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 1-31 Part No.: Addendum:

Question:

Are your customer service representatives able to communicate directly to other departments of your utility operations in order to get helpful, accurate information efficiently for customers calling in?

Response:

Designated representatives at each of the Company's customer contact centers have the ability to directly contact other departments at the utility when required to do so in order to obtain information responsive to customers' inquiries.