



DATE: 07/09/2025

TIME: 9:45 a.m.

LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | Tamika Duplessis, Ph.D. | Joseph Peychaud |

| Maurice Sholas, M.D., Ph.D. | Chadrick Kennedy |

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. Action Item

- A. Resolution (R-120-2025) Declare August 29th Holiday (Hurricane Katrina Remembrance)

III. Presentation Items

- A. Systems Modernization Update (Financial, Human Resources, Billing Software, and Asset Management – Darrell Eilts, Chief Information Officer, and Cathy Smith, IT Director)
- B. Smart Metering Update: Changing the Way We Do Business – Rebecca Johnsey, Deputy General Superintendent

IV. Public Comment

V. Adjournment

HOLIDAY CALENDAR ADDITION - 2025

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that the Sewerage and Water Board does hereby adopt the following change (addition) to the Holiday calendar for the year 2025, as set forth below:

Hurricane Katrina Remembrance: Friday, August 29, 2025, Normal Holiday

I, M. Ron Spooner, P.E. Interim 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
July 16, 2025

M. Ron Spooner P.E.
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD

MOTION

NO. M-25-330

CITY HALL: June 12, 2025

BY: COUNCILMEMBERS MORENO, MORRELL, HARRIS, KING, GREEN AND THOMAS

A MOTION recognizing the solemn 20th Anniversary of Hurricane Katrina, one of the worst man-made disasters in our nation's history that caused inconceivable devastation and immense hardship and heartbreak here in New Orleans and throughout the Gulf Coast region. Twenty years later, we continue to honor the memory of those who lost their lives, provide comfort and strength to the families of the victims, and ensure we never forget the impacts and legacy of this tragedy. The Council hereby declares a Day of Remembrance to be observed on August 29, 2025, to be added to the City government holiday schedule.

WHEREAS, on August 23, 2005, a tropical depression formed southeast of the Bahamas and became Tropical Storm Katrina on August 24, 2005, becoming the 11th tropical storm of the season and the third strongest hurricane to hit the United States in its history at the time; and

WHEREAS, by the evening of August 25, when Katrina made landfall north of the Broward-Miami-Dade county line, it had intensified to a Category 1 hurricane designation, but after passing over Florida, the storm again weakened and was reclassified as a tropical storm; as it moved over the Gulf of Mexico, the storm increased in strength and on August 28, the storm was upgraded to a Category 5 hurricane, with maximum sustained wind speeds ultimately reaching 175 miles per hour; and

WHEREAS, on the morning of August 29, 2005, Hurricane Katrina made landfall southeast of New Orleans in Buras, Louisiana, destroying the coastline with estimated storm surges of 15 to 19 feet from New Orleans East to St. Bernard and Plaquemines parishes; though downgraded to a Category 3, the storm's relatively slow forward movement covered the region with significant rainfall; and

WHEREAS, in the early morning hours on August 29, the U.S. Army Corps of Engineers received a report that water had broken through the concrete flood wall between the 17th Street Canal and the city, with the Industrial Canal later breaching and flooding the Lower Ninth Ward; in 2006, the U.S. Army Corps of Engineers, responsible for the design of the levee

system in New Orleans, acknowledged that outdated and faulty engineering practices used to build the levees led to a majority of the flooding that occurred due to Katrina; and

WHEREAS, by late afternoon, the breaching of the London Avenue Canal levees had led to 80% of New Orleans neighborhoods to be inundated with rising floodwaters, reaching upwards of 15 feet in depth; and

WHEREAS, roughly 100,000 people were tragically trapped in the city when the storm hit – due in large part to late evacuation notices and lack of transportation – with many taking refuge in the New Orleans Superdome and the Ernest J. Morial Convention Center; and

WHEREAS, this man-made disaster resulted in the deaths of 1,833 people regionally and left millions homeless in New Orleans and along the Gulf Coast of Louisiana, Mississippi and Alabama; according to the National Oceanic and Atmospheric Administration, Katrina is the costliest U.S. hurricane on record, inflicting upwards of \$160 billion in total damages; and

WHEREAS, Hurricane Katrina had an overwhelming impact on the city of New Orleans and our people; the mass exodus from New Orleans and the Gulf Coast during and after Katrina represented one of the largest and most sudden relocations of people in U.S. history with an estimated 1.2 million Louisianans being displaced for months or even years, and thousands never returning to their homes; and

WHEREAS, in addition to the tragic loss of life and abundant displacement, the storm caused significant damage to businesses, infrastructure, and housing and left behind standing water, oil pollution, sewage, and other environmental hazards; and

WHEREAS, the storm further exposed major gaps in the U.S. emergency management response and highlighted the importance of infrastructure resilience with storm impacts continuing to be felt in New Orleans as ongoing efforts to rebuild and recover continue even twenty years later; and

WHEREAS, the storm serves as a stark and chilling reminder of the destructive power of extreme weather events and the importance of disaster preparedness; nevertheless, our city remains united in compassion for the victims and in resolve to overcome the tremendous impacts through perseverance and thoughtful action to address systemic failures; and

WHEREAS, the City Council announced the City Government's 2025 Holiday schedule in Motion No. M-24-527 and the motion was approved at the September 19, 2024 Council meeting; and

WHEREAS, the Council desires to amend this schedule to include a Day of Remembrance acknowledging the devastating impacts and loss of life resulting from Hurricane Katrina to be recognized on August 29, 2025, without adverse impact on the City budget or ability to provide services to the public; **NOW THEREFORE**

BE IT MOVED BY THE COUNCIL OF THE CITY OF NEW ORLEANS, That the Holiday schedule for City Government for the year 2025 is hereby amended to include the following additional holiday:

<u>HOLIDAYS</u>	<u>DATE OF OBSERVANCE</u>	<u>DAY</u>
Hurricane Katrina Remembrance	August 29, 2025	Friday

THE FOREGOING MOTION WAS READ IN FULL, THE ROLL WAS CALLED ON THE ADOPTION THEREOF, AND RESULTED AS FOLLOWS:

YEAS: Green, Harris, King, Moreno, Morrell, Thomas - 6

NAYS: 0

ABSENT: Giarrusso - 1

AND THE MOTION WAS ADOPTED.

