BOARD OF DIRECTORS' MEETING

September 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 Monday, September 21, 2026, at 9:00 a.m. in the Executive Boardroom. Interim Special Counsel, Mr. Darryl Harrison called the roll and confirmed the following members were present: Designee for Honorable Mayor Moreno, Stephen Nelson, Director Julius Kimbrough Jr., Director Jonathan Stewart, Director Kathryn Walmsley, Director Leslie Bouie, Director Ariane Greenidge, Director David Gallo, and Director Corinne Villavaso.

The following member(s) were absent: Hon. Mayor Helana Moreno, Hon. Councilmember Jason Hughes, Director Chadrick Kennedy and Director Kimberly Thomas.

Staff present were Randy Hayman, Executive Director; Jamie Parker, Chief of Staff; Grey Lewis, Chief Financial Officer; Darryl Harrison, Interim Special Counsel; Kaitlin Tymrak, Interim General Superintendent; Renelle Brown, Chief Customer Service Officer; Irma Plummer, Director, Economically Disadvantaged Business Program; Brionne Lindsey, Board Relations.

Director Stewart took a moment to recognize a former employee of the Sewerage and Water Board, Mr. Dexter Joseph. Mr. Joseph had a distinguished career in public service that spanned approximately 30 years, including 21 years at the Sewerage and Water Board. He was dedicated to the development of fellow accountants and demonstrated a genuine commitment to the organization and the city's work as a trustee. Mr. Stewart requested a moment of silence in honor and remembrance of Mr. Dexter Joseph.

Executive Director, Mr. Randy Hayman recognized the efforts of employees. In August, a water main in the West Bank was damaged. This incident occurred on Friday, August 7, 2026, at 10:00 PM, due to a contractor working on the SELA drainage project in Algiers. The team responded promptly, working for approximately 24 hours to resolve the issue. Staff efforts included isolating the break location to restore water to residents, which was a significant task. They also managed water pumping and the water treatment plant to prevent further disruptions or unintended consequences resulting from this event. Effective collaboration among staff enabled the issue to be resolved and the system returned to normal within 24 hours. The departments involved included networks, water purification personnel, and staff from the West Bank Power and Water Purification Laboratory, who handled sample collection and analysis. The contributions of all employees involved in this effort are acknowledged.

APPROVAL OF PREVIOUS MINUTES

Director Stewart presented a motion to approve the minutes of the July 15, 2026, Board Meeting.

Director Nelson moved for approval of the minutes. Director Villavaso seconded. The motion carried.

Director Stewart presented a motion to approve the minutes of the September 9, 2026, Board Meeting. Director Bouie moved for approval of the minutes. Director Walmsley seconded. The motion carried.

COMMITTEE REPORT

STRATEGIC PLANNING COMMITTEE

- Director Stewart asked for a motion to approve the report from the Strategic Planning Committee. Director Nelson moved to approve the minutes. Director Walmsley seconded. The motion carried.

COMMITTEE APPOINTMENTS

- Director Stewart acknowledged that he will be emailing Directors directly with committee assignments.

EXECUTIVE DIRECTOR'S REPORT



WEFTEC

Hosting **10** SWBNO Facility Tours

7 staff participating or moderating panels

Water Dogz will be hosting international and national training operations at **Central Yard on Sat Sept 26th**

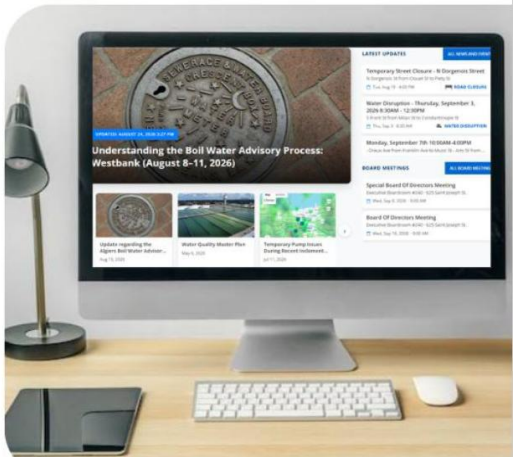
Mon Sept 28th Open General Session – all welcome to join!



