

# LOUISIANA PUBLIC SERVICE COMMISSION

EXECUTIVE ORDER NUMBER AUGUST 17, 2016

LOUISIANA PUBLIC SERVICE COMMISSION, EX PARTE

*In re: Executive Order Creating Emergency Suspension of Disconnection of Utility Services in Areas Under a State of Emergency during the August 2016 Flood Event.*

Due to extensive flooding experienced in south Louisiana in August, 2016, a number of parishes have been placed under a State of Emergency by Governor Edwards. Many of these parishes have also been declared a Federal Disaster Area by President Obama. Given the severity of these events, and the impact they have on Commission-jurisdictional ratepayers, immediate action is required to ensure those in the affected areas do not have their utility service disconnected for non-payment. However, the Commission is not scheduled to meet again until Wednesday, August 31, 2016, and is unable to address this issue before that time. In scenarios such as the present, the General Order dated November 3, 2005 delegates to the Executive Secretary,

limited authority to make temporary exceptions to Commission rules and/or orders during a state of emergency in Louisiana declared by the Governor of the State of Louisiana and/or President of the United States and after approval of the requested action by the Chairman of the Commission, or Vice Chairman of the Commission if the Chairman is unavailable.

As further stated therein,

During times of crisis, the ability of the Louisiana Public Service Commission to make immediate decisions is often required in order to avoid possible negative results for the public.

Consistent with the requirements of the General Order, Executive Secretary Gonzalez has received approval from Vice Chairman Angelle, in Commissioner Holloway's absence, to implement the following emergency action:

1. All Public Utilities subject to the jurisdiction of the Commission are prohibited from disconnecting customers for non-payment of utility bills in all parishes that are currently under a declared State of Emergency and/or have been declared a Federal Disaster Area, irrespective of whether the utility has followed the disconnection protocol outlined in the General Order dated July 12, 1976.
2. Once the State of Emergency has been lifted for a particular parish, this prohibition/suspension shall be lifted. A Public Utility may commence disconnection proceedings for non-payment using the protocol outlined in the July 12, 1976 General Order.
3. This Executive Order shall not affect a utility's ability to disconnect a customer's service for public safety concerns unrelated to non-payment of services.
4. The Commission will vote to ratify this action at its August 31, 2016 Business and Executive Session.

**This Order is effectively immediately.**

**IT IS SO ORDERED.**

**BY ORDER OF THE EXECUTIVE SECRETARY  
BATON ROUGE, LOUISIANA**



**EVE KAHAO GONZALEZ  
SECRETARY**

*Executive Order dated August 17, 2016*