

Kathryn Bowman

From: M W <mursplace@hotmail.com>
Sent: Monday, February 22, 2021 6:15 PM
To: Lpsccomments
Subject: Winter Storm 2-15-2021 tree limb damaged by electrical current

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

Murray Wennerlund
Electric supplied by Entergy

One of our Live Oaks came into contact with the electrical line serviced by Entergy.

This limb fell onto the roadway in Denham Springs LA.

Entergy crews arrived a day later and pushed aside some of the smaller branches but did not cut up the main limb that was damaged by the electrical current.

The crew appeared to be a sub-contractor repairing the lines in the area.

We would like to know when Entergy will return and remove the remaining fell branch from the right of way.

The limb was roughly 18" in diameter, more than our trimmers can manage.

Q: How does a utility customer request Entergy return and cut the limb into manageable sizes so the debris pickup that we pay for can safely remove the debris from the streets right of way?

Size must be about 5' in length or less than 200lbs I believe.

Regards,
Murray Wennerlund

Kathryn Bowman

From: JOHN COUVILLON <jmcouvillon@cox.net>
Sent: Tuesday, February 23, 2021 8:33 AM
To: Lpsccomments
Subject: Winter Storm Event comments

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

From John Couvillon

Commenting about Entergy

My comments about the storm event are from the perspective of a customer without power for three days (our thermostat got down to 49 degrees, although we fortunately had gas to heat our fireplace and to cook with) and was directly across the street from people on a different part of the power grid who never lost their power.

My disappointments with Entergy are as follows (normally in a storm when we lose power, they're fairly good with giving information and providing status updates through their phone system)

1. Extremely poor communication -

- Calling up the 1-800 number was a waste of time, as we never got any indication as to an estimate of when power would be restored. Which is NOT the case any other time we have lost power in the past

- Encouraging us to go online as part of the phone message - that is a foolish thing to ask us to do when power goes out. As we don't have electricity OR Internet. So that message really needs to be discontinued, as it's insulting

2. Poor maintenance - How much preventative maintenance do they do with tree trimming to keep branches away from the power lines? Yesterday (8 days after the ice storm hit), I saw several crews out trimming lines along the side of the road. Which is great, but they should be doing this on a periodic basis, like semi annually. And not as a "check the box" exercise after the storm.

3. Their power outage map - It's a great tool IF IT WORKS, but I heard and saw instances of inaccuracies with the map showing who had/didn't have power. If they can't provide accurate data, they shouldn't allow this information to be posted for everyone to see at all.

Having said the above, I also want to say that two days after we lost power, I started seeing crews out working into the night to get the job done. THAT kind of dedication was most sincerely appreciated, as we got our power back around 3AM on Thursday.

In conclusion, the ball was dropped in several instances, and I wanted to be specific as to what those instances are, so Entergy can be better prepared for the next weather event.

Kathryn Bowman

From: Stacy Marks <ihope2@gmail.com>
Sent: Tuesday, February 23, 2021 10:29 AM
To: Lpsccomments
Subject: Winter Storm Event Public Comment

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

Dear Commissioners,

I am a WSTE customer in Folsom in St Tammany parish.

I did not personally lose power in the Winter Storm event, but watching what was happening to friends and family in Texas was horrific. Watching friends of all ages deal with no power in Baton Rouge for up to four days in freezing temperatures was awful. The forced nighttime outage in Slidell, Louisiana was a difficult thing to imagine being forced to deal with.

A few simple things I think could improve things for the next time this happens:

1. I had to proactively seek out information on the Facebook page for what was going on with the status of WSTE, that's the only way I was even aware of the Slidell outage and took steps to lower my energy consumption but I could have taken more steps earlier if the company had sent a text or email. I think this was an urgent situation that certainly warranted that. Further, there were only a few suggestions for residents to take. I think a much more comprehensive list of energy saving steps could be formulated and shared via email and a text link to an evergreen web page ready for extreme situations like this.

Also, the company needs an urgent outreach action plan for customers that aren't as digitally connected with a system in place for informational robocalls to landline phone numbers and urgent media TV, Radio, and Print media outreach. This coordinated approach will reach more customers and better convey the urgency of the situation so our neighbors don't have to sleep in frigid cold homes.

There should also be a mandatory one hour warning to residents in these forced rolling outages if that is technically possible.

2. It is past time for the Louisiana Public Service Commissioners to all embrace energy efficiency and winterization homeowner incentive programs that will help and be accessible to all income levels of homeowners and even renters. We all know that most Louisiana homes are not as well prepared for extreme cold events as they could be and that these extreme weather events are going to become more common. Robust energy efficiency and winterization homeowner and renter incentive programs will help lessen the impacts and potential power outages and loss of life in the next Winter Storm and the next time the grid cannot keep up with the power demands. It helps everyone. Proper winterization also protects water pipes and water supply and water pressure as less people need to drip faucets all night.

3. Also, programs that reward customers for decreasing their power consumption during high demand events should be in place in order to help quickly manage and alleviate such events.

Finally, I want to thank the linemen on the ground who did difficult work in extreme conditions as they have done so many times across our state over the past year. I want to thank the Commissioners like Foster Campbell who always seem to think of the actual everyday people's needs first.

I hope the Louisiana PSC takes this opportunity to learn and fully reapply themselves to doing everything in their power to protect Louisiana residents and communities so we never face a situation like Texas is facing and so we keep our electricity, water, and internet utilities as safe, reliable, available, and affordable as possible.

I think there will be a national trend of residents and news organizations paying closer attention to public utility regulation and processes and I think we can make the best of that opportunity to improve how we do business and serve residents in Louisiana.

