FOLLOW-UP QUESTIONS TO ELECTRIC UTILITIES ON WINTER STORM EVENT

At the Commission's February B&E, the Electric Utilities and Regional Transmission Organizations ("RTOs") were questioned about the winter storms that occurred the week of February 15, 2021 (hereinafter "Winter Storms"). For the Electric Utilities, the questioning surrounded: 1) peak outages; 2) main causes of outages; 3) duration of restoration efforts; 4) curtailment of customers; and 5) customer communication during the Winter Storms. For the RTOs, the questioning surrounded the load shedding events.

Chairman Greene indicated that additional questions would also be submitted to the Electric Utilities after the B&E, with answers due back to the Commissioners within a month. Below are the specific questions as of today. Please submit written answers to each individual Commissioner no later than Wednesday, April7, 2021 by close of business. Please note, all responses will be publicly posted on the Commission's website. If a particular question, or subset of questions, is not applicable, please indicate that with a brief explanation why.

Questions for All Electric Utilities

***Questions pertaining to the Distribution Grid*:**

1. How many MW of generation were offline or otherwise subject to unplanned outages during the Winter Storms?
   N/A – SLEMCO has no generation. We have an All-Power Contract with CLECO Cajun that provides all generation requirements.

2. What were all identified causes of storm related outages for generation during the Winter Storms for your system? Please also indicate what was the main contributing factor.
   N/A – See answer #1

3. How many miles of distribution and transmission lines do you own and manage in Louisiana? Please separate your response by distribution and transmission.
   10,995 miles of distribution
   213 miles of transmission

4. Did any part of your bulk transmission system suffer unplanned outages as a result of the Winter Storm? Please include the following in your response:
   N/A – SLEMCO is not a part of the bulk transmission system.

   a. The length of lines affected;

   b. The specific cause of the outage;

   c. The time span each line was offline;

   d. The expected return to full-service time and date; and/or

   e. The actual return to service of these lines.

5. Was any of the utility's bulk transmission system or generating units offline due to planned maintenance when the Winter Storm event was declared? If yes, please provide:
   N/A – See previous answer.

   a. The name of the transmission system and/or generating unit(s);

   b. The size (KV) and length of the transmission lines, if applicable;

   c. Why such maintenance was scheduled in February 2021 as opposed to another time-period.

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

   The average Restoration time was 1.15 hours per customer.

7. How heavily do you rely on contracted crews (compared to your own linemen) to restore power during normal[1] outages?
   SLEMCO does not rely on contractor crews to restore normal power outages.

8. How heavily did you rely on contracted crews (compared to your own linemen) to restore power during the Winter Storms?
   SLEMCO had 5 contractor crews to help restore power.

9. Could any of those outages been prevented with different preparation or enhanced vegetation maintenance prior to the Winter Storms?
   No – a consistent, aggressive vegetation management cycle is always adhered to
   a. If outages were caused by fallen or sagging tree limbs, could those outages have been prevented with better vegetation maintenance by your company? This would depend on the circumstances and the location – tree limbs from outside the utility right-of-way can cause outages, which is out of SLEMCO's direct control.
   b. Please provide all locations within your service area that were included within your vegetation maintenance schedule over the past two years (2019-2020) and the first 2 months of 2021. See attached – Exhibit 1 – the list of feeders that were included in the past 2 years.
   c. Please provide the locations in your service area that received the most scheduled vegetation maintenance within the two years (2019-2020) and the first 2 months of 2021.
      Refer to the answer in b above.
   d. Please provide the locations in your service area that received the least scheduled vegetation maintenance within the past two years (2019-2020) and the first 2 months of 2021. See attached – Exhibit 2 – the list of feeders not included in scheduled maintenance in the past 2 years.
   e. Please provide the locations with the most distribution grid damage due to fallen or sagging trees or tree limbs during the Winter Storms. See attached – Exhibit 3 – the list of feeders with outages attributed to vegetation during the Winter Storm.
      i. If possible, please explain how many customers lost power due to the vegetation damage in these locations? Outage reports – 02/17/21 – 2,775; 02/18/21 – 3; 02/21/21 – 2

10. How much of your total operating budget is dedicated to vegetation maintenance in Louisiana? Please provide both a percent of total budget and dollar amount. SLEMCO has $4,897,911 in the 2021 Right-Of-Way (ROW) budget or 11.5% of the 2021 Operations and Maintenance expense budget excluding the cost of power.

