



DATE: 06/10/2026

TIME: 9:45 a.m.

LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Chadrick Kennedy, Chair | H. Davis Cole, Vice Chair | Ariane Greenidge | Kimberly A. Thomas, JD | Jonathan Stewart |

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 Items

- A. Dwyer Canal Update – Kaitlin Tymrak, General Superintendent
- B. Technology Modernization – Artificial Intelligence (AI) Adoption and Use – Darrell Eilts, Chief Information Officer

III. Public Comment

IV. Adjournment



Dwyer Canal Update

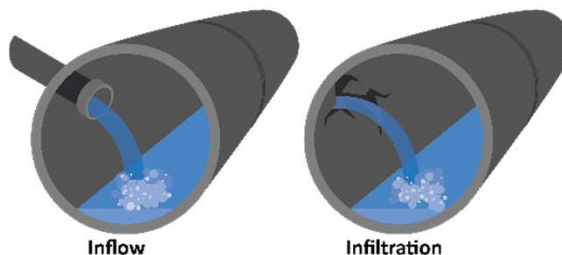
June 2026

SWBNO Operations Committee



Sewerage Contamination of Stormwater

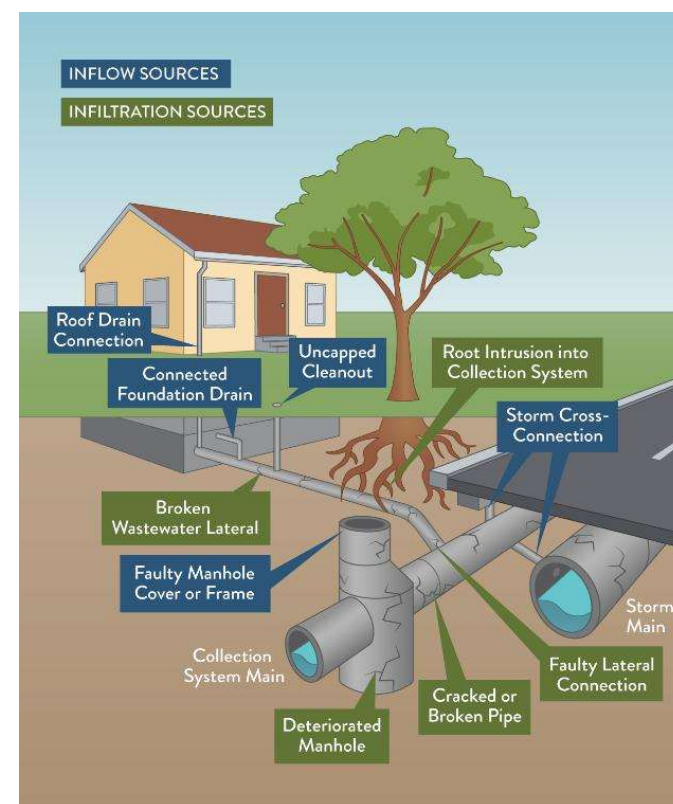
- Limits on recreation are recommended to prevent contact (swimming, boating, pet contact, etc)
- Restrictions on fishing or shellfish harvesting
- Potential negative impacts to aquatic life and ecosystem balance
- **Inflow and Infiltration / overflows are a common cause**
- Other sources: pet/animal waste, yard waste



Inflow happens when there are direct connections between the sewer and drainage systems.

Infiltration occurs when defects in the pipes allow water to enter the pipe.

