

**RESOLUTION**

**NO. R-26-151**

**CITY HALL: April 23, 2026**

**BY: COUNCILMEMBER MORRELL**

**SECONDED BY:**

**RESOLUTION AND ORDER REGARDING THE APPEAL OF JUANITA MOLIÈRE**

**WHEREAS**, pursuant to the Home Rule Charter of the City of New Orleans, 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 Louisiana Revised Statutes Section 33:4159.2, the Council has the power to establish billing policies for the Sewerage and Water Board of New Orleans (“SWBNO”); and

**WHEREAS**, pursuant to Louisiana Revised Statutes Section 33:4159.3 customers may engage in an arbitration process to resolve disputes related to SWBNO customer bills wherein a customer may appeal an arbiter’s decision to the Council; and

**WHEREAS**, Juanita Moliere is a SWBNO customer, who at the time of their appeal to the Council is disputing a statement balance of \$2,375.64; and

**WHEREAS**, on January 29, 2026, the Council-appointed firm responsible for reviewing customer bill disputes held a hearing to address the customer’s bill dispute the hearing officer did not grant a credit; and

**WHEREAS**, on January 30, 2026, Juanita Moliere requested an arbitration hearing; and

**WHEREAS**, the arbitration hearing was held on February 3, 2026, and

**WHEREAS**, on February 3, 2026, the arbiter granted a credit of \$690.29 to be warranted to the customer's account; and

**WHEREAS**, on February 24, 2026, Juanita Moliere appealed the arbiter's decision to the Council asserting that the arbiter did not properly account for prior disputes, SWBNO's failure to inspect the meter, and unresolved water leaks; and

**WHEREAS**, since the appeal was filed SWBNO identified a previously awarded credit of \$261.05 that had not been applied to Ms. Moliere's account and waived penalties and fees in excess of \$300; and

**WHEREAS**, the Council has reviewed the arbitration decision and record and finds that there is insufficient evidence to support the customer's claim that the statement balance is erroneous; **NOW THEREFORE**

**BE IT RESOLVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS**, That Juanita Moliere's appeal is DENIED and that SWBNO is ordered to apply the credit as ordered by the arbiter in the amount of \$690.29. Additionally, the waiver of penalties and fees as well as the application of the previously approved credit of \$261.05 has been APPROVED.

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

**YEAS:**

**NAYS:**

**ABSENT:**

**AND THE RESOLUTION WAS ADOPTED.**