DATE: 11/11/2026 **TIME:** 9:00 a.m. **LOCATION:** Executive Boardroom

COMMITTEE MEMBERS: David Gallo, Chair | Corinne Villavaso, Vice Chair | Julius Kimbrough Jr. | Kathryn Walmsley | Stephen Nelson |

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.

I. Roll Call

II. Presentation Items

A. Backflow Program Update, Ann Wilson, Chief of Environmental Affairs
B. Lead Service Line Program Update, Becca Johnsey, Deputy General Superintendent
C. Enterprise Asset Management Project, Darrell Eilts, Chief Financial Officer, Kaitlin Tymrak, General Superintendent, Trimble Unity Software, and 1898 & Co.

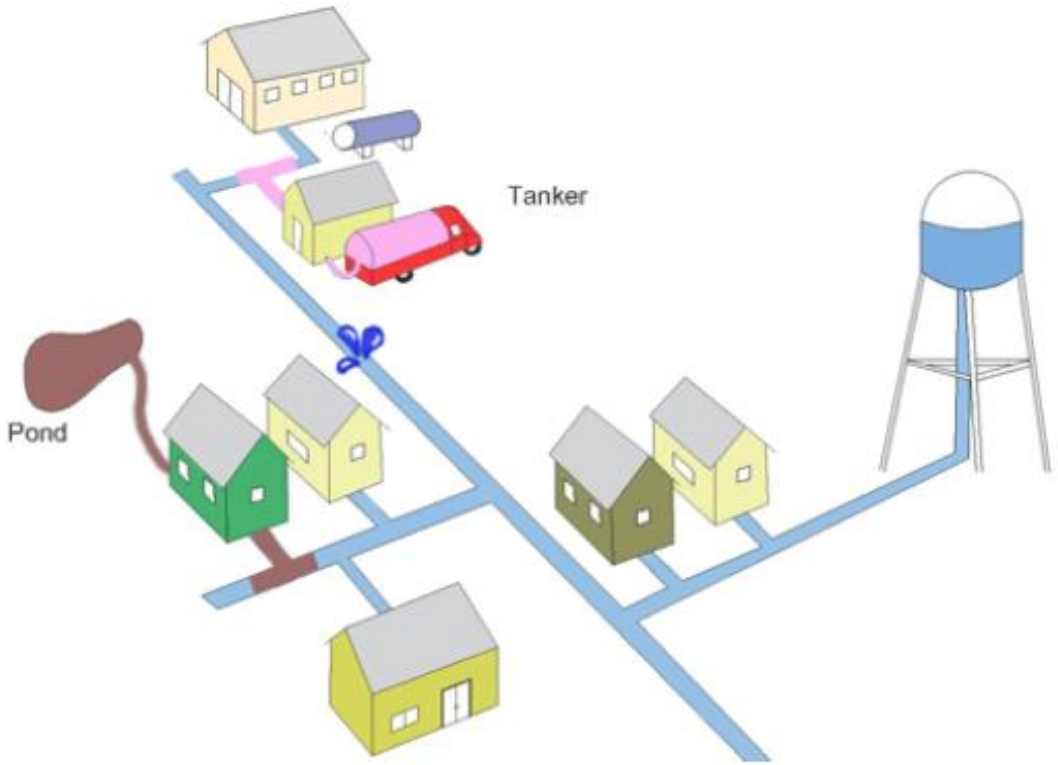
III. Action Items

A. Resolution (R-153-2026) Holiday Calendar Additions – 2026
B. Resolution (R-154-2026) Holiday Calendar – 2027

IV. Public Comment

V. Adjournment

Board of Directors: Hon. Helena Moreno, Mayor, Jonathan Stewart, President, Chadrick Kennedy, President Pro Tempore, Hon. Jason Hughes, City Council, Kathryn Walmsley, Kimberly A. Thomas, JD, Leslie Bouie, Ariane Greenidge, Julius Kimbrough Jr., David Gallo, Corinne Villavaso



What is 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**
- **Potable water systems are designed for one direction water flow**

Water Purveyor(SWBNO):

Water supplier shall protect the water produced and distributed by its water system from potential contamination by ensuring compliance with the containment practices and maintenance/field testing requirements.

Maintain log of all approved plumbers, test reports and cross connections in water system.

Customer:

The customer shall be responsible for ensuring that no cross connections exist on their premises.

The customer shall, at the customer's own expense, cause installation, operation, testing and maintenance of the backflow prevention assemblies required by SWBNO.

Plumber/General Tester:

Maintain credentials

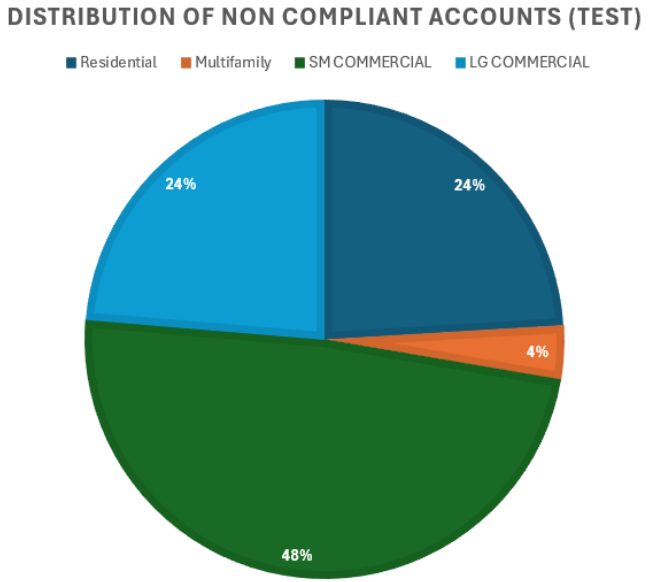
Adhere to the State Sanitary code regarding installation, maintenance, repair, and testing of assemblies.

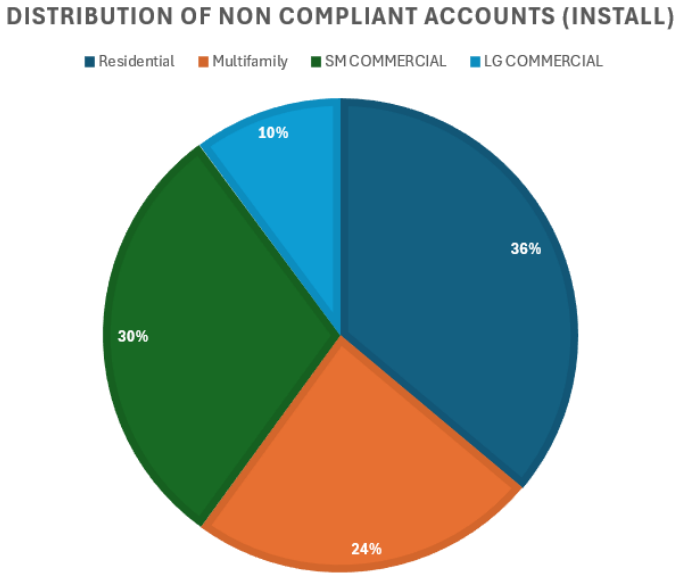
Submit test reports within 5 days of performed tests.

Louisiana Department of Health and Hospitals:

Ensure Water Purveyor is maintaining Cross Connection Control program

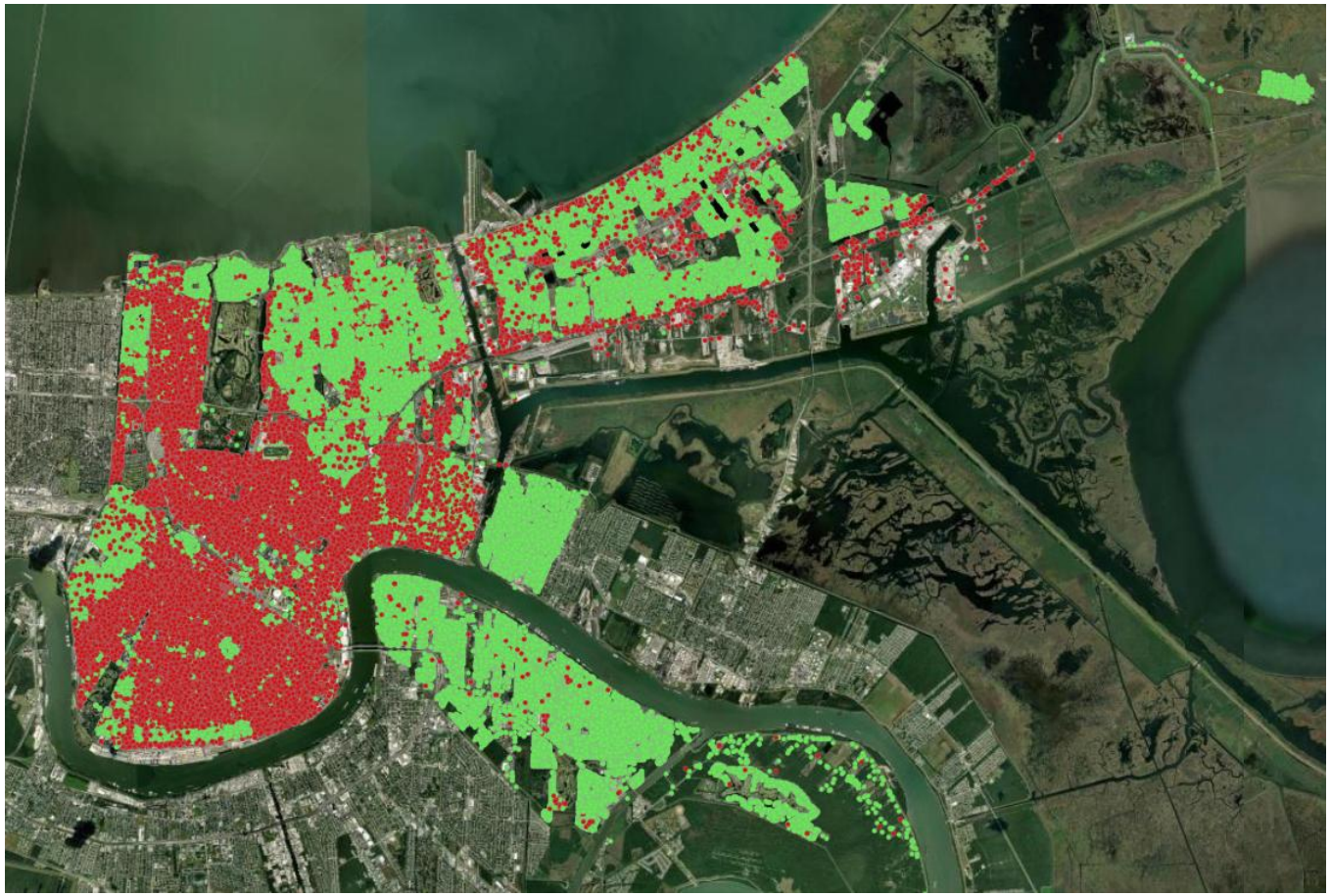
- LETTER NOTICES (2)
  - 60 and 30 days prior to due date.
- NOTICE OF VIOLATION – 15 DAYS PAST DUE DATE
  - Customer will be notified via certified mail of the violation and given 10 days to comply.
- PRE-SHOW CAUSE HEARING – 30 DAYS PAST DUE
  - Informal meeting to discuss action plans to resolve violation prior to show cause hearing
- SHOW CAUSE HEARING – 60 DAYS PAST DUE
  - If compliance has not been achieved 10 days after the issuance of a Notice of Violation has been issued a pre-show cause hearing will be scheduled.
  - Judgements in favor of SWBNO carries monetary penalties (30 days to appeal)
- **<u>WATER DISRUPTION – WILL NEED APPROVAL AND PROCESS TO MOVE FORWARD</u>**





