



November 7, 2025

Via Electronic Mail

Clerk of Council  
Room 1E09, City Hall  
1300 Perdido Street  
New Orleans, LA 70112

RE: RESOLUTION AND ORDER ESTABLISHING A NEW DOCKET AND PROCEDURAL  
SCHEDULE TO REVISE CHAPTER 158 OF THE CODE OF ORDINANCES  
(UD-25-01)

Dear Clerk,

Please find the attached Reply Comments of the Alliance for Affordable Energy for filing under the docket referenced above. We will submit physical copies at your instruction. If you have any questions, please do not hesitate to contact me. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in black ink, appearing to read 'Logan Burke'.

Logan Burke  
Executive Director  
Alliance for Affordable Energy

**Before**  
**The Council of the City of New Orleans**

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

**DOCKET NO. UD-25-01**

**NOVEMBER 7, 2025**

**REPLY COMMENTS OF THE ALLIANCE FOR AFFORDABLE ENERGY ON  
PARTIES' PROPOSED REVISIONS TO CHAPTER 158 OF THE CODE OF  
ORDINANCES AND TO THE UTILITIES REGULATORY MANUAL**

**I. INTRODUCTION**

On October 17, 2025, parties to this proceeding filed their proposed revisions to Chapter 158 of the Code of Ordinances and to the Utilities Regulatory Manual (“URM”). The Alliance for Affordable Energy (“AAE”) hereby submits the following reply comments to the New Orleans City Council (“Council”) in response to the filings of Entergy New Orleans, LLC (“ENO”) and Delta New Orleans Gas Company, LLC (“DNO”):

**II. PARTIES' PROPOSED REVISIONS TO CHAPTER 158**

**A. Customer Bill of Rights**

In its proposed revisions to the Customer Bill of Rights under Section 158-8(i), DNO argues that it should be relieved of the prohibition on residential disconnections during periods of hot weather because customers do not use gas for cooling purposes. DNO’s position callously disregards the fact that many people do rely on gas for other vital functions during periods of extreme heat, such as cooking and boiling water for potability during the City’s frequent boil water advisories. As AAE proposed in its initial redlines and supporting memorandum, not only should the prohibition apply to both ENO and DNO, **these protections should be expanded to**

**prohibit all residential utility disconnections in recognition of the need for utility access as a universal human right critical to health and well-being.**

DNO also proposes to revise Section 158-8(1) to provide, instead of same-day reconnection if a customer makes payment by 7:00 PM, an “as soon as reasonably possible” standard for utilities requiring a truck or technician and/or an employee entering the premises to provide reconnection services. This argument disregards the fact that nearly all of the customers they now serve have remotely accessible advanced metering infrastructure that allows near immediate return of service. Due to the vital nature of utility services to daily life, the Council should reject this change. If the Council is to make any change, it should require reconnection within 24 hours of payment.

### **B. Customer Complaint Process**

Both ENO and DNO propose revisions to the customer complaint process, with ENO even going so far as to accuse the Council of micromanagement of its customer service. The utilities proposed revisions, however, would not provide adequate protections to ratepayers. ENO points to the low number of formal complaints received by the Council Utilities Regulatory Office as evidence that its customer complaint process is largely satisfactory to customers. AAE would contend that this dearth of formal complaints filed with CURO is evidence of a broken system that is not accessible to ratepayers in crisis. The Council should accept the changes proposed by AAE in our initial redlines to streamline the customer dispute process, including the elimination of the requirement for a written disposition from the utility before being able to proceed to a formal complaint with CURO.

DNO argues that the period after an initial complaint has been filed after which it would be prohibited from disconnecting the disputing customer’s service should be increased from (1)

day to (2), for the same reasons it argued for a longer period to reconnect customers. Again, the Council should reject this change as inconsistent with the health and safety of customers and maintain the (1) day requirement.

One area where AAE agrees in part with ENO and DNO is that the process for property damage claims should be separated from the process for more routine disputes such as billing issues. The resolution of property damage claims is much more complex, but technically and legally, than other types of disputes, and should not be adjudicated by CURO. Likewise, AAE agrees with DNO that the language in Section 158-18 providing that the appeal officer's decision shall be binding is inconsistent with the rights of parties to seek other legal remedies, and should be revised.

### **C. Ex Parte Communications**

The parties appear to be in general agreement that the Council should reject the proposed language pertaining to *ex parte* communications and maintain some exception for oral communications. However, AAE agrees with the spirit of the Advisor's proposed language as a step toward good governance and equal participation among parties, especially where some parties with more resources can exert greater pressure.

If the Council is to accept a uniform prohibition on both oral and written communications with parties around docketed matters, **it will be imperative that the Council play a more active role in regulatory proceedings than it does currently, including holding and attending regular hearings and/or status conferences to allow parties to communicate directly with the Council.** Otherwise, the Council will not receive as full a picture of complex and nuanced regulatory issues as the current rule allows.

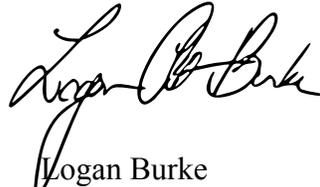
#### **D. Form and Content of Orders**

AAE agrees with both ENO and DNO that the language under Section 158-40 should be amended to require only a **majority** vote of the Council and not a unanimous vote, as the current proposed language seems to imply.

#### **III. CONCLUSION**

AAE appreciates this opportunity to provide comment on the parties' proposed revisions to Chapter 158 and the URM in the best interest of New Orleans ratepayers. We urge you to enact robust protections for struggling ratepayers, **including an end to residential disconnections.**

Submitted respectfully,



Logan Burke  
Executive Director  
Alliance for Affordable Energy

**Before**  
**The Council of the City of New Orleans**

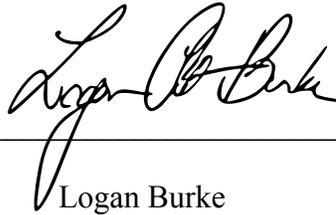
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**NOVEMBER 7, 2025**

**CERTIFICATE OF SERVICE**

I hereby certify that I have this 7th day of November 2025, served the foregoing correspondence upon all other known parties of this proceeding by electronic mail.



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Logan Burke

Alliance for Affordable Energy

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