THE FOREGOING IS CERTIFIED
TO BE A TRUE AND CORRECT COPY



ASSISTANT CLERK OF COUNCIL

SWBNO Technology Modernization and Optimization

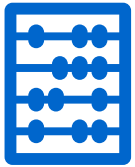
Information Systems Projects

as of
July 9, 2025



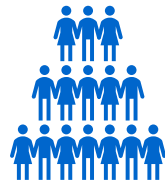


Major System Replacement Projects



**Oracle Cloud
Financials**
(AFIN Replacement)

Implementation
[Sponsor: CFO]



**Human Capital
Management System**
(GPHR Replacement)

Selection Committee
[Sponsor: CAO]



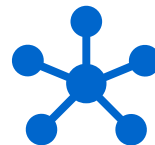
**Enterprise Asset
Management System**
(RJN Cassworks
Replacement)

RFP Published
[Sponsor: GSO]



**Customer
Information System**
(Cogsdale CSM
Replacement)

Est. RFP July 2025
[Sponsor: CCSO]



**Cloud ERP Middleware
for Integration**

Est. RFP Q1 2026
[Sponsor: CIO]

Other Projects

ArcGIS to Utility
Network

AFIN
Data Archive

SWBNO public
website ADA
Modernization

Intranet
Modernization

Disaster Recovery
and Business
Continuity
Planning

Cybersecurity Risk
Mitigation Plan

CISA Tabletops
Exercises

Firewall
Upgrades

Security
Department: Add
50+ Cameras

IT/OT Governance
Framework

IT/OT WPC
Coordination

Migrating Files to
SharePoint
Cloud Storage

Call Center: IVR
Replacement
(Pay by Phone)

Digital
Transformation
(e.g., Legal Document
Storage)

Streamline
Technical Requests

NIBS Digital Twins
Predictive
Maintenance

Dashboards and
Reporting
Improvements

HR Connect
Information
Displays

Windows 10
Upgrades to
Windows 11

And more...





	2025				2026				2027				2028				2029										
	Q1	Q2	Q3	Q4** SmartMeter Completion?	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4							
Oracle Financials System (AFIN Replacement)	Implementation				Post-Go Live Support																						
22 months					3 months																						
HCM System (GPHR Replacement)	Advertise RFP	Selection Committee Review of RFP responses and decision		Board Mtgs	Contract Negotiations	Implementation				Post-Go Live Support							GP End of Life										
2 months	4 months		1 mth	3 months		14 months				3 months														6 months			
Asset Mgmt System (Cassworks Replacement)			Advertise RFP	Selection Committee Review of RFP responses and decision		Board Mtgs	Contract Negotiations	Implementation								Post-Go Live Support											
2 months			5 months			1 mo	3 months		27 months								3 months										
CIS System (CSM Replacement)			Advertise RFP	Selection Committee Review of RFP responses and decision		Board Mtgs	Contract Negotiations	Implementation						Post-Go Live Support			GP End of Life										
2 months			5 months		1 mth	3 months		24 months						3 months				6 months									
Cloud ERP Middleware for Integration						Drafting RFP	Advertise RFP	Selection Committee Review of RFP responses and decision		Board Mtgs	Contract Negotiations	Implementation															
2 months			2 months	5 months		1 mo	3 months		12 months																		
ArcGIS to Utility Network	Implementation																										
17 months																											



Key Takeaways

- **Modernization of Core Business Systems:** Replacing legacy platforms (AFIN, CSM, Cassworks, GPHR) with modern, cloud-based solutions ensures scalability, security, and long-term sustainability.
- **Improved Integration:** The planned Cloud ERP Middleware will enable seamless data flow across systems, reducing silos and manual workarounds.
- **Enhanced Customer Service:** Upgraded systems will improve responsiveness, billing accuracy, and customer engagement.
- **Operational Efficiency:** Asset management and predictive maintenance tools will optimize field operations and reduce downtime.
- **Data-Driven Decision Making:** Dashboards, reporting improvements, and GIS modernization empower leadership with near real-time insights.
- **Cybersecurity and Compliance:** Implementation of a cybersecurity risk mitigation plan, firewall upgrades, and ADA modernization ensures regulatory compliance and data protection.
- ❖ The department has approximately 60 employees and contractors supporting all aspects of technology.



Path to Success

- ❑ **Sustained Project Governance:** Continued oversight through steering committees, board engagement, and milestone tracking will ensure accountability and transparency.
- ❑ **Workforce Enablement:** Ongoing training and change management will empower staff to fully leverage new systems and workflows.
- ❑ **Cloud-First Strategy:** Migration and adoption of cloud-native tools will reduce infrastructure overhead and improve disaster recovery capabilities.
- ❑ **Performance Monitoring:** Post-go-live support phases and KPIs will track system performance, user adoption, and ROI.
- ❑ **Future-Proofing:** Establishing a governance framework and embracing digital transformation initiatives positions SWBNO for long-term innovation.
- ❑ **Community Impact:** Enhanced service delivery, transparency, and responsiveness will build public trust and satisfaction.



POSITIVELY CHANGING THE WAY WE DO BUSINESS

July 9, 2025



SWBNO
SMART WATER METERING
PROGRAM





Installed over 120k smart meters

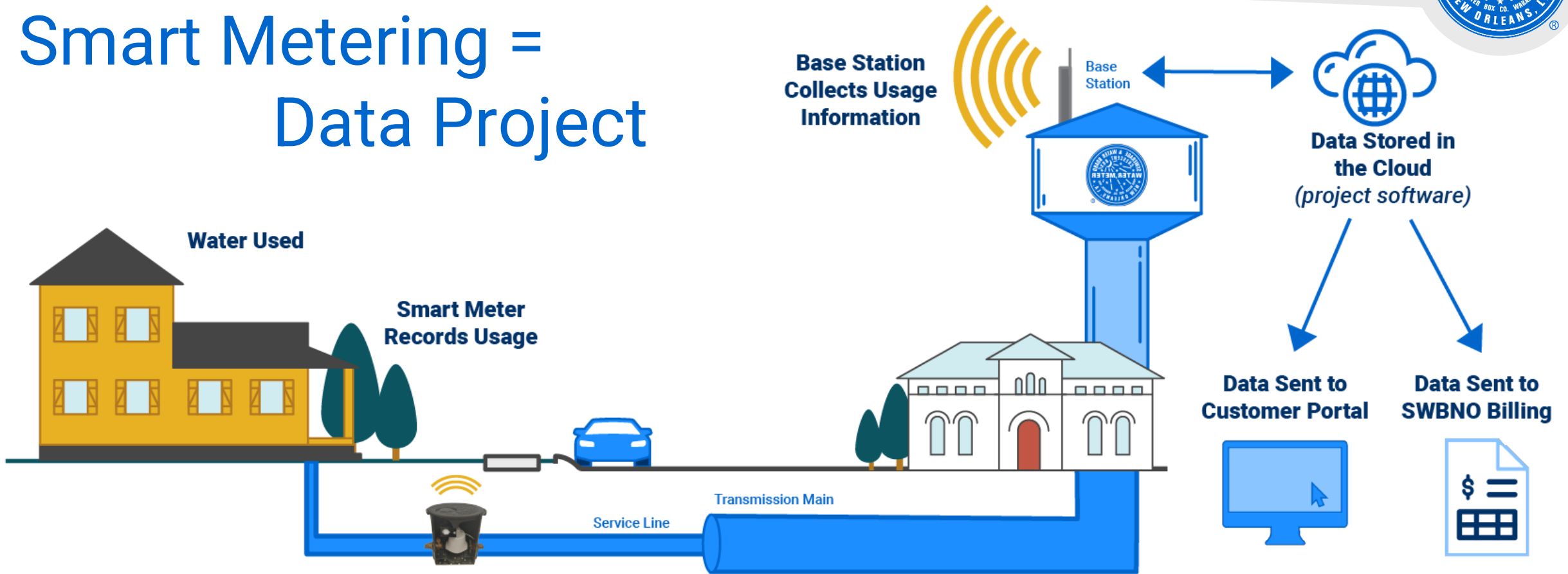
Installed over 2900 smart meters with pressure and temperature monitors

