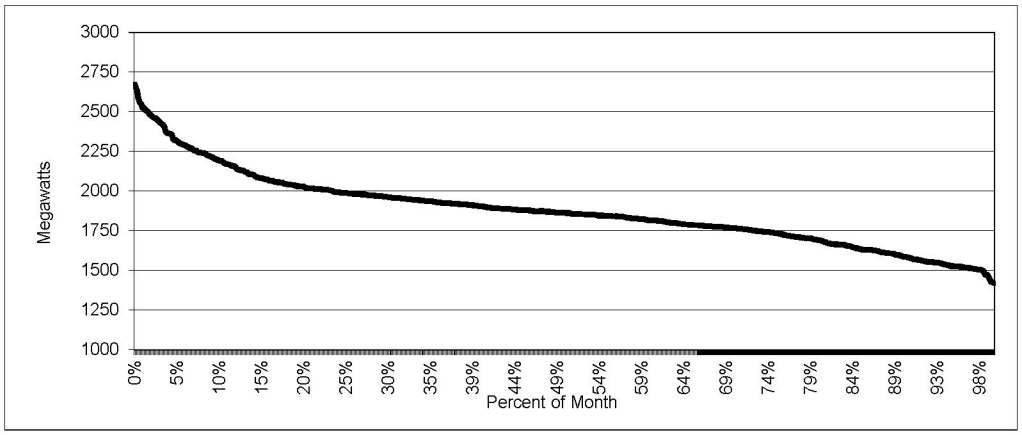
ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
FEBRUARY 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2672.728	1	1	0.149
99	2646.00072	1	2	0.298
98	2619.27344	1	3	0.446
97	2592.54616	0	3	0.446
96	2565.81888	1	4	0.595
95	2539.0916	2	6	0.893
94	2512.36432	2	8	1.190
93	2485.63704	4	12	1.786
92	2458.90976	5	17	2.530
91	2432.18248	3	20	2.976
90	2405.4552	4	24	3.571
89	2378.72792	1	25	3.720
88	2352.00064	5	30	4.464
87	2325.27336	1	31	4.613
86	2298.54608	6	37	5.506
85	2271.8188	7	44	6.548
84	2245.09152	6	50	7.440
83	2218.36424	10	60	8.929
82	2191.63696	7	67	9.970
81	2164.90968	8	75	11.161
80	2138.1824	6	81	12.054
79	2111.45512	8	89	13.244
78	2084.72784	9	98	14.583
77	2058.00056	12	110	16.369
76	2031.27328	19	129	19.196
75	2004.546	25	154	22.917
74	1977.81872	27	181	26.935
73	1951.09144	32	213	31.696
72	1924.36416	30	243	36.161
71	1897.63688	34	277	41.220
70	1870.9096	48	325	48.363
69	1844.18232	45	370	55.060
68	1817.45504	31	401	59.673
67	1790.72776	29	430	63.988
66	1764.00048	42	472	70.238
65	1737.2732	28	500	74.405
64	1710.54592	17	517	76.935
63	1683.81864	21	538	80.060
62	1657.09136	18	556	82.738
61	1630.36408	15	571	84.970
60	1603.6368	23	594	88.393
59	1576.90952	13	607	90.327
58	1550.18224	19	626	93.155
57	1523.45496	21	647	96.280
56	1496.72768	16	663	98.661
55	1470.0004	4	667	99.256
54	1443.27312	1	668	99.405
53	1416.54584	4	672	100.000
52	1389.81856	0	672	100.000
51	1363.09128	0	672	100.000
50	1336.364	0	672	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
FEBRUARY 2019 CURVE



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ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2872.493	1	1	0.134
99	2843.76807	2	3	0.403
98	2815.04314	2	5	0.672
97	2786.31821	0	5	0.672
96	2757.59328	0	5	0.672
95	2728.86835	3	8	1.075
94	2700.14342	2	10	1.344
93	2671.41849	1	11	1.478
92	2642.69356	1	12	1.613
91	2613.96863	1	13	1.747
90	2585.2437	2	15	2.016
89	2556.51877	6	21	2.823
88	2527.79384	5	26	3.495
87	2499.06891	1	27	3.629
86	2470.34398	2	29	3.898
85	2441.61905	4	33	4.435
84	2412.89412	4	37	4.973
83	2384.16919	2	39	5.242
82	2355.44426	1	40	5.376
81	2326.71933	1	41	5.511
80	2297.9944	5	46	6.183
79	2269.26947	1	47	6.317
78	2240.54454	5	52	6.989
77	2211.81961	2	54	7.258
76	2183.09468	4	58	7.796
75	2154.36975	4	62	8.333
74	2125.64482	10	72	9.677
73	2096.91989	5	77	10.349
72	2068.19496	13	90	12.097
71	2039.47003	16	106	14.247
70	2010.7451	19	125	16.801
69	1982.02017	26	151	20.296
68	1953.29524	34	185	24.866
67	1924.57031	39	224	30.108
66	1895.84538	44	268	36.022
65	1867.12045	59	327	43.952
64	1838.39552	52	379	50.941
63	1809.67059	57	436	58.602
62	1780.94566	44	480	64.516
61	1752.22073	23	503	67.608
60	1723.4958	27	530	71.237
59	1694.77087	31	561	75.403
58	1666.04594	23	584	78.495
57	1637.32101	19	603	81.048
56	1608.59608	30	633	85.081
55	1579.87115	30	663	89.113
54	1551.14622	24	687	92.339
53	1522.42129	32	719	96.640
52	1493.69636	18	737	99.059
51	1464.97143	5	742	99.731
50	1436.2465	2	744	100.000

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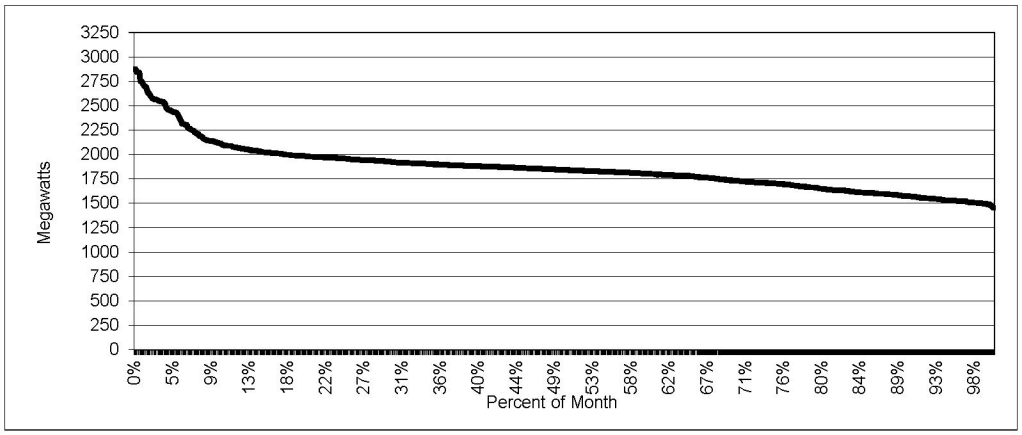
ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2019 CURVE



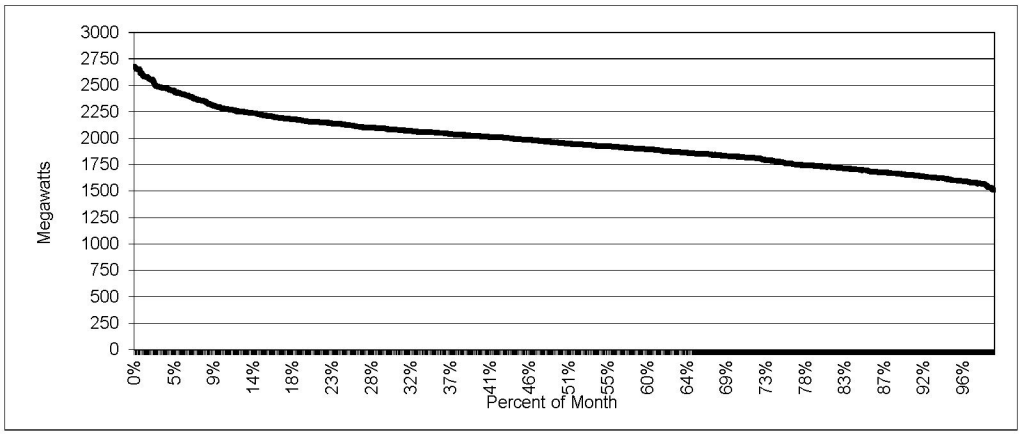
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2676.827	1	1	0.139
99	2650.05873	4	5	0.694
98	2623.29046	0	5	0.694
97	2596.52219	2	7	0.972
96	2569.75392	5	12	1.667
95	2542.98565	4	16	2.222
94	2516.21738	1	17	2.361
93	2489.44911	3	20	2.778
92	2462.68084	9	29	4.028
91	2435.91257	5	34	4.722
90	2409.1443	9	43	5.972
89	2382.37603	6	49	6.806
88	2355.60776	9	58	8.056
87	2328.83949	5	63	8.750
86	2302.07122	5	68	9.444
85	2275.30295	11	79	10.972
84	2248.53468	15	94	13.056
83	2221.76641	13	107	14.861
82	2194.99814	14	121	16.806
81	2168.22987	20	141	19.583
80	2141.4616	25	166	23.056
79	2114.69333	20	186	25.833
78	2087.92506	25	211	29.306
77	2061.15679	27	238	33.056
76	2034.38852	35	273	37.917
75	2007.62025	34	307	42.639
74	1980.85198	28	335	46.528
73	1954.08371	25	360	50.000
72	1927.31544	28	388	53.889
71	1900.54717	35	423	58.750
70	1873.7789	27	450	62.500
69	1847.01063	32	482	66.944
68	1820.24236	29	511	70.972
67	1793.47409	18	529	73.472
66	1766.70582	15	544	75.556
65	1739.93755	25	569	79.028
64	1713.16928	28	597	82.917
63	1686.40101	19	616	85.556
62	1659.63274	29	645	89.583
61	1632.86447	19	664	92.222
60	1606.0962	20	684	95.000
59	1579.32793	21	705	97.917
58	1552.55966	9	714	99.167
57	1525.79139	4	718	99.722
56	1499.02312	2	720	100.000
55	1472.25485	0	720	100.000
54	1445.48658	0	720	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2019 CURVE

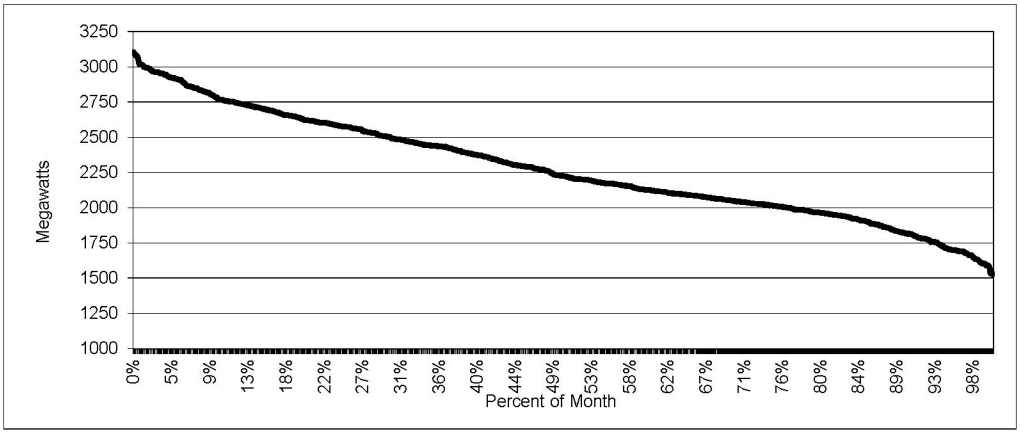


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3103.906	1	1	0.138
99	3072.86694	3	4	0.550
98	3041.82788	1	5	0.688
97	3010.78882	4	9	1.238
96	2979.74976	6	15	2.063
95	2948.7107	11	26	3.576
94	2917.67164	10	36	4.952
93	2886.63258	8	44	6.052
92	2855.59352	8	52	7.153
91	2824.55446	10	62	8.528
90	2793.5154	8	70	9.629
89	2762.47634	8	78	10.729
88	2731.43728	19	97	13.343
87	2700.39822	16	113	15.543
86	2669.35916	14	127	17.469
85	2638.3201	17	144	19.807
84	2607.28104	16	160	22.008
83	2576.24198	23	183	25.172
82	2545.20292	15	198	27.235
81	2514.16386	15	213	29.298
80	2483.1248	19	232	31.912
79	2452.08574	17	249	34.250
78	2421.04668	26	275	37.827
77	2390.00762	14	289	39.752
76	2358.96856	18	307	42.228
75	2327.9295	12	319	43.879
74	2296.89044	19	338	46.492
73	2265.85138	18	356	48.968
72	2234.81232	9	365	50.206
71	2203.77326	21	386	53.095
70	2172.7342	23	409	56.259
69	2141.69514	24	433	59.560
68	2110.65608	28	461	63.411
67	2079.61702	31	492	67.675
66	2048.57796	27	519	71.389
65	2017.5389	31	550	75.653
64	1986.49984	26	576	79.230
63	1955.46078	26	602	82.806
62	1924.42172	20	622	85.557
61	1893.38266	16	638	87.758
60	1862.3436	13	651	89.546
59	1831.30454	11	662	91.059
58	1800.26548	14	676	92.985
57	1769.22642	13	689	94.773
56	1738.18736	9	698	96.011
55	1707.1483	7	705	96.974
54	1676.10924	16	721	99.175
53	1645.07018	6	727	100.000
52	1614.03112	5	732	100.000
51	1582.99206	8	740	100.000
50	1551.953	1	741	100.000
49	1520.91394	3	744	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2019 CURVE

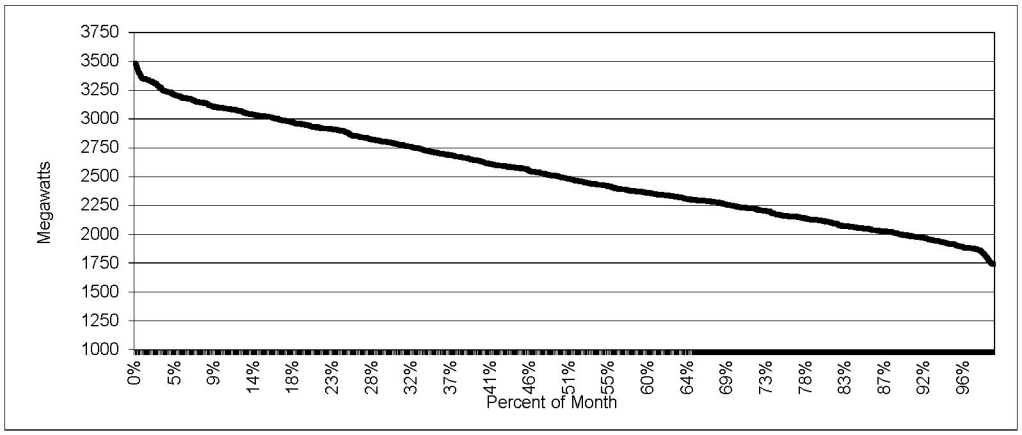


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3482.791	1	1	0.143
99	3447.96309	1	2	0.286
98	3413.13518	1	3	0.429
97	3378.30727	3	6	0.858
96	3343.47936	5	11	1.574
95	3308.65145	8	19	2.718
94	3273.82354	3	22	3.147
93	3238.99563	5	27	3.863
92	3204.16772	9	36	5.150
91	3169.33981	13	49	7.010
90	3134.5119	12	61	8.727
89	3099.68399	13	74	10.587
88	3064.85608	17	91	13.019
87	3030.02817	13	104	14.878
86	2995.20026	17	121	17.310
85	2960.37235	15	136	19.456
84	2925.54444	19	155	22.175
83	2890.71653	22	177	25.322
82	2855.88862	6	183	26.180
81	2821.06071	17	200	28.612
80	2786.2328	19	219	31.330
79	2751.40489	16	235	33.619
78	2716.57698	13	248	35.479
77	2681.74907	20	268	38.340
76	2646.92116	15	283	40.486
75	2612.09325	15	298	42.632
74	2577.26534	22	320	45.780
73	2542.43743	16	336	48.069
72	2507.60952	18	354	50.644
71	2472.78161	14	368	52.647
70	2437.9537	17	385	55.079
69	2403.12579	17	402	57.511
68	2368.29788	23	425	60.801
67	2333.46997	24	449	64.235
66	2298.64206	20	469	67.096
65	2263.81415	25	494	70.672
64	2228.98624	19	513	73.391
63	2194.15833	20	533	76.252
62	2159.33042	12	545	77.969
61	2124.50251	27	572	81.831
60	2089.6746	17	589	84.263
59	2054.84669	16	605	86.552
58	2020.01878	30	635	90.844
57	1985.19087	16	651	93.133
56	1950.36296	18	669	95.708
55	1915.53505	17	686	98.140
54	1880.70714	13	699	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2019 CURVE



Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3509.69	1	1	0.134
99	3474.5931	6	7	0.941
98	3439.4962	6	13	1.747
97	3404.3993	8	21	2.823
96	3369.3024	8	29	3.898
95	3334.2055	15	44	5.914
94	3299.1086	14	58	7.796
93	3264.0117	16	74	9.946
92	3228.9148	9	83	11.156
91	3193.8179	10	93	12.500
90	3158.721	14	107	14.382
89	3123.6241	18	125	16.801
88	3088.5272	11	136	18.280
87	3053.4303	19	155	20.833
86	3018.3334	18	173	23.253
85	2983.2365	20	193	25.941
84	2948.1396	15	208	27.957
83	2913.0427	17	225	30.242
82	2877.9458	19	244	32.796
81	2842.8489	12	256	34.409
80	2807.752	13	269	36.156
79	2772.6551	29	298	40.054
78	2737.5582	14	312	41.935
77	2702.4613	17	329	44.220
76	2667.3644	26	355	47.715
75	2632.2675	19	374	50.269
74	2597.1706	15	389	52.285
73	2562.0737	19	408	54.839
72	2526.9768	15	423	56.855
71	2491.8799	15	438	58.871
70	2456.783	14	452	60.753
69	2421.6861	22	474	63.710
68	2386.5892	15	489	65.726
67	2351.4923	22	511	68.683
66	2316.3954	28	539	72.446
65	2281.2985	33	572	76.882
64	2246.2016	33	605	81.317
63	2211.1047	24	629	84.543
62	2176.0078	26	655	88.038
61	2140.9109	8	663	89.113
60	2105.814	25	688	92.473
59	2070.7171	12	700	94.086
58	2035.6202	12	712	95.699
57	2000.5233	14	726	97.581
56	1965.4264	8	734	98.656
55	1930.3295	5	739	99.328
54	1895.2326	5	744	100.000
53	1860.1357	0	744	100.000
52	1825.0388	0	744	100.000
51	1789.9419	0	744	100.000
50	1754.845	0	744	100.000

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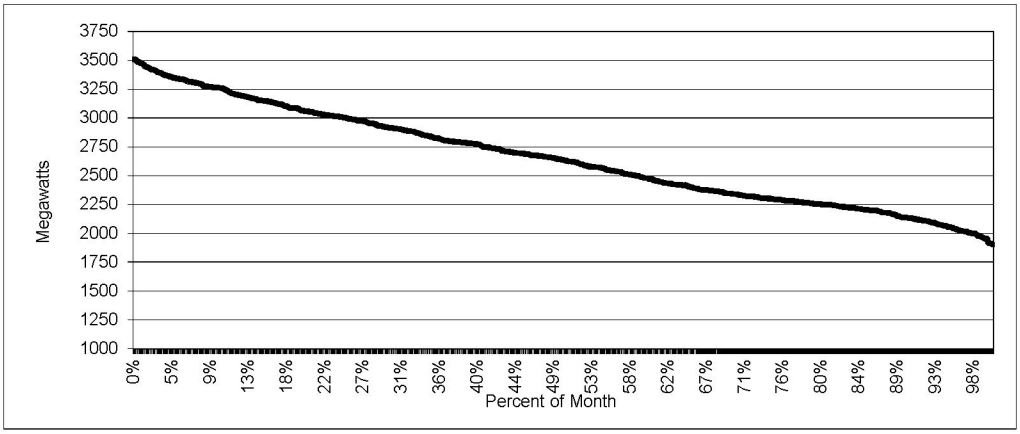
ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2019 CURVE



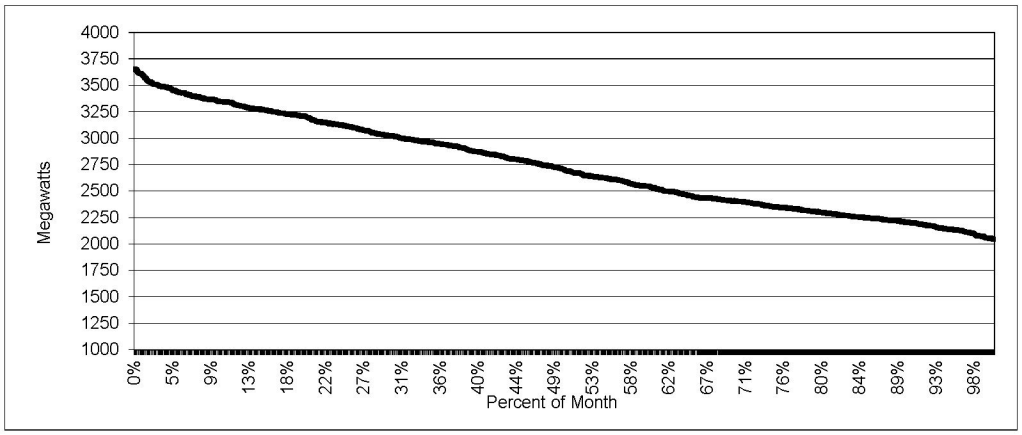
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3652.16	1	1	0.134
99	3615.6384	4	5	0.672
98	3579.1168	4	9	1.210
97	3542.5952	3	12	1.613
96	3506.0736	8	20	2.688
95	3469.552	12	32	4.301
94	3433.0304	8	40	5.376
93	3396.5088	12	52	6.989
92	3359.9872	19	71	9.543
91	3323.4656	15	86	11.559
90	3286.944	13	99	13.306
89	3250.4224	22	121	16.263
88	3213.9008	23	144	19.355
87	3177.3792	9	153	20.565
86	3140.8576	17	170	22.849
85	3104.336	19	189	25.403
84	3067.8144	14	203	27.285
83	3031.2928	14	217	29.167
82	2994.7712	17	234	31.452
81	2958.2496	25	259	34.812
80	2921.728	21	280	37.634
79	2885.2064	10	290	38.978
78	2848.6848	18	308	41.398
77	2812.1632	15	323	43.414
76	2775.6416	20	343	46.102
75	2739.12	16	359	48.253
74	2702.5984	13	372	50.000
73	2666.0768	14	386	51.882
72	2629.5552	17	403	54.167
71	2593.0336	20	423	56.855
70	2556.512	12	435	58.468
69	2519.9904	16	451	60.618
68	2483.4688	19	470	63.172
67	2446.9472	13	483	64.919
66	2410.4256	31	514	69.086
65	2373.904	28	542	72.849
64	2337.3824	25	567	76.210
63	2300.8608	26	593	79.704
62	2264.3392	26	619	83.199
61	2227.8176	31	650	87.366
60	2191.296	28	678	91.129
59	2154.7744	17	695	93.414
58	2118.2528	23	718	96.505
57	2081.7312	10	728	97.849
56	2045.2096	16	744	100.000
55	2008.688	0	744	100.000
54	1972.1664	0	744	100.000
53	1935.6448	0	744	100.000
52	1899.1232	0	744	100.000
51	1862.6016	0	744	100.000
50	1826.08	0	744	100.000
49	1789.5584	0	744	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2019 CURVE



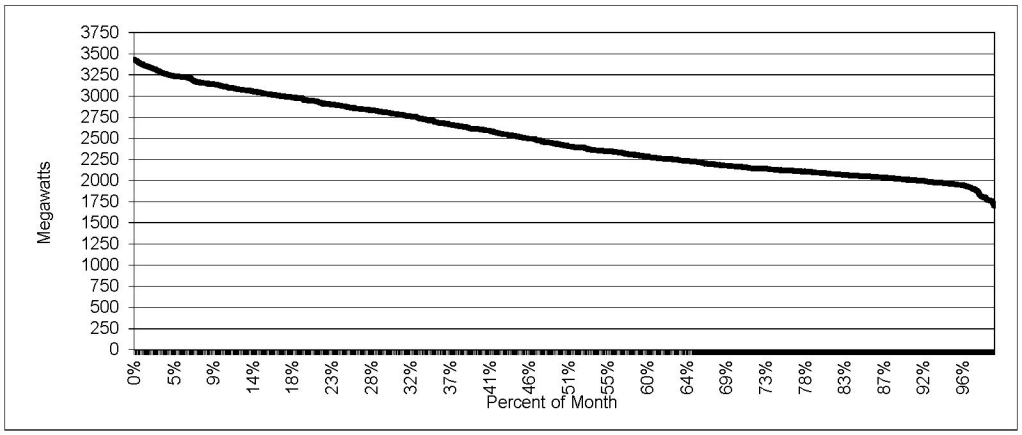
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3427.217	1	1	0.139
99	3392.94483	4	5	0.695
98	3358.67266	4	9	1.252
97	3324.40049	7	16	2.225
96	3290.12832	6	22	3.060
95	3255.85615	6	28	3.894
94	3221.58398	16	44	6.120
93	3187.31181	5	49	6.815
92	3153.03964	9	58	8.067
91	3118.76747	16	74	10.292
90	3084.4953	11	85	11.822
89	3050.22313	15	100	13.908
88	3015.95096	16	116	16.134
87	2981.67879	18	134	18.637
86	2947.40662	13	147	20.445
85	2913.13445	10	157	21.836
84	2878.86228	19	176	24.478
83	2844.59011	15	191	26.565
82	2810.31794	18	209	29.068
81	2776.04577	16	225	31.293
80	2741.7736	12	237	32.962
79	2707.50143	13	250	34.771
78	2673.22926	12	262	36.439
77	2638.95709	13	275	38.248
76	2604.68492	16	291	40.473
75	2570.41275	11	302	42.003
74	2536.14058	11	313	43.533
73	2501.86841	15	328	45.619
72	2467.59624	13	341	47.427
71	2433.32407	14	355	49.374
70	2399.0519	12	367	51.043
69	2364.77973	15	382	53.129
68	2330.50756	26	408	56.745
67	2296.23539	15	423	58.832
66	2261.96322	17	440	61.196
65	2227.69105	25	465	64.673
64	2193.41888	19	484	67.316
63	2159.14671	25	509	70.793
62	2124.87454	30	539	74.965
61	2090.60237	36	575	79.972
60	2056.3302	31	606	84.284
59	2022.05803	33	639	88.873
58	1987.78586	25	664	92.350
57	1953.51369	24	688	95.688
56	1919.24152	12	700	97.357
55	1884.96935	4	704	97.914
54	1850.69718	3	707	98.331
53	1816.42501	2	709	98.609
52	1782.15284	4	713	99.166
51	1747.88067	5	718	99.861
50	1713.6085	1	719	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2019 CURVE



