



Councilmember

JOSEPH I. GIARRUSSO III

New Orleans City Council

I want to thank everyone who participated in our Cost of Living Survey. Below are the results from the survey. You will notice a few questions are missing from the summary. These questions asked participants to type what City services they would like to see more of, as well as what basic Sewerage and Water Board and Entergy New Orleans services are not being delivered.

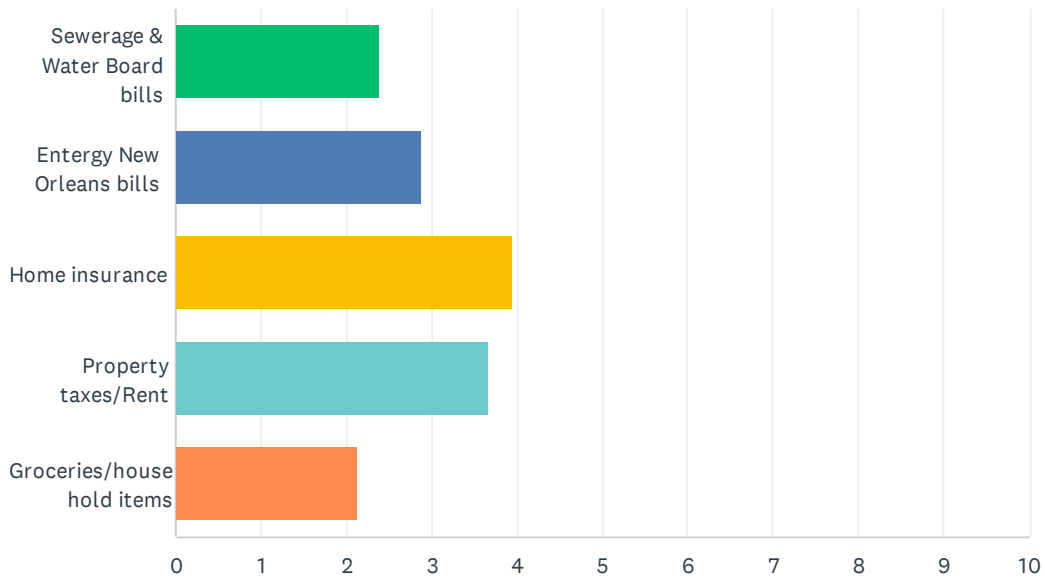
There were more than 250 individual answers to those questions. Again, I am thankful for everyone who took the time to finish this survey. The data helps my office drill down on what most affects your monthly budget.

A handwritten signature in blue ink that reads "Joe I. Giarrusso III".

Joseph I. Giarrusso III

Q1 Which "cost" most affects your monthly budget?

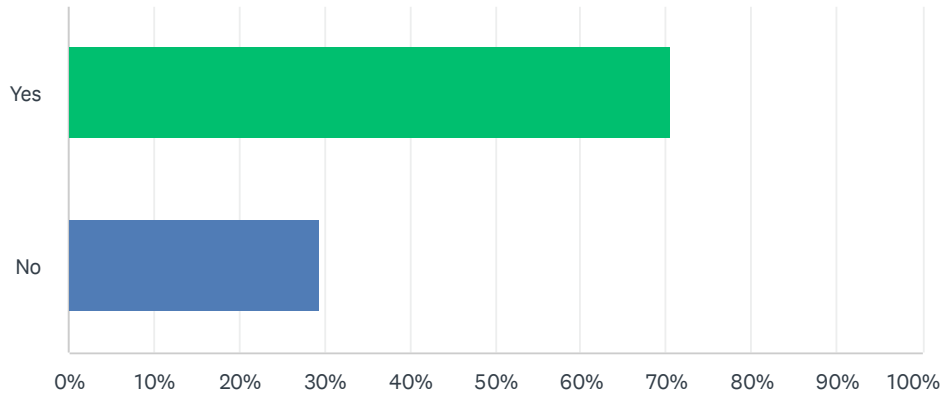
Answered: 495 Skipped: 2



	1	2	3	4	5	TOTAL	SCORE
Sewerage & Water Board bills	9.90% 49	7.88% 39	20.00% 99	34.75% 172	27.47% 136	495	2.38
Entergy New Orleans bills	7.07% 35	21.21% 105	33.33% 165	28.89% 143	9.49% 47	495	2.87
Home insurance	49.70% 246	22.02% 109	11.11% 55	7.27% 36	9.90% 49	495	3.94
Property taxes/Rent	29.49% 146	36.77% 182	13.54% 67	11.52% 57	8.69% 43	495	3.67
Groceries/household items	3.84% 19	12.12% 60	22.02% 109	17.58% 87	44.44% 220	495	2.13

Q3 Have you ever received an incorrect or inaccurate Sewerage & Water Board bill?