This state-of-the-art technology changes how we do business resulting in positive impacts to Operations, Customer Service, Customers and Our Community.

How Smart Metering works



Smart Metering = Data Project



Hourly Water Usage Data

OPERATIONS

Customer
Service

Customers

Community

- Less truck rolls
- Nearly eliminates estimated readings
- Accurate Data

Customer
Service

Customers

Community

OPERATIONS

Provides tools to
help agents
resolve customer
issues

Customers

Community

OPERATIONS

Customer Service

- Enables customers
- Understand Usage
- Manage their acct

Community

OPERATIONS

Customer
Service

Customers

Helps builds trust
between SWBNO and
the Community



Operations

Reduced truck rolls and manual meter reading.

More timely and accurate meter readings.

Eliminates most estimated readings.

Increased operational insights into meter performance:

Ex: Dashboard analysis and alarms such as low pressure, failed communications, continuous flow, reverse flow, low pressure, no reads, etc.

Optimization of work prioritization and operational analysis based on utilization of data.

Ex: Pressure profiles, water audits and work prioritization.



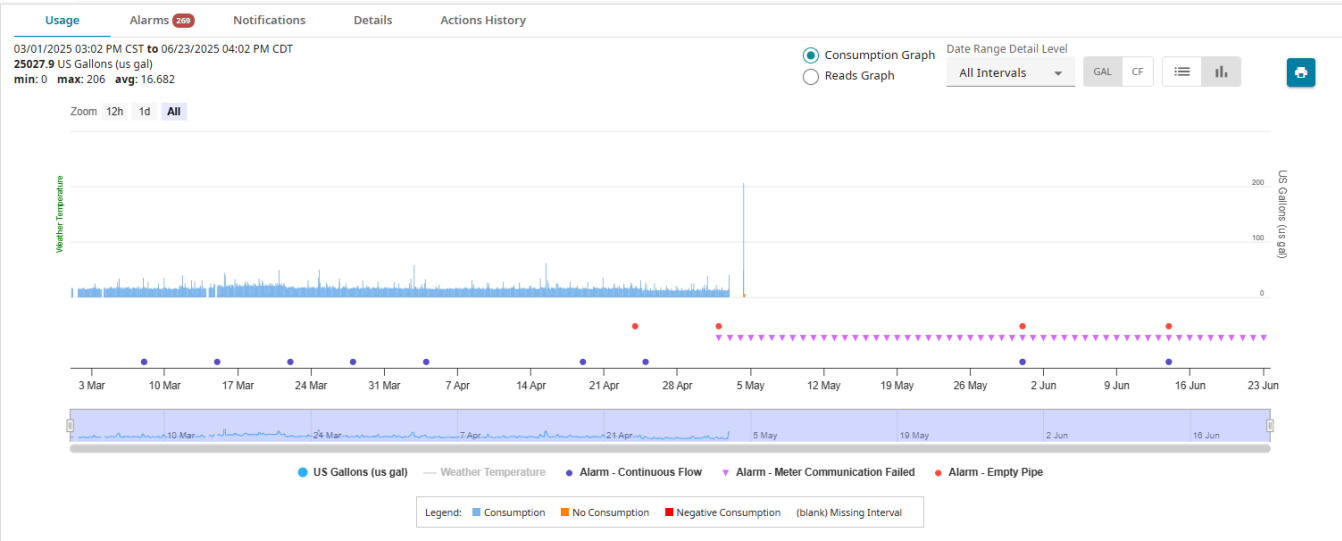


Many field issues can be diagnosed from a computer.