Overflows occur when sewer cannot flow through the pipe and comes out of a manhole onto a street

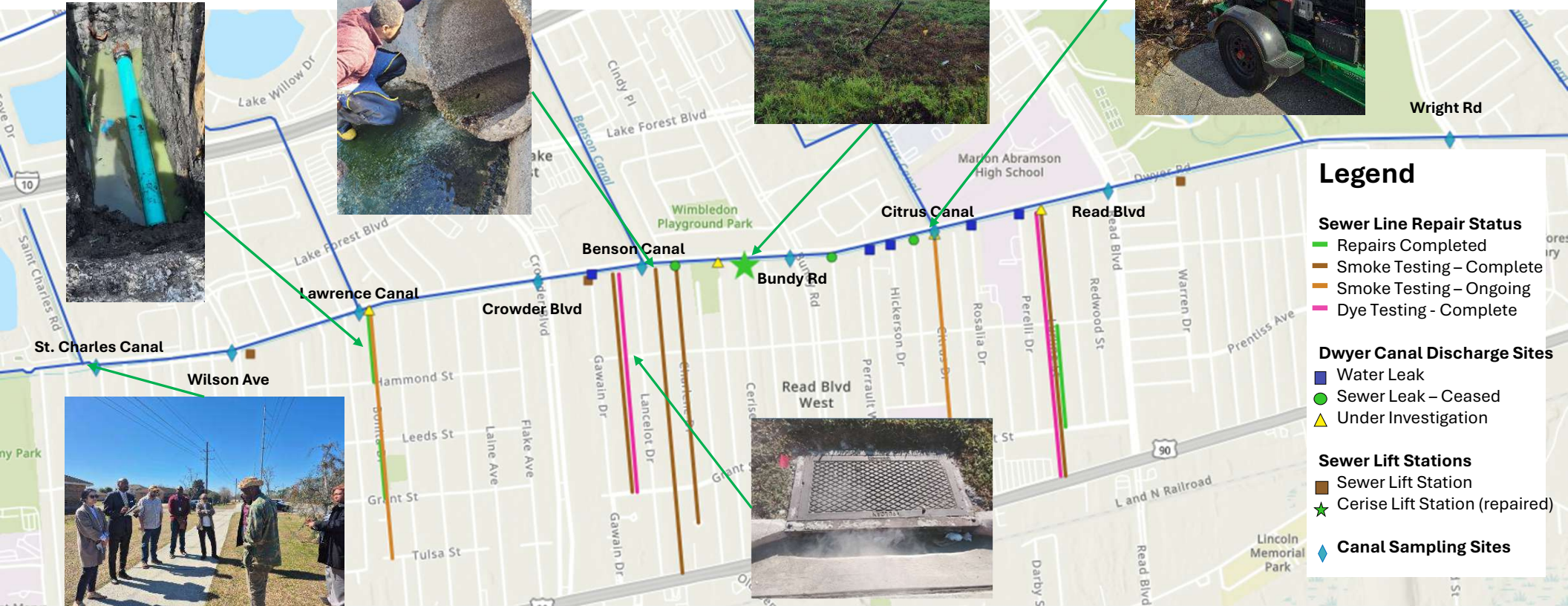




Reasons for discharges to storm drains

- Sanitary overflow that goes into a drain manhole
- Subsurface breaks in a sewer pipe that then get into a crack in a stormwater pipe
- Pump station failure (overflow)
- House sewer connected to a storm drainage instead of the sewer system
- Illegal discharges into stormwater canal (regulated by SWBNO under MS4 permit)
 - Industrial waste (diesel, etc.)
 - Construction debris (concrete, sand)
 - Businesses (grease)
 - Dumping into catch basins
 - Stormwater runoff (pet waste, grass clippings, oils and soaps)

Dwyer Canal Concerns



Legend

- Sewer Line Repair Status**
- █ Repairs Completed
 - █ Smoke Testing – Complete
 - █ Smoke Testing – Ongoing
 - █ Dye Testing - Complete
- Dwyer Canal Discharge Sites**
- Water Leak
 - Sewer Leak – Ceased
 - ▲ Under Investigation
- Sewer Lift Stations**
- Sewer Lift Station
 - ★ Cerise Lift Station (repaired)
- Canal Sampling Sites**
- ◆ Canal Sampling Sites