- 9,633 logged assemblies in Orleans Parish
- 6,306 unprotected hazards remaining
- 3,217 assemblies has required enforcement action in 2025-2026.
- August of 2026: 1,961 assemblies are out of compliance (~1,407 accounts), 80% overall compliance rate.
- 113 customers have received judgements including monetary fines ($200,850) - <u>40 of which have taken no action and are slated for water disruption.</u>

- 138,000-142,000 accounts
- 50.9% of system has been surveyed by SWBNO
  - 60.4% of all known cross connection hazards in Orleans Parish have been addressed
- Cross-connection categories:
  - Fire (Low), Irrigation (High), Medical (High), Food (High), Mechanical (High), Pool (High), Multi-family (low), Commercial (mixed)



HAZARD CATEGORY	UNRPOTECTED HAZARDS	HAZARD LEVEL	ENFORCEMENT STATUS	ENFORCEMENT STARTING DATE	INSTALLATION COMPLIANCE
FIRE	564	LOW	CURRENTLY ENFORCING	JULY 2024	83.5%
IRRIGATION	473	HIGH	CURRENTLY ENFORCING	JULY 2024	86.2%
MEDICAL	18	HIGH	CURRENTLY ENFORCING	MARCH 2025	94.8%
MULTI-FAMILY	1424	LOW	CURRENTLY ENFORCING	SEPTEMBER 2025	48.7%
FOOD	710	HIGH	CURRENTLY ENFORCING	JULY 2026	23.9%
COMMERCIAL	575	MIXED	NO ACTION	PROJECTED FALL 2027	56.8%
MECHANICAL	377	HIGH	NO ACTION	PROJECTED FALL 2026	66.5%
POOL	2082	HIGH	NO ACTION	PROJECTED SPRING 2027	4.8%

Enforcement process

- Streamlined and transparent enforcement process that minimizes resource waste and provides the customer with an easy path towards compliance.
- **AUTHORITY AND ESTABLISHED PROCESS FOR WATER DISRUPTION.**

Education & Outreach

- CUSTOMER ENGAGEMENT - neighborhood summits, seasonal education pamphlets (pools), outreach events, and Warning Notices.
- **UNITED FRONT FROM BOARD AND CITY COUNCIL MEMBERS.**

SWBNO Cross-Connection Control efforts

Hazard Protection



As of November 2026, there are 16,044 hazards in Orleans Parish. Of those hazards 6,014 are unprotected, 3,484 (58%) are contamination hazards (high risk).

Backflow Assembly Testing Compliance

As of November 2026, there is a 76% compliance with backflow assembly testing requirements. The overall objective for the utility is to achieve >90% compliance with testing.

- Assemblies in Compliance with Testing: 9,044
- Assemblies not in Compliance with Testing: 2,334

Cost of Compliance

- **Certified Mailing:** $35 per customer
- **Show Cause Hearing Fee:** $125 per hearing
- **Staff Time:** $6,140 per month

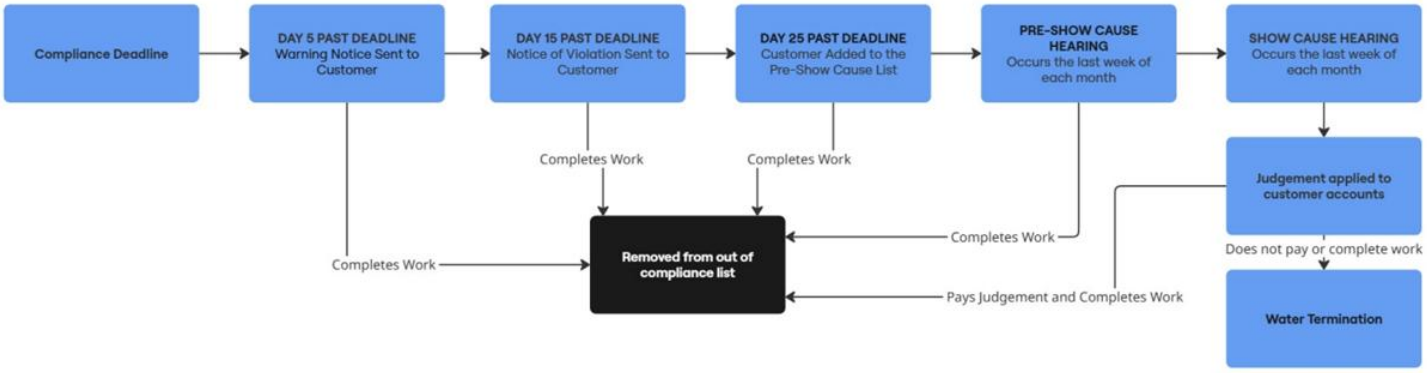
Enforcement Process by Numbers

The table below outlines the number of customers in each step of the enforcement process.

Stage of Progress	Number	Percentage
Overdue - NOV Issued	2327	58%
NOV/RTS Not Delivered	1516	38%
Pre-Show Cause Meeting	26	1%
Show Cause Hearing	15	1%
Termination (Not Active)	117	2%
Total	4001	

CURRENT CHALLENGES

- <u>Enforcement efforts have stalled in the water termination phase.</u>
- Current compliance numbers are declining as SWBNO has yet to implement water shut off as a potential consequence for not testing or installing proper backflow assemblies.



NEEDED: Clear pathway and established protocol of enforcement process (including requirements for due diligence for every step of the process), in order to stream-line our process and determine which SWBNO departments (Backflow section, Legal department, Customer Service) will be responsible for what enforcement items. <u>AUTHORITY AND PROCEDURE FOR WATER DISRUPTION.</u>

Lead Service Line Replacement Program

Last Updated: 11/2/2026

About the Program

Replacing Every Lead Line, Citywide

A systematic process to find and replace lead water service lines across New Orleans.

$1B+
Total Program

~85K
Service Lines

2037
EPA Deadline

Phased
Rollout

Why it Matters?

Shared Goal: Remove Lead From System



Public Health
Reduce potential risk of lead exposure through drinking water



Compliance
Meet federal requirement and deadlines



Infrastructure
Replace aging lead lines and decrease unknowns



Accountability
Reliable inventory and tracking, transparent reporting to the community

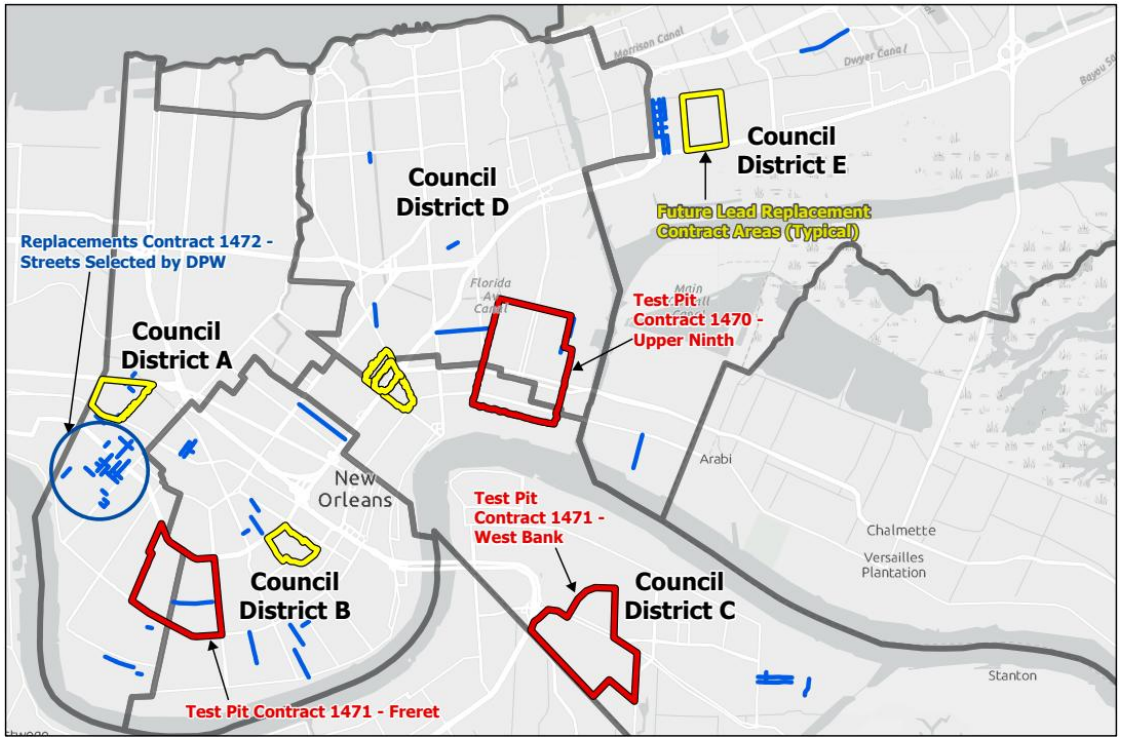
Phased Rollout

Launch, Learn, Then Scale

Phase 1	**INITIAL LAUNCH**	**1,500** replacements by July 2027
Phase 2	**SCALE UP**	**7,500** additional replacements by July 2028 **28,000** inspections targeted in first two years
Phase 3	**CITYWIDE**	**Complete** all replacements by 2037

Replacements will happen in phases across the city.

