



DATE: 12/10/2025 TIME: 10:00 a.m. LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | H. Davis Cole, Vice Chair | Tamika Duplessis, PhD |
Chadrick Kennedy | Kimberly Thomas, JD |

Operations Committee Meeting Agenda

PUBLIC MEETING

All meetings are open to the public, and we encourage your attendance.
Those interested can join in person or virtually.

Join In-Person: Executive Board Room, Second Floor
625 St. Joseph St., New Orleans, LA 70165

Join Virtually: <https://www.swbno.org/BoardMeetings>

E-Public comments will be accepted via <https://www.swbno.org/BoardMeetings>.
All e-public comments must be received at least 2 hours prior to the meeting. Comments
will be read verbatim into the record.

I. Roll Call

II. Presentation Item

- A. Organizational Transformations: Tampers, Hydrants, Remote Shutoff, & Backflow –
Becca Johnsey, Deputy General Superintendent

III. Action Items

- A. 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.
- B. Resolution (R-197-2025) SWBNO 2026 Holiday Calendar

IV. Public Comment

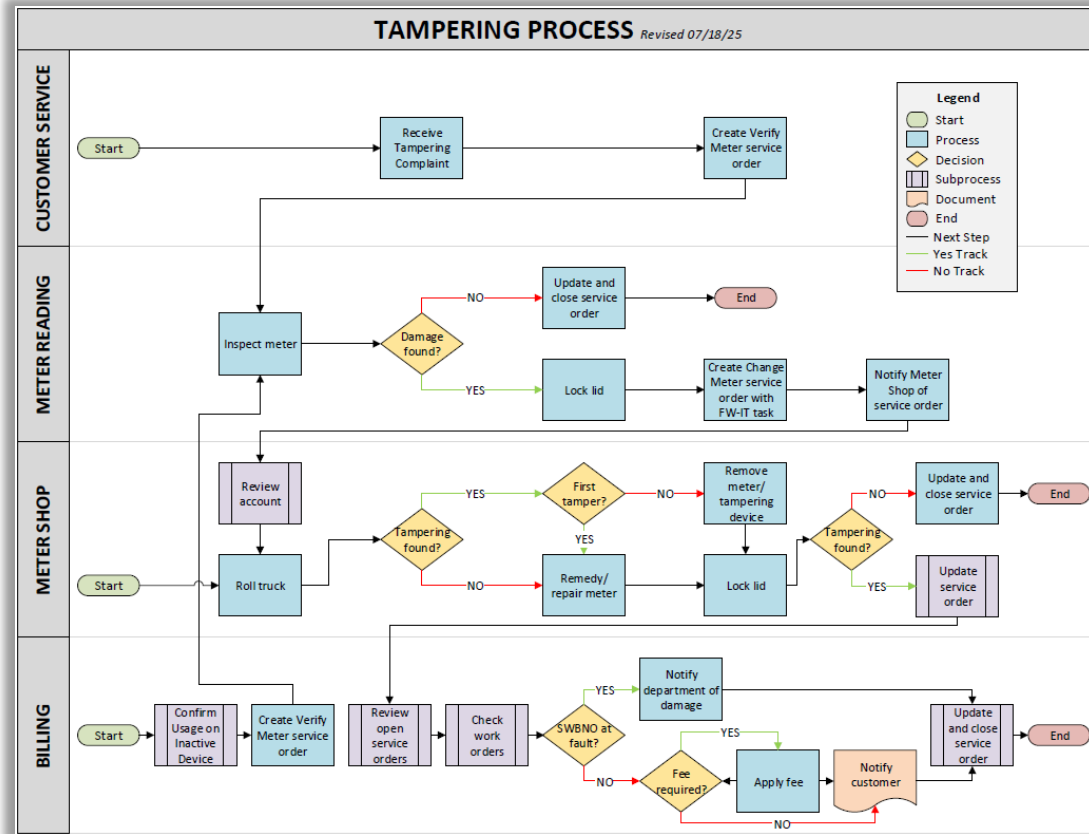
V. Adjournment

Organizational Transformations: Meter Tamperers, Hydrant Meters, Backflow





Revised Meter Tampering and Damage Response Plan



Revised process initiated to reduce tampering by implementing:

- **Integrated cross-functional workflow.**
 - Stakeholder meetings held to collaborate on cross-functional processes with clear roles & responsibilities.
- **Clear customer awareness and communications.**
 - Awareness campaign as part of process to assure customers understand new process.
 - Targeted customer letters based on severity of damage/tampering ranging from warning to shut-off notice.
- **Actionable tracking and reporting.**
 - Cognos/CSM utilized for tracking, reporting and work order progression.
 - Photos used to provide additional documentation.
- **Proper billing and fee collection.**
 - Process-flow provides clear direction on fee implementation and tracking to control proper account meter use.



Revised Tampering Policy and Fee Schedule

City of New Orleans Code of Ordinances Article VI. Sec 158-831, tampering or obstruction to meters is an unlawful violation with applicable penalties.

- **Civil Penalties:** \$350 in each instance of tampering
- **Criminal Charges**
- **Liability for Damages**
- **Disconnection is immediate.**
- **Restoration of service requires payment of all delinquent amounts owed plus civil penalties, and an additional deposit amount on the account of \$1,000.**

| Type of Tampering | Description | Fee |
|--|---|---------|
| Unintentional Tampering | Accidental damage or interference with no intent to manipulate service (e.g., lawn mower damage, car damage). | \$0 |
| 1 st Intentional Occurrence (Minor) | First-time offense involving minor tampering (e.g., unauthorized usage, damaged meter). | \$350 |
| Major or Reoccurring Tampering | Severe or repeated tampering (e.g., Meter Bypass, multiple offenses) | \$1,000 |

Notes:

- All tampering incidents will be documented with photos and a written report.
- Fees are subject to review by Billing (Compliance Officer) and may be adjusted based on investigation findings.
- Customers will be notified in writing of any assessed fees and provided with appeal instructions.



Summary

| Prior Process | Updated Process |
|--|--|
| No formalized process with many hand-offs over the phone or one to one messaging | • CSM workorders utilized to report, monitor and action –off findings. |
| Limited photo documentation allowed for discrepancies on level of tampering. | • Photo documentation integrated into reporting process |
| Non-centralized record of communications allowing for confusion on policy enforcement. | • Targeted customer letters sent through CSM for trackable record keeping. |
| Prior Fees: \$250 each instance, additional \$500 deposit | • Updated fees: \$350 each occurrence, additional \$1,000 deposit. |

August

- Review final process with Internal stakeholders for buy-in.

October 1

- Begin targeted customer awareness communications

October 15

- Full implementation of process begins

September

- Start trial process in-house without fees
- Present revised process to Stakeholders

