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 1-48 Part No.: Addendum:

Question:

Based on your company's customer service performance in the Winter Storms, does your company plan on increasing the amount of budget they allocate to customer service?

a. Will your company ask for a rate increase to do so?

Response:

ELL is still in the process of reviewing what worked well and what presents an opportunity for improvement related to the Winter Storms as part of its continuous improvement process. After the process is complete, ELL will decide what changes are necessary and appropriate and whether those changes will require incremental funding relative to what is currently reflected in customer rates. With regard to the amounts budgeted to customer service, as has been noted in the Company's response to Staff 1-25 and 1-29, during emergency events like the Winter Storms and hurricanes, employees that do not typically perform customer service duties as part of the ordinary scope of their employment take on special assignments, or storm roles, designed to ensure that ELL is staffed and prepared to meet its customer's needs during emergency events. Often times employees taking on storm roles are working extended hours away from their homes, in addition to fulfilling the duties associated with their typical jobs. However, because these employees' salaries and labor costs are not normally associated with a customer service function, the amount of money budgeted to customer service is not fully reflective of the number of employees and hours of labor devoted to customer service functions during emergency events.