

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING
MONDAY, JANUARY 5, 2015

8:00 AM

**8800 S. CARROLLTON AVE., CARROLLTON WATER PLANT
ENGINEERING BLDG., 2ND FLOOR – TRAINING ROOM**

COMMITTEE MEMBERS

Mr. Marion Bracy, Chair • Dr. Tamika Duplessis • Mr. Scott Jacobs • Mr. Mark Moody • Ms. Kimberly Thomas

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee
4. Staff Contract Review Committee
5. Renewal Construction Contracts with DBE Participation - **NONE**
6. Final Acceptance Contracts with DBE Participation - **NONE**

PRESENTATION ITEMS

7. Customer Service Results through November 2014
8. Topics for Future Discussions
9. Response to Questions

INFORMATION ITEMS

10. DBE Participation Report
11. 2015 Committee/Board Meeting Schedule
12. Any Other Matters

REFERENCE MATERIALS (In Binders)

- A. Sewerage & Water Board By-Laws
- B. 2014 – Operating & Capital Budget
- C. Strategic Plan
- D. Tracking Tool for Commitments to the City Council
- E. Bond Rating



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbno.org

December 1, 2014

TO THE HONORABLE PRESIDENT AND MEMBERS OF THE SEWERAGE AND WATER BOARD OF NEW ORLEANS

The Operations Committee of the Sewerage and Water Board of New Orleans met on Monday, December 1, 2014, at 8:05 A.M. in the 2nd Floor Board Room, 625 St. Joseph Street to address the following matters:

ATTENDANCE

PRESENT: Mr. Marion Bracy
Mr. Mark Moody

ABSENT: Dr. Tamika Duplessis
Mr. Scott Jacobs
Mrs. Kimberly Thomas

Also in attendance: Cedric Grant, Executive Director; Robert Miller, Deputy Director; Madeline Fong Goddard, Deputy Superintendent; Nolan Lambert, Legal Counsel; Brian Ferrara, Legal Counsel, Willie Mingo, Purchasing Department, Brenda Thornton, Communirep, Inc.; Jacqueline Shine, Customer Service, Anita Simmons Executive Director's Office, and Susan Higgenbottom, Executive Director's Office

As are result of no quorum, action items are moved to Executive Committee, scheduled for December 5, 2014.

PRESENTATION ITEMS

Committee Responsibilities

Mr. Cedric S. Grant, Executive Director, presented by-law stating the responsibilities of the Operations Committee would be modified with more oversight to Customer Service and Strategic Communications. The recommended by-laws confirmed continued oversight of the Economical Disadvantaged Business Program. Suggestions were reviewed with no questions from present members. The by-laws will be presented to Board for final adoption.

The committee received the information presented with no questions.

Operations Committee Report

December 1, 2014

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Customer Service Results through November 2014

Mr. Robert Miller, Deputy Director presented recent customer service results, including status updates of the Customer Account Management System and Customer Service Improvement plans.

Mr. Miller presented results customer service positive trends are a result of new staff training and improvement measures being implemented. Mr. Bracy requested additional national data of industry comparisons and Mr. Miller offered to compile available data for future presentations.

The Committee received the presentation

INFORMATION ITEMS

The following information items were available for review by committee:

- 1) DBE Participation Report
Reviewed by committee
- 2) Topics for Future Discussions
None
- 2) 2014 Committee/Board Meeting Schedule
No changes request
- 9) Response to Questions
None
- 10) Any Other Matters
None

ADJOURNMENT

There being no further presentations to come before the Committee, a motion was made by Mr. Bracy to adjourn the meeting, seconded by Mr. Moody. The meeting adjourned at 8:27am.

Respectfully yours,

Mr. Marion Bracy, Chair

Contract # 8143– Katrina-Related Repairs to Garage #2 at Central Yard (Rebid of Contract 8129)

On Friday, December 19, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

Hamp's Construction, LLC.	\$798,424.00
Industrial & Mechanical Contractors, Inc.	\$845,000.00
C.D.W. Services, LLC.	\$1,031,000.00

The estimated budget is \$ 1,020,455.00

Thirty-six percent (36%) DBE participation was requested on this contract.

The apparent low bidder, Hamp's Construction, LLC, submitted the following subcontractors:

Boines Construction (eligible certified SLDBE) to perform construction and demolition
\$99,180.00 – 11.5%

Paint Pro Depot (eligible certified SLDBE) to provide paint contracting
\$214,850.00 – 24.75%

Certified DBE Participation Totals: **\$314,030.00 – 36.25%**

The apparent second lowest bidder, Industrial & Mechanical Contractors and submitted the following subcontractors:

EFT Diversified, Inc. (eligible certified SLDBE) to perform demolition and construction
\$226,070.00 – 26.75%

Joseph Electric, Inc. (eligible certified SLDBE) to install fixtures and HVAC Units
\$89,230.05 – 10.56%

Certified DBE Participation Totals: **\$345,300.05 – 37.31%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Hamp's Construction and Industrial & Mechanical Contractors be accepted.

Construction Review Committee Recommendations

The Construction Review Committee met, December 19, 2014 and made the following recommendations.