[1] Normal outages would be non-emergency events, whereas emergency events are hurricanes or a scenario like the Winter Storms.

11. Please provide a narrative explanation of the "winterization" procedures and protocols utilized by the utility for each of its generating facilities and verification that those procedures and protocols were followed.
N/A – see answer #1

    a. Please indicate whether there are any winterization procedures that were not performed on any of the utility's generating units for this winter season and why such procedures were not performed.

***Questions Pertaining to Rolling Blackouts*:**

12. Please describe the procedures used by the RTOs and by you to determine which load should be shed and for what duration.

On Tuesday, February 16th at 7:05 a.m. SLEMCO was instructed by CLECO Cajun to shed load in the "west Lafayette area". SLEMCO responded accordingly by shedding load 10 MW at a time from the Vatican meter point. Each Section of load was scheduled to be shed for 20 minutes. The described load shedding event was halted via notification from CLECO Cajun at 9:00 a.m. the same morning.

On Tuesday, February 16th, a second load shed instruction was issued to SLEMCO from CLECO Cajun. This event started at 20:03, notice was given at 19:28 (this event was system wide). SLEMCO responded accordingly by shedding load 12 MW at a time until the instruction was rescinded at 20:32. Each 12 MW load was scheduled to be shed for 30 minutes.

13. Did your utility undergo in any mandated or self-imposed rolling blackouts?
Yes

    a. If you did execute rolling blackouts, how much time lead time did you receive from when you knew a blackout would occur to when the blackout took place for the end user? Please include a timeline of all notices received from MISO or SPP (as applicable) regarding the necessity to begin load shedding.

02/16/21	7:05 a.m.	Load shed directive was ordered. SLEMCO was advised to shed 8-10 MW
02/16/21	7:16 a.m.	SLEMCO began to shed loads in 20-minute increments
02/16/21	9:18 a.m.	Restore all directive was received
02/16/21	6:11 p.m.	Directive to urge members to conserve power
02/16/21	7:28 p.m.	A suggestion was received that at the top of the hour SLEMCO may be instructed to shed 12 MW
02/16/21	7:50 p.m.	SLEMCO was instructed to shed 12 MW
02/16/21	8:03 p.m.	Began to shed load in 30-minute increments
02/16/21	9:00 p.m.	Restore all directive was received

        i. In that time, were the effected customers notified in preparation?
SLEMCO was unable to give notification before the load shed events that occurred on February 16th because its power provider did not provide sufficient, advanced notice prior to the required load sheds. Immediately after the load sheds began to take place, SLEMCO notified its customers, including those whose load had not yet been shed, via public media (TV) and social media.

        ii. Were the effected customers notified during or after the rolling blackout?
Yes, SLEMCO notified its customers during and after the first blackouts began.

iii. If effected customers were notified of a rolling blackout, what mode of communication was used?
Multiple modes of communication were used: Facebook, local news, and personal phone calls.

iv. If effected customers were notified before or during, were they given a timeline of how long the blackout would occur? Was that timeline accurate?
Yes, SLEMCO provided a timeline of how long the blackouts would take place and the timelines given were generally accurate. For the blackouts that occurred during the morning of February 16th, customers were notified that the blackouts would last 20 minutes. Most of the blackouts lasted 20 minutes and a few exceeded 20 minutes, with the longest blackout being 36 minutes. For the blackouts that occurred during the evening of February 16th, customers were notified that the blackouts would last 30 minutes and all the evening blackouts lasted 30 minutes or less.

