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 1-44 Part No.: Addendum:

Question:

How much of your utility's total yearly operating budget is allocated to customer service? Please provide dollar number and percentage.

a. Please break down the dollars allocated to customer service based on categories your utility spends in, such as, but not limited to:

   i. How much money is spent on human customer service representatives?

   ii. How much money is spent on automated systems?

   iii. How much money is spent on physical customer service locations (places where the public can contact either physically or by telephone an individual dedicated to handling their customer service issue)?

Response:

Please see Responses to LPSC 1-25 and 1-48 for a discussion of the various groups at ELL that engage in customer service during storm events. Because customer service is performed by many employees of ELL and its affiliates who are not formally assigned to a customer service organization and from work locations that are not designated as customer service centers, it is not possible to provide the breakdowns requested that fully reflect the time, effort and expense that ELL dedicates to customer service during ordinary operations and, more so, during storm events. However, the Company has provided an estimate of a portion of the amount that the Company spends on customer service during ordinary operations.

In order to quantify costs for this data request, the Company utilized activity codes mapped to the key process of "providing customer service." The information below constitutes the Company's best estimate of costs most directly related to the Company's routine customer service work.

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From 2015 through 2020, the average expenditure on the customer service function, subject to the clarifications provided above, was $47.94 million, or 4.95% of the Company's total budget. The largest categories of expenses represented in these figures are Call Center Operations, Meter Reading, and Customer Billing, which costs averaged, respectively, $14.73 million, $10.63 million, and $7.84 million during that time period.