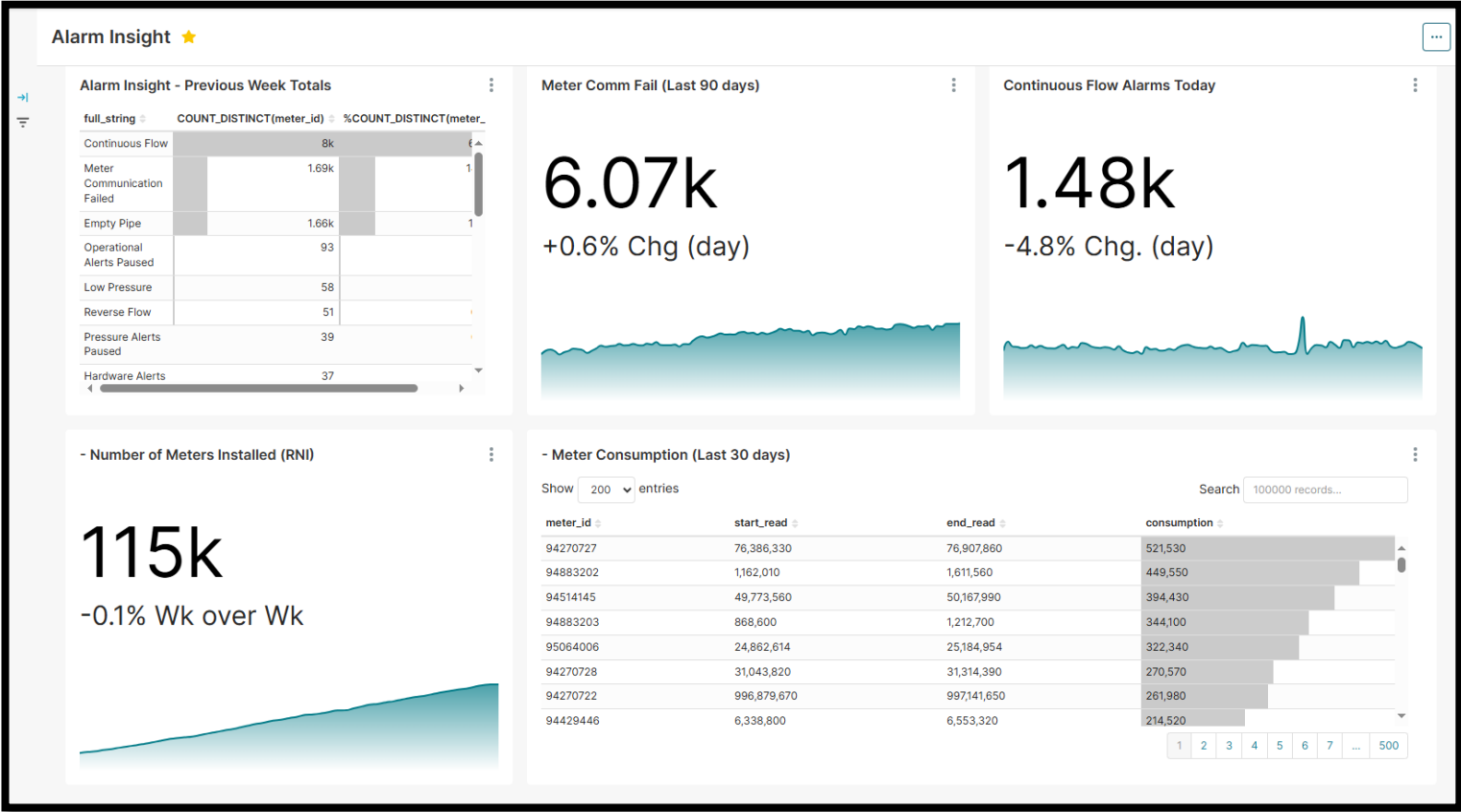
Potential leak on the customer's side of the meter = no truck roll

Meter that has stopped communicating = truck roll

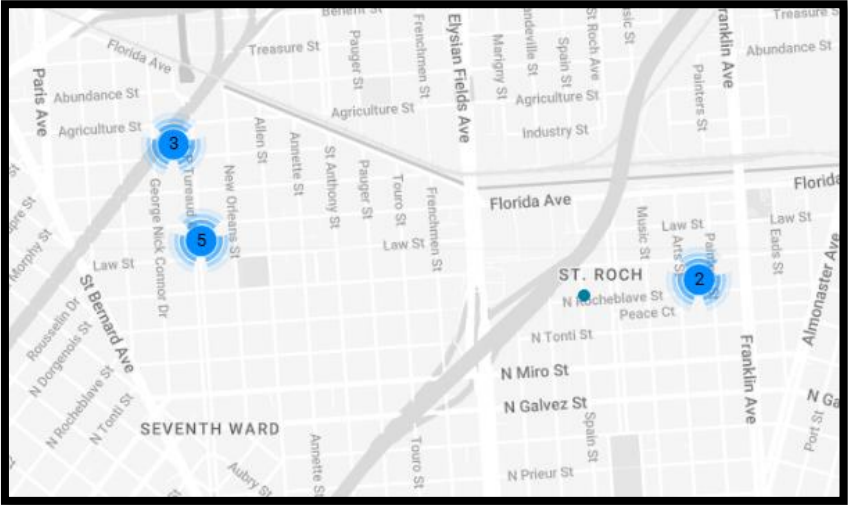




Meter Population Monitoring



Alarm Mapping





SENSUSANALYTICS

nolaw WATER

ssharp@swbno.org | Logout |

Meter Insight

Billing Cycle: All Cycles YESTERDAY TODAY 06/15/2025 Apply

Device Group: All Groups

Meter Insight was last updated at 9:55 AM on June 16, 2025 CDT

114748

Active Devices

3072

Orphaned Devices

1196

Inactive Device Usage

4517

Stale

1778

Almost Stale

0

Max Threshold Exceptions

0

Min Threshold Exceptions

Pressure Profile

SWBNO - New Orleans Sewer and Water Board

Selection (1) Filters

100320457_2

ally -1 ft

Sensors Go to Sensors

Sensor Name	Last Read (psi)	24h Min/Max/Avg (psi)	
<input type="checkbox"/> 100320457_2	56	56 / 62 / 58.7	...

Items per page: 10 1 - 1 of 1

Chart View

Related Alarms Last 24 Hours Go to Alarms



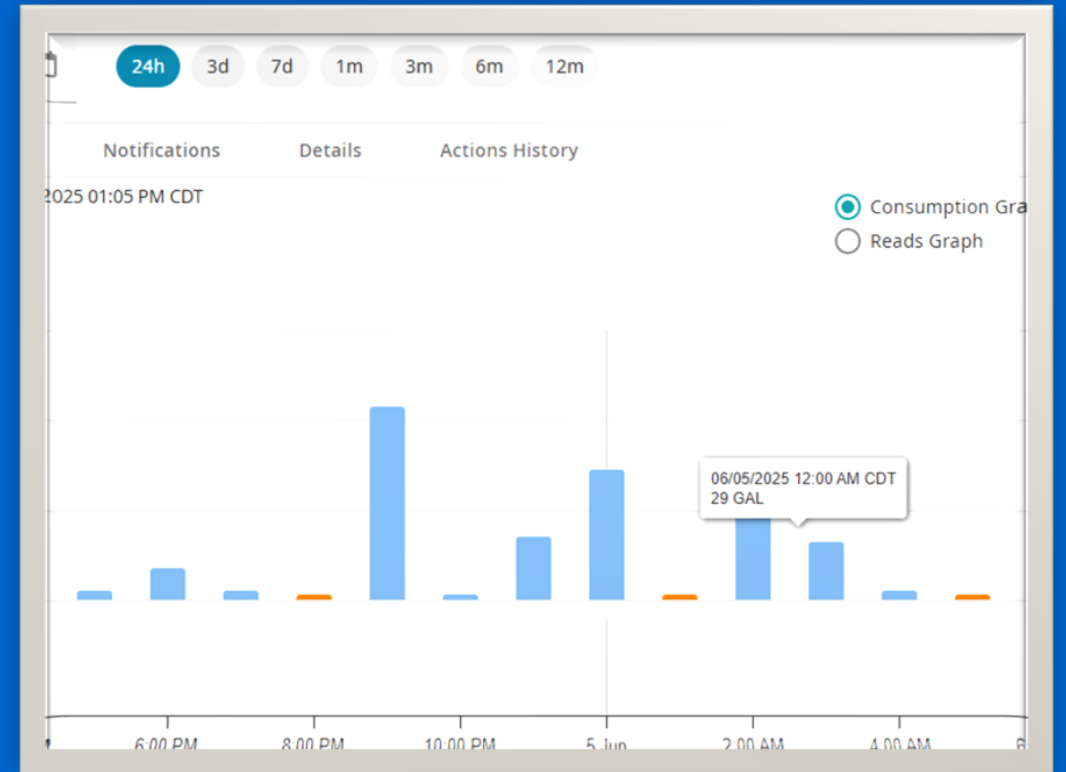
Customer Service

Agent ability to proxy into customer online account.