Thank you,

Stacy Marks

Folsom, LA

To provide public comments, please submit your comments to lpcccomments@la.gov and include the following information:

1. An indication that the comments are for the Winter Storm Event
2. Commenter's first and last name
3. Utility you are providing comments about
4. Company/Entity the commenter is representing, if applicable
5. Comment (Please keep comments as succinct as possible)

Kathryn Bowman

From: Alexander Perlis <alexanderperlis@gmail.com>
Sent: Tuesday, February 23, 2021 11:51 AM
To: Lpsccomments
Subject: Comment on Entergy Louisiana for Winter Storm Event, Feb 2021

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

Topic: Winter Storm Event 2021
Commenter: Alexander Perlis, Baton Rouge
Utility: Entergy Louisiana
Representing: self
Comment:

Storms happen, weather happens, power will be disrupted, and I appreciate the linemen who worked in severe conditions to restore power. But two problems must be addressed:

1. Communications. Each time my power went out, I checked the Entergy website outage map to see whether Entergy already knew about it. Often it showed red, but twice it showed green, yet there was no way from within the outage map screen to report "this information is incorrect". I separately looked up the Entergy reporting number, but that was just a looped recording saying there's a winter storm event and that they're working on it, without indication whether they know the power has gone back out in my specific neighborhood. The next day I noticed a colleague's street on the outage map had changed from red to green, I contacted him, sadly he observed the power along his street was still out.

2. Usage transparency and new digital meters: on the old analog meters there was a large turning wheel that allowed one to quickly discern the actual instantaneous consumption rate. Just looking at it I could tell whether we had only lights on, or the refrigerator had kicked on, or the AC was running. With all the requests of the public to "conserve energy", I wanted to make sure we weren't using very much. I presume the central heater, running on gas and just having a blower, uses the equivalent of a ceiling fan, but how can I confirm this? The new digital meters hide the useful information. The display briefly blinks some numbers, then goes blank for a couple seconds, then briefly blinks some other numbers, then goes blank for a couple seconds, and so on. There's no time to figure out what any of the information means. Is there a way to connect to the meter via bluetooth or wifi or somehow access real-time data that I can then chart? Monthly readings are way too coarse. People can't conserve if they don't know what they're using.

Kathryn Bowman

From: The Bergerons <rvthereyet2013@gmail.com>
Sent: Tuesday, February 23, 2021 3:53 PM
To: Lpsccomments
Cc: Craig Greene
Subject: power outage during cold spell

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

We lost power on Sunday 2/14. On Monday 2/15 we had an electrician out who told us it was an open neutral on Entergy's line. I promptly reported it to the Entergy call center. I was told at that time it would be reported as an emergency and repaired ASAP. On Wednesday I reported it again and once again was told it was an EMERGENCY. Thursday I called again and heard the same story. By this time I am a bit frustrated at the scripted questions I was asked, ie: have you checked your breakers? Etc. Yes, I have done all that and have reported it as an open neutral now 4 times. A few hours after reporting it each time, I would received a text that my power had been restored!!! NOT On Friday an Entergy employee showed up in a pickup truck. My husband pointed out the broken wire to him. Since it was near Oak trees it was his fear they would have to climb the pole to correct it. My husband told him the SMALL BUCKET TRUCK could get into where he needed to use the bucket. (Have had a similar issue in the same area). OK employee #1 orders a small bucket truck. On Saturday near noon (after I called for the 7th time) a LARGE BUCKET TRUCK SHOWS UP and can not get into where he needs to go. SMALL bucket truck was called out and in 15 minutes corrected the open neutral!!!! So it took us 7 phone calls to the useless call center and being told it was AN EMERGENCY and still took 6 days to correct the issue. Once power was restored we started the nasty clean up of throwing out refrigerator and freezer items. Unfortunately we didn't get a generator for two day assuming we would be restored quickly since Entergy considered it an emergency. I truly understand that this was a wide spread situation and we certainly were not the only ones to suffer. Had they never said the word EMERGENCY we would have been a little more understanding and waited our turn.

Larry Bergeron
51227 George Road
Independence, La 70443

Sent from [Mail](#) for Windows 10

Kathryn Bowman

From: Beth Lefaux <bethlefeaux1@yahoo.com>
Sent: Tuesday, February 23, 2021 9:59 PM
To: Lpsccomments
Subject: Power Outage

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

We are an elderly couple living in a semi-rural subdivision near the community of Watson.

Both of us have health issues including Diabetes, High Blood Pressure, Arthritis and numerous surgeries.

We were without power 64 hours. Our home was 37 degrees. We covered our windows with blankets, and sealed door openings.

We wore multiple layers of clothing, socks and head covers. We covered in layers of blankets and quilts. Still we could hardly tolerate.

Communication was very limited as charging cell phones impossible. We were afraid to sit in our car in an attempt to stay warm.

We realize the repair crews worked around the clock and we were grateful for restoration after such an unpredictable event. Still we wonder how it can be improved.

Sincerely,

Charles A Lefaux, Jr.
Sarah W. Lefaux

Sent from my iPhone

Kathryn Bowman

From: Mary Doerner <modoerner53@gmail.com>
Sent: Wednesday, February 24, 2021 5:50 AM
To: Lpsccomments
Subject: Winter Storm Event 2021

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

To whom it may concern:

My name is Mary Doerner and I am an Entergy residential customer. I am a widow, living alone with concerns about the multiple emails and voicemail I received from Entergy during the recent icy storm event.

Entergy initially provided information about storm preparation which was helpful. However, when I began receiving notifications saying they were going to systematically stop power to various areas on their grid, it became threatening and led to great anxiety about what I could do if Entergy cut my power.

Specifically, I cannot comprehend why such threats by a power company on which thousands rely and pay for, can repeatedly threaten to yank electricity when it is most needed?

I would like to see the huge conglomerate named Entergy redirect or reallocate funds to better prepare for future events.

Thank you,
Mary Doerner

Kathryn Bowman

From: CHRIS ANTHONY <sirhc704@bellsouth.net>
Sent: Wednesday, February 24, 2021 6:09 AM
To: Lpsccomments
Subject: Winter storm

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

I lost power on 2/15 and 2/16 from the winter storm for about 40 hours. Entergy is my provider and Commissioner Green is the PSC. However I also lost power on 2/11 and had partial power on 1/10 and 1/25. My address is 8500 Bluebonnet Blvd. #E21 Baton Rouge, LA 70810. Since July 2020 I have lost power 9 different times. I would like to know why and what is being done about this.

