

Kathryn Bowman

From: Tangular Jones <mztangular@gmail.com>
Sent: Wednesday, February 24, 2021 9:33 AM
To: Lpsccomments
Subject: Subject: Winter Event

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

In the Old South Baton Rouge area, specifically the streets Carolina, Missouri, Virginia, Georgia, with Kentucky being exempted, the power was out from Wednesday morning (11ish) until Thursday night (8ish) because of the rollout. The power had just been restored during the wee morning hours of Wednesday morning. This area was unfairly targeted because it should have been known that houses in this area are not energy efficient and the residents are mostly low income, sick, elderly residents. They were not able to sufficiently stay warm and most did not have generators. They could only get computer generated assistance from Entergy which was not helpful.

Tangular Jones

Kathryn Bowman

From: Diane <louisianamimi52@gmail.com>
Sent: Wednesday, February 24, 2021 9:38 AM
To: Lpsccomments
Subject: billing -

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Please do not let entergy up our bills. They did that the month before the storm. My bill was \$200.00. They added all these extra charges. My bill came to \$449.68. A friend who has demco had the same kWh used, her bill was \$196.00. Why so much more for entergy? I am on soc.sec. I can not pay these big bills. Help us.

Kathryn Bowman

From: King, Donald M <donald.m.king@exxonmobil.com>
Sent: Wednesday, February 24, 2021 10:11 AM
To: Lpsccomments
Subject: Power Grid Issues Rocky Trail Avenue 70820

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Good Morning,

I am a homeowner living at 8318 Rocky Trail Ave 70820. A large portion of my street is on a separate power grid from the rest of the neighborhood. We experience much longer and more frequent power outages than the front portion of our neighborhood. In addition to the frequent and longer duration outages Entergy seems to be incapable of tracking our status as their system shows us green even when we have been out for days and reported our outage to them dozens of times. It has gotten so bad that many people on the street are considering moving. We have incurred financial expenses due to outage related issues. Is there any possibility of switching us to a more reliable power grid? If so please keep us in consideration. Thanks for the help.

Regards,

Donald King
Inspection Engineer –BRRF Pipestills

ExxonMobil Baton Rouge Refinery
4045 Scenic Hwy, RMO 2103
Baton Rouge, LA 70805
Office: 225-540-5497
Cell: 225-975-8616

Kathryn Bowman

From: Ralph Diaz <captralph@cox.net>
Sent: Wednesday, February 24, 2021 10:22 AM
To: Lpsccomments
Subject: Electric utilities blackout

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Every 6 months do a low power blackout exercise, simulation of power plant explosions, low temperature, high temperatures, earth quake, loss of natural gas supplies etc.

Sent from my iPhone

Kathryn Bowman

From: Nieyata Wright <nieyatawright@icloud.com>
Sent: Wednesday, February 24, 2021 10:33 AM
To: Lpsccomments
Subject: Winter Storm Event

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

My name is Nieyata Wright I currently live off Staring lane on Cedar Lake Drive my lights was off from 11:50pm Sunday to Thursday 2am in which I thought was due to downed power lines in our area ; but my light was back on Thursday and the power lines was still on ground and still ate til this day. That's a total of 4 1/2 days I lost food and was very cold. My utility provider is Entergy. I believe they were off due to the blackouts I wasn't given a notification about such blackouts and didn't have time to prepare for this storm. I believe entergy should be held responsible for reimbursement of food due to there lack of communication with it customers but most importantly they are part to blame for the lives lost during this winter storm.

Sent from my iPhone

Kathryn Bowman

From: Milissa Ward <missyward1966@icloud.com>
Sent: Wednesday, February 24, 2021 10:34 AM
To: Lpsccomments
Subject: Too High Bill

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

I'm from a small rural town(home of the PSC) and around December why do our bill shoots up from \$100 to \$550 , are they going to be in the red and need to make up at the end of the year. It's ridiculous. I'm talking about the town bill, not entergy. Something really needs to be done about this. I called and spoke to a lady at his office and she said he has nothing to do with that system.

