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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 1-26 Part No.: Addendum:

Question:

Do you make live phone calls (non-recording) to communicate to your customers?

Response:

Yes. The Company's customer communication includes a mix of both live phone calls to customers, along with recorded messages.