

Entergy New Orleans, Inc.

***Bywater Reliability
Update***

July 28, 2010

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Regional Manager

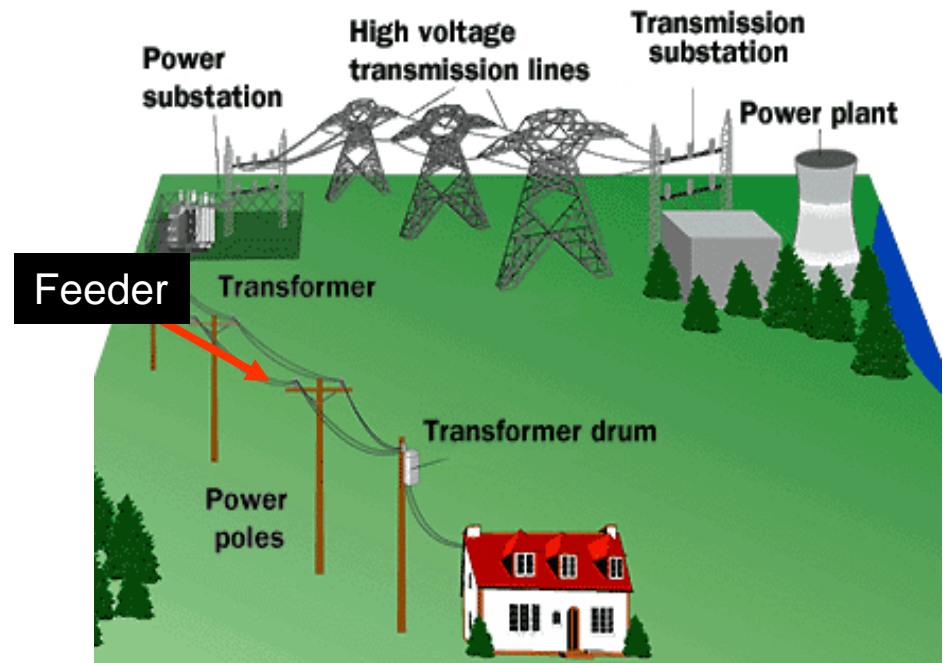


Why we are here

- Update on Bywater Reliability Plan
- ENO Reliability Program Overview
- What effect this has had 2008-2010
- What to expect going forward
- Summary

Bywater Area

- About 5,500 customers
- Serviced from Almonaster substation by three feeders:
 - 621 → 1,800 customers
 - 622 → 2,400 customers
 - 623 → 900 customers

