ENTERGY LOUISIANA, LLC
LOUISIANA PUBLIC SERVICE COMMISSION
UNDOCKETED WINTER STORM EVENT

Response of: Entergy Louisiana, LLC
to the Second Set of Data Requests
of Requesting Party: Louisiana Public Service
Commission

Question No.: LPSC 2-3 Part No.: Addendum:

Question:

How much would it cost to have a local customer service office of at least five people, providing person to person communication with a local contact phone number, in Baton Rouge? In New Orleans?

a. Do you feel that local customer service centers would be helpful to your Louisiana customers? Why or why not?

Response:

As an initial matter, ELL does have a customer service organization with representatives located throughout the state as noted in the Company's response to LPSC 1-25.

If the question is addressing more granular and local customer service facilities that would supplant services provided by customer contact centers, it is not clear whether the focus is only on urban population centers like Baton Rouge and New Orleans, as opposed to all towns and communities that ELL serves across 58 parishes in Louisiana. Presumably, the Commission would expect a similar level of customer service for rural and urban communities. Because of the lack of clarity in the question, ELL cannot comment on potential costs. It is also not clear that larger, local customer service facilities would, on balance, be helpful to the majority of ELL's 1.1 million customers. During extreme weather events like the Winter Storms, it may have been helpful to certain customers to have additional customer service representatives local to the area that experienced the outage. However, that locality also makes it likely that the local customer service representatives would have been unable to report to work locations due to road conditions or telecommunications interruptions. Furthermore, during normal operations, larger, local customer service facilities would largely sit idle as most customers pay bills through the mail or electronic bill pay.

As was also noted in the Company's responses to LPSC 1-29 and 1-48, in response to extreme weather events where a particular geographic region is expected to be without power for significant periods of time, and when it is safe to do so, the Company establishes mobile customer information centers ("Mobile CICs"). When deployed, Mobile CICs allow for in person service to be provided to customers, largely by employees who are performing storm roles and often working extended hours away from their homes. As noted in the responses referenced above, Mobile CICs are only established when conditions allow for safe access (i.e., travel) to the CICs for both employees and customers and, as such, were not deployed during the Winter Storms.