



625 St. Joseph Street
New Orleans, LA 70165
504.529.2837 or 52.WATER

July 8, 2026

The Joint Finance and Administration and Governance committees met on Wednesday, July 8, 2026, in the Executive Board Room. The meeting convened at approximately 9:01 a.m.

Present:

Director Jonathan Stewart – Chair
Director Courtney Scrubbs
Director H. Davis Cole
Director Kimberly Thomas

Members Absent

Director Chadrick Kennedy
Councilmember Hughes

Non-Members Present:

Director Tyler Antrup
Director Ariane Greenidge

DISCUSSION ITEMS

A. Employee Relations Governance

The committee discussed SWBNO's Human Resources (HR) policies related to employee grievances, particularly when a grievance from an employee involves a manager, supervisor, or executive team member. Special Counsel advised that the grievance process is managed by the Employee Relations Department, which falls under the purview of the chief administrative officer (CAO). In instances of conflict or the need for further examination or investigation, grievances can be escalated to the Office of Special Counsel. External counsel may also be engaged if necessary.

Mr. Hayman informed the committee that the utility plans to engage an independent third party to evaluate current HR policies. They will assess current policies and provide recommendations for improvement, as well as assist in drafting new policies if needed. The grievance policy will be included in this evaluation. In the interim, the committee expressed a desire for management to ensure that employees are properly informed about the grievance policy, including who they can approach and how they can express issues they may have.

The committee also asked about involuntary transfers and their role in disciplinary actions. It was explained that involuntary transfers are not viewed as a disciplinary measure. The use of an involuntary transfer is an administrative decision, permitted by civil service rules, and can occur to fill an



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administrative or staffing need. Further evaluation by the Office of Special Counsel would be needed to determine whether involuntary transfers are being used as a retaliatory action.

- **Director Scrubbs presented a motion for the Office of Special Counsel to review the utility's grievance policy and progressive discipline policy to identify gaps and provide recommendations for enhancements that can be implemented by the Board. Director Cole moved. Director Thomas seconded. The motion carried.**

B. Capital Project Accountability and Contract Performance

Kaitlin Tymrak, General Superintendent, provided a presentation on the Capital Project Accountability and Contract Performance. Ms. Tymrak noted that contract management is an essential function within the organization, with various roles distributed across departments such as engineering, project management, project delivery, and budget and finance.

Efforts have been made to enhance compliance with internal bid laws and policies, ensuring that the necessary structures are in place for efficient procurement, contract change management, and project management. With the upcoming full implementation of the new Oracle financial system, there is an opportunity to advance this framework towards a more performance-oriented approach, allowing for more meaningful reporting of metrics and increased public visibility.

SWBNO's current method is a traditional design-bid-build approach characterized by a low-bid environment. However, one of the future objectives is to transition to alternative delivery methods, which help share risks, reduce uncertainties, and leverage combined expertise to achieve better outcomes. This strategy is permitted under state bid law. This transition is essential to prepare for significant infrastructure investments, including large-scale water main replacements and other major programs.

C. Governance Modernization Workstream Update

Director Scrubbs provided an update on the governance modernization workstream, focusing on improving the functionality of committees. Using the Audit Committee charter as a guide, Director Stewart and Director Scrubbs drafted comparable charters for the Governance, Finance and Administration, Operations, and Strategic Planning committees. Due to their complexities and third-party involvement, charters for the Pension and Plumbing committee may be developed later.



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Director Scrubbs asked committee members to review a matrix outlining the oversight responsibilities of each committee and provide any comments or feedback before the document is submitted to the full Board. The intention is to create a record that can be provided to new directors outlining their oversight responsibilities.

PRESENTATION ITEM

A. Executive Summary Report (May 2026) - E. Grey Lewis, CFO, SWBNO

Financial Overview

Mr. Lewis provided highlights on the preliminary year-to-date financials for May 2026. He noted that the audit for FY2025 was completed and submitted to the Louisiana Legislative Auditor on June 26, 2026. The full audit results will be communicated to the Audit Committee.

Regarding the Oracle financial system conversion, which went live in February, Mr. Lewis noted that the HyperCare implementation period is being extended to address additional needs and provide support related to change management and training in Financial Reporting, Order Processing, and Invoice Processing. Additional updates will be shared with the committee by the CIO and CFO in the next two months, and further metrics on the overall impacts of the new ERP system are anticipated later in the year.

Revenue

As of May, year-to-date Water and Sewer Operating Revenues are 2% below budget due to reduced billed consumption and increased customer credits. Year-to-date operating expenses amount to \$93.3 million, which is lower than the budgeted amount, and ongoing monitoring is necessary due to system changes and an increase in emergency repair situations that may be categorized as either Capital or Operating and Maintenance related.