Communications Updates

Customer Notifications

- Water closures and traffic advisories now visible on our homepage
- Interfacing with NOLAREADY team to understand system capacities
- Improved customer communications via Customer Portal – water disruptions, traffic advisories, general account information
- Enhancing internal escalations processes as it relates to emergencies and public safety



Quality of Life Initiative

6 Core Principles

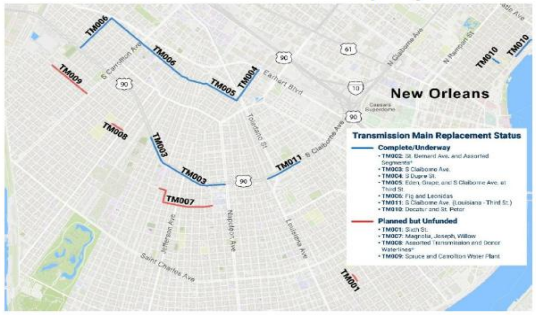
1. Daily Site Cleanup
2. Traffic Control Measures
3. Service Disruption Notifications
4. Stormwater Pollution Prevention
5. Tree Protection
6. On-site inspections

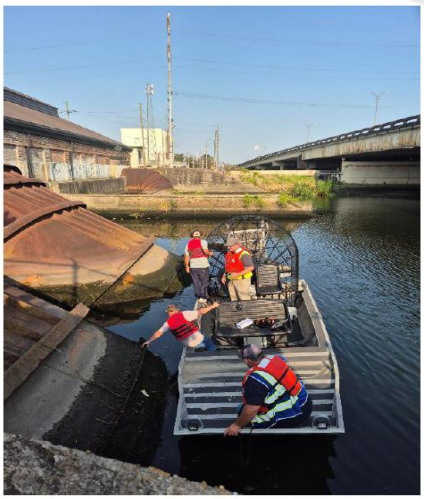
A link will be available on our website for customers to submit their concerns.

We appreciate our contractor's hard work and continuing efforts to improve our presence in the community by maintaining a safe and clean worksite.

Recent Accomplishments

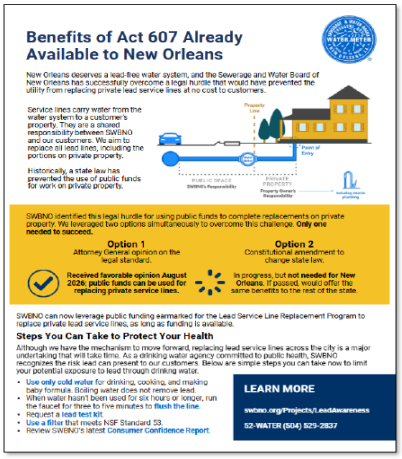
- **DPS 7** Discharge Bells Inspection
- Contractor selected for the final FEMA-funded Transmission Main project