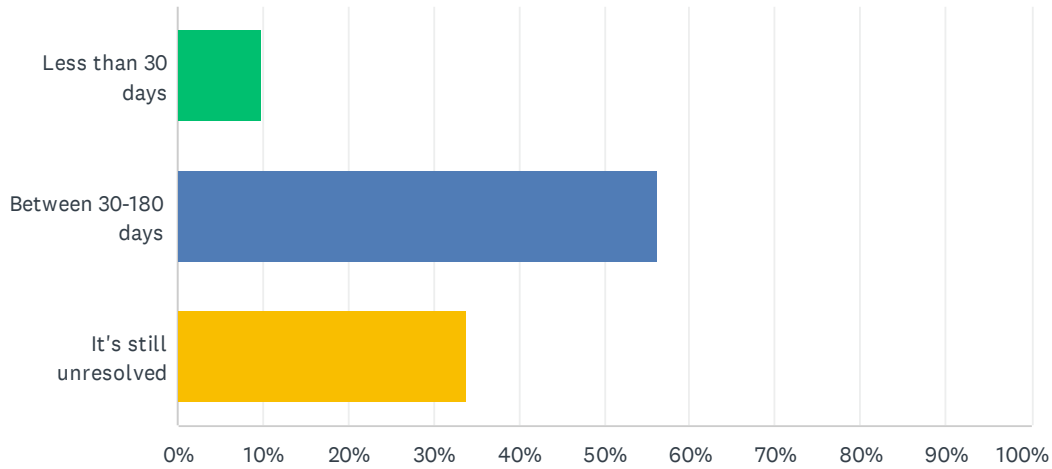
Answered: 492 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	70.53%	347
No	29.47%	145
TOTAL		492

Q4 If you answered "yes" to Question 3, how long did it take to resolve your incorrect/inaccurate SWBNO bill?

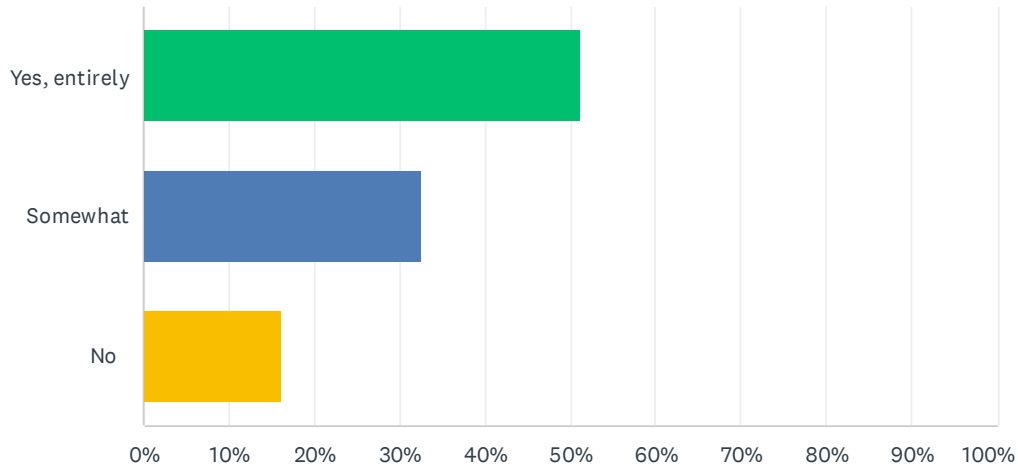
Answered: 348 Skipped: 149



ANSWER CHOICES	RESPONSES	
Less than 30 days	9.77%	34
Between 30-180 days	56.32%	196
It's still unresolved	33.91%	118
TOTAL		348

Q5 Are you receiving basic SWBNO services based on how much you pay per month?