AGENDA

Open Market Contracts

One year contract, no renewal options

- | | |
|-------------------------|--|
| 1. Contract #1369 | HMGP Emergency Fuel Storage |
| Estimated Cost: | \$7,831,371.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Concrete, Earthwork, Electrical Work, and Utilities/Piping/Tank
Source of funding is FEMA Reimbursable |
| | |
| 2. Contract #2106 | Installation of New Water, Sewer, and Drainage Service Connections at Various Sites throughout Orleans Parish |
| Estimated Cost: | \$2,999,450.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Removal, repair and restoration
Source of funding is Water, Sewer, and Drainage System Fund |
| | |
| 3. Contract #2111 | Water Main Point Repair, Water Service Connection, Water Valve and Hydrant Replacement at Various Sited throughout Orleans Parish |
| Estimated Cost: | \$3,856,450.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Removal, repair and restoration
Source of funding is Water Bond |

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on December 16, 2014, and made the following recommendations:

Open Market Contracts

Open Market, 30% SLDBE Participation, one (1) year with a one (1), one year renewal option.

1. Furnishing Janitorial Services for 625 Saint Joseph Street, 830 Julia Street and 4021 Behrman Place, Suite M-2

Budget Amount: \$140,000.00

Area of Participation: Janitorial services and supplies

Funding Source:

Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, three (3) years with a two (2) one year renewal options.

2. RFQ for Providing Monitoring and Litigation Services for Sewerage & Water Board Employee Pension Trust Fund

Budget Amount: Soft Contingency Fee

Percentage Goal Justification: Does not lend itself to SLDBE participation because once, if any type of class-action settlement is reached no payment comes from S&WB, instead payment comes directly from the courts.

Funding Source:

Pension Trust Fund – 040

Open Market, 0% SLDBE Participation, one (1) year with a one (1), one year renewal option.

3. Furnishing and Delivering Automotive Batteries

Budget Amount: \$35,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area

Funding Source:

Operating and Maintenance Budget

4. Furnishing 5'4" and 5'5" American Darling Complete Fire Hydrants

Budget Amount: \$1,000,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area of manufacturing of products

Funding Source:

Capital / Water Fund

5. Furnishing Rebuilding and Installing Automotive Transmissions in Medium and Heavy Duty Trucks

Budget Amount: \$50,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area and specialized warranty issues

Funding Source:
Operating and Maintenance Budget



SEWERAGE AND WATER BOARD OF NEW ORLEANS

January 5, 2015

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Customer Service Results through November 2014

This report is intended as a consolidated report of customer service results, including key activities, indicators of metric results, and a status update on implementation of the Customer Service Improvement plan.

Customer Service Improvement Plan Status Update. Following is an update of the implementation status for the Customer Service Improvement Plan.

Plan	Implementation Status
I. Provide improved customer account management and billing capabilities	
A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i>	In Progress. Our consultant to The CIS Project Team has completed and submitted the first Quality Assurance Report which identifies risks to the project's success and makes recommendation for action to remove those risks. The Steering Committee will review the report shortly.
B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times-per-day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i>	In Progress. New automated meters are being installed as part of routine meter replacement. A request for proposals for automated meter reading software will be drafted later once the CAM system replacement project is underway.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates. <i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i>	Completed. During the month of November 2014, meter reading staff maintained a high percentage of actual readings, with a reading on 99.0% of all meters.
B. Improve accuracy of readings <i>Although the quantity of readings has improved, the quality of some of the readings has not, resulting in either rechecks or customer complaints. Staff will more closely monitor those meter readers that are experience accuracy issues.</i>	Complete. The re-sequencing of residential meter reading routes is complete. This process has helped in ensuring that no meter is skipped and the Meter Reader is at the correct address reading the correct meter.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

C. Ensure meter reading and billing edits are worked diligently.	
<i>An unintended consequence of working to increase the number of readings has been a decrease in the number of days between reading and billing. This has resulted in bills being mailed with a lesser amount of review than previously took place. Staff will immediately work to ensure an adequate number of days occur between reading and billing to allow for full review of meter reading and billing edits.</i>	<p>Complete. Billing staff has finalized the flowcharts of the bill review and bill adjustment processes. The finalized flowchart document will be of great value in establishing improved business practices as we implement the new billing system.</p>
D. Retrain billing clerks on proper review of meter reading and billing edits.	
<i>There has been a significant decrease in the experience level of customer service clerks and supervisors due to employee retirements and turnover. Likewise, the training center for customer service representatives had been shut down following Hurricane Katrina. Staff will work to immediately re-open and re-staff the customer service training center and provide remedial training.</i>	<p>In progress. Each supervisor is evaluating staff's performance and providing individual training as needed.</p>
E. Re-staff Analyst Level Positions	
<i>The Customer Service Department is budgeted for three analyst positions, but currently has only two analysts on staff. This has left the responsibility for process analysis to supervisors who are currently over-committed in resolving particularly difficult customer concerns. Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i>	<p>Completed. The new team member began working on July 1, 2013.</p>
III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.	
A. Re-emphasize and retrain employees on courtesy and accountability.	
<i>Complaints about perceived rudeness by customer service representatives are a serious concern. Management will meet with employees to re-emphasize the courteous manner in which customers are to be treated and the accountability for the representatives to resolve customer concerns. Management will also bring in outside training for representatives on dealing with customers.</i>	<p>In progress. All Revenue & Customer Service staff members are currently participating in the Business Training Skills series. The classes are being conducted by Debra Gould & Associates and Cathy Harris Consulting and Training.</p>
B. Reduce the amount of time spent by customers waiting for assistance.	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>The amount of calls abandoned by customers prior to being served has increased significantly in recent months. Likewise, the number of customers waiting in the lobby for service has been quite large on some days. Management will review staffing levels at all workdays and shifts to ensure appropriate matching to the customer call and walk-in volume.</i></p>	<p>In progress. During the month of October the percentage of abandoned calls increased slightly from 5.5 % to 6.6%. The average call wait time also increased slightly from 1 minute and 24 seconds to 1 minute and 32 seconds.</p>
<p>C. Provide a more effective appeals process within Sewerage and Water Board.</p>	
<p><i>It is crucial to resolve customer complaints within Board processes so that customers do not feel that it is necessary to take their complaints to board members, elected officials, and executive management. Staff will clearly define and communicate the appeals process to customers. Also, Customer Service management will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i></p>	<p>In progress. The Administrative Hearing Procedure Policy has been approved and implemented. Office space for the separate Hearing Unit is still being planned.</p>
<p>D. Improve coordination between Customer Service and Networks departments.</p>	
<p><i>One of the most frustrating experiences for customers occurs when there are “disconnects” between customers requests for repairs to occur and how the Board responds to those requests. It is crucial to ensure that high priority customer concerns are resolved on a timely basis and that representatives have reliable information about when repairs will occur or have been completed.</i></p>	<p>In progress. We will create a Work Order Tracking Unit within Customer Service in 2015. This unit will focus solely on customers who have pending repair work orders. The billing system and the work order system are not linked. Therefore, our current process relies on the customer to call us for updates and information. This unit will take a more proactive position by reaching out to those customers with regular updates on the status of their requests and realistic timelines on repair completion dates. The staff will be composed of three CSR's and a supervisor.</p>
<p>E. Establish feedback processes for customer.</p>	
<p><i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i></p>	<p>In progress. The Hawthorne Agency and Dr. Silas Lee and Associates are in the final phases of the comprehensive customer satisfaction study satisfaction. Staff anticipates reporting on the results during the February cycle of committee meetings.</p>
<p>IV. Evaluate possible changes to the leak adjustment policy.</p>	
<p>A. Examine statutory and policy limitations.</p>	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.