October 8

- Presentation to Board of Directors

Hydrant Meter Policy Update





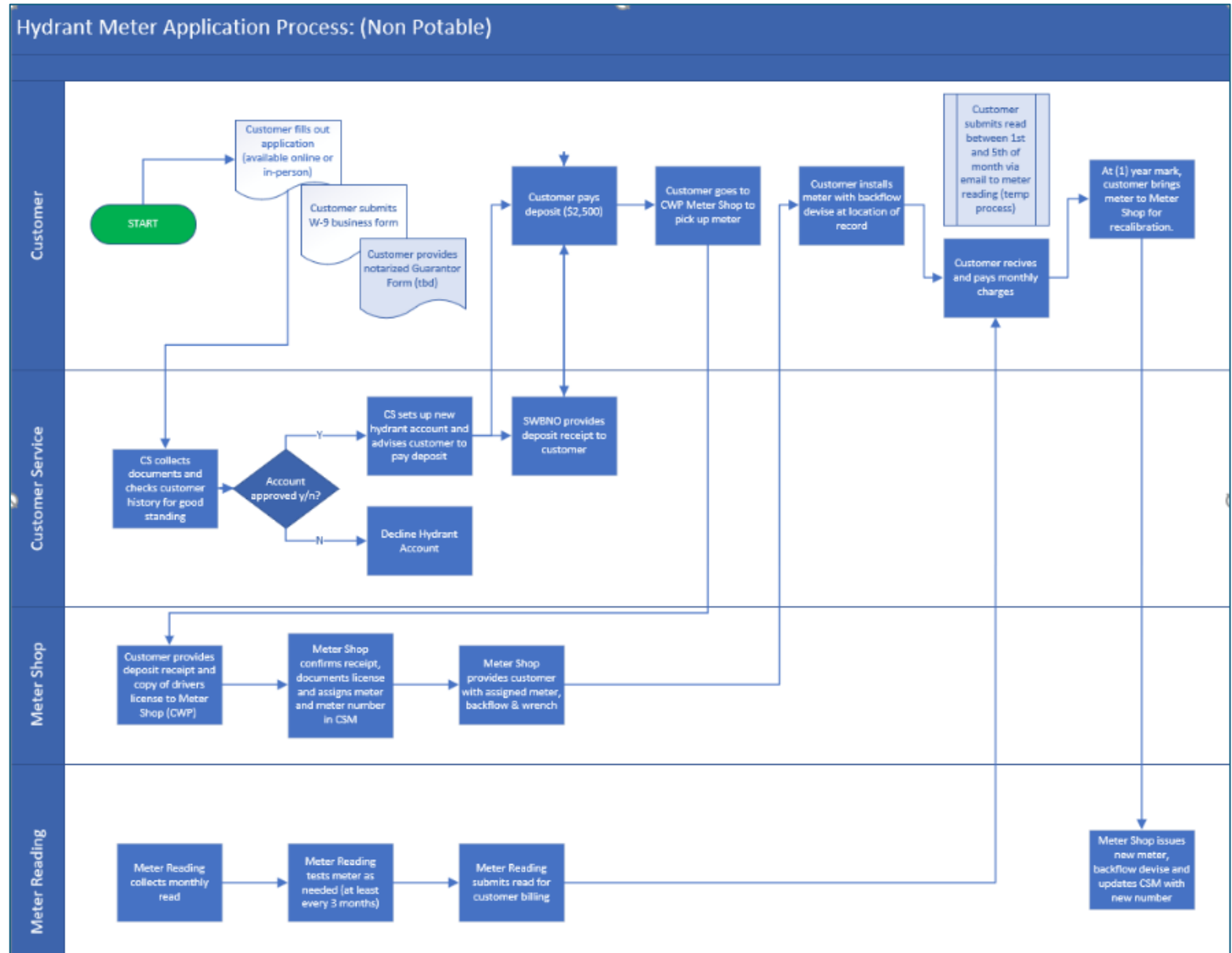
Policy Updates

Objective: Streamline hydrant meter operations by implementing a more efficient, trackable, enforceable, and user-friendly process that eliminates paper records and protects SWBNO assets.

| Current Process | Proposed Revised Process |
|--|---|
| Customer applies in-person only. | Customer applies in-person or online. |
| Customer must provide notarized guarantor form. | Customer provides signed application agreement and copy of driver's license. |
| Customer pays deposit of \$1,500 | Customer pays deposit of \$2,500 |
| Customer required to email meter read between 1 st and 5 th of each month. | SWBNO Meter Reading will obtain monthly reads. |
| Customer pays fee of (\$24.28) and minimum water usage charge of \$250.72 plus tax. Water usage charges accrued above \$250.72 will be charged at regular rates. | Customer pays ready-to-serve fee of \$332.72 + tax, plus the water usage charged at regular rate. |
| Customer required to return meter every (6) months for recalibration. | Customer required to return meter within 30 days of (1) year mark for recalibration. |

