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

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Question No.: LPSC 1-30 Part No.: Addendum:

Question:

On average, when a customer calls your customer service number, how long does it take for them to reach a live person who can answer their questions?

a. Will that live person always be in Louisiana?

b. Do customers have to press extension numbers to reach a live person?

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Response:

The average speed of answer is 1.6 minutes for our residential contact centers and 12 seconds for our business center.

a. As stated in the Company's response to LPSC 1-25 and LPSC 1-29, not all customer contact centers are located in Louisiana as ELL's approach to call center staffing and resiliency of the functions provided by those centers is to geographically diversify call center resources to minimize the risk that a weather event would adversely affect the availability of all such resources simultaneously.

b. No. Customers do not have to press an extension number to reach a live person.