

BOARD OF DIRECTORS' MEETING

January 21, 2026

MEETING MINUTES

SEWERAGE AND WATER BOARD OF NEW ORLEANS

ROLL CALL

The Board of Directors for the Sewerage and Water Board of New Orleans (SWBNO) met on Wednesday, January 21, 2026, at 9:03 a.m. in the Executive Boardroom. Interim Special Counsel, Mr. Darryl Harrison called the roll and confirmed the following members were present: Mayor Helena Moreno, Director Joseph Peychaud, Director Janet Howard, Director Chadrick Kennedy, Director Tyler Antrup, Director H. Davis Cole, Director Kimberly Thomas, Director Courtney Scrubbs, Director Ariane Greenidge.

The following member(s) were absent: Hon. Freddie King III.

Staff present were Randy Hayman, Executive Director; Jamie Parker, Interim Chief of Staff; Grey Lewis, Chief Financial Officer; David Callahan, Chief Administrative Officer; Darryl Harrison, Interim Special Counsel; Ceara Labat, Interim Chief of Communications; Brionne Lindsey and Breanna Johnson, Board Relations; Susannah Kirby, Director of Customer Service; Kaitlin Tymrak, Deputy General Superintendent; Irma Plummer, Director, Economically Disadvantaged Business Program.

APPROVAL OF PREVIOUS MINUTES

Mayor Moreno presented a motion to accept the minutes of the December 17, 2025, Board Meeting. Director Peychaud moved for approval of the minutes. Director Greenidge seconded. The motion carried.

Mayor Moreno presented a motion to accept the minutes of the December 23, 2025, Special Board Meeting. Director Cole moved for approval of the minutes. Director Kennedy seconded. The motion carried.

COMMITTEE REPORTS

FINANCE & ADMINISTRATION Committee

Director Kennedy reported on the summary and actions taken by the Finance Committee. The Finance Committee Report was presented and recommended for approval.

STRATEGIC PLANNING Committee

Director Antrup reported on the summary and actions taken by the Strategic Planning Committee. The Strategic Committee Report was presented and recommended for approval.

PENSION Committee

Director Kennedy reported on the summary and actions taken by the Pension Committee. The Pension

Report was presented and recommended for approval.

- **Mayor Moreno asked for a motion to approve the reports from Finance, Strategic Planning, and Pension Committee in globo. Director Scrubbs moved to approve the minutes. Director Antrup seconded. The motion carried.**

REPORT OF THE EXECUTIVE DIRECTOR

Randy Hayman, Executive Director, opened the meeting by welcoming Honorable Mayor Helena Moreno. Mayor Morena shared opening remarks and recognized Stephen Nelson, Deputy CAO of Infrastructure and Director of Public Works, as her assigned designee to the Board of Directors in her absence.

Mr. Randy Hayman, Executive Director, presented a slide presentation that focused on the following topics:

Executive Director's Report

January 2026

Year in Review
Promises delivered





Water Talks Listen Tour

- Five public meetings across the city
- Engaged with customers about their customer experience and future priorities
- Resource fair onsite to assist with customer needs



Improved Billing with Smart Meters

- Substantial completed residential smart meter upgrades
- Automatic water meter reads
- Smart meters detect continuous water use
- Automatically notifies customers of potential leaks

76%
open rate on leak notifications

\$41
saved on average for customers who address a leak identified by smart meter





Customer Portal Adoption

- Launched November 2024
- 92,000 registered accounts
 - 70% of accounts
- 60,000+ paperless billing customers
 - Exceeded pre-transition number (51k)
 - 45% of total accounts



Improving Customer Service

2024	2025
Avg. Call Wait Time: 7:34	Avg. Call Wait Time: 1:26
Bills Based on Actual Reads: 86% of customers	Bills Based on Actual Reads: 98% of customers



A New Era of Drainage Power *Launching the Power Complex*

- Ribbon Cutting December 2025
- More reliable power generation for drainage
- Peace of mind during storms



Scan the QR code for a video on how the Power Complex works





Drainage Consolidation

2024

Split responsibility with DPW (small lateral drainage); SWBNO responsibility large diameter lines