Cross-functional Process Flow

providing clear roles & responsibilities across workstreams





Customer Communications:

- *Approximately 240 hydrant meters are currently in the field.*
- *Letters will be sent to customers to assist in gathering location confirmation and meter readings.*



Sewerage and Water Board of New Orleans
625 St. Joseph Street
New Orleans, LA 70165

Month DD, YYYY

«First_Name» «Last_Name» «Suffix»
«Address_1» «Address_2»
«City», «State» «Zip»

Account Number:

Hydrant Meter Service Location:

Notice: Hydrant Meter Process Update

Dear Customer,

The Sewerage and Water Board of New Orleans (SWBNO) is updating the hydrant meter process. Our records indicate there is a hydrant meter associated with this account at the location stated above. The updated process will include SWBNO meter services obtaining a usage reading of the hydrant meter each month. This will require SWBNO staff to visit the location of the meter for a reading.

We need you to verify that the location of the meter matches the service address listed above.

Please contact SWBNO within the next (10) days to confirm or update location of the hydrant meter and provide a current meter reading.

Contact: Email: MeterReading@swbno.org
Phone: (504) 865-0528

If you believe the meter has been lost or stolen, you will need to submit a filed police report in order to apply for a new meter. The original deposit will be forfeited.

If you no longer need the meter, please bring the hydrant meter to SWBNO meter shop at 8800 Claiborne Avenue where we can close out the account and credit the applicable deposit.

If there is no response to this inquiry within (20) days of receipt of this letter, [the SWBNO](#) will proceed with closing the account and forfeiture of the deposit.

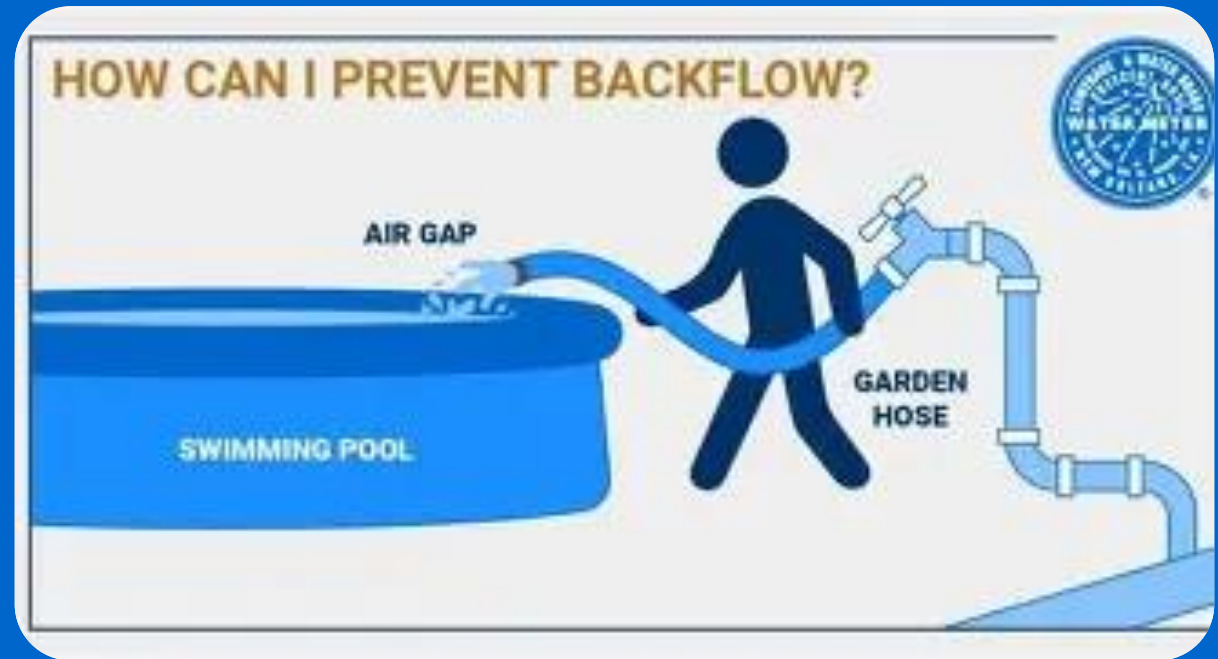
We appreciate your assistance.