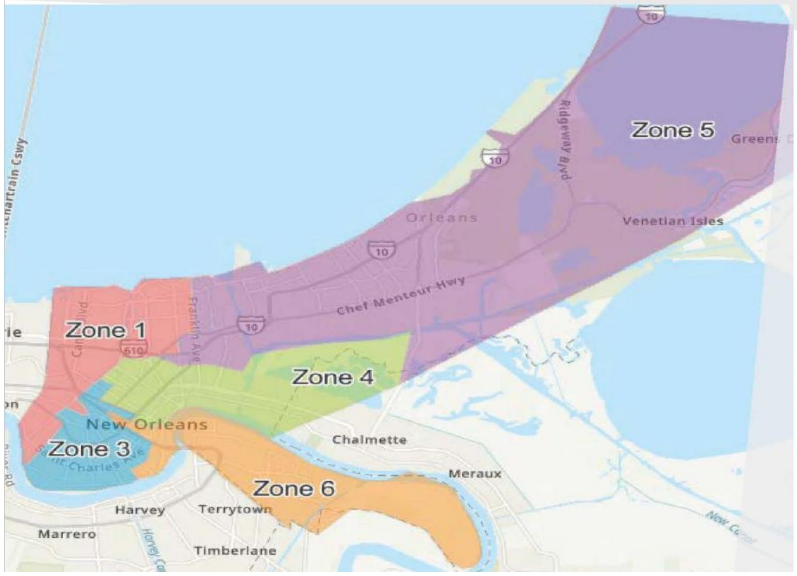


Lead Service Line Program Update

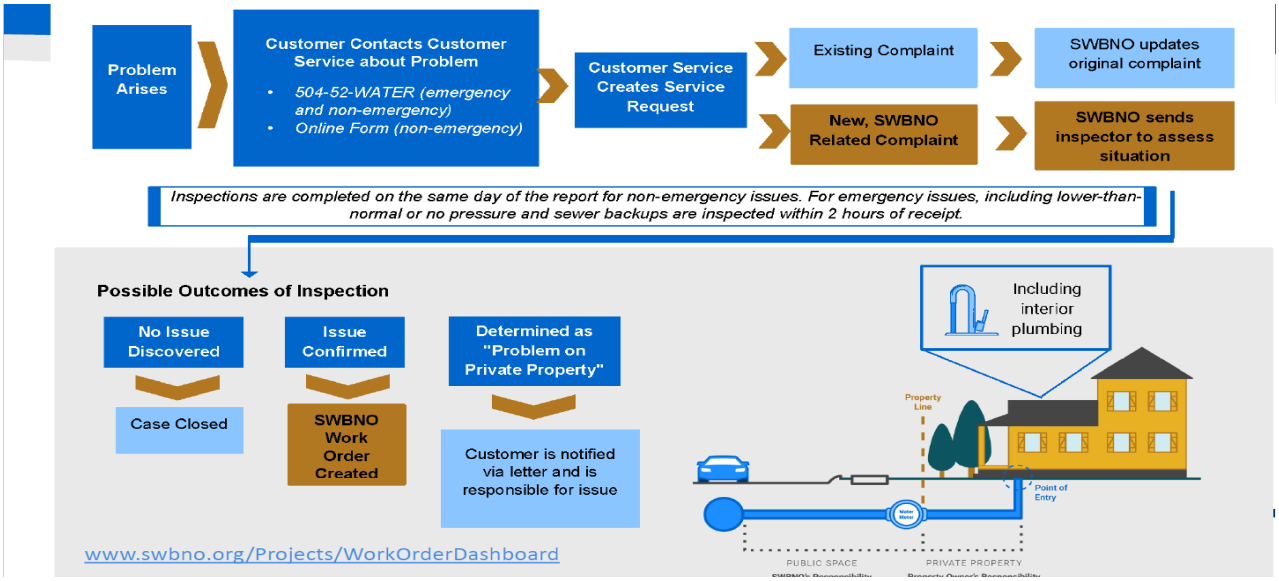
- Benefits of Constitutional Amendment (Act 607) already available to New Orleans
  - Favorable AG opinion gives green light for SWBNO
  - Amendment would offer same benefit to rest of the state
- Continuing to explore SB 268 → Municipal Ordinance Private Property Access
- Program Manager NTP issued July 27, 2026
  - Quickly standing up program foundation
  - Phased rollout with anticipated start this year
  - Initiating collaboration with City partners
- Inspection pilot program in Gentilly to start in coming weeks
  - Testing hydrovac technology for cost/benefit analysis



Life of a Work Order – Water and Sewer



- **5 geographical zones**. Crews perform water and sewer work within their assigned area.
- 1 group that manages barricades, performs sewer flushing, and assist with point repairs
- **1 paving team** that covers the entire City
- One 'overnight crew' that responds to new items **between 3pm and 11pm**, as well as assist with hydrant and valve maintenance
- **24/7 Inspection** and dispatch team
- Weekend and overnight crews **on standby**
- Drainage handled **separately**