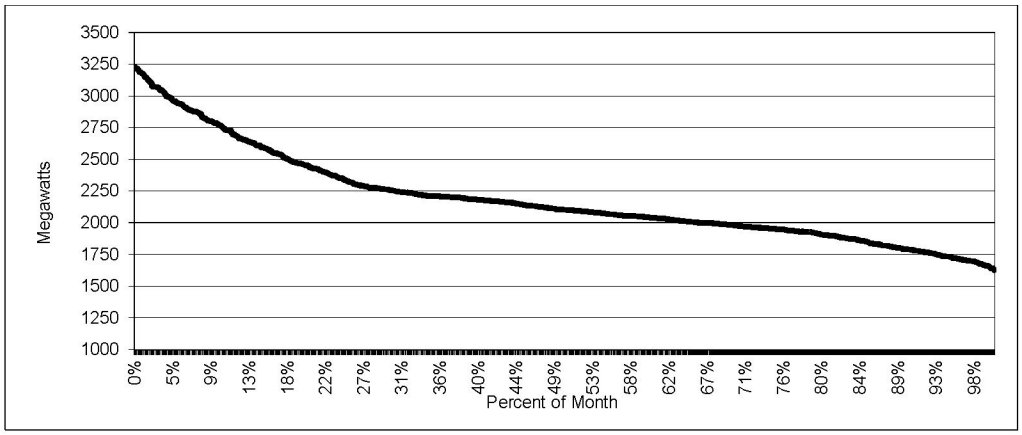
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3227.77	1	1	0.135
99	3195.4923	3	4	0.541
98	3163.2146	4	8	1.081
97	3130.9369	3	11	1.486
96	3098.6592	4	15	2.027
95	3066.3815	6	21	2.838
94	3034.1038	4	25	3.378
93	3001.8261	2	27	3.649
92	2969.5484	6	33	4.459
91	2937.2707	7	40	5.405
90	2904.993	5	45	6.081
89	2872.7153	9	54	7.297
88	2840.4376	4	58	7.838
87	2808.1599	5	63	8.514
86	2775.8822	9	72	9.730
85	2743.6045	6	78	10.541
84	2711.3268	6	84	11.351
83	2679.0491	6	90	12.162
82	2646.7714	7	97	13.108
81	2614.4937	8	105	14.189
80	2582.216	10	115	15.541
79	2549.9383	7	122	16.486
78	2517.6606	7	129	17.432
77	2485.3829	8	137	18.514
76	2453.1052	13	150	20.270
75	2420.8275	10	160	21.622
74	2388.5498	8	168	22.703
73	2356.2721	8	176	23.784
72	2323.9944	10	186	25.135
71	2291.7167	12	198	26.757
70	2259.439	24	222	30.000
69	2227.1613	22	244	32.973
68	2194.8836	42	286	38.649
67	2162.6059	37	323	43.649
66	2130.3282	25	348	47.027
65	2098.0505	31	379	51.216
64	2065.7728	36	415	56.081
63	2033.4951	43	458	61.892
62	2001.2174	30	488	65.946
61	1968.9397	45	533	72.027
60	1936.662	37	570	77.027
59	1904.3843	26	596	80.541
58	1872.1066	27	623	84.189
57	1839.8289	13	636	85.946
56	1807.5512	22	658	88.919
55	1775.2735	21	679	91.757
54	1742.9958	19	698	94.324
53	1710.7181	17	715	96.622
52	1678.4404	15	730	98.649
51	1646.1627	10	740	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2019 CURVE

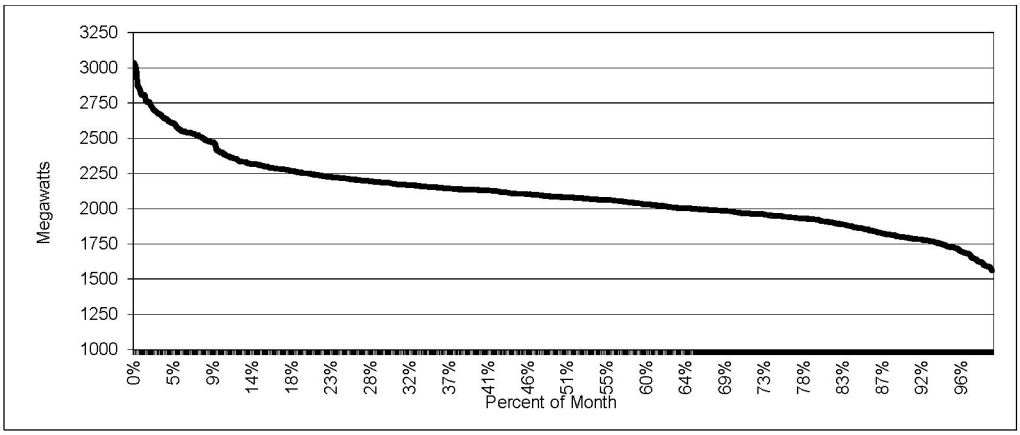


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3034.715	1	1	0.141
99	3004.36785	1	2	0.283
98	2974.0207	1	3	0.424
97	2943.67355	0	3	0.424
96	2913.3264	0	3	0.424
95	2882.97925	0	3	0.424
94	2852.6321	2	5	0.707
93	2822.28495	1	6	0.849
92	2791.9378	4	10	1.414
91	2761.59065	1	11	1.556
90	2731.2435	4	15	2.122
89	2700.89635	2	17	2.405
88	2670.5492	5	22	3.112
87	2640.20205	5	27	3.819
86	2609.8549	5	32	4.526
85	2579.50775	4	36	5.092
84	2549.1606	5	41	5.799
83	2518.81345	14	55	7.779
82	2488.4663	5	60	8.487
81	2458.11915	8	68	9.618
80	2427.772	1	69	9.760
79	2397.42485	6	75	10.608
78	2367.0777	6	81	11.457
77	2336.73055	8	89	12.588
76	2306.3834	19	108	15.276
75	2276.03625	21	129	18.246
74	2245.6891	20	149	21.075
73	2215.34195	29	178	25.177
72	2184.9948	34	212	29.986
71	2154.64765	35	247	34.936
70	2124.3005	58	305	43.140
69	2093.95335	38	343	48.515
68	2063.6062	50	393	55.587
67	2033.25905	34	427	60.396
66	2002.9119	39	466	65.912
65	1972.56475	41	507	71.711
64	1942.2176	41	548	77.511
63	1911.87045	29	577	81.612
62	1881.5233	21	598	84.583
61	1851.17615	18	616	87.129
60	1820.829	14	630	89.109
59	1790.48185	21	651	92.079
58	1760.1347	22	673	95.191
57	1729.78755	11	684	96.747
56	1699.4404	9	693	98.020
55	1669.09325	8	701	99.151
54	1638.7461	6	707	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2019 CURVE



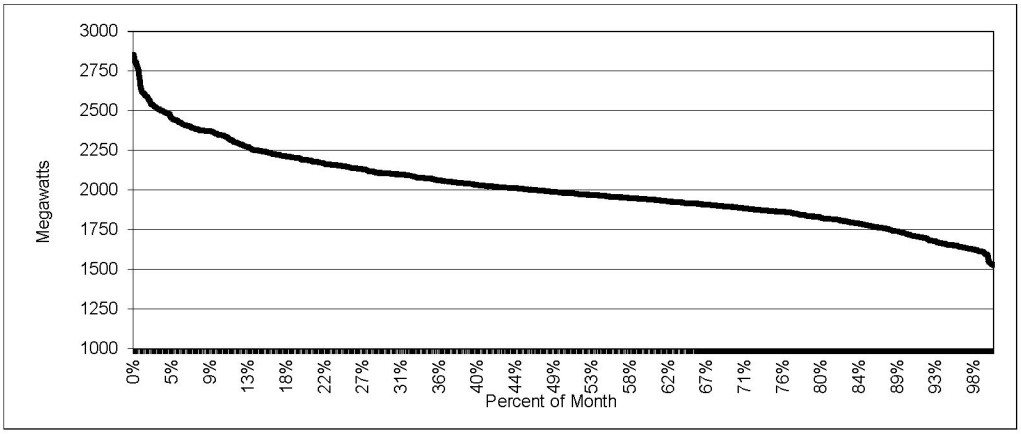
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2019 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2854.027	1	1	0.189
99	2825.48673	0	1	0.189
98	2796.94646	2	3	0.566
97	2768.40619	1	4	0.755
96	2739.86592	1	5	0.943
95	2711.32565	0	5	0.943
94	2682.78538	1	6	1.132
93	2654.24511	0	6	1.132
92	2625.70484	1	7	1.321
91	2597.16457	3	10	1.887
90	2568.6243	4	14	2.642
89	2540.08403	3	17	3.208
88	2511.54376	5	22	4.151
87	2483.00349	9	31	5.849
86	2454.46322	3	34	6.415
85	2425.92295	8	42	7.925
84	2397.38268	8	50	9.434
83	2368.84241	19	69	13.019
82	2340.30214	10	79	14.906
81	2311.76187	7	86	16.226
80	2283.2216	9	95	17.925
79	2254.68133	9	104	19.623
78	2226.14106	19	123	23.208
77	2197.60079	22	145	27.358
76	2169.06052	20	165	31.132
75	2140.52025	23	188	35.472
74	2111.97998	22	210	39.623
73	2083.43971	34	244	46.038
72	2054.89944	29	273	51.509
71	2026.35917	33	306	57.736
70	1997.8189	46	352	66.415
69	1969.27863	43	395	74.528
68	1940.73836	53	448	84.528
67	1912.19809	42	490	92.453
66	1883.65782	40	530	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2019 CURVE



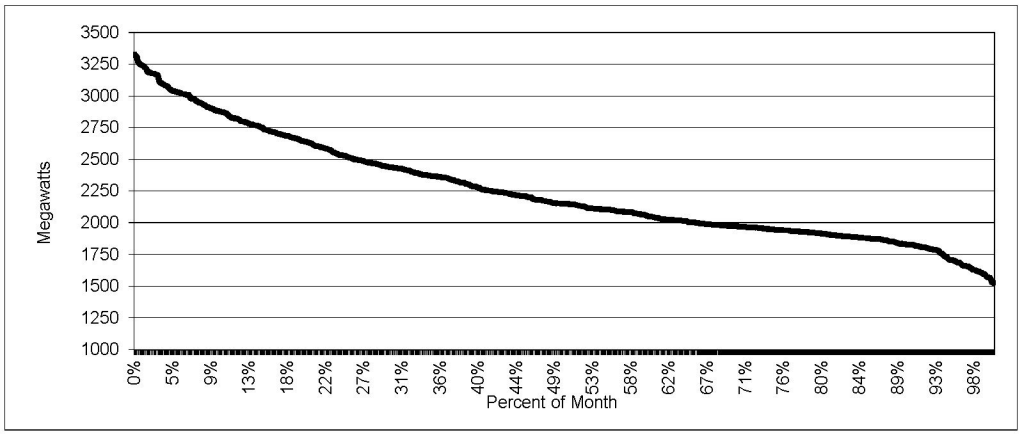
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JANUARY 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3327.207	1	1	0.136
99	3293.93493	2	3	0.408
98	3260.66286	1	4	0.544
97	3227.39079	5	9	1.224
96	3194.11872	2	11	1.497
95	3160.84665	10	21	2.857
94	3127.57458	0	21	2.857
93	3094.30251	4	25	3.401
92	3061.03044	5	30	4.082
91	3027.75837	8	38	5.170
90	2994.4863	10	48	6.531
89	2961.21423	5	53	7.211
88	2927.94216	8	61	8.299
87	2894.67009	8	69	9.388
86	2861.39802	12	81	11.020
85	2828.12595	4	85	11.565
84	2794.85388	11	96	13.061
83	2761.58181	12	108	14.694
82	2728.30974	8	116	15.782
81	2695.03767	12	128	17.415
80	2661.7656	14	142	19.320
79	2628.49353	10	152	20.680
78	2595.22146	10	162	22.041
77	2561.94939	9	171	23.265
76	2528.67732	11	182	24.762
75	2495.40525	13	195	26.531
74	2462.13318	16	211	28.707
73	2428.86111	19	230	31.293
72	2395.58904	13	243	33.061
71	2362.31697	22	265	36.054
70	2329.0449	14	279	37.959
69	2295.77283	12	291	39.592
68	2262.50076	10	301	40.952
67	2229.22869	24	325	44.218
66	2195.95662	19	344	46.803
65	2162.68455	17	361	49.116
64	2129.41248	28	389	52.925
63	2096.14041	27	416	56.599
62	2062.86834	25	441	60.000
61	2029.59627	17	458	62.313
60	1996.3242	31	489	66.531
59	1963.05213	48	537	73.061
58	1929.78006	40	577	78.503
57	1896.50799	35	612	83.265
56	1863.23592	39	651	88.571
55	1829.96385	17	668	90.884
54	1796.69178	19	687	93.469
53	1763.41971	10	697	94.830
52	1730.14764	6	703	95.646
51	1696.87557	7	710	96.599
50	1663.6035	8	718	97.687
49	1630.33143	7	725	98.639
48	1597.05936	10	735	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JANUARY 2018 CURVE



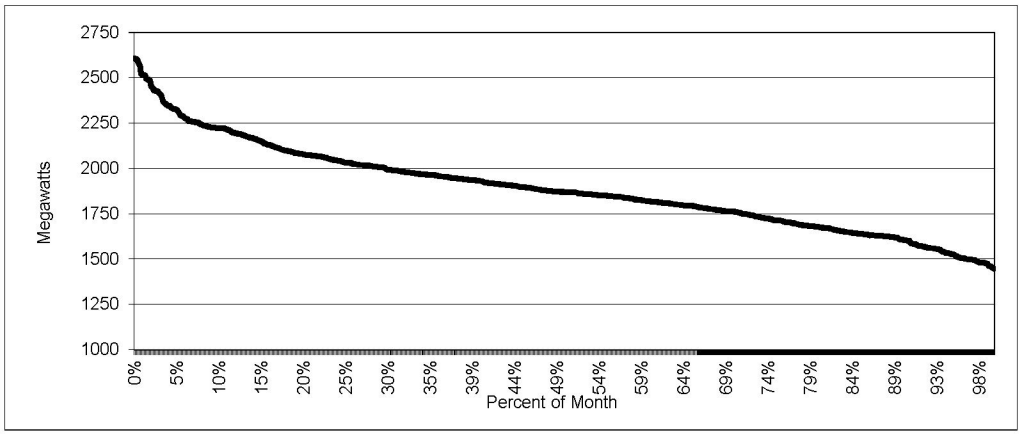
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
FEBRUARY 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2606.701	1	1	0.149
99	2580.63399	3	4	0.595
98	2554.56698	1	5	0.744
97	2528.49997	0	5	0.744
96	2502.43296	4	9	1.339
95	2476.36595	4	13	1.935
94	2450.29894	1	14	2.083
93	2424.23193	5	19	2.827
92	2398.16492	2	21	3.125
91	2372.09791	2	23	3.423
90	2346.0309	5	28	4.167
89	2319.96389	6	34	5.060
88	2293.89688	2	36	5.357
87	2267.82987	6	42	6.250
86	2241.76286	11	53	7.887
85	2215.69585	20	73	10.863
84	2189.62884	10	83	12.351
83	2163.56183	12	95	14.137
82	2137.49482	7	102	15.179
81	2111.42781	11	113	16.815
80	2085.3608	13	126	18.750
79	2059.29379	24	150	22.321
78	2033.22678	15	165	24.554
77	2007.15977	28	193	28.720
76	1981.09276	18	211	31.399
75	1955.02575	31	242	36.012
74	1928.95874	30	272	40.476
73	1902.89173	28	300	44.643
72	1876.82472	23	323	48.065
71	1850.75771	45	368	54.762
70	1824.6907	28	396	58.929
69	1798.62369	31	427	63.542
68	1772.55668	27	454	67.560
67	1746.48967	25	479	71.280
66	1720.42266	18	497	73.958
65	1694.35565	20	517	76.935
64	1668.28864	27	544	80.952
63	1642.22163	20	564	83.929
62	1616.15462	33	597	88.839
61	1590.08761	9	606	90.179
60	1564.0206	14	620	92.262
59	1537.95359	13	633	94.196
58	1511.88658	10	643	95.685
57	1485.81957	16	659	98.065
56	1459.75256	10	669	99.554
55	1433.68555	3	672	100.000
54	1407.61854	0	672	100.000
53	1381.55153	0	672	100.000
52	1355.48452	0	672	100.000
51	1329.41751	0	672	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
FEBRUARY 2018 CURVE

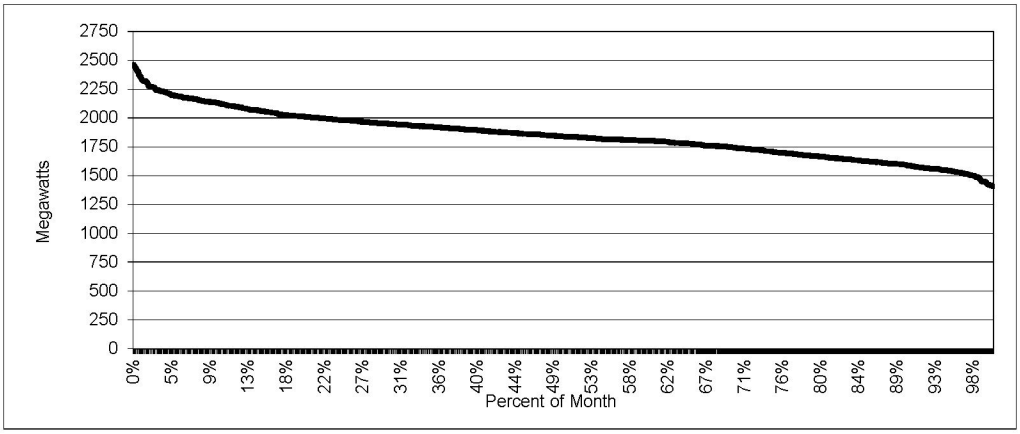


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2460.95	1	1	0.134
99	2436.3405	1	2	0.269
98	2411.731	1	3	0.403
97	2387.1215	2	5	0.672
96	2362.512	1	6	0.806
95	2337.9025	1	7	0.941
94	2313.293	5	12	1.613
93	2288.6835	1	13	1.747
92	2264.074	6	19	2.554
91	2239.4645	4	23	3.091
90	2214.855	7	30	4.032
89	2190.2455	7	37	4.973
88	2165.636	17	54	7.258
87	2141.0265	13	67	9.005
86	2116.417	13	80	10.753
85	2091.8075	14	94	12.634
84	2067.198	14	108	14.516
83	2042.5885	17	125	16.801
82	2017.979	16	141	18.952
81	1993.3695	28	169	22.715
80	1968.76	28	197	26.478
79	1944.1505	34	231	31.048
78	1919.541	33	264	35.484
77	1894.9315	34	298	40.054
76	1870.322	32	330	44.355
75	1845.7125	35	365	49.059
74	1821.103	37	402	54.032
73	1796.4935	58	460	61.828
72	1771.884	28	488	65.591
71	1747.2745	30	518	69.624
70	1722.665	25	543	72.984
69	1698.0555	18	561	75.403
68	1673.446	25	586	78.763
67	1648.8365	25	611	82.124
66	1624.227	28	639	85.887
65	1599.6175	24	663	89.113
64	1575.008	16	679	91.263
63	1550.3985	21	700	94.086
62	1525.789	17	717	96.371
61	1501.1795	9	726	97.581
60	1476.57	6	732	98.387
59	1451.9605	2	734	98.656
58	1427.351	5	739	99.328
57	1402.7415	5	744	100.000
56	1378.132	0	744	100.000
55	1353.5225	0	744	100.000
54	1328.913	0	744	100.000
53	1304.3035	0	744	100.000
52	1279.694	0	744	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MARCH 2018 CURVE

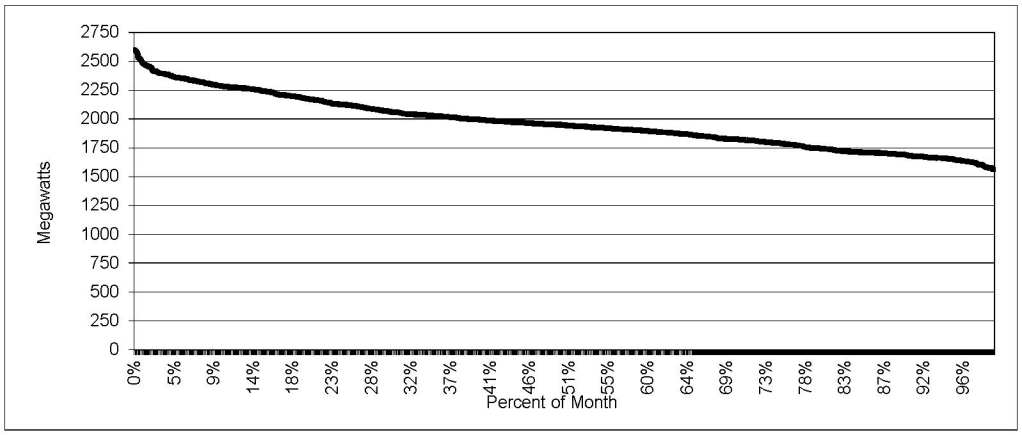


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2598.259	1	1	0.139
99	2572.27641	2	3	0.417
98	2546.29382	0	3	0.417
97	2520.31123	2	5	0.694
96	2494.32864	2	7	0.972
95	2468.34605	3	10	1.389
94	2442.36346	5	15	2.083
93	2416.38087	2	17	2.361
92	2390.39828	9	26	3.611
91	2364.41569	8	34	4.722
90	2338.4331	12	46	6.389
89	2312.45051	13	59	8.194
88	2286.46792	15	74	10.278
87	2260.48533	25	99	13.750
86	2234.50274	15	114	15.833
85	2208.52015	12	126	17.500
84	2182.53756	15	141	19.583
83	2156.55497	17	158	21.944
82	2130.57238	12	170	23.611
81	2104.58979	21	191	26.528
80	2078.6072	14	205	28.472
79	2052.62461	18	223	30.972
78	2026.64202	32	255	35.417
77	2000.65943	24	279	38.750
76	1974.67684	38	317	44.028
75	1948.69425	42	359	49.861
74	1922.71166	36	395	54.861
73	1896.72907	35	430	59.722
72	1870.74648	30	460	63.889
71	1844.76389	24	484	67.222
70	1818.7813	28	512	71.111
69	1792.79871	26	538	74.722
68	1766.81612	22	560	77.778
67	1740.83353	18	578	80.278
66	1714.85094	25	603	83.750
65	1688.86835	43	646	89.722
64	1662.88576	26	672	93.333
63	1636.90317	22	694	96.389
62	1610.92058	12	706	98.056
61	1584.93799	6	712	98.889
60	1558.9554	8	720	100.000
59	1532.97281	0	720	100.000
58	1506.99022	0	720	100.000
57	1481.00763	0	720	100.000
56	1455.02504	0	720	100.000
55	1429.04245	0	720	100.000
54	1403.05986	0	720	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
APRIL 2018 CURVE



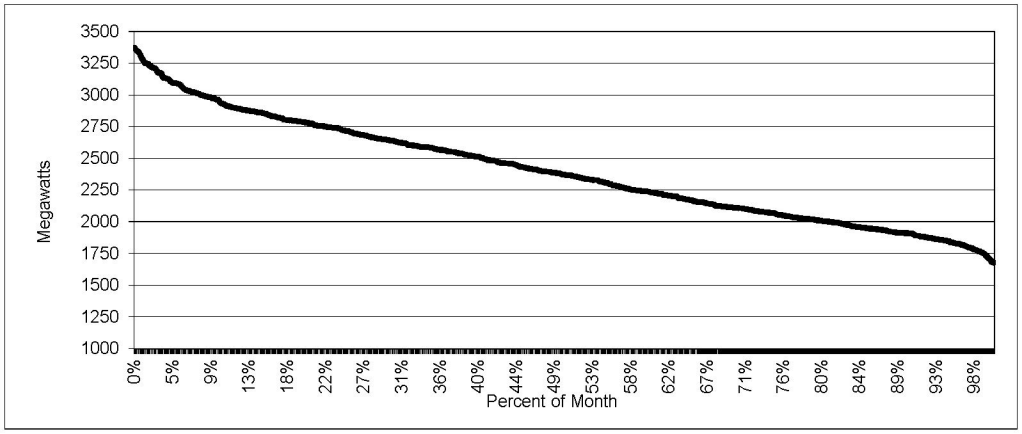
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3372.419	1	1	0.138
99	3338.69481	3	4	0.552
98	3304.97062	2	6	0.828
97	3271.24643	2	8	1.103
96	3237.52224	5	13	1.793
95	3203.79805	6	19	2.621
94	3170.07386	5	24	3.310
93	3136.34967	1	25	3.448
92	3102.62548	7	32	4.414
91	3068.90129	9	41	5.655
90	3035.1771	6	47	6.483
89	3001.45291	10	57	7.862
88	2967.72872	13	70	9.655
87	2934.00453	6	76	10.483
86	2900.28034	9	85	11.724
85	2866.55615	21	106	14.621
84	2832.83196	14	120	16.552
83	2799.10777	16	136	18.759
82	2765.38358	20	156	21.517
81	2731.65939	22	178	24.552
80	2697.9352	12	190	26.207
79	2664.21101	18	208	28.690
78	2630.48682	20	228	31.448
77	2596.76263	17	245	33.793
76	2563.03844	24	269	37.103
75	2529.31425	18	287	39.586
74	2495.59006	16	303	41.793
73	2461.86587	19	322	44.414
72	2428.14168	15	337	46.483
71	2394.41749	22	359	49.517
70	2360.6933	21	380	52.414
69	2326.96911	21	401	55.310
68	2293.24492	12	413	56.966
67	2259.52073	15	428	59.034
66	2225.79654	24	452	62.345
65	2192.07235	18	470	64.828
64	2158.34816	16	486	67.034
63	2124.62397	21	507	69.931
62	2090.89978	28	535	73.793
61	2057.17559	22	557	76.828
60	2023.4514	24	581	80.138
59	1989.72721	30	611	84.276
58	1956.00302	17	628	86.621
57	1922.27883	26	654	90.207
56	1888.55464	25	679	93.655
55	1854.83045	21	700	96.552
54	1821.10626	15	715	98.621
53	1787.38207	10	725	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
MAY 2018 CURVE



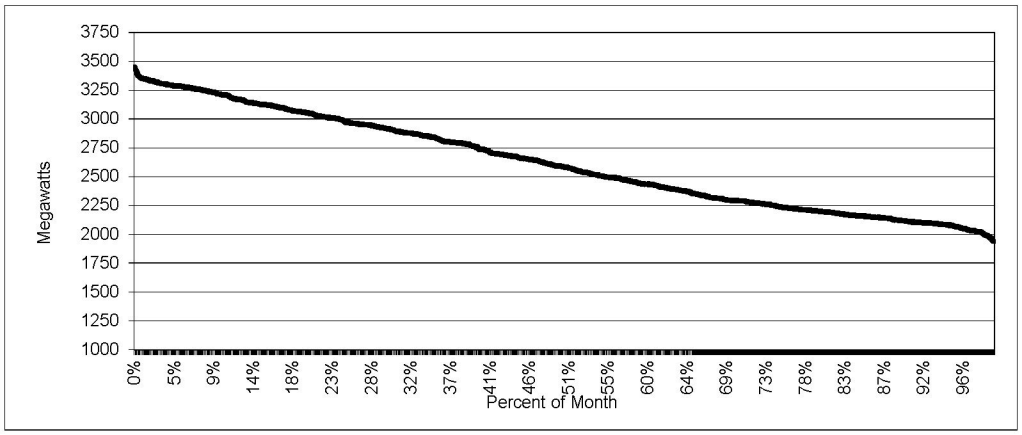
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3446.915	1	1	0.139
99	3412.44585	1	2	0.278
98	3377.9767	1	3	0.417
97	3343.50755	8	11	1.528
96	3309.0384	11	22	3.056
95	3274.56925	23	45	6.250
94	3240.1001	17	62	8.611
93	3205.63095	16	78	10.833
92	3171.1618	9	87	12.083
91	3136.69265	14	101	14.028
90	3102.2235	21	122	16.944
89	3067.75435	14	136	18.889
88	3033.2852	16	152	21.111
87	2998.81605	20	172	23.889
86	2964.3469	10	182	25.278
85	2929.87775	23	205	28.472
84	2895.4086	14	219	30.417
83	2860.93945	21	240	33.333
82	2826.4703	15	255	35.417
81	2792.00115	19	274	38.056
80	2757.532	12	286	39.722
79	2723.06285	11	297	41.250
78	2688.5937	13	310	43.056
77	2654.12455	19	329	45.694
76	2619.6554	14	343	47.639
75	2585.18625	16	359	49.861
74	2550.7171	12	371	51.528
73	2516.24795	17	388	53.889
72	2481.7788	19	407	56.528
71	2447.30965	14	421	58.472
70	2412.8405	19	440	61.111
69	2378.37135	20	460	63.889
68	2343.9022	13	473	65.694
67	2309.43305	19	492	68.333
66	2274.9639	26	518	71.944
65	2240.49475	22	540	75.000
64	2206.0256	28	568	78.889
63	2171.55645	29	597	82.917
62	2137.0873	36	633	87.917
61	2102.61815	25	658	91.389
60	2068.149	29	687	95.417
59	2033.67985	12	699	97.083
58	1999.2107	12	711	98.750
57	1964.74155	7	718	99.722
56	1930.2724	2	720	100.000
55	1895.80325	0	720	100.000
54	1861.3341	0	720	100.000
53	1826.86495	0	720	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JUNE 2018 CURVE



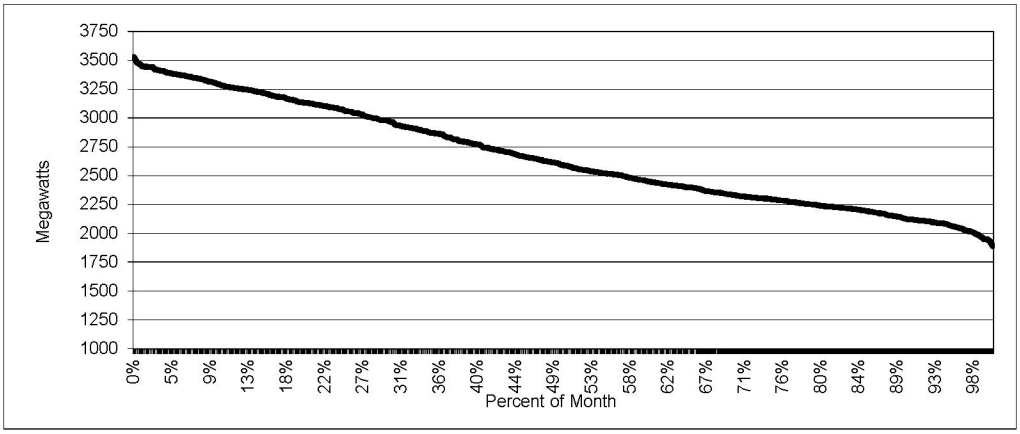
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3529.222	1	1	0.134
99	3493.92978	2	3	0.403
98	3458.63756	4	7	0.941
97	3423.34534	11	18	2.419
96	3388.05312	15	33	4.435
95	3352.7609	18	51	6.855
94	3317.46868	14	65	8.737
93	3282.17646	12	77	10.349
92	3246.88424	22	99	13.306
91	3211.59202	16	115	15.457
90	3176.2998	17	132	17.742
89	3141.00758	11	143	19.220
88	3105.71536	21	164	22.043
87	3070.42314	18	182	24.462
86	3035.13092	15	197	26.478
85	2999.8387	11	208	27.957
84	2964.54648	17	225	30.242
83	2929.25426	8	233	31.317
82	2893.96204	16	249	33.468
81	2858.66982	19	268	36.022
80	2823.3776	8	276	37.097
79	2788.08538	14	290	38.978
78	2752.79316	12	302	40.591
77	2717.50094	15	317	42.608
76	2682.20872	15	332	44.624
75	2646.9165	17	349	46.909
74	2611.62428	16	365	49.059
73	2576.33206	14	379	50.941
72	2541.03984	16	395	53.091
71	2505.74762	26	421	56.586
70	2470.4554	14	435	58.468
69	2435.16318	21	456	61.290
68	2399.87096	25	481	64.651
67	2364.57874	17	498	66.935
66	2329.28652	24	522	70.161
65	2293.9943	31	553	74.328
64	2258.70208	27	580	77.957
63	2223.40986	31	611	82.124
62	2188.11764	28	639	85.887
61	2152.82542	18	657	88.306
60	2117.5332	19	676	90.860
59	2082.24098	26	702	94.355
58	2046.94876	13	715	96.102
57	2011.65654	10	725	97.446
56	1976.36432	7	732	98.387
55	1941.0721	8	740	99.462
54	1905.77988	2	742	99.731
53	1870.48766	2	744	100.000
52	1835.19544	0	744	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
JULY 2018 CURVE

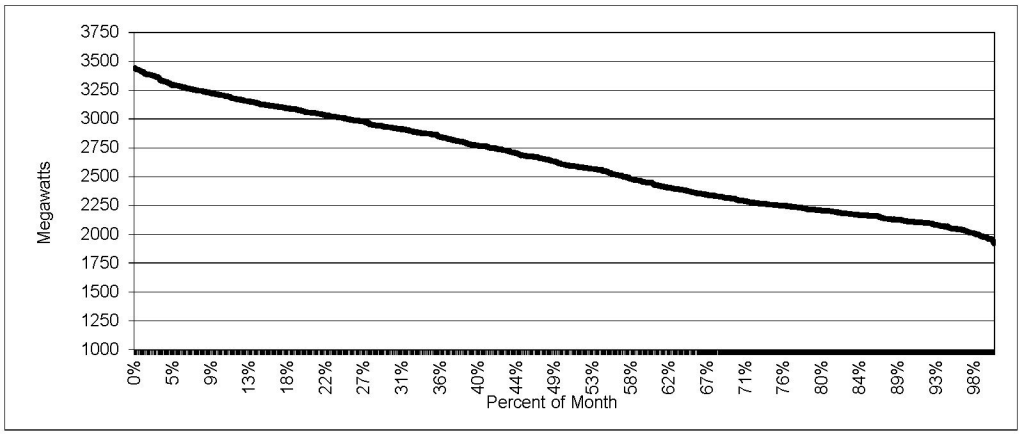


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3441.043	1	1	0.134
99	3406.63257	7	8	1.075
98	3372.22214	10	18	2.419
97	3337.81171	5	23	3.091
96	3303.40128	8	31	4.167
95	3268.99085	14	45	6.048
94	3234.58042	17	62	8.333
93	3200.16999	18	80	10.753
92	3165.75956	13	93	12.500
91	3131.34913	15	108	14.516
90	3096.9387	23	131	17.608
89	3062.52827	16	147	19.758
88	3028.11784	22	169	22.715
87	2993.70741	20	189	25.403
86	2959.29698	14	203	27.285
85	2924.88655	20	223	29.973
84	2890.47612	19	242	32.527
83	2856.06569	20	262	35.215
82	2821.65526	12	274	36.828
81	2787.24483	14	288	38.710
80	2752.8344	19	307	41.263
79	2718.42397	18	325	43.683
78	2684.01354	12	337	45.296
77	2649.60311	19	356	47.849
76	2615.19268	12	368	49.462
75	2580.78225	20	388	52.151
74	2546.37182	21	409	54.973
73	2511.96139	11	420	56.452
72	2477.55096	11	431	57.930
71	2443.14053	18	449	60.349
70	2408.7301	11	460	61.828
69	2374.31967	20	480	64.516
68	2339.90924	16	496	66.667
67	2305.49881	24	520	69.892
66	2271.08838	18	538	72.312
65	2236.67795	33	571	76.747
64	2202.26752	31	602	80.914
63	2167.85709	25	627	84.274
62	2133.44666	25	652	87.634
61	2099.03623	34	686	92.204
60	2064.6258	18	704	94.624
59	2030.21537	15	719	96.640
58	1995.80494	12	731	98.253
57	1961.39451	8	739	99.328
56	1926.98408	4	743	99.866
55	1892.57365	1	744	100.000
54	1858.16322	0	744	100.000
53	1823.75279	0	744	100.000
52	1789.34236	0	744	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
AUGUST 2018 CURVE



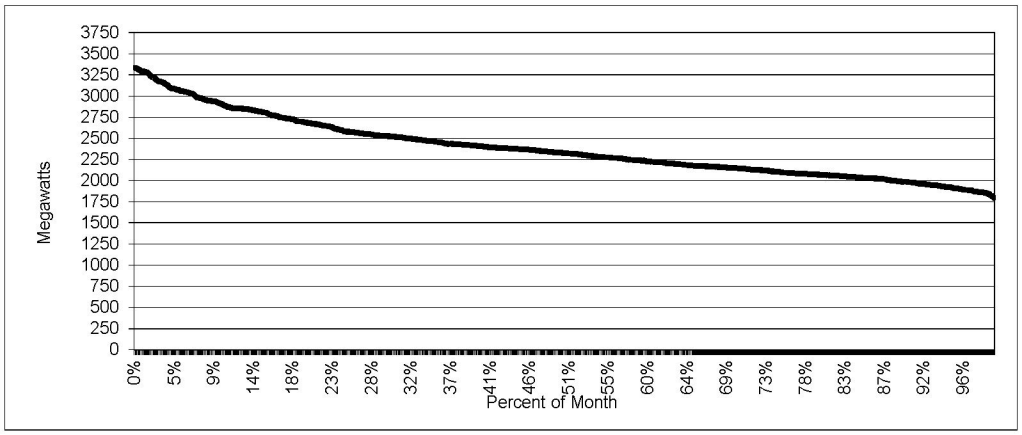
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3333.7	1	1	0.139
99	3300.363	4	5	0.694
98	3267.026	7	12	1.667
97	3233.689	2	14	1.944
96	3200.352	4	18	2.500
95	3167.015	4	22	3.056
94	3133.678	5	27	3.750
93	3100.341	3	30	4.167
92	3067.004	8	38	5.278
91	3033.667	9	47	6.528
90	3000.33	4	51	7.083
89	2966.993	6	57	7.917
88	2933.656	11	68	9.444
87	2900.319	6	74	10.278
86	2866.982	6	80	11.111
85	2833.645	19	99	13.750
84	2800.308	12	111	15.417
83	2766.971	8	119	16.528
82	2733.634	9	128	17.778
81	2700.297	9	137	19.028
80	2666.96	16	153	21.250
79	2633.623	13	166	23.056
78	2600.286	6	172	23.889
77	2566.949	14	186	25.833
76	2533.612	19	205	28.472
75	2500.275	23	228	31.667
74	2466.938	19	247	34.306
73	2433.601	20	267	37.083
72	2400.264	29	296	41.111
71	2366.927	33	329	45.694
70	2333.59	24	353	49.028
69	2300.253	23	376	52.222
68	2266.916	26	402	55.833
67	2233.579	25	427	59.306
66	2200.242	24	451	62.639
65	2166.905	30	481	66.806
64	2133.568	33	514	71.389
63	2100.231	27	541	75.139
62	2066.894	36	577	80.139
61	2033.557	33	610	84.722
60	2000.22	23	633	87.917
59	1966.883	23	656	91.111
58	1933.546	19	675	93.750
57	1900.209	16	691	95.972
56	1866.872	15	706	98.056
55	1833.535	10	716	99.444
54	1800.198	3	719	99.861
53	1766.861	1	720	100.000
52	1733.524	0	720	100.000
51	1700.187	0	720	100.000
50	1666.85	0	720	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
SEPTEMBER 2018 CURVE

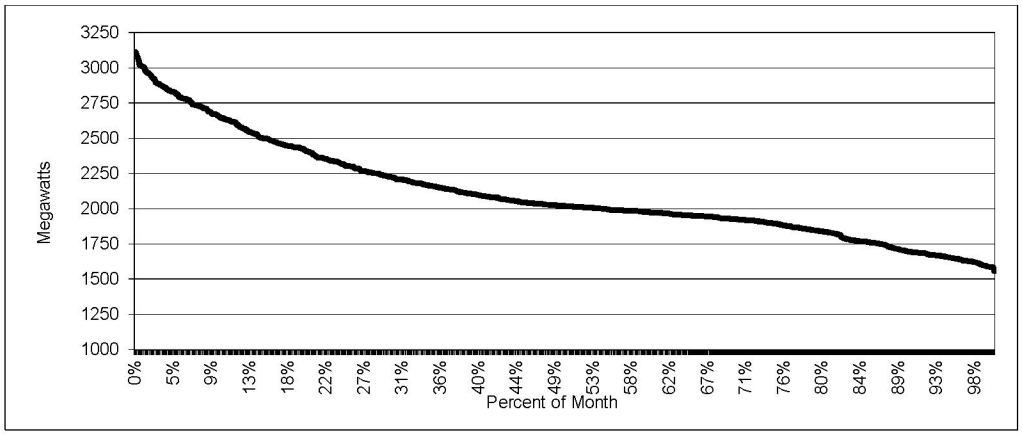


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	3112.459	1	1	0.134
99	3081.33441	1	2	0.269
98	3050.20982	2	4	0.538
97	3019.08523	1	5	0.672
96	2987.96064	4	9	1.210
95	2956.83605	4	13	1.747
94	2925.71146	3	16	2.151
93	2894.58687	3	19	2.554
92	2863.46228	7	26	3.495
91	2832.33769	6	32	4.301
90	2801.2131	6	38	5.108
89	2770.08851	10	48	6.452
88	2738.96392	2	50	6.720
87	2707.83933	13	63	8.468
86	2676.71474	4	67	9.005
85	2645.59015	8	75	10.081
84	2614.46556	12	87	11.694
83	2583.34097	4	91	12.231
82	2552.21638	7	98	13.172
81	2521.09179	9	107	14.382
80	2489.9672	10	117	15.726
79	2458.84261	11	128	17.204
78	2427.71802	16	144	19.355
77	2396.59343	8	152	20.430
76	2365.46884	6	158	21.237
75	2334.34425	17	175	23.522
74	2303.21966	11	186	25.000
73	2272.09507	10	196	26.344
72	2240.97048	18	214	28.763
71	2209.84589	13	227	30.511
70	2178.7213	22	249	33.468
69	2147.59671	17	266	35.753
68	2116.47212	17	283	38.038
67	2085.34753	24	307	41.263
66	2054.22294	24	331	44.489
65	2023.09835	36	367	49.328
64	1991.97376	45	412	55.376
63	1960.84917	53	465	62.500
62	1929.72458	48	513	68.952
61	1898.59999	35	548	73.656
60	1867.4754	24	572	76.882
59	1836.35081	25	597	80.242
58	1805.22622	14	611	82.124
57	1774.10163	13	624	83.871
56	1742.97704	25	649	87.231
55	1711.85245	12	661	88.844
54	1680.72786	24	685	92.070
53	1649.60327	23	708	95.161
52	1618.47868	20	728	97.849
51	1587.35409	13	741	99.597
50	1556.2295	3	744	100.000
49	1525.10491	0	744	100.000
48	1493.98032	0	744	100.000
47	1462.85573	0	744	100.000
46	1431.73114	0	744	100.000
45	1400.60655	0	744	100.000
44	1369.48196	0	744	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
OCTOBER 2018 CURVE



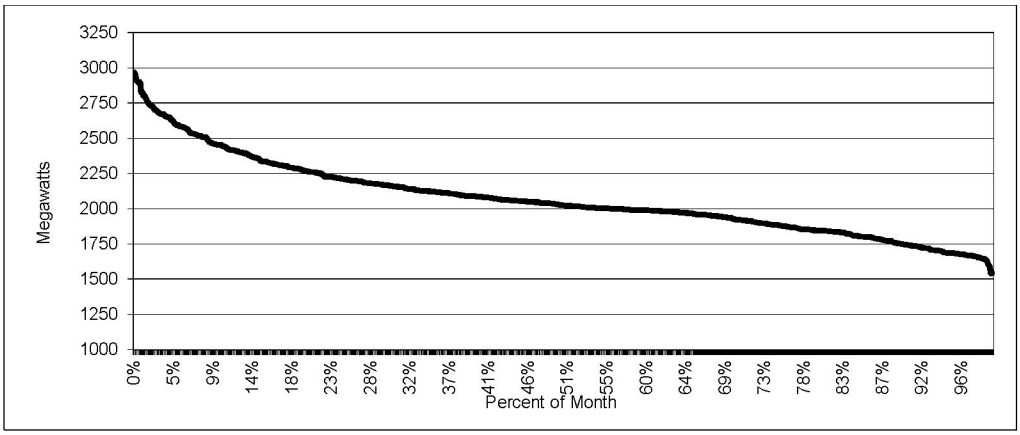
Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2018 DATA

Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2967.636	1	1	0.139
99	2937.95964	1	2	0.278
98	2908.28328	1	3	0.417
97	2878.60692	3	6	0.834
96	2848.93056	0	6	0.834
95	2819.2542	2	8	1.113
94	2789.57784	2	10	1.391
93	2759.90148	2	12	1.669
92	2730.22512	3	15	2.086
91	2700.54876	4	19	2.643
90	2670.8724	7	26	3.616
89	2641.19604	5	31	4.312
88	2611.51968	3	34	4.729
87	2581.84332	6	40	5.563
86	2552.16696	6	46	6.398
85	2522.4906	8	54	7.510
84	2492.81424	8	62	8.623
83	2463.13788	5	67	9.318
82	2433.46152	11	78	10.848
81	2403.78516	10	88	12.239
80	2374.1088	10	98	13.630
79	2344.43244	8	106	14.743
78	2314.75608	14	120	16.690
77	2285.07972	17	137	19.054
76	2255.40336	17	154	21.419
75	2225.727	12	166	23.088
74	2196.05064	23	189	26.287
73	2166.37428	22	211	29.346
72	2136.69792	25	236	32.823
71	2107.02156	29	265	36.857
70	2077.3452	34	299	41.586
69	2047.66884	39	338	47.010
68	2017.99248	35	373	51.878
67	1988.31612	54	427	59.388
66	1958.63976	49	476	66.203
65	1928.9634	26	502	69.819
64	1899.28704	23	525	73.018
63	1869.61068	25	550	76.495
62	1839.93432	34	584	81.224
61	1810.25796	21	605	84.145
60	1780.5816	22	627	87.204
59	1750.90524	17	644	89.569
58	1721.22888	19	663	92.211
57	1691.55252	16	679	94.437
56	1661.87616	26	705	98.053
55	1632.1998	10	715	99.444
54	1602.52344	1	716	99.583
53	1572.84708	2	718	99.861
52	1543.17072	1	719	100.000

Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
NOVEMBER 2018 CURVE

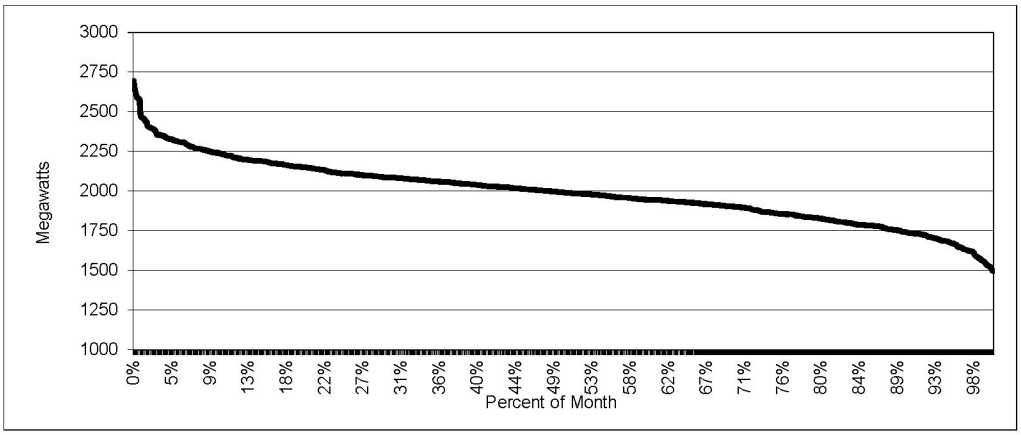


Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2018 DATA

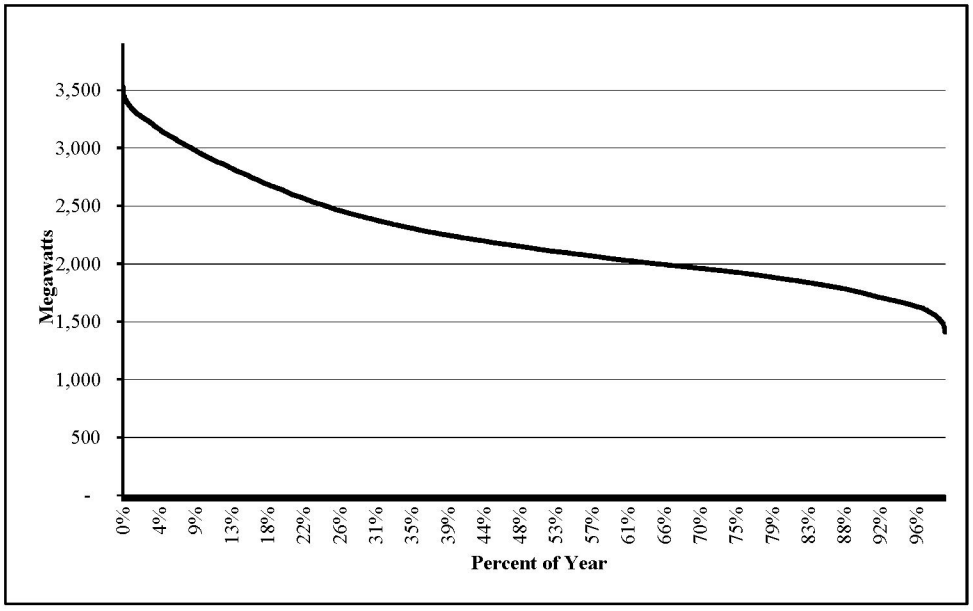
Percent of Peak	Equivalent MW Load	Number of Occurrences	Accumulated Occurrence Hours	Accumulated Occurrence Percent
100	2694.252	1	1	0.137
99	2667.30948	0	1	0.137
98	2640.36696	0	1	0.137
97	2613.42444	1	2	0.274
96	2586.48192	2	4	0.549
95	2559.5394	2	6	0.823
94	2532.59688	0	6	0.823
93	2505.65436	0	6	0.823
92	2478.71184	0	6	0.823
91	2451.76932	4	10	1.372
90	2424.8268	2	12	1.646
89	2397.88428	4	16	2.195
88	2370.94176	4	20	2.743
87	2343.99924	8	28	3.841
86	2317.05672	8	36	4.938
85	2290.1142	12	48	6.584
84	2263.17168	12	60	8.230
83	2236.22916	15	75	10.288
82	2209.28664	15	90	12.346
81	2182.34412	27	117	16.049
80	2155.4016	23	140	19.204
79	2128.45908	27	167	22.908
78	2101.51656	31	198	27.160
77	2074.57404	42	240	32.922
76	2047.63152	45	285	39.095
75	2020.689	43	328	44.993
74	1993.74648	41	369	50.617
73	1966.80396	43	412	56.516
72	1939.86144	49	461	63.237
71	1912.91892	42	503	68.999
70	1885.9764	32	535	73.388
69	1859.03388	22	557	76.406
68	1832.09136	33	590	80.933
67	1805.14884	22	612	83.951
66	1778.20632	32	644	88.340
65	1751.2638	18	662	90.809
64	1724.32128	22	684	93.827
63	1697.37876	12	696	95.473
62	1670.43624	13	709	97.257
61	1643.49372	7	716	98.217
60	1616.5512	10	726	99.588
59	1589.60868	3	729	100.000

ENTERGY TEXAS, INC.
MONTHLY LOAD DURATION CURVE
DECEMBER 2018 CURVE



Sponsored by: Andrew Dornier

ENTERGY TEXAS, INC.
ANNUAL LOAD DURATION CURVE
2018 CHART



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ENTERGY TEXAS, INC.
QUALITY OF SERVICE INFORMATION
FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

Entergy is committed to providing quality service to all its customers at a reasonable price. The business functions that must be involved to achieve this are the planning, engineering, construction, operation, and maintenance of the generation, transmission, and distribution facilities.

Entergy's Distribution Operations Organization is designed to meet customer expectation within several key areas, including service reliability, service teams that perform routine service work and outage restoration. It also ensures asset planning, vegetation, fleet, ROW, environmental and compliance activities, process standardization and facilitates the sharing of resources across the Entergy System to meet customer expectations. See Schedule H-13.1e for added details.

There are two systems that managed customer outage information during the test year: the Transmission Consolidated Outage System for transmission circuits and the GE OMS (General Electric Outage Management System) and ADMS for distribution circuits. Both systems track outages by root cause and by device. The systems facilitate detailed outage analysis by specific transmission line, substation or distribution feeder, serve as a source of historical performance data, and provide updated estimates of outage duration. The circuit breaker operation results are described in Schedule H-13.1b.

The Company continuously monitors system voltage levels through use of the Supervisory Control and Data Acquisition System, which is described in Schedule H-13.1a.

Within the Distribution Vegetation Management process, the Company utilizes custom-tailored trimming cycles, separates cycle maintenance trimming and reactive trimming, and has a contractor accountability pricing mechanism. The Company pursues agreements with key contractors at market unit-based pricing for trimming activities. Further details are in Schedule H-13.1d.

Several reliability measures are tracked to monitor the Company's quality of service performance. These measures of system reliability include System Average Interruption Frequency Index (SAIFI), System Average Interruption Duration Index (SAIDI), and Customer Average Interruption Duration Index (CAIDI). Specifically, further details for continuity of service and average length of interruptions can be found in Schedule H-13.3.

Other quality of service improvements described in Schedule H-13.1e include the major reliability programs and initiatives, Customer Service Organizations initiatives, and many more process and system improvements.

Sponsor: Melanie L. Taylor

ENTERGY TEXAS, INC.
VOLTAGE SURVEYS
FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

The Texas service area is served by one Distribution Operations Center (DOC) for the operation of the distribution system and two Transmission Control Centers (TCCs) located in Jackson, MS and Little Rock, AR for the operation of the transmission system, with the Jackson TCC having primary responsibility for Texas during normal operations. These centers monitor and record voltages every two seconds by the use of a Supervisory Control and Data Acquisition (SCADA) system. This monitoring is achieved via Remote Terminal Units (RTU) tied into the SCADA system. Voltage levels are monitored at the power plant generators and transformers, inside bulk transmission substations on transformers and selected transmission lines, and in RTU-equipped distribution substations on distribution circuits and some transformers.

When voltage falls below established threshold values, the SCADA terminals alert the operators to the situation so that corrective action can be taken. Voltage measurements are also taken on a daily basis by Company field personnel as they remove and install transformers and meters and as requested by customers. The company has the capability to acquire real time delivery voltage for customers with AMS metering installed. The Company also employs portable recording voltmeters to verify acceptable voltage levels at specific locations as needed.

Sponsored by: Melanie L. Taylor

ENTERGY TEXAS, INC.
CIRCUIT BREAKER OPERATIONS
FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

Records of transmission circuit breaker forced operations were obtained from the Transmission Outage Management System (TOMS) and do not include momentary or major events.

Records of distribution circuit breaker forced operations were obtained from the GE OMS (General Electric Outage Management System) and ADMS and do not include momentary or major events.

The data below is for the Texas service area only.
Test year: 1/1/2021 - 12/31/2021

The operations for the test year are summarized as follows:

Transmission (69, 138, 230, 345, and 500 kV)	82
Distribution (4.2, 13.2, and 34.5 kV)	291
Total	373

Below is a list of the top primary recorded causes of breaker operations:

TRANSMISSION	
Cause	Percent
Lightning	17.1%
Substation Switchyard Equipment	17.1%
Line Material Failure	13.4%
Contamination	8.5%
Foreign Trouble	8.5%
Improper Relaying	8.5%
Vegetation	8.5%
Distribution	3.7%
Other	3.7%
Accidental Tripping	2.4%
Arc While Switching	2.4%
Unknown	2.4%
Foreign Objects	1.2%
Logging	1.2%
Malicious Damage	1.2%
TOTAL	100%

DISTRIBUTION	
Cause	Percent
Equipment Failure	32.0%
Other	23.0%
Public Damage	11.0%
Scheduled Outage	10.7%
Vegetation	9.3%
Lightning	7.2%
Animal	3.8%
Human Error	2.7%
Foreign Trouble	0.3%
Total	100%

Note: Amounts may not add or tie to other schedules due to rounding.
See page 2 of this schedule for a sample of the Transmission System records.
See page 3 for a sample of the Distribution System records.

Branch ID	Branch Name	Voltage	Outage Date	Final Restoration	Major Cause	Detailed Cause	Outage
2905	CHINA - WILLOW MARSH 230 kV (599.0)	230 kV	6/16/2021 18:17	6/16/2021 18:19	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203519
2471	BIG HILL CO - MEMORIAL 138 kV (55.2.0)	138 kV	10/27/2021 8:48	10/27/2021 8:50	Lightning	Shielding w/ Direct Stroke to Phase Conductor	205182
2374	RAYWOOD - DAYTON BULK 138 kV (542.0)	138 kV	3/1/2021 12:34	3/1/2021 12:36	Line Material Failure	Static Wire	202121
2263	SOMERVILLE - CALDWELL INDUSTRIAL 69 kV (61.0)	69 kV	5/2/2021 18:32	5/2/2021 18:34	Contamination	Bird Dropping / Streamers	202951
2823	DAYTON BULK - PARKWAY 138 kV (86.0,5.330.0,802.0)	138 kV	5/4/2021 13:03	5/4/2021 13:05	Lightning	Shielding w/ Direct Stroke to Phase Conductor	202996
2951	CHINA - STOWELL 230 kV (11.8.0)	230 kV	5/11/2021 19:38	5/11/2021 19:40	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203104
1174	BRYAN - HEARNE 69 kV (182.0,436.0)	69 kV	9/28/2021 23:06	9/28/2021 23:08	Lightning	Shielding w/ Direct Stroke to Phase Conductor	204815
1265	SOUTH BEAUMONT - PANSY 69 kV (62.0)	69 kV	9/7/2021 15:10	9/7/2021 15:12	Unknown	Under Investigation	204617
2458	CHINA - RAYWOOD 138 kV (424.0)	138 kV	8/1/2021 6:22	8/1/2021 6:24	Foreign Trouble	Customer Equipment	203987
2384	JAYHAWKER CREEK CO - SHECO SECURITY 138 kV (811.0)	138 kV	5/11/2021 18:28	5/11/2021 18:31	Contamination	Bird Dropping / Streamers	203102
2374	RAYWOOD - DAYTON BULK 138 kV (542.0)	138 kV	4/8/2021 4:24	4/8/2021 4:27	Contamination	Bird Dropping / Streamers	202576
2905	CHINA - WILLOW MARSH 230 kV (599.0)	230 kV	8/14/2021 20:37	8/14/2021 20:40	Lightning	Stroke KA / Duration above design	204111
1157	PORT NECHES BULK - GOODRICH 69 kV (427.0)	69 kV	7/28/2021 8:35	7/28/2021 8:38	Line Material Failure	Line Switch	203852
1174	BRYAN - HEARNE 69 kV (182.0,436.0)	69 kV	6/14/2021 14:57	6/14/2021 15:01	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203481
2091	PORT NECHES BULK - MAGNOLIA CO 69 kV (806.0)	69 kV	5/2/2021 20:32	5/2/2021 20:36	Improper Relaying	Other (describe in notes)	202954
2595	JACINTO - PEACH CREEK 230 kV (524.0)	230 kV	4/8/2021 7:35	4/8/2021 7:39	Line Material Failure	Insulator, Porcelain / Glass	202580
1288	TOLEDO BEND - LEESVILLE (CLECO) 138 kV (482.0)	138 kV	8/26/2021 17:33	8/26/2021 17:37	Foreign Trouble	Neighboring Utility	204240
370	HARTBURG - AEP LAYFIELD 500 kV (559.0)	500 kV	7/20/2021 14:37	7/20/2021 14:41	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203862
1219	SAM DAM CO - NEWTON BULK 138 kV (425.0,455.0,597.0)	138 kV	5/9/2021 21:50	5/9/2021 21:55	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203057
1219	SAM DAM CO - NEWTON BULK 138 kV (425.0,455.0,597.0)	138 kV	5/11/2021 7:47	5/11/2021 8:01	Lightning	Shielding w/ Direct Stroke to Phase Conductor	203094
1257	KOLBS - FORT WORTH 69 kV (79.0)	69 kV	2/15/2021 16:24	2/15/2021 16:47	Substation/Switchyard Equip.	Breaker, Gas	201900
2458	CHINA - RAYWOOD 138 kV (424.0)	138 kV	7/10/2021 0:22	7/10/2021 0:48	Unknown	Under Investigation	203739
2840	CHISHOLM RD - GEORGETOWN [TX] 230 kV (504.0)	230 kV	3/11/2021 13:32	3/11/2021 14:00	Substation/Switchyard Equip.	Switch, Air Break w/Whip	202233
3045	GEORGETOWN [TX] - STAR BAYOU 230 kV (674.0)	230 kV	3/11/2021 13:32	3/11/2021 14:06	Substation/Switchyard Equip.	Switch, Air Break w/Whip	202232
1250	CARROLL STREET PARK - SOUTH BEAUMONT 138 kV (828.0)	138 kV	1/14/2021 12:25	1/14/2021 13:00	Substation/Switchyard Equip.	Breaker, Gas	201540
1103	PORT NECHES BULK - ATLANTIC BULK 69 kV (530.0)	69 kV	9/18/2021 15:52	9/18/2021 16:30	Substation/Switchyard Equip.	Breaker, Gas	204684
1551	PEE DEE - BRYAN 138 kV (5.9.0)	138 kV	4/15/2021 12:58	4/15/2021 13:46	Substation/Switchyard Equip.	Breaker, Gas	202736
2730	LONGMIRE - PONDEROSA 138 kV (106.0)	138 kV	5/11/2021 18:28	5/11/2021 19:17	Improper Relaying	Setting Error, Calculation	203103
2174	SHECO SECURITY - LEWIS CREEK 138 SWYD 138 kV (503.0,555.0)	138 kV	7/8/2021 7:40	7/8/2021 8:30	Improper Relaying	Control Switch Improper Position	203727
1257	KOLBS - FORT WORTH 69 kV (79.0)	69 kV	2/18/2021 12:15	2/18/2021 13:10	Other	Describe in Notes	201986
1586	MEEKER - GOODYEAR CHEEK 69 kV (462.0)	69 kV	8/31/2021 9:10	8/31/2021 10:09	Improper Relaying	Design Error, Drawing	204554
1676	RAYWOOD - SOUTH LIBERTY 69 kV (440.0)	69 kV	9/21/2021 8:27	9/21/2021 9:53	Substation/Switchyard Equip.	Other	204823
1102	KOLBS - ATLANTIC BULK 69 kV (117.0,189.0)	69 kV	6/14/2021 17:11	6/14/2021 18:42	Foreign Trouble	Municipal Equipment	203482
1588	WEST END - GOODYEAR CHEEK 69 kV (466.0)	69 kV	8/31/2021 9:10	8/31/2021 10:43	Improper Relaying	Design Error, Drawing	204553
2791	PONDEROSA - NAVASOTA 138 kV (96.0)	138 kV	5/3/2021 15:18	5/3/2021 17:02	Arc While Switching	Transmission Switch	203021
1103	PORT NECHES BULK - ATLANTIC BULK 69 kV (530.0)	69 kV	2/19/2021 5:50	2/19/2021 7:37	Substation/Switchyard Equip.	Breaker, Gas	201993
2711	NORTH SILSBEE - SOUTH SILSBEE TAP 69 kV (470.0,471.0)	69 kV	5/19/2021 0:15	5/19/2021 2:21	Vegetation	Fell From Off R-O-W	203192
1103	PORT NECHES BULK - ATLANTIC BULK 69 kV (530.0)	69 kV	2/14/2021 5:23	2/14/2021 7:45	Substation/Switchyard Equip.	Breaker, Gas	201845
1245	NECHES STATION - SABINE 138 SWYD 138 kV (5.0)	138 kV	6/12/2021 8:57	6/12/2021 11:26	Substation/Switchyard Equip.	Breaker, Gas	203452
2824	NEW CANEY - PARKWAY 138 kV (92.0)	138 kV	10/22/2021 2:52	10/22/2021 5:25	Distribution	Distribution Line Equipment	205116
2580	KOLBS - GULFWAY 230 kV (499.0)	230 kV	5/17/2021 7:27	5/17/2021 10:06	Lightning	Stroke KA / Duration above design	203148
3045	DEER CO - SHECO CORRIGAN 138 kV (930,543.0)	138 kV	4/23/2021 16:17	4/23/2021 19:02	Line Material Failure	Insulator, Porcelain / Glass	202893
2436	HELBIG - SOUTH SILSBEE 69 kV (467.0)	69 kV	5/19/2021 0:13	5/19/2021 3:20	Vegetation	Fell From Off R-O-W	203194
2823	DAYTON BULK - PARKWAY 138 kV (86.0,5.930.0,802.0)	138 kV	10/29/2021 8:26	10/29/2021 13:28	Foreign Objects	Land Vehicle / Equipment	205209
1102	KOLBS - ATLANTIC BULK 69 kV (117.0,189.0)	69 kV	1/12/2021 7:41	1/12/2021 11:58	Substation/Switchyard Equip.	Breaker, Gas	201505
1177	NORTH END - HELBIG 69 kV (67.0)	69 kV	5/19/2021 12:56	5/19/2021 17:26	Vegetation	Fell From On R-O-W	203201
3049	DEER CO - SHECO CORRIGAN 138 kV (930,543.0)	138 kV	8/2/2021 11:13	8/2/2021 16:29	Lightning	Shielding w/ Direct Stroke to Phase Conductor	204003
1173	BRYAN - HEARNE 69 kV (132.0,159.0)	69 kV	1/1/2021 7:15	1/1/2021 12:59	Foreign Trouble	Customer Equipment	201411
2791	PONDEROSA - NAVASOTA 138 kV (96.0)	138 kV	5/3/2021 13:07	5/3/2021 20:10	Arc While Switching	Transmission Switch	202975
2712	SOUTH BEAUMONT - YANKEE DOODLE 69 kV (443.0,576.0)	69 kV	10/21/2021 10:28	10/21/2021 17:41	Malicious Damage	Substations	205111
1173	BRYAN - HEARNE 69 kV (132.0,159.0)	69 kV	6/26/2021 8:06	6/26/2021 10:43	Foreign Trouble	Customer Equipment	203622
2375	PANSY - WINSHIRE 69 kV (63.0,185.0)	69 kV	9/1/2021 7:46	9/12/2021 16:41	Accidental Tripping	Customer	204644
2488	PORTER - DRY CREEK 138 kV (826.0,826.1)	138 kV	6/5/2021 15:51	6/6/2021 3:41	Vegetation	Fell From Off R-O-W	203347
2227	GRIMES - FRONTIER (TENASKA) 345 kV (1.20.0)	345 kV	10/8/2021 7:09	10/8/2021 20:21	Foreign Trouble	Customer Equipment	204932
2830	FLATLAND - PORT NECHES BULK 138 kV (513.0)	138 kV	6/18/2021 4:42	6/18/2021 18:58	Improper Relaying	Component/Relay Failure	203541
2598	COLLEGE STATION JUNCTION SS - NAVASOTA 138 kV (83.0)	138 kV	4/8/2021 21:27	4/9/2021 13:49	Line Material Failure	Ground Wire	202589
1676	RAYWOOD - SOUTH LIBERTY 69 kV (440.0)	69 kV	10/9/2021 21:41	10/4/2021 17:07	Vegetation	Fell From Off R-O-W	204855
2610	JACINTO - PELICAN ROAD (ETEC) 138 kV (418.0)	138 kV	9/20/2021 22:14	9/21/2021 18:22	Line Material Failure	Insulator, Porcelain / Glass	204717
1287	TOLEDO BEND - FISHER (CLECO) 138 kV (481.0)	138 kV	9/21/2021 18:36	9/22/2021 16:20	Line Material Failure	Splice, Full Tension	204732
2374	RAYWOOD - DAYTON BULK 138 kV (542.0)	138 kV	1/13/2021 11:17	1/14/2021 14:51	Line Material Failure	Insulator, Porcelain / Glass	201533
2538	TAYLOR BAYOU - FORT WORTH 69 kV (1.91.0,446.0)	69 kV	2/11/2021 13:04	2/12/2021 16:46	Line Material Failure	Line Switch	201830
3009	CHINA - GARDEN 230 kV (496.0)	230 kV	8/2/2021 10:08	8/3/2021 20:54	Line Material Failure	Crossarm	204001
2500	STOWELL - SHILOH CO 138 kV (475.0,476.0,596.0)	138 kV	6/24/2021 16:10	6/27/2021 15:00	Logging	Tree Cut Into Line	203616
2359	BATSON - SOUR LAKE 69 kV (55.0,102.0)	69 kV	7/9/2021 11:06	7/12/2021 14:04	Vegetation	Fell From Off R-O-W	203734
2091	PORT NECHES BULK - MAGNOLIA CO 69 kV (806.0)	69 kV	4/6/2021 22:30	4/10/2021 15:45	Improper Relaying	Other (describe in notes)	202554
2471	BIG HILL CO - MEMORIAL 138 kV (55.2.0)	138 kV	6/28/2021 7:25	7/2/2021 14:46	Line Material Failure	Structure, Wood Pole	203631
2436	HELBIG - SOUTH SILSBEE 69 kV (467.0)	69 kV	5/19/2021 0:13	6/3/2021 14:12	Vegetation	Fell From Off R-O-W	203193
3047	GARDEN - LEGEND 230 kV (135.0)	230 kV	8/5/2021 23:40	8/31/2021 17:00	Other	Describe in Notes	202173
2715	DEWYVILLE JNE CO - ECHO 69 kV (81.0,460.0)	69 kV	11/2/2021 10:30		Other	Describe in Notes	205269
	HARTBURG - CYPRESS 500	500 kV	2021-12-30T07:45:51	2021-12-30T07:48:23	Substation Switchyard Equipment	Bushing, Transformer	21_00168
	SHECO SECURITY 26060 138kV SHEAWILL 16202 138kV JEFFCON 16768 138kV	138 kV	2021-12-28T08:48:14	2021-12-30T16:39:08	Contamination	Bird Droppings	21_00165
	JAYHAWKER CREEK CO 26025 138kV	138 kV	2021-12-27T12:54:07	2021-12-27T13:01:27	Accidental Tripping	Relay Crew	21_00154
	HUNTSVILLE-LN485 138kV	138 kV	2021-12-06T09:50:35	2021-12-06T09:54:05	Distribution	#N/A	21_00096
	SABINE PLANT T0110 138kV SABINE PLANT 3415 138kV	138 kV	2021-12-02T17:37:13	2021-12-03T09:59:37	Distribution	0	21_00077
	SABINE PLANT 22835 138kV	138 kV	2021-12-01T13:45:31	2021-12-01T14:23:15	Substation Switchyard Equipment	#N/A	21_00071
	DORSEY 15775 69kV	69 kV	2021-11-21T14:26:02	2021-11-21T15:22:17	Foreign Trouble	Neighboring Utility	21_00040
	JACINTO-PEACH CREEK 230	230 kV	2021-11-19T20:16:33	2021-11-19T20:19:43	Contamination	Bird Droppings	21_00031
	SABINE- NEDERLAND 230	230 kV	2021-11-12T01:53:34	2021-11-12T02:02:31	Contamination	Bird Droppings	21_00012
	ALDEN 26493 138kV ALDEN-LEWIS CREEK 138kV ALDEN-GOSLIN 138kV	138 kV	2021-11-11T05:52:13	2021-11-11T06:03:29	Contamination	Bird Droppings	21-00010
	EGYPT-PANORAMA 138kV EGYPT-LEWIS CREEK 138kV LONGMIRE-PANORAMA 138kV	138 kV	2021-11-11T05:52:11	2021-11-11T12:58:18.227	Lightning	Shielding w/ Direct Stroke to Phase Conductor	21-00009
	ALDEN T3 138/20KV	138 kV	2021-11-11T06:33:37	2021-11-11T12:07:40	Lightning	Shielding w/ Direct Stroke to Phase Conductor	21-00007
	GRIMES AT2 345/138/13kV HUNTSVILLE-LN485 138kV SOMET-NAVASOTA 138kV GRIMES-BENTWATER 138kV GRIMES-CITY OF COLLEGE ST	345 kV	2021-11-10T21:19:55	2021-11-12T17:20:16	Substation Switchyard Equipment	Transformer, Potential/Voltage	21-00006

Month	Year	Off Date	Off Time	On Date	On Time	Distribution Feeder Id	Substation	Cause	Customer Interruptions	Customer Minutes	Duration
1	2021	1/1/2021	12:13:27 AM	1/1/2021	5:54:00 AM	84DQN	DE QUEEN	Equipment Failure	274	91892	341
1	2021	1/3/2021	4:27:00 AM	1/3/2021	9:20:00 AM	570CR	CRYSTAL	Equipment Failure	970	283331	293
1	2021	1/3/2021	4:57:00 AM	1/3/2021	5:22:45 AM	634WT	WYNTEX	Public Damage	1319	32201	25
1	2021	1/3/2021	1:20:00 AM	1/3/2021	2:20:00 AM	425CV	CLEVELAND - TX	Public Damage	2194	131340	60
1	2021	1/4/2021	4:21:40 PM	1/4/2021	5:20:37 PM	705GL	GOSLIN	Public Damage	1400	82295	59
1	2021	1/8/2021	10:25:43 PM	1/9/2021	12:08:09 AM	567FT	FORT WORTH	Public Damage	28	2773	103
1	2021	1/9/2021	12:20:57 AM	1/9/2021	3:53:42 AM	112WS	WESTSIDE	Public Damage	403	85740	213
1	2021	1/9/2021	12:21:59 AM	1/9/2021	3:57:39 AM	111WS	WESTSIDE	Public Damage	330	70952	216
1	2021	1/9/2021	12:22:09 AM	1/9/2021	4:04:46 AM	113WS	WESTSIDE	Public Damage	292	65004	222
1	2021	1/10/2021	6:42:11 PM	1/10/2021	8:02:44 PM	28HRN	HEARNE	Other	28	2255	80
1	2021	1/10/2021	3:06:17 PM	1/10/2021	3:14:07 PM	72ECH	ECHO	Other	2	14	8
1	2021	1/10/2021	3:42:08 PM	1/10/2021	4:32:18 PM	151RS	ROSEDALE - TX	Vegetation	1286	45454	50
1	2021	1/10/2021	3:25:41 PM	1/10/2021	3:32:10 PM	807PD	PEE DEE	Other	3	19	7
1	2021	1/12/2021	4:22:39 AM	1/12/2021	6:29:28 AM	22HKS	HANKS	Equipment Failure	932	118071	127
1	2021	1/20/2021	10:54:29 AM	1/20/2021	11:02:39 AM	320AP	APOLLO	Vegetation	1845	13828	8
1	2021	1/20/2021	9:36:53 AM	1/20/2021	12:21:44 PM	698CE	NULL	Equipment Failure	22	2419	165
1	2021	1/22/2021	9:05:31 PM	1/22/2021	11:18:02 PM	405CV	CLEVELAND - TX	Public Damage	338	40866	133
1	2021	1/23/2021	3:40:15 AM	1/23/2021	3:48:54 AM	405CV	CLEVELAND - TX	Other	324	2787	8
1	2021	1/24/2021	11:28:14 AM	1/24/2021	12:55:05 PM	127SO	SOMERVILLE	Public Damage	409	35431	87
1	2021	1/28/2021	9:17:21 AM	1/28/2021	12:28:00 PM	163VD	VIDOR	Public Damage	588	111917	191
1	2021	1/28/2021	7:33:20 AM	1/28/2021	3:46:46 PM	61CRK	CROCKETT	Public Damage	96	40504	493
2	2021	2/3/2021	2:39:59 PM	2/3/2021	3:10:59 PM	345JT	JOHNSTOWN	Public Damage	1023	31682	31
2	2021	2/10/2021	11:46:44 AM	2/10/2021	1:21:39 PM	197NE	NECHES	Equipment Failure	12	1139	95
2	2021	2/10/2021	2:55:06 PM	2/10/2021	3:13:35 PM	UNKN	NULL	Other	98	1808	18
2	2021	2/11/2021	1:02:30 PM	2/11/2021	2:21:24 PM	112WS	WESTSIDE	Equipment Failure	403	31720	79
2	2021	2/11/2021	1:02:30 PM	2/11/2021	2:28:30 PM	113WS	WESTSIDE	Equipment Failure	293	25198	86
2	2021	2/18/2021	5:11:05 PM	2/18/2021	6:07:05 PM	202SD	SANDY SHORES	Equipment Failure	503	28056	56
2	2021	2/18/2021	8:11:31 PM	2/18/2021	8:47:40 PM	310SP	SPLENDORA	Equipment Failure	9	281	36
2	2021	2/18/2021	1:21:08 AM	2/18/2021	1:56:06 AM	808PD	PEE DEE	Equipment Failure	468	16291	35
2	2021	2/19/2021	5:03:03 PM	2/19/2021	6:15:29 PM	32BRC	BRIARCLIFF	Equipment Failure	1303	93801	72
2	2021	2/22/2021	11:26:13 AM	2/22/2021	11:59:55 AM	34KOL	KOLBS	Equipment Failure	6	197	33
2	2021	2/25/2021	2:46:40 AM	2/25/2021	2:58:09 AM	82WED	WEST END	Other	337	3807	12
2	2021	2/26/2021	4:00:42 AM	2/26/2021	10:34:48 AM	194NE	NECHES	Other	10	2251	394
2	2021	2/26/2021	12:24:00 PM	2/26/2021	1:09:00 PM	30BRC	BRIARCLIFF	Public Damage	2022	90855	45
3	2021	3/3/2021	7:55:17 AM	3/3/2021	8:36:19 AM	48TCO	TRANSCO	Other	73	2995	41
3	2021	3/3/2021	1:12:44 PM	3/3/2021	1:47:53 PM	48TCO	TRANSCO	Other	73	2564	35
3	2021	3/6/2021	7:33:18 PM	3/6/2021	7:38:54 PM	112WS	WESTSIDE	Equipment Failure	362	1998	5
3	2021	3/8/2021	9:28:05 AM	3/8/2021	9:36:28 AM	560WD	WALDEN	Scheduled Outage	246	2055	8
3	2021	3/12/2021	11:04:56 PM	3/13/2021	1:17:24 AM	269RV	RIVTRIN	Equipment Failure	385	50867	133
3	2021	3/12/2021	2:55:02 PM	3/12/2021	3:32:24 PM	577CN	CONROE BULK	Other	2018	72509	37
3	2021	3/12/2021	8:05:53 AM	3/12/2021	8:13:09 AM	34KOL	KOLBS	Other	497	3572	8
3	2021	3/12/2021	10:45:31 AM	3/12/2021	10:51:30 AM	34KOL	KOLBS	Other	497	2759	6
3	2021	3/16/2021	1:11:00 PM	3/16/2021	1:17:00 PM	37KOL	KOLBS	Other	108	642	6
3	2021	3/16/2021	7:58:50 AM	3/16/2021	8:34:04 AM	37KOL	KOLBS	Equipment Failure	236	7882	36
3	2021	3/17/2021	2:45:00 PM	3/19/2021	2:35:41 PM	HULL	NULL	Equipment Failure	4	8744	2870
3	2021	3/17/2021	2:23:00 PM	3/17/2021	3:55:49 PM	25HKS	HANKS	Equipment Failure	926	84178	92
3	2021	3/17/2021	2:23:00 PM	3/17/2021	3:52:00 PM	24HKS	HANKS	Equipment Failure	839	74048	89
3	2021	3/18/2021	4:43:40 PM	3/18/2021	5:43:59 PM	82WED	WEST END	Equipment Failure	336	24002	60
3	2021	3/20/2021	5:51:42 PM	3/20/2021	9:44:19 PM	82WED	WEST END	Public Damage	334	16267	233
3	2021	3/21/2021	10:17:00 PM	3/22/2021	12:22:00 AM	160CH	CHEEK	Public Damage	520	64875	125
3	2021	3/22/2021	1:46:00 AM	3/23/2021	4:09:00 AM	698CE	NULL	Vegetation	23	36409	1583
3	2021	3/23/2021	7:53:57 AM	3/23/2021	8:01:01 AM	583LM	LONGMIRE	Other	10	70	8
3	2021	3/23/2021	8:40:28 AM	3/23/2021	9:21:43 AM	754FO	FOREST	Equipment Failure	1609	66205	41
3	2021	3/26/2021	8:30:00 AM	3/26/2021	1:25:30 PM	949IN	NULL	Lightning	1	295	295
3	2021	3/31/2021	1:45:14 AM	3/31/2021	5:58:17 AM	69PTA	PORT ACRES SUB	Equipment Failure	720	52917	253
4	2021	4/2/2021	10:56:52 PM	4/2/2021	11:18:15 PM	28NOE	NORTH END	Public Damage	153	3205	22
4	2021	4/6/2021	5:50:26 PM	4/6/2021	6:36:59 PM	28HRN	HEARNE	Equipment Failure	27	2218	46
4	2021	4/8/2021	1:43:06 AM	4/8/2021	5:05:49 AM	165CH	CHEEK	Other	117	23514	202
4	2021	4/8/2021	1:43:02 AM	4/8/2021	8:52:57 AM	166CH	CHEEK	Equipment Failure	41	18040	429
4	2021	4/8/2021	6:04:21 AM	4/8/2021	6:20:22 AM	182AM	AMELIA BULK	Other	1264	19719	16
4	2021	4/8/2021	9:27:48 PM	4/8/2021	10:53:56 PM	917SW	SPEEDWAY	Equipment Failure	2	172	86
4	2021	4/8/2021	8:27:55 AM	4/8/2021	9:34:14 AM	73ECH	ECHO	Equipment Failure	604	39421	67
4	2021	4/13/2021	12:38:41 PM	4/13/2021	1:43:13 PM	311SP	SPLENDORA	Public Damage	1290	82407	65
4	2021	4/13/2021	8:26:00 AM	4/13/2021	8:47:39 PM	48TCO	TRANSCO	Scheduled Outage	221	162422	742
4	2021	4/16/2021	2:17:36 AM	4/16/2021	3:25:31 AM	568DC	DOUCETTE	Vegetation	139	9440	68
4	2021	4/17/2021	2:15:26 AM	4/17/2021	3:29:16 AM	221HI	HIMEX	Public Damage	104	7678	74
4	2021	4/19/2021	10:42:00 AM	4/19/2021	4:36:46 PM	NITRO	NULL	Scheduled Outage	1	354	354
4	2021	4/20/2021	11:16:57 AM	4/20/2021	11:51:40 AM	46PTN	PORT NECHES	Public Damage	1271	43702	35

4	2021	4/21/2021	6:04:43 PM	4/21/2021	9:56:53 PM	8LAS	LAKESIDE	Scheduled Outage	29	6500	232
4	2021	4/21/2021	6:09:28 PM	4/21/2021	9:56:03 PM	5LAS	LAKESIDE	Scheduled Outage	44	9969	227
4	2021	4/23/2021	5:37:00 PM	4/23/2021	6:49:00 PM	525PA	PANORAMA	Vegetation	1374	98784	72
4	2021	4/23/2021	4:27:07 PM	4/23/2021	7:02:48 PM	239CR	CORRIGAN BULK	Equipment Failure	323	50129	155
4	2021	4/23/2021	6:50:27 PM	4/23/2021	10:48:00 PM	522BW	BENTWATER	Equipment Failure	1120	265575	238
4	2021	4/27/2021	6:22:51 PM	4/27/2021	11:07:27 PM	159CH	CHEEK	Public Damage	559	127717	285
4	2021	4/27/2021	7:02:16 AM	4/27/2021	7:33:19 AM	222HI	HIMEX	Animal	221	6895	31
4	2021	4/30/2021	11:59:34 PM	5/1/2021	12:16:46 AM	321AP	APOLLO	Vegetation	1936	13476	17
4	2021	4/30/2021	10:39:32 AM	4/30/2021	1:10:08 PM	577CN	CONROE BULK	Equipment Failure	2054	306741	151
5	2021	5/1/2021	8:44:13 AM	5/1/2021	11:06:20 AM	320AP	APOLLO	Equipment Failure	2237	313662	142
5	2021	5/2/2021	6:52:00 PM	5/2/2021	8:25:00 PM	741OK	OAK RIDGE - TX	Equipment Failure	830	77097	93
5	2021	5/3/2021	7:35:23 PM	5/3/2021	8:10:00 PM	61GRO	GROVES-EGSI	Vegetation	936	25139	34
5	2021	5/11/2021	7:15:27 PM	5/11/2021	9:32:38 PM	723DY	DAYTON BULK	Lightning	540	74080	137
5	2021	5/11/2021	11:49:01 PM	5/12/2021	12:11:40 AM	723DY	DAYTON BULK	Equipment Failure	539	11521	22
5	2021	5/11/2021	4:55:00 PM	5/11/2021	5:50:18 PM	600HU	HUNTSVILLE	Vegetation	670	37050	55
5	2021	5/11/2021	6:50:34 PM	5/11/2021	8:02:26 PM	405CV	CLEVELAND - TX	Vegetation	842	60587	72
5	2021	5/12/2021	3:56:32 PM	5/12/2021	4:35:42 PM	513CN	CONAIR	Human Error	1333	52240	39
5	2021	5/12/2021	1:19:08 AM	5/12/2021	1:27:45 AM	59GRO	GROVES-EGSI	Other	1541	12699	8
5	2021	5/13/2021	12:38:15 PM	5/13/2021	1:03:28 PM	155BE	BEVIL	Equipment Failure	2395	60104	25
5	2021	5/14/2021	4:17:56 AM	5/14/2021	6:20:12 AM	23HKS	HANKS	Human Error	1398	170194	123
5	2021	5/14/2021	4:17:56 AM	5/14/2021	6:19:37 AM	22HKS	HANKS	Human Error	1107	133737	122
5	2021	5/17/2021	3:53:40 PM	5/17/2021	3:59:48 PM	321AP	APOLLO	Other	16	83	6
5	2021	5/17/2021	5:25:49 PM	5/17/2021	5:38:28 PM	90MPL	MAPLE	Other	322	3872	13
5	2021	5/17/2021	4:40:43 AM	5/17/2021	6:09:34 AM	5LAS	LAKESIDE	Equipment Failure	156	13861	89
5	2021	5/17/2021	6:56:47 AM	5/17/2021	8:14:51 AM	67PTA	PORT ACRES SUB	Lightning	592	14720	78
5	2021	5/17/2021	3:53:20 PM	5/17/2021	4:56:54 PM	90MPL	MAPLE	Lightning	323	19153	63
5	2021	5/17/2021	6:22:19 PM	5/17/2021	7:10:51 PM	607HU	HUNTSVILLE	Equipment Failure	290	14024	48
5	2021	5/17/2021	3:03:37 PM	5/17/2021	3:40:23 PM	733SN	STILSON	Lightning	2	72	37
5	2021	5/18/2021	11:01:37 PM	5/19/2021	12:18:07 AM	725DY	DAYTON BULK	Other	466	35266	77
5	2021	5/18/2021	12:24:00 PM	5/18/2021	6:16:19 PM	5LAS	LAKESIDE	Equipment Failure	156	54961	352
5	2021	5/18/2021	10:26:17 PM	5/19/2021	2:20:34 AM	570CR	CRYSTAL	Vegetation	121	28347	234
5	2021	5/21/2021	8:10:00 AM	5/21/2021	8:17:25 AM	969NA	NAVASOTA	Other	1231	9100	7
5	2021	5/22/2021	11:30:21 PM	5/23/2021	12:26:03 AM	75JRU	JIROU	Other	59	3286	56
5	2021	5/22/2021	12:55:29 AM	5/22/2021	4:13:12 AM	238CR	CORRIGAN BULK	Vegetation	606	79825	198
5	2021	5/22/2021	7:54:26 PM	5/23/2021	2:09:00 AM	238CR	CORRIGAN BULK	Vegetation	458	128003	374
5	2021	5/22/2021	11:18:25 AM	5/22/2021	11:32:24 AM	238CR	CORRIGAN BULK	Other	239	3342	14
5	2021	5/24/2021	7:47:24 AM	5/24/2021	11:23:56 AM	51FTW	FORT WORTH	Equipment Failure	250	41317	216
5	2021	5/26/2021	4:24:34 PM	5/26/2021	5:59:11 PM	UNKN	NULL	Other	10	946	95
5	2021	5/27/2021	10:17:57 PM	5/28/2021	3:28:22 AM	180AM	AMELIA BULK	Animal	1459	452271	311
5	2021	5/27/2021	10:17:57 PM	5/28/2021	3:26:41 AM	182AM	AMELIA BULK	Animal	1263	389306	309
5	2021	5/28/2021	5:39:00 PM	5/28/2021	6:34:00 PM	317TA	TAMINA	Other	72	3960	55
5	2021	5/28/2021	2:12:53 AM	5/28/2021	3:36:20 AM	181AM	AMELIA BULK	Animal	2341	194409	84
5	2021	5/28/2021	1:30:28 PM	5/28/2021	2:17:39 PM	708GL	GOSLIN	Equipment Failure	107	5049	47
5	2021	5/28/2021	8:10:00 AM	5/28/2021	8:54:00 AM	345JT	JOHNSTOWN	Equipment Failure	2071	90772	44
5	2021	5/29/2021	6:46:11 PM	5/29/2021	9:26:17 PM	920DO	DOBBIN	Animal	2045	326438	160
5	2021	5/29/2021	10:30:00 AM	5/29/2021	2:30:00 PM	317TA	TAMINA	Vegetation	72	17280	240
5	2021	5/29/2021	6:10:06 AM	5/29/2021	9:07:21 AM	584LM	LONGMIRE	Equipment Failure	436	76909	177
6	2021	6/1/2021	9:36:00 AM	6/1/2021	10:24:00 AM	583LM	LONGMIRE	Equipment Failure	1542	73632	48
6	2021	6/1/2021	3:37:00 PM	6/1/2021	6:21:34 PM	949IN	NULL	Other	1	164	164
6	2021	6/2/2021	8:23:00 AM	6/2/2021	8:31:54 AM	949IN	NULL	Other	1	8	8
6	2021	6/3/2021	12:33:42 PM	6/3/2021	1:38:35 PM	68PTA	PORT ACRES SUB	Lightning	856	55408	65
6	2021	6/5/2021	8:16:00 PM	6/5/2021	8:22:00 PM	138CI	CALDWELL INDUSTRIAL	Other	603	3612	6
6	2021	6/5/2021	8:05:44 AM	6/5/2021	9:28:50 AM	112WS	WESTSIDE	Lightning	391	31829	83
6	2021	6/8/2021	10:44:16 AM	6/8/2021	4:09:12 PM	111WS	WESTSIDE	Public Damage	329	29981	325
6	2021	6/8/2021	5:23:35 PM	6/8/2021	6:50:21 PM	227HI	NULL	Scheduled Outage	724	50372	87
6	2021	6/8/2021	1:57:03 AM	6/8/2021	4:15:44 PM	201SD	SANDY SHORES	Scheduled Outage	1272	941645	858
6	2021	6/8/2021	12:43:41 PM	6/8/2021	2:00:09 PM	100BL	BLUE WATER	Scheduled Outage	1540	117373	77
6	2021	6/8/2021	12:44:01 PM	6/8/2021	1:59:21 PM	101BL	BLUE WATER	Scheduled Outage	1753	131597	75
6	2021	6/8/2021	3:08:37 AM	6/8/2021	3:32:45 AM	101BL	BLUE WATER	Scheduled Outage	477	11484	24
6	2021	6/8/2021	5:27:26 PM	6/8/2021	6:21:13 PM	743OK	OAK RIDGE - TX	Equipment Failure	212	11295	54
6	2021	6/8/2021	7:53:46 PM	6/8/2021	10:18:51 PM	809PD	PEE DEE	Other	1674	241251	145
6	2021	6/9/2021	1:57:37 PM	6/9/2021	4:53:06 PM	607HU	HUNTSVILLE	Other	107	9661	176
6	2021	6/9/2021	2:29:00 PM	6/9/2021	3:40:01 PM	566CR	CRYSTAL	Human Error	6145	434573	71
6	2021	6/10/2021	1:48:04 PM	6/10/2021	2:47:38 PM	141LV	LOVELLS LAKE	Human Error	738	28566	59
6	2021	6/10/2021	11:30:33 PM	6/11/2021	1:46:19 AM	197NE	NECHES	Equipment Failure	134	17542	136
6	2021	6/13/2021	2:04:37 PM	6/13/2021	3:02:02 PM	583LM	LONGMIRE	Equipment Failure	1908	74804	58
6	2021	6/14/2021	9:10:22 PM	6/14/2021	10:33:58 PM	506WR	WARREN	Other	1381	115109	83
6	2021	6/14/2021	1:01:24 PM	6/14/2021	1:30:09 PM	134TG	TANGLEWOOD	Equipment Failure	2286	65477	29
6	2021	6/15/2021	5:43:33 PM	6/15/2021	6:34:47 PM	18LOB	LOEB	Other	556	28331	51

6	2021	6/15/2021	5:04:39 PM	6/15/2021	6:50:25 PM	281ML	MEMORIAL	Lightning	1020	107875	106
6	2021	6/15/2021	4:56:19 PM	6/15/2021	6:18:00 PM	763AL	NULL	Vegetation	747	60981	82
6	2021	6/15/2021	8:08:00 PM	6/15/2021	9:44:02 PM	362HT	HEIGHTS	Vegetation	1276	122249	96
6	2021	6/15/2021	9:38:01 PM	6/15/2021	11:45:53 PM	182AM	AMELIA BULK	Human Error	886	113154	127
6	2021	6/16/2021	9:10:11 AM	6/16/2021	10:12:21 AM	382MC	MCLEWIS	Equipment Failure	863	52829	62
6	2021	6/16/2021	6:53:39 PM	6/16/2021	8:38:55 PM	592AP	APRIL	Other	65	6841	105
6	2021	6/16/2021	8:53:00 PM	6/16/2021	10:56:14 PM	592AP	APRIL	Public Damage	1199	141198	123
6	2021	6/18/2021	9:21:37 PM	6/18/2021	9:48:50 PM	184PS	PANSY	Equipment Failure	427	11563	27
6	2021	6/20/2021	8:24:28 PM	6/20/2021	8:30:58 PM	69PTA	PORT ACRES SUB	Lightning	719	4580	6
6	2021	6/20/2021	11:12:25 PM	6/21/2021	3:50:00 AM	581LM	LONGMIRE	Animal	2443	677038	278
6	2021	6/20/2021	11:12:21 PM	6/21/2021	12:50:00 PM	580LM	LONGMIRE	Animal	241	197053	818
6	2021	6/22/2021	1:15:03 PM	6/22/2021	1:59:17 PM	68PTA	PORT ACRES SUB	Equipment Failure	856	37603	44
6	2021	6/23/2021	2:21:59 PM	6/23/2021	2:57:15 PM	506WR	WARREN	Equipment Failure	1384	48654	36
6	2021	6/24/2021	4:12:00 PM	6/24/2021	6:20:11 PM	207HA	HANKAMER	Vegetation	774	99086	128
6	2021	6/24/2021	4:14:13 PM	6/24/2021	6:20:30 PM	206HA	HANKAMER	Vegetation	773	96658	126
6	2021	6/25/2021	2:22:20 PM	6/25/2021	2:29:54 PM	710GL	GOSLIN	Equipment Failure	613	4626	7
6	2021	6/30/2021	2:25:25 PM	6/30/2021	4:57:44 PM	342WN	WINFREE	Public Damage	1208	109635	152
7	2021	7/1/2021	8:46:31 PM	7/1/2021	10:26:20 PM	883GR	GRIMES	Other	143	14174	100
7	2021	7/1/2021	10:59:55 PM	7/1/2021	11:11:57 PM	883GR	GRIMES	Other	143	1709	12
7	2021	7/2/2021	10:14:10 PM	7/2/2021	11:37:12 PM	362HT	HEIGHTS	Public Damage	1278	104568	83
7	2021	7/3/2021	2:46:40 PM	7/3/2021	3:34:36 PM	71ECH	ECHO	Other	489	23344	48
7	2021	7/13/2021	2:25:45 PM	7/13/2021	3:12:51 PM	360BD	BRIDGE CITY	Equipment Failure	1169	53797	47
7	2021	7/14/2021	10:33:48 AM	7/14/2021	11:03:36 AM	338NC	NEW CANEY	Human Error	531	15830	30
7	2021	7/15/2021	3:09:36 PM	7/15/2021	5:40:31 PM	564WD	WALDEN	Other	3113	466936	151
7	2021	7/15/2021	3:13:18 AM	7/15/2021	3:22:43 AM	105SL	SOUR LAKE	Other	1285	11878	9
7	2021	7/18/2021	5:53:58 AM	7/18/2021	6:35:18 AM	380MC	MCLEWIS	Equipment Failure	2481	101508	42
7	2021	7/19/2021	6:18:07 PM	7/19/2021	6:40:28 PM	69PTA	PORT ACRES SUB	Lightning	721	15821	22
7	2021	7/19/2021	7:22:11 PM	7/19/2021	7:47:04 PM	69PTA	PORT ACRES SUB	Lightning	720	17596	25
7	2021	7/19/2021	9:53:46 PM	7/19/2021	10:00:24 PM	801FE	FEDERAL	Equipment Failure	555	3640	7
7	2021	7/19/2021	10:15:00 PM	7/19/2021	11:02:56 PM	166CH	CHEEK	Lightning	1641	78624	47
7	2021	7/19/2021	6:41:37 PM	7/19/2021	10:12:51 PM	182AM	AMELIA BULK	Lightning	1272	268667	211
7	2021	7/19/2021	6:41:45 PM	7/19/2021	10:05:27 PM	181AM	AMELIA BULK	Equipment Failure	2541	515549	204
7	2021	7/19/2021	6:41:46 PM	7/19/2021	10:05:27 PM	180AM	AMELIA BULK	Equipment Failure	1473	299426	204
7	2021	7/23/2021	12:38:46 AM	7/23/2021	4:23:19 AM	905NA	NAVASOTA	Animal	2405	535529	225
7	2021	7/23/2021	12:38:46 AM	7/23/2021	4:23:26 AM	969NA	NAVASOTA	Animal	1248	278356	225
7	2021	7/23/2021	9:49:38 AM	7/23/2021	10:47:24 AM	350PW	PARKWAY	Vegetation	1001	56779	58
7	2021	7/27/2021	10:44:03 AM	7/27/2021	10:51:56 AM	88WED	WEST END	Other	417	3177	7
7	2021	7/28/2021	6:18:42 PM	7/28/2021	7:08:38 PM	121EL	ELIZABETH	Public Damage	937	46538	50
7	2021	7/28/2021	12:59:02 AM	7/28/2021	1:11:15 AM	325CO	CORDREY	Other	1418	15526	12
7	2021	7/31/2021	6:22:52 PM	7/31/2021	9:54:44 PM	112MC	MCHALE	Equipment Failure	820	135789	212
7	2021	7/31/2021	1:18:00 AM	7/31/2021	3:52:00 PM	257GV	GROVETON	Vegetation	51	43700	874
8	2021	8/3/2021	7:37:00 AM	8/3/2021	9:21:02 AM	64CRK	CROCKETT	Animal	1011	93413	104
8	2021	8/6/2021	4:36:35 PM	8/6/2021	5:19:03 PM	34KOL	KOLBS	Animal	966	40371	43
8	2021	8/7/2021	1:08:10 PM	8/7/2021	2:19:18 PM	154BE	BEVIL	Equipment Failure	712	50437	71
8	2021	8/7/2021	1:15:29 PM	8/7/2021	2:06:36 PM	342JT	JOHNSTOWN	Vegetation	894	45595	51
8	2021	8/8/2021	3:02:00 PM	8/8/2021	6:14:00 PM	22YAN	YANKEE DOODLE	Vegetation	407	76032	192
8	2021	8/8/2021	2:35:28 PM	8/8/2021	4:22:03 PM	46PTN	PORT NECHES	Equipment Failure	1300	137384	107
8	2021	8/9/2021	2:24:40 PM	8/9/2021	3:11:41 PM	704GL	GOSLIN	Other	1673	78263	47
8	2021	8/9/2021	6:15:27 PM	8/9/2021	8:31:11 PM	704GL	GOSLIN	Equipment Failure	16	2171	136
8	2021	8/12/2021	11:34:15 AM	8/12/2021	1:59:28 PM	78JRU	JIROU	Lightning	295	11944	145
8	2021	8/12/2021	2:02:25 AM	8/12/2021	2:27:05 PM	330AD	ADAMS BAYOU	Public Damage	14	10425	745
8	2021	8/16/2021	1:07:00 PM	8/16/2021	3:47:55 PM	513CN	CONAIR	Lightning	1373	218319	160
8	2021	8/16/2021	7:27:51 PM	8/16/2021	8:06:23 PM	40LNB	LINDBERGH	Other	328	12638	39
8	2021	8/16/2021	3:45:10 PM	8/16/2021	7:02:00 PM	41LNB	LINDBERGH	Lightning	1603	310404	197
8	2021	8/16/2021	4:50:01 PM	8/16/2021	4:55:57 PM	122EL	ELIZABETH	Other	539	3175	5
8	2021	8/16/2021	7:15:48 PM	8/16/2021	7:21:00 PM	123EL	ELIZABETH	Other	1844	9510	6
8	2021	8/18/2021	12:46:08 PM	8/18/2021	1:27:35 PM	74RAY	RAYWOOD	Equipment Failure	1154	46636	41
8	2021	8/21/2021	4:21:06 PM	8/21/2021	6:10:17 PM	72ECH	ECHO	Equipment Failure	489	52760	109
8	2021	8/24/2021	8:41:42 PM	8/25/2021	12:32:45 AM	330AD	ADAMS BAYOU	Lightning	141	32255	231
8	2021	8/24/2021	8:20:45 PM	8/24/2021	11:12:55 PM	324CO	CORDREY	Equipment Failure	1559	265660	172
8	2021	8/25/2021	11:38:09 AM	8/25/2021	12:59:49 PM	331AD	ADAMS BAYOU	Scheduled Outage	181	14781	81
8	2021	8/26/2021	3:58:15 PM	8/26/2021	5:06:55 PM	70ECH	ECHO	Vegetation	758	51845	68
8	2021	8/27/2021	4:50:08 PM	8/27/2021	4:57:55 PM	8LAS	LAKESIDE	Other	30	233	7
8	2021	8/28/2021	1:59:08 AM	8/28/2021	4:23:00 AM	69PTA	PORT ACRES SUB	Lightning	723	102144	144
8	2021	8/29/2021	11:28:23 AM	8/29/2021	1:17:09 PM	628TE	TEMCO	Equipment Failure	415	44798	109
8	2021	8/30/2021	4:49:35 PM	8/30/2021	4:54:55 PM	138CI	CALDWELL INDUSTRIAL	Equipment Failure	207	1105	5
8	2021	8/30/2021	3:08:43 PM	8/30/2021	4:09:42 PM	138CI	CALDWELL INDUSTRIAL	Public Damage	265	16164	61
8	2021	8/31/2021	7:09:04 AM	8/31/2021	9:25:02 AM	127SO	SOMERVILLE	Scheduled Outage	411	55202	136

