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

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

Question No.: LPSC 2-1 Part No.: Addendum:

Question:

If your company realizes their customer service or communications systems are not working, what is your company's response to this issue? What mitigation measures are taken to address any malfunctions? What mitigation measures are taken to explain any deficiencies to your customers?

a. At what point did Entergy notice their communications system was not working during the Winter Storms?

   i. At the point Entergy noticed their communications system was not working, how did Entergy address these issues? Did Entergy make known to the public their communication system was not accurate or that customers should not rely on such information? Was Entergy asked or recommended to do this by any Commissioner?

Response:

Please see the Company's responses to LPSC 1-37 and 1-39.