Improved tools to analyze customer's usage and potential leaks.

Billing detail for agents to better explain billing, rates and payment history.

Messaging center for improved communications with customers.



Example of how
agents can proxy
view to customer
account

Customer Advantage Communications Documents Analytics Live Stats Admin

Customer Profile Search

Enter search criteria below.

Username	Email Address	Account Number
<input type="text" value="Enter Username"/>	<input type="text" value="Enter Email Address"/>	<input type="text" value="171853-498514"/>

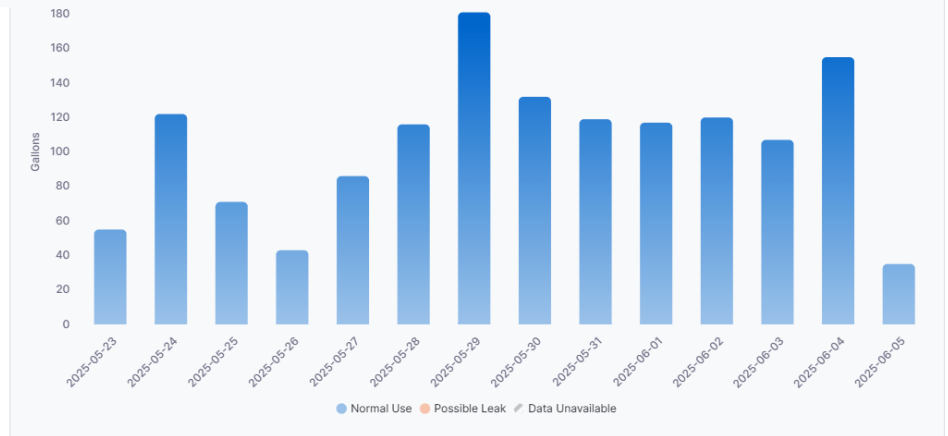
Your search found 1 result(s)

Search Results

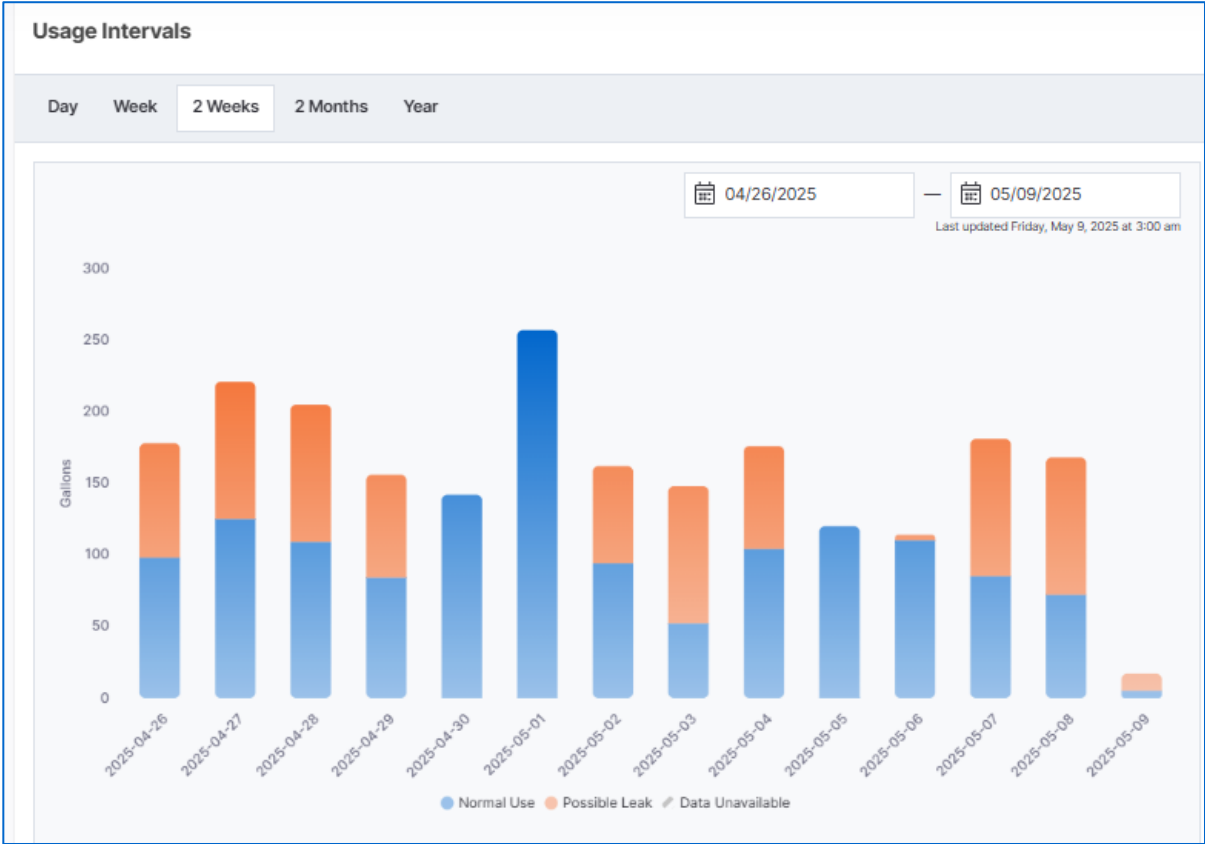
15 entries per page

Username	Default Account	Profile Status	Email Address	Last Login Date/Time	Invalid Login Attempts
davidregier	171853-498514	Active	davidrogerregier@gmail.com	2025/04/17 01:38:55 AM	0

