



August 2, 2023

**Via Electronic Mail**

Hon. J.P. Morrell  
Council of the City of New Orleans  
1300 Perdido Street  
New Orleans, LA 70112

**Re: Thank You and Follow-Up**

Dear Councilman Morrell,

We, the undersigned members of the Energy Future New Orleans Coalition (“EFNO”)<sup>1</sup>, write to you to thank you for meeting with us on Thursday, July 20, 2023 to discuss urgent utility matters facing New Orleanians. We felt that it was a productive conversation, and we look forward to continuing our engagement.

We also wanted to reiterate our key takeaways from the meeting, namely, your commitments to:

- **convening the Arrearage Management Working Group established by Council resolution R-22-143 within 30 days of July 20, 2023<sup>2</sup>;**
- **moving forward with a decision in docket UD-22-04 pertaining to energy efficiency and demand-side management within 60 days of July 20, 2023<sup>3</sup>;**
- **and**
- **holding a hearing regarding the Entergy New Orleans bill dispute process within 60 days of July 20, 2023<sup>4</sup>.**

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<sup>1</sup> The Energy Future New Orleans Coalition, or EFNO, is a coalition of diverse people and organizations dedicated to making New Orleans an equitable and renewable energy city for present and future generations. Learn more at [www.efno.org](http://www.efno.org).

<sup>2</sup> The New Orleans City Council, which regulates Entergy New Orleans, passed a resolution in February 2022 establishing a working group to address residential arrearages. The Alliance for Affordable Energy submitted a plan for an arrearage management program to the working group, but the working group has since stalled. We are encouraging the Council to take up action to address arrearages, and to end residential shutoffs once and for all.

<sup>3</sup> The Council is in the midst of a docket to improve energy efficiency programs in the city. The Alliance for Affordable Energy and Audubon Delta have intervened and submitted comments in that docket encouraging the Council to maintain aggressive savings targets, to increase access and outreach for low-income customers, and to form a working group to provide direct, ongoing feedback to the Council.

<sup>4</sup> New Orleans has a bill dispute process for Entergy customers codified under Article VIII, Division 3, Section 158-1051 of the Municipal Code. However, the process is badly broken, for instance requiring a written disposition

Additionally, following your departure from the meeting, **your Chief of Staff Krystal Hendon committed to contacting us to schedule a follow-up meeting with you for late September.**<sup>5</sup>

Once again, we thank you for your time, and for the opportunity to voice our concerns and ideas for solutions with you. We will look forward to hearing from your office to continue this conversation.

Sincerely,

Benjamin Hoffman  
Campaign Manager  
Sunrise New Orleans

Jack Reno Sweeney  
Organizer  
GreenARMY

Brent Newman  
Program Director - Mississippi River Water  
Initiative  
National Audubon Society

Andreanecia Morris  
President  
Greater New Orleans Housing Alliance

Yvonne Cappel-Vickery  
Clean Energy Grid Organizer  
Alliance for Affordable Energy

Jesse George  
New Orleans Policy Director  
Alliance for Affordable Energy

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from Entergy before customers can file a formal complaint with the Council Utilities Regulatory Office, or CURO. EFNO has encouraged the Council to eliminate this requirement in order to streamline the process for customers.

<sup>5</sup> Councilman Morrell, who chairs the Council's Utility, Cable, Technology and Telecommunications Committee, has committed to a follow-up meeting with EFNO members to continue the conversation around these and other utility matters.