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 1-29 Part No.: Addendum:

Question:

Does your company have local, customer service offices or facilities within your Louisiana service area?

a. If so, please explain any perceived or realized advantages of such local facilities.

Response:

Yes, as noted in the response to LPSC 1-25, the Company maintains a customer contact center located in West Monroe, LA. In addition, employees performing customer service functions are located at several Company offices throughout ELL's service area. As also described in the Company's response to LPSC 1-25, the Company also maintains customer contact centers in geographically diverse locations throughout the country to add resiliency to the customer service function, particular during emergency events like the Winter Storms. In emergency scenarios that have the potential to affect our service area, including the operability of customer contact centers located in that area, it is important to maintain this geographical diversity to ensure that customers can receive needed assistance even during instances when a severe weather event has the potential to affect the operations of locally-sited customer contact centers. Further, as noted in the response to LPSC 1-48, during emergency events, many employees who do not typically perform customer service duties take on storm roles that involve customer service functions. These employees take on such storm roles in addition to their normal job duties and are frequently required to work extended hours, away from their homes, to fulfill these duties. At certain times, such as events when customers in a concentrated geographic area are expected to be without power for 72 hours or more, the Company will establish mobile customer information centers, or Mobile CICs, to provide accessible, personal customer service to customers in times of greatest need. These Mobile CICs are staffed by employees acting in their storm roles. It should be noted that Mobile CICs are only established when conditions allow for safe access (i.e., travel) to the CICs for both employees and customers and, as such, were not deployed during the Winter Storms.

a. As noted in the response above, having employees that perform customer service functions throughout ELL's service area, and utilizing Mobile CICs when needed and possible to safely operate, allows the Company to provide personalized customer service to every customer that requires it. However, in order to maintain the uninterrupted ability to provide customer service functions during emergency events that affect ELL's service area, it is critical that customer contact centers also be located outside of that service area – as has been previously described.