Initial Schedule



Inspection (Test Pit) Contracts

Replacement Contract – *Potential coordination with City on pre-designed work*

Future Replacement Contracts

Area	# of Properties Included	Canvassing	Inspection Contracts *(Focus on inspection only. Replacement Contract to be Procured later for properties where lead is identified.)*	Replacement Contracts *(Focus on replacement. If an unknown property, contractor will inspect and replace if lead is found.)*
Hollygrove *(yellow)*	804	Began Oct. 19	N/A	Q2 2027
Upper 9th - District D *(red)*	5,000	To Begin Week of Nov. 9	Q1 2027	TBD
Upper 9th - District C *(red)*		To Begin in Mid-December	Q1 2027	TBD
Westbank/Algiers *(red)*	5,000	To Begin January 2027	Q1 2027	TBD
Freret/ Uptown *(red)*		To Begin January 2027	Q1 2026	TBD
Replacement Contract *(blue)*	1,500	To Begin January 2027	N/A	Q1 2026
Future Replacement Contracts *(yellow)*		Q1 2027	N/A	Starting Q2 2027

The Customer Journey

When we go to an area:



Awareness



Advance Notice & Request ROE



Inspect & Share Results



Add to Future Replacement Contract if Needed & Regular Updates

If Lead Is Found

SWBNO wants to replace lead service lines at no cost to property owners.



Sign up for replacement



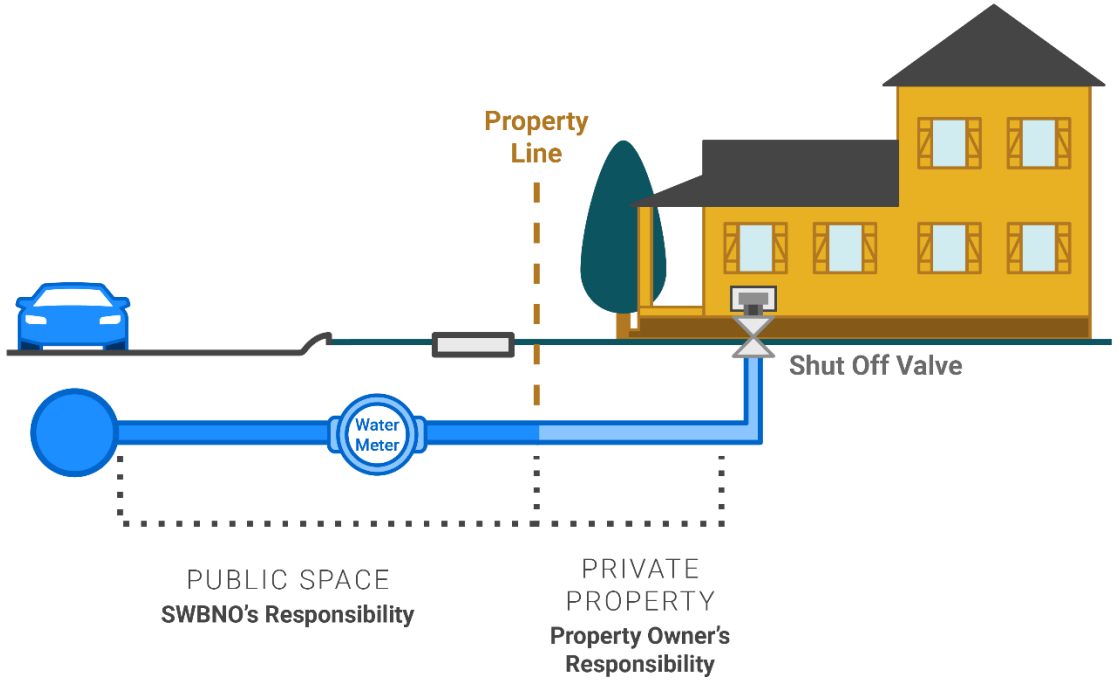
Replacement work in phases



SWBNO will stay in touch

Your Health. Our Shared Responsibility.

- A water service line connects your property to the public water system.
- Shared responsibility
- **Public health does not stop at property lines.**



Action Needed

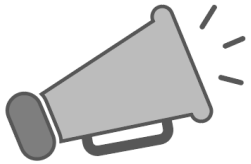
Right of Entry (ROE) Form

A Right of Entry (ROE) Form gives SWBNO permission to conduct work on private property.

- Must be completed by the property owner
  - Renters can help SWBNO share with landlords
- Can sign ROE for:
  - Small dig pipe check – inspection that requires minor digging to expose water service line
  - Replacement – if lead is discovered

The Customer Journey

When we go to an area:



Awareness



Advance Notice &
Request ROE



Inspect &
Share Results



Schedule &
Regular Updates



**Replace +
Provide Water
Filter Pitcher**



**Temporary
Restoration
(Same day)**



**Full
Restoration
(45 days)**



Test/Sample

How Long Until Replacements?

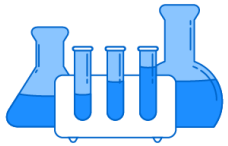
- Inspection/replacement work begin in Q1 2027.
  - To be completed in phases.
- If lead or galvanized steel requiring replacement are found, those properties will be added to a future replacement contract.
- SWBNO is working on a more detailed schedule for replacements.
  - Timelines will vary depending on volume of lead identified, prioritization model, and contractor schedules.
- SWBNO will keep customers updated every step of the way.

What Can Residents Do Now?

To limit possible lead exposure, take the following precautions:



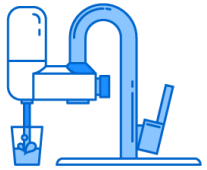
Run cold water for 3-5 minutes if you haven't used it in several hours



Request a lead test kit



Always use cold water for drinking and cooking



Use a filter NSF/ANSI-53 certified for lead reduction

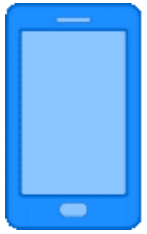
Learn more and find resources at

SWBNO.org/Projects/LeadAwareness

Customer Support



Canvassers



Dedicated Call Center

504-420-1357



Dedicated Email

LSLR@swbno.org



Website

SWBNO.org/Projects/LeadAwareness

Work To Date

Inspection Pilot Program

- Tested hydrovac technology for inspections – should it be used project-wide?
- 47 homes in Gentilly
- Completed program early October
- Canvassed area beforehand (Starting Sept. 18)
- Hosted community meeting at Mt. Tabor Baptist Church on Sept. 24



Testing Hydrovac Technology

Pressurized water + vacuum to reach the pipe



Benefits

- Smaller dig and less impact compared to other methods
- Less impact to landscaping
- Faster inspections
- Reduced risk of damaging utilities
- Easier restoration



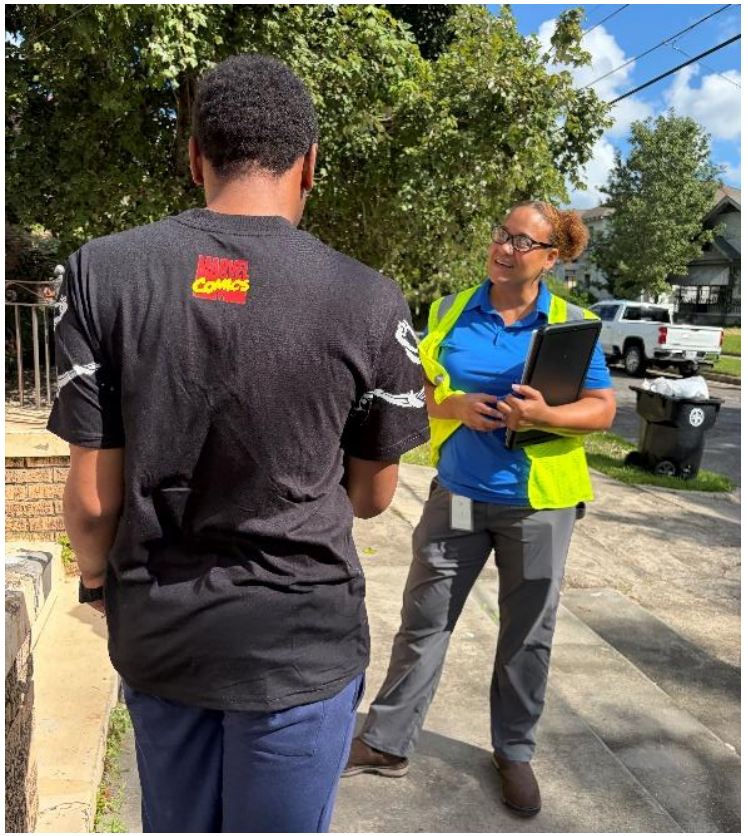
During Inspection



Restoration

Began Canvassing Hollygrove

- ~800 properties
- Area includes:
  - Airline Hwy to Earhart Blvd; Monticello Ave to Eagle St
- Began canvassing Oct 19
- Goal:
  - Educate about the program
  - Initial pipe type check if pipe is visible entering the home
  - Collect Right of Entry forms

