

**RESOLUTION
NO. R-26-129**

CITY HALL: March 26, 2026

**BY: COUNCILMEMBERS MORRELL, WILLARD, MCCARRON, KING AND
HUGHES**

**RESOLUTION AND ORDER ESTABLISHING A NEW DOCKET AND PROCEDURAL
SCHEDULE TO REVISE CHAPTER 158 OF THE CODE OF ORDINANCES**

DOCKET NO. UD-25-01

WHEREAS, pursuant to the Home Rule Charter of the City of New Orleans (“Charter”), the Council of the City of New Orleans (“Council”) is the governmental body with the power of supervision, regulation and control over public utilities providing service within the City of New Orleans; and

WHEREAS, pursuant to its powers of supervision, regulation, and control over public utilities, the Council is responsible for fixing and changing rates and charges of public utilities, making all necessary rules and regulations governing the terms and conditions of service, applications for the fixing and changing of rates and charges for public utilities, and all other regulatory proceedings; and

WHEREAS, Entergy New Orleans, LLC (“ENO”) is a public utility providing electric service in New Orleans; and

WHEREAS, Delta New Orleans Gas Company, LLC is a public utility providing natural gas service in New Orleans; and

WHEREAS, Chapter 158 of the Code of the City of New Orleans (“Code”) is the chapter containing provisions governing regulatory proceedings and customer protections; and

WHEREAS, Chapter 158 has not been wholistically revised since the Code was established as a chapter; and

WHEREAS, on July 24, 2025, the Council adopted Resolution No. R-25-407 establishing Docket No. UD-25-01 to consider revisions to Chapter 158 including modifications to the Customer Bill of Rights, clarification of the process to resolve customer complaints, and creating a utility regulatory manual (“URM”); and

WHEREAS, both public utilities, the Alliance for Affordable Energy, the Deep South Center for Environmental Justice, Air Products, and the Council's utility advisors participated in the docket; and

WHEREAS, on August 25, 2025, the utility advisors submitted the URM, which reflects previously adopted rules and procedures for utility matters, and intervenors filed initial comments and reply comments on the proposed changes to Attachment A and the URM; and

WHEREAS, the Council reviewed the comments and finds that the revised draft of Chapter 158, attached hereto as Attachment A, and the revised URM, attached hereto as Attachment B, contain the approved provisions; and

WHEREAS, some of the changes reflected in Chapter 158 require changes to the ENO Customer Service Regulations, which are reflected in Attachment C; **NOW THEREFORE**

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the provisions of Chapter 158 contained in Attachment A are **APPROVED**.

BE IT FURTHER RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the Council Utilities Regulatory Office is directed to draft an ordinance amending and reordaining Chapter 158. The ordinance may include changes necessary to conform with the style and format of the Code.

BE IT FURTHER RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the utility regulatory manual, attached hereto as Attachment B, is **APPROVED**. The Council Utilities Regulatory Office is directed to arrange for the manual to be published on the Council's website.

BE IT FURTHER RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the service regulations, attached hereto as Attachment C, is **APPROVED**. ENO is directed to publish the service regulations on their website.

THE FOREGOING RESOLUTION WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF, AND RESULTED AS FOLLOWS:

YEAS: Green, Harris, King, McCarron, Morrell, Willard - 6

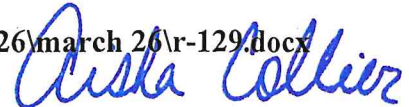
NAYS: 0

ABSENT: Hughes - 1

AND THE RESOLUTION WAS ADOPTED.

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THE FOREGOING IS CERTIFIED
TO BE A TRUE AND CORRECT COPY



CLERK OF COUNCIL