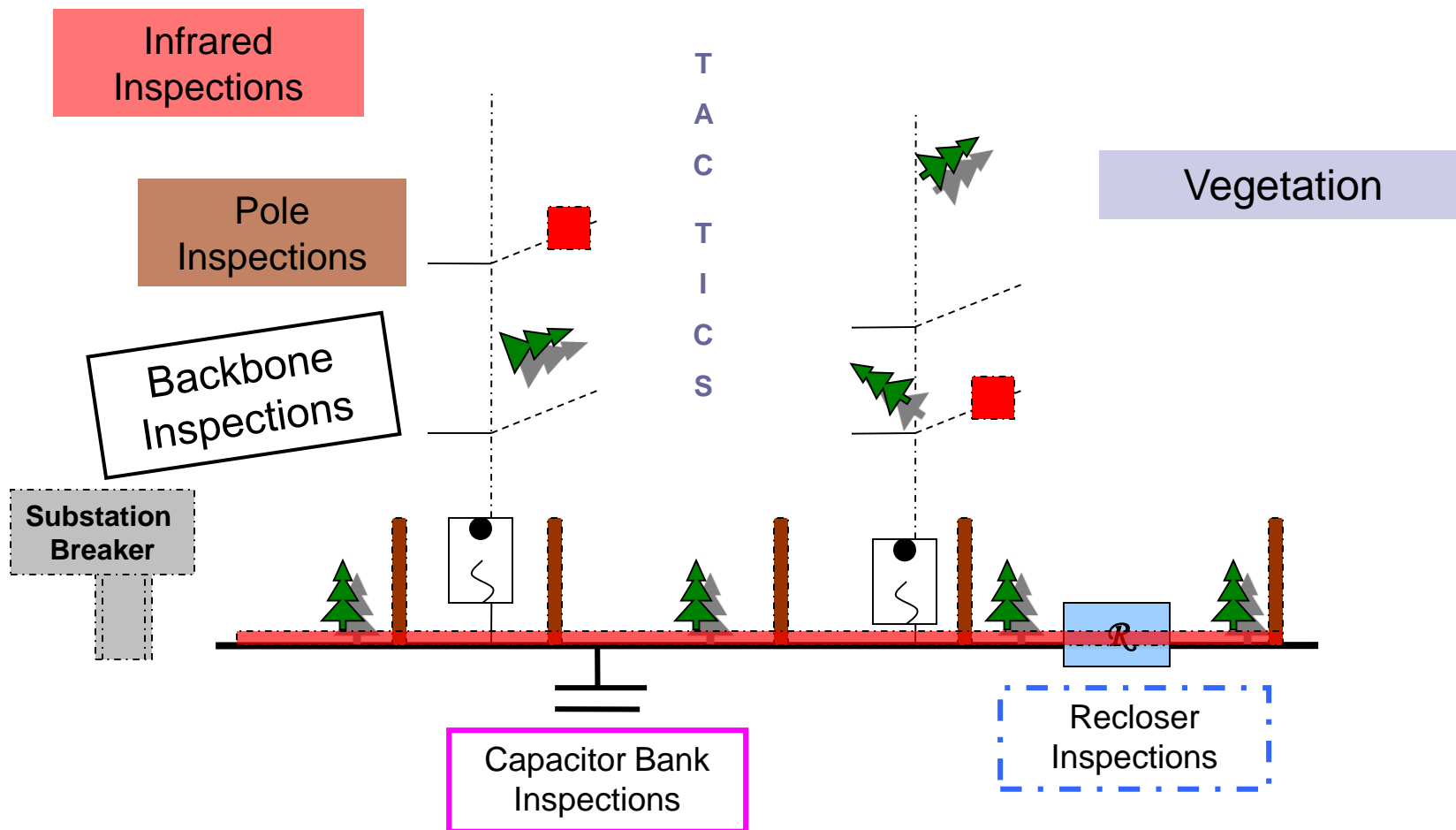




Bywater Reliability in 2008

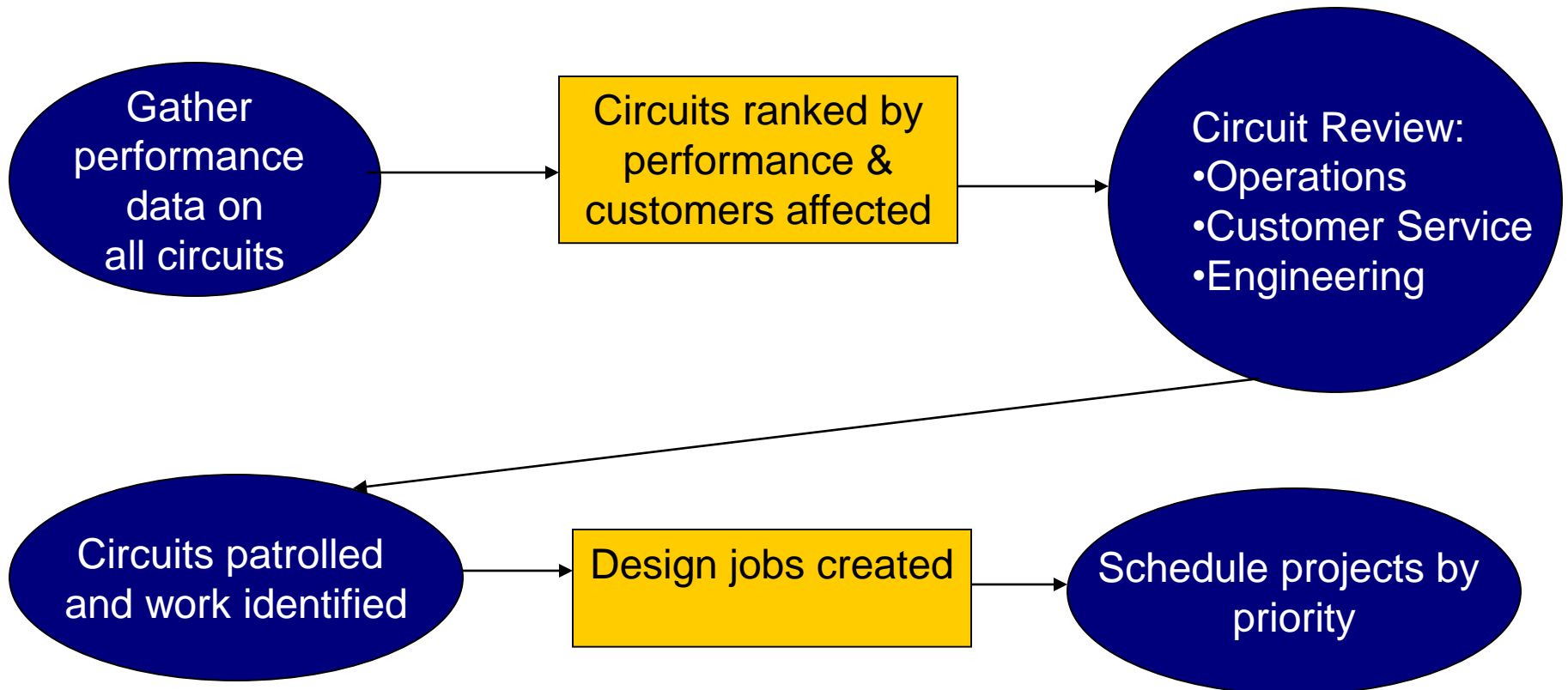
- Numerous reliability complaints
- Ongoing post-storm remediation
- Initiated focused efforts for reliability improvements

