



**Entergy Services, Inc.**  
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**Gregory D. Pierce**  
Director Transmission Compliance

March 5, 2012

**VIA ELECTRONIC FILING**

Kimberly D. Bose, Secretary  
Federal Energy Regulatory Commission  
888 First Street, N.E.  
Washington, D.C. 20426

Re: Entergy Services, Inc.; Docket No. ER05-1065-000  
Report of AFC-Related Errors

Dear Secretary Bose:

Pursuant to the Federal Energy Regulatory Commission's ("Commission") April 24, 2006 Order in *Entergy Services, Inc.*, 115 FERC ¶ 61,095 (2006) ("April 24 Order"), Entergy Services, Inc., acting as agent for the Entergy Operating Companies,<sup>1</sup> hereby notifies the Commission it has recently become aware of the following AFC-related error.

In the April 24 Order, the Commission conditionally accepted Entergy's proposal to establish an Independent Coordinator of Transmission ("ICT") for the Entergy System. As the Commission is aware, the Southwest Power Pool, Inc. acts as Entergy's ICT. In the April 24 Order, the Commission imposed an obligation for Entergy to "notify the Commission, the ICT and the Users Group within 15 days if Entergy discovers that it has lost data, or reported inaccurate data, or otherwise believes that it has mismanaged data." See April 24 Order at P 110. Accordingly, Entergy submits the following summaries of mismanaged data.

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<sup>1</sup> The Entergy Operating Companies include: Entergy Arkansas, Inc., Entergy Gulf States Louisiana, LLC, Entergy Louisiana, LLC, Entergy Mississippi, Inc., Entergy New Orleans, Inc., and Entergy Texas, Inc. The Entergy Operating Companies and Entergy Services, Inc. are referred to collectively herein as "Entergy."

### **Unplanned Failover**

On February 20, 2012, at 7:44 AM an unplanned site failover occurred on the production Energy Management System (EMS). At that time, RFCALC database on the standby server had a configuration from a prior database update. As a result of the unplanned failover, the RFCALC database reverted back to the definitions which were active prior to 8:30AM on February 14, 2012. Upon further investigation, the only differences in the databases were Temp Flowgate definitions that were enabled and/or disabled on February 16, 2012. The cause of the unplanned failover was determined to be due to a software error in EMS. The incorrect RFCALC database was active for Operating Horizon resyncs at 8:05AM, 9:05AM, 10:05AM and the Planning Horizon resync of 9:20AM on February 20, 2012. However, there was no impact to the Planning Horizon. The correct RFCALC database implemented on February 16, 2012 at 1:30 PM was copied into production on February 20, 2012 at 10:26 AM. A software change was made to EMS on February 23, 2012 to correct the EMS issue.

It is not technically feasible to determine the exact impact to AFC calculations. One Transmission Service Request (TSR) for NRG was denied during this time period but it cannot be determined if it resulted from this error.

### **Transformer Outage**

On February 22, 2012 at 2:05 PM, the Independent Coordinator of Transmission (ICT) identified a concern that the Willow Glen transformer outage was not showing in AFC files. Upon further investigation, it was identified that, due to a software error in outage modeling, RFCALC would take out the first winding of a three winding transformers in lieu of disconnecting the entire transformer bank resulting in the transformer being modeled as in service. This software error was introduced inadvertently when the EMS software was upgraded to the Energy Management Platform (EMP) 2.5 on October 15, 2011. A manual work around was put in place on February 24, 2012. A permanent software fix has been provided by Alstom and is currently being tested

It is not technically feasible to determine the exact impact to AFC calculations. Additionally, Transmission Service Requests (TSRs) processed during the time the error existed could have resulted incorrectly granting transmission service.

### **Network Model**

On January 31, 2012, the ICT identified a potential discrepancy in the models posted for the Operating and Planning Horizons for the line around Plaisance-Veazie-Guidry-West Fork. Entergy contacted CLECO and it was determined that CLECO had the Guidry-Wstfrk switch configured as normally open and the Guidry-Veazie switch normally closed. Entergy had the switches' configuration reversed in the network model for the above identified line. Entergy manually corrected the network model database on January 31, 2012, based on input from CLECO. Subsequent to this, on February 24, 2012,

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the ICT identified the same discrepancy. Upon further investigation, Entergy determined that the configuration had reverted to the configuration that existed prior to January 31, 2012. A network model database update was installed on February 14, 2012, and did not include the changes that were made on January 31, 2012.

Modeling with this configuration may have resulted in incorrect AFC values. However, it is not technically feasible to determine the exact impact on AFCs. Additionally, TSRs processed during the time the error existed could have resulted in incorrectly granting or denying the service.

In the event that further information is needed, please do not hesitate to contact the undersigned.

Respectfully submitted,  
/s/Gregory D. Pierce  
Gregory D. Pierce  
Director, Transmission Compliance

cc: Southwest Power Pool, Inc.  
ICT Users Group  
Service List; Docket No. ER05-1065-000

## **CERTIFICATE OF SERVICE**

I hereby certify that I have this 5th day of March, 2012, served the foregoing document upon the Southwest Power Pool, Inc., the ICT Users Group, and each person designated on the official service list compiled by the Secretary in this proceeding.

/s/ Nicole A. Livaccari

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