On hold. The SWB leak adjustment policy is governed by Louisiana State law. We plan to develop legislative alternatives to allow for greater credits to assist customers with high bills resulting from leaks on their property.

Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller
Deputy Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
November 2014**

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	Meters Read	Green		Green		Green
	Estimated Bills	Red		Green		Red
	High Bill Complaints	Yellow		Green		Green
	Adjusted Bills	Red		Red		Red
Problem Resolution						
	Customer Contacts	Yellow		Green		Yellow
	Call Wait Time	Green		Green		Green
	Abandoned Calls	Green		Green		Green
	Emergency Abandoned Calls	Green		Green		Green
	Low Water Pressure	Green		Green		Yellow
	Water System Leaks	Green		Green		Green
	Sewer System Leaks	Green		Green		Green
Collections Effectiveness						
	Accounts Off for Non-Payment	White		Green		Green
	Receivables 30 to 120 Days Old	White		Green		Yellow
	Receivables 120 Days and Older	White		Green		Green

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended

Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Read 98% or
more of meters each
month

Currently Meeting
Goal: **Yes**

Process Operating
Within Control Limits:
Yes

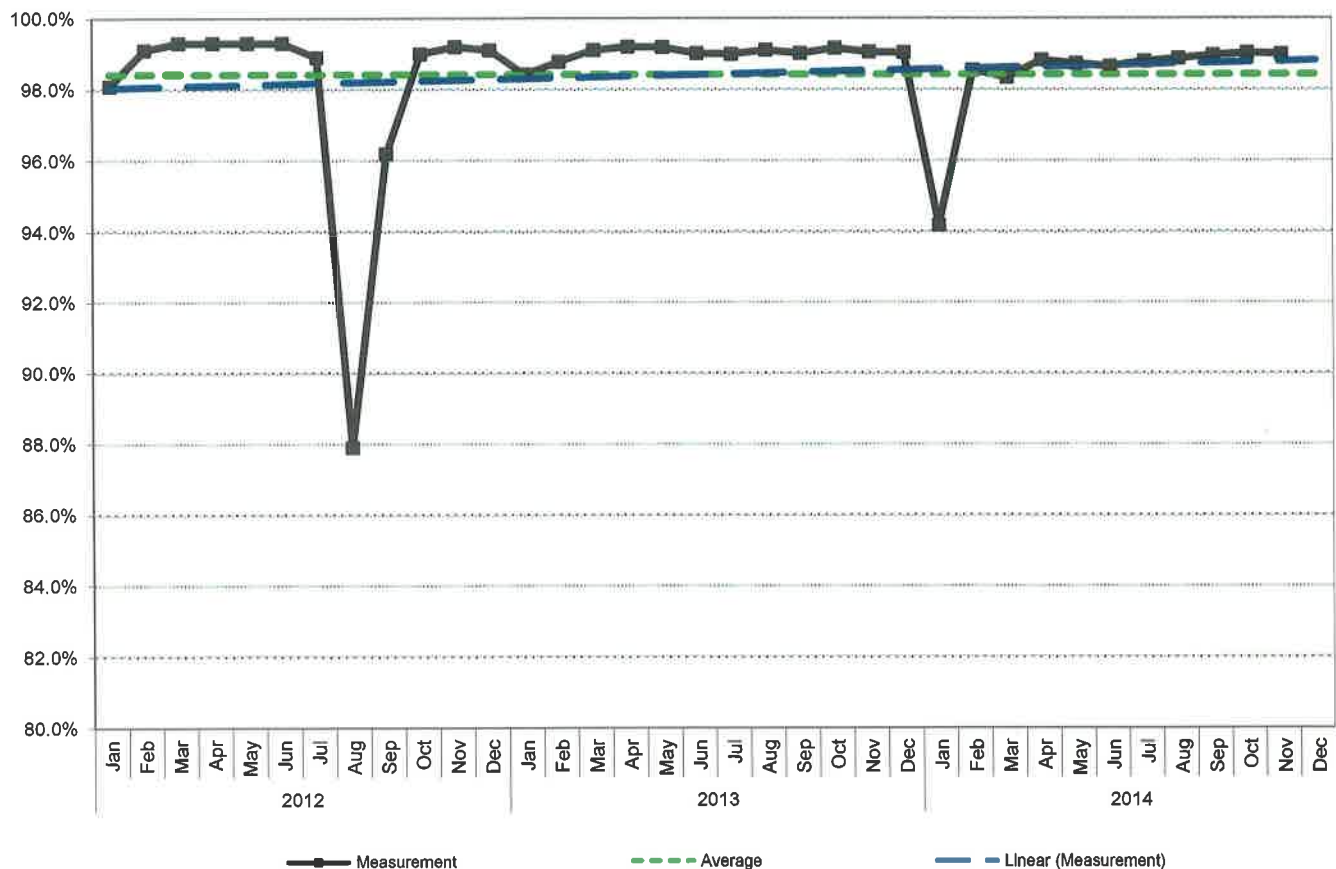
Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since April 2010 except for two months affected by Hurricane Isaac in 2012 and a winter freeze in January 2014.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	ate Bills	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%	98.9%	99.0%	99.0%	99.0%	99.0%