b. If the blackout was mandated, who made that decision and was a recommended time period given for how long the blackouts needed / should last?
The outages were mandated by MISO and instructed by CLECO/Cajun. Time periods per outage were dictated by SLEMCO; however, the duration of the load shed was directed by CLECO Cajun to SLEMCO.

c. If you did execute rolling blackouts, how long did the blackouts last? Please provide a shortest, longest, and average time of the rolling blackouts.
Rolling blackouts from 7:15 to 8:53 were 20 minutes per load shed block.
Rolling blackouts from 20:03 to 20:32 were 30 minutes per load shed block.
Longest Blackout – 36 minutes
Shortest Blackout – 9 minutes

d. Please indicate the amount of industrial, commercial and/or residential load trippedoff/shed during the Winter Storms, including the number of customers in each class and the number of MW by region and/or location.
Please find attached spreadsheet.

e. If you did execute rolling blackouts, were you able to target those blackouts in order to:

i. Lessen the impact on vulnerable customers, such as, but not limited to, those needed electricity for health reasons or those customers who were just getting their power back after multiple days?
SLEMCO was not initially given enough time to eliminate feeders with special needs from the effected outages. SLEMCO did compensate for this by limiting the time of the outages. SLEMCO also made several announcements and phone calls to inform all effected customers.

1. If not, is there something different that can be done in the future to potentially achieve this?
SLEMCO has listed feeders by meter point and noted all feeders with medical alert consumers. If SLEMCO is given limited notice in the future, we will make every reasonable attempt to avoid opening these feeders.

ii. Ensure the most power was conserved during a rolling black while potentially affecting the least customers? For instance, were you able to conserve energy by shutting off closed commercial customers and therefore spare shutting off residential customers trying to stay warm in their home?
SLEMCO does not currently have this type of technology. From an automated standpoint, we can only shed load by feeder.

2. If not, is there something different that can be done in the future potentially achieve this?

SLEMCO is in the process of implementing its AMI system and once it is complete, SLEMCO will be afforded added opportunities to shed certain loads via its AMI system.

14. How many of your meters were turned off intentionally due to rolling blackouts versus lost power naturally due to storm damage from the Winter Storms?
    Curtailment Customers Out: 14,811
    Outages Due to Weather: 12,767

15. Were any Load Modifying Resources ("LMRs"), including interruptible load, utilized during the Winter Storms?
    No
    a. If yes, please provide:
        i. The type of LMR;
        ii. The total number of MW of LMR; and
        iii. The duration of their use.
    b. If no, please provide identify any interruptible customers who were not interrupted during the Winter Storm and provide a narrative as to why they were not interrupted. Included with this response, please also identify any interruptible load that did not fulfill its obligation to interrupt load when called.
    SLEMCO does not have LMR technology deployed in the field at this time.

***Questions Pertaining to Fuel and Generation Needs throughout the Winter Storms*:**

16. Please describe the impact of the Winter Storms on fuel costs and the expected impact on upcoming utility bills.
    SLEMCO does not expect any impact on our fuel rates because of this Winter event.

17. Please describe any factors that limited the ability to import fuel to serve load and quantify the level of imports that were limited.
    N/A SLEMCO does not generate power.

18. Please indicate whether there were any fuel suppliers who failed or refused to deliver the contracted quantities of fuel during the Winter Storms. If there were any failures or refusal of delivery, please indicate:
    N/A SLEMCO does not generate power.
    a. The name of the fuel supplier;
    b. The amount of fuel that was not delivered;
    c. The generating unit(s) to which fuel was not delivered;
    d. The reason provided by the fuel counterparty for failure to deliver; and
    e. Whether or not that generating unit had to cease or curtail operations as a result of the failure of the fuel supplier to deliver contracted-for quantities.

19. What are your suggestions on how to spread the fuel costs through the Fuel Adjustment Clause ("FAC") such that these costs are not incurred on a single bill?
    SLEMCO does not expect any increase in the fuel rate.

20. What are your suggestions on other ways to share the risk of such effects to the FAC rather than flowing those costs through to customer bills?
    None

21. How much did the price of fuel go up during the Winter Storms and for how long did it stay at those peak prices?
    N/A SLEMCO does not generate power.