Sincerely

Chris Anthony 225-276-4217

Sent from [Mail](#) for Windows 10

Kathryn Bowman

From: steve melancon <gonzo3373@yahoo.com>
Sent: Wednesday, February 24, 2021 6:45 AM
To: Lpsccomments
Subject: Rolling Blackout

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

Hi,

I didn't mind the fact that I was a target of the rolling blackout . Until then I hadn't lost my electricity . When the blackout was initiated my power went out for approximately 45 minutes . I have a stand by generator for outages . When the power came back on it stayed on long enough for the generator to shut off . Then power went off again and back on again every few minutes putting a strain on my appliances and put my generator in a fault stage with an alarm . If you (Entergy) is going to take power from me to save someone else , that's fine . Off and back on one time . Don't ruin my appliances doing the blackouts.

Kathryn Bowman

From: the Kemps <theKemps1@outlook.com>
Sent: Wednesday, February 24, 2021 6:46 AM
To: Lpsccomments
Subject: Winter storm

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

We're in Westminster-Pine Park subdivision and once again we were one of the hardest hit with power outages. 5 days of no power. It happens to us every time the wind blows. We've reported my mothers pine trees to Entergy repeatedly and nothing is ever done. Once again the limbs took out the power lines as well as falling into her house. When is Entergy EVER going to take care of these reports! Had this been handled even once it may have saved the whole block from losing power.

Paula Kemp

Kathryn Bowman

From: DEBRA COOPER <debracooper8@icloud.com>
Sent: Wednesday, February 24, 2021 6:55 AM
To: Lpsccomments
Subject: Without Power

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

Unhappy because was without power for 71 hours. Initially when I reported my power out the system advised my power would be restored by 10:30 am the same day. Therefore, I didn't book a hotel room. When I realized this was not the truth, I was unable to book a room as there was no availability. Entergy is always stating they are preparing in advance of severe weather, however their trucks are no where to be seen in Sherwood Forest before any incident.

Sent from my iPhone

Kathryn Bowman

From: Vincent Buckles <mesakineticresearch@gmail.com>
Sent: Wednesday, February 24, 2021 6:57 AM
To: Lpsccomments
Subject: Winter Storm Blackout comments

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

My name is Vincent Buckles of Gonzales LA. My electric company is Entergy. My area was mildly affected Monday Feb 15th by freezing rain. Not even enough to ice the roads. By Tues Feb 16th, everything was back open.

At 7:15pm on Feb 16th, my area was hit with a surprise rolling blackout. Law enforcement nor the public was not made aware ahead of time. Traffic signals went dark for miles around causing multiple traffic accidents. The blackout lasted almost 2 hours as we froze in the cold and dark with no idea when power might be restored.

The excuse that "unprecedented demand" caused the blackout is laughable. We all know our central AC units use much more power in this state on an August day than our state was using on Feb 16th. There was no excuse for this blackout besides piss poor planning by the shot callers at Entergy.

This is third world country leadership and the people of Louisiana demand better planning and readiness from our power companies.

--

Vincent Buckles
Mesa Kinetic Research LLC
Khyber Pass Tactical
ATAT Development Group LLC
13238 Airline Hwy
Gonzales LA 70737
(225) 450-3019 ph
(225) 450-3037 fax

Kathryn Bowman

From: Katie May <ladykay18@icloud.com>
Sent: Wednesday, February 24, 2021 7:00 AM
To: Lpsccomments
Subject: Winter storm event

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

Kaitlyn Edwards
Entergy(light bill)

We were out of power for days. Why can't we get Assistance? Especially being the state was declared a state of emergency. We've lists food and we were out of power.

Sent from my iPhone

Kathryn Bowman

From: Carol Williamson <chaplainlady1@yahoo.com>
Sent: Wednesday, February 24, 2021 7:09 AM
To: Lpsccomments
Subject: Black Outs

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

My neighborhood lost power in excess of 30 hours. Loss of power was the result of tree limbs falling & breaking the power lines.

I feel it could have been prevented in my situation if DEMCO would ban the planting of trees in close proximity to power lines. If residents persist, then they should be required to remove them or face a fine , or even pay DEMCO for having to remove them.

Obviously, lines don't normally break unless they are forced to interact with trees.

I implore DEMCO to get to work clearing ALL power lines.

Thank you for this platform to share my concerns.

Carol Williamson, customer

Sent from my iPhone

Kathryn Bowman

From: Brian Francis <brian.w.francis@gmail.com>
Sent: Wednesday, February 24, 2021 7:25 AM
To: Lpsccomments
Subject: Comments for the Winter Storm Event

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

Name: Brian Francis

Utility: Entergy

Neighborhood: Rouzan, Baton Rouge

Comment: On Monday February 15th the Rouzan Neighborhood lost power as a result of the Winter Storm Event. The power outage was the result of downed power lines because of falling tree branches due to the ice build up, specifically at the intersection of Arrowhead and Glasgow. Power was not restored until Friday evening February 19th. I understand the problem is not with Entergy but with residents not allowing tree trimming. The lack of tree trimming causes frequent power outages in the Rouzan and Southdowns neighborhoods due to ice storms, high winds and other severe weather conditions. I believe tree trimming around power lines needs to be addressed in Baton Rouge as it is causing unnecessary and costly power outages. I'd also like to note that the utility crews from Entergy and neighboring states had great customer service skills, their positive attitudes and hard work was greatly appreciated.

Kathryn Bowman

From: Hany Hassan <hassan1@lsu.edu>
Sent: Wednesday, February 24, 2021 7:26 AM
To: Lpsccomments
Cc: Hany Hassan
Subject: Comment about Entergy and winter storm

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

Hi,
I am living in Hunters trace community, Baton Rouge(Rocky Trail Ave, Baton Rouge, LA 70820).
Last Monday (around noon), we had outage at our street and two other streets (Gentle wind and Rustic pine) only in the whole community.
Although I and my neighbors reported the outage to Entergy several times, we did not get the power back till Wednesday 4:30pm. So we lost the power at these 3 streets for 2.5 days (many of us had to stay in hotels due to cold weather).
However, the remaining houses at Hunters Trace (two houses from my home) did not have any outage of powers!
We were told that this is because Entergy connected those few new homes to an old network in this area.
I hope if Entergy can connect the homes at those three streets (Rocky Trail Ave, Gentle Wind and Rustic Pine) to the new power network of Hunters Trace community like all other new houses.

