



625 St. Joseph Street
New Orleans, LA 70165

504.529.2837 or 52.WATER

December 10, 2025

The Operations Committee met on Wednesday, December 10, 2025, in the Executive Boardroom. The meeting convened at approximately 10:05a.m.

Present

Director H. Davis Cole, Vice Chair
Director Tamika Duplessis, PhD
Director Kimberly Thomas

Members Absent

Director Janet Howard, Chair
Director Chadrick Kennedy

PRESENTATION ITEM

**A. *Organizational Transformations: Tamers, Hydrants, Remote Shutoff, & Backflow —*
Rebecca Johnsey, Deputy General Superintendent**

Ms. Johnsey shared key initiatives that have been undertaken by the utility to improve its organizational processes. These initiatives include reviewing and refining cross-functional workflows, updating SWBNO policies and sharing them on the utility's website for customer awareness, and training for stakeholders.

Ms. Johnsey also discussed SWBNO's tamper policy, which is aimed at protecting the utility's infrastructure. She also updated the committee on the utility's policies for hydrant meters, including the application process, deposits, charges for water usage, and customer communications.

An update on backflow enforcement was also shared with the committee. The utility's backflow policy strives to prevent contaminated water from entering the potable water system. Various parties have different responsibilities relative to preventing backflow, including SWBNO, property owners, backflow testers (plumbers), and the Louisiana Department of Health and Hospitals. Staff reviewed the utility's processes for communicating with property owners regarding backflow compliance and the steps involved when a customer is not compliant.

Ms. Johnsey's also shared that the installation of more than 4,000 Ally meters has improved the utility's ability to monitor pressure and provided greater insights into the water distribution network.



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ACTION ITEMS

- Resolution (R-179-2025) Authorization of The Change in Enforcement Fees for Tamper Events of Water Meters and Enforcement of Water Disruption for Backflow Non-Compliance By The Sewerage and Water Board of New Orleans.
 - **Director Thomas moved to accept R-179-2025. Director Duplessis seconded. The motion carried.**
- Resolution (R-197-2025) SWBNO 2026 Holiday Calendar
 - **Director Thomas moved to accept R-197-2025. Director Duplessis seconded. The motion carried.**

PUBLIC COMMENT

- Mr. Jessie Perkins, a local resident and former SWBNO employee, shared comments and concerns about Drainage.

ADJOURNMENT

There being no further business to come before the Operations Committee, Director Cole made a motion to adjourn. Director Thomas moved. Director Duplessis seconded. The motion carried. The meeting was adjourned at approximately 10:49 a.m.