

CCC PROGRAM APPLICATION

Welcome

Welcome to the **Council of the City of New Orleans' and Entergy New Orleans' City Council Cares ("CCC") Program**. The City Council and Entergy New Orleans recognize the impact the Covid-19 Pandemic has had on the New Orleans economy, and on the customers of Entergy New Orleans. We are pleased to introduce the CCC Program providing assistance for customers who were unemployed on or after March 16, 2020, the effective date of the City of New Orleans Stay-At-Home Order. The CCC Program will provide a monthly bill credit to eligible Entergy New Orleans residential customers for a maximum of four months. The program will remain open until all funds have been distributed or October 31, 2020, whichever comes first.

Eligibility Requirements

Entergy New Orleans customers may be eligible for assistance under the CCC Program if they have an active Entergy New Orleans electric or electric and gas combination account and a verification of unemployment benefits document provided by the Louisiana Workforce Commission, matching the Entergy New Orleans account service address. The verification document must be dated March 16, 2020 or after.

To proceed with this application, you will be REQUIRED to provide:

- Entergy New Orleans Account Information including: Phone Number, Service Address & an active Entergy New Orleans Account Number
- Applicant Contact Information
- Proof of approved unemployment claim with an address that matches the Entergy New Orleans account service address (see below). This is the approval confirmation documentation includes a PUA Letter (see attached), Monetary Determination Letter or copy of your Benefits/Claim Statement from the Louisiana Workforce Commission when you were approved for unemployment benefits.
 - **Please be sure to remove/hide your net income information included in the letter before you provide this document to Entergy New Orleans. You may use a marker to hide this information.**

_APPLICANT'S NAME:	
Entergy New Orleans SERVICE ADDRESS: (address for service location where credit will be applied)	
Entergy New Orleans ACCOUNT NUMBER (must be an active Entergy New Orleans Account number)	
APPLICANT'S MOBILE NUMBER:	
APPLICANT'S HOME NUMBER (if different from mobile number)	
APPLICANT'S EMAIL ADDRESS	
APPLICANT'S RELATIONSHIP TO ACCOUNT HOLDER	<input type="checkbox"/> Account Holder <input type="checkbox"/> Family Member <input type="checkbox"/> Spouse <input type="checkbox"/> Unrelated Occupant
HOW DO YOU PREFER WE CONTACT YOU REGARDING THE STATUS OF THIS APPLICATION (please select one)	<input type="checkbox"/> Mobile Number <input type="checkbox"/> Home Number <input type="checkbox"/> Email Address
IF USING A MOBILE NUMBER ABOVE, DO WE HAVE PERMISSION TO SEND A TEXT ABOUT THE STATUS OF THIS APPLICATION TO THIS NUMBER?	<input type="checkbox"/> Yes <input type="checkbox"/> No IF YOU SELECT "NO" PLEASE CHOOSE ANOTHER CONTACT OPTION ABOVE
SIGNATURE (of person applying for benefits):	

PLEASE print & BRING THIS FORM TO ONE OF THE FOLLOWING ENTERGY NEW ORLEANS CARE CENTERS:

Westbank: 4021 Behrman Hwy Suite J (In the River Commons Shopping Center)

Eastbank: 3400 Canal Street (On the corner of Canal Street and S Jeff Davis Pkwy)

REQUIRED PUA UNEMPLOYMENT DOCUMENT (EXAMPLE)

LOUISIANA WORKFORCE COMMISSION

Benefit Analysis Team
P.O. Box 91253
Baton Rouge, LA 70821-9253

PUA Determination WBA

Claimant/Job Seeker:

John Doe

Claimant ID Number:

00000000

Claim Effective Date (BYR):

03/15/2020

Claim Ending Date (BYE):

12/31/2020

John Doe
123 Main Street
Anytown, LA 70802-1234

IMPORTANT INFORMATION ABOUT YOUR UNEMPLOYMENT CLAIM PANDEMIC UNEMPLOYMENT ASSISTANCE (PUA) DETERMINATION

Mail Date: **05/15/2020**

Dear John Doe,

We have completed a review and investigation of your claim for pandemic unemployment assistance (PUA) benefits referenced above. Based on your 2019 wages/net income of [REDACTED], your weekly PUA benefit amount will be \$347.00. Your WBA is based on provisions of state law, in accordance with Section 2100(a) of the CARES Act.

Name

Administrative Offices

January-March 2019 April-June 2019 July-September 2019 October-December 2019

If everything listed above is complete and correct, you do NOT need to contact us.

If you have additional employers and/or wages to report (including wages earned in self-employment) from the previous calendar year, or if corrections are needed: You need to let us know as soon as possible to ensure the correct weekly benefit amount is paid. The absolute latest date to request a redetermination is 5/29/2020 or this determination becomes final. IMPORTANT: Failure to notify us of missing or incorrect wages may result in an underpayment, overpayment, or possibly even fraud.

You will receive additional instructions via email from HIRE on how to submit your proof of wages.

You can submit your information by postal mail to:

Postal Mail: Louisiana Workforce Commission
Benefit Analysis Team
P.O. Box 3312
Baton Rouge, LA 70821-3312

Proof may include but is not limited to:

- IRS form 1040 (schedule C, E, or F) or Form 1099-MISC
- Business records (bank statements, financial statements)
- Check stubs

Failure to follow these instructions may result in a delay in the processing of benefits.

**IMPORTANT
PLEASE HIDE (REDACT) THIS INFORMATION
BEFORE UPLOADING DOCUMENT**