Indeed, those three streets are suffering every time, there is an outage in power.

Thanks and best regards,
Hany

Hany Hassan, Ph.D.,

Assistant Professor

Department of Civil and Environmental Engineering

3240E Patrick F. Taylor Hall
Louisiana State University, Baton Rouge, LA 70803



Phone: [\(225\) 578-6588](tel:2255786588)

Email: hassan1@lsu.edu

Kathryn Bowman

From: Trevor Heap <trevler94@gmail.com>
Sent: Wednesday, February 24, 2021 7:36 AM
To: Lpsccomments
Subject: Blackout 2-15-2021 until 2-18-2021

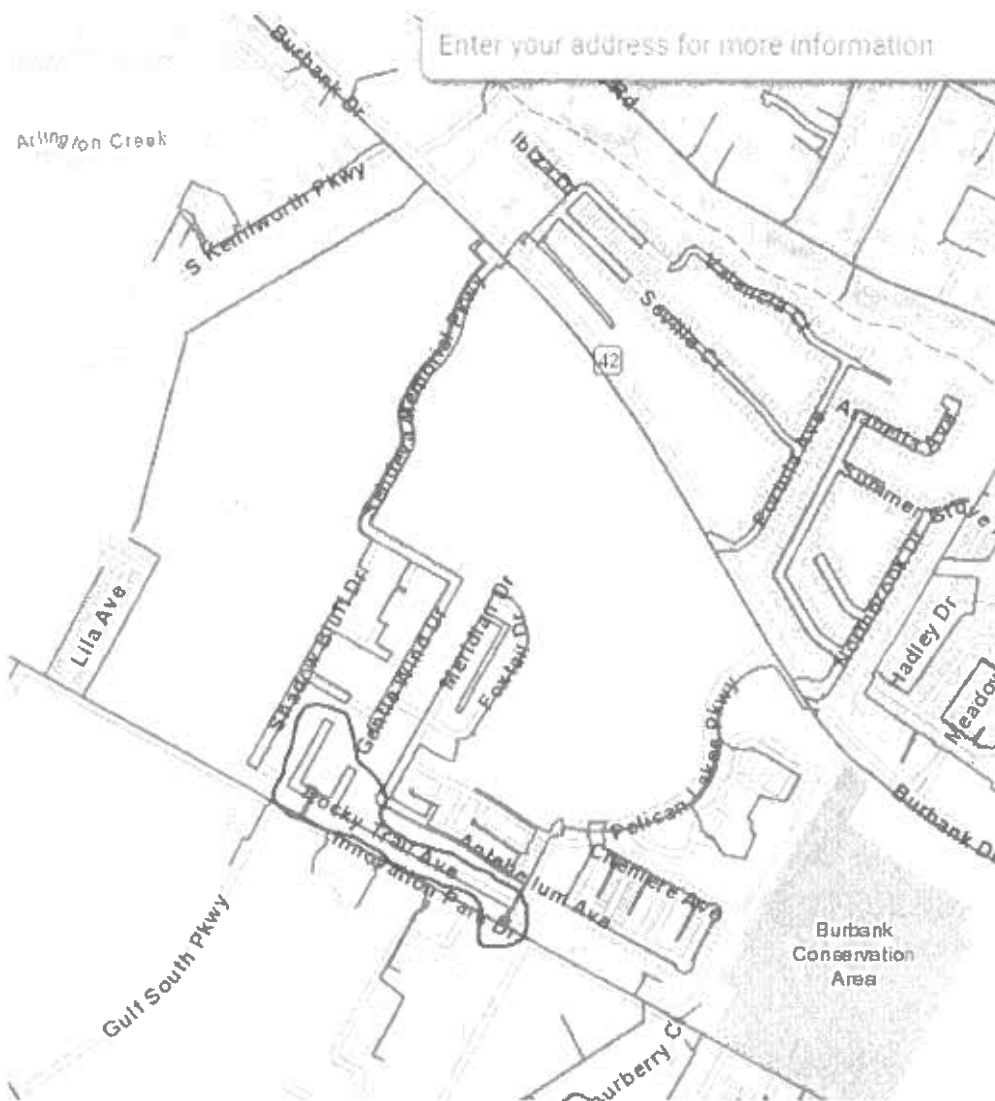
EXTERNAL EMAIL: Please do not click on links or attachments unless you know the content is safe.

Hello,

I am a resident of the neighborhood Hunters Trace off of Burbank. I live on Rocky Trail Ave. I lost power last week on 2-15-2021 until 2-18-2021. I do not understand why my street continues to lose power when the rest of the neighborhood doesn't. This was not the first time this has happened. During the hurricane season of 2020, my street would lose power while the rest of the neighborhood would not. Rocky Trail Ave has also lost power on numerous other occasions with no explanation.

Also, I do not understand why it took so long to have workers assigned to my area properly and get the power back in a timely manner.

When looking at the Entergy map for my neighborhood and street, it appears Rocky Trail Ave is not connected to the same power grid as the rest of the neighborhood. As shown in the image below; it looks like Rocky Trail is connected to the power grid at innovation park. I would like an explanation as to why Rocky Trail Ave is not already connected to that same power grid as the rest of Hunters Trace.



I am REQUESTING that Rocky Trail be connected to the same power grid as the rest of Hunters Trace neighborhood. That way we would not lose power as often.

Thank you,

Hunters Trace Resident
TREVOR HEAP

Kathryn Bowman

From: Rita Eames <rjeames@bellsouth.net>
Sent: Wednesday, February 24, 2021 7:43 AM
To: Lpsccomments
Subject: Winter Storm

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

During this recent storm, we were without power from Monday early morning until Friday late evening there were absolutely no warning.