Sewerage and Water Board of New Orleans

Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

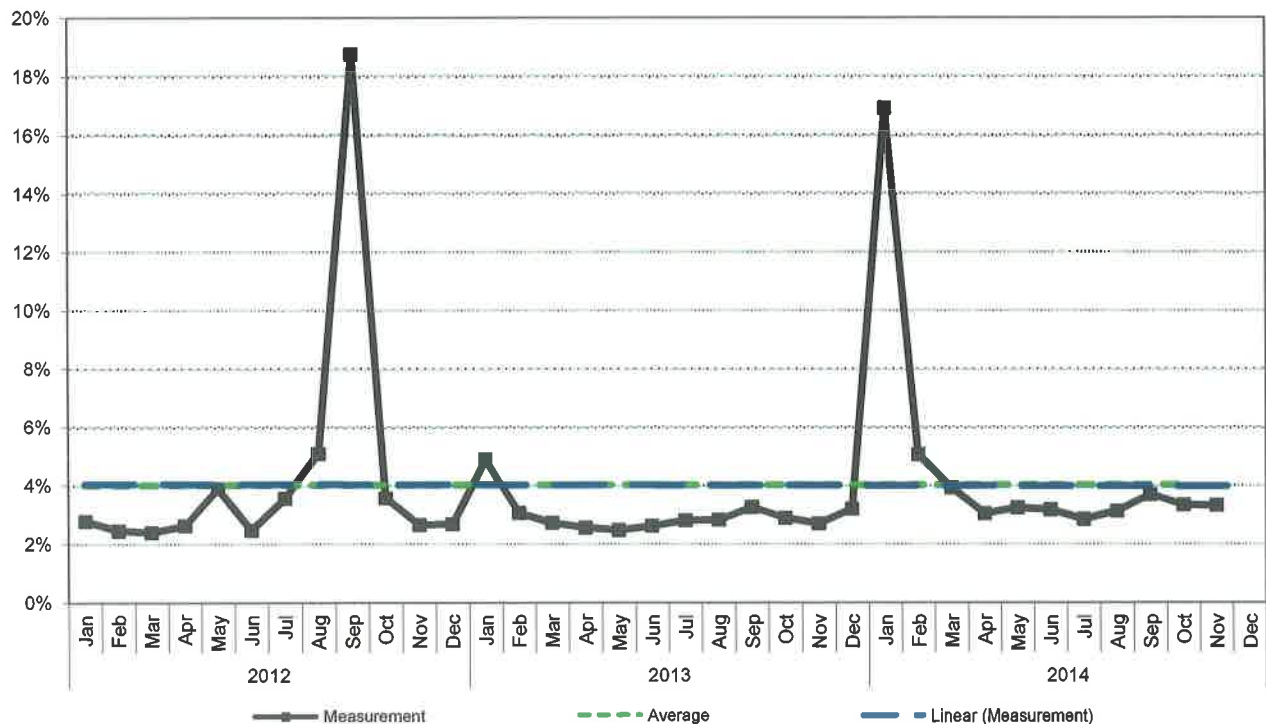
Trend: Level

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	2.6%	2.8%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	3.2%
2014	16.9%	5.1%	3.9%	3.0%	3.2%	3.2%	2.8%	3.1%	3.7%	3.3%	3.3%	