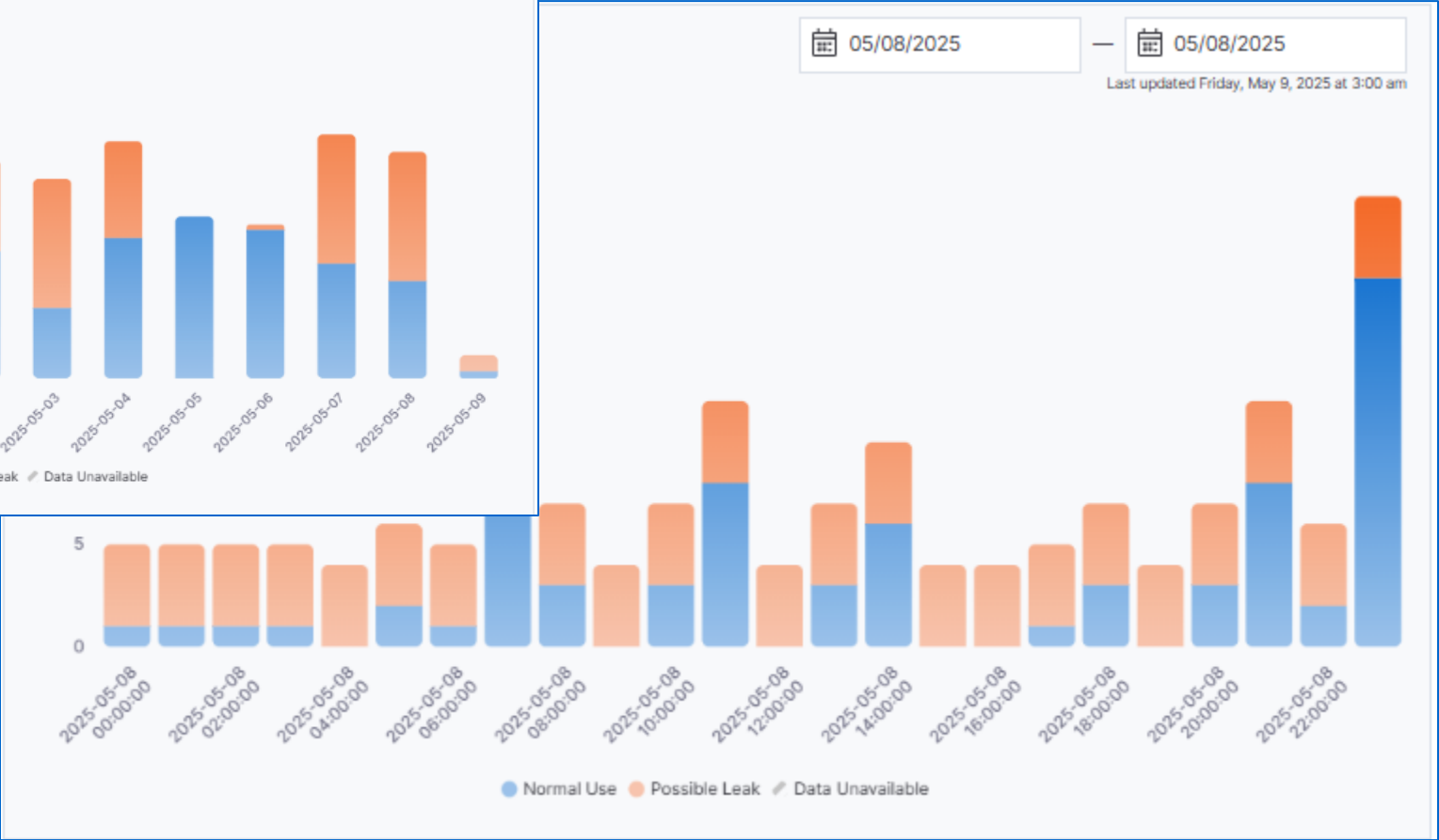
05/23/2025 — 06/05/2025
Last updated Thursday, Jun 5, 2025 at 6:00 am



Hourly



Calendar range





Customers

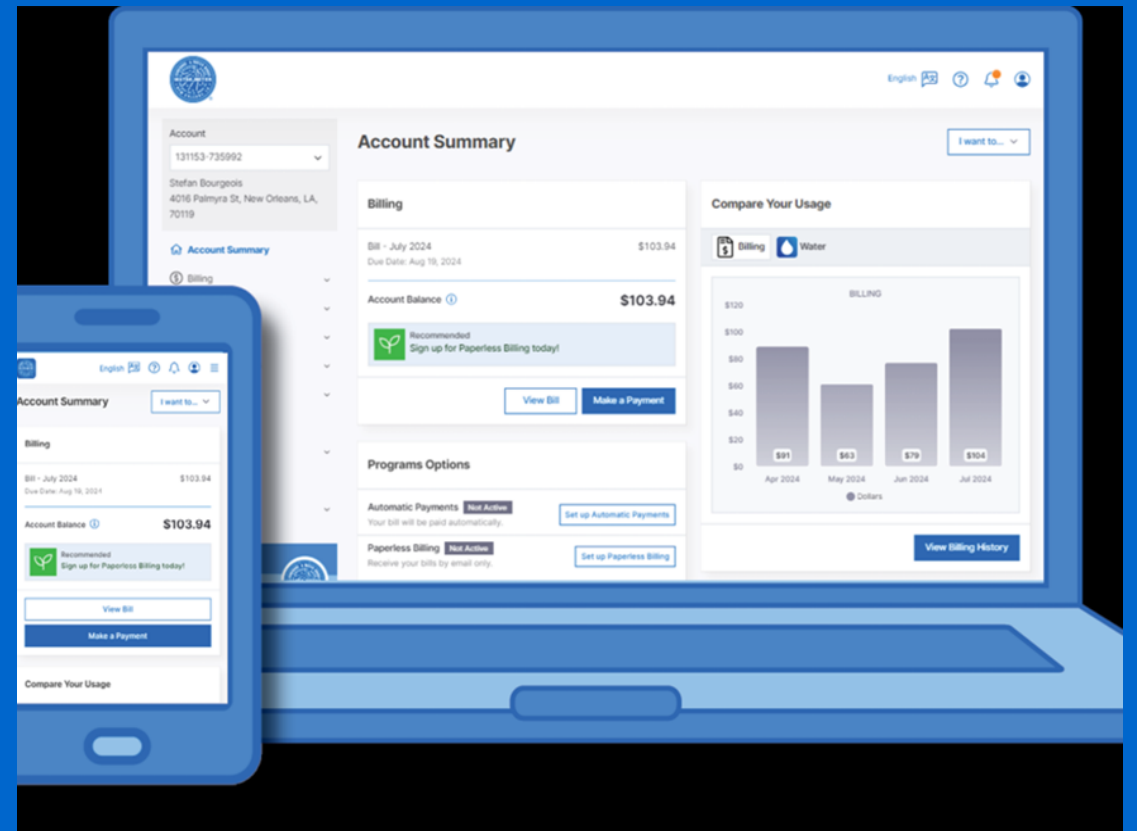
Customers can activate their new online portal to better manage their account.