Reliability Programs



How ENO Prioritizes Reliability Projects

■ Selection Process



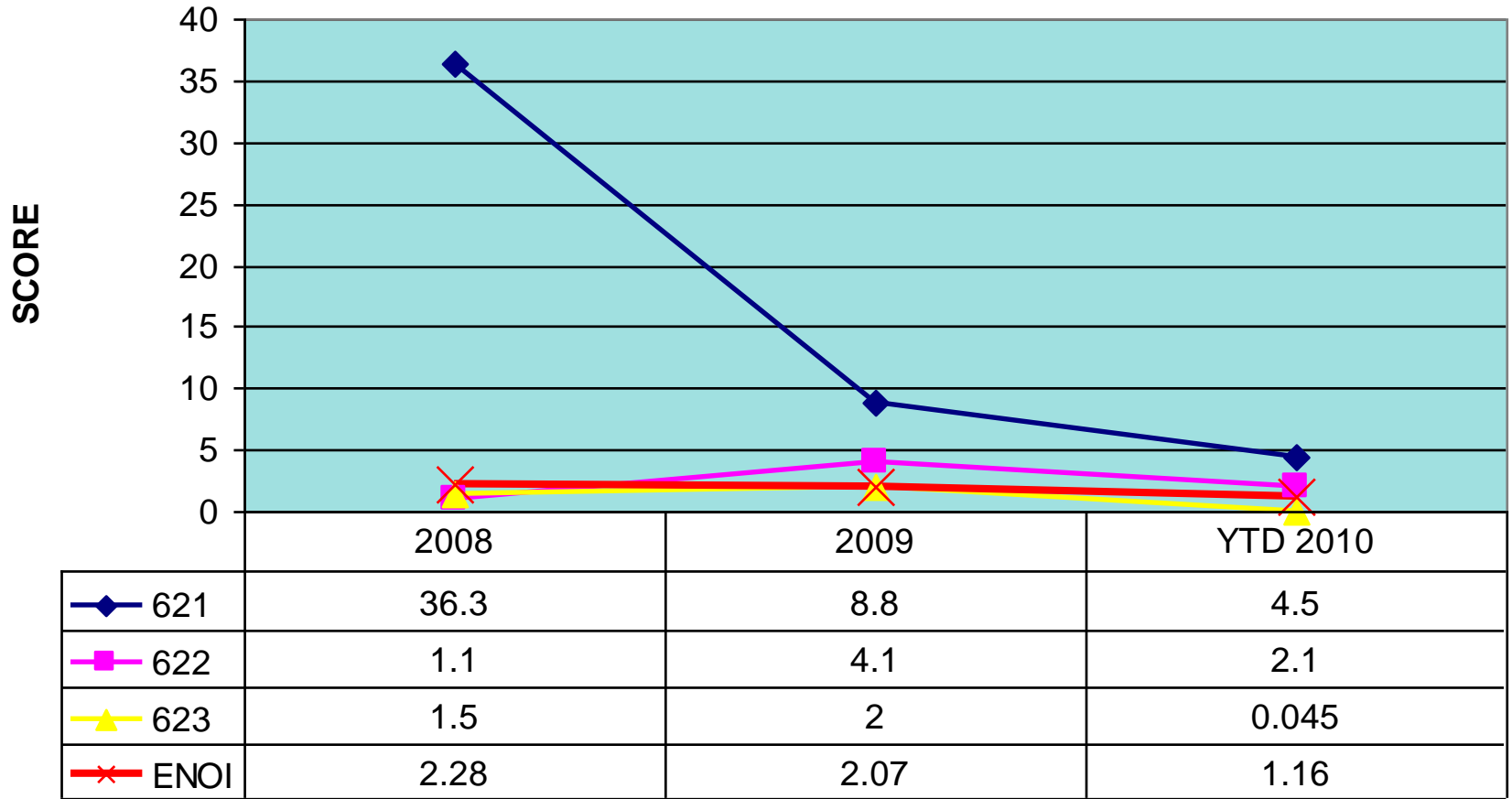
Reliability Improvement Work Since 2008

- *Added two feeders*
- *Replaced cross arms*
- *Upgraded shield wires around the substation*
- *Installed and replaced ground wires*
- *Installed fuses*
- *Installed fault indicators*
- *Replaced jumpers*
- *Inspected equipment (reclosers, capacitors)*
- *Performed infrared inspections*
- *Trimmed trees*



Bywater Feeder Performance

SAIFI TREND





Recent 2010 Bywater Outages

- Lightning/wind/weather
- Equipment failures
- Animal contacts
- Public damage
 - Vehicle
 - Theft
 - Foreign Objects

What to Expect in Bywater Going Forward

- **Week of July 19th:**
 - Detailed inspection of feeders began.

- **Week of July 26th:**
 - Determine corrective actions needed on feeders.
 - Conduct pole inspections.

- **August 2010 – October 2010:**
 - Begin implementation of corrective actions.
 - Conduct infrared inspections.

- **November 2010 – May 2011**
 - Addition of feeder breakers to further sectionalize customers.
 - Implementation of Automatic Load Transfer Scheme between Almonaster and Tricou Substation to reduce customer impact. (Project approved and equipment on order)

What to Expect Going Forward (cont'd)

ENO has and will continue to manage system reliability:

- Planned projects and activities should further improve reliability.
 - Monitor reliability performance indicators (SAIFI, SAIDI).
 - Routine inspections and repairs.
 - Analysis of outages to identify repetitive problems.
 - Continue to review technological advancements that reduce customer outages.

Communicate our progress

- Provide updates to Bywater Neighborhood Association.
- Provide update to Council in first quarter of 2011.



Summary

- We understand inconvenience for customers.
- We are working diligently to continue positive trend in reliability.
- We will continue to provide updates.
- We are committed to providing safe, reliable service.