My name is Rita Eames and located at 2958 Brandywine Drive in Baton Rouge, Louisiana 70808.

Entergy is my utility carrier. My husband has several serious sickness and without power was he extremely uncomfortable with no solution of repair. All hotels were overbooked and with COVID there were no other place available. I called Entergy multiple times and all they can tell me that they were aware of my outage whenever I got through to them and other times a recorder will come on stating they couldn't receive any outside calls.

This whole event should have been handled better.

Sincerely Rita Eames
225-405-5323

Sent from my iPhone

Kathryn Bowman

From: Doil Nelson <doil.nelson@pwsbastrop.com>
Sent: Wednesday, February 24, 2021 7:51 AM
To: Lpsccomments
Subject: Winter Storm Event
Attachments: Entergy.pdf

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

I sent this via fax but I wanted to be sure Entergy is acknowledged for doing a great job here.
Thank you!

Doil A. Nelson Jr.
Manager
Peoples Water Service of Bastrop

Kathryn Bowman

From: Amy Morgan <amorg195@gmail.com>
Sent: Wednesday, February 24, 2021 7:52 AM
To: Lpsccomments
Subject: Winter storm event - blackouts

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

My street, Rock Trail Ave, within Hunters Trace neighborhood was without power for almost 72 hours due to sudden blackouts during the winter storm. No one in the neighborhood was informed of this.

Due to the lack of power (Entergy) for 72 hours, many in the neighborhood had to replace hot water systems costing over \$1000 - unavoidable freezing of the pipes and system due to lack of power for extended periods of time. Many complaints were filed with Entergy and nothing good has come of it. We frequently lose power for no reason and request to be added to a new or separate grid. For ex., the rest of the neighborhood is on a different grid and rarely loses power (did not lose power at all during the winter storm event).

Amy Morgan

Kathryn Bowman

From: ALVIN GUY <alvineguy@yahoo.com>
Sent: Wednesday, February 24, 2021 8:09 AM
To: Lpsccomments
Subject: Storm

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

You are wasting time and money. It was a NATURAL disaster. You do not need to find a scapegoat for every thing that happens. Get unwoke.

[Sent from Yahoo Mail on Android](#)

Kathryn Bowman

From: Kelli Bates <kellibates225@gmail.com>
Sent: Wednesday, February 24, 2021 8:09 AM
To: Lpsccomments
Subject: Winter Storm Blackout Comment

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

My name is Kelli B., and I am an Entergy customer. My issue is related to the Winter Storm and it has occurred often even before the storm. I live in a new development called Hunters Trace Subdivision in Baton Rouge (70820) near Gardere. The back of the neighborhood always experiences power outages, and the Winter Storm was no different. We were without power for 3.5 days. We reported the outages online and through the app for 3 days! Initially, the outage map reflected that we did not have power. 1.5 days later that map reflected that we had power when we did not. Then the outage map reflected that we did not have power and that power had only be out for half a day which was inaccurate. On the third day I called Entergy's 1800 number and was told that reporting outages on the app or online was useless and that we should have called the first day that our power went out. She also stated that we were on a grid where the blackout was planned. We were never informed about this!! It was very frustrating and disheartening to hear this; especially when I pay my bill on time every month! Most of us had to sleep in our vehicles! **I would like to know why we are not on the same power grid as the front of our neighborhood and what needs to be done to make that happen.** I noticed that the grid that we are on is also connected to a poor black and brown neighborhood near ours (Gardere). They should not have to experience blackouts as often as we do, and they should not have had to go through what we did during the winter storm! **Was this grid part of the planned blackout because most of the customers on this grid are black and brown and Entergy felt they could easily be silenced?** How will we be compensated for Entergy's poor leadership?

--
Kelli J. Bates, MPA
Proud LSU Alum
Website: myappletree.org

Kathryn Bowman

From: Valand Moore <moore_valand@yahoo.com>
Sent: Wednesday, February 24, 2021 8:17 AM
To: Lpsccomments
Subject: Entgery

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

How is it that we were without power for days and we r charged MORE. When it should b less!!!

[Sent from Yahoo Mail on Android](#)

Kathryn Bowman

From: Leblanc, Nathan <NLeBlanc@eprod.com>
Sent: Wednesday, February 24, 2021 8:25 AM
To: Lpsccomments
Subject: Winter Storm Comment

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

My name is Nathan LeBlanc and my Power Provider is Entergy. I would like to know why the Public Service Commission keeps allowing storm restoration charges on our bills after these storms that never seem to be taken off after a certain amount of time, yet the service from my provider never improves. You can ride down the road and see leaning poles and trees not being trimmed., yet after storms come through and trees fall, poles fall we have to pay for repairs. Why is there not oversight by the Public Service Commission to get them to perform improvements since we are paying for them?

This message (including any attachments) is confidential and intended for a specific individual and purpose. If you are not the intended recipient, please notify the sender immediately and delete this message.

Kathryn Bowman

From: sharon elliott <sharonsmobilemail@icloud.com>
Sent: Wednesday, February 24, 2021 8:40 AM
To: Lpsccomments
Subject: Demco Complaint Regarding Outages

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

Demco is our provider. We live in Plantation Estates Subdivision, Denham Springs, LA. The power was out to more than half our subdivision for three days. On the first day we received repeated text messages giving us estimated restoral times.

But once the power flickered on for a few seconds we received only one message (see paragraph four below) during those three days. On the Demco outage map, Demco continued to show that our entire subdivision DID have power when in fact more than 50% did not.

Demco had no way for us to get in touch with a live person so we (residents) were forced to submit outage reports over and over and over again, online and by phone hoping to show up on the map but to no avail. Normally we get a text acknowledgment but did not receive any acknowledgment to outage submissions.

Note: I can submit pictures of the outage maps I took last week if you need them.

On the third outage day, power came on briefly 5-10 minutes) and we received a text telling us our power was back on. Text arrived AFTER power was off again. Then when I tried to report outage again on phone I received an automated message the told me the power was on. I, along with many neighbors, started calling repeatedly to re-report outage with no acknowledgement whatsoever and outage map continuing to show we had power.