4.1 M lbs of debris removed

5,913 Catch basins cleaned

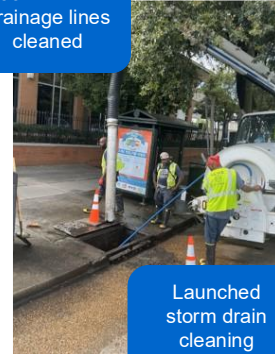
2025

Sole agency responsible

10.6 M lbs of debris removed

9,044 Catch basins cleaned

93 miles of drainage lines cleaned

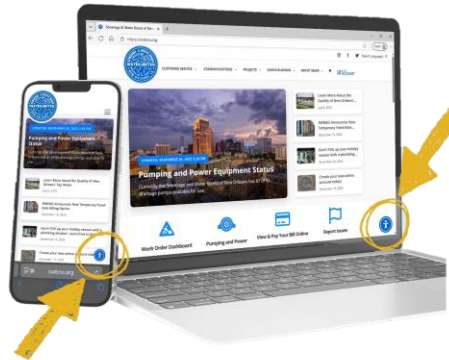


Launched storm drain cleaning dashboard



A New, ADA Compliant Website

- Completed well ahead of regulatory deadline (April 2026)
- Cloud-hosted, eliminating dependency on Board's physical data center
- Improved user experience and equitable access goals



Human Resources

- Added 2nd day to Orientation Training
- Finished HR satellite units and employee kiosks across multiple locations
- Launched EEIS (Employee Electronic Information System)
- Completed Pension Portal rollout
- Launched Quarterly Retiree Newsletter
- Worked with GSO to collaborate with Louisiana universities for engineering recruitment pipeline



Safety

- In two years:
 - OSHA incidents down **70%**
 - Digging/excavating incidents down **25%**
- In 2025:
 - Workers Comp. costs down **24%**



Next Priorities



Major Software Upgrades

These modernization upgrades will:

- Improve operational efficiency
- Strengthen data integrity
- Help us move from reactive maintenance to more proactive maintenance



Financial System



Human Resources System



Asset Management System



Customer Billing System



Investing in Water Treatment

Water Quality Master Plan

- Identifies the next level of investment for our water treatment plants
- Considers new water quality regulations, climate change, and saltwater intrusion
- Finalizing short- and long-term capital plans
- Planning for treatment chemical optimization in 2026



Other Upcoming Priorities



Improve quality of life with higher construction standards



Develop Strike Teams to address key issues



Other Upcoming Priorities

- Begin developing next iteration of Strategic Plan
- Current version adopted in 2022
- Update needed for 2028



We make life in
New Orleans
possible.



Randy Hayman, Executive Director shared a video of “2025 Year in Review.” The video showed “big wins” for SWBNO like smart meters, the PromisePay program, completion of Wastewater consent decree construction, the Power Complex launch, over 10 million pounds of debris removal, and a series of “Water Talks” completed throughout the New Orleans area. One event that was noted was from the Treme neighborhood. Mr. Hayman acknowledged SWBNO’s “strike team” initiative and how the team’s performance has served to identify and resolve concerns raised by residents.

Mayor Moreno requested a point of contact for the public, if residents have issues based on repair cleanup and debris. Mr. Hayman advised that SWBNO’s Customer Service department will be the first point of service for the public. Mayor Moreno emphasized stronger communication with the public, an increased social media presence, and additional resources for debris cleanup at SWBNO worksites.

ACTION ITEMS

- Resolution (R-028-2026) Ratification of Limited Delegation of Authority for Certain Contract and Administrative Matters
 - **Mayor Moreno asked for a motion to approve R-028-2026. Director Scrubbs moved to adopt the resolution as proposed. Director Howard seconded. The motion carried.**
- Resolution (R-027-2026) Final Authorization – Sixth Supplemental Water Revenue Bond Resolution - \$66,000,000 Series 2026A - Louisiana Department of Health – Lead reduction program
 - **Mayor Moreno asked for a motion to approve R-027-2026. Director Scrubbs moved for approval. Director Thomas seconded. A roll call vote was raised. Without opposition, the motion carried.**
 - Mayor Helena Moreno - YEA
 - Director Chadrick Kennedy - YEA
 - Director Ariane Greenidge - YEA
 - Director Joseph Psychaud- YEA
 - Director H. Davis Cole - YEA

Director Janet Howard- YEA
Director Tyler Antrup- YEA
Director Kimberly Thomas- YEA
Director Courtney Scrubbs- YEA
Councilman Freddie King- Absent

Mr. Jason Akers, Bond Counsel was present to provide details regarding Resolution 027-2026. Bond details that were described suggest a 30-year, 0% interest bond, with approximately 49% of the amount forgiven over time.