Cash on Hand

Cash collections for water and sewer bills were \$22.5 million in June and \$21.1 million in May, reflecting an improvement over historical averages for the past four months. Enrollment statistics for the Promise Pay payment plan have increased significantly compared to May 2025, with over 17,000 active payment plans among 138,000 connections at the end of May 2026.

As of May 31, the Days Cash on Hand was 171 for Water and 270 for Sewer, which is aligned with the primary liquidity target set in the general bond resolutions, establishing a minimum requirement



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of 90 days cash on hand. The final financial statements for 2025 also exceeded the necessary bond covenant metrics, surpassing the minimum liquidity and debt service requirements outlined in the bond indenture (1.25X).

The Committee discussed the possibility of incorporating additional reporting metrics for customer assistance programs, specifically Water Help, and the potential for permanent federal funding for the COVID-19 era program aimed at supporting low-income water service users.

Customer Service

Keith James, Utility Customer Service Manager, and Renelle Brown Interim Chief Customer Service Officer, reported on customer experience metrics across communication channels. Mr. James noted a decrease in the total number of calls received, a slight increase in the percentage of calls answered, a decrease in walk-in customers, and a decrease in average call wait times, all compared to last month. The committee inquired about the department's ability to track common customer inquiries and identify trends from incoming calls. Ms. Brown explained that ongoing modernization efforts are focused on improving systems and processes to better capture and track customer inquiry data. Ms. Brown also indicated that the department is exploring the addition of data analyst positions to enhance tracking and data collection capabilities. Total customer interactions for May were 42,153, representing a 6.3% decrease from the previous month's total of 44,983, and a 10.9% decrease compared to 47,321 during the same period last year.

ACTION ITEMS

- Resolution (R-093-2026) – Authorization for Amendment No. 7 To the Maintenance and Support Agreement Between the Sewerage and Water Board of New Orleans And Cogsdale Corporation
 - o **Director Stewart made a motion to approve Resolution R-093-2026. Director Cole moved. Director Thomas seconded. The motion carried.**



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GENERAL SUPERINTENDENT'S REPORT

CONTRACT AWARD/RENEWAL

- Resolution (R-073-2026) Authorization of Renewal No. 1 for Contract 2025-SWB-16 Furnishing Sodium Hypochlorite to the Algiers and Carrollton Water Plants between The Sewerage and Water Board of New Orleans and PVS DX Inc.
 - **Director Stewart made a motion to approve Contract Award/Renewal. Director Scrubbs moved. Director Cole seconded. The motion carried.**

CONTRACT CHANGE ORDER BY RATIFICATION

- Resolution (R-077-2026) Ratification of Change Order No. 7 for Contract 30235-Carrollton Basin No. 5 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-079-2026) Ratification of Change Order No. 8 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-080-2026) Ratification of Change Order No. 2 for Contract 30259-Carrollton Basin No. 18 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and Hard Rock Construction, LLC.
- Resolution (R-082-2026) Ratification of Change Order No. 2 for Contract 2162- Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites throughout Orleans Parish between The Sewerage and Water Board of New Orleans and Boh Bros. Construction Co., LLC.
 - **Director Stewart made a motion to approve Contract Change Orders by Ratification. Director Scrubbs moved. Director Thomas seconded. The motion carried.**



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MISCELLANEOUS

- Resolution (R-075-2026) Transfer of the Monticello Levee by Orleans Levee District and East Jefferson Levee District and Quitclaim of any Right, Title, or Interest Therein to the City of New Orleans for the Use and Benefit of the Sewerage and Water Board of New Orleans.
 - **Director Stewart made a motion to approve the Miscellaneous resolution. Director Thomas moved. Director Scrubbs seconded. The motion carried.**

FINAL ACCEPTANCE

- Resolution (R-072-2026) Authorization of Reconciliation and Final Acceptance for Contract 2162- Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites throughout Orleans Parish between The Sewerage and Water Board of New Orleans and Boh Bros. Construction Co., LLC.
- Resolution (R-078-2026) Authorization of Final Acceptance for Contract 30235-Carrollton Basin No. 5 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and BLD Services, LLC.
- Resolution (R-081-2026) Authorization of Final Acceptance for Contract 30259-Carrollton Basin No. 18 Sewer Rehabilitation between The Sewerage and Water Board of New Orleans and Hard Rock Construction, LLC.
 - **Director Stewart made a motion to approve Final Acceptances. Director Thomas moved. Director Scrubbs seconded. The motion carried.**

INFORMATION ITEMS

- A. Report – FEMA (June 2026)
- B. Report – EDBP (June 2026)

PUBLIC COMMENT

- None



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ADJOURNMENT

There being no further business to come before the Finance and Administration Committees, Director Stewart made a motion to adjourn. Director Scrubbs moved. Director Thomas seconded. The motion carried. The meeting was adjourned at approximately 10:45 a.m.