ENTERGY LOUISIANA, LLC
LOUISIANA PUBLIC SERVICE COMMISSION
UNDOCKETED WINTER STORM EVENT

Response of: Entergy Louisiana, LLC
to the First Set of Data Requests
of Requesting Party: Louisiana Public Service Commission

Question No.: LPSC 1-47 Part No.: Addendum:

Question:

Do you believe useful and helpful customer service was provided by your company to your customers during the Winter Storms?

Response:

Yes, although ELL acknowledges there is room for improvement in implementation of its outage mapping and communications systems related thereto, as noted in the responses to LPSC 1-37 and 1-38. Please also reference the Company's responses to 1-25, 1-29, 1-46, and 1-48 for a discussion of the efforts undertaken by the Company to provide helpful customer service and communications during emergency events, including the Winter Storms.