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 1-27 Part No.: Addendum:

Question:

Do you answer phones with live personnel or use pre-recorded messages to answer phone calls?

Response:

Yes. The Company's customer contact centers utilize a mix of both live personnel for answering phone calls along with automated menus to help appropriately route residential customers' calls and to allow customers that wish to do so the ability to self-serve through the automated system (e.g., bill payments, balance inquires, etc.). These automated menus include an option that allows customers to elect to speak directly with a representative at any time.