Demco has a history of providing horrible customer service during outages. This needs to change and they should be required to provide a call center. They should also be required to provide frequent text updates to customers during a crisis. Also they have a history of NOT repairing old equipment.

My nephew lives in Watson on Louis Leteff Rd. And also has Demco. On his street the east side had power all the way down street. The west side had power to all but six homes. It took FIVE days and a threat to file a report with the PSC before they finally restored. Again - his outages did NOT show up on map. The outage was repeatedly reported by phone during those five days. Once I called Demco, actually spoke to someone and threatened them they arrived to fix the power within an hour. I also read many reports on the NextDoor app of others having the same issue with Demco not showing outages on maps.

With Demco's history I am not surprised that their maps did not show most outages. I'm sure they will blame it on a computer malfunction - they ALWAYS have excuses. But the reality is, Demco KNOWS where the problem spots are and they should be forced to upgrade equipment, provide better customer service on a daily basis as well as learn communication skills during times of crisis. This is not something new. We have previously reported issues to the PSC regarding Demco and blackouts.

Also Demco needs to stop forcing people to use an account number to submit a mobile/online outage. People DO turn in outage reports for other family members, neighbors, etc. It is inconceivable that Demco REQUIRES account numbers to submit mobile/online outage reports. How many people have their bill handy during a crisis?

We are thankful for the Louisiana Public Service Commission and the regulation provided.

Sincerely,

Sharon Elliott
Plantation Estates Civic Association
225-939-4365

Sent from my iPad

Sent from my iPad

Kathryn Bowman

From: Ashley Breaux <anbreaux@bellsouth.net>
Sent: Wednesday, February 24, 2021 8:46 AM
To: Lpsccomments
Subject: Winter Storm Event

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

- Entergy
- Hunter's Trace resident
- During the recent Winter storm event I was out of power for 50+ hours. There were only two streets in our neighborhood that were affected Rustic Pine and Rocky Trail. These two streets are on a separate electrical grid than the rest of the neighborhood. We are always losing power when the rest of the neighborhood are not affected. These two streets need to be added to the same grid as the rest of the neighborhood.
- Also due to losing electricity during for over 50+ hours I as well as everyone living on Rustic Pine and Rocky Trail experienced damage to our hot water heaters and had to repair or replace the unit.

Ashley Breaux

Kathryn Bowman

From: Betty Irwin <beirwin225@gmail.com>
Sent: Wednesday, February 24, 2021 10:30 AM
To: Lpsccomments
Subject: Winter Storm Event

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

Betty Irwin

I am a Entergy customer in Baton Rouge Louisiana that was without power for three days during the winter storm last week. I pay my bill every month and expect and rely on my services to work. What happened in my neighborhood on Monday February 15th left us without power for three days. I rode around and surveyed the plant seen no damages. I feel Entergy dropped the ball with no regard for its customers which is unacceptable I have a infant granddaughter that was left without utilities someone needs to be held accountable. Very disappointed Louisiana what's being done with all the high taxes and fees we are paying Sent from my iPad

Kathryn Bowman

From: Melissa LeBoeuf <mmleboeuf@gmail.com>
Sent: Wednesday, February 24, 2021 8:53 AM
To: Lpsccomments
Subject: Blackout

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

Our blackout started around 7pm on one of the coldest nights New Orleans has seen in a long time, and to say we were worried is an understatement. We were about to sit down for dinner when the house went black. I thought we might lose power the night before but not this night. As we sat there in the dark my husband and I started to go over the options and decided to borrow a generator. He left the kids and I at the house and went to get the generator and fill it up with gas. \$50.00 later he gets home, starts it and we begin to plug a couple of things in and the lights come back on. To say I was frustrated is a complete understatement. We were worried about the cold, we were worried about keeping the kids warm, or dinner was ruined, we spent money we didn't have to spend and my children were beyond scared all for what!!! The least they could do was give us a warning!!!! Just a warning would have prevented 2 hours of stress and worry, but I guess that amount of consideration is beyond what they are capable of. I get text messages if I am 1 day late on my bill, I get text messages about every other thing they feel is important but a 2 hour blackout wasn't important enough to send out a mass text to the community! Absolutely inexcusable and unexceptable.

Thank you,
Melissa

Kathryn Bowman

From: Rebecca Clement <rcleme2@gmail.com>
Sent: Wednesday, February 24, 2021 9:11 AM
To: Lpsccomments
Subject: Comment for LPSC Feb. 24 meeting Re: Winter Storm Event

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

An indication that the comments are for the Winter Storm Event
Commenter's first and last name: Rebecca Clement, Esquire
Utility you are providing comments about: Entergy

Comment (Please keep comments as succinct as possible):

I live in the Rouzan neighborhood in Baton Rouge and was out of power from approximately 8:00 AM on Monday, February 15, 2021 until approximately 7:30 PM on Friday, February 19, 2021 due to a large tree limb that fell on a power line on the corner of Glasgow Avenue and Arrowhead. Prior to Friday, February 19, none of my neighbors reported seeing any Entergy trucks in the area. Entergy's response to the winter storm event was completely deficient and disorganized. During the entire event, I was unable to obtain any accurate and reliable information from Entergy regarding the power restoration time. At one point during the event, I received a text from Entergy that falsely indicated that my power had been restored. Entergy's lack of preparation for the winter storm, for which it had forewarning, and failed response not only grossly inconvenienced its customers but also put their lives at risk.

Also, since the residents in my section of Rouzan are tied into the power grid of Southdowns, we frequently lose power even though the Rouzan power lines are all buried, due to the multitude of overgrown and derelict trees along the Southdowns side of Glasgow Avenue that present a constant safety concern. Entergy has not sufficiently adhered to its duty to trim or remove all trees that are too close to the power lines and may be likely to cause power outages or create a safety hazard.

