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 1-39 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?

Response:

How ELL responds to issues relating to customer service or communications systems depends on the specific nature of those issues, as well as the overall context in which the issues are detected. For example, the potential response to issues with text communications to customers during a hurricane could be significantly different from issues with a customer's inability to get bill information from the automated telephone system. While it is impossible to detail potential responses for every conceivable situation, in general, ELL takes a two-pronged approach in addressing such issues, which efforts are undertaken in parallel to each other, when such issues are identified. First, technical teams attempt to identify and correct the root cause of the issue, second – and simultaneously, the various groups responsible for customer outreach work to ensure impacted customers are aware of the issue, as well as the potential resolution, as practicable.