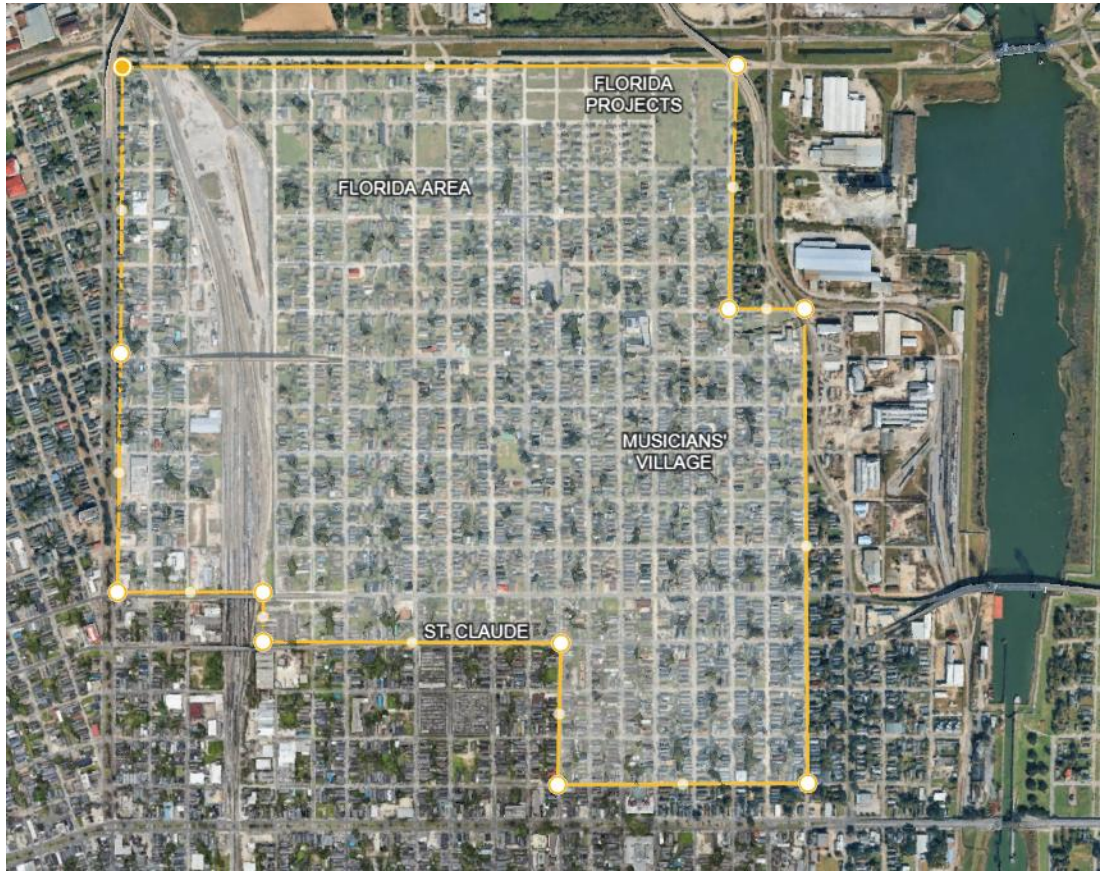


What Hollygrove Can Expect

	Anticipated Timeline
Advanced notice letters to properties & account holders within the first phase boundaries	• Sent Week of Oct. 12
Canvassing begins, roughly 300 homes per week • Inform about the program • Pipe type checks *(scratch tests where service line enters the home from the outside, if available)* • Collect Right of Entry Forms so work can begin quickly once contractors are on board	• Started Week of Oct 19
Small Dig Pipe Checks *(inspections with minor digging to expose the pipe at the meter and going into a building)* **Lead Line Replacements**	• Advertise contracts in November 2026 • Notice to Proceed in December 2026 • Start construction in early 2027*

*Once on board, contractors will set the schedule for inspections and replacements.

Where Will Work Happen Next?



- Part of Upper 9th Ward (in District D)
  - Work needed will vary property to property based on individual service lines
  - Not every property ~~on~~ will need an inspection or replacement

What the Upper 9th Ward Can Expect

	Anticipated Timeline
Advanced notice letters to properties & account holders within the first phase boundaries	• Week of Nov. 2
Canvassing begins, roughly 300 homes per week • Inform about the program • Pipe type checks *(scratch tests where service line enters the home from the outside, if available)* • Collect Right of Entry Forms so work can begin quickly once contractors are on board	• Starting Week of Nov. 9
Small Dig Pipe Checks *(inspections with minor digging to expose the pipe at the meter and going into a building)*	• Advertise contracts in November 2026 • Notice to Proceed in January 2027 • Start construction in Q1 2027*

*Once on board, contractors will set the schedule for inspections and replacements.

Funding

$86M

in State Revolving Fund loans already secured

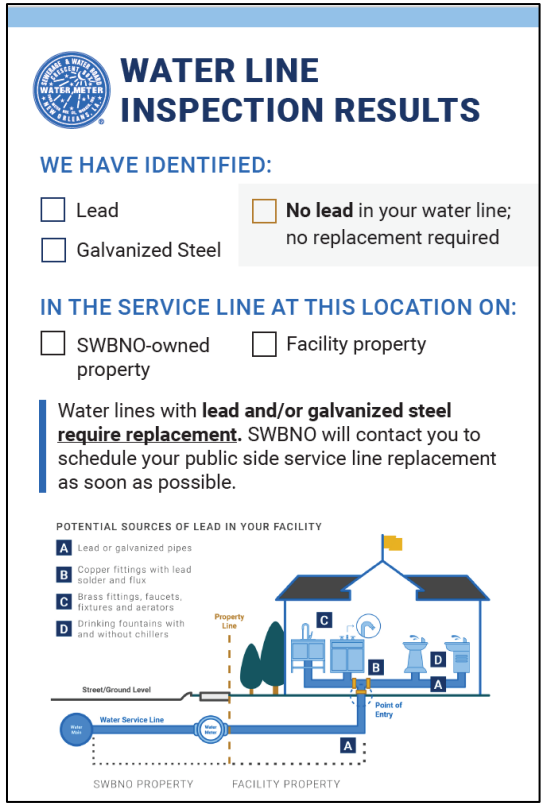
$66M

in State Revolving Fund loans pending

- $152M through State Revolving Fund (see left)
- Exploring additional funding
- Received Attorney General opinion to use public funds for private service line replacements
  - Allows us to make private replacements **free for property owners** = higher program participation

Schools and Early Childhood Education Facilities

- Inspected all licensed facilities in Orleans Parish (350+)
- Completed service line replacements at 19 schools
  - Focusing where private side is non-lead
- All school replacements to be completed by end of 2027



WATER LINE INSPECTION RESULTS

WE HAVE IDENTIFIED:

☐ Lead
☐ Galvanized Steel
☐ **No lead** in your water line; no replacement required

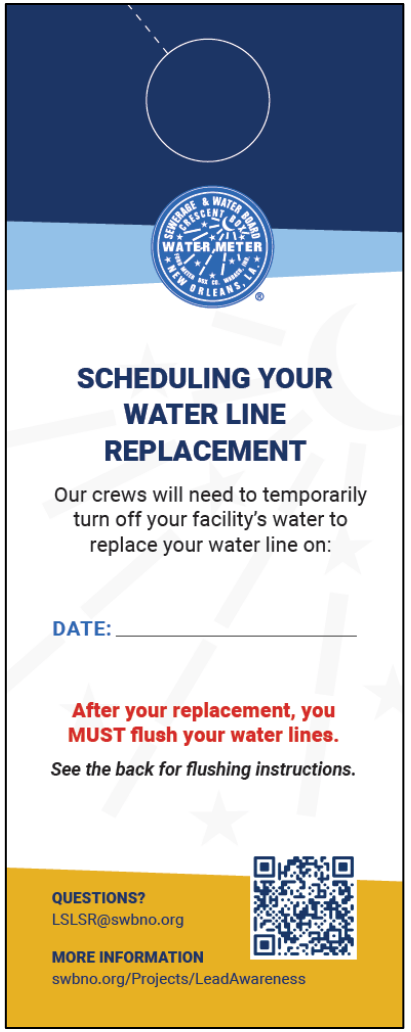
IN THE SERVICE LINE AT THIS LOCATION ON:

☐ SWBNO-owned property
☐ Facility property

Water lines with **lead and/or galvanized steel** **require replacement**. SWBNO will contact you to schedule your public side service line replacement as soon as possible.

POTENTIAL SOURCES OF LEAD IN YOUR FACILITY

A Lead or galvanized pipes
B Copper fittings with lead solder and flux
C Brass fittings, faucets, fixtures and aerators
D Drinking fountains with and without chillers



SCHEDULING YOUR WATER LINE REPLACEMENT

Our crews will need to temporarily turn off your facility's water to replace your water line on:

DATE: _____

After your replacement, you MUST flush your water lines.

See the back for flushing instructions.