504.529.2837 or 52.WATER

When a SWBNO Work Order is Created

Work Order Sent to appropriate SWBNO Zone or Contractor
Contractor repairs include large water main repairs & large sewer main repairs & repairs in heavily trafficked areas

Request Categorized
- *A – immediate attention*
- *B – same-day or next-day attention*
- *C – scheduled maintenance*

A priority - No Water, Sewer Overflows, Major Leaks that Impact Water Pressure
B priority - Struck Hydrants/Major Leaks That Do Not Impact Water Pressure

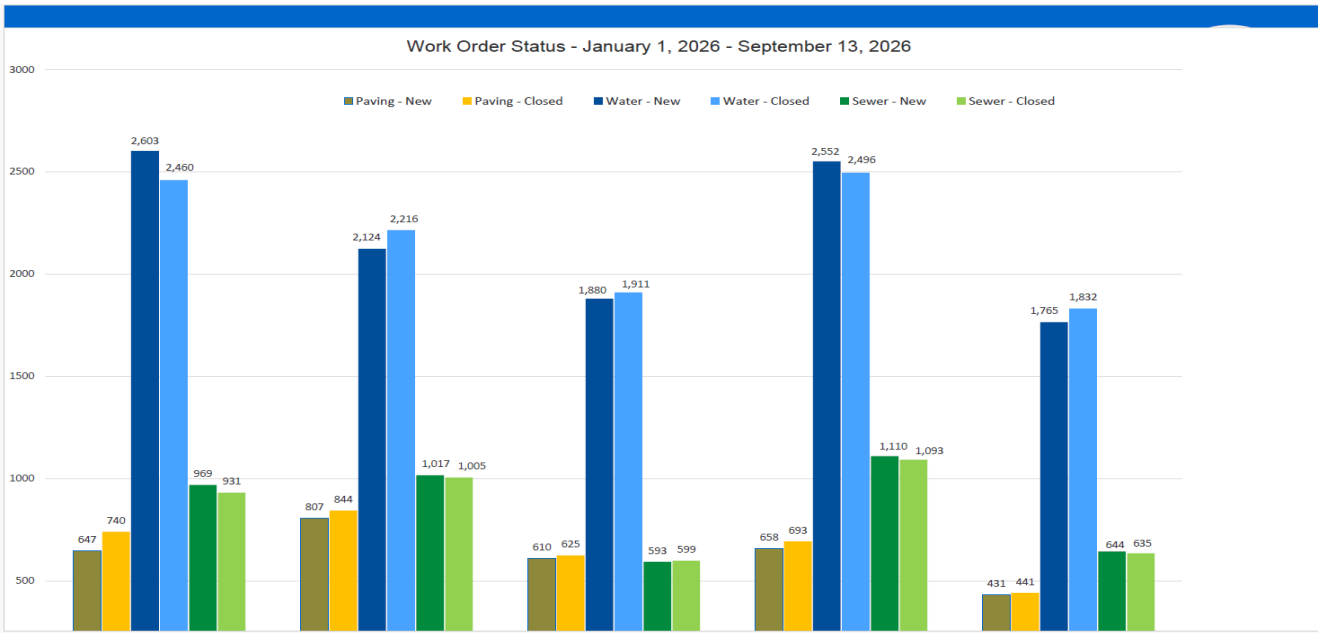
Addressed by Category within Average Timelines

Work Order Closed once SWBNO or Contractor completes request

Once a work order is complete, SWBNO will confirm if additional work orders are necessary to complete the entire repair. For example, a work order to repair a water line may require excavation. Once that repair is complete, we will create a separate work order for the necessary pavement repairs to complete the entire job.

