



# COUNCIL OF THE CITY OF NEW ORLEANS

## Formal Utility Complaint Form

### *Customer Utility Complaint and Dispute Resolution Process Section 158-1051 of the Code of the City of New Orleans*

Please include the following:

1. Attach a copy of the written disposition of the informal Complaint received by you from the Utility. **(Required.)**
2. I, \_\_\_\_\_, hereby authorize the Utility to release to the Council Utilities Regulatory Office and the Complaint Officer any confidential Customer information that may be necessary for use in the examination of this Utility Service Complaint. By authorizing disclosure of this information to these parties, I understand that this information may be subject to further public disclosure through the Louisiana Public Records Act, La R.S. 44:1, et seq.
3. Please provide a clear description or statement of the dispute, including identification of the Utility and the Customer Service Regulation(s) you believe the Utility has violated (if known).

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4. What is your proposed solution to the Complaint?

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5. If there is any other information you believe is relevant to the dispute, please attach the information and/or list here.

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Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Print Name: \_\_\_\_\_

Customer Complaint Reference No. \_\_\_\_\_

#### Customer Contact Information

Address: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Telephone No.: \_\_\_\_\_  
Alternate Telephone No.: \_\_\_\_\_  
Fax No. (if applicable): \_\_\_\_\_  
E-mail address: \_\_\_\_\_

**Please Submit Via Fax, U.S. Mail or Hand Delivery to:**  
**City Council Utilities Regulatory Office**  
**Attn: Director**  
**Room 6E07, City Hall**  
**1300 Perdido Street**  
**New Orleans, LA 70112**  
**Fax: (504) 658-1117**