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 1-33 Part No.: Addendum:

Question:

Do you utilize automated phone calls to communicate with your customers?

Response:

Yes, the Company utilizes automated phone calls to communicate with those customers who have designated automated phone calls as their preferred method for receiving communications. Automated phone calls were utilized as part of the proactive messaging conducted during the Winter Storms, through which over 1.1 million outbound calls were placed to customers.