RESPONSE TO CHANGING CONDITIONS

- Repeat calls should trigger a repeat inspection based on information provided by customer
- If conditions have deteriorated, then the priority of the work order should change
- ***Areas for improvement***
  - Scheduling a site inspection for locations with delayed repairs to assess changing conditions
  - Internal retraining on conditions that warrant escalations or heightened concern
  - Escalating areas of repeat calls to senior management



Killdeer Street

Initial customer calls: May 11 and August 3

Aug 3: work order created for water inlet leak

Aug 19 and 20 – crews excavated the yard and sidewalk and discovered that the issue was actually on the 12" main and the location of the break was within the tree roots; water routed to the nearby storm drain

The repair could not be immediately made for two reasons:

1) Location of pipe break within the tree roots, requiring that the line be capped in order to make the repair

2) Location and condition of valves would have resulted in turning off water to the entire block in order to shut off water to this location

8/29/26 – the customer made additional calls regarding concern about the tree leaning; SWBNO crews placed backfill around the tree on 8/31 and made plans to repair first thing in the morning

9/1/26 – tree collapsed in early morning hours





Catch Basin Cleaning / Minor Drainage

Storm Drain Cleaning Progress

2024-2025 Cleaning	2026 Contractor (YTD)	2026 In-House (YTD)	2026 Total (YTD)
Catch Basins Cleaned 14,597	Catch Basins Cleaned * 1,491	Catch Basins Cleaned 2,198	Catch Basins Cleaned 3,689
Drainage Lines Cleaned 240.4 mi	Drainage Lines Cleaned * 11.0 mi	Drainage Lines Cleaned 7.7 mi	Drainage Lines Cleaned 18.7 mi
Debris Removed 14,683,220 lbs	Debris Removed 5,595,620 lbs	Debris Removed 555,179 lbs	Debris Removed 6,150,799 lbs

* Includes Pre-Assessed Clean Catch Basins and Drainage Lines **Last Updated:** September 18, 2026 at 12:42 PM

311 Resolutions (last 4 weeks)

Council District E	115
Council District C	86
Council District B	37
Council District D	103
Council District A	60

Total SRs closed: 401

Minor Drainage System Condition

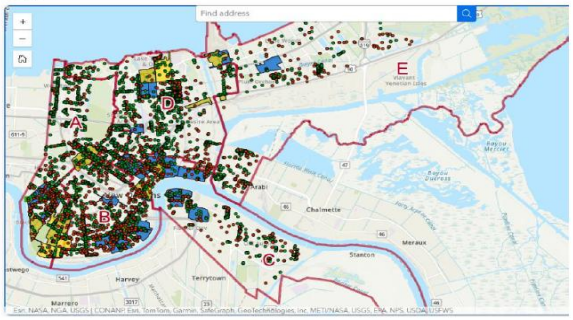
Improvements to website are planned that will show locations of known damaged pipes

Developing list of repairs needed for communication and awareness

Working with City to transfer $2M in bond funds for capital drainage repairs

SEARCH FOR CLEANING UPDATES

View recent storm drain cleaning activity in your area. The map below shows locations of catch basins, lateral lines, and drainage mains that have b cleaning.



PRESENTATION ITEMS

A. Proposed Repayment Plan pursuant to City Council Motion No. M-26-368, E. Grey Lewis, Chief Financial Officer

- A presentation regarding repayments to the City's Department of Public Works (DPW) was provided, as requested by the City Administration and pursuant to City Council ordinance No. M-26-368. The repayments covered the Max Pave program, joint bond projects with the City, and the Joint Infrastructure Recovery Roads Program (JIRR). Staff proposed a multi-year repayment plan to the City, noting that costs for some joint bond projects will need to be reconciled and addressed under a separate payment plan. In total, staff proposed repaying $3.2M related to the Max Pave program, $6M in water costs related to various bond projects, and $3M in sewer costs related to various bond projects. The Board discussed the need to repay

the City, as well as the need to maintain financial stability for the utility. Board members also expressed a desire that the repayment terms for the utility reflect those being offered by the City's bonds. Furthermore, discussions ensued regarding the necessity for management to ensure that any new work requested by the City includes clearly defined financing plans that are budgeted and align with long-term capital funding strategies, akin to the bond financing previously secured by the City.

- The Board requested additional time to review repayment plan options and agreed to schedule a special meeting on September 28, 2026 to continue its discussion on the issue.

