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 1-28 Part No.: Addendum:

Question:

Do you have a local (area code within your Louisiana service territory) customer service number, or do you utilize a 1-800 number?

a. Please explain the advantages or disadvantages of utilizing a local number over a 1-800 number or vice versa.

Response:

The Company offers two toll free numbers to residential customers:

- 1-800-368-3749 or 1-800-ENTERGY
- 1-800-968-8243 or 1-800-9OUTAGE

Similarly, the Company offers one toll free number to business customers:

- 1-800-766-1648

Advantages of having a 1-800 number include that it is toll free and provides a single, easy to communicate, number that customers can use to call the Company from anywhere.