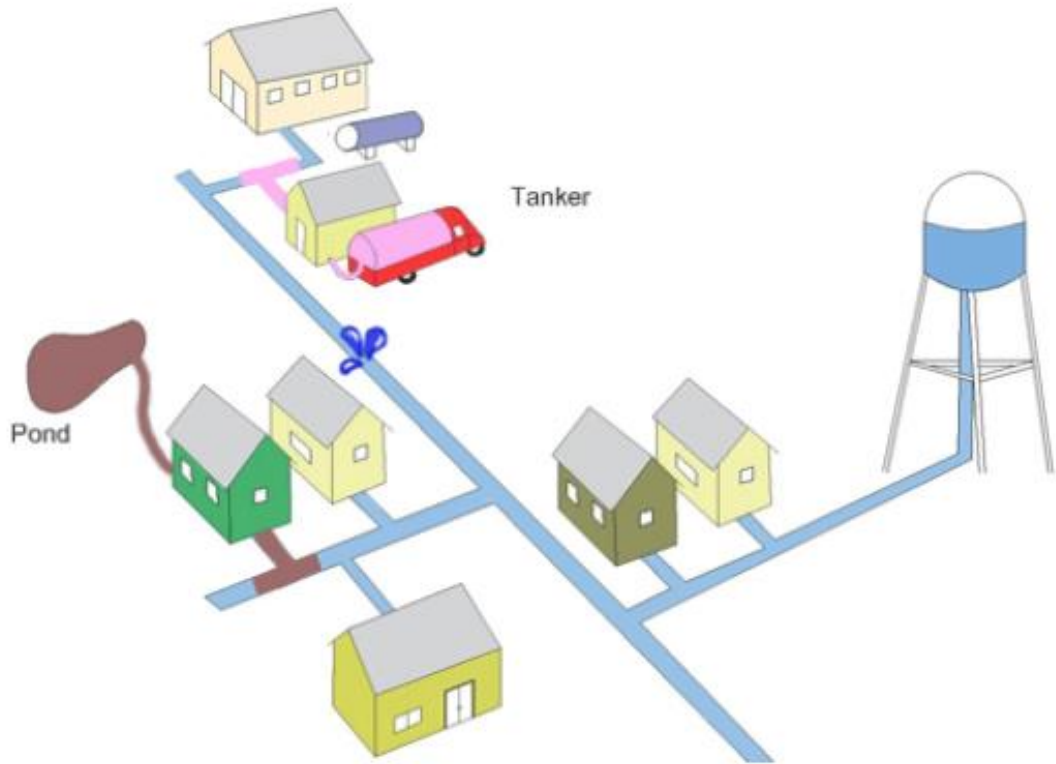
Sincerely,

Sewerage and Water Board New Orleans

504.529.2837 or 52.WATER swbno.org

Backflow Policy Updates



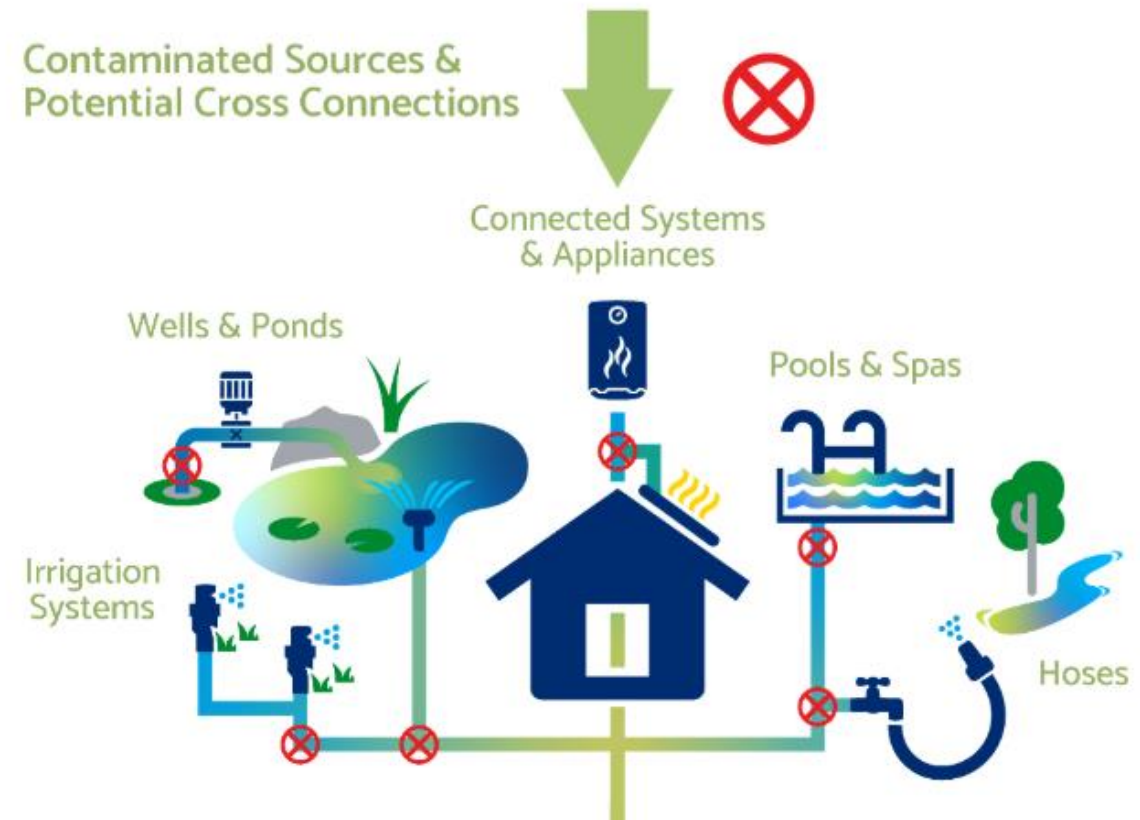


What is backflow?

- Potable water systems are designed for one direction water flow
- Backflow occurs when contaminated water flows backward into clean drinking water lines
- Usually caused by a change in water pressure due to a line break, valve closure, or hydrant usage

Common Cross Connections

- Swimming Pool or Water Fountain
- Irrigation System
- Fire Suppression



How to Protect?

- Contain the potential contaminant source by installing a backflow device
 - Backflow devices require annual testing by a certified plumber
- Isolate the potential contaminant source by using an air gap



Reduced Pressure Backflow Assembly



Spill Resistant Pressure Vacuum Breaker



Double Check Valve Assembly



Customer Responsibilities

- Ensure no cross connection exists on their premises
- Responsible for cost of installation, operation, annual testing, and maintenance of backflow protection assemblies
- Respond to directives sent by SWBNO to meet regulatory compliance