Community Engagement





Sources of Sewer Issues and Actions Taken

Issue	Resolution
Defects in underground sewer lines (infiltration into stormwater lines)	<ul style="list-style-type: none"> Smoke testing/dye testing for Galahad, Lurline, Bonita, Citrus, Charlene, and Arthur. Complete 7 repairs on Galahad; 5 more on Bonita and Lurline. Will complete by the end of June. Recovered sewer from multiple locations in the canal (Citrus, Bonita, Lurline, Cerise)
Blockages in sewer lines	Inspected sewer lines and identified blockages. Flushed and cleaned segments on Bonita, Lurline, and Citrus
Illicit Discharges	Example – concrete debris identified on Grant St, likely impacting box canal near Cerise PS
Cerise Pump Station Bypass – mid December through early March	<ul style="list-style-type: none"> Needed to bypass the wet well because valves needed to be replaced in the station. New pumps also installed. Sewer lines in the area were higher than normal and likely contributed to infiltration into storm drains
Castle Manor Pump Station – overflow in December	Temporary pump failure – corrected same day; flushed and sewer recovered



Costs and Timeline – Dwyer Canal Actions

Identify

- Complete smoke/dye testing by end of June
 - \$150K estimate for 6 blocks
 - Galahad, Lurline, and Bonita completed
 - Arthur, Citrus, Charlene remaining

Repair

- Repairs at Cerise Pump Station
 - \$375K+ to replace piping, valves and pumps
- Point repairs
 - Galahad, Lurline and Bonita complete
 - Complete all others identified by end of June

Prevent

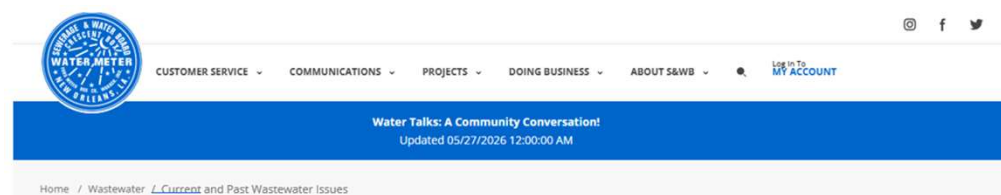
- Biotechnology pilot test (RFI underway) to address blockages due to fats/oils/greases/wipes
- Public education campaign on FOG and wipes



Corrective Actions Update

Street	Dye Testing	Repairs Made
Galahad	COMPLETE	COMPLETE
Lurline	COMPLETE	In progress
Bonita	COMPLETE	In progress
Charlene	In progress	Pending results
Arthur	After Charlene	Pending results
Citrus	After Arthur	Pending results
Castle Manor Pump Station (Gawain)	Getting quotes to replace suction lines, to remove temporary pump at that location	

**Reminder to avoid contact
(swimming, boating, fishing)**



Sewer and Wastewater Issues

Please scroll down or click the links below for more information on the following:

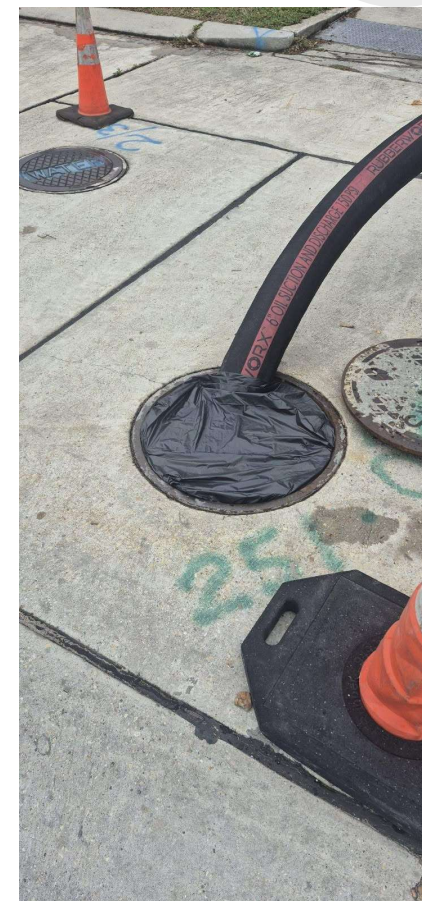
- [Sources of Fecal Bacteria in Stormwater and Other Waterbodies](#)
- [Health, Safety, and Environmental Concerns from Elevated Levels of Fecal Bacteria](#)
- [Dwyer Canal Updates](#)
- [Industrial Canal Sewer Break Updates](#)
- [New Orleans East Pilot Project to Prevent Sanitary Sewer Overflows \(SSOs\)](#)

Website update in progress for Sewer and Wastewater Issues



Public Health and Safety Concerns

- Continuing to collect samples to determine effectiveness of repairs
 - Bacteria concentrations are still high
 - Recommend no contact with the water
 - Air emissions – hydrogen sulfide is the source of odors (can often be observed via smell at low concentrations)
- Barricades and coverings for open manholes
 - Manholes are naturally not air-tight, to avoid a build up of explosive gases
 - Odors may be present
- Temporary pumps
 - Electric pumps – preferred option
 - When diesel pumps are used: ‘quiet pumps’ and Tier 4 engines are used





Protect your Pipes and your City

- Remember: Do not flush wipes
 - Even 'flushable' wipes should not be flushed
- Remember: Do not discharge Fats Oils or Grease into your sink or storm drains
 - Scrape food scraps into trash or compost
 - Wipe greasy pans out before washing
 - Use sink strainers to catch food particles

The image is a screenshot of an Instagram post from the account 'swbneworleans'. The post features a dark blue background with white text. At the top, it says "Here's a quick rundown of what you can and can't flush down the toilet". Below this, there are two columns: "Yes" and "No". The "Yes" column lists "Water", "Toilet paper", and "Human waste" and includes an image of a roll of toilet paper. The "No" column lists "Wipes (even flushable)", "Napkins", "Tissues", "Paper towels", and "Feminine products". At the bottom of the post, it says "Remember, WIPES CLOG PIPES!" and includes the Sewerage & Water Board logo.

swbneworleans · Following

Here's a quick rundown of what you can and can't flush down the toilet

Yes	No
<ul style="list-style-type: none">• Water• Toilet paper• Human waste 	<ul style="list-style-type: none">• Wipes (even flushable)• Napkins• Tissues• Paper towels• Feminine products

Remember, WIPES CLOG PIPES!

TECHNOLOGY MODERNIZATION

**ARTIFICIAL INTELLIGENCE (AI)
ADOPTION AND USE**





FOUNDATIONAL PRINCIPLES

Organizational Risk

*The **likelihood** that an adverse event occurs and the **consequence** if it does*

Information Security

*A well-informed sense that **risk and controls** are in balance*

**not just a technical function it's governance discipline*

Protect the organization, users, and customers

AI adoption for water sector needs to be Responsible

- Cyber is a global security risk (e.g., storage, learning models)
- Vendor contracts increasingly transfer risk to the organization through provisions that go unreviewed
- Consequences to critical infrastructure are not symmetric with commercial organizations

AI as part of broader Modernization strategy

- Responsible modernization and responsible AI governance are the same discipline
 - Goal to minimize risk exposure (e.g., legal, customer and operational impacts)
 - Evaluate trade-offs between risk and cost reduction or efficiency gains
- **AI governance is not a separate program; it's built into how modernization decision are made and managed**



WHY THIS MATTERS NOW

AI capabilities are increasingly embedded within technologies that already being adopted across the water sector. The governance issue is visibility, accountability, and operational control.

The Modernization Reality

- AI capabilities are not a separate initiative; they arrive embedded in the platforms the organization is already procuring and deploying. Managing that reality requires governance, not avoidance.
- The governance issue is not whether AI is being used. It is whether the organization has visibility into how it is being used, who is accountable for its inputs/outputs, and what the exposure is when something goes wrong.

The Stakes

- Decisions that affect operational systems, customer data, and public infrastructure require governance, cybersecurity alignment, and enterprise standards.
- AI failure in a commercial context means a bad recommendation. AI failure in water infrastructure can affect quality, service continuity, and public confidence. The standard here is higher by necessity.


The Path Forward

- The goal is not to restrict technology adoption. It is to ensure that modernization proceeds with appropriate visibility, accountability, and control.
- Reasonable assurance that risk and controls are in balance is the standard. This framework establishes that standard – practical, executable, and proportionate to the scale of modernization initiatives already underway at SWBNO.



Current SWBNO AI Policy

SEWERAGE & WATER BOARD OF NEW ORLEANS



Artificial Intelligence (AI) Policy

Responsible Officer	Chief Administrative Officer
Responsible Office	Information Technology
Issuance Date:	4 December 2024
Effective Date:	4 December 2024
Last Review Date:	N/A
Scope:	Applies to all departments, employees, and 3 rd party vendors who interact w/ develop, or implement AI tools

Contact:	Information Tech
Email:	Jpike@swbno.org
Phone #	(504) 585-2395

Policy Overview – Est. Dec 2024

- Applies to all staff and contractors operating on behalf of SWBNO
- Establishes acceptable and prohibited uses of AI tools
- Prohibits entry of confidential, sensitive, PII, or infrastructure security information into AI tool
- Requires training before any AI tool can be accessed
- Reporting of policy violations, data breaches, and AI system failures goes to Information Systems Department

Microsoft Copilot

- Request approved by Management (LT)
- Training Assigned (KnowBe4)

Currently reviewing

- Formal process to evaluate emerging technologies (enterprise arch)
- AI software and platforms vetted through Cybersecurity
- Contracts and user agreements vetted through Legal



Adobe Acrobat
Document



ENTERPRISE APPROACH

Provides enterprise governance coordination across modernization, cybersecurity, architecture, and AI enablement initiatives.

Cross-Functional Steering / Working Group

A joint Steering and Working Group co-chaired by the CIO and General Superintendent governs technology modernization across all enterprise domains - not an AI-specific committee, but a governance mechanism for the full modernization portfolio.

Composition | Key Participants (min)

Steering

- CIO (chair)
- General Superintendent (co-chair)
- Special Counsel (legal reviews)
- Chief Administrative Officer (training)

Working Group

- IT Director (operational coordination)
- OT Director (position pending)

Governance Coordination Functions

Provides ongoing governance infrastructure to support modernization, vendor accountability, and responsible technology adoption.

- Technology governance coordination
- Vendor governance and contract review
- AI governance administration
- Modernization reporting and tracking
- Enterprise standards coordination
- Training program coordination

Cadence: Monthly working group • Quarterly Steering with Leadership Team • Bi-Annual summary to Board



OPERATIONS MODERNIZATION

AI-enabled modernization creates operational intelligence across enterprise, field, and workforce functions. Each domain requires governance, data quality, and accountability standards.

Enterprise	Operations	Workforce
<ul style="list-style-type: none">• Enterprise analytics and reporting• Decision-support dashboards• Document intelligence• Workflow modernization• Budget and capital modeling• Regulatory reporting support	<ul style="list-style-type: none">• Predictive maintenance• GIS and spatial intelligence• Operational analytics• Asset lifecycle visibility• Energy and efficiency optimization• Infrastructure condition monitoring	<ul style="list-style-type: none">• Knowledge continuity• Staffing resiliency planning• Workforce modernization• Succession planning support• Training effectiveness tracking• Field workforce coordination

USE CASES (select examples)

Legal Case Management System

SWBNO manages litigation, regulatory compliance, and public records that require strict confidentiality controls. A governed platform would need to ensure AI-assisted documents, routing, matter tracking operations within defined privilege protections.

Engineering Drawing Document Repository

SWBNO maintains thousands of infrastructure drawings and as-built records spanning water, sewerage, and drainage systems. A governed repository would use AI-assisted search and retrieval while ensuring authoritative records remain protected and available for field operations and capital planning.



LEGAL, RECORDS, AND PUBLIC TRUST

Technology governance failures in critical infrastructure environments can affect operational resiliency, regulatory compliance, and public confidence.

Vendor Contracts and AI Provisions

AI provisions are appearing in standard technology agreements without being flagged. Data training clauses, model use rights, and liability exclusions can create significant legal exposure. A consistent review standard before contracts are signed protects the organization.

Liability, Accountability, and Privilege

When AI-assisted output contributes to a regulatory violation or public harm, the organization's legal position depends on documentation of how AI was used and what human review occurred. Privileged information in uncertified platforms may compromise attorney-client privilege. Platform certification is a requirement, not a preference.

Public Records, Transparency, and Regulatory Landscape

AI-generated documents used in official functions are public records. SWBNO needs a retention standard that accounts for AI-generated content. Federal and state AI governance requirements are evolving — early positioning protects the organization's compliance posture.

- Develop a standard AI provision review checklist for all technology contract reviews
- Establish a data handling and platform certification standard for Legal AI tool use
- Monitor federal and state AI governance regulatory developments and advise on compliance implications



DATA GOVERNANCE AND ENTERPRISE ARCHITECTURE

AI effectiveness depends on modernization maturity and governed enterprise data.

Enterprise Readiness Depends On

- Trusted enterprise data across all platforms
- Integration standards between systems
- Cybersecurity alignment and access controls
- Platform governance and vendor accountability
- Information lifecycle management

Modernization Alignment

- Oracle Fusion – finance and procurement data
- EAM modernization – asset and work order data
- GIS modernization – spatial and infrastructure data
- Document management – records and compliance
- Analytics platforms – operational intelligence

Strategic Priorities

No Enterprise Architecture Function

Architecture decisions across Oracle, Dayforce, Trimble, and CIS are being made by individual project teams without an enterprise standard, creating integration and interoperability risk. Recommendation: Enterprise Architect under IT Director (2027).

No Centralized Data Governance

Operational, financial, customer, and asset data are managed independently with no enterprise classification standard. A governance function under Information Management addresses this gap and is a prerequisite for reliable AI-assisted analytics.



RISK TIER FRAMEWORK

Every tool used at SWBNO is authorized and catalogued. Three tiers based on risk level and consequence of error.

TIER 1 LOW RISK	TIER 2 MODERATE RISK	TIER 3 HIGH RISK
<p>DEFINITION Approved software productivity tools. No sensitive data input. No automated decisions. User training.</p> <p>EXAMPLES Microsoft Copilot - summarization tools, scheduling assistance. Canva visual (gov).</p> <p>AUTHORIZATION Division head (LT)</p>	<p>DEFINITION Tools that access SWBNO data or are embedded in enterprise platforms.</p> <p>EXAMPLES Oracle Cloud, Dayforce, Trimble Unity, Power BI analytics, future CIS.</p> <p>AUTHORIZATION Working Group Recommendations CIO (cybersecurity review) Legal reviews data handling</p>	<p>DEFINITION Tools that influence decisions affecting customers, operations, or public safety.</p> <p>EXAMPLES Operational analytics, predictive infrastructure tools, legal analysis platforms.</p> <p>AUTHORIZATION Executive Steering Legal review required Accountability chain documented</p>



ROADMAP AND MATURITY MODEL

Three phases of governance and modernization maturity. Annual Board reporting is a standing commitment beginning Q4 2026.

2026 Governance Foundation and Modernization Alignment	2027 Enterprise Integration and Analytics Maturity	2028 Operational Intelligence and Mature Digital Governance
<ul style="list-style-type: none">• Cross-functional working group established• Update AI use policy• Vendor AI contract review requirements checklist• Domain guidance: Enterprise, Operations, Legal• Modernization and governance report to Board	<ul style="list-style-type: none">• Enterprise Architect established under IT Director• Digital Transformation Manager under Information Management• Data governance standards operational across platforms• Executive analytics dashboard• Legal platform and vendor provisions reviewed	<ul style="list-style-type: none">• Operational intelligence program active across functions• Predictive infrastructure and workforce analytics mature• Enterprise architecture and data governance fully operational• Annual Board report reflects measurable value realization

use cases and pilots -> structured

Questions ?