Sewerage and Water Board of New Orleans

Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
Yes

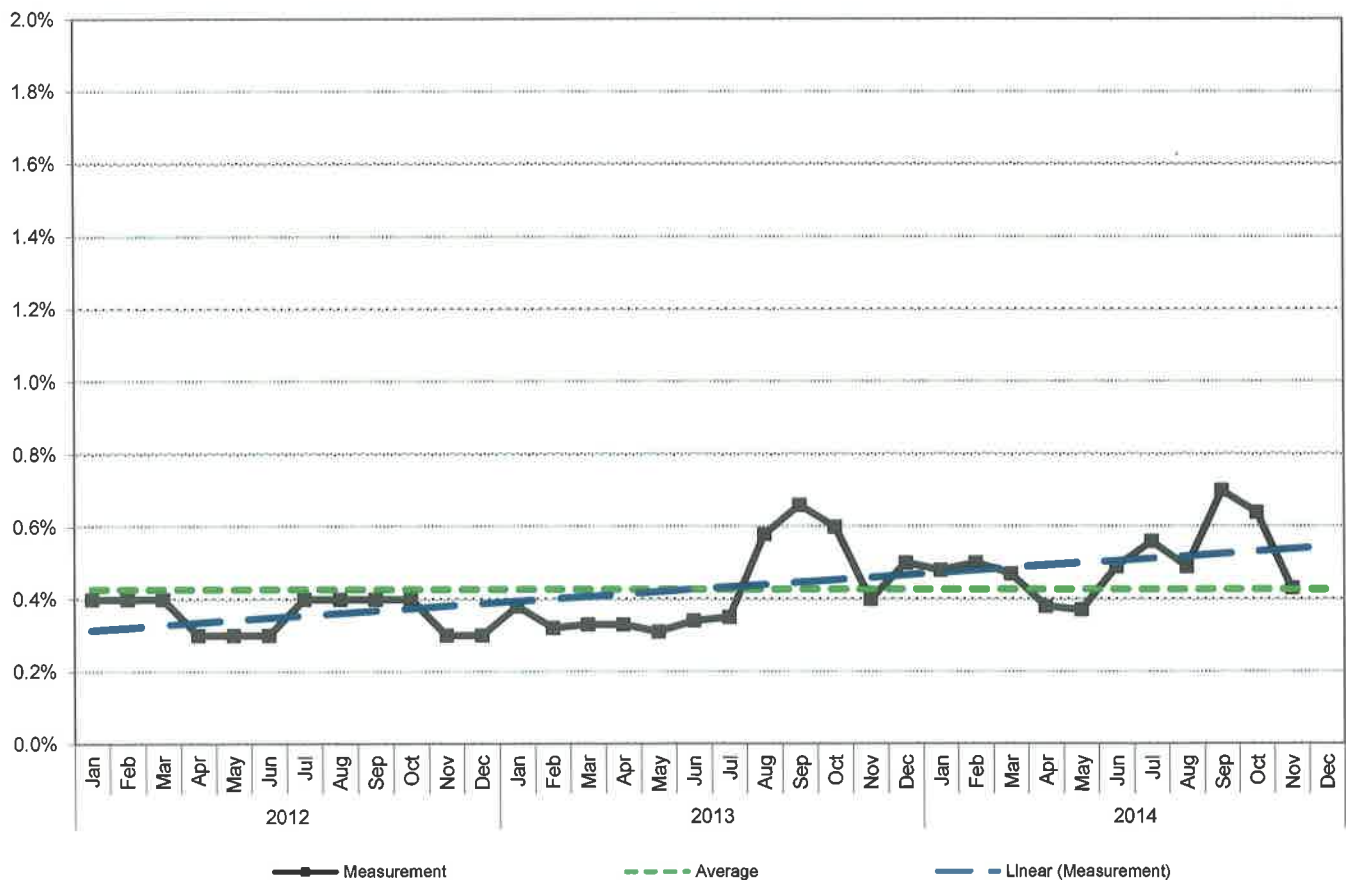
Trend: Unfavorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%	0.5%	0.7%	0.6%	0.4%	