B. Executive Summary Report (July 2026) - E. Grey Lewis, CFO, SWBNO

Financial Overview

Mr. Lewis, CFO, presented an overview of the preliminary year-to-date financials for July 2026 and discussed the ongoing transition activities with Oracle, focusing mainly on financial reporting. The implementation phase with Oracle Hypercare concluded in late August, and the team is currently collaborating with internal IT resources for all Oracle-related activities regarding the new ERP system.

Revenue

For July, Water and Sewer Operating Revenues reached $24.2 million, exceeding the budget. By the end of August, the total was $163.6 million, which was relatively consistent with the budget. Year-to-date Operating Expenses for the three systems totaled $225 million, which is lower than the budgeted amount of $236 million. Continuous monitoring will be necessary due to the changes in systems following the February Oracle go-live.

Cash on Hand

Cash collections for water and sewer bills amounted to $21.56 million in August and $21.6 million in July, which are below historical averages. The total for past due amounts (60 days) is $64.9 million, reflecting a 1% decrease from the previous month, while enrollment in payment plans has increased by 11% compared to twelve months ago.

As of July 31, the Days Cash on Hand are 272 for Water and 301 for Sewer, both exceeding internal targets and the minimums required under the bond indenture. Days Cash on Hand is the main liquidity target outlined in the general bond resolutions, which stipulate a minimum of 90 days cash on hand. The Debt Service Coverage is budgeted at 1.72 for Water and 2.17 for Sewer, remaining consistent with year-to-date operating expenses and excluding non-cash charges like depreciation expense.

Mr. Lewis reported that customer credits amounted to $556,000, as instructed by the third party appointed by the Council. In conjunction with state arbiter credits and other SWBNO credits, the total for July reached $1.4 million. Service interruptions due to non-payment increased to 2,322, compared to 1,868 the previous month. Additionally, new payment plans totaled 2,029, and there were 306 one-time payments made, which completely addressed the customers' past due bills.

ACTION ITEMS

- Ratification of Actions taken during the September 9, 2026, Special Board Meeting

- Resolution (R-116-2026) Affirming the Commitment of the Board of Directors to Lead and Support the Critical Transition to a Local-Control Governance Structure

    - **Director Stewart made a motion to approve Resolution R-116-2026. Director Walmsley moved. Director Gallo seconded. The motion carried.**

- Election of the President of the Board of Directors

    - **Director Stewart made a motion to ratify the election of Jonathan Stewart to serve as the President of the Board of Directors. Director Bouie moved. Director Kimbrough seconded. The motion carried.**

- Election of the President Pro Tempore of the Board of Directors

    - **Director Stewart made a motion to ratify the election of Chadrick Kennedy to serve as President Pro Tem of the Board of Directors. Director Walmsley moved. Director Bouie seconded. The motion carried.**

- Resolution (R-118-2026) Affirming the Support of the Board of Directors for New Orleans City Council Actions

    - **Director Stewart made a motion to Defer Resolution R-118-2026. Director Walmsley moved. Director Kimbrough seconded. The motion carried.**

    - **Directors have raised concerns about amending R-118-2026 by removing city language and revising the resolution into three separate resolutions to enhance transparency, as each serves a different purpose.**

- Resolution (R-119-2026) Commitment of the Board of Directors to Support the Development of a Plan Transitioning the Sewerage and Water Board to a Local-Control Governance Structure

- **Director Stewart made a motion to approve Resolution R-119-2026. Director Bouie moved. Director Gallo seconded. The motion carried.**

GENERAL SUPERINTENDENT'S REPORT

CONTRACT AWARD/RENEWAL

- Resolution (R-083-2026) Award of contract 2026-SWB-28 for Kansas Street Sewer Force Main Replacement between the Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-084-2026) First Renewal for Contract 30267 – Restoration of Gravity Flow Sanitary Sewers by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole, CIPP Lining of Service Laterals and Point Repairs at Various Sites Throughout the City of New Orleans.
- Resolution (R-102-2026) Award of Contract 2171 – Transmission Main Replacement Program –Sixth Street; Magnolia, Joseph, And Willow; Cohn Street, S. Carrollton Palmetto Canal, Florida Avenue and Elysian Fields and other Water Mains; Spruce Street-TM1789 -- Project Nos. PW 19846, PW 21031, PW 20232, 2026-SWB-40 between The Sewerage and Water Board of New Orleans and RNGD Construction, LLC.

