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 1-51 Part No.: Addendum:

Question:

In your opinion, was your response to the Winter Storms sufficient or to a standard of excellence your customers deserve?

Response:

On balance, ELL's response to the Winter Storms was reasonable and sufficient considering the extreme weather experienced in the region. As with any storm event, there were aspects of ELL's response that went well and other aspects that fell short of expectations. As part of a continuous improvement process, ELL is focusing on the areas where it fell short of expectations and developing a corrective action plan before the next storm event.