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 1-45 Part No.: Addendum:

Question:

How much does it cost (rough estimate based on current employment) to hire and maintain one customer service representative?

Response:

The Company does not track hiring costs by Operating Company, job type, or Fair Labor Standards Act status, however, the Company has attempted to provide an estimate of the requested information. In 2020, the Company's average cost of hiring one employee, without relocation, was $5,000. This includes costs incurred by Human Resources, the hiring team, and the onboarding/training team. On average, EL spends $45,000 per year to maintain one customer service representative. This cost estimate includes salary, incentive compensation, and on-going training, but does not include benefits as the Company does not track those expenses in a way that facilitates reporting on the amounts specifically for customer service employees.