--
Rebecca Clement

Kathryn Bowman

From: Abby Ohmstede <ohmstedeabby@gmail.com>
Sent: Wednesday, February 24, 2021 9:13 AM
To: Lpsccomments
Subject: February 2021 Winter Storm Event

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

NAME: Abby Ohmstede

UTILITY COMPANY: Entergy Louisiana

COMMENTS:

On the days of February 14 thru February 18, my resident was not supplied with power. My neighborhood has very many trees and these trees fell on my street (Kingcrest Pkwy). I submitted a tree trim request/assessment in my backyard in December 2020 for trees interfering with power lines. Nothing came of the request so I sent another request in January, and again in February, just days before the storm. In addition to these requests I spent hours on the phone with representatives asking why my request has not been met. These trees have still not been trimmed or assessed as of today, February 24, 2021. I can provide pictures documenting the severity of these trees upon request.

MyEntergy Account Request History:

Request Type	Case Number	Created Date
Work Orders	06911620	02/10/2021
General Inquiry	06761307	02/05/2021
Outage Emergency	06731119	02/04/2021
Work Orders	05836601	01/04/2021
Work Orders	05687737	12/26/2020

Email Confirming First Request:

Hi Abby E,

We're reviewing your service request.

We hope to complete your request as soon as possible, and we'll keep you updated on the status.

You can view the details of your request by signing into your [myEntergy](#) account.

Your Request Details

Type

TRIM ~ Trim Trees

Case Number

05687737

Scheduled Date

12/31/2020

Email Confirming SecondRequest:

Hi Abby E,

We're reviewing your service request.

We hope to complete your request as soon as possible, and we'll keep you updated on the status.

You can view the details of your request by signing into your [myEnergy](#) account.

Your Request Details

Type

TRIM ~ Trim Trees

Case Number

05836601

Scheduled Date

01/07/2021

Email Confirming Third Request:

Kathryn Bowman

From: roulef@gmail.com
Sent: Wednesday, February 24, 2021 9:16 AM
To: Lpsccomments
Subject: Entergy/outages and digital meters

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

During the recent freeze and outages I called Entergy when my power was out but my digital meter said it was "on". Finally I convinced the customer service person that my power was out and it was restored 4 hours later with the meter still saying I had power..Two days later we heard a loud boom and power went out.. again I had to call because the APP said I had power when I did not. 6 hours later I call again to get a status report. 2 power company trucks passed by my house and were heading in the direction of the blown fuses on the poles. 20 minutes later they leave. A couple of hours later they come back..this time I wait 20 minutes and drive down the road about 1/4 mile..they are sitting in their trucks doing absolutely nothing so I get their attention and we all turn around so that I could get out and show them where the transformers had blown fuses.."We will have to contact our supervisor and should be able to fix it..20 minutes later they were gone with no repairs in sight.. we spent the night in the cold. The next morning around midday I see a supervisor and helper in a Entergy pickup truck and stop to talk with them. They replaced the fuse and we finally had power. I explained to him the events of the day before and told him that the 2 bucket trucks were not Entergy but a private contractor..he said he would look into it. The "smart meter" isn't so smart by confusing to myself and their customer service staff as well. My bill should be coming out soon and I am very anxious to see the results.

Thank you, Floyd Roule
29538 Gaylord Rd. Walker, LA 70785
Phone (225)202-3049

Sent from my iPad

Kathryn Bowman

From: Glen Hooks <glen.hooks@sierraclub.org>
Sent: Wednesday, February 24, 2021 9:30 AM
To: Lpsccomments
Subject: Sierra Club's Comments/Winter Storm Event
Attachments: SierraClubWinterStormComments_LAPSC_02_24_2021.docx

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

Good morning--

Attached, please find Sierra Club's public comments regarding the recent winter storm event, submitted to the Louisiana Public Service Commission. We request that these comments be made part of the meeting record.

Many thanks.

--

Glen Hooks, J.D. (*he, him, his*)
Interim Deputy Campaign Rep for AR/LA/TX,
Sierra Club's Beyond Coal Campaign
and
Director, Arkansas Sierra Club
glen.hooks@sierraclub.org
501-301-8280 (office)
(501) 744-2674 (cell)



Sierra Club comments regarding the February 2021 Winter Storm Event

Submitted by Margie Vicknair-Pray and Angelle Bradford
Sierra Club's Delta Chapter.

Louisiana, like other parts of the South, experienced rolling blackouts primarily because gas and coal infrastructure failed during a prolonged polar vortex. Louisiana had the added problem of a major ice storm knocking out power lines. Ratepayers should not be solely responsible for paying the skyrocketing cost of energy during the polar vortex considering this was a failure of the grid and utilities to prepare for such conditions. The increased frequency and intensity of catastrophic weather events will become more common as our climate changes because of human activity, primarily from the use of fossil fuels like coal, gas, and oil. Louisiana needs to prepare for climate change at every level of government, including in its regulation of public utilities. The Governor and this Commission should ensure not only that the state's electric system is designed with climate change in mind and built for climate resiliency, but it must also be a system built on clean energy and energy efficiency that will not further exacerbate the climate crisis.

Fossil Fuel Generation and Related Infrastructure Failed to Provide Reliable Energy

What we know from the Southwest Power Pool (SPP) operators is that gas and coal performed far below forecasts during extreme cold, while wind energy met or exceeded its forecasts. Midcontinent Independent System Operator's (MISO) public communications have been less revealing about the details of blackouts. Sierra Club is providing the following comments to ensure the LA PSC has the best information available. The following quotes are from a SPP press conference¹ that was reported on by *The Kansas City Star*², and show the strong performance of wind and the failure of gas in particular to deliver when needed:

- "Wind has produced a little bit more than we had forecast and it's about 10% of our energy mix," said Mike Ross, Southwest Power Pool senior vice president of government affairs and public relations during a grid update today. "As of yesterday, our forecast has been pretty spot on which has been a blessing for us."
- "We had a lot of wind generation that helped and it was being delivered as we had forecasted it to be, and that's really what's critical for us," said Lanny Nickell, executive vice president and chief operating officer of the Southwest Power Pool during a press update yesterday. "We need to be able to depend on our forecasts."
- "Gas supply has been a concern for us through this entire event...If coal is available, and it's not frozen up, the coal power plants have been producing as much as they can pursuant to our directions to operate," said Lanny Nickell of SPP.³