QUESTIONS?
LSLSR@swbno.org

MORE INFORMATION
swbno.org/Projects/LeadAwareness

Residential Replacements

Issued smaller contract to start residential replacements in 2025

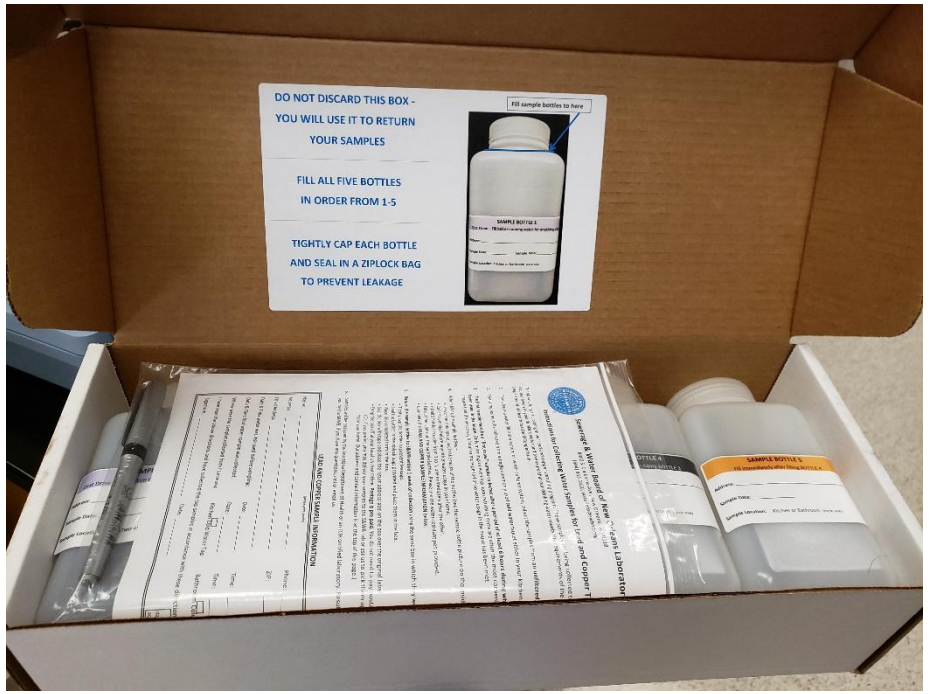


315

residential replacements completed to date

Corrosion Control and Water Quality

- Treatment process helps decrease the likelihood that lead will dissolve into water
- Regular water quality testing ensures water meets state and federal standards
- All customers can request lead test kits



Public Interactive Inventory Map

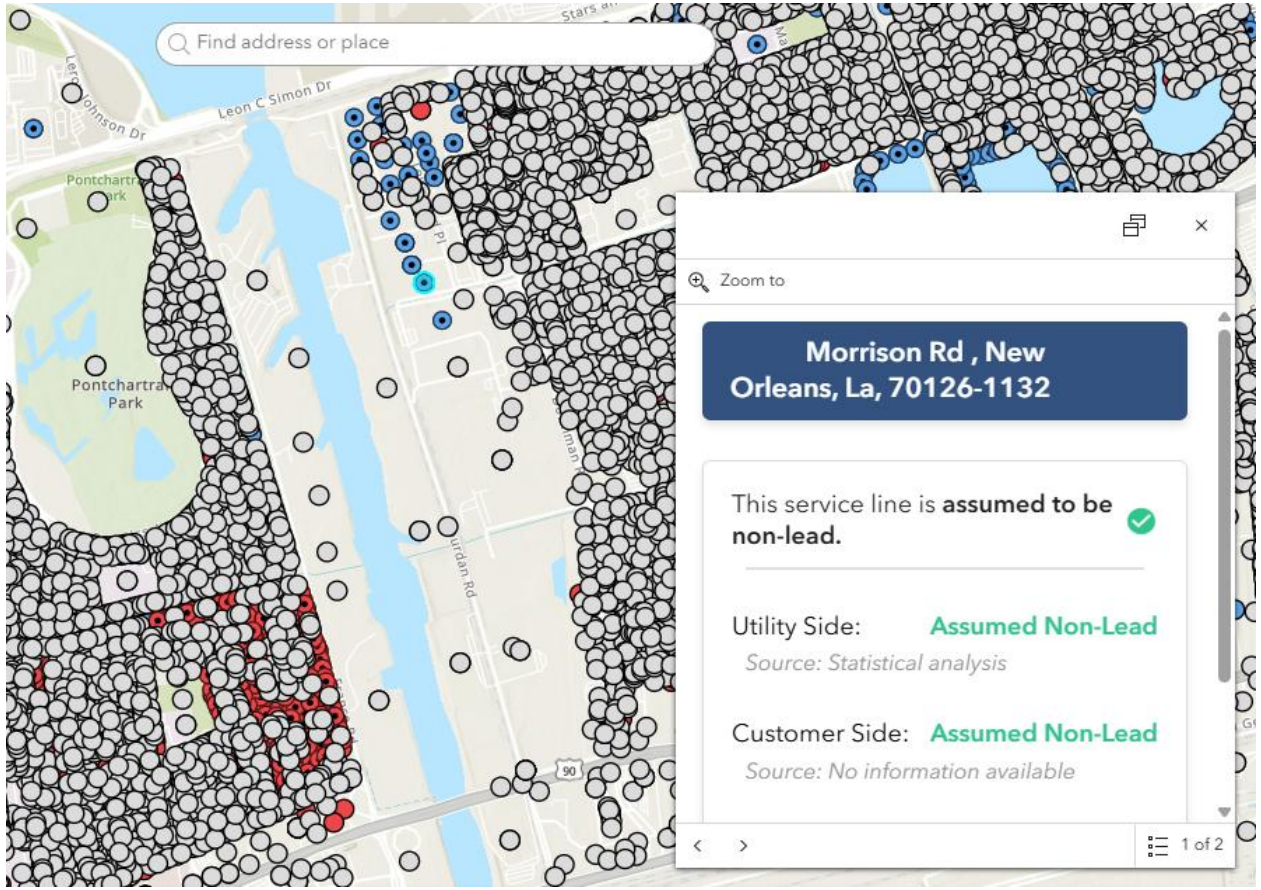
Service Line

Public Lead Category

Unknown	**113,162** (75%)
Unknown - Assumed Lead *	**19,426** (13%)
Unknown - Assumed Non-Lead **	**1,874** (1%)
Lead	**14,031** (9%)
Non-Lead	**1,612** (1.5%)
Galvanized Requiring Replacement	**54** (<1%)

*Assumed Lead when probability > 80%

**Assumed Non-Lead when probability < 20%



Last updated July 2025

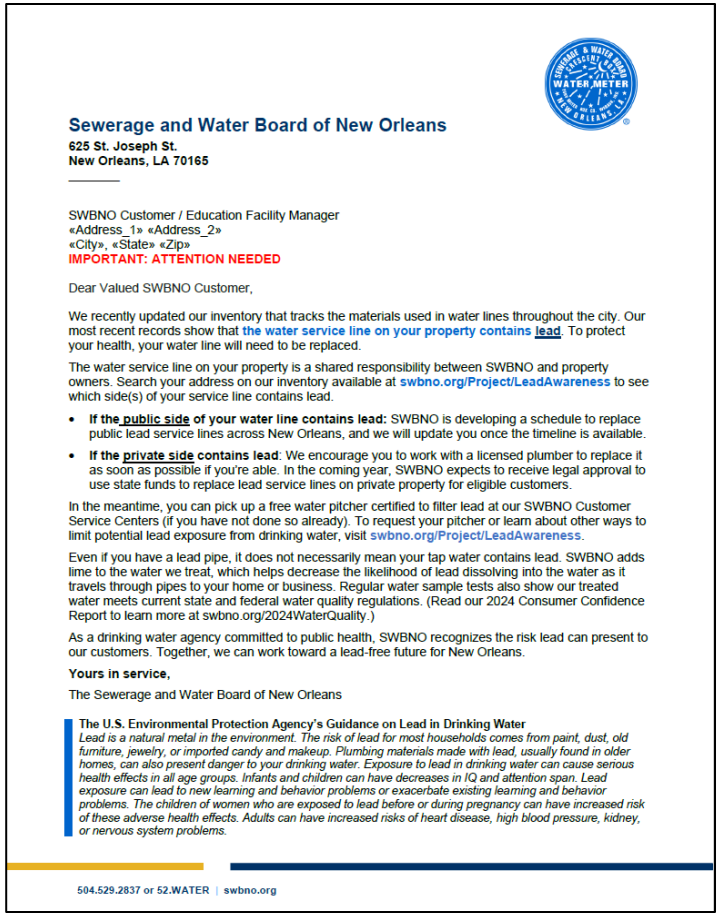
Annual Inventory Notifications

- EPA requirement
- Distributed every November starting in 2024 to lead, unknown, and galvanized requiring replacement properties



2024

2025



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

SWBNO Customer / Education Facility Manager
«Address_1» «Address_2»
«City», «State» «Zip»
IMPORTANT: ATTENTION NEEDED

Dear Valued SWBNO Customer,

We recently updated our inventory that tracks the materials used in water lines throughout the city. Our most recent records show that the water service line on your property contains lead. To protect your health, your water line will need to be replaced.

The water service line on your property is a shared responsibility between SWBNO and property owners. Search your address on our inventory available at swbno.org/Project/LeadAwareness to see which side(s) of your service line contains lead.

- **If the public side of your water line contains lead:** SWBNO is developing a schedule to replace public lead service lines across New Orleans, and we will update you once the timeline is available.
- **If the private side contains lead**: We encourage you to work with a licensed plumber to replace it as soon as possible if you're able. In the coming year, SWBNO expects to receive legal approval to use state funds to replace lead service lines on private property for eligible customers.

In the meantime, you can pick up a free water pitcher certified to filter lead at our SWBNO Customer Service Centers (if you have not done so already). To request your pitcher or learn about other ways to limit potential lead exposure from drinking water, visit swbno.org/Project/LeadAwareness.

Even if you have a lead pipe, it does not necessarily mean your tap water contains lead. SWBNO adds lime to the water we treat, which helps decrease the likelihood of lead dissolving into the water as it travels through pipes to your home or business. Regular water sample tests also show our treated water meets current state and federal water quality regulations. (Read our 2024 Consumer Confidence Report to learn more at swbno.org/2024WaterQuality.)

As a drinking water agency committed to public health, SWBNO recognizes the risk lead can present to our customers. Together, we can work toward a lead-free future for New Orleans.

Yours in service,

The Sewerage and Water Board of New Orleans

The U.S. Environmental Protection Agency's Guidance on Lead in Drinking Water

Lead is a natural metal in the environment. The risk of lead for most households comes from paint, dust, old furniture, jewelry, or imported candy and makeup. Plumbing materials made with lead, usually found in older homes, can also present danger to your drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups. Infants and children can have decreases in IQ and attention span. Lead exposure can lead to new learning and behavior problems or exacerbate existing learning and behavior problems. The children of women who are exposed to lead before or during pregnancy can have increased risk of these adverse health effects. Adults can have increased risks of heart disease, high blood pressure, kidney, or nervous system problems.