22. Ultimately, who bears the risk of Locational Marginal Pricing ("LMP") changes throughout MISO? Throughout SPP?
    SLEMCO is not affected by the LMP rates.

23. Could different measures have been taken in preparation for the Winter Storms in order to prevent fuel shortages? If so, why were those measures not taken?
    N/A – see #1

    a. Should these measures have been taken when the Winter Storms were forecasted in weather reports?

Questions pertaining to customer service and communication:

24. How many customers do you serve in the state of Louisiana?
    111,590

25. How many customer service representatives[2] do you have in Louisiana answering phone calls or making live calls to your customers? Please provide the job title and business address for each of these employees. 9 Member Services Representatives and 8 Service Representatives; 2727 SE Evangeline Thruway, Lafayette, LA 70508

26. Do you make live phone calls (non-recording) to communicate to your customers? Yes

27. Do you answer phones with live personnel or use pre-recorded messages to answer phone calls?
    Live personnel

28. Do you have a local (area code within your Louisiana service territory) customer service number, or do you utilize a 1-800 number? SLEMCO uses both.

    a. Please explain the advantages or disadvantages of utilizing a local number over a 1-800 number or vice versa. Utilizing both gives SLEMCO the advantage of providing more options to our members.

29. Does your company have local, customer service offices or facilities within your Louisiana service area? Yes

    a. If so, please explain any perceived or realized advantages of such local facilities.
    SLEMCO can provide a more personal, non-automated experience. SLEMCO's own employees are also experiencing the same weather event or economic hardships as our members and can identify with them.

[2] For the purposes of these questions, answering parties should understand that "customer representatives" refer to live, human-being employees of the utility (not a third-party contractor), who are trained to handle customer issues that may arise in the utility's duty to provide service to their customers.

30. On average, when a customer calls your customer service number, how long does it take for them to reach a live person who can answer their questions? 2 minutes

    a. Will that live person always be in Louisiana? Yes

    b. Do customers have to press extension numbers to reach a live person? Customers dial a one-digit number to reach a live person.

31. Are your customer service representatives able to communicate directly to other departments of your utility operations in order to get helpful, accurate information efficiently for customers calling in? Yes

32. Do you utilize text notifications to communicate with your customers? Did this service work during these past Winter Storms? Yes and yes

33. Do you utilize automated phone calls to communicate with your customers? Yes

34. Do you utilize email notifications to communicate with your customers? Yes

35. Do you have personnel dedicated to monitoring social media pages related to your company as well as social media pages in general and social media trends within your service territory in order to further understand any problems that may be arising for your customers and/or communicate directly with customers? Yes

    a. Do you answer questions your customers post on social media? Yes

    b. Do you find a social media presence is helpful in responding to your customers? Yes

36. Do you have an automated or advanced meter system?
    No
    a. If so, did it function/perform properly during the Winter Storms? Why or why not? Please support with examples and evidence.

37. Does your utility utilize an online outage map accessible to customers?
    Yes
    a. Was that map accurate during the Winter Storms? Why or why not?
    Yes

38. Are your systems able to identify whether a customer has power or does not have power?
    No
    a. If yes, was this function working properly during the Winter Storms?

    b. If yes, are you able to therefore communicate with customers who have power differently than customers who do have power?

    c. At any point during the Winter Storms, did your company ask customers who did not have service to curtail their usage?
    Yes

39. If your company realizes their customer service or communications systems are not working, what is your company's response to this issue? What mitigation measures are taken to address any malfunctions? What mitigation measures are taken to explain any deficiencies to your customers?

SLEMCO has a fully redundant back-up phone server in place in case the primary phone server goes out. In addition, we have a managed phone service contract for 24/7/365 service in the event of full phone service outages. Beyond the phone system, SLEMCO utilizes Facebook, Smarthub App and the SLEMCO website to communicate with members.

40. Do you have a public relation, customer service, or other team in charge of crafting and sending out notifications and public outreach messages to your customers? SLEMCO has a Marketing Department and Member Services Department.