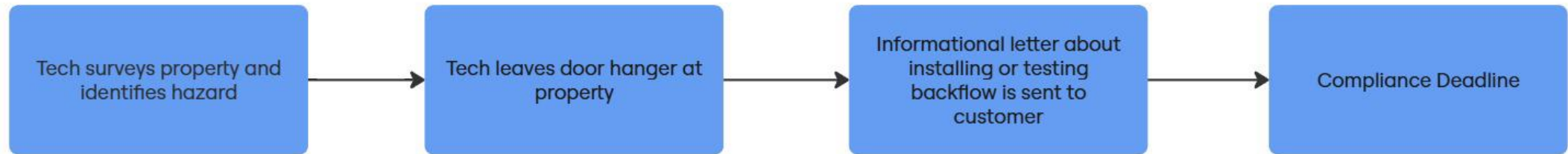


Customer Experience

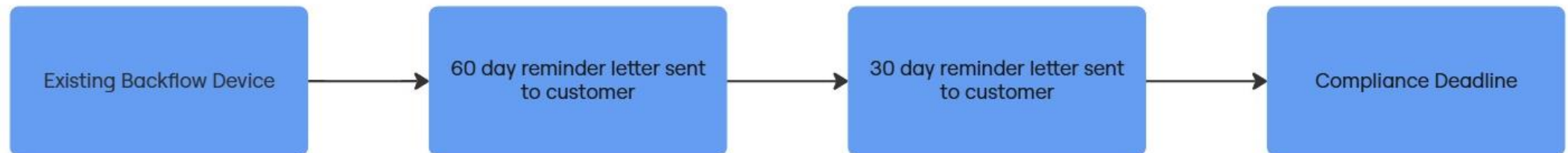
- Customer receives **installation-requirement letter or annual testing reminder**
- Once notified, Customer contacts **Approved Plumber**
 - Plumber installs new or tests existing backflow device, completing repairs as needed.
 - Plumber submits test results within 5 days of testing to and acquires backflow permit through AquaResource, administered by SWBNO



Customer Notification for New Hazard



Customer Notification for Existing Device





Backflow Enforcement Response Plan

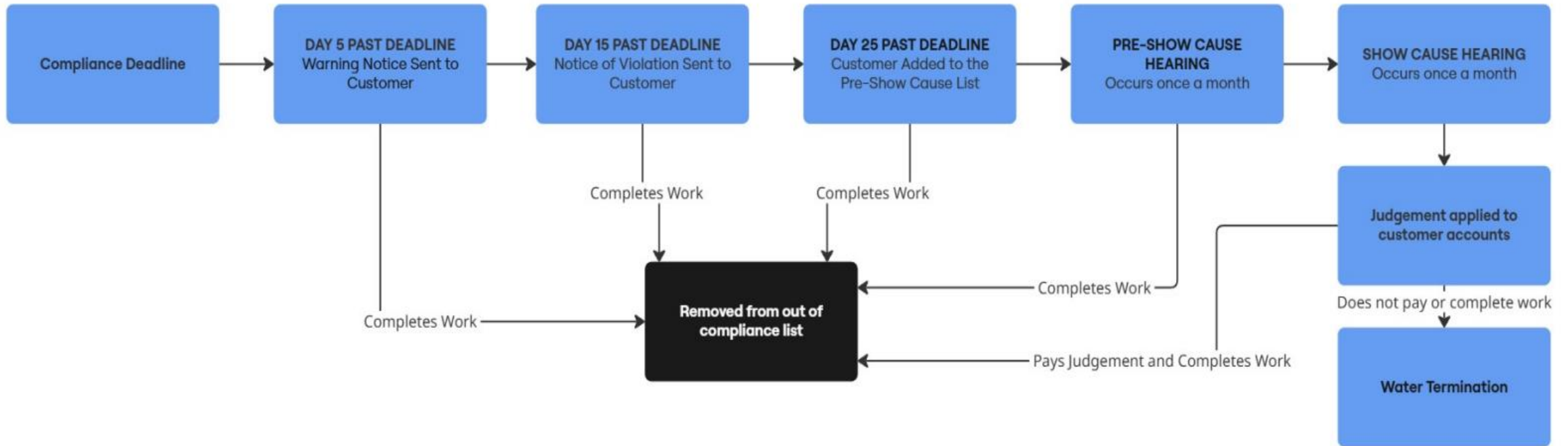
- As required by the Louisiana Administrative Code (LAC:XII.344), the Sewerage and Water Board of New Orleans has developed a ***Cross Connection Control Enforcement Response Plan***.
- The intent of the Enforcement Plan is to provide guidance to Sewerage & Water Board of New Orleans (SWBNO) personnel in enforcing Section 14 of SWBNO's Plumbing Code.