Access to hourly usage to help understand, manage and compare their usage data.

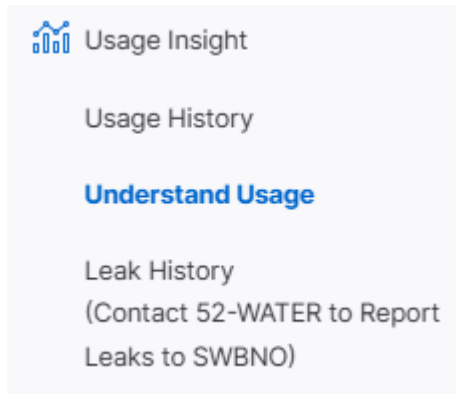
Detailed views of billing details including history and comparisons.

Easy online payment options and access to payment details including 2 years of history.

Customers can sign up for proactive notifications such as early leak detection and customized usage alerts.



Example of tools to help understand Usage



Tools:

- Hour/Day/Week/Month/Year views.
 - Hourly Usage (updated approx. every 4 hours)
- Continuous Usage / Possible Leak
 - orange bars
- Historical Usage:
 - Looks back one year (or when AMI installed)
- Compare Usage:
 - To previous Year / Avg Household / Seasonal (temps/rain)
- Water use categories
 - Analysis improved over-time and with input.



Usage Intervals

View your use per interval period



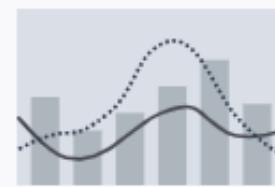
Compare Use

Compare your use over the last 24 months



Overview

Compare usage with average households



Seasonal Use

View with temperature and precipitation



Use per Category

Estimates for your use per category



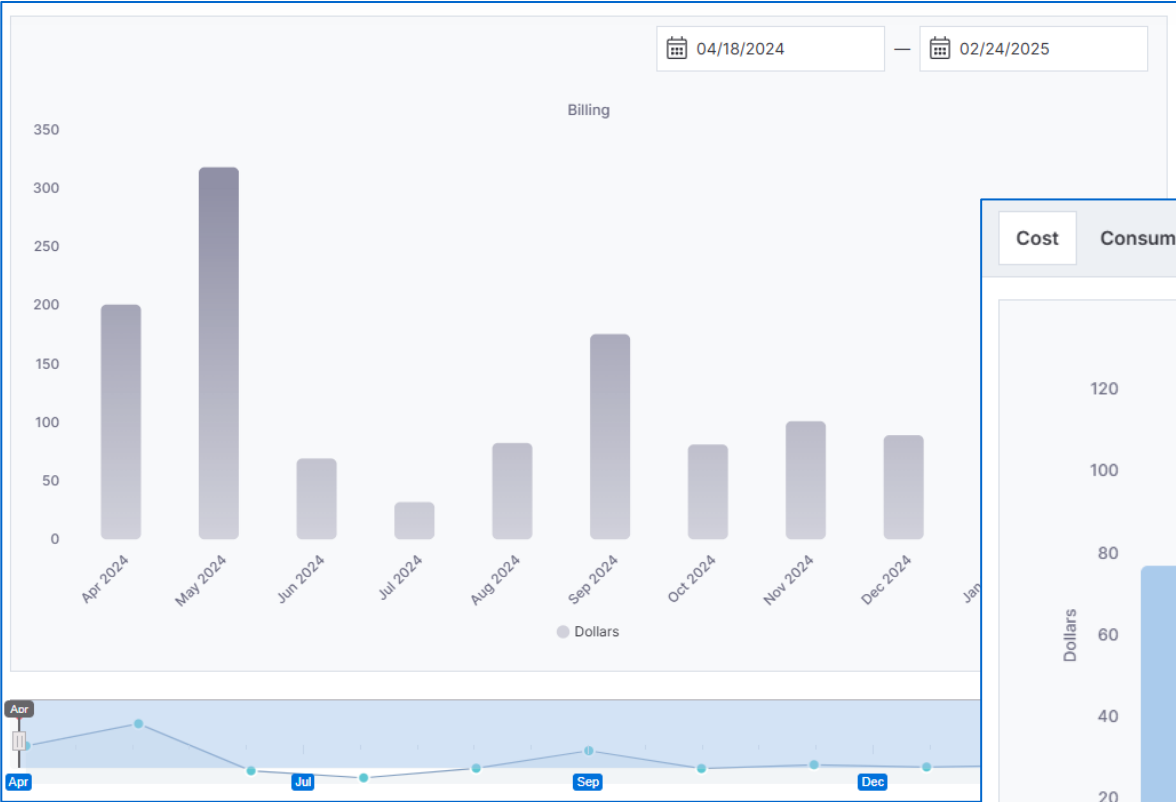
Billing Forecast

Your Use This Billing Period





Understand Bill (by time period)



Understand Bill (use vs rate tiers)



Leak Detection Alerts and Tools

Logged in as user yef252 via proxy user ssharp@swbno.org

ALERT

Continuous Use Detected

Your water has been running continuously since 2025/04/28 at an estimated rate of 11 gallons per hour. That's 528 gallons.

Investigate possible leak

Account Summary

I want to...

Billing

Bill - April 2025 \$74.74

Due Date: Apr 28, 2025

Last Payment Received \$74.74

Date: Apr 29, 2025 23:33:39


Account Balance **\$0.00**

[View Bill](#) [Make a Payment](#)

Compare Your Usage

Billing Water

BILLING



Program Options
(Updates to this section may take a few hours.)

Automatic Payments **Active** [Details](#)

Paperless Billing **Active**

Unplanned Use Detected

Hi Sarah, your smart meter detected 475 gallons per day of water use at your property. This exceeds the threshold you set for usage notification alerts at this service address: 950 Felicity St New Orleans, LA 70130.

[View Your Use Online ?](#)

Your Account, Your Way

You opted to receive this notification when your meter detects more than 50 gallons of water use.

[Manage Your Notification Settings ?](#)

This is an automated message from Sewerage and Water Board of New Orleans, based on the data from the water meter at 950 Felicity St New Orleans, LA 70130. The links above will direct you to Sewerage and Water Board of New Orleans.

These notifications are a free service.

Investigate Leaks

Continuous Use Detected

Your water has been running continuously for several hours.