41. Do you target messages based on relevancy to your customers or simply send general notifications across your entire service territory, regardless of its relevancy for each customer? Both

    a. If the answer depends on a scenario, please expand on those different scenarios to provide a full understanding of how your teams attempt to best communicate with customers. Some events may only affect certain service areas.

    b. Does your company believe that targeted messages (or different forms of messaging) are more useful in ensuring accurate, relevant communication to customers? Why or why not? In some circumstances, targeted messages are more useful, and they can prevent bombarding all members with unnecessary communications.
    c. What are barriers to communicating tailored, relevant information to each customer that would cause a company to rely only on general communications? SLEMCO used both tailored and general messages for communicating to the membership.

42. Were you able to get accurate information to your customers before, during and after the Winter Storms? Yes

43. What is your utility's total yearly operating budget? SLEMCO's total 2021 Operations & Maintenance expense budget is $205,995,723 including the cost of power and $42,436,182 excluding the cost of power.

44. How much of your utility's total yearly operating budget is allocated to customer service? Please provide dollar number and percentage. $5,193,386 or 12.24% of the 2021 Operations & Maintenance expense budget excluding the cost of power.
    a. Please break down the dollars allocated to customer service based on categories your utility spends in, such as, but not limited to:

        i. How much money is spent on human customer service representatives? $3,132,891 which includes labor, labor overheads and payroll taxes.
        ii. How much money is spent on automated systems? SLEMCO does not use an automated system to receive customer service phone calls.
        iii. How much money is spent on physical customer service locations (places where the public can contact either physically or by telephone an individual dedicated to handling their customer service issue)? Refer to the answer in question 44.

45. How much does it cost (rough estimate based on current employment) to hire and maintain one customer service representative? $105,570 annually including payroll overheads and taxes.

46. Do you feel your customer service and communication allowed for your customers to adequately prepare for events that unfolded during the Winter Storms? Yes

47. Do you believe useful and helpful customer service was provided by your company to your customers during the Winter Storms? Yes

48. Based on your company's customer service performance in the Winter Storms, does your company plan on increasing the amount of budget they allocate to customer service? No

    a. Will your company ask for a rate increase to do so? No

***Closing Questions*:**

49. Please provide all temperature forecasts you received for your Louisiana service territory (and the source of those forecasts) for February 14-20, 2021 and the actual temperatures experienced on those dates. Local media outlets – KATC, KLFY, KLAF – were monitored frequently throughout the winter event. Actual temperature data is listed below. Source: NOAA

    02/14/21 Low 27 High 34

    02/15/21 Low 22 High 31

    02/16/21 Low 16 High 35

    02/17/21 Low 25 High 37

    02/18/21 Low 31 High 36

    02/19/21 Low 28 High 47

    02/20/21 Low 25 High 60

50. In your opinion, was your utility adequately prepared for the Winter Storms?
    Yes

    a. Did you customers benefit from your level of preparedness?
    Yes

51. In your opinion, was your response to the Winter Storms sufficient or to a standard of excellence your customers deserve?
    Yes

Questions for Entergy Louisiana, LLC only

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1. If your company realizes their customer service or communications systems are not working, what is your company's response to this issue? What mitigation measures are taken to address any malfunctions? What mitigation measures are taken to explain any deficiencies to your customers?

    a. At what point did Entergy notice their communications system was not working during the Winter Storms?

        i. At the point Entergy noticed their communications system was not working, how did Entergy address these issues? Did Entergy make known to the public their communication system was not accurate or that customers should not rely on such information? Was Entergy asked or recommended to do this by any Commissioner?