Depending on the class of the violations, administrative action will occur in the following sequence:

1. Documented Phone Calls or Informal Discussions
2. Warning Notice
3. Notice of Violation
4. Pre-show cause meeting
5. Notice of Penalty
6. Show Cause Hearing
7. Judgment with Penalty
8. Interruption of Water Service



Backflow Enforcement Process



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.

WHEREAS, the City of New Orleans (“the City”) is a political subdivision of the State of Louisiana; and,

WHEREAS, the Sewerage and Water Board of New Orleans (“the Board”) is a political corporation organized under the laws of the State of Louisiana; and,

WHEREAS, Section 20, Act No. 6, Paragraph 15.3 regarding the rules and regulations of the Sewerage and Water Board of New Orleans; as amended, prohibits the opening, closing, or tampering of any valve, meter, or service pipe whatsoever; and,

WHEREAS, an additional notification and customer communication will occur when there is an instance of unintentional obstruction or damage; and,

WHEREAS, a fee for the first intentional obstruction, damage, or tampering of meters will remain in the amount of \$350; and,

WHEREAS, this resolution seeks to add an additional fee associated with reoccurring obstruction, damage, or tampering of meters in the amount of \$1,000; and,

WHEREAS, Section 14, M.2.(a) of the Sewerage and Water Board Plumbing Codes Revised in 2024 require Backflow assemblies to be tested upon installation and by their annual test due date; and,

WHEREAS, this resolution seeks to enforce a penalty for Backflow assembly non-compliance on those customers whom after three months of receiving charges of non-compliance allow The Sewerage and Water Board to invoke an administrative authority to terminate water services to the property in question; and,

NOW, THEREFORE, BE IT RESOLVED, the Sewerage and Water Board of New Orleans may enact an additional tampering fee in the amount of \$1,000 to customers who have been found to violate the rules governing this political subdivision. The Sewerage and Water Board of New Orleans may invoke administrative authority to terminate water service to a property which fails to have Backflow assemblies in compliance with the Plumbing Codes.

I, Randy E. Hayman, Esq. Executive Director,
Sewerage and Water Board of New Orleans,
do hereby certify that the above and foregoing
is a true and correct copy of a Resolution adopted
at the Regular Monthly Meeting of said Board,
duly called and held, according to law, on
December 17, 2025.

Randy E. Hayman, Esq.
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

HOLIDAY CALENDAR - 2026

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that the Sewerage and Water Board does hereby adopt the Holiday calendar for the year 2026, as set forth below:

New Year's Day 2026: Thursday, January 1, 2026 Family holiday
MLK Day: Monday January 19, 2026 Normal Holiday
Mardi Gras: Tuesday, February 17, 2026 Family holiday
Good Friday: Friday April 3, 2026 Normal Holiday
Memorial Day: Monday, May 25, 2026 Normal holiday
Juneteenth Day: Friday June 19, 2026 Normal Holiday
Independence Day: Friday July 3, 2026 Family Holiday
Labor Day: Monday, September 7, 2026 Family Holiday
Indigenous Peoples Day, Monday October 12, 2026 Normal Holiday
Thanksgiving Day: Thursday, November 26, 2026 Family Holiday
Veterans Day: (displaced) Friday November 27, 2026 Normal Holiday
Christmas Eve: Thursday December 24 2026 Normal Holiday
Christmas Day: Friday, December 25, 2026 Family Holiday
New Year's Eve: Thursday December 31, 2026 Normal Holiday * **Flexible Holiday**

I, Randy E. Hayman, Esq, Executive Director of the Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Monthly Meeting of said Board duly called and held, according to law, on December 17, 2025.

RANDY E. HAYMAN, Esq.
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS