



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

July 09, 2025

The Operations Committee met on Wednesday, July 09, 2025, in the Executive Boardroom. The meeting convened at approximately 10:05a.m.

Present

Director Janet Howard, Chair
Director Chadrick Kennedy
Director Joseph Peychaud
Director Tamika Duplessis, PhD
Director Maurice Sholas, MD, PhD

ACTION ITEM

Resolution (R-120-2025) to declare August 29th Holiday (Hurricane Katrina Remembrance).

SWBNO, in following the lead of the City of New Orleans, proposed to declare August 29, 2025, as a holiday in observance and remembrance of the 20th anniversary of Hurricane Katrina. Approximately 300 employees stayed behind during the hurricane, working tirelessly to remove floodwaters from the city. Many of them are still part of the utility today. In addition to the holiday, SWBNO is in the process of organizing a commemorative event to recognize these employees and their efforts during the storm.

- **Director Sholas moved to declare August 29 as a SWBNO holiday in commemoration of the 20th anniversary of Hurricane Katrina. Director Duplessis seconded. The motion carried.**

PRESENTATION ITEMS

A. *Systems Modernization Update* – Darrell Eilts, Chief Information Officer and Cathy Smith, IT Director.

Mr. Eilts discussed the utility's efforts regarding technology modernization and optimization. In the coming years, the utility will replace several major systems, including its financial, human resources, asset management, and customer billing systems. This modernization will also include cloud-based middleware for enhanced integration. Mr. Eilts noted that implementing each new system will require training for current employees, which will be a priority for the utility. SWBNO is also seeking to select



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industry-best systems that will be more user-friendly for both staff and customers, enhance customer service, improve operational efficiency, and strengthen cybersecurity and compliance.

Ms. Smith presented a timeline outlining the expected completion of major project milestones from the request for proposal phase through implementation.

B. Smart Metering Update: Changing the Way We Do Business – Rebecca Johnsey, Deputy General Superintendent.

Ms. Johnsey introduced her team, Anthony JeanMarie, Jason Sharper, and Sara Sharp, who delivered presentations on the status of smart meter installations and the benefits of this technology.

Mr. JeanMarie, Utility Customer Service Manager, shared how smart metering state-of-the-art technology changes how we do business, resulting in positive impacts to operations, customer service, and our community.

- 120k+ smart meters have been installed.
- 2900+ smart meters with pressure and temperature monitors installed.

Mr. Sharper, Operations Team, gave an overview on how smart meters impact daily operations. Smart meter technology has reduced truck rolls and manual meter reading, as well as provided more timely and accurate meter readings. It has also enabled the diagnosis of field issues from a computer and enhanced the utility's ability to identify potential leaks on the customer's side of the meter and notify a customer of the issue.

Ms. Sharp, Communications and Customer Engagement, shared how the program impacts the community. She mentioned that the software is reliable, industry-proven technology, helps build trust with better data, provides accurate information, and enables timely communications. It also allows for targeted communications to help keep the community informed.

The Smart Meter team shared a video presentation that informs customers how to check for potential leaks. When asked how the smart meter program would impact jobs for meter readers, SWBNO leadership confirmed that no one will lose their job as a result of the new smart meter program. There will be opportunities for employees to be retrained or reallocated to other positions or departments.



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PUBLIC COMMENT

None

ADJOURNMENT

Director Sholas moved to adjourn. Director Kennedy seconded. The motion carried. The meeting was adjourned at approximately 11:11 a.m.