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 1-32 Part No.: Addendum:

Question:

Do you utilize text notifications to communicate with your customers? Did this service work during these past Winter Storms?

Response:

Yes, the Company utilizes text notifications to communicate with those customers who have designated text messaging as their preferred method for receiving communications.

Yes, text messaging was utilized as part of the proactive messaging conducted during the Winter Storms, through which nearly 2.7 million text messages were transmitted.