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PROJECT NO. 54467

CY 2022 ELECTRIC UTILITY	§	PUBLIC UTILITY COMMISSION
SERVICE QUALITY REPORT UNDER	§	
16 TAC § 25.81	§	OF TEXAS

**ORDER DIRECTING ENTERGY TEXAS, INC. TO TAKE CERTAIN ACTIONS
RELATED TO ELECTRIC SERVICE QUALITY**

This Order addresses the memorandum filed by Commission Staff on December 5, 2022 for consideration by the Commission at the December 15, 2022 open meeting. The memorandum addresses several topics related to service quality reports including: current requirements; a summary of prior enforcement investigations and actions; planned changes to enforcement investigations related to electric service quality reports; recommendations for the Commission to direct certain utilities to address discrete issues, based upon a ten-year trend analysis conducted by Commission Staff; and recommended changes to reporting requirements.¹

Under PURA² § 14.003(1)(a), the Commission is authorized to require reports from public utilities, and under 16 TAC § 25.71(g), the Commission may require an electric utility to file reports or additional information that relates to the operation of the business of the electric utility. Consistent with Commission Staff's memorandum, the Commission directs Entergy Texas to provide additional reporting related to its distribution feeder electric service quality performance and makes the following orders:

1. Entergy Texas must file a report consistent with the recommendations in the Commission Staff memorandum filed on December 5, 2022 in Project No. 52937.
2. The report must analyze the distribution service interruptions caused by the failure of utility-owned equipment since calendar year 2017 and provide details on the types of equipment and any common reasons for their failures.

¹ *CY 2022 Open Meeting Items Without an Associated Control No.*, Project No. 52937, Commission Staff Update on Electric Service Quality Reporting and Compliance (Dec. 5, 2022).

² Public Utility Regulatory Act, Tex. Util. Code §§ 11.001-66.016.

3. The report must provide information related to any of Entergy Texas' equipment repair and replacement programs, whether those programs have contributed to a reduction of failures of utility-owned equipment since calendar year 2017, and whether any of those programs could be adjusted to more directly address the root cause of these persistent failures of utility-owned equipment.
4. The information provided in the report must not recite the same information provided in Entergy Texas' CY 2022 electric service quality report due by February 14, 2023.
5. The report must be filed in *CY 2022 Electric Utility Service Quality Reports Under 16 TAC § 25.81*, Project No. 54467 no later than July 1, 2023.

Signed at Austin, Texas the 15th day of December 2022.

PUBLIC UTILITY COMMISSION OF TEXAS



PETER M. LAKE, CHAIRMAN



LORI COBOS, COMMISSIONER



JIMMY GLOTFELTY, COMMISSIONER



KATHLEEN JACKSON, COMMISSIONER