- **Director Stewart made a motion to approve Contract Award/Renewal. Director Walmsley moved. Director Bouie seconded. Director Villavaso obstain. The motion carried.**

CONTRACT CHANGE ORDER BY RATIFICATION

- Resolution (R-076-2026) Ratification of Change Order No. 9 for Contract 1420 – Power Complex Phase 1 Equipment Installation and Commissioning between The Sewerage and Water Board of New Orleans and Frischhertz-Barnes a Joint Venture.
- Resolution (R-085-2026) Ratification of Change Order No. 8 for Contract 1417 - Static Frequency Converter Procurement Project between The Sewerage and Water Board of New Orleans and Barnes Electric Co., Inc.
- Resolution (R-086-2026) Ratification of Change Order No. 5 for Contract 30229-Carrollton Basin No. 1 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-088-2026) Ratification of Change Order No. 5 for Contract 30233 - Carrollton Basin No. 5 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and Hard Rock Construction, LLC.
- Resolution (R-089-2026) Ratification of Change Order No. 3 for Contract 30253 - Carrollton Basin No. 12 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-096-2026) Ratification of Change Order No. 7 for Contract 30254 - Carrollton

Basin No. 13 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.

- Resolution (R-097-2026) Ratification of Change Order No. 9 for Contract 30255 - Carrollton Basin No. 14 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and Fleming Construction Company, LLC.
- Resolution (R-099-2026) Ratification of Change Order No. 11 for Contract 1376 – Water Hammer Hazard Mitigation Program – High Lift Pumping Station and Panola Pumping Station between The Sewerage and Water Board of New Orleans and M.R. Pittman Group, LLC.
- Resolution (R-101-2026) Ratification of Change Order No. 3 for Contract 30247 – Restoration of Gravity Flow Sanitary Sewers by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole, CIPP Lining of Service Laterals and Point Repairs at Various Sites Throughout the City of New Orleans between The Sewerage and Water Board of New Orleans and CMG Pipelines Inc.

    - **Director Stewart made a motion to approve Contract Change Order by Ratification. Director Kimbrough moved. Director Gallo seconded. The motion carried.**

FINAL ACCEPTANCE

- Resolution (R-087-2026) Authorization of Final Acceptance for Contract 30229 – Carrollton Basin No. 1 Sewer Rehabilitation Between the Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-090-2026) Authorization of Final Acceptance for Contract 30253-Carrollton Basin No. 12 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-098-2026) Authorization of Final Acceptance for Contract 30255 - Carrollton Basin No. 14 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and Fleming Construction Company, LLC
- Resolution (R-100-2026) Authorization of Final Acceptance for Contract 1376 – Water Hammer Hazard Mitigation Program, High Lift Pump Room and Panola Pump Station Improvements between The Sewerage and Water Board of New Orleans and M.R. Pittman Group, LLC.

    - **Director Stewart made a motion to approve Final Acceptances. Director Gallo moved. Director Walmsley seconded. The motion carried.**

INFORMATION ITEMS

The following items submitted for informational purposes only:

A. Report – HGI (August 2026)
B. Report – CFO (July 2026)
C. Report – GSO (August 2026)
D. Report- Safety (July/August 2026)
E. Report – HR (July/August 2026)
F. Report – FEMA (July/August 2026)
G. Report – EDBP (July/August 2026)
H. Report - Procurement (July 2026)

PUBLIC COMMENTS

NO PUBLIC COMMENTS

ADJOURNMENT

There being no further business to come before the Board of Directors, Director Stewart made a motion to adjourn. Director Gallo moved to adjourn. Director Nelson seconded. The motion carried. The meeting adjourned at approximately 12:10 p.m.