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 1-13 Part No.: Addendum:

Question:

Did your utility undergo in [sic] any mandated or self-imposed rolling blackouts?

a. If you did execute rolling blackouts, how much time lead time did you receive from when you knew a blackout would occur to when the blackout took place for the end user? Please include a timeline of all notices received from MISO or SPP (as applicable) regarding the necessity to begin load shedding.

i. In that time, were the effected [sic] customers notified in preparation?

ii. Were the effected [sic] customers notified during or after the rolling blackout?

iii. If effected [sic] customers were notified of a rolling blackout, what mode of communication was used?

iv. If effected [sic] customers were notified before or during, were they given a timeline of how long the blackout would occur? Was that timeline accurate?

b. If the blackout was mandated, who made that decision and was a recommended time period given for how long the blackouts needed / should last?

c. If you did execute rolling blackouts, how long did the blackouts last? Please provide a shortest, longest, and average time of the rolling blackouts.

d. Please indicate the amount of industrial, commercial and/or residential load tripped off/shed during the Winter Storms, including the number of customers in each class and the number of MW by region and/or location.

e. If you did execute rolling blackouts, were you able to target those blackouts in order to:

i. Lessen the impact on vulnerable customers, such as, but not limited to, those needed electricity for health reasons or those customers who were just getting their power back after multiple days?

1 If not, is there something different that can be done in the future to potentially achieve this?

ii. Ensure the most power was conserved during a rolling black while potentially affecting the least customers? For instance, were you able to conserve energy by shutting off closed commercial customers and therefore spare shutting off residential customers trying to stay warm in their home?

2 If not, is there something different that can be done in the future to potentially achieve this?

Response:

Prior to addressing the individual components of the question, the Company notes that the load shed events that occurred in connection with Winter Storm Uri were initiated by the Midcontinent Independent System Operation, Inc. ("MISO") and, as such, were not self-imposed. Moreover, as explained more fully below, neither of the two load shed events that occurred on February 16, 2021 and which affected ELL's customers (the West of the Atchafalaya Basin, or "WOTAB" event, and the MISO South System Wide Max Generation, or "Max Gen" event) were executed as rolling load shed events.

a. WOTAB Load Shed Event: On February 16, 2021, at 06:19, the MISO Reliability Coordinator ("MISO RC") issued an operating instruction to shed 360 megawatts ("MW") in the WOTAB load pocket. At 06:26, the Transmission Control Center – South ("TCC-S") issued an operating instruction to shed the 360 MW to ELL's Distribution Operation Center ("DOC"). At 06:43 MISO issued an operating instruction to shed an additional 360MW in the same area due to high flows on a 500kV transmission line in the WOTAB region. The TCC-S lead operator and Real-Time Analysis ("RTA") Operator developed the following action plan and began to execute load shed at 06:45:

- Lake Charles – Solac 69kV loop dropped at 06:45, which was anticipated to impact approximately 245MW of load;
- Jennings 69kV loop dropped at 06:46, which was anticipated to impact approximately 61MW of load; and
- Mossville – Carlyss – Mud Lake 69kV loop dropped at 06:48, which was anticipated to impact approximately 219MW of load.

By 06:52, the TCC had executed these sheds and then also issued an instruction to the Entergy Texas, Inc. ("ETI") DOC to interrupt an additional 84MW. By just after 07:00, all load shedding for the WOTAB Event was complete. Conditions quickly improved once multiple entities responded to MISO's directives. At 07:52

84MW in Texas and 71MW in Louisiana was authorized to return, and by 10:10, all load curtailed was authorized to return.

Max Gen Event: Generation shortages in MISO and neighboring systems continued into later in the day on February 16, 2021. MISO extended its Max Gen alerts at a level 2a two times on that day. At 17:36, MISO elevated its Max Gen status to level 2c, requiring local balancing areas to issue public appeals asking customers to conserve energy usage. At 18:41, MISO elevated its Max Gen status to a level 5. A Max Gen level 5 requires load shedding to occur throughout MISO. At 18:43, MISO issued operating instructions to shed 448MW of load, with 222 MW being allocated to the Louisiana DOC (which includes Entergy New Orleans, LLC). By 19:25, the load shedding was complete. At approximately 19:58, MISO allowed 193MW of the interrupted load to return. At 21:00, all load was authorized by MISO to be restored.

i. Yes, the Company engaged in an extensive effort to notify all of its customers about the potential impacts of the Winter Storms and how to take action to mitigate the effects of those potential impacts, including through cold weather preparations and energy conservation. These communication efforts began on February 10, 2021 and continued until February 23, 2021. These communication efforts included over 1.1 million telephone calls, nearly 2.7 million text messages, over 510,000 emails to business customers, 96 social media posts (which reached 3.5 million users and lead to more than 27,000 engagements; when combined with social media outreach by Entergy Services, LLC, these totals rise to 242 posts, which reached 5.4 million people and lead to approximately 57,000 engagements) 18 Storm Center posts, including news releases and more than 600 radio ads. Media across the state provided coverage throughout this timeframe, as well.

ii. Yes, during the load shed events described above, ELL distributed a news release to media markets servicing customers in the impacted area, posted updates to the Storm Center, and utilized social media to communicate with potentially affected customers. An update also was sent to media outlets statewide, and an update was shared on social media once the load shed outages were complete.

iii. Please see the Company's responses to subparts (a)(i) and (a)(ii) above.

iv. As noted in the response to subpart (b), below, directives of when load shed events begin and end are provided by MISO. As such, ELL could not have provided information to customers on expected duration of the load shed events.

b. The directives of when load shed events begin and end are provided by MISO.

c. Technically speaking, none of the load shed events that affected ELL's customers were "rolling blackouts." Nonetheless, the shortest duration of the load shed outages affecting ELL's customers was 56 minutes; the longest

duration was 6 hours and 5 minutes; the average duration during the WOTAB event was 3 hours and 51 minutes; the average duration during the Max Gen Event was 1 hour and 22 minutes.

d. The ELL load curtailed during the winter event is summarized in the table below, which includes all customer classes served by transmission or distribution voltages associated with manual load curtailments:

Distribution Service Region	**Total Load Curtailed (MW)**
North	26.1
West	549.8
East	71.2
South	20.3
Southeast	28.2
Total	**695.6**

Customer Class	**Number of Customers Curtailed**
Commercial	12,311
Industrial	1,093
Residential	92,368
Other	1,405
Total	**107,177**

e. As noted above, none of the load shed events affecting ELL's customers were "rolling blackouts."