504.529.2837 or 52.WATER | swbno.org

Pitcher Distribution

Offering **free NSF/ANSI-53 certified water filter pitchers** to customers with **unknown or lead** service lines

4,700+
Pitchers distributed since 2024



Thank you.

QUESTIONS?

504- 420-1357

LSLR@swbno.org

Swbno.org/Projects/LeadAwareness

SWBNO EAM Project
Trimble Unity Software
1898 & Co.

Operations Committee Meeting

November 11, 2026



Confidential Information

With You Today



Brian Hiller MBA, CCMP
Senior Managing Director

ArcGIS Utility Network SPECIALTY esri



Thomas Wilson
Project Manager

Agenda

// INTRODUCTIONS AND OUR PROJECT TEAM

// TRIMBLE UNITY MAINTAIN OVERVIEW AND DIFFERENTIATORS

// SYSTEM IMPLEMENTATION APPROACH & TIMELINE

// Q&A AND WRAP UP

1898 & Co. is a business, technology, and security consultancy that plans, secures, and optimizes for critical infrastructure organizations.



Business Strategy & Transformation



Industrial Cybersecurity



Asset Planning & Management



Acquisition & Divestment



Data & Analytics



Enterprise Technology



Financial Analysis



Policy & Regulatory

75+
LOCATIONS
locally in North Carolina as well as international offices in Canada, England, India, and Mexico

500+
CONSULTANTS
spanning business, cybersecurity, data, digital, engineering, finance, planning, & strategy

13,000+
EMPLOYEES
providing full-service capabilities at Burns & McDonnell, including engineers, architects, and construction professionals

1898 & Co. | Proven implementation experience | People-first delivery | Local partnerships, national strength

Why Implement a New Enterprise Asset Management (EAM) System?

TRANSFORMATIONAL TIME AT SWBNO

- Enterprise systems are end-of-life
- Systematic move to cloud-based solutions
- Need solutions that play well together

OPERATIONAL & COMPLIANCE RISKS

- FEMA and LA OIG require modern EAMS
- Current system is not supported and mainframe-based
- Infrastructure challenges and complexity are increasing

NEED TO STREAMLINE WORK MANAGEMENT

- Take a more proactive approach to work assignments
- Management needs increased visibility
- Technology needs to meet field, plant, and office staff where they are

LAY FOUNDATION FOR LONG-TERM ASSET MANAGEMENT

- Better targeting of CapEx and OpEx
- Build a foundation of good asset management practice
- Grow into advanced analytics, AIP, APM

1898 & CO.

Confidential Information

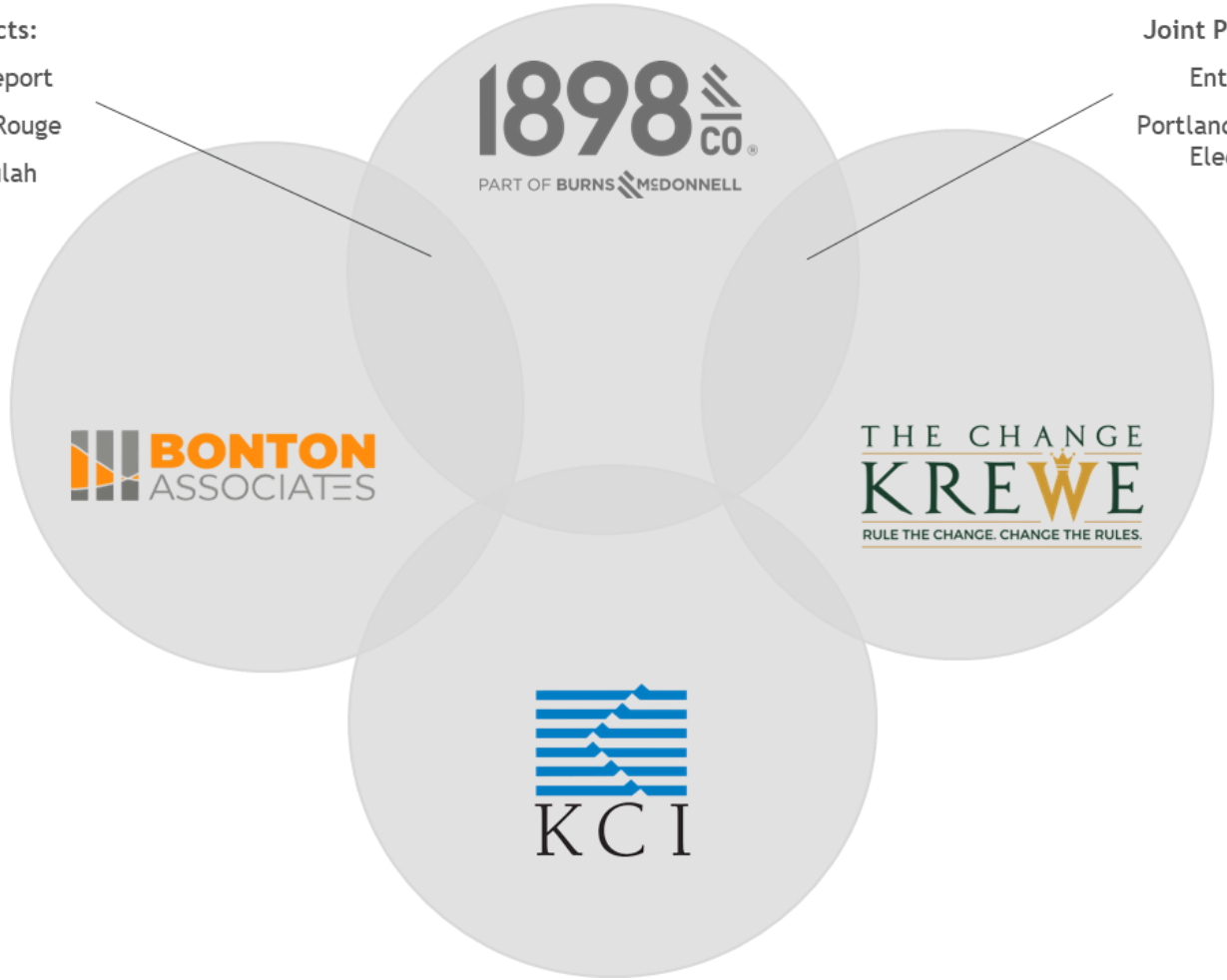
One Unified Team

Joint Projects:

City of Shreveport

City of Baton Rouge

City of Tallulah



Joint Projects:

Entergy

Portland General Electric

Our Value to SWBNO

- Proven implementation experience
- People-first delivery
- Local partnerships, national strength
- Decades of experience working together on complex projects

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Our Project Team's Louisiana Experience



Additional Louisiana projects include:

1. Blanchard, La
2. Carencro, La
3. Scott, La
4. Mire Branch Water
5. Rapides Parish Sewer District No. 1
6. Broussard, La
7. Opelousas. La
8. Sabine Parish District No. 1
9. Tangipahoa Parish Water District
10. Blocker Waterworks
11. Pointe Coupee Parish

Utilities above supported by Bonton Associates as part of a partnership under contract with the Louisiana Division of Administration or the Louisiana Water Sector Commission.

Our Value to SWBNO

Louisiana project experience

Local partners, lasting impact

Proven statewide delivery

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Organizational Structure



Thomas Wilson,
Project Manager

- Led or supported more than 100 Cityworks/Trimble Unity projects
- Five Cityworks projects in Louisiana
- Dedicated to SWBNO EAMS project for its duration





