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 1-34 Part No.: Addendum:

Question:

Do you utilize email notifications to communicate with your customers?

Response:

Yes, the Company utilizes email notifications to communicate with those customers who have designated email notifications as their preferred method for receiving communications. Email notifications were utilized as part of the proactive messaging for business customers that was conducted during the Winter Storms, through which nearly 510,000 email notifications were transmitted.