



CITY OF SHREVEPORT
MAYOR TOM ARCENEUX

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FOR IMMEDIATE RELEASE

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**CITY OF SHREVEPORT PUSHES BACK UTILITY CUTOFF DATE IN AN EFFORT
TO HELP AFFECTED RESIDENTS**

The City of Shreveport was set to disconnect water service, on May 14, 2024, at the Jolie Apartments (1017 Quail Creek), the Pines Apartments (8040 Line Avenue), and Villa Norte apartments (1620 Fullerton) due to the landlords' nonpayment of utility invoices.

In light of the concerns raised by affected residents, City Council members, and community members, Mayor Tom Arceneaux and utility companies have worked together to address the immediate needs of those impacted by utility disconnection. As a result, the cutoff date for water services at the Jolie Apartments and Villa Norte Apartments has been extended from May 14th to May 31st, 2024. This extension provides additional time for residents to make necessary arrangements and explore available options for temporary housing and assistance.

Both CenterPoint and AEP/SWEPCO have advised City officials that they will move cutoff dates for those utilities at the Jolie Apartments and Villa Norte Apartments to May 31 as well. Mayor Arceneaux praised both companies for their compassion and cooperation.

The City believes it can assist the few residents of the Pines Apartments to find alternative housing before the original cutoff date.

Although the City is under no contractual obligation to the residents of the complexes, city officials, including Director of Community Development Bonnie Moore and Director of Property Standards Terrence Green, have been actively involved in the field, providing

assistance and support to affected residents. Efforts are underway to explore alternative housing options and connect tenants with resources to address their immediate needs.

In light of these circumstances, the City of Shreveport is reevaluating its credit and collection policies with respect to master water meter accounts. The City will be taking steps to review existing policies and explore potential modifications to stiffen regulations and promote accountability for master water meter accounts. The City remains committed to implementing measures that protect the interest of both the residents of these apartment complexes and the municipality while upholding its responsibilities to the community.

If you are in need of alternate housing options, we encourage you to reach out to the City's Department of Community Development at 318-673- 5900. That Department may be able to assist you in finding alternate housing arrangements.

Also, if you are affiliated with a nonprofit or an apartment complex that could offer assistance to the displaced residents, please call Community Development to discuss options. Thank you to the citizens who have called already to render aid and assistance during this difficult time.

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