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: No

Process Operating
Within Control Limits:
No

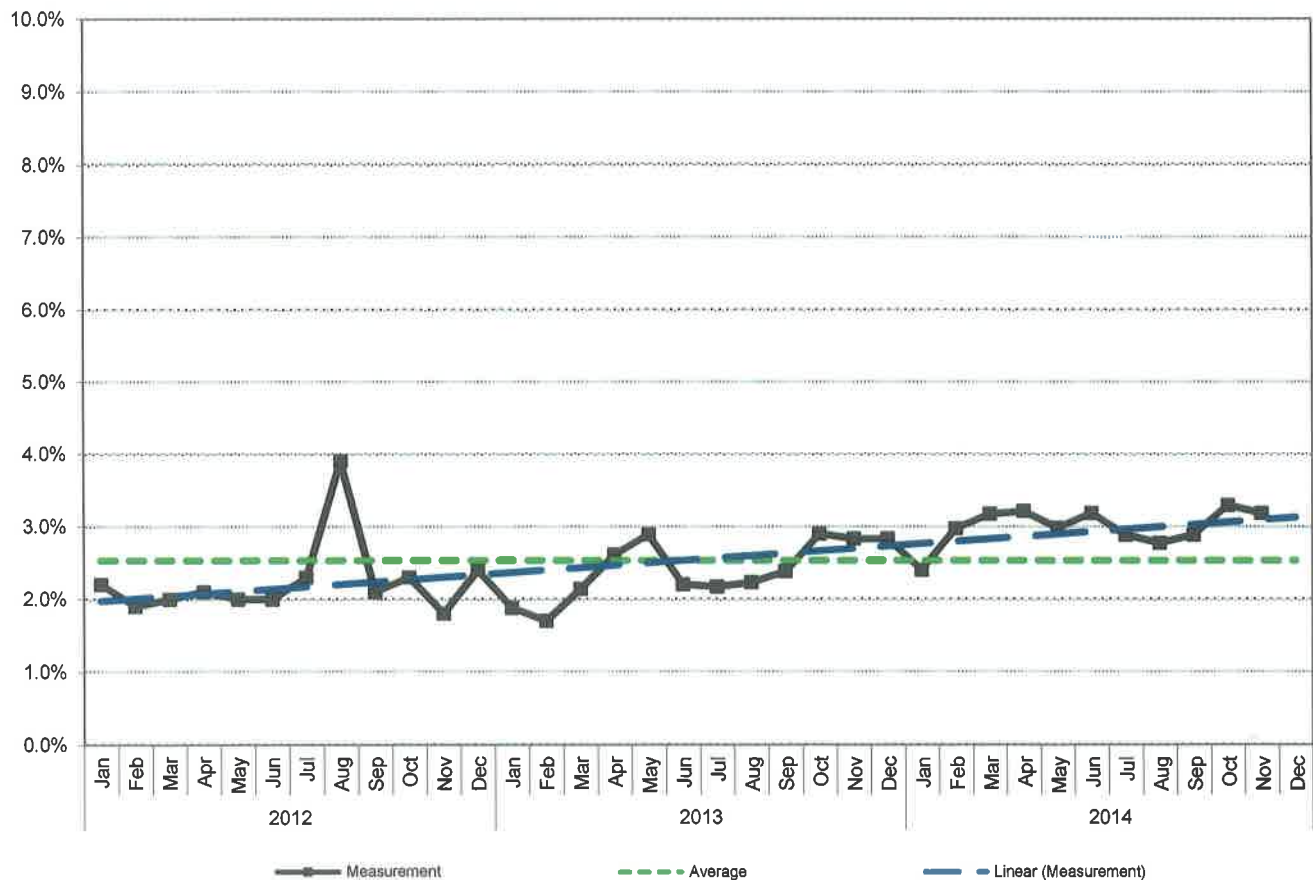
Trend: Unfavorable

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



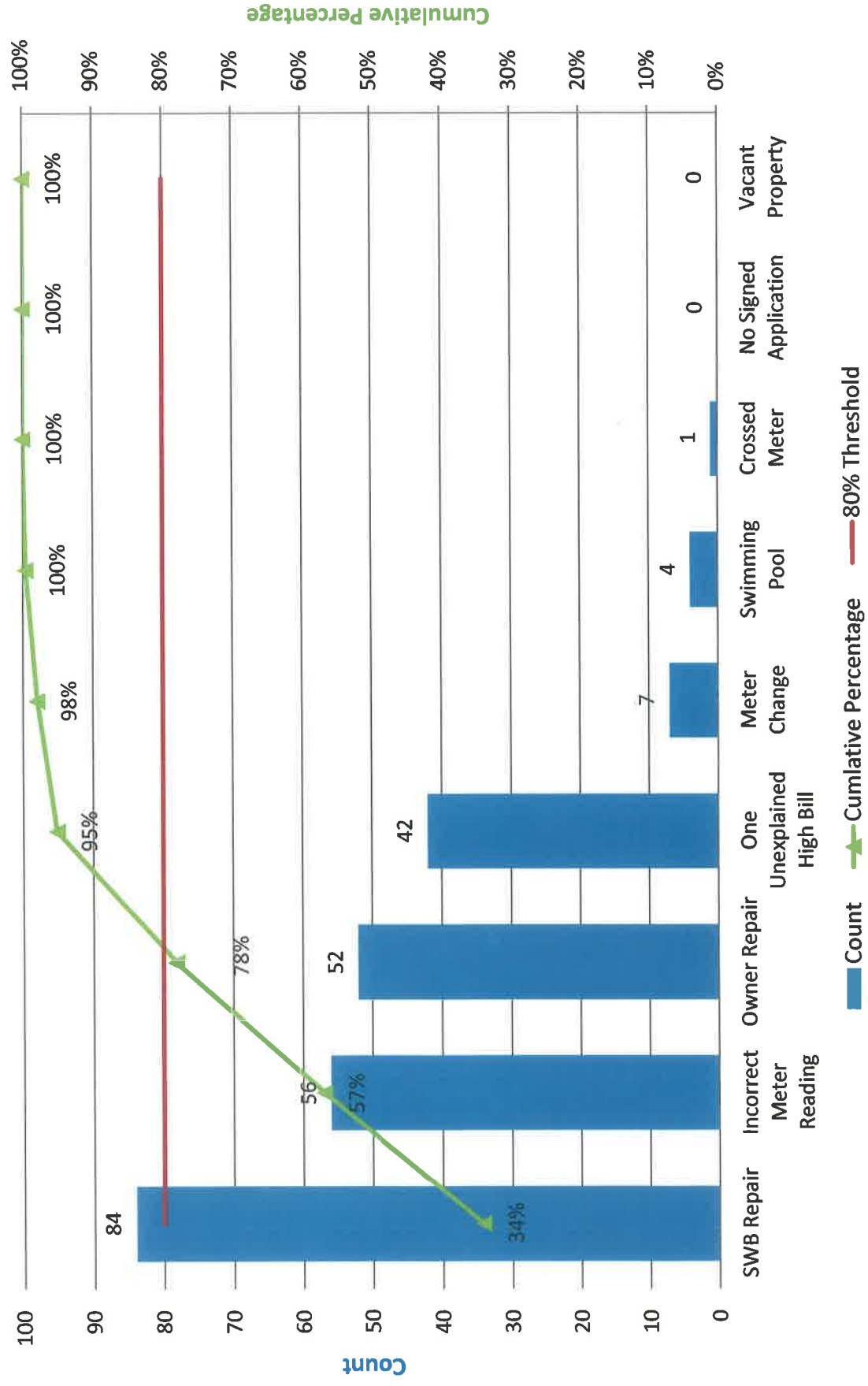
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%	2.9%	2.8%	2.9%	3.3%	3.2%	