- Resolution (R-197-2025) SWBNO 2026 Holiday Calendar
- **Mayor Moreno asked for a motion to approve R-197-2025. Director Thomas moved for approval. Director Kennedy seconded. Without opposition, the motion carried.**

CORRESPONDING RESOLUTIONS

The following resolutions were discussed at the January 14, 2026, Finance and Administration Meeting:

General Superintendent Recommendations

Contract Awards/Renewals

- Resolution (R-001-2026) Authorization for Award of Contract for Professional Services between Sewerage and Water Board of New Orleans and 1898 & Co. for Enterprise Asset Management Software and Services
- Resolution (R-006-2026) Contract 8171 Renewal No. 1 – Repaving Open Cuts in Streets, Driveways, and Sidewalks Resulting from Underground Utility Repairs between The Sewerage and Water Board of New Orleans and Fleming Construction Co., LLC.

Contract Amendment

- Resolution (R-002-2026) Authorization of Amendment No. 7 to the Agreement between the Sewerage and Water Board of New Orleans and N-Y Associates, Inc. for Design and Engineering Services for the Water Line Replacement Program.
- Resolution (R-003-2026) Authorization of Amendment No. 2 to the Agreement between the Sewerage and Water Board of New Orleans and Wesco International for West Power Complex Electrical and Control Cable.
- Resolution (R-004-2026) Authorization of Amendment No. 3 to the Agreement between the Sewerage and Water Board of New Orleans and Jacobs Engineering Group, for Design and Construction Administration Services for a New Turbine-Generator at the Carrollton Water Treatment Plant.
- Resolution (R-005-2026) Authorization of Amendment No. 6 to Agreement between the Sewerage and Water Board of New Orleans and Stanley Consultants, Inc. for Design and Engineering Services for the Bulk Storage and Chemical Feed Facility Project.

- **Mayor Moreno asked for a motion to approve Corresponding Resolutions in globo. Director Peychaud moved to accept Corresponding Resolutions as proposed. Director Scrubbs seconded. The motion carried.**

EXECUTIVE SESSION

- **Mayor Moreno presented a motion to enter Executive Session. Director Scrubbs moved for approval. Director Thomas seconded. Without opposition, the motion carried.**
- Pursuant to La. R.S. 42:17(A)(2), the Board of Directors of the Sewerage and Water Board of New Orleans will meet in Executive Session to discuss: Sewell, Et Al v. SWBNO c/w Bautista, Et Al v. SWBNO; 2015-4501 c/w 2017-9531.
- Pursuant to R.S. 42:19, 42:17 (A)(1) and 42:17(A)(10), the Board of Directors of the Sewerage and Water Board of New Orleans will discuss the character, professional competence, or physical or mental health of individuals being considered for the position of Interim General Superintendent.
- **Mayor Moreno presented a motion to exit Executive Session. Director Scrubbs moved for approval. Director Thomas seconded. The motion carried.**

ACTION ITEMS

- Appointment of Interim General Superintendent for the Sewerage and Water Board of New Orleans
- **Mayor Moreno presented a motion to appointment of Kaitlin Tymrak as Interim General Superintendent. It was noted that the salary for the Interim Superintendent would remain the same as under the existing pay scale and salary. Director Thomas moved for approval. Director Scrubbs seconded. The motion carried.**

INFORMATION ITEMS

The following items submitted for informational purposes only:

- A. CFO – November 2025 Report
 - B. GSO – December 2025 Report
 - C. Safety – December 2025 Report
 - D. Procurement – September 2025 – December 2025
 - E. HR – December 2025 Report
 - F. FEMA – December 2025 Report
 - G. EDBP – December 2025 Report
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PUBLIC COMMENT

The following person(s) appeared before the Board of Directors to make comments:

- Mr. Johnell Brown, representing self, expressed concerns about discriminatory practice within SWBNO organization and the Human Resource Department. Mr. Brown requested an independent review of the HR Department.

ADJOURNMENT

There being no further business to come before the Board of Directors, Mayor Moreno made a motion to adjourn. Director Kennedy moved to adjourn. Director Antrup seconded. The motion carried. The meeting adjourned at approximately 11:00 a.m.