Sent from my iPad

Kathryn Bowman

From: ashley lasserre <ashleylasserre@aol.com>
Sent: Wednesday, February 24, 2021 10:40 AM
To: Lpsccomments
Subject: severe weather power problems

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Sent from [Mail](#) for Windows 10

Entergy does not do enough preventive maintenance prior to any event. The majority of the posts in South Vacherie date back to 1960. Some have rot at the base and weathered cross arms. Any good storm can take out the hold area.

Have fun

Enjoy your day

Mask up

Kathryn Bowman

From: Genette Williams <genettewilliams64@gmail.com>
Sent: Wednesday, February 24, 2021 11:39 AM
To: Lpsccomments

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Black outs during the storm. I think that Entered turned of power on purpose and it was in a designated area it is always the Glen Oaks area and that needs to stop. We can have a little rain and wind and the power goes off. When you call you get a recording. Real sad!



PEOPLES
WATER SERVICE COMPANY OF BASTROP
217 NORTH LIBERTY STREET • P O BOX 70 • BASTROP, LOUISIANA 71221-0070

February 23, 2021

RECEIVED

FEB 24 2021

LA Public Service Commission

Mr. Brandon Frey,
Executive Secretary and Custodian of Records, LPSC
Baton Rouge LA, 70821
(225) 342-4087.

1. Comments about the Winter Storm Event
2. Doil A. Nelson Jr., Manager
3. Comment is concerning Entergy Electric
4. Representing Peoples Water Service Company of Bastrop
5. During the Winter Storm Event, Entergy kept the power on to our water plants and we were able to keep water in our system. Great job Entergy.

ROUTE TO		ROUTE FROM
DEPT. <u>C Cook</u>	DATE <u>2/24</u>	DEPT. _____
DEPT. <u>ccs pm</u>	DATE <u>2/24</u>	DEPT. _____
DEPT. <u>KA</u>	DATE <u>2/24</u>	DEPT. _____
DEPT. _____	DATE _____	DEPT. _____
DEPT. _____	DATE _____	DEPT. _____

Kathryn Bowman

From: John Grenfell <jgrenfell@cox.net>
Sent: Wednesday, February 24, 2021 1:18 PM
To: Lpsccomments
Subject: New Entergy Meters

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Sent from my iPad

My Entergy doubled the month my new meter was installed. Twice I have spoken to a customer service rep but have no response that my complaint was ever addressed. Now with the recent freeze event I may never receive

Kathryn Bowman

From: Brian Cameron <briancameron1998@gmail.com>
Sent: Wednesday, February 24, 2021 1:42 PM
To: Lpsccomments
Subject: Comment regarding Winter Storm Power Outages

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Hello,

I live in Kenner, LA, and I am providing comments regarding Entergy Louisiana's service in the North Kenner/Metairie area of Jefferson Parish along Power Blvd and West Esplanade.

We average around 9-10 power outages a year while the average Louisiana household averages around 1-2 per year. Most of our lines are buried, yet we continue to have power outages. We lost power on Monday, February 15th due to a surge that was seen around the country with videos. My concern is that this power substation is always blowing up or failing and no new equipment is brought in to replace it.

When Entergy sent crew to fix the problem, they had 3 trucks there, only one truck was working while the other two were not. We were without power for 7 hours in freezing temperatures and their app and phone system did not identify any of the 11,000 customers as being without power.

I'm wondering if Entergy used our area as a simple solution to rolling blackouts by not working to get power restored.

Thank you,
Brian Cameron

Kathryn Bowman

From: Susan <susan@webdsi.com>
Sent: Wednesday, February 24, 2021 2:15 PM
To: Lpsccomments
Subject: Power

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

I wish they could have notified me my power was off 4 1/2 hours so unacceptable

Sent from my iPhone

Kathryn Bowman

From: Ti wu <redrazzoo@gmail.com>
Sent: Wednesday, February 24, 2021 4:18 PM
To: Lpsccomments
Subject: Blackouts

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Hello, I live on McQuaid Dr, 70810. I am on the Siegen lane (west) side of McQuaid. My line has only about 50 houses and goes out at least 4 times a year if not more and often for no visible reason. The other side of the street almost never goes out. When it does go out it can take more than 12 hours to repair.

