restoration process to begin again. To work around this issue, operations personnel may be required to use a stepped, or gradual, restoration process to pick up a small portion of load, until load cycling takes place, prior to restoring the next portion of load. This process can take several hours to complete for each section of restored load. Please also see the Company's response to LPSC 1-8 for an explanation of why the Company experienced more difficulty marshalling contract crews to respond to outages than experienced during hurricanes and other storms.