Draft News Release

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“Cascade of Entergy failures” demand a management audit, groups say

*City Council to meet tomorrow*

(New Orleans, LA) Consumer advocacy, affordable housing, environmental justice, climate, and community-based organizations are calling on City Councilmembers to do more than hold a meeting on one Entergy failure after another. They are urging the Council to take regulatory action by mandating that Entergy undergo an independent management audit to identify cost-savings and recommend corrective action for improved service.

“Over and over again Entergy messes up and the Council holds a meeting, but there is no solution. It feels like we’re in the movie ‘Groundhog Day.’ We don’t want to repeat this at the Council meeting tomorrow,” said Dawn Hebert, a New Orleans East resident and member of Energy Future New Orleans.

Months of sky-high bills and an unannounced blackout by Entergy on a freezing Mardi Gras night are among the “cascade of Entergy failures” described in the groups’ [letter](https://www.efno.org/uploads/1/0/5/6/105637723/2021_03_15_efno_letter_to_council_re._bills___outages_signed.pdf) to City Councilmembers. According to the [letter](https://www.efno.org/uploads/1/0/5/6/105637723/2021_03_15_efno_letter_to_council_re._bills___outages_signed.pdf), Entergy has “evaded” presenting the facts of what caused these problems at special meetings before Council committees.

“People are hurting as a result of Entergy’s failure to provide basic service that is reliable and affordable. Simply meeting with Entergy won’t cut it. We are urging regulation by the Council that requires an independent management audit of Entergy New Orleans from the top to the bottom of the corporation,” said Logan Burke, Alliance for Affordable Energy.

The groups’ [letter](https://www.efno.org/uploads/1/0/5/6/105637723/2021_03_15_efno_letter_to_council_re._bills___outages_signed.pdf) points to the precedent of an independent management audit forced on [Hawaii’s utility](https://www.utilitydive.com/news/hawaii-regulators-audit-heco-management-as-utility-targets-oahu-rate-increa/566811/) that identified $20M in cost savings and service improvements. Their [letter](https://www.efno.org/uploads/1/0/5/6/105637723/2021_03_15_efno_letter_to_council_re._bills___outages_signed.pdf) outlined the scope of a management audit of Entergy that includes the following:

1. Leadership and staffing roles, responsibilities, and requirements
2. Organizational structure, decision-making processes, internal controls, and external relations of all kinds
3. Billing operations and verification method
4. Emergency planning and response
5. Salary and compensation levels
6. Corporate culture and capacity to address the critical issues of climate change, a transition to a renewable energy system, advanced energy efficiency, and ensuring energy justice

More problems are surfacing at Entergy that add to the need for an independent management audit of the company. The [agenda](https://cityofno.granicus.com/GeneratedAgendaViewer.php?view_id=42&event_id=23170) of the Council Utility Committee meeting tomorrow includes Entergy’s failed cybersecurity involving the use of Entergy account information by criminals to scam customers. Also on the [agenda](https://cityofno.granicus.com/GeneratedAgendaViewer.php?view_id=42&event_id=23170) is new information that Entergy shut off four times more power than needed on Mardi Gras night, which is higher than what company executives told Councilmembers at a previous meeting.

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