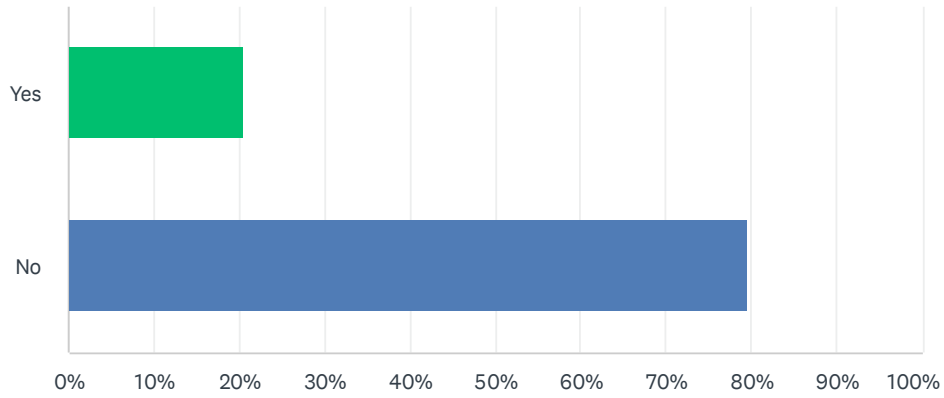
Answered: 487 Skipped: 10



ANSWER CHOICES	RESPONSES
Yes, entirely	51.13% 249
Somewhat	32.65% 159
No	16.22% 79
TOTAL	487

Q7 Have you received an incorrect or inaccurate Entergy bill in the last three years?

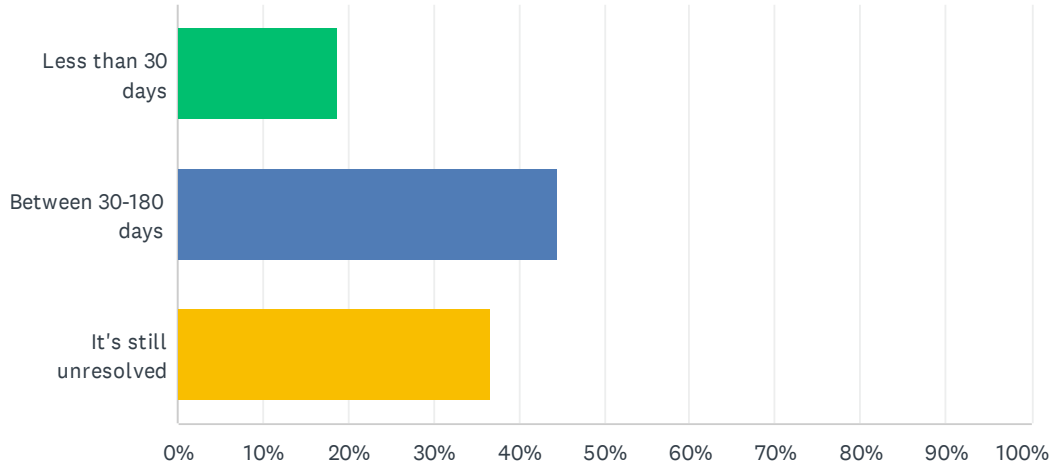
Answered: 492 Skipped: 5



ANSWER CHOICES	RESPONSES	
Yes	20.53%	101
No	79.47%	391
TOTAL		492

Q8 If you answered "yes" to Question 7, how long did it take to resolve your incorrect/inaccurate Entergy bill?