2. Do you target messages based on relevancy to your customers or simply send general notifications across your entire service territory, regardless of its relevancy for each customer?

    a. If the answer depends on a scenario, please expand on those different scenarios to provide a full understanding of how your teams attempt to best communicate with customers.

    b. Does your company believe that targeted messages (or different forms of messaging) are more useful in ensuring accurate, relevant communication to customers? Why or why not?

c. What are barriers to communicating tailored, relevant information to each customer that would cause a company to rely only on general communications?

d. At any point during the Winter Storms, did Entergy work to ensure customers received the most relevant notifications for them?

e. Why were people who notified your company that they were without power asked "are you sure?"?

f. Why did customers who communicated outages to you multiple times throughout the week told Entergy received no notifications of such outages?

g. Why did customers who did not have power receive messages to curtail power?

3. How much would it cost to have a local customer service office of at least five people, providing person to person communication with a local contact phone number, in Baton Rouge? In New Orleans?

   a. Do you feel that local customer service centers would be helpful to your Louisiana customers? Why or why not?

Exhibit 1

2019 ROW Maintenance Report

Substation Name	Circuit Number	Date Start	Date or % Complete
Bayou Tortue	1	08/13/18	09/12/19
Bayou Tortue	2	10/08/18	11/04/19
Bayou Tortue	3	09/07/18	05/28/19
Bayou Tortue	4	09/25/18	04/03/19
Big Cane	3	11/30/17	05/24/19
Big Cane	4	06/02/17	04/18/19
Cecilia	2	11/05/19	10%
Cecilia	3	12/30/19	10%
Cecilia	6	01/04/19	90%
East Opelousas	2	01/08/19	10/04/19
East Opelousas	4	08/08/18	10/28/19
Erath	1	05/23/19	09/26/19
Erath	2	09/18/19	11/26/19
Erath	3	11/26/19	12/31/19
Grand Prairie	2	10/28/19	90%
Grand Prairie	3	09/11/19	10/22/19
Grand Prairie	5	01/02/18	01/30/19
Grand Prairie	6	01/28/19	90%
Hebert	1	03/22/19	04/09/19
Hebert	3	07/24/18	03/27/19
Hebert	4	10/08/18	04/01/19
Hebert	5	04/09/19	90%
Lantania	2	05/02/19	80%
Lantania	4	11/04/18	02/21/19
Lyons Point	3	08/14/18	04/03/19
Melville	-	04/15/19	80%
Neuville	1	07/17/19	09/10/19
Pecan Island	1	09/12/19	09/13/19
Pecan Island	2	06/07/19	09/13/19
Pecan Island	3	04/09/19	09/10/19
Scanlan	3	10/10/18	06/04/19
Sledge	1	09/16/19	10/28/19

2019 ROW Maintenance Report

Substation Name	Circuit Number	Date Start	Date or % Complete
Sledge	2	10/28/19	70%
Sugarland	1	05/16/19	09/16/19
Sugarland	2	01/04/19	01/22/19
Sugarland	6	01/21/19	05/30/19
Youngsville	2	11/21/18	01/31/19
Youngsville	4	01/24/19	09/12/19
Youngsville	5	01/24/18	01/07/19

Total Number of Cicuits Trimmed in 2019	**39**
Percentage of All Circuits Trimmed in 2019	**26%**

2020 ROW Maintenance Report

Substation Name	Circuit Number	Date Start	Date or % Complete
Cecilia	2	11/05/19	90%
Cecilia	3	12/30/19	80%
Cecilia	6	01/04/19	01/20/20
Crowley	1	12/03/20	20%
Erath	4	01/13/20	09/16/20
Grand Prairie	2	10/28/19	04/10/20
Grand Prairie	4	02/18/20	09/02/20
Grand Prairie	6	01/28/19	03/12/20
Hebert	2	01/15/20	95%
Hebert	5	04/19/19	01/15/20
Lantania	1	01/20/20	02/17/20
Lantania	2	05/02/19	01/29/20
Lantania	3	05/22/20	95%
Melville	1	04/15/19	01/29/20
Melville	2	04/15/19	01/29/20
M. Campbell	1	07/21/20	11/06/20
M .Campbell	2	09/23/20	90%
M. Campbell	3	11/16/20	70%
Mouton	4	09/14/20	80%
Mouton	5	07/08/20	10/22/20
Neuville	2	02/26/20	95%
Neuville	3	01/06/20	95%
Neuville	5	10/26/20	60%
Neuville	6	05/06/20	07/07/20
Rayne	1	05/11/20	95%
Rayne	2	05/05/20	05/08/20
Rayne	3	03/05/20	04/30/20
Sledge	2	10/28/19	01/07/20
Sledge	3	01/02/20	03/02/20
U.J. Gajan	5	08/03/20	95%
Veazie	1	09/30/20	80%
Veazie	4	05/20/20	09/03/20