Monday the 15th at 330 am my electricity went out. It did not go out because of ice or a freeze. It went out because a limb fell on the lines and the transformer blew.

I have health issues and need a machine to sleep. So the last 5 times it has gone out I have to stay somewhere else. Be nice if at noon on a clear day when my juice goes out they can repair it by nighttime.

Just talk to my commissioner's office, district 2, at Public Service, and she thought it was just my issue. If the folks at the PSC do not see all the trees and flora growing into and over the power lines as a problem then this is just a waste of time.

These line need to cleared and maintained. A few months ago Entergy came through 'clearing' the lines, but the work was at best poor. There is a weeping willow in the servitude that I reported two years ago that is still there. I look up and down my short line I can see issues that will cause problems. Isn't it the responsibility of Entergy to keep the lines clear? We paid \$5 a month for years to pay a private company to do what is supposed to be doing? In all that time with all that money they did nothing to protect our lines. It is their business cost, and they need to be fined when they do not comply. As representatives of the public I hope you will not burden the citizens with what is Entergy's issues. Public need should be first over Entergy's profits. Before you tap us to pay for their failure make them use profits, which are huge to do their business, like any other private company.

Thank you, Tim

Timothy L Smith

1753 McQuaid Dr

Baton Rouge, La 70810

225 324 4765

PS if you would like I can show you the issues on my line or I can drive you around Baton Rouge showing the vast problem we have let Entergy create.

Kathryn Bowman

From: skylar collins <skylarcollins22@yahoo.com>
Sent: Wednesday, February 24, 2021 6:13 PM
To: Lpsccomments
Subject: Comment

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

What about the usage of your bill money for your lights to provide shelter for your family to stay warm during this storm. Money was used to provide shelter and food. What is the solution due to an unexpected storm without preparation.

[Sent from Yahoo Mail on Android](#)

Kathryn Bowman

From: John Wilson <jw485596@gmail.com>
Sent: Wednesday, February 24, 2021 7:06 PM
To: Lpsccomments

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

My name is John wilson ,my power outage from 02/16/21 7:30 pm until 2:00 am 02/17/21 at my home 1110 east buchanan st. Baton Rouge La. 70802 . My Electricity company is Entergy .This Outage was a problem to my home and well being . There is no excuse for this outage .

Kathryn Bowman

From: Michael Malisoff <michaelmalisoff@gmail.com>
Sent: Wednesday, February 24, 2021 9:07 PM
To: Lpsccomments
Subject: Comments on Winter Storm Event

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

My name is Michael Malisoff. These are comments about Entergy Louisiana. I do not represent any company or other entity. Due to the electricity outage, I had no electricity at my home from 2/15-2/19, and when I reported it to Entergy, Entergy kept closing my outage report cases in their online system without restoring my power and when I called their 9-Outage number to express my concern, the agents were uninformed and largely inarticulate and at times belligerent, so I believe that reform at Entergy is called for so that their customer service and the reliability of their service both improve.

Kathryn Bowman

From: mike alford <mmasaja@msn.com>
Sent: Thursday, February 25, 2021 6:17 AM
To: Lpsccomments
Subject: poor service.

EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

We were in a blackout from Mon. morning until Wed night because of the ineptitude of Entergy. I live on Jules Waller road in Kentwood and have Entergy's Outage # on speed dial on my phone because of service issues. Customer service was extremely hard to reach and I had to inform them of lines down on my road. We live on a road with many trees along side the power lines. Then the outage map showed us with service when we were still out. Once they realized we were still without power after I called them, they came out and repaired the damage within about 30 minutes, so it should have been repaired in the beginning. Just because they will not make much money repairing a section of service area should not mean we have to wait to be last every time. Look at the records to see what I am talking about. When an outage happens in this area , we should not have to wait until last for repairs when we are the first ones to report. Thank you Mike Alford 9856140349

Sent from [Mail](#) for Windows 10