8	2021	8/31/2021	10:09:20 AM	8/31/2021	12:43:45 PM	127SO	SOMERVILLE	Scheduled Outage	414	62704	154
8	2021	8/31/2021	11:10:06 PM	8/31/2021	11:15:09 PM	UNKN	NULL	Other	2468	12350	5
9	2021	9/2/2021	12:51:04 PM	9/2/2021	2:46:11 PM	16LCN	LINCOLN	Other	294	32494	115
9	2021	9/3/2021	1:07:54 PM	9/3/2021	1:28:27 PM	743OK	OAK RIDGE - TX	Lightning	1031	20882	21
9	2021	9/6/2021	1:00:55 PM	9/6/2021	6:23:34 PM	8LAS	LAKESIDE	Equipment Failure	35	11292	323
9	2021	9/7/2021	9:58:55 AM	9/7/2021	1:01:51 PM	111MC	MCHALE	Scheduled Outage	355	63845	183
9	2021	9/10/2021	1:22:18 AM	9/10/2021	11:23:20 AM	342WN	WINFREE	Public Damage	300	176852	601
9	2021	9/11/2021	4:59:22 AM	9/11/2021	8:42:35 AM	80LAV	LAKEVIEW	Equipment Failure	687	151342	223
9	2021	9/12/2021	7:26:43 AM	9/12/2021	11:11:00 AM	250BY	BAYOU FANNETT	Public Damage	328	72892	225
9	2021	9/13/2021	4:37:06 PM	9/13/2021	5:36:42 PM	362HT	HEIGHTS	Equipment Failure	205	12215	59
9	2021	9/15/2021	12:12:09 PM	9/15/2021	12:18:38 PM	270BC	BROOKS CREEK	Other	49	323	6
9	2021	9/16/2021	2:28:55 PM	9/16/2021	5:12:14 PM	360BD	BRIDGE CITY	Other	1173	40410	164
9	2021	9/20/2021	3:07:11 PM	9/21/2021	10:02:56 AM	HULL	NULL	Foreign Trouble	4	4543	1135
9	2021	9/21/2021	9:00:02 AM	9/21/2021	10:09:50 AM	132CE	CENTRAL	Scheduled Outage	8	558	69
9	2021	9/21/2021	10:06:00 AM	9/21/2021	12:04:30 PM	213BA	BAYSHORE	Scheduled Outage	243	13181	118
9	2021	9/21/2021	8:28:13 AM	9/21/2021	9:31:24 AM	714SL	SOUTH LIBERTY	Other	104	6508	63
9	2021	9/22/2021	11:38:14 AM	9/22/2021	12:30:17 PM	197NE	NECHES	Equipment Failure	134	6819	52
9	2021	9/22/2021	2:30:46 PM	9/22/2021	3:45:48 PM	197NE	NECHES	Equipment Failure	134	9830	75
9	2021	9/24/2021	1:47:00 PM	9/24/2021	2:54:11 PM	122EL	ELIZABETH	Equipment Failure	745	28403	67
9	2021	9/27/2021	5:48:00 PM	9/27/2021	5:56:00 PM	681VI	VIWAY	Other	69	552	8
9	2021	9/28/2021	12:23:26 PM	9/28/2021	12:42:55 PM	119RB	REBEL	Lightning	272	5320	19
9	2021	9/29/2021	8:03:45 AM	9/29/2021	10:50:46 AM	375MR	MERLIN	Public Damage	7	1151	167
9	2021	9/29/2021	5:22:37 PM	9/29/2021	5:33:00 PM	16LCN	LINCOLN	Equipment Failure	192	1982	11
9	2021	9/29/2021	8:38:25 AM	9/29/2021	12:39:29 PM	521BW	BENTWATER	Scheduled Outage	251	60507	241
10	2021	10/1/2021	8:23:00 PM	10/2/2021	2:02:51 AM	569DC	DOUCETTE	Scheduled Outage	61	20390	339
10	2021	10/2/2021	2:02:00 AM	10/2/2021	2:08:52 AM	569DC	DOUCETTE	Other	194	1323	6
10	2021	10/6/2021	11:45:53 AM	10/6/2021	12:26:13 PM	755FO	FOREST	Equipment Failure	1451	58322	41
10	2021	10/6/2021	11:45:53 AM	10/6/2021	1:38:13 PM	755FO	FOREST	Equipment Failure	579	64928	113
10	2021	10/6/2021	1:31:00 PM	10/6/2021	1:38:00 PM	755FO	FOREST	Other	1451	10122	7
10	2021	10/6/2021	3:57:19 AM	10/6/2021	4:02:43 AM	766AL	NULL	Equipment Failure	1630	8779	5
10	2021	10/7/2021	5:51:00 AM	10/7/2021	5:57:00 AM	513CN	CONAIR	Other	1732	10374	6
10	2021	10/7/2021	5:51:48 AM	10/7/2021	5:59:07 AM	567CR	CRYSTAL	Other	1096	8011	8
10	2021	10/7/2021	3:10:10 PM	10/7/2021	3:49:23 PM	969NA	NAVASOTA	Equipment Failure	1198	46787	39
10	2021	10/9/2021	8:09:01 AM	10/9/2021	10:27:39 AM	119RB	REBEL	Equipment Failure	272	37846	138
10	2021	10/11/2021	7:34:43 AM	10/11/2021	7:41:01 AM	69PTA	PORT ACRES SUB	Lightning	713	4469	7
10	2021	10/12/2021	9:58:20 PM	10/13/2021	12:16:50 AM	590AP	APRIL	Equipment Failure	1599	220252	138
10	2021	10/12/2021	5:25:18 AM	10/12/2021	6:15:29 AM	567CR	CRYSTAL	Public Damage	1057	52988	50
10	2021	10/13/2021	12:01:06 PM	10/13/2021	1:13:11 PM	132CE	CENTRAL	Scheduled Outage	8	576	72
10	2021	10/13/2021	3:12:50 AM	10/13/2021	3:21:20 AM	703GL	GOSLIN	Equipment Failure	1592	13528	9
10	2021	10/14/2021	8:33:20 AM	10/14/2021	9:45:55 AM	185PS	PANSY	Equipment Failure	537	38829	72
10	2021	10/15/2021	11:34:45 AM	10/15/2021	11:43:37 AM	86WED	WEST END	Other	253	2233	9
10	2021	10/16/2021	8:09:49 AM	10/16/2021	8:16:17 AM	5LAS	LAKESIDE	Scheduled Outage	154	981	7
10	2021	10/17/2021	1:08:37 AM	10/17/2021	2:36:05 AM	567CR	CRYSTAL	Equipment Failure	703	61489	88
10	2021	10/19/2021	2:28:09 PM	10/19/2021	3:09:36 PM	570CR	CRYSTAL	Human Error	1245	51424	41
10	2021	10/20/2021	8:37:38 AM	10/20/2021	11:43:22 AM	478MD	MCDONALD	Scheduled Outage	386	71319	186
10	2021	10/20/2021	10:52:35 AM	10/20/2021	11:43:33 AM	316TA	TAMINA	Scheduled Outage	295	14829	51
10	2021	10/21/2021	4:12:32 PM	10/21/2021	6:09:28 PM	405CV	CLEVELAND - TX	Other	22	2689	117
10	2021	10/24/2021	12:33:19 PM	10/24/2021	1:42:10 PM	342JT	JOHNSTOWN	Scheduled Outage	347	24059	69
10	2021	10/24/2021	3:54:12 PM	10/24/2021	4:24:25 PM	335NC	NEW CANEY	Scheduled Outage	549	16562	30
10	2021	10/26/2021	4:27:52 PM	10/26/2021	5:32:11 PM	335NC	NEW CANEY	Scheduled Outage	2208	44598	65
10	2021	10/26/2021	4:06:26 PM	10/26/2021	4:48:44 PM	627TE	TEMCO	Other	499	21065	42
10	2021	10/30/2021	8:16:28 PM	10/31/2021	12:03:58 AM	592AP	APRIL	Equipment Failure	1164	237479	227
10	2021	10/30/2021	7:24:00 AM	10/30/2021	5:35:28 PM	426CV	CLEVELAND - TX	Other	255	155312	611
10	2021	10/30/2021	4:36:31 PM	10/30/2021	9:08:00 PM	577CN	CONROE BULK	Equipment Failure	544	353758	272
11	2021	11/2/2021	9:17:58 AM	11/2/2021	10:49:47 AM	73RAY	RAYWOOD	Scheduled Outage	83	7364	92
11	2021	11/3/2021	6:32:16 PM	11/3/2021	7:12:50 PM	162VD	VIDOR	Vegetation	1841	73935	40
11	2021	11/3/2021	2:38:07 PM	11/3/2021	3:25:51 PM	704GL	GOSLIN	Equipment Failure	1673	56670	47
11	2021	11/3/2021	5:52:12 PM	11/3/2021	6:33:27 PM	572CN	CONROE BULK	Equipment Failure	5080	208602	41
11	2021	11/3/2021	2:04:29 PM	11/3/2021	2:52:27 PM	574CN	CONROE BULK	Vegetation	3279	156495	48
11	2021	11/8/2021	12:36:58 PM	11/8/2021	2:30:48 PM	405CV	CLEVELAND - TX	Other	880	99613	114
11	2021	11/8/2021	12:36:58 PM	11/8/2021	2:32:12 PM	403CV	CLEVELAND - TX	Other	3521	394551	116
11	2021	11/10/2021	7:41:11 PM	11/10/2021	8:36:09 PM	720ME	METRO	Other	550	29959	55
11	2021	11/11/2021	4:35:20 AM	11/11/2021	7:09:26 AM	257GV	GROVETON	Vegetation	145	22190	154
11	2021	11/17/2021	2:06:54 PM	11/17/2021	5:58:13 PM	598TA	TAMINA	Scheduled Outage	884	202872	232
11	2021	11/19/2021	6:32:00 AM	11/19/2021	10:52:02 AM	403CV	CLEVELAND - TX	Equipment Failure	1467	379132	260
11	2021	11/19/2021	7:28:00 AM	11/19/2021	10:52:00 AM	404CV	CLEVELAND - TX	Equipment Failure	2041	413712	204
11	2021	11/19/2021	6:32:00 AM	11/19/2021	11:01:00 AM	406CV	CLEVELAND - TX	Equipment Failure	1998	535041	269
11	2021	11/19/2021	6:32:00 AM	11/19/2021	7:28:00 AM	404CV	CLEVELAND - TX	Equipment Failure	2039	113456	56
11	2021	11/19/2021	6:32:27 AM	11/19/2021	10:54:20 AM	405CV	CLEVELAND - TX	Equipment Failure	874	227838	262
11	2021	11/20/2021	2:01:06 PM	11/20/2021	2:26:00 PM	403CV	CLEVELAND - TX	Scheduled Outage	2371	58730	25
11	2021	11/22/2021	4:33:07 PM	11/22/2021	5:10:07 PM	39TYR	TYRRELL	Other	9	333	37
11	2021	11/23/2021	10:46:33 PM	11/23/2021	11:34:43 PM	176PR	PARKDALE	Other	415	19891	48

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11	2021	11/27/2021	5:43:54 AM	11/27/2021	7:14:10 AM	281ML	MEMORIAL	Public Damage	995	89190	91
11	2021	11/28/2021	2:48:14 AM	11/28/2021	6:37:24 AM	193NE	NECHES	Equipment Failure	1466	329785	229
11	2021	11/28/2021	2:48:14 AM	11/28/2021	6:22:24 AM	197NE	NECHES	Equipment Failure	12	2569	214
12	2021	12/2/2021	3:10:00 AM	12/2/2021	3:15:11 AM	551EP	EGYPT	Scheduled Outage	2786	14063	5
12	2021	12/4/2021	1:45:07 AM	12/4/2021	3:29:16 AM	37TYR	TYRRELL	Equipment Failure	493	50402	104
12	2021	12/6/2021	9:50:37 AM	12/6/2021	11:25:47 AM	632WT	WYNTEX	Equipment Failure	939	81901	95
12	2021	12/7/2021	7:18:31 AM	12/7/2021	4:34:41 PM	157HA	HAMPTON	Scheduled Outage	5	2753	556
12	2021	12/9/2021	6:51:00 AM	12/9/2021	7:51:28 AM	335NC	NEW CANEY	Other	2253	135158	60
12	2021	12/10/2021	8:00:59 PM	12/10/2021	8:09:44 PM	18LOB	LOEB	Other	472	4100	9
12	2021	12/11/2021	11:01:30 AM	12/11/2021	4:44:43 PM	782PW	PARKWAY	Vegetation	365	124930	343
12	2021	12/14/2021	4:34:20 PM	12/14/2021	4:40:20 PM	782PW	PARKWAY	Scheduled Outage	365	2178	6
12	2021	12/18/2021	10:37:45 AM	12/18/2021	11:48:55 AM	537LA	LACON	Equipment Failure	2352	166673	71
12	2021	12/18/2021	3:04:14 PM	12/18/2021	9:38:44 PM	5LAS	LAKESIDE	Other	155	61147	394
12	2021	12/18/2021	11:13:58 AM	12/18/2021	1:10:17 PM	570CR	CRYSTAL	Vegetation	1149	133052	117

ENTERGY TEXAS, INC.
QUALITY OF SERVICE COMPLAINTS
FOR TWELVE MONTHS ENDED December 31, 2021

Entergy places high importance on responding to customer issues. Complaints and concerns are recorded in its Customer Care System (CCS) and are directed to the appropriate department for resolution. The Company's Customer Issue Resolution (CIR) program captures issues in CCS and coding of complaints into nineteen areas. Whenever a customer expressed dissatisfaction or has any type of customer issue, each issue is assigned to an owner. The objective is to decrease the occurrences of repeat calls to the customer contact center and to improve customer satisfaction.

To ensure local control of the CIR process, complaint owners from each organizational unit with direct customer contact are designated to handle complaints. The complaint owner serves as a point of contact in their function as someone with the most knowledge of the customer's issue and the most authority to resolve it. The Texas Customer Service Support group oversees the local CIR process when complaints are not resolved by the Customer Contact Center to ensure each local functional group resolves their assigned customer issue, ensures consistency through liaison within workgroups that have direct customer contact, provides technical analysis expertise, and manages the reporting and tracking function.

The department assigned to the customer complaint owns the complaint until resolution. Emphasis is placed on ownership of the issue and reducing the need for the customer to call the customer contact center again about the same issue. Entergy continues to use this valuable customer feedback to make changes in processes and improve customer satisfaction.

The Texas Customer Service Support group places priority on successfully managing the complaint process for its Texas customers. All complaints are recorded in the CIR database and are categorized by type and subtype. Each complaint record also includes the means by which it was received and the source of the complaint. ETI adheres to the following to address customer complaints:

- A customer's call is returned by an individual who can listen to the customer's complaint.
- Regulatory complaints are completed with a formal written response to the customer and the Public Utility Commission of Texas' (PUCT) Office of Customer Protection within twenty-one calendar days from the receipt of the complaint and are assigned to Texas Customer Service Support as the complaint owner.

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- Routine complaints are generally received by one of the four areas: Customer Contact Center, local field personnel, Entergy website or Facebook.
- In order to monitor and better manage recurring issues, a customer contact center call voice recording process has been instituted. This call monitoring process provides for individual call voice recordings and confirms discussions held with customers. This process is a unique training tool to avoid recurring issues and is valuable in confirming conversations with customers that result in misunderstandings.
- Automated dialer calls and/or texts are utilized in order to proactively mitigate customer complaints. These messages are used to communicate with our customers for many different reasons. By better communicating with customers, this is impacting the number of follow-up calls and inquiries by customers, as well as complaints by proactively resolving issues beforehand. Below are reasons the automated dialer calls and/or texts are used to communicate with our customers.
    - Mandated by Public Authority
    - Scheduled Interruption
    - Vegetation Trimming
    - Emergency Outage Information
    - Pole Inspections
    - Transmission Outages
    - Turn-off orders

Complaints are now categorized into 16 types. A ranked summary of complaints for Texas is shown below for January 1, 2021 through December 31, 2021:

Type	Number of Complaints	Percent
Access Availability CCC and Care Center	24	0.30%
Bill Delivery	27	0.34%
Billing	1956	24.68%
Credit & Collection	224	2.83%
Damages	1007	12.71%
Deposit	242	3.05%
Lighting	72	0.91%
Meter Reading	147	1.85%
myEntergy	2010	25.36%
Other	362	4.57%
Outage – Electric	552	6.97%
Payment Processing	90	1.14%
Personnel	214	2.70%
Service – Electric	829	10.46%
Service Diversion	8	0.10%
Tree Trim	161	2.03%
Total	7,925	100%

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ENTERGY TEXAS, INC.
TREE TRIMMING PROGRAM
VEGETATION MANAGEMENT PROGRAM
FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

The Entergy System has developed a comprehensive Vegetation Management Program that minimizes customer service interruptions due to vegetation contact with power lines. This program has improved service reliability, improved customer satisfaction, created a more productive trimming workforce, and minimized the long-term cost of vegetation maintenance in and around Entergy's rights-of-way (ROW). The key elements of the program are:

- Utilize custom trimming cycles for each feeder in the Entergy system so that trimming will occur according to a feeder's specific needs and will be accomplished before service interruptions become a problem,

- Design Reactive trimming (internal and external customer requests that arise between cycles) work processes to aggressively set and meet customer work completion commitment dates,

- Utilize proactive and planned approaches to manage vegetation between cycles, thus minimizing problems with dead/damaged trees, vines, and other vegetation-related conditions that may arise.

To facilitate the implementation of the above program elements, Entergy has the following strategies to accomplish the overall goal and objectives provided above:

- Utilize an algorithmic approach to determine a feeder's appropriate cycle, facilitating optimal planning, and scheduling of trimming activities.

- Utilize a centralized organizational design to help manage the overall process (contractor management, work processes, measures, etc.).

- Utilize contractor management strategies to focus the organization on customer satisfaction, feeder trimming costs, reactive work costs, and contractor compliance with Entergy tree trimming specifications, trimming schedules, etc.

- Utilize constant analysis of performance to maximize reliability. Vegetation Management personnel have developed several performance tracking tools, used on a weekly or monthly basis, to identify the "Worst of the Worst" reliability performers and address them in a timely fashion.

- Utilize a "Hazard Tree" removal program designed to target feeders with high numbers of outside ROW tree outages or feeders with historical evidence of the same, patrol them, and identify/remove any "Hazard Trees". ("Hazard Trees" are any dead, dying, decayed, or leaning trees that could potentially pose a threat to Entergy service and equipment).

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- Utilize a Skyline program designed to remove all vegetation overhanging the line on areas of ROW that historically have high numbers of overhang-related outages.

- Utilize herbicides for floor treatment to increase visibility and safety along the ROW's, as well as lower future maintenance costs.

- Utilize Tree Growth Regulators (TGR) in conjunction with the maintenance program to address specific areas where the application is feasible.

These process improvements have been implemented throughout the Entergy System. To monitor and assure full implementation, the following activities have been initiated and are ongoing:

- Audit each operating Area Vegetation Management organization to assure compliance, identify gap issues, and make necessary adjustments.

- Work towards long-term agreements with key contractors and clearly establish market unit-based pricing for trimming activities within each Operating Area.

- Monitor internal workload of Vegetation Management personnel to provide work destruction/addition as necessary to supply continued quality service to all internal and external customers.

For 2021 Entergy Texas reported:

- Distribution Line Vegetation System Average Interruption Frequency Index (SAIFI) is 0.221. This is slightly above the three-year average of .200

- Distribution Line Vegetation System Average Interruption Duration Index (SAIDI) is 36.5. This is equal to the three-year average of 36.5, and slightly better than last year's 37.4.

- Distribution Line Vegetation Outages decreased 12.5% from 2,315 to 2,028 in 2021.

- Distribution Vegetation had zero PUCT-reported Complaints. Customer complaints were reduced to 36, from 101 the previous year.

- Vegetation Management removed 600 Hazard Trees in 2021, which does not include the number of trees removed during storm recovery efforts in a very active storm year that resulted in a number of tree failures during the events.

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ENTERGY TEXAS, INC.
QUALITY OF SERVICE IMPROVEMENTS
FOR THE TWELVE MONTHS ENDED DECEMBER 31, 2021

Entergy Texas continues to maintain and implement systems and processes for the improvement of quality of service to its customers. Some of the organizations, programs and activities for improving quality of service are:

Distribution Operations Organization

The Distribution Operations Organization was developed to meet customer expectations in the following key areas: scheduling commitments, service reliability, and outage restoration information. Local management of service teams is also provided for routine service work and outage restoration. Distribution Operations also provides Vegetation, Asset Planning, Asset Management, Standards, Fleet, ROW, Environmental, and Compliance activities.

Another part of the Distribution Operations Organization provides process standardization and support for Industrial Metering and Meter Reading.

Asset Planning Organization

The function of planning for and providing reliable electric service is addressed by the Planning Organization. The organization is distributed throughout the Entergy System, and ETI is served directly by the Asset Planning personnel domiciled in Texas. The Asset Planning engineers maintain direct communication with their key customer groups. Capacity planning, project planning, ranking, and prioritization are performed with a consistent set of process guidelines, which assure that the resources expended will improve the quality of service.
Improved technological tools and software are utilized to provide load modeling, reliability modeling, and electrical/customer connectivity modeling.

Work and Asset Management Organizations

The function of monitoring and providing reliable electric service is addressed by the Work Management Organization and the Asset Management Organization. Work Management is managed directly by personnel domiciled in Texas. Its main function is to manage the implementation of reliability and infrastructure projects identified through collaboration with ETI's Customer Service Organization. Asset Management is an ESL system service organization providing independent oversight, monitoring and guidance to the Work Management.

ETI's service reliability is addressed through the aggressive implementation of the following major programs and initiatives:

- **Vegetation Management Program:** ETI's distribution line vegetation management consists primarily of three components: (1) a cycle-based proactive component; (2) a reactive, customer-driven component; and (3) a

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Stuart Barrett and Paula Waters (Pages 6 through 9)

hazard tree component. The cycle-based component is based on a Cycle Trim Model utilizing artificial intelligence to predict the best time to trim any particular feeder by projecting vegetation growth based on data provided to the model. The average target trim cycle is approximately 4.5 years. The reactive component consists of unplanned trimming, which is primarily driven by customer-initiated requests throughout the year on all circuits, not just those that may be in the current cycle trim plan. The hazard tree component targets trees outside of the Company's right-of-way, which have been identified as being structurally unsound and that pose a risk of striking the Company's distribution lines if they were to fall.

- **Planned Improvement:** The planned improvement programs address system capacity. Projects address situations where delivery voltage or loading levels are approaching ranges that require action.

- **Sectionalization:** The Company funds an annual sectionalization program that identifies opportunities to reduce customer exposure through the addition of automatic isolating devices (i.e., an automated load transfer scheme ("ALT")), pole top switches, and reclosers. An ALT is a group of multiple reclosers that communicate with each other to minimize the outage to as small of an area as possible, thus quickly restoring service to as many customers as possible. Proposals are planned, prioritized, and implemented based on their projected impact on reliability, and projects are based on analyzing the data returned from new reporting and analytics from a combination of distribution automation and the Distribution Management System ("DMS") and Outage Management System ("OMS") component of the AMS project. That more granular and robust data is modeled in simulations to forecast where sectionalization can be most effective. Moreover, all of the new distribution devices that are installed as part of distribution automation sectionalization projects have new, modern controls and equipment that are connected to a communications network for enhanced visibility and remote control. Those projects also utilize multiple ALT devices and configurations that should improve the effectiveness of sectionalization – i.e., fewer customers affected when outages do occur.

- **FOCUS Program:** The FOCUS Program is a reactive program that uses historical outage data over the prior two-year period and an algorithm to identify devices (e.g., breakers, reclosers, line fuses, and sectionalizers) where reliability has been adversely affected. The FOCUS Program then creates a list of FOCUS devices, which is prioritized by customer interruptions and reviewed and updated on a quarterly basis. Using local knowledge and the algorithm rank, areas

behind the devices are then selected based on historical customer interruptions and frequency of outages to have work performed during the calendar year. The intent of the FOCUS Program is to improve the reliability performance of the selected FOCUS-identified devices.

- **Pole Program:** The Pole Program is a cyclical proactive inspection and preventive maintenance program. The Program consists of a visual inspection of the pole and full excavation where possible or sounding and selective boring when full excavation is not possible. The recommended actions depend on the findings of the inspection. Poles judged to be sound receive no further action. Those identified as needing additional attention are either treated in the field or reinforced, depending on the condition of the pole. Those that are deemed beyond treatment or reinforcement are prioritized for replacement. ETI's Pole Program has been and will be focused on addressing poles identified in pole inspections as needing repair or replacement and on addressing joint use transfers.

- **Equipment Maintenance Program:** This program includes recloser, capacitor bank and voltage regulator inspections. Issues are either immediately resolved in the field or reported for planning and implementation of repair or replacement.

- **Underground Cable Program:** The activities performed under this category includes the replacement of end-of-life underground conductor with new EPR cable in conduit in the underground Network, which include The Woodlands. Placing the conductor inside conduit is intended to enhance restoration time.

- **Internal Request Program:** The purpose of the activities in the Internal Projects category is to address NESC compliance, Entergy Service Standards compliance, and other emergent critical infrastructure needs that arise and cannot be timely addressed in any other reliability program. Examples of compliance projects include adjusting the height of existing service and/or secondary cable over a roadway or existing communications cable to maintain prescribed clearance.