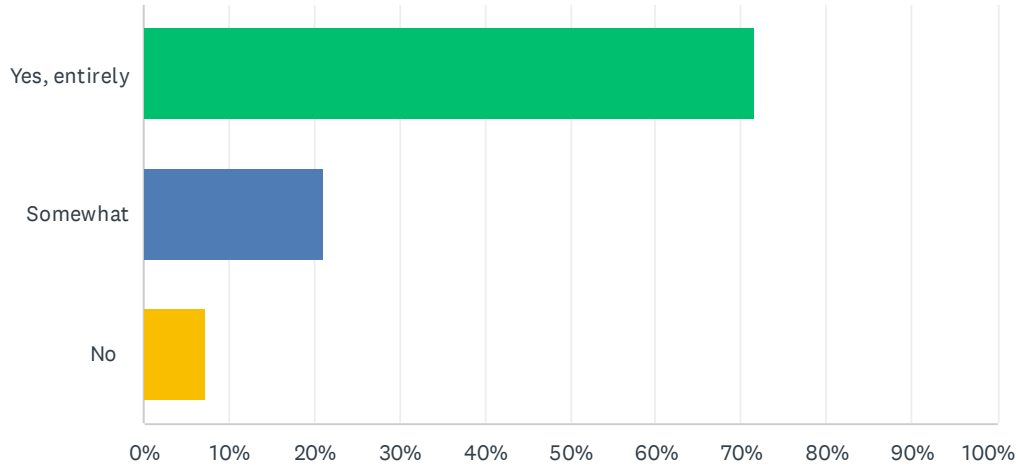
Answered: 101 Skipped: 396



ANSWER CHOICES	RESPONSES	
Less than 30 days	18.81%	19
Between 30-180 days	44.55%	45
It's still unresolved	36.63%	37
TOTAL		101

Q9 Are you receiving basic Entergy services based on how much you pay per month?

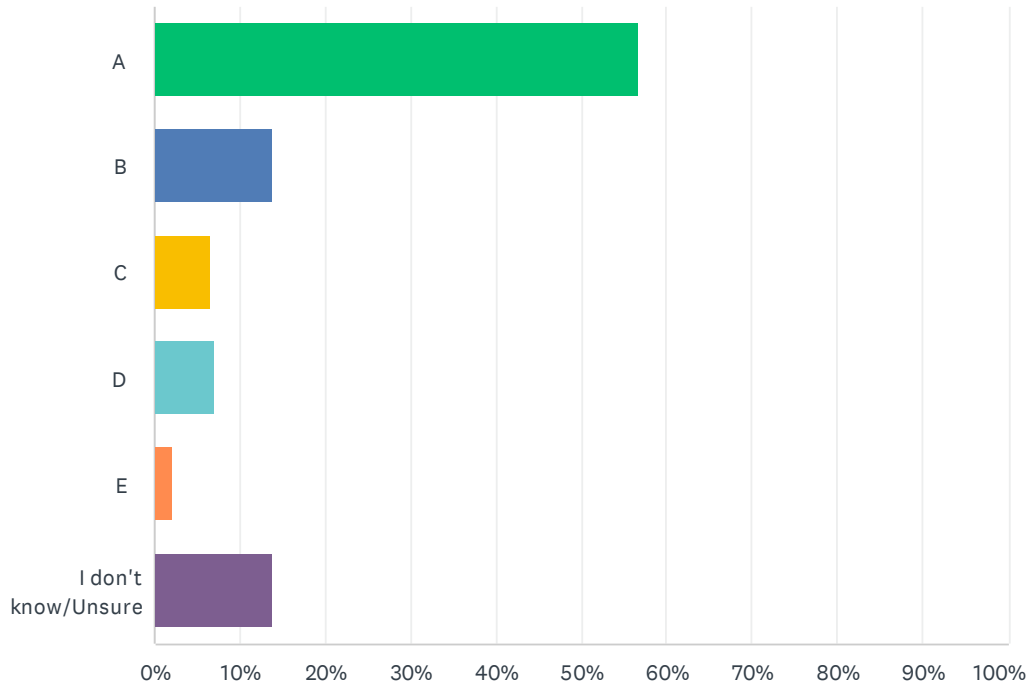
Answered: 486 Skipped: 11



ANSWER CHOICES	RESPONSES	
Yes, entirely	71.60%	348
Somewhat	21.19%	103
No	7.20%	35
TOTAL		486

Q11 What is your City Council district?

Answered: 486 Skipped: 11



ANSWER CHOICES	RESPONSES	
A	56.79%	276
B	13.79%	67
C	6.58%	32
D	7.00%	34
E	2.06%	10
I don't know/Unsure	13.79%	67
TOTAL		486