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

Question No.: LPSC 1-38 Part No.: Addendum:

Question:

Are your systems able to identify whether a customer has power or does not have power?

a. If yes, was this function working properly during the Winter Storms?

b. If yes, are you able to therefore communicate with customers who have power differently than customers who do have power?

c. At any point during the Winter Storms, did your company ask customers who did not have service to curtail their usage?

Response:

Yes, to an extent. Prior to the deployment of the advanced metering system ("AMS") and other grid modernizing technologies, the Company relied almost exclusively on customer calls and other field observations, which were then filtered through legacy software programs, to provide reasonably accurate estimates of when and where outages occurred. Through the deployment of the advanced metering system and other grid modernizing technologies, the Company is in the process of transitioning to a state of operations that allows for more precise, real time, and remote identification of outages, and even preliminary indicators of where outages may occur. At present, the ability to remotely identify whether or not a customer has power varies depending on whether the equipment that has operated to interrupt power (e.g., reclosers, fuse switch, etc.) is equipped with communicative capabilities (i.e., a "grid modernized" asset) whether an advanced meter has been installed at the customer's premises, as well as reliance on other systems, such as communication networks. If a device that is remotely monitored by the Company's systems opens, ELL can confirm that is it open and that customers do not have power. In an instance where a device that operates to interrupt power is not remotely monitored (i.e., is not a "grid modernized" asset), the outage management system depends on various inputs to predict what device has operated and what customers are without power as a result. These inputs are based on customer reported outages as well as advanced meter outage reports (where available.) Although this prediction estimate is dependable, it is not always precise. Field verification of what

devices have operated is the most reliable way to confirm what customers do not have power.

a. Yes, subject to the explanation provided above.

b. Yes, to a certain extent, however, the limitations of the outage detection systems as described above mean that this functionality does not exist for all customers and is not always precise for each and every customer. As technology evolves, as AMS deployment is completed, as grid modernization efforts expand, and as the capabilities enabled by those investments are actualized, the ability to communicate in this manner will improve.

c. It is possible that some customers that did not have service did receive generally distributed communication asking all customers to curtail their usage. Conservations notifications were delivered to the areas impacted by the Winter Storms and these notifications were sent as a part of the Company's overall effort to prevent the extreme weather conditions, and corresponding demand for electricity, from causing a complete collapse of the electric grid and potentially disrupting service to ELL's customers, and other LPSC-jurisdictional customers, for days and weeks. As no such collapse occurred, the Company's efforts were successful. Please also see the Company's response to LPSC 1-13 for an explanation of when the Company is required by the Midcontinent Independent System Operator, Inc. ("MISO") to send out conservation appeals during emergency events.