2020 ROW Maintenance Report

Substation Name	Circuit Number	Date Start	Date or % Complete
Veazie	5	09/30/20	20%

Total Number of Cicuits Trimmed in 2020	**33**
Percentage of All Circuits Trimmed in 2020	**22%**

Exhibit 2

Locations Not Included in 2019-2020 Maintenance

Substation Name	Circuit Number	DATE LAST WORKED
CROWLEY		
Crowley	2	07/08/15 To 11/11/15
Crowley	3	04/18/16 To 07/19/16
Crowley	4	07/20/16 To 11/17/16
Eunice	1	04/20/17 To 05/23/17
Eunice	2	03/01/17 To 04/26/17
Eunice	4	06/20/17 To 07/11/17
Eunice	5	05/18/17 To 06/20/17
Eunice	6	02/24/17 To 03/09/17
Lyons Point	2	02/22/18 To 11/08/18
Rayne	4	11/16/16 To 03/24/17
Scanlan	4	04/26/16 To 07/07/16
Scanlan	5	07/17/17 To 10/09/17
Scanlan	6	07/10/17 To 11/07/17
Southwest Eunice	1	03/06/18 To 08/30/18
Southwest Eunice	2	06/05/17 To 05/18/18
Southwest Eunice	3	11/29/17 To 05/17/18
Southwest Eunice	4	3/6/2017 To 07/31/17
KAPLAN		
Cow Island	1	10/10/16 To 04/03/17
Cow Island	2	02/14/17 To 04/19/17
Cow Island	3	04/21/17 To 09/21/17
Cow Island	4	06/23/17 To 10/03/17
Esther	1	10/10/17 To 05/11/18
Esther	2	12/10/18 To 12/13/18
Esther	3	09/14/17 To 09/21/17
Leroy	1	01/09/18 To 02/16/18
Leroy	2	11/08/17 To 01/04/18
Leroy	3	02/21/18 To 05/10/18
Leroy	4	05/15/18 To 07/06/18
Lyons Point	1	07/18/18 To 08/13/18
Youngsville	3	07/06/18 To 11/29/18
Youngsville	6	03/06/18 To 07/25/18
LAFAYETTE		
Arnaudville	3	02/20/17 To 05/11/17
Arnaudville	4	01/03/17 To 02/27/17
Arnaudville	5	01/18/17 To 02/21/17
Atchafalaya	1	01/13/17 To 05/25/17