¹ SPP press conference. Feb. 16, 2021: <https://www.youtube.com/watch?v=VqlenfSRFlg>

² KC Star. *Why did electric grids buckle under intense cold? Here's what's to blame - and not* <https://www.kansascity.com/news/politics-government/article249296195.html>

³ SPP press conference. Feb. 17, 2021: <https://www.youtube.com/watch?v=NUa3AKdCYvM>

- Due to extreme winter weather and temperature, generation and transmission failures have occurred in the Entergy Texas Western Load Pocket of MISO.⁴

Coal piles became wet during rain and snow and then freezing temperatures made it unusable. The U.S. Department of Energy reports⁵ that:

Extreme cold temperatures have led to sharp increases in gas demands for home heating and electricity generation across much of the Central U.S. At the same time, the cold has led to supply disruptions caused by well freeze-offs and natural gas processing plant outages in several producing areas in the U.S. South Central region (TX, OK, KS, LA, AR, MS, AL), which typically accounts for approximately 20-25% of total U.S. gas production.

This is the same story in Texas, where one grid official reported that “it appears that a lot of the generation that has gone offline today has been primarily due to issues on the natural gas system.”⁶

In short, the failure of significant fossil-fuel generation and infrastructure led to plummeting production and the need for rolling blackouts.

Renewable Energy, Energy Efficiency, and Energy Storage Are Part of the Solution

Contrary to the assertions of certain fossil-fuel supporters, renewable energy did *not* contribute to this shortfall, as renewables performed as expected. In fact, Investments in efficiency and demand-side management (DSM)—which is the most affordable, safest, and cleanest way to meet energy demand—helped prevent catastrophic electric system failure. Had there been serious investments on this front before the storm, rolling blackouts could have been prevented.

Sierra Club released a report last year, which was submitted to the PSC, finding that renewable energy, energy efficiency, and DSM could reliably replace coal plants, save customers money, and reduce air pollution.⁷ As the report describes:

“[A]ccording to sales and energy-efficiency data reported to the EIA, Entergy Louisiana had 15 million megawatt hours (MWh) of sales to residential consumers in 2018, but it only reported 13,000MWh of energy-efficiency savings. That works out to an energy-efficiency achievement of one-tenth of one percent.”

⁴ U.S. DOE. Feb, 16, 2021: https://www.energy.gov/sites/prod/files/2021/02/f82/TLP-WHITE_DOE%20Situation%20Update_Cold%20%20Winter%20Weather_%231.pdf

⁵ Ibid., 7.

⁶ “Wind power is not to blame for Texas blackout,” *The Financial Times*, February 21, 2020: <https://www.ft.com/content/adc21f2b-ccf7-4b8b-8604-53cae556a7dd>

⁷ Louisiana Coal to Clean. October 2021.

https://www.sierraclub.org/sites/www.sierraclub.org/files/LouisianaCoaltoCleanFINAL_10_01_2020.pdf

Meaningful investments in energy efficiency will conserve power, save money, and reduce stress on the grid during prolonged summer heatwaves as well.

This was not the first polar vortex to hit our state nor will it be the last. Utilities, regulators, and lawmakers should prepare for our changing climate. January 2021 was the seventh warmest in recorded history, according to the National Oceanic and Atmospheric Administration (NOAA).⁸ LSU is working with our military to prepare for climate change at military installations throughout the world.⁹ This is an existential threat to the United States and humanity. If our military is investing in climate adaptation and preparedness, so too should Louisiana's utilities.

Next steps for all regulated utilities

Sierra Club recommends that immediate next steps focus on people impacted by blackouts and skyrocketing energy costs:

- (1) The Commission should immediately prohibit all jurisdictional utilities from disconnecting customers for non-payment of utility bills impacted by increased energy costs during the February 2021 polar vortex. At a minimum, the Commission should require that all jurisdictional utilities provide payment plans or levelized billing for recovery of past due balances for residential customers for a period of up to 12 months.**

The economic crisis brought on by COVID-19 is not over and people are still struggling to pay their bills. Further, customers are not responsible for power generation or grid reliability. Utility customers should not be solely responsible for bearing the financial pain because utilities and grid operators were not ready for a polar vortex, perhaps because utility executives failed to acknowledge the role climate change plays in causing extreme weather events.

- (2) The PSC should examine whether regulated utilities specifically targeted majority Black or low-income communities for blackouts and hold them accountable.** Entergy New Orleans, while not regulated by the PSC, is reported to have engaged in inequitable blackouts.¹⁰ It is possible regulated utilities engaged in similar activities.
- (3) The Commission should establish an informational docket, and provide adequate time for public comment and participation, to examine the factors that contributed to the widespread electric system failures in Louisiana, and establish steps that utilities must take to prepare for and prevent future catastrophic climate-related**

⁸ NOAA. Feb. 12, 2021: <https://www.noaa.gov/news/earth-just-had-its-7th-warmest-january-on-record>

⁹ The Times-Picayune. *LSU awarded \$9.3 million grant to help military plan for climate change* https://www.nola.com/news/environment/article_42ec0f1a-5443-11eb-a2c1-4b94ebc9ff28.html

¹⁰ WWNO. *Entergy New Orleans Shut Off Much More Power Than Was Necessary During Freezing Weather* <https://www.wwno.org/post/entergy-new-orleans-shut-much-more-power-was-necessary-during-freezing-weather>

events while also ensuring reliable, affordable, and clean energy for Louisiana residents. As part of any process, Louisiana utilities, regulators, and lawmakers should prioritize energy efficiency and demand-side management (DSM) following the polar vortex, prioritizing low-income communities that lack the resources to make these investments.

Sierra Club appreciates the opportunity to comment. The compact timeline did not allow for thorough comments, considering information about the rolling blackouts continues to be revealed. Sierra Club would appreciate the opportunity to supplement our response as the Commission continues to address the issue. If the Commission decides to take action regarding the winter storm event, we respectfully request additional opportunity for public comment and engagement.