



July 9, 2024

**Via Electronic Mail**

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

**Re: Arrearage Management Program**

Dear Council Members:

On May 2, 2024, the Council passed resolution R-24-194 adopting an agreement in principle settling a number of matters that were pending before the Federal Energy Regulatory Commission (“FERC”). The terms of the settlement included a \$98M lump sum payment by System Energy Resources, Inc. (“SERI”) to Entergy New Orleans, LLC (“ENO”). Of that \$98M, \$32M were designated to be held by ENO as a credit for customers, to be distributed at the direction of the Council in the amount of up to \$10M per year.

The Energy Future New Orleans Coalition (“EFNO”) has called upon the Council in the past to implement an arrearage management program for ENO ratepayers that pairs incremental debt forgiveness with energy efficiency improvements in ratepayers’ homes that will help them to stay out of utility debt in the future, most recently under pending docket UD-23-02 pertaining to customer protections and service regulations.

We, the undersigned members of EFNO, once again call upon the Council to relieve the significant burden of utility debt by devoting this FERC settlement money to the establishment of a standing arrearage management program, as described in the attached proposal. **Through the discovery process under UD-23-02, we have learned that ENO’s residential disconnection rate for 2023 was 19%, meaning nearly one out of every five residents was disconnected last year for inability to pay ENO’s unaffordable bills.** Given the extreme heat that we have experienced already this summer, and the likelihood of an active tropical storm season, it is imperative that the Council act now to protect vulnerable ratepayers from being disconnected from a vital service.

Sincerely,

Pastor Gregory Manning  
Founder and Chair  
Greater New Orleans  
Interfaith Climate Coalition

Monique Harden  
Director of Law and Public Policy/  
Community Engagement Program Manager  
Deep South Center for Environmental  
Justice

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Researcher - Energy Justice & Water Justice  
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Emma Hopkins  
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Sierra Club

Brent Newman  
National Audubon Society

Christina Lehew  
Executive Director  
Common Ground Relief

Martha Collins  
Executive Director  
Healthy Gulf

Jack Reno Sweeney  
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New Orleans Democratic Socialists of  
America

Clare Giesen  
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Louisiana Bucket Brigade

Jesse S. George  
New Orleans Policy Director  
Alliance for Affordable Energy