Locations Not Included in 2019-2020 Maintenance

Substation Name	Circuit Number	DATE LAST WORKED
Atchafalaya	2	03/27/17 To 05/19/17
Atchafalaya	3	05/04/17 To 08/07/18
Atchafalaya	4	08/22/16 To 10/20/16
Atchafalaya	5	10/26/15 To 11/04/16
Atchafalaya	6	08/04/17 To 08/25/17
Broussard	3	07/24/18 To 08/23/18
Broussard	4	08/27/18 To 09/06/18
Broussard	5	07/05/18 To 07/10/18
Broussard	6	07/11/18 To 08/08/18
Broussard	7	07/08/18 To 08/09/18
Cecilia	1	05/13/15 To 10/30/15
Cecilia	4	06/09/15 To 11/09/15
Cecilia	5	07/20/16 To 03/24/17
Cypress Island	1	11/07/16 To 01/08/18
Cypress Island	2	10/06/16 To 12/07/16
Cypress Island	3	07/25/16 To 11/24/16
Mouton	1	01/05/16 To 03/14/16
Mouton	2	01/12/15 To 07/28/15
Mouton	3	02/19/15 To 07/29/15
Mouton	6	11/17/15 To 01/05/16
East Rayne	1	11/18/15 To 11/23/15
East Rayne	2	11/25/15 To 12/03/15
East Rayne	3	06/22/15 To 08/26/15
East Rayne	4	02/20/15 To 07/16/15
East Rayne	5	05/12/15 To 08/11/15
SLEMCO	1	04/13/15 To 05/16/16
SLEMCO	2	02/16/16 To 04/19/16
SLEMCO	3	01/18/17 To 02/20/17
SLEMCO	4	01/18/16 To 01/21/16
SLEMCO	5	12/07/16 To 01/18/17
Sugarland	5	12/26/18 To 12/31/18
Vatican	1	12/17/15 To 05/26/16
Vatican	2	09/15/15 To 12/03/15
Vatican	3	01/11/16 To 01/14/16
Vatican	4	02/23/16 To 06/27/16
Vatican	5	09/15/16 To 12/12/16
Vatican	6	07/25/16 To 12/22/16
U.J. Gajan	1	01/21/16 To 02/23/16

Locations Not Included in 2019-2020 Maintenance

Substation Name	Circuit Number	DATE LAST WORKED
U.J. Gajan	2	02/03/16 To 03/10/16
U.J. Gajan	3	03/29/16 To 10/14/16
U.J. Gajan	4	10/17/16 To 01/06/17
U.J. Gajan	6	03/21/16 To 10/12/16
WASHINGTON		
Arnaudville	1	10/06/15 To 02/15/16
Bayou Current	1	03/13/15 To 07/28/15
Big Cane	1	03/28/17 To 08/24/18
Big Cane	2	08/22/16 To 11/20/17
Grand Prairie	1	04/07/17 To 07/30/18
Scanlan	1	05/15/17 To 11/02/17
Scanlan	2	11/06/17 To 03/01/18
Veazie	3	12/15/16 To 10/20/17

Exhibit 3

Outages Attributed to Vegetation

Substation Name	Circuit Number
Bayou Current	1
Big Cane	2
Big Cane	4
Cecilia	6
Eunice	4
Grand Prairie	1
Grand Prairie	2
Grand Prairie	5
Grand Prairie	6
Scanlan	5
Southwest Eunice	2
Southwest Eunice	4

Exhibit 4

Substation	Feeder	# Out	Industrial/ Commercial	Residential	Duration	Date	Time	MW	Total MW
Vatican	1	919	44	875	0:36	2/16/2021	7:16	6.2	**15.2**
Mouton	1	1951	249	1702	0:34	2/16/2021	7:19	9	
East Rayne	5	1412	48	1364	0:21	2/16/2021	7:49	9.7	**9.7**
U J Gajan	1	634	61	573	0:23	2/16/2021	8:11	3.5	**9.2**
U J Gajan	2	621	102	519	0:22	2/16/2021	8:11	3.5	
U J Gajan	5	295	13	282	0:21	2/16/2021	8:13	2.2	
Slemco	3	521	50	471	0:22	2/16/2021	8:31	3.3	**6**
Slemco	2	1179	58	1121	0:21	2/16/2021	8:32	6	
Mouton	3	605	33	572	0:19	2/16/2021	8:53	4.5	**11**
Mouton	6	1085	119	966	0:20	2/16/2021	8:53	6.5	
East Rayne	5	1412	48	1364	0:09	2/16/2021	9:11	9.8	**9.8**
Veazie	1	1214	75	1139	0:30	2/16/2021	20:03	6.1	**10.9**
Veazie	4	204	7	197	0:29	2/16/2021	20:04	0.7	
Veazie	5	909	52	857	0:29	2/16/2021	20:04	4.1	
Vatican	2	699	14	685	0:30	2/16/2021	20:32	3.5	**9.3**
Vatican	3	800	32	768	0:29	2/16/2021	20:32	4.3	
Vatican	6	351	17	334	0:29	2/16/2021	20:32	1.5	