Thomas Wilson
Project Manager/Technical Lead



Ben Stafford
QA/QC



Darius Bonton
Assistant Project Manager

Leadership & Client Success Team



Seth Johnstone
Water Industry Lead



Brian Hiller
GIS and EAM Director



Chris Ericksen
Asset Management and Consent Decree Advisor

Change Management & Training



Amy Borgmeyer
Change Management Lead



Melanie Spring
Senior Change Management Consultant



Bob Olsonoski
Change Management Consultant



Torrey Theall
Change Management Consultant

Integrations



Dusty Werth
Integration Lead

GIS and Data Migration



Joe Murk
Data Migration Lead



Gerald Kelly
Data Migration Specialist



Scott Messier
Data Migration Specialist



Kiran Gurung
GIS and Engineering Specialist

EAM Configuration



Darris Friend
Senior EAM Consultant



Lauren Assyia
EAM Consultant

Testing



Ganesh Murai
EAM Testing Lead



Lisa Young
EAM Testing Specialist

Our Value to SWBNO

Integrated, one team structure

Local teammates, national support

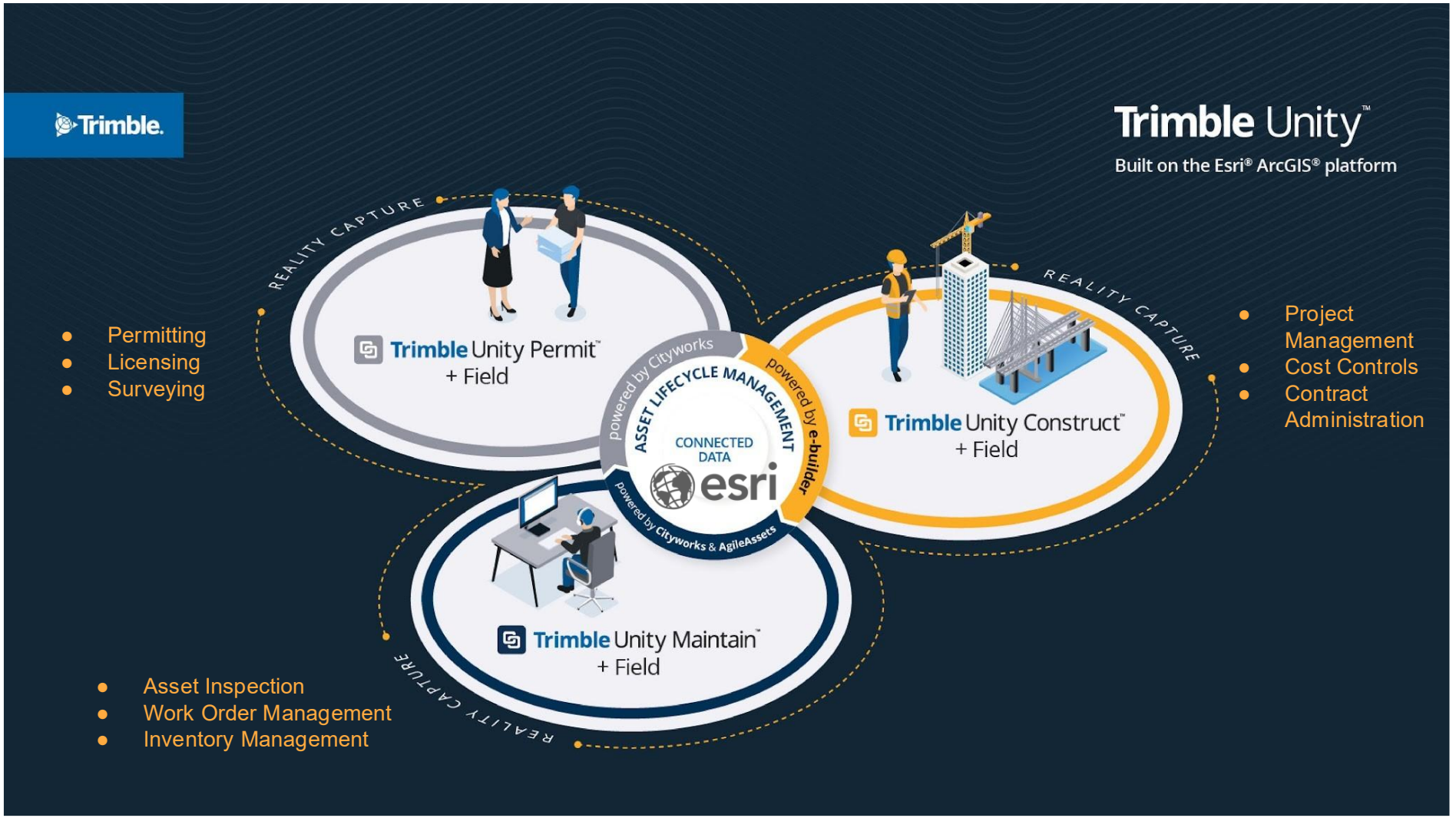
Clear roles, shared accountability

Confidential Information

Trimble Unity Platform Overview

Confidential Information

Trimble Unity



Trimble Unity - Differentiators

PEERS

Atlanta, GA
Baltimore, MD
Washington Suburban Sanitary Commission, MD
Boston, MA
Charlotte, NC
Columbus, OH
Nashville, TN
Philadelphia, PA
Pittsburgh, PA
Shreveport, LA
Lafayette Utility Services, LA

USER COMMUNITY

Trimble has a long-standing and growing user community with multiple large customer events each year, and presence at the major water/wastewater industry events including AWWA ACE and WEFTEC.

DATA SHARING

Because Trimble is built on top of Esri using native web services, and offers an open API structure, sharing with other applications (including OpenGov) is a native capability for both real-time and scheduled scenarios.

ESRI PARTNERSHIP

Platinum – Long history of working closely with Esri product teams to ensure deep, native integration to support utility business workflows (includes recent models such as Utility Network, ArcGIS Indoors)

ASSET TYPE SUPPORT

Supports all asset types, including vertical assets, leveraging its powerful work order management, PM schedules, and condition assessment tools effectively. Offers crucial spatial context for facilities providing a holistic view of an agency's entire asset portfolio.

Confidential Information

Differentiators - Project Team



Implementation Timeline & Approach

Confidential Information

A phased delivery model drives a controlled EAMS rollout

PHASE 1 | LINEAR & LEGACY CASSWORKS ASSETS

PHASE 2 | VERTICAL & OTHER ASSET TYPES

MOBILIZE & DISCOVER

- Set governance & reporting cadence
- Complete process, asset, GIS & stakeholder discovery
- Align scope, inputs & roadmap

CONFIGURE & CONNECT

- Configure Maintain, Field & Storeroom workflows
- Enable GIS, reporting & Unity-side integrations
- Migrate approved work history & asset data

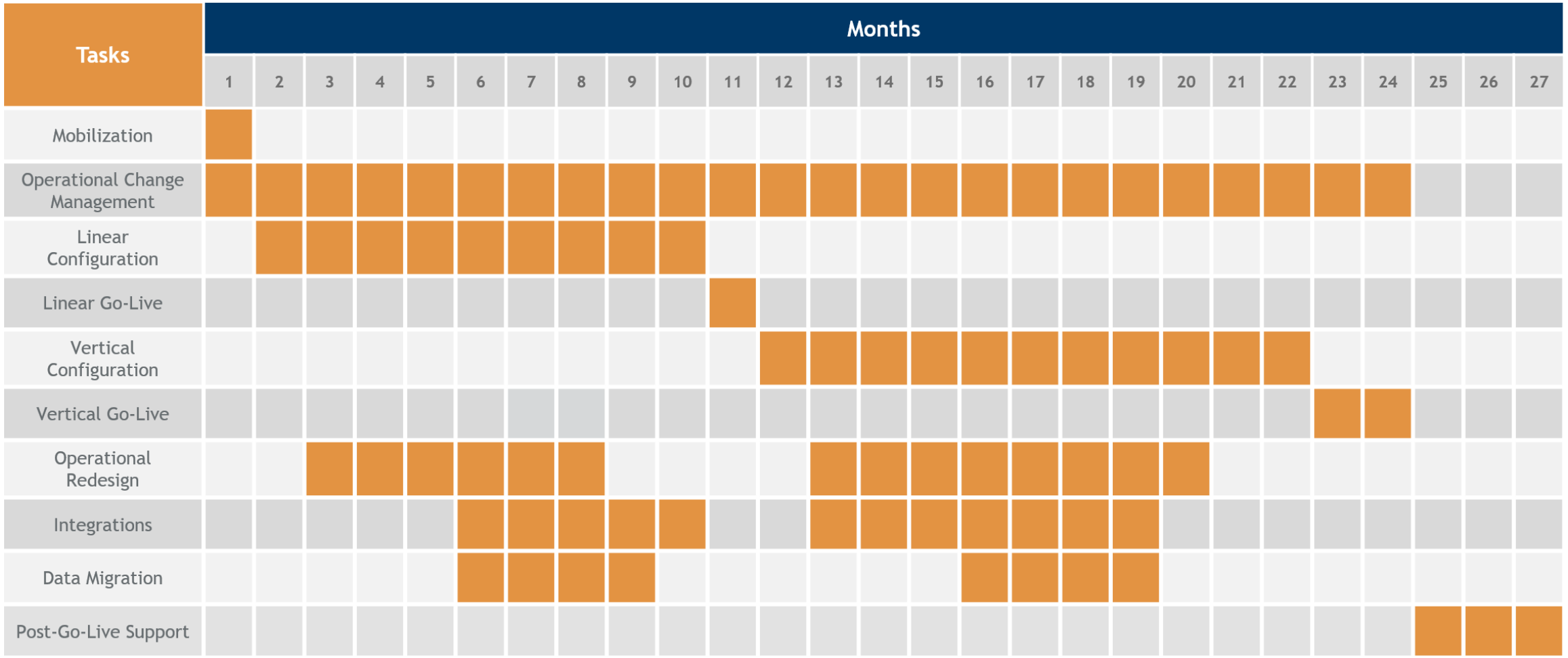
VALIDATE & ENABLE

- Test configuration, integrations & UAT
- Train admins, power users & end users
- Manage readiness, adoption & defects

GO-LIVE & SUSTAIN

- Deploy in two waves:
  1. linear / legacy
  2. vertical assets
- Stabilize through project-level hypercare
- Transition ownership, records & support to SWBNO

Implementation Timeline

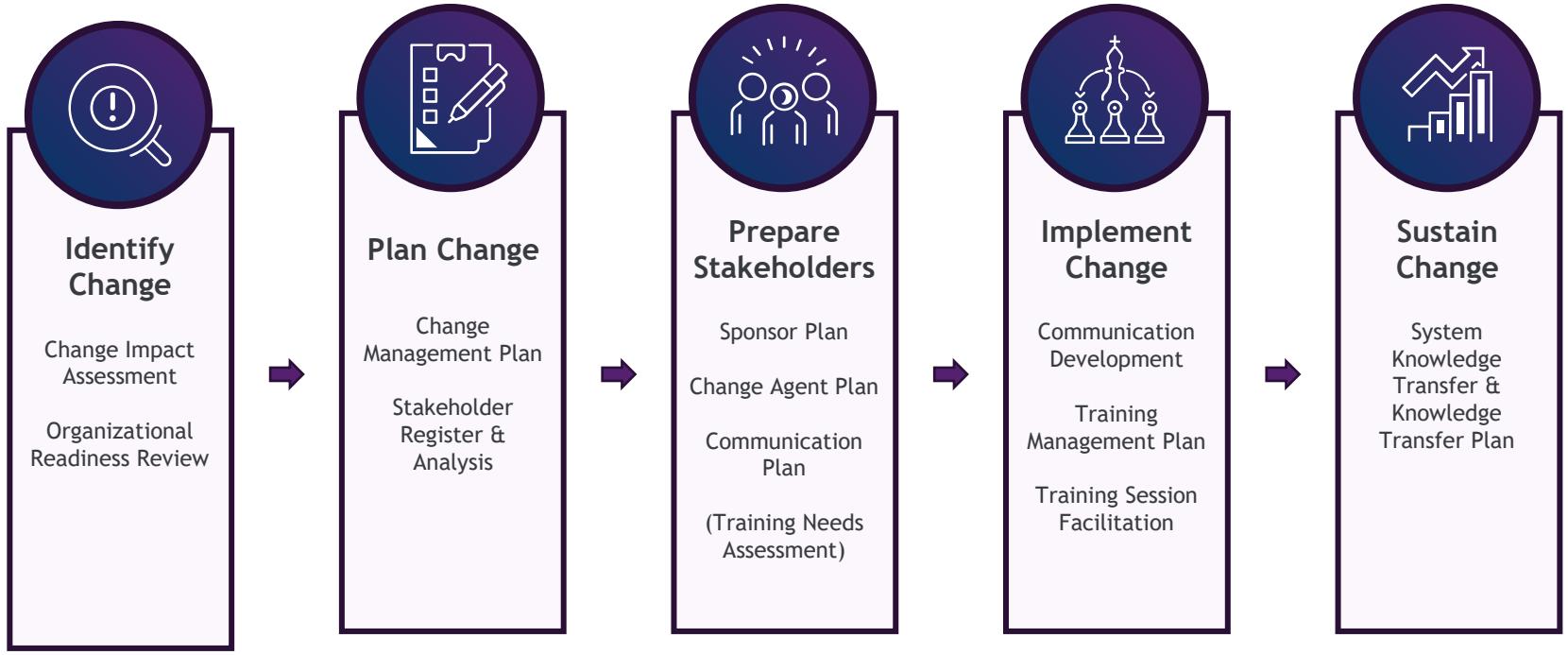


- Phased, risk-based rollout
- Early value, steady adoption
- Disciplined, on-time delivery

