

August 24, 2017

By Hand Delivery  
Clerk of Council  
Room 1E09, City Hall  
1300 Perdido St.  
New Orleans, LA 70122

*RE: In Re: Resolution Directing Entergy New Orleans, Inc. to Investigate and Remediate Electric Service Disruptions and Complaints and to Establish Minimum Electric Reliability Performance Standards and Financial Penalty Mechanisms (Docket No. UD-17-04)*

Dear Ms. Johnson,

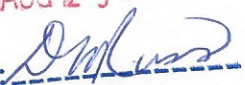
Enclosed please find an original and three copies of the intervention of Dawn Hebert in the above matter. Please file the attached intervention and this letter in the record of this proceeding and return one time stamped copy to our courier, in accordance with normal procedures.

Thank you for your assistance with this matter.

Sincerely,

  
Dawn Hebert

504-875-0352  
6846 Lake Willow Dr  
New Orleans, LA 70126-2121

RECEIVED  
AUG 25 2017  
BY: 

AUG 24 4 55

**BEFORE THE COUNCIL OF THE CITY OF NEW ORLEANS**

**In Re: RESOLUTION DIRECTING  
ENERGY NEW ORLEANS, INC. TO  
INVESTIGATE AND REMEDIATE  
ELECTRIC SERVICE DISRUPTIONS  
AND COMPLAINTS AND TO  
ESTABLISH MINIMUM ELECTRIC  
RELIABILITY PERFORMANCE  
STANDARDS AND FINANCIAL  
PENALTY MECHANISMS**

**DOCKET UD-17-04**

**Petition of Dawn Hebert for Intervention  
and Inclusion on Service List**

Dawn Hebert respectfully requests that the Council of the City of New Orleans (“the Council”) grant Dawn Hebert the right to intervene in the above captioned docket and participate as a party therein.

On August 10, 2017, the full Council for the City of New Orleans issued Resolution R-17-427, setting a procedural schedule for this docket, and setting a period of 15 days from the adoption of the Resolution for parties to file for intervention. This request is being made within the 15 day intervention period and is therefore timely.

Dawn Hebert is an individual, residing in Orleans Parish.

Dawn Hebert is a resident served by ENO who has been affected by power outage disruptions. There is no other party representing her interests.

Dawn Hebert intend to participate in this proceeding in order to protect the interests of the residential and small commercial Entergy New Orleans, Inc. (“ENO”) customers.

Dawn Hebert’s interests in this proceeding include,

The economic effects of outages on residents and businesses in the New Orleans East and Lower 9<sup>th</sup> ward area including inability or limited ability to access the internet for purposes of work, for internet activities including email, social networking, purchases, etc. the inconvenience and

discomfort and losses experienced when outages limit or prevent residents for using heat and air conditioning equipment, cooking and refrigeration equipment, televisions, phones, computers, lights and other electronic equipment and devices, and the danger to which outages expose residents who rely on electric or electronic devices for their health and welfare.

Dawn Hebert possesses standing to intervene in the aforementioned matter, and respectfully seeks full intervenor status in order to fully participate in this docket

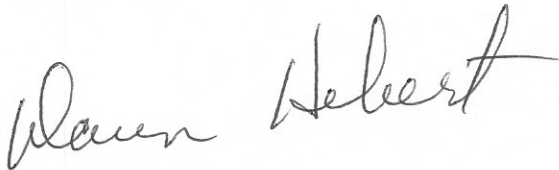
Dawn Hebert requests that it be placed on the service list of this proceeding and be served with all pleadings, notices orders, and other filings.

Please note Dawn Hebert is an individual thus pursuant to Council Resolution R-16-365, requests that all intervenor fees be waived.

All communications and pleadings in this docket should be directed to :

Name: Dawn Hebert  
Dhebert28@cox.net  
6846 Lake Willow Dr  
New Orleans, LA 70126  
504-875-0352  
504-245-9959

Respectfully,

A handwritten signature in cursive script that reads "Dawn Hebert". The signature is written in black ink and is positioned to the left of the printed name.

Dawn Hebert