- **Feeder Level Investment Program (FLIP)**: FLIP is a multi-year initiative for proactive investments intended to make long-term improvements to reliability performance, as measured by SAIFI and SAIDI, through infrastructure replacement, reconfiguration, and adding communicating devices. Importantly, FLIP analyzes the potential for investments on the entire feeder and the

associated reliability improvements that may be achieved by proactively replacing or reconfiguring aging infrastructure and adding communicating devices, as identified through an eight-step stage gate process. This type of investment is expected to prevent outages before they occur as well as reduce the number and duration of outages that do occur relative to the entire feeder in contrast to the traditional, strategic reliability projects that are largely targeted at preventing outages from reoccurring on specific devices and line segments

- **Weather Monitoring:** Weather detection and forecast tools have been made widely available throughout the Entergy System via Entergy Net and the internet. These tools include US Radar, IR Satellite information, and seven-day weather forecasts for the major metropolitan areas. For the four-state area served by Entergy, regional radar, precipitation forecasts, temperature forecasts, and river forecasts are available. Entergy utilizes a weather service provider to obtain customized forecasts for the Entergy service territories along with access to meteorological consulting services during extreme weather events. These monitoring tools facilitate the quick mobilization of Entergy resources for customer restoration anywhere within the System.
-
- **Enterprise Asset Management/Workforce Management System:** The Enterprise Asset Management/Workforce Management Systems replaced all asset and work management systems (DIS, DSS, SWMS, LWMS, and more) across the utilities with Maximo and Click. Maximo serves as the single-system data repository for equipment data and provides work order management capabilities that enable Entergy to better plan customer-related and maintenance work. Click provides automated mobile workforce management and service optimization solutions that allows Entergy to streamline the scheduling and dispatching of field service employees, all from a single system. It includes both ClickSchedule and ClickMobile. ClickSchedule is used to schedule and optimize the dispatching of work to field crews, while ClickMobile is an application that supports real-time completion of all field work on a mobile device.

- **Outage Information -- Outage Management System & PREDCT:** The Company continues to improve the quality of information available to its customers regarding power outages. Providing quality outage information is intended to satisfy the customer's basic need for detailed information at the time of the initial inquiry.

  The Company's Outage Management System, a component of its Distribution Management System, takes advantage of various available sources of outage information. Outage information is provided to the customer via the Interactive Voice Response (IVR) system, by the Customer Service Representative (CSR), or by a web-based View Outages web site available at entergy-texas.com. If the outage has already been investigated and the cause and expected duration are known, then this data is provided to the customer. Another source is from an

Area Note in the Outage Management System. Lastly, if all of these sources are exhausted, an Estimated Restoration Time, based on data that has been incorporated into the Outage Management System, provides an estimate based on historical data. This data matches the caller's local office, the day of the week, and time of day with past outage durations.

- **Distribution Automation:** The installation and expansion of Entergy's AMS communications network. Consists of a combination of devices including reclosers, regulators, network protectors, and underground switchgear across the entire system.

- **Advanced Metering:** Advanced meters provide two-way communication between Entergy and customers over a robust communication network. The meters read energy use in near-real time, helping to identify outages faster, resolve billing issues more quickly, and provide customers with a better understanding of their energy usage.

- **GDT – Graphical Design Tool:** The Distribution Designers use GDT to create construction work orders for new electric distribution installations as well as designed modifications to our existing distribution system. GDT has analytical tools which aid our designers by determining if the current design complies with Entergy's Engineering Guidelines for structural integrity, proper clearances, and various electrical parameters.

Transmission Organization

The Transmission Organization's Asset Management ("AM") group has clarified and standardized its funding of capital projects. AM uses a ranking and tracking system, that provides improved accountability and planning of work to be performed. Root cause analysis that uses lightning detection, solid state relays and digital fault recorders, is coupled with improved outage recording software, to allow for trending and examination, all of which target quality improvements. Additionally, each discipline has advanced its ongoing work processes as follows:

- **Vegetation Maintenance:**
  - Procedures, software, and organizational structure, along with additional aerial patrols of lines 200 kV and higher, have improved work tracking, hazard identification and record management; and
  - A two year herbicide cycle has been maintained.

- **Substation Maintenance:**
  - Monthly substation inspections, which include infrared inspections, to proactively identify current and potential issues;

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- Condition-based maintenance practices, which ensure maintenance occurs when needed based on actual use of the equipment;
- Diagnostics assessments that determine maintenance needs;
- Animal mitigation reducing outages and damage to equipment;
- Strategic spare equipment inventory to reduce restoration times following service interruptions;
- Enhanced security at key substations; and
- Implementation of advanced technology on key equipment to monitor equipment health

- **Line Maintenance**:
  - Using improved insulating techniques (material and design) to mitigate flashover risk;
  - Installed avian mitigation; and
  - Improved grounding techniques (material and design) to mitigate lightning damage.

Customer Service Organizations

The Customer Service Organizations at Entergy work to drive positive outcomes and customer satisfaction through our Customer Contact Centers, the delivery of products and services, key account management of municipal and commercial/industrial customers, complaint resolution, community engagement, charitable contributions, sales and services, and low-income customer assistance. Entergy continues to make investments and improvements to inform customers during the critical moments of interactions with Entergy as well as provide tools and education that allow customers the opportunity to save money on electrical usage through the communications channel of their choice. These efforts to deliver and improve the quality of service through ease of use, convenience and relevant information include:

- Customers who prefer self-service with access to the internet have several ways they can access information and complete transactions on their computer or mobile device:
  - By registering for myEntergy, Entergy's online account management systems, customers can manage their bills, payments, start/stop/move or transfer service and obtain account information at their convenience without having to contact ETI. A new, mobile-friendly interface with modern design was launched in 2020 with easier to understand bills and links to the myAdvisor tools discussed below. In addition, ETI customers can now apply online to start, stop, or move their electric service within myEntergy.
  - ETI customers with advanced metering can access daily usage data, bill analyzer and projections, set usage goals and other energy efficiency tools through myAdvisor. Tools and instructional videos are also provided in Spanish.
  - A new native Entergy mobile app was also introduced in 2020 for customers who prefer to do business with their smart phones (iPhone or Android only). The

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Entergy App enables customers to quickly sign up for texting services, easily login to their account, manage their account preferences, view and pay their bill, view their usage, report a power outage, and access our real-time native outage map, View Outages. Since the mobile app launch, new features are being added regularly to provide enhanced information and experience, products and services, and other convenient options to meet the needs of our customers. Street Light map to report outages and an alternative method to pay via credit/debit card are the most recent new features. Customers may change their phone settings to use the mobile app in Spanish.

- Through the View Outages map, available on both the myEntergy and mobile app platforms, customers can monitor the status of outages near their homes and businesses or those of family members. The system offers information on the number of customers out, outage start time and estimated restoration time, and comments from the field. Outage counts are available by county and zip code. Additional layers have been included for distribution reliability work, planned outages, and streetlight out map, along with improved navigational aids and instructional videos.
- Online bill payment options are convenient, flexible, and can be made 24 hours a day, 7 days a week. Customers can pay online via a checking or savings account on the myEntergy website and Entergy's mobile app at no charge with real-time posting. The My eBusiness digital platform was expanded to allow managed commercial and industrial customer accounts with free ACH payment option. Online or mobile payments made on weekends or after regular business hours are credited the next business day. This is an easy alternative to Quick Payment Centers and an opportunity to save money and time when mailing in payments.
- Entergy also offers online bill payment via credit and debit card utilizing a third-party vendor, Bill-Matrix for a small fee. Two new payment options were added in 2020 – the Walletron moBills® payment channel and SMS Pay by Text payment channel – for payment through a mobile device utilizing another third-party vendor, ACI Speedpay, for a small fee. An alternative credit/debit card payment option has been added via ACI SpeedPay in both myEntergy and the mobile app. The transaction fee paid by the ETI customer using these third party vendors is $1.60 for online or mobile payments, down from $2.95 per transaction before.

- Notifications are another way ETI keeps customers informed. Customers have the choice of receiving notifications through email, text or voice. ETI continues to enhance notifications to improve the timeliness, accuracy, and customer benefit of the process. The rollout of myEntergy included approximately 120 billing, payment, outage, and work order notifications and new ways to report outages should they occur.
  - Proactive outbound outage communications to customers include both voice, text and email channels based on customer preference, and provides messaging throughout the life cycle of an outage. When outages occur, customers can

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receive the following series of messages by voice, text or email: the outage is detected (includes initial estimated restoration time); serviceman has arrived; if crew is dispatched (for more significant repairs); cause of outage if known, restoration time has changed due to updated assessment; and power is restored.
    - Customers may also report an outage on myEntergy, mobile app or by texting "OUT" to 36778. Customers experiencing an outage may also check status by texting "STAT" to 36778. A new keyword "QTIME" allows customers to turn Quiet Time (11pm to 7am) off if they wish to receive outage notifications anytime, 24/7.
    - Additional alerts are also available via text and e-mail such as when their payment is due within a customer-set timeframe, if a payment is returned, and if an automatic draft payment exceeds a customer-set limit. Keyword providing for two-way texting that allows customers to check their balance by texting "BAL" to 36778 or to request a payment extension by texting "EXT" were improved.

- Customers can also self-serve or speak with a customer service representative by calling one of the two toll-free number for all services, 1-800-368-3749 (1-800-Entergy) and 1-800-968-8824 (1-800-9Outage). Calls are answered by the interactive voice response ("IVR") system. Depending on the options selected by the customer, the transaction is either handled by the IVR or the call is routed to an appropriately skilled Contact Center Representative ("CCR"). Features and service quality improvements include:
    - A new digital IVR system was deployed beginning in late 2018 providing new functionality for customers to self-serve and more efficient handling of calls directed to agents with additional data and analytics capabilities. The new IVR offers a bilingual (English and Spanish) experience, permitting Spanish-speaking callers to utilize all menus and transactions with Spanish-language prompts. Improvements are ongoing to refine and utilize the functionality enabled by this new IVR system.
    - Entergy built a new customer service console for Contact Center Representatives ("CCR") in 2020. The new console gives the CCRs the same ability to enroll customers in programs and proactive notifications along with the ability to perform the traditional transactions like balance inquiry, payment arrangements, outage/emergency reporting and start/stop/move transactions.
    - Customers can also make payments by phone using their credit card, debit card or electric check by calling Entergy's IVR and selecting the option to transfer to Bill Matrix, or calling Bill Matrix directly at 1-800-584-1241. Bill Matrix, our pay by phone provider, will charge ETI customers a $2.75 service fee, down from the $2.95 per transaction fee charged before.

- Additional services available online or by speaking with a Contact Center agent include enrollment in programs such as Level Billing, PaperFree billing, Autopay (automatic monthly payment), and Pick-A-Date; getting a payment extension or deferred payment

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arrangement if the customer meets eligibility requirements; receiving a quote to stop a disconnection action or to reconnect their service; viewing the status of a service order or permit; viewing and making copies of current or historical bills for up to 13 months; and making a pledge or one-time donation to the Power to Care fund for needy customers.

- For customers who prefer to receive a paper copy of their residential bill mailed to their home, Entergy released a redesigned residential bill in 2021 based on customer feedback. The new bill contains 1) a colorful layout to enable ETI customers to find important information, 2) charts and graphs to give ETI customers the ability to track energy usage, including weather information on how the temperature of the last billing period compared with the current billing period, and 3) definitions of line items so ETI customers can understand the different parts of their bill. This bill is also available in PDF format for customers who access their account information online, via email or on a mobile device.

- Customers can also correspond with ETI through the mail. Central Administration is a centralized group that handles a variety of customer correspondence. This correspondence is either received directly from the customer, from other internal departments, or from our CCRs. Examples of this type of request include bill copies, billing history, and program brochures. Much of the work done by this department is manually intensive. Beginning in 2017, we started the effort to automate tasks to improve the turnaround for the requests and that works continues today. Through automation turnaround time for request have significantly reduced. With the deployment of the new myEntergy website we have moved an option into place that will allow for customer to self-serve on several of these types of correspondences.

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ENTERGY TEXAS, INC.
IE-24 REPORTS (FORM 417R)-DOE
FOR THE TWELVE MONTHS ENDING DECEMBER 31, 2021

For the test year, there were ten Form OE-417 reports filed with the Department of Energy. Please see the attached OE-417 Reports:

1. February 17, 2021 Report entitled "OE-417_20210215_Final_522259F9D29BF4D1.pdf"

2. May 6, 2021 Report entitled "OE-417_Final_20210504_ADD4C76C4D31A8D.pdf"

3. June 8, 2021 Report entitled "06082021_OE417_54B27C7334ECF1A6.pdf"

4. September 6, 2021 Report entitled "20210829_Hurr-IDA_Final_259A5F0D4AF31FE9.pdf"

5. November 12, 2021 Report entitled "11122021_20211110 - Grimes - College Station - Initial - 40C7ED10048B707A.pdf"

6. November 15, 2021 Report entitled "11152021_20211110 - Grimes -college Station - update 1 - 40C7ED10048B707A.pdf"

7. November 17, 2021 Report entitled "11172021_2021 11 10 - Grimes - College Station - Update 2 - 40C7ED10048B707A.pdf"

8. November 20, 2021 Report entitled "11202021_2021 11 10 - Grimes - College Station - Update 3 - 40C7ED10048B707A.pdf"

9. November 23, 2021 Report entitled "11232021_2021 11 10 - Grimes - College Station - Update 4 - 40C7ED10048B707A.pdf"

10. November 26, 2021 Report entitled "11262021_2021 11 10 - Grimes - College Station - Final - 40C7ED10048B707A.pdf"

Sponsor: Khamsune Vongkhamchanh

2/17/2021 6:15:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction.**

RESPONSE DUE:
Within 1 hour of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as an Emergency Alert report if criteria 1-8 are met.
Within 6 hours of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as a Normal Report if only criteria 9-12 are met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 & lines M - Q in Schedule 2 as a System Report if criteria 13-24 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.
For NERC reporting entities registered in the United States; NERC has approved that the form OE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form OE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

(Page 1 of 4)

Criteria for Filing (Check all that apply)
See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-8 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Cyber event that causes interruptions of electrical system operations 3. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 4. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 5. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 6. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 7. [ ] System-wide voltage reductions of 3 percent or more 8. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 9-12 on the right is checked AND none of the boxes 1-8 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	9. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 10. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 11. [X] Loss of electric service to more than 50,000 customers for 1 hour or more 12. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 13-24 on the right is checked AND none of the boxes 1-12 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

13. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

14. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

15. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

16. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

17. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

18. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

19. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

20. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

21. [ ] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

22. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

23. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

24. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.

The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated

LINE NO.						
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	System Report [ ] 1 Business Day	Update [ ] As required	Final [X] 72 Hours
B.	Organization Name	Entergy Corp				
C.	Address of Principal Business Office	639 Loyola Ave. New Orleans Louisiana 70113				

2/17/2021 6:15:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

INCIDENT AND DISTURBANCE DATA

D.	Geographic Area(s) Affected (County, State)	Texas: Arkansas:		
E.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	02 - 15 - 2021 / 06 : 45 mo dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
F.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	____ - ____ - ____ / ____ : ____ mo dd yy hh mm	[ ] Eastern [ ] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Did the incident/disturbance originate in your system/area? (check one)	Yes [ ]	No [X]	Unknown [ ]
H.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [ ]	Unknown [X]
I.	Estimate of Number of Customers Affected		Zero [ ]	Unknown [X]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

J. Cause	K. Impact	L. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☐ Failure at high voltage substation or switchyard ☒ Weather or natural disaster ☐ Operator action(s) ☐ Other ☒ Additional Information/Comments: The weather event is still ongoing. Peak demand and customers out are undetermined at this time.	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☐ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☒ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☐ Other ☐ Additional Information/Comments:	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☒ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☒ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☒ Shed Interruptible Load ☐ Repaired or restored ☒ Mitigation implemented ☒ Other ☒ Additional Information/Comments damage assessment is currently in progress. Load has been shed in certain instances. Notices to the public of current status and potential shed have been made known to news agencies and social media.

2/17/2021 6:15:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act, e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Energy Infrastructure Information.

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

M.	Name	Jason O'Connor
N.	Title	IT Analyst
O.	Telephone Number	(504)-(576)-(7643)
P.	FAX Number	( )-( )-( )
Q.	E-mail Address	joconn3@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping). If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. **Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.**

R. Narrative:

A line of heavy thunderstorms entered the Entergy service territory at 02/13/2021 12:00 pm. Entergy system wide customer interruptions exceeded the 50,000 customers and 1 hour criteria at 02/15/2021 6:15 am. At that time system wide customer interruptions were 99,559.

We are currently experiencing additional snow fall and ice. Restoration has not begun in its full capacity

S. Estimated Restoration Date for all Affected Customers Who Can Receive Power	02 (mo) - 20 (dd) - 2021 (yy)
T. Name of Assets Impacted	

U. Notify NERC/E-ISAC	Select if you approve of all of the information provided on the Form being submitted to the North America Electric Reliability Corporation (NERC) and/or the Electricity Information Sharing and Analysis Center (E-ISAC) NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. This information would be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC and/or E-ISAC the Form will be emailed to systemawareness@nerc.net and/or operations@eisac.com when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC and/or E-ISAC. ☐ Notify NERC | ☐ Notify E-ISAC

5/6/2021 1:42:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction.**

RESPONSE DUE:
Within 1 hour of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as an Emergency Alert report if criteria 1-8 are met.
Within 6 hours of the incident, submit Schedule 1 and lines M - Q in Schedule 2 as a Normal Report if only criteria 9-12 are met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 & lines M - Q in Schedule 2 as a System Report if criteria 13-24 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.
For NERC reporting entities registered in the United States; NERC has approved that the form OE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form OE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

(Page 1 of 4)

Criteria for Filing (Check all that apply)
See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-8 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Cyber event that causes interruptions of electrical system operations 3. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 4. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 5. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 6. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 7. [ ] System-wide voltage reductions of 3 percent or more 8. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 9-12 on the right is checked AND none of the boxes 1-8 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	9. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 10. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 11. [X] Loss of electric service to more than 50,000 customers for 1 hour or more 12. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 13-24 on the right is checked AND none of the boxes 1-12 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

13. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

14. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

15. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

16. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

17. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

18. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

19. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

20. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

21. [ ] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

22. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

23. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

24. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.

The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated

LINE NO.						
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	System Report [ ] 1 Business Day	Update [ ] As required	Final [X] 72 Hours
B.	Organization Name	Entergy Corp				
C.	Address of Principal Business Office	639 Loyola Ave. New Orleans Louisiana 70113				

5/6/2021 1:42:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

INCIDENT AND DISTURBANCE DATA

D.	Geographic Area(s) Affected (County, State)	Arkansas:		
E.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	05 - 04 - 2021 / 15 : 45 mo dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
F.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	05 - 05 - 2021 / 10 : 00 mo dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Did the incident/disturbance originate in your system/area? (check one)	Yes [ ]	No [ ]	Unknown [X]
H.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [ ]	Unknown [X]
I.	Estimate of Number of Customers Affected	104,027	Zero [ ]	Unknown [ ]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

J. Cause	K. Impact	L. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☐ Failure at high voltage substation or switchyard ☒ Weather or natural disaster ☐ Operator action(s) ☐ Other ☐ Additional Information/Comments:	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☐ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☒ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☐ Other ☐ Additional Information/Comments:	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☐ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☐ Shed Interruptible Load ☐ Repaired or restored ☐ Mitigation implemented ☒ Other ☒ Additional Information/Comments restoration currently in progress

5/6/2021 1:42:00 PM Submitted to DOE

U.S. Department of Energy Electricity Delivery and Energy Reliability Form OE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2021 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act, e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Energy Infrastructure Information.

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

M.	Name	Jason O'Connor
N.	Title	IT Analyst
O.	Telephone Number	(504)-(576)-(7643)
P.	FAX Number	( )-( )-( )
Q.	E-mail Address	joconn3@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping). If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. **Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.**

R. Narrative:

A line of heavy thunderstorms entered the Entergy service territory around 5/4/2021 at 0600. Entergy system wide customer interruptions exceeded the 50,000 customers and 1 hour criteria on 5/4/2021 15:45. At that time system wide customer interruptions were 104,027.

S. Estimated Restoration Date for all Affected Customers Who Can Receive Power	____ - ____ - ____ mo dd yy
T. Name of Assets Impacted	

U. Notify NERC/E-ISAC	Select if you approve of all of the information provided on the Form being submitted to the North America Electric Reliability Corporation (NERC) and/or the Electricity Information Sharing and Analysis Center (E-ISAC) NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. This information would be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC and/or E-ISAC the Form will be emailed to systemawareness@nerc.net and/or operations@eisac.com when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC and/or E-ISAC. ☐ Notify NERC | ☐ Notify E-ISAC

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction**.

RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

(Page 1 of 4)

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [ ] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 15-26 on the right is checked AND none of the boxes 1-14 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

15. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

16. [X] Damage or destruction of its Facility that results from actual or suspected intentional human action.

17. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

18. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

19. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

20. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

21. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

22. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

23. [ ] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

24. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

25. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

26. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.
The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated.

LINE NO.							
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	Attempted Cyber Compromise [ ] 1 Calendar Day	System Report [X] 1 Business Day	Update [ ] As required	Final [ ] 72 Hours
B.	FOIA Exemption(s)	Information on Lines C and D of Schedule 1 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information. If box 2, 3, 11, or 14 above is checked, identify (by checking all that apply) whether Line C and D combined with box 2, 3, 11, or 14 contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption in Schedule 2, on line T)					
C.	Organization Name	Entergy Corp					
D.	Address of Principal Business Office	639 Loyola Ave. New Orleans Louisiana 70113					

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: XX/XX/XXXX Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

	INCIDENT AND DISTURBANCE DATA			
E.	Geographic Area(s) Affected (County, State)	Texas: Liberty County;		
F.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	06 (mm) - 08 (dd) - 2021 (yy) / 15 (hh) : 00 (mm)	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	06 (mm) - 08 (dd) - 2021 (yy) / 15 (hh) : 01 (mm)	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
H.	Did the incident/disturbance originate in your system/area? (check one)	Yes [X]	No [ ]	Unknown [ ]
I.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [X]	Unknown [ ]
J.	Estimate of Number of Customers Affected		Zero [X]	Unknown [ ]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

K. Cause

- ☐ Unknown
- ☐ Physical attack
- ☐ Threat of physical attack
- ☒ Vandalism
- ☐ Theft
- ☐ Suspicious activity
- ☐ Cyber event (information technology)
- ☐ Cyber event (operational technology)
- ☐ Fuel supply emergencies, interruption, or deficiency
- ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure
- ☐ Transmission equipment failure (not including substation or switchyard)
- ☐ Failure at high voltage substation or switchyard
- ☐ Weather or natural disaster
- ☐ Operator action(s)
- ☐ Other
- ☒ Additional Information/Comments:

Corporate Security is currently investigating an intrusion at a Substation where the perpetrator used a crow bar to breach and damage the rear door to gain entry into substation control house. Noting was stolen nor damaged.

L. Impact

- ☒ None
- ☐ Control center loss, failure, or evacuation
- ☐ Loss or degradation of control center monitoring or communication systems
- ☐ Damage or destruction of a facility
- ☐ Electrical system separation (islanding)
- ☐ Complete operational failure or shutdown of the transmission and/or distribution system
- ☐ Major transmission system interruption (three or more BES elements)
- ☐ Major distribution system interruption
- ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more
- ☐ Loss of electric service to more than 50,000 customers for 1 hour or more
- ☐ System-wide voltage reductions or 3 percent or more
- ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more
- ☐ Inadequate electric resources to serve load
- ☐ Generating capacity loss of 1,400 MW or more
- ☐ Generating capacity loss of 2,000 MW or more
- ☐ Complete loss of off-site power to a nuclear generating station
- ☐ Other
- ☒ Additional Information/Comments:

The intrusion did not result in an interruption of power in the service area.

M. Action Taken

- ☐ None
- ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme)
- ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system
- ☐ Implemented a warning, alert, or contingency plan
- ☐ Voltage reduction
- ☐ Shed Interruptible Load
- ☐ Repaired or restored
- ☐ Mitigation implemented
- ☒ Other
- ☒ Additional Information/Comments

An off duty police security detail will be established at the substation site until permanent repairs to the damaged substation control house door can be made.

6/8/2021 7:35:00 PM Submitted to DOE

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: XX/XX/XXXX Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information.

N. FOIA Exemption(s)	Identify (by checking all that apply) whether Schedule 2 – Narrative Description contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [X] Other information exempt from FOIA (include a description of the exemption on line T below)

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

O.	Name	John Tubb
P.	Title	Supervisor - CSOC Operations
Q.	Telephone Number	(844)-(503)-(1090)
R.	FAX Number	( )-( )-( )
S.	E-mail Address	csoc@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping).

Cyber Attributes: For cyber events, including attempted cyber compromises, provide the following attributes (at a minimum): (1) the functional impact, (2) the attack vector used, and (3) the level of intrusion that was achieved or attempted.

If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

T. Narrative:

Exempt from FOIA - Substation Name:

On 6/8/2021 at 3:00pm Entergy Transmission was inspecting San Jacinto Substation in Liberty County , Texas. During the inspection it was discovered the lock on the gate of the station had been cut off and entry was made. Further inspection revealed the back door of the controlled house had been pried open and possible entry was made to the control house. A detail inspection was made by Transmission and it was determined nothing was stolen nor damaged and no outage occurred. The door was temporarily repaired until it can be harden . The station has no cameras or intrusion alarms. An off duty police security detail will be established at the substation site until permanent repairs to the damaged substation control house door can be made.

U. Estimated Restoration Date for all Affected Customers Who Can Receive Power	06 (mm) - 08 (dd) - 2021 (yy)
V. Name of Assets Impacted	Substation control house door and gate lock.

W. Notify NERC, E-ISAC, or CISA Central	Select the appropriate box(es) if you approve of all of the information provided on this form being submitted to the North America Electric Reliability Corporation (NERC), the Electricity Information Sharing and Analysis Center (E-ISAC), or DHS CISA Central or their successor(s). NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. The information submitted to NERC, E-ISAC, or CISA Central can be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC, E-ISAC, or DHS CISA Central, then this form will be emailed to systemawareness@nerc.net, operations@eisac.com, and/or central.cyber@cisa.dhs.gov when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC, E-ISAC, or CISA Central. ☒ Notify NERC | ☒ Notify E-ISAC | ☒ Notify CISA Central

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction**.

RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [X] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 15-26 on the right is checked AND none of the boxes 1-14 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

15. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

16. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

17. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

18. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

19. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

20. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

21. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

22. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

23. [ ] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

24. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

25. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

26. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below. The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated.

LINE NO.							
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	Attempted Cyber Compromise [ ] 1 Calendar Day	System Report [ ] 1 Business Day	Update [ ] As required	Final [X] 72 Hours
B.	FOIA Exemption(s)	Information on Lines C and D of Schedule 1 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information. If box 2, 3, 11, or 14 above is checked, identify (by checking all that apply) whether Line C and D combined with box 2, 3, 11, or 14 contains: [X] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption in Schedule 2, on line T)					
C.	Organization Name	Entergy Corp					
D.	Address of Principal Business Office	639 Loyola Ave. New Orleans Louisiana 70113					

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

	INCIDENT AND DISTURBANCE DATA			
E.	Geographic Area(s) Affected (County, State)	Louisiana:		
F.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	08 - 29 - 2021 / 11 : 30 mm dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	____ - ____ - ____ / ____ : ____ mm dd yy hh mm	[ ] Eastern [ ] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
H.	Did the incident/disturbance originate in your system/area? (check one)	Yes [ ]	No [X]	Unknown [ ]
I.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [ ]	Unknown [X]
J.	Estimate of Number of Customers Affected		Zero [ ]	Unknown [X]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

K. Cause	L. Impact	M. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☐ Failure at high voltage substation or switchyard ☒ Weather or natural disaster ☐ Operator action(s) ☐ Other ☐ Additional Information/Comments:	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☐ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☐ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☒ Other ☒ Additional Information/Comments: Damage assessment is currently in progress.	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☐ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☐ Shed Interruptible Load ☐ Repaired or restored ☐ Mitigation implemented ☒ Other ☒ Additional Information/Comments Restoration in progress

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

(Page 4 of 4)

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information.

N. FOIA Exemption(s)	Identify (by checking all that apply) whether Schedule 2 – Narrative Description contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption on line T below)

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

O.	Name	Jason O'Connor
P.	Title	IT Analyst
Q.	Telephone Number	(504)-(576)-(7643)
R.	FAX Number	( )-( )-( )
S.	E-mail Address	joconn3@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping).

Cyber Attributes: For cyber events, including attempted cyber compromises, provide the following attributes (at a minimum): (1) the functional impact, (2) the attack vector used, and (3) the level of intrusion that was achieved or attempted.

If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

T. Narrative:

Hurricane IDA made land fall in the area of Southern Louisiana. As of the initial OE-417 submittal at 5PM on 8/29/2021, Entergy wide customer interruptions have exceeded the 50,000 interruption requirement for over the hour duration.

U. Estimated Restoration Date for all Affected Customers Who Can Receive Power	____ - ____ - ____ mm dd yy
V. Name of Assets Impacted	

W. Notify NERC, E-ISAC, or CISA Central	Select the appropriate box(es) if you approve of all of the information provided on this form being submitted to the North America Electric Reliability Corporation (NERC), the Electricity Information Sharing and Analysis Center (E-ISAC), or DHS CISA Central or their successor(s). NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. The information submitted to NERC, E-ISAC, or CISA Central can be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC, E-ISAC, or DHS CISA Central, then this form will be emailed to systemawareness@nerc.net, operations@eisac.com, and/or central.cyber@cisa.dhs.gov when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC, E-ISAC, or CISA Central. ☐ Notify NERC | ☐ Notify E-ISAC | ☐ Notify CISA Central

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction**.

RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [ ] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 15-26 on the right is checked AND none of the boxes 1-14 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

15. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

16. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

17. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

18. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

19. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

20. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

21. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

22. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

23. [X] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

24. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

25. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

26. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.
The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated.

LINE NO.							
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	Attempted Cyber Compromise [ ] 1 Calendar Day	System Report [X] 1 Business Day	Update [ ] As required	Final [ ] 72 Hours
B.	FOIA Exemption(s)	Information on Lines C and D of Schedule 1 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information. If box 2, 3, 11, or 14 above is checked, identify (by checking all that apply) whether Line C and D combined with box 2, 3, 11, or 14 contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption in Schedule 2, on line T)					
C.	Organization Name	Entergy - Transmission Operations Engineering					
D.	Address of Principal Business Office	13019 Vimy Ridge Rd Alexander Arkansas 72002					

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

	INCIDENT AND DISTURBANCE DATA			
E.	Geographic Area(s) Affected (County, State)	Texas: Brazos County;		
F.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	11 - 10 - 2021 / 21 : 19 mm dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	11 - 11 - 2021 / 01 : 19 mm dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
H.	Did the incident/disturbance originate in your system/area? (check one)	Yes [X]	No [ ]	Unknown [ ]
I.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [X]	Unknown [ ]
J.	Estimate of Number of Customers Affected		Zero [X]	Unknown [ ]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

K. Cause	L. Impact	M. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☒ Failure at high voltage substation or switchyard ☐ Weather or natural disaster ☐ Operator action(s) ☐ Other ☒ Additional Information/Comments: Failed PT at Grimes Substation.	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☒ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☐ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☐ Other ☒ Additional Information/Comments: Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☐ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☐ Shed Interruptible Load ☒ Repaired or restored ☐ Mitigation implemented ☐ Other ☒ Additional Information/Comments Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information.

N. FOIA Exemption(s)	Identify (by checking all that apply) whether Schedule 2 – Narrative Description contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption on line T below)

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

O.	Name	Entergy TOE
P.	Title	Transmission Operations Engineering
Q.	Telephone Number	(501)-(228)-(2898)
R.	FAX Number	( )-( )-( )
S.	E-mail Address	TransmissionOperationsEngineering@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping).

Cyber Attributes: For cyber events, including attempted cyber compromises, provide the following attributes (at a minimum): (1) the functional impact, (2) the attack vector used, and (3) the level of intrusion that was achieved or attempted.

If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

T. Narrative:

11/10/2021 21:19:55 --Grimes – College Station line trip
College Station CB 26400 Trip
College Station CB 26410 Trip
Grimes CB 16610 Trip
Grimes CB 16615 Trip

11/10/2021 21:19:55 -- Grimes – College Station auto reclose attempt and trip back out
Grimes CB 16615 Trip/Close/Trip

11/10/2021 21:19:57Navasota – Grimes remote end trip
Navasota CB 16430 Trip

11/10/2021 21:19:57 -- Grimes AT2 low side CBs trip
Grimes CB 26550 Trip
Grimes CB 26560 Trip

11/10/2021 21:19:58 -- Huntsville – Grimes remote end trip
Huntsville CB 16665 Trip

U. Estimated Restoration Date for all Affected Customers Who Can Receive Power	11 (mm) - 11 (dd) - 2021 (yy)
V. Name of Assets Impacted	Grimes – College Station 138kV Transmission line Navasota – Grimes 138kV Transmission line Grimes AT2 3 345kV/138kV Huntsville – Grimes 138kV Transmission line

W. Notify NERC, E-ISAC, or CISA Central	Select the appropriate box(es) if you approve of all of the information provided on this form being submitted to the North America Electric Reliability Corporation (NERC), the Electricity Information Sharing and Analysis Center (E-ISAC), or DHS CISA Central or their successor(s). NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. The information submitted to NERC, E-ISAC, or CISA Central can be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC, E-ISAC, or DHS CISA Central, then this form will be emailed to systemawareness@nerc.net, operations@eisac.com, and/or central.cyber@cisa.dhs.gov when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC, E-ISAC, or CISA Central. ☒ Notify NERC | ☒ Notify E-ISAC | ☒ Notify CISA Central

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction**.

RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [ ] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 15-26 on the right is checked AND none of the boxes 1-14 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

15. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

16. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

17. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

18. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

19. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

20. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

21. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

22. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

23. [X] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

24. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

25. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

26. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.
The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated.

LINE NO.							
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	Attempted Cyber Compromise [ ] 1 Calendar Day	System Report [ ] 1 Business Day	Update [X] As required	Final [ ] 72 Hours
B.	FOIA Exemption(s)	Information on Lines C and D of Schedule 1 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information. If box 2, 3, 11, or 14 above is checked, identify (by checking all that apply) whether Line C and D combined with box 2, 3, 11, or 14 contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption in Schedule 2, on line T)					
C.	Organization Name	Entergy - Transmission Operations Engineering					
D.	Address of Principal Business Office	13019 Vimy Ridge Rd Alexander Arkansas 72002					

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

	INCIDENT AND DISTURBANCE DATA			
E.	Geographic Area(s) Affected (County, State)	Texas: Brazos County;		
F.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	11 - 10 - 2021 / 21 : 19 mm dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	11 - 11 - 2021 / 01 : 19 mm dd yy hh mm	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
H.	Did the incident/disturbance originate in your system/area? (check one)	Yes [X]	No [ ]	Unknown [ ]
I.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [X]	Unknown [ ]
J.	Estimate of Number of Customers Affected		Zero [X]	Unknown [ ]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

K. Cause	L. Impact	M. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☒ Failure at high voltage substation or switchyard ☐ Weather or natural disaster ☐ Operator action(s) ☐ Other ☒ Additional Information/Comments: Failed PT at Grimes Substation.	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☒ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☐ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☐ Other ☒ Additional Information/Comments: Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☐ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☐ Shed Interruptible Load ☒ Repaired or restored ☐ Mitigation implemented ☐ Other ☒ Additional Information/Comments Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information.

N. FOIA Exemption(s)	Identify (by checking all that apply) whether Schedule 2 – Narrative Description contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption on line T below)

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

O.	Name	Entergy TOE
P.	Title	Transmission Operations Engineering
Q.	Telephone Number	(501)-(228)-(2898)
R.	FAX Number	( )-( )-( )
S.	E-mail Address	TransmissionOperationsEngineering@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping).

Cyber Attributes: For cyber events, including attempted cyber compromises, provide the following attributes (at a minimum): (1) the functional impact, (2) the attack vector used, and (3) the level of intrusion that was achieved or attempted.

If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

T. Narrative:

2021 11 14 - Investigation/Review continues.

11/10/2021 21:19:55 --Grimes – College Station line trip
College Station CB 26400 Trip
College Station CB 26410 Trip
Grimes CB 16610 Trip
Grimes CB 16615 Trip

11/10/2021 21:19:55 -- Grimes – College Station auto reclose attempt and trip back out
Grimes CB 16615 Trip/Close/Trip

11/10/2021 21:19:57Navasota – Grimes remote end trip
Navasota CB 16430 Trip

11/10/2021 21:19:57 -- Grimes AT2 low side CBs trip
Grimes CB 26550 Trip
Grimes CB 26560 Trip

U. Estimated Restoration Date for all Affected Customers Who Can Receive Power	11 (mm) - 11 (dd) - 2021 (yy)
V. Name of Assets Impacted	Grimes – College Station 138kV Transmission line Navasota – Grimes 138kV Transmission line Grimes AT2 3 345kV/138kV

W. Notify NERC, E-ISAC, or CISA Central	Select the appropriate box(es) if you approve of all of the information provided on this form being submitted to the North America Electric Reliability Corporation (NERC), the Electricity Information Sharing and Analysis Center (E-ISAC), or DHS CISA Central or their successor(s). NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. The information submitted to NERC, E-ISAC, or CISA Central can be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC, E-ISAC, or DHS CISA Central, then this form will be emailed to systemawareness@nerc.net, operations@eisac.com, and/or central.cyber@cisa.dhs.gov when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC, E-ISAC, or CISA Central. ☒ Notify NERC | ☒ Notify E-ISAC | ☒ Notify CISA Central

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

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RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

(Page 1 of 4)

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [ ] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems

SCHEDULE 1 -- ALERT CRITERIA -- CONTINUED

SYSTEM REPORT
File within 1-Business Day

If any box 15-26 on the right is checked AND none of the boxes 1-14 are checked, this form must be filed by the later of 24 hours after the recognition of the incident OR by the end of the next business day. *Note:* 4:00pm local time will be considered the end of the business day. Check System Report (for the Alert Status) on **Line A** below.

15. [ ] Damage or destruction of a Facility within its Reliability Coordinator Area, Balancing Authority Area or Transmission Operator Area that results in action(s) to avoid a Bulk Electric System Emergency.

16. [ ] Damage or destruction of its Facility that results from actual or suspected intentional human action.

17. [ ] Physical threat to its Facility excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the Facility. Or suspicious device or activity at its Facility.

18. [ ] Physical threat to its Bulk Electric System control center, excluding weather or natural disaster related threats, which has the potential to degrade the normal operation of the control center. Or suspicious device or activity at its Bulk Electric System control center.

19. [ ] Bulk Electric System Emergency resulting in voltage deviation on a Facility; A voltage deviation equal to or greater than 10% of nominal voltage sustained for greater than or equal to 15 continuous minutes.

20. [ ] Uncontrolled loss of 200 Megawatts or more of firm system loads for 15 minutes or more from a single incident for entities with previous year's peak demand less than or equal to 3,000 Megawatts

21. [ ] Total generation loss, within one minute of: greater than or equal to 2,000 Megawatts in the Eastern or Western Interconnection or greater than or equal to 1,400 Megawatts in the ERCOT Interconnection.

22. [ ] Complete loss of off-site power (LOOP) affecting a nuclear generating station per the Nuclear Plant Interface Requirements.

23. [X] Unexpected Transmission loss within its area, contrary to design, of three or more Bulk Electric System Facilities caused by a common disturbance (excluding successful automatic reclosing).

24. [ ] Unplanned evacuation from its Bulk Electric System control center facility for 30 continuous minutes or more.

25. [ ] Complete loss of Interpersonal Communication and Alternative Interpersonal Communication capability affecting its staffed Bulk Electric System control center for 30 continuous minutes or more.

26. [ ] Complete loss of monitoring or control capability at its staffed Bulk Electric System control center for 30 continuous minutes or more.

If significant changes have occurred after filing the initial report, re-file the form with the changes and check Update (for the Alert Status) on **Line A** below.
The form must be re-filed within 72 hours of the incident with the latest information and Final (Alert Status) checked on **Line A** below, unless updated.

LINE NO.							
A.	Alert Status (check one)	Emergency Alert [ ] 1 Hour	Normal Report [ ] 6 Hours	Attempted Cyber Compromise [ ] 1 Calendar Day	System Report [ ] 1 Business Day	Update [X] As required	Final [ ] 72 Hours
B.	FOIA Exemption(s)	Information on Lines C and D of Schedule 1 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information. If box 2, 3, 11, or 14 above is checked, identify (by checking all that apply) whether Line C and D combined with box 2, 3, 11, or 14 contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption in Schedule 2, on line T)					
C.	Organization Name	Entergy - Transmission Operations Engineering					
D.	Address of Principal Business Office	13019 Vimy Ridge Rd Alexander Arkansas 72002					

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 1 -- ALERT NOTICE

	INCIDENT AND DISTURBANCE DATA			
E.	Geographic Area(s) Affected (County, State)	Texas: Brazos County;		
F.	Date/Time Incident Began (mm-dd-yy/hh:mm) using 24-hour clock	11 (mm) - 10 (dd) - 2021 (yy) / 21 (hh) : 19 (mm)	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
G.	Date/Time Incident Ended (mm-dd-yy/ hh:mm) using 24-hour clock	11 (mm) - 11 (dd) - 2021 (yy) / 01 (hh) : 19 (mm)	[ ] Eastern [X] Central [ ] Mountain [ ] Pacific [ ] Alaska [ ] Hawaii	
H.	Did the incident/disturbance originate in your system/area? (check one)	Yes [X]	No [ ]	Unknown [ ]
I.	Estimate of Amount of Demand Involved (Peak Megawatts)		Zero [X]	Unknown [ ]
J.	Estimate of Number of Customers Affected		Zero [X]	Unknown [ ]

SCHEDULE 1 – TYPE OF EMERGENCY

Check all that apply

K. Cause	L. Impact	M. Action Taken
☐ Unknown ☐ Physical attack ☐ Threat of physical attack ☐ Vandalism ☐ Theft ☐ Suspicious activity ☐ Cyber event (information technology) ☐ Cyber event (operational technology) ☐ Fuel supply emergencies, interruption, or deficiency ☐ Generator loss or failure not due to fuel supply interruption or deficiency or transmission failure ☐ Transmission equipment failure (not including substation or switchyard) ☒ Failure at high voltage substation or switchyard ☐ Weather or natural disaster ☐ Operator action(s) ☐ Other ☒ Additional Information/Comments: Failed PT at Grimes Substation.	☐ None ☐ Control center loss, failure, or evacuation ☐ Loss or degradation of control center monitoring or communication systems ☐ Damage or destruction of a facility ☐ Electrical system separation (islanding) ☐ Complete operational failure or shutdown of the transmission and/or distribution system ☒ Major transmission system interruption (three or more BES elements) ☐ Major distribution system interruption ☐ Uncontrolled loss of 200 MW or more of firm system loads for 15 minutes or more ☐ Loss of electric service to more than 50,000 customers for 1 hour or more ☐ System-wide voltage reductions or 3 percent or more ☐ Voltage deviation on an individual facility of ≥10% for 15 minutes or more ☐ Inadequate electric resources to serve load ☐ Generating capacity loss of 1,400 MW or more ☐ Generating capacity loss of 2,000 MW or more ☐ Complete loss of off-site power to a nuclear generating station ☐ Other ☒ Additional Information/Comments: Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.	☐ None ☐ Shed Firm Load: Load shedding of 100 MW or more implemented under emergency operational policy (manually or automatically via UFLS or remedial action scheme) ☐ Public appeal to reduce the use of electricity for the purpose of maintaining the continuity of the electric power system ☐ Implemented a warning, alert, or contingency plan ☐ Voltage reduction ☐ Shed Interruptible Load ☒ Repaired or restored ☐ Mitigation implemented ☐ Other ☒ Additional Information/Comments Grimes AT2 and Navasota CB 16430 have been returned to service. Grimes – College Station 138 KV has been switched out for PT repairs.

U.S. Department of Energy Form DOE-417	*ELECTRIC EMERGENCY INCIDENT AND DISTURBANCE REPORT*	OMB No. 1901-0288 Approval Expires: 05/31/2024 Burden Per Response: 1.8 hours

SCHEDULE 2 -- NARRATIVE DESCRIPTION

Information on Schedule 2 will not be disclosed to the public to the extent that it satisfies the criteria for exemption under the Freedom of Information Act (FOIA), e.g., exemptions for confidential commercial information and trade secrets, certain information that could endanger the physical safety of an individual, or information designated as Critical Electric Infrastructure Information.

N. FOIA Exemption(s)	Identify (by checking all that apply) whether Schedule 2 – Narrative Description contains: [ ] Privileged or confidential information, e.g., trade secrets, commercial, or financial information [ ] Critical Electric Infrastructure Information [ ] Other information exempt from FOIA (include a description of the exemption on line T below)

NAME OF OFFICIAL THAT SHOULD BE CONTACTED FOR FOLLOW-UP OR ANY ADDITIONAL INFORMATION

O.	Name	Entergy TOE
P.	Title	Transmission Operations Engineering
Q.	Telephone Number	(501)-(228)-(2898)
R.	FAX Number	( )-( )-( )
S.	E-mail Address	TransmissionOperationsEngineering@entergy.com

Provide a description of the incident and actions taken to resolve it. Include as appropriate, the cause of the incident/disturbance, change in frequency, mitigation actions taken, equipment damaged, critical infrastructures interrupted, effects on other systems, and preliminary results from any investigations. Be sure to identify: the estimate restoration date, the name of any lost high voltage substations or switchyards, whether there was any electrical system separation (and if there were, what the islanding boundaries were), and the name of the generators and voltage lines that were lost (shown by capacity type and voltage size grouping).

Cyber Attributes: For cyber events, including attempted cyber compromises, provide the following attributes (at a minimum): (1) the functional impact, (2) the attack vector used, and (3) the level of intrusion that was achieved or attempted.

If necessary, copy and attach additional sheets. Equivalent documents, containing this information can be supplied to meet the requirement; this includes the NERC EOP-004 Disturbance Report. Along with the filing of Schedule 2, a final (updated) Schedule 1 needs to be filed. Check the Final box on line A for Alert Status on Schedule 1 and submit this and the completed Schedule 2 no later than 72 hours after detection that a criterion was met.

T. Narrative:

2021 11 17 - Investigation/Review continues. Expecting final by end of week.

2021 11 14 - Investigation/Review continues.

11/10/2021 21:19:55 --Grimes – College Station line trip
College Station CB 26400 Trip
College Station CB 26410 Trip
Grimes CB 16610 Trip
Grimes CB 16615 Trip

11/10/2021 21:19:55 -- Grimes – College Station auto reclose attempt and trip back out
Grimes CB 16615 Trip/Close/Trip

11/10/2021 21:19:57Navasota – Grimes remote end trip
Navasota CB 16430 Trip

11/10/2021 21:19:57 -- Grimes AT2 low side CBs trip
Grimes CB 26550 Trip

U. Estimated Restoration Date for all Affected Customers Who Can Receive Power	11 (mm) - 11 (dd) - 2021 (yy)
V. Name of Assets Impacted	Grimes – College Station 138kV Transmission line Navasota – Grimes 138kV Transmission line Grimes AT2 3 345kV/138kV

W. Notify NERC, E-ISAC, or CISA Central	Select the appropriate box(es) if you approve of all of the information provided on this form being submitted to the North America Electric Reliability Corporation (NERC), the Electricity Information Sharing and Analysis Center (E-ISAC), or DHS CISA Central or their successor(s). NERC is an entity that is certified by the Federal Energy Regulatory Commission to establish and enforce reliability standards for the bulk power system but that is not part of the Federal Government. The information submitted to NERC, E-ISAC, or CISA Central can be submitted to help fulfill the respondent's requirements under NERC's reliability standards. If approval is given to alert NERC, E-ISAC, or DHS CISA Central, then this form will be emailed to systemawareness@nerc.net, operations@eisac.com, and/or central.cyber@cisa.dhs.gov when it is submitted to DOE. DOE is not responsible for ensuring the receipt of these emails by NERC, E-ISAC, or CISA Central. ☒ Notify NERC | ☒ Notify E-ISAC | ☒ Notify CISA Central

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NOTICE: This report is **mandatory** under Public Law 93-275. Failure to comply may result in criminal fines, civil penalties and other sanctions as provided by law. For the sanctions and the provisions concerning the confidentiality of information submitted on this form, see General Information portion of the instructions. **Title 18 USC 1001 makes it a criminal offense for any person knowingly and willingly to make to any Agency or Department of the United States any false, fictitious, or fraudulent statements as to any matter within its jurisdiction**.

RESPONSE DUE:

Within 1 hour of the incident, submit Schedule 1 and lines N - S in Schedule 2 as an Emergency Alert report if criteria 1-9 are met. If criterion 2 is met, also submit the Cyber Attributes on line T in Schedule 2.
Within 6 hours of the incident, submit Schedule 1 and lines N - S in Schedule 2 as a Normal Report if only criteria 10-13 are met.
By the end of the next calendar day after a determination, submit Schedule 1 and lines N – S and the Cyber Attributes on line T in Schedule 2 as an Attempted Cyber Compromise if criterion 14 is met.
By the later of 24 hours after the recognition of the incident OR by the end of the next business day submit Schedule 1 and lines N - S in Schedule 2 as a System Report if criteria 15-26 are met. *Note: 4:00pm local time will be considered the end of the business day*

Submit updates as needed and/or a final report (all of Schedules 1 and 2) within 72 hours of the incident.

For NERC reporting entities registered in the United States; NERC has approved that the form DOE-417 meets the submittal requirements for NERC. There may be other applicable regional, state and local reporting requirements.

METHODS OF FILING RESPONSE
(Retain a completed copy of this form for your files.)

Online: Submit form via online submission at: https://www.oe.netl.doe.gov/OE417/
FAX: FAX Form DOE-417 to the following facsimile number: (202) 586-8485.
Alternate: If you are unable to submit online or by fax, forms may be e-mailed to doehqeoc@hq.doe.gov, or call and report the information to the following telephone number: (202) 586-8100.

SCHEDULE 1 -- ALERT CRITERIA

(Page 1 of 4)

Criteria for Filing (Check all that apply) – See Instructions For More Information

EMERGENCY ALERT **File within 1-Hour** If any box 1-9 on the right is checked, this form must be filed within 1 hour of the incident; check Emergency Alert (for the Alert Status) on **Line A** below.	1. [ ] Physical attack that causes major interruptions or impacts to critical infrastructure facilities or to operations 2. [ ] Reportable Cyber Security Incident 3. [ ] Cyber event that is not a Reportable Cyber Security Incident that causes interruptions of electrical system operations. 4. [ ] Complete operational failure or shut-down of the transmission and/or distribution electrical system 5. [ ] Electrical System Separation (Islanding) where part or parts of a power grid remain(s) operational in an otherwise blacked out area or within the partial failure of an integrated electrical system 6. [ ] Uncontrolled loss of 300 Megawatts or more of firm system loads for 15 minutes or more from a single incident 7. [ ] Firm load shedding of 100 Megawatts or more implemented under emergency operational policy 8. [ ] System-wide voltage reductions of 3 percent or more 9. [ ] Public appeal to reduce the use of electricity for purposes of maintaining the continuity of the Bulk Electric System
NORMAL REPORT **File within 6-Hours** If any box 10-13 on the right is checked AND none of the boxes 1-9 are checked, this form must be filed within 6 hours of the incident; check Normal Report (for the Alert Status) on **Line A** below.	10. [ ] Physical attack that could potentially impact electric power system adequacy or reliability; or vandalism which targets components of any security systems 11. [ ] Cyber event that could potentially impact electric power system adequacy or reliability 12. [ ] Loss of electric service to more than 50,000 customers for 1 hour or more 13. [ ] Fuel supply emergencies that could impact electric power system adequacy or reliability
ATTEMPTED CYBER COMPROMISE **File within 1-Day** If box 14 on the right is checked AND none of the boxes 1-13 are checked, this form must be filed by the end of the next calendar day after the determination of the attempted cyber compromise; check Attempted Cyber Compromise (for the Alert Status) on **Line A** below.	14. [ ] Cyber Security Incident that was an attempt to compromise a High or Medium Impact Bulk Electric System Cyber System or their associated Electronic Access Control or Monitoring Systems