Change Management

Change Management Stages

Plan Components



On-Going Change Management Meetings, Updates and Milestones

Integration with Other Organizational Initiatives, Plans and Milestones

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Data Migration Experience

ANNE ARUNDEL COUNTY MARYLAND

- Longtime Cassworks client for utilities, highways and waste management
- In 2019, migrated to a new CMMS including large Cassworks data migration
- KCI was the owner representative for the County.
- Linear GIS existed, but vertical asset inventory migrated from Cassworks into the new CMMS

METRO WATER SERVICES

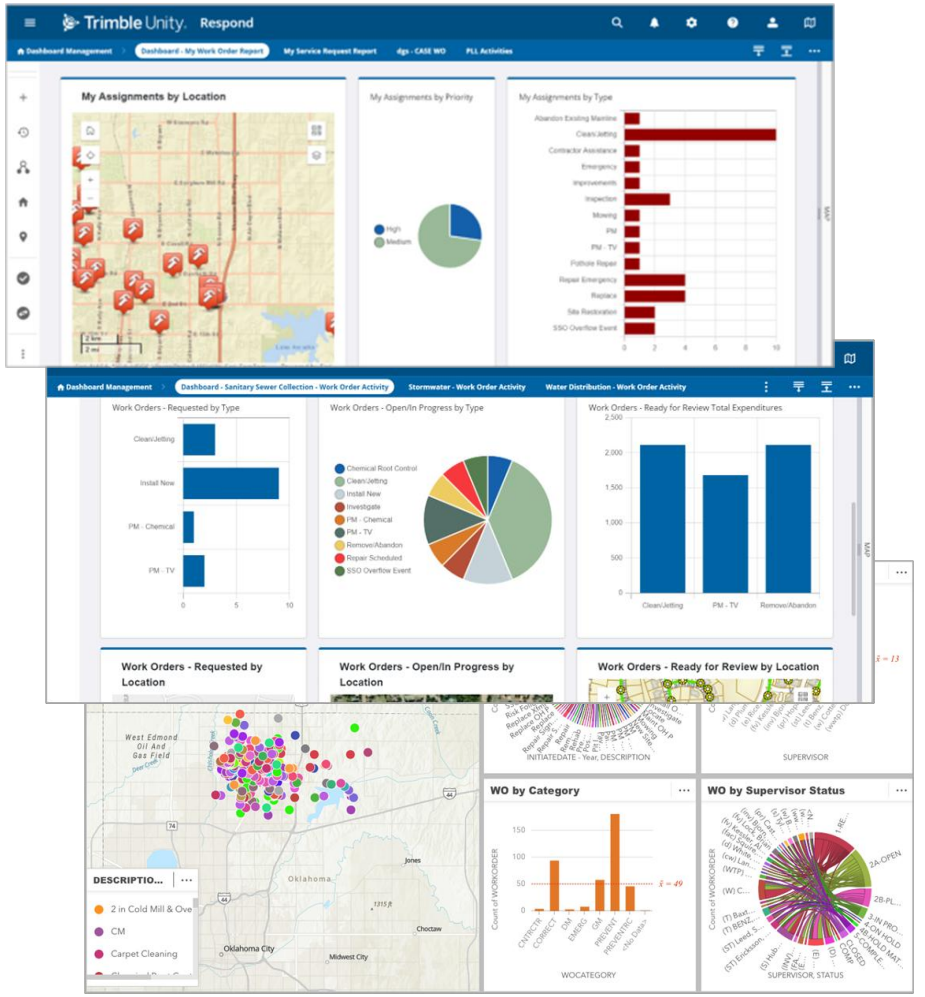
- Longtime Infor legacy system for water, wastewater, stormwater and solid waste services to migrate to Trimble
- Three projects for wastewater facilities, distribution/collection and water facilities, KCI is migrating work activities, asset inventory and warehouse inventory using FME to Trimble Unity.
- Going live with Metro General Services for building maintenance in December.

PITTSBURGH WATER PGH2O

- Water and wastewater work history, images, and videos migrated from legacy CMMS solution to Trimble Unity
- Warehouse inventory migrated and synchronized from SAP
- Used during the cutover process to migrate active work activities opened in the legacy system into Trimble Unity in the same status

Reporting & Analytics

1. **Requirements Workshop:** Held during early implementation phases to gather initial report requirements by department or user role.
2. **Use Case Documentation:** For each requested report, use cases will be documented, including audience, filters, frequency, format, and data sources.
3. **Prototyping and Review:** Initial mock-ups or prototypes are created using sandbox data, reviewed with users, and revised as needed.
4. **Approval and Deployment:** Once approved, reports are deployed to test and production environments and made accessible from dashboards or search inboxes.
5. **Post-Go-Live Enhancement Requests:** During the post-go-live support phase or under a supplemental support services agreement, SWBNO staff may request report modifications or new reports through 1898 & Co. These requests will follow the same review and delivery process used during implementation.



Our Value to SWBNO

Real-time, GIS-integrated insights

Embedded Dynamic Unity Dashboards

Actionable asset performance metrics

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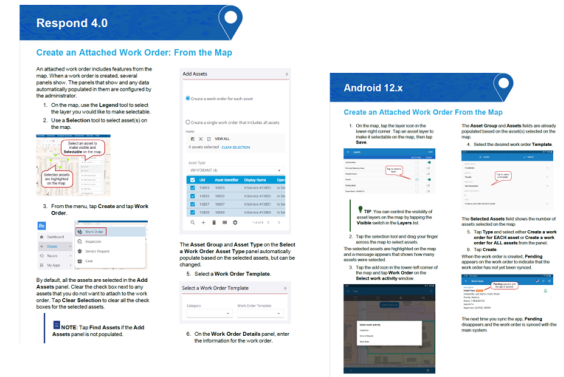
Training Approach

1. **Define expected performance outcomes,** desired level of proficiency, and current level of performance to capture training success criteria.
2. **Identify business and learner constraints** to enable realistic and training solutions.
3. **Source and/or build** training and performance support materials, engaging stakeholders throughout.
4. **Implement training and transition to sustainment,** monitoring adoption and performance and adjusting as needed.

HELP GUIDES

Quick Start Help Guides

These help guides provide step by step guide to performing most common tasks.





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Post-Implementation and Additional Services

GOAL: Long-term self-sufficiency with ongoing partnership

Continued integration support and system optimization

Asset strategy and capital planning alignment

Three months of post-go-live support including:

- Remote support
- Onsite visits

Support for both linear and vertical asset configurations

Questions & Discussion

Thomas Wilson - Project Manager
Thomas.Wilson@1898andco.com
in/Thomas Wilson

Thank You

HOLIDAY CALENDAR ADDITIONS - 2026

WHEREAS, on July 23, 2026, the New Orleans City Council ("Council") adopted Motion No. M-26-285, which amended the holiday schedule for City Government for the year 2026 to include an additional holiday on August 28, 2026 for Hurricane Katrina Remembrance; and

WHEREAS, on October 20, 2026, the Mayor of the City of New Orleans, in collaboration with the New Orleans City Council, established Election Day, Tuesday, November 3, 2026, as a city holiday to encourage residents and city employees to exercise their right to vote; and

NOW, THEREFORE, BE IT RESOLVED, that the Sewerage and Water Board of New Orleans (SWBNO) hereby adopts and ratifies the following changes (additions) to the SWBNO holiday calendar for the year 2026, as set forth below:

- **Hurricane Katrina Remembrance, Friday, August 28, 2026**
- **Election Day, Tuesday, November 3, 2026**

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 a correct
copy of a Resolution adopted at the Regular Monthly
Meeting of said Board of Directors, duly called and held,
according to law, on
November 18, 2026.

_____

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

HOLIDAY CALENDAR - 2027

BE IT RESOLVED, that in accordance with the holiday schedule adopted for City Government for the year 2027, the Sewerage and Water Board of New Orleans does hereby adopt its holiday calendar for the year 2027, as set forth below:

HOLIDAY	**DATE1OF1OBSERVANCE**
New Year's Day 2027	Friday, January 1
Martin Luther King, Jr. Day	Monday, January 18
Mardi Gras	Tuesday, February 9
Good Friday	Friday, March 26
Memorial Day	Monday, May 31
Juneteenth Day (Observed)	Friday, June 18
Independence Day (Observed)	Monday, July 5
Katrina Remembrance Day	Monday, August 30
Labor Day	Monday, September 6
Indigenous People's Day	Monday, October 11
Thanksgiving Day	Thursday, November 25
Veterans Day (Observed)	Friday, November 26
Christmas Eve (Observed)	Thursday, December 23
Christmas Day (Observed)	Friday, December 24
New Year's Eve	Friday, December 31

BE IT FURTHER RESOLVED, that in addition to aforesaid holidays, the Sewerage and Water Board of New Orleans will recognize any additional holidays declared by the City Council for the City of New Orleans.

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 a correct
copy of a Resolution adopted at the Regular Monthly
Meeting of said Board of Directors, duly called and held,
according to law, on
November 18, 2026.

_____

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