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 1-25 Part No.: Addendum:

Question:

How many customer service representatives do you have in Louisiana answering phone calls or making live calls to your customers? Please provide the job title and business address for each of these employees.

Response:

ELL understands the importance of effectively communicating with its customers, especially during storm events. Those communications take place through many channels which are often driven by customer preference. During significant storm events, those communication channels can be strained and experience unexpected complications. During storm events, safely restoring power to customers is the primary objective of ELL and its employees. As a result, and as described in the response to LPSC 1-48, there are many employees of ELL and its affiliates – including those who do not have formal customer service roles – who actively engage in customer service activities as part of storm roles taken on by these employees during emergency events. The information below does not capture all employees performing customer service during storm events but reflects only those employees and contractors that are primarily engaged in customer service activity on a routine basis. The Company's approach to call center staffing is to geographically diversify call center resources to minimize the risk that a weather event would adversely affect all such resources, and by doing so adding resiliency to its customer service operations. For this reason, not all of the customer service employees that provide services to ELL's customers in Louisiana are physically located in Louisiana. While the Winter Storms adversely affected multiple call center resources, the effects would have been significantly greater had all those resources been physically located in Louisiana, which was severely affected by the storm event. Below is responsive information related to employees and contractors that fulfill customer service duties as part of the ordinary course and scope of their employment, which again, does not include employees that take on customer service duties as part of their storm roles.

Contact Centers - Employees in West Monroe

West Monroe – Entergy Employees	# of Pos
Customer Contact Rep I	23
Customer Contact Rep II	8
Customer Contact Rep, Sr	8
Customer Contact Rep, Lead	8
Customer Service Specialist I	1
Customer Service Specialist II	1
Supervisor, Telephone Center	3
Manager, Customer Center Operations	1

Contact Centers - Contractors and Locations

Jackson Mississippi	**293**
Customer Service Rep	270
Customer Service Specialist	1
Supervisor, Customer Contact Center Operations	21
Manager, Customer Contact Center Operations	1
Tulsa Oklahoma	**246**
Customer Service Rep	228
Supervisor, Customer Contact Center Operations	16
Manager, Customer Contact Center Operations	2
Atlanta Georgia	**48**
Customer Service Rep	44
Customer Service Specialist	1
Supervisor, Customer Contact Center Operations	2
Manager, Customer Contact Center Operations	1
Augusta Georgia	**66**
Customer Service Rep	58
Customer Service Specialist	4
Supervisor, Customer Contact Center Operations	3
Manager, Customer Contact Center Operations	1
Mesa/Huntington/Knoxville	**367**
Customer Service Rep	303
Escalation Specialist	32
Customer Service Specialist	4
Supervisor, Customer Contact Center Operations	20
Manager, Customer Contact Center Operations	8
West Monroe	**9**
Customer Service Rep	9

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Entergy Louisiana Customer Service - Employees

	# of Pos	Locations
Manager Regional Customer Service	2	Baton Rouge Jefferson
Manager Customer Service Support	1	Baton Rouge
Customer Service Manager II	5	W. Monroe Baton Rouge Jefferson Labadieville Lake Charles
Customer Service Manager I	17	W. Monroe Baton Rouge Denham Springs Gonzales Zachary Port Allen Lafayette Jefferson Reserve Hammond Amite Gretna Lockport Luling Lake Charles Jennings
Customer Service Specialist Sr.	2	Baton Rouge
Customer Service Specialist II	3	Baton Rouge
Customer Service Specialist I	6	Baton Rouge W. Monroe Lake Charles Labadieville Jefferson
Analyst, Sr.	1	Baton Rouge
Analyst I	1	Baton Rouge

Entergy Louisiana Industrial Accounts - Employees

	# of Pos	Locations
Sr. Manager Industrial Accounts	1	Jefferson
Industrial Account Executive	9	Baton Rouge Jefferson Lake Charles

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Entergy Business Center - Employees

	# of Pos	Locations
Managed Account Specialist II	2	Little Rock
Industrial Account Specialist I	9	Little Rock
Managed Account Executive II	2	Little Rock Woodlands
Managed Account Executive I	2	New Orleans Jackson