



E. "BEN" ZAHN III
MAYOR

CITY OF KENNER

News Release

FOR IMMEDIATE RELEASE
Sept. 11, 2021

LATEST HURRICANE IDA RECOVERY UPDATE – SEPT. 11

Kenner, LA. – Mayor Zahn thanked Perks Coffee & Café on Saturday for giving back to the community by donating 1,000 hot meals and water on Day 14 of Hurricane Ida recovery.

AT&T officials said the company has restored 90 percent of the wireline customers they know are without service. Reports of no service continue to be received as residents return home. AT&T officials also remind customers that disruptions to commercial power can affect service even after repairs are made.

Cox Communications, meanwhile, reported that service has been restored to 75 percent of customers in Greater New Orleans. The majority of remaining customers should have power by the end of the day on Sunday as long as they do not have fiber damage or a significant pole issue.

Entergy reported about 1,200 customers in Kenner without power Saturday afternoon. That's slightly higher than Friday; however, Entergy spokesman Patrick Hamby said it's normal for some areas with power to temporarily go offline as repairs are being made. All commercial and residential customers in the city lost power in the storm, approximately 38,000 customers.

All Kenner administrative offices will remain closed until Sept. 20. Residents are encouraged to contact the Emergency Operations Center with non-emergency issues. The EOC is open 7 days a week from 7 a.m. to 10 p.m.

The new, temporary Drive-Thru Permitting Site at The Esplanade mall will open Monday from 8:30 a.m. to noon at the north entrance to the Macy's building. Code Enforcement employees are available to guide residents through the permitting process. The site is open Monday through Friday.

The Wastewater Department reports there are now 68 lift stations working on Entergy power in the city, or about 86 percent of all lift stations. Another 7 are on generator power and/or bypass pumps. The remaining 4 lift stations in the city are being vacuumed by city contractor CES. In addition, maintenance crews are moving and connecting generators and the collection system crew is responding to service requests and assisting with maintenance.

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The Kenner Media team distributed more vital information to help both residents and businesses in their recovery efforts, from a list of open businesses in the city to a weather update for the next four days. That information and more is posted on the city's social media sites, Kenner's Emergency Response page: kenneremergencyresponse.com, and on local media reports.

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