[Start checking for leaks](#)

Already Found a Leak?
Let us know what it was.


[Found a leak](#)

Changes to Your Property?
Some property features use water continuously and can look like a leak.

[Not Leak](#)

Investigate Leaks

Toilets Fixtures Irrigation Other



Toilets

Check Your Toilets

Running toilets are a common source of leaks, and are easy to fix.

- Locate a leak by listening for running water or doing a [dye test](#).
- When the tank is full, check that the water level stops about one inch below the top of the overflow tube.
- If the water is too high, adjust the water level screw or repair the float valve. If not, [check the flapper](#) or [the seal on the flush tower](#).

Dye Test

- Put food coloring or a dye tablet in the toilet tank and don't flush.
- Wait 15 minutes and then check the toilet bowl.

[Back](#) [Step: 2 Fixtures](#) [Found a leak](#)



Community

Reliable, industry-proven technology helps build trust with better data, accurate information and timely communications.

Targeted communications on issues such as boil water notice, construction and weather-related events help keep the community informed.



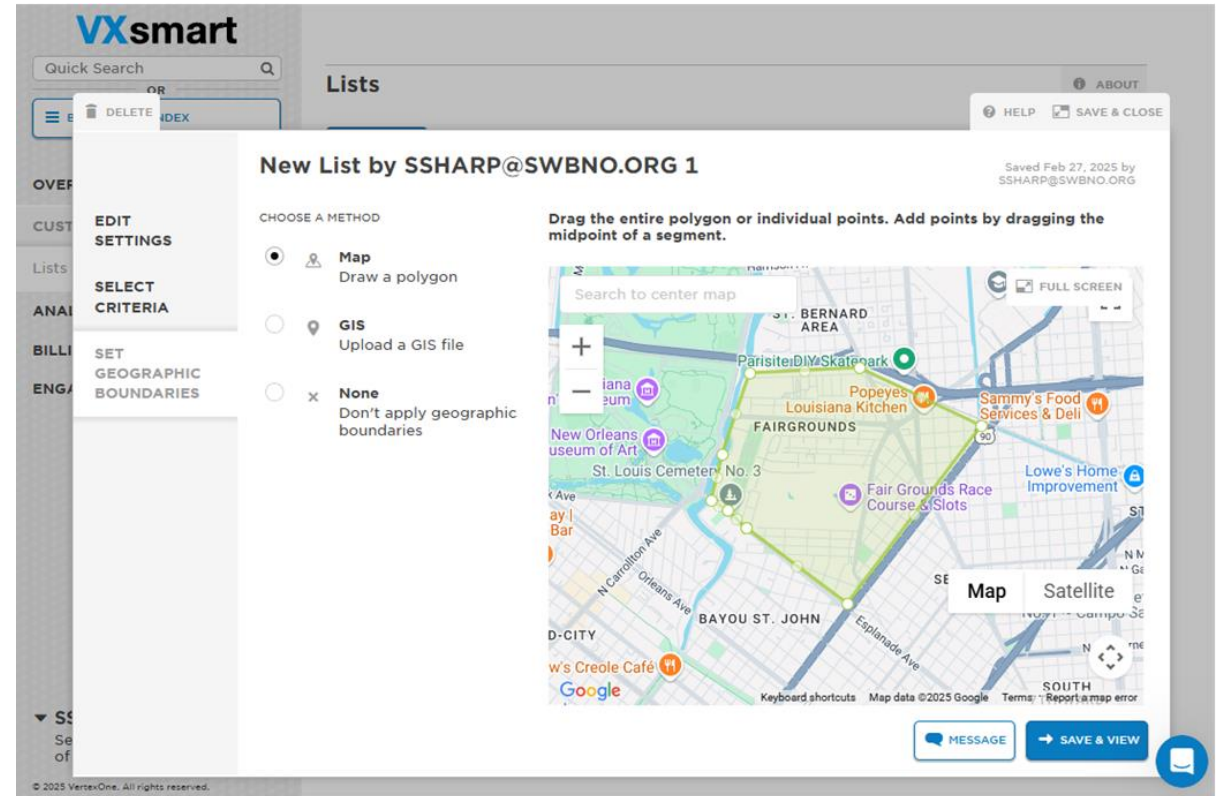
Examples of Targeted Customer Communication Capabilities

Awareness:

- Freeze Warning and Tips
- Planned Construction
- Planned Test Closure
- Planned Water Disruption
- Pitcher Distribution
- Boil Water Notice
- Emergency Water Shutoff

Promotions:

- Auto Pay
- Portal Registration
- Water Talk Sessions Promo





Customer Communication Videos

- SWBNO Smart Meter Program
- SWBNO Smart Meter Video - Billing
- SWBNO's New Online Account
- How to Sign up for your New Online Account
- How to Pay your Bill Online
- Setting up AutoPay and E-bill
- Detect A Leak Video

Detect A Leak Video – NEW!



Video to inform customers how to check for potential leaks themselves

<https://vimeo.com/1073026308/ddaa82c51b?share=copy>

Communication: How we utilize water

- Average Residential Bill is \$125
- On average, bills are comprised of:
 - Residential Bill
 - 50% based on usage
 - 50% based on fees
 - Commercial Bill
 - 96% based on usage
 - 4% based on fees

AVERAGE DAILY WATER USE FOR



ONE PERSON

80 - 100 gallons







FIVE-PERSON
HOUSEHOLD

400 - 500 gallons

Based on EPA data for the average American



Activity		Water Use
Bathing 	10-minute shower	25 gallons
	Average bath	50 - 70 gallons
Laundry (one load) 	Energy efficient washer 	14 gallons
	Standard washer	20 gallons
Washing Dishes By Hand 	With water running for five minutes	10 - 15 gallons
	By filling up the sink	5 gallons
Dishwasher 	Energy efficient dishwasher 	4 gallons
	Standard dishwasher	9 - 14 gallons
Brushing Teeth 	With water running for two minutes	4 gallons
	Without water running	1.5 gallons
Outdoor Lawn Irrigation / Sprinkler		1,000 gallons per hour

WATER LOSS THROUGH LEAKS

Fixing easily corrected household leaks can save you money on your water bill.



LEAKY FAUCET (One drip per sec.)

8 gallons per day
\$3.16 a month



LEAKY SHOWERHEAD (One drip per sec.)

6 - 8 gallons per day
\$2.37 - \$3.16 a month



LEAKY TOILET

100 - 200 gallons per day
\$39.48 - \$91.18 a month

Questions?

More information available at
swbno.org/Projects/SmartMetering