Sewerage and Water Board of New Orleans

Chart of Reasons for Adjustments

November 2014



Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Triggers of Customer
Calls

**Currently Meeting
Goal:** Close

**Process Operating
Within Control
Limits:** Yes

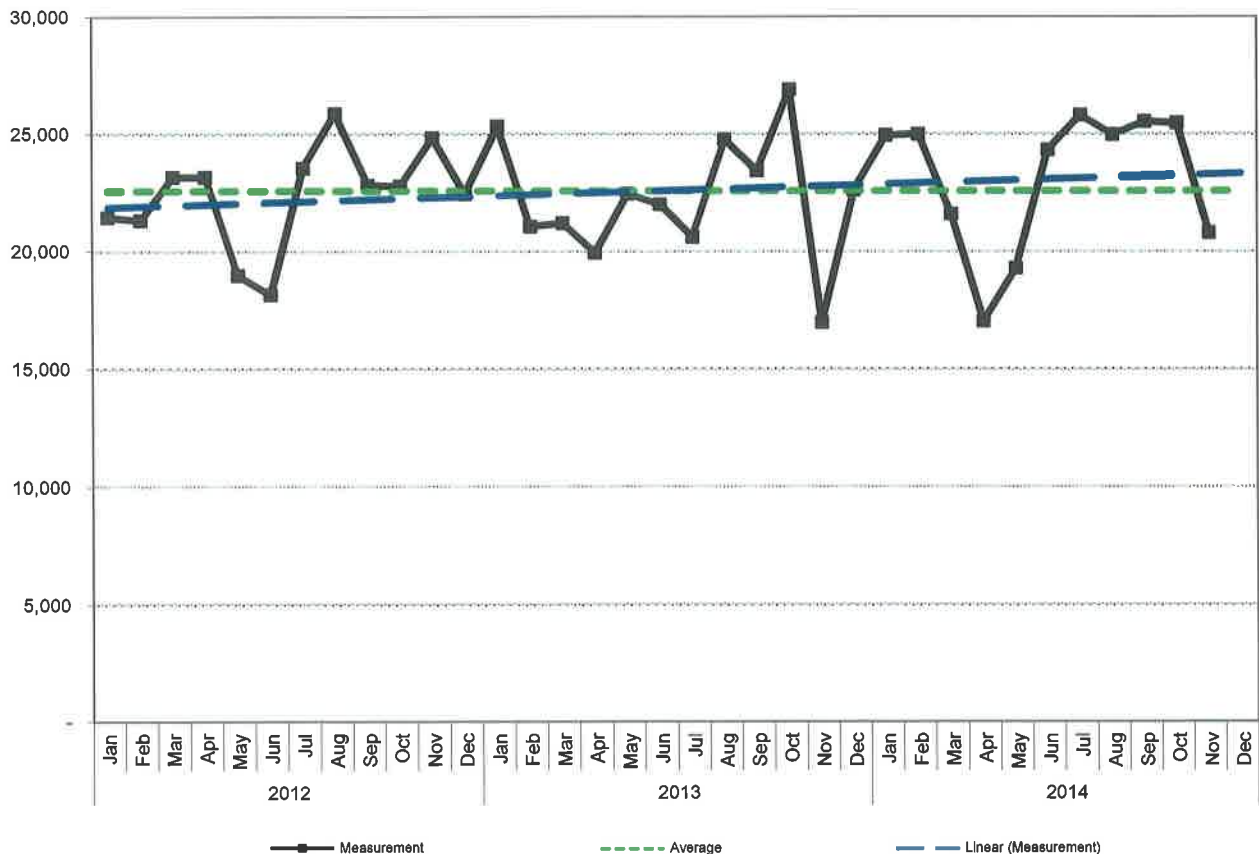
Trend: Close

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



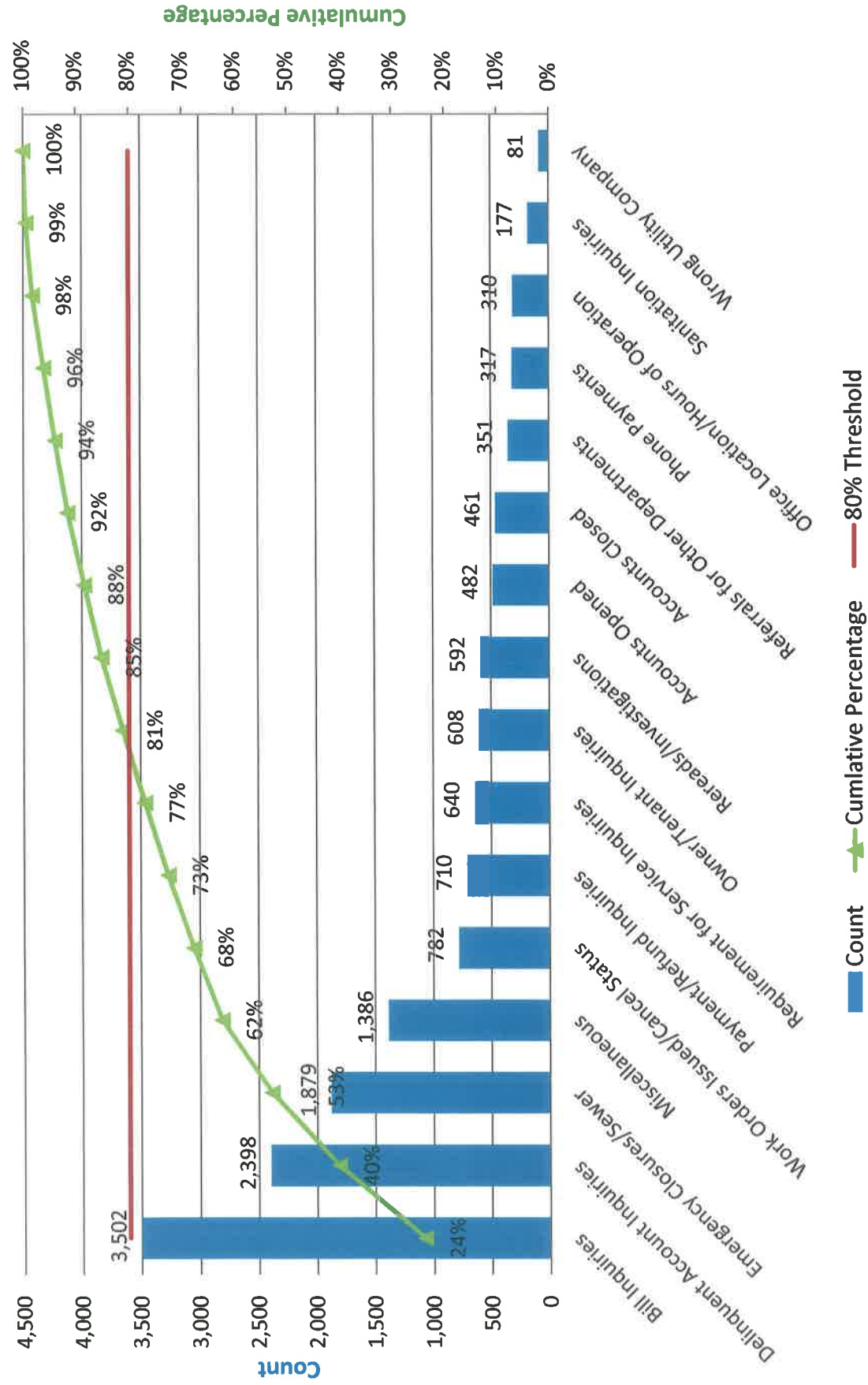
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532	25,467	20,775	

Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

November 2014



Sewerage and Water Board of New Orleans

Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

Currently Meeting
Goal: **Yes**

Process Operating
Within Control Limits:
Yes

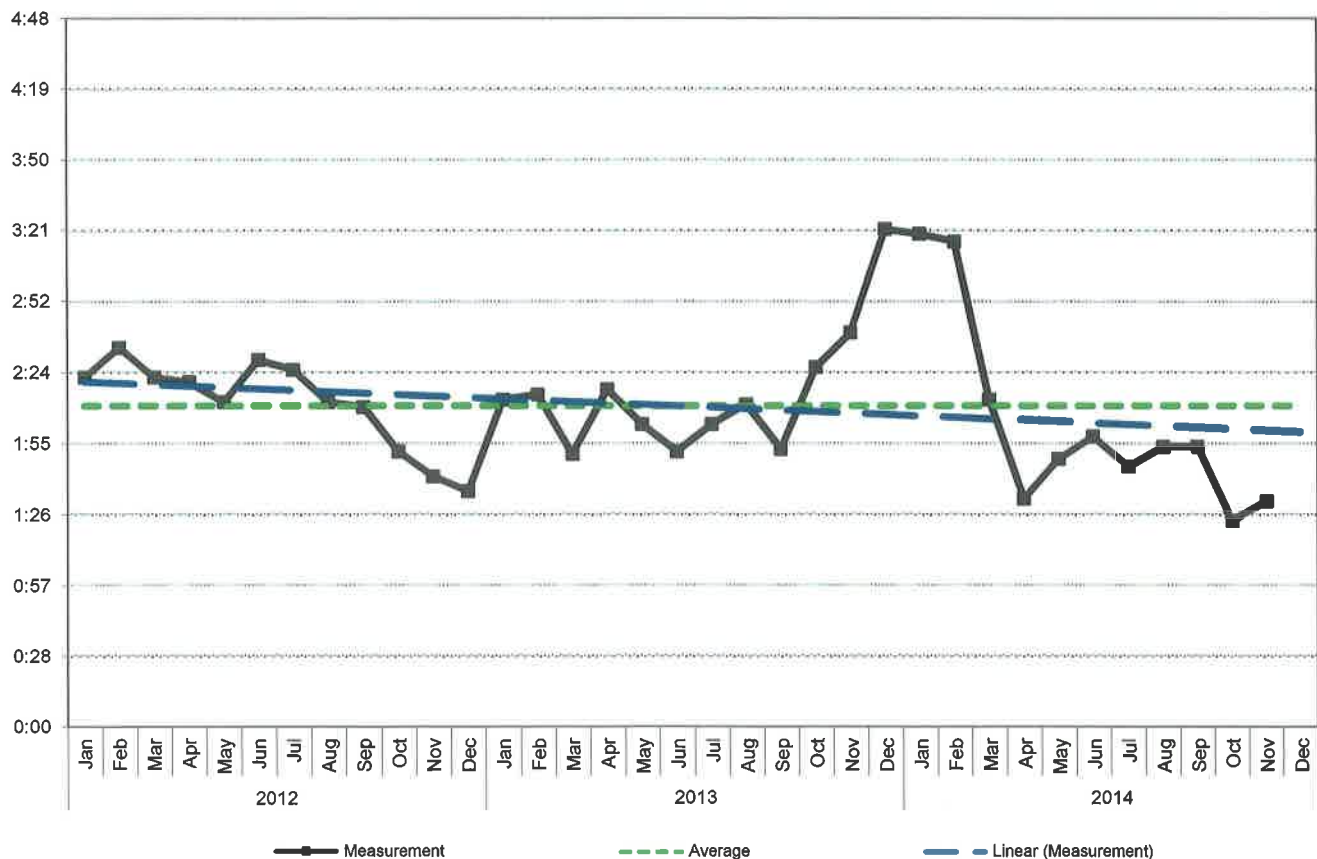
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

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Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	3:22
2014	3:20	3:17	2:13	1:33	1:49	1:58	1:46	1:54	1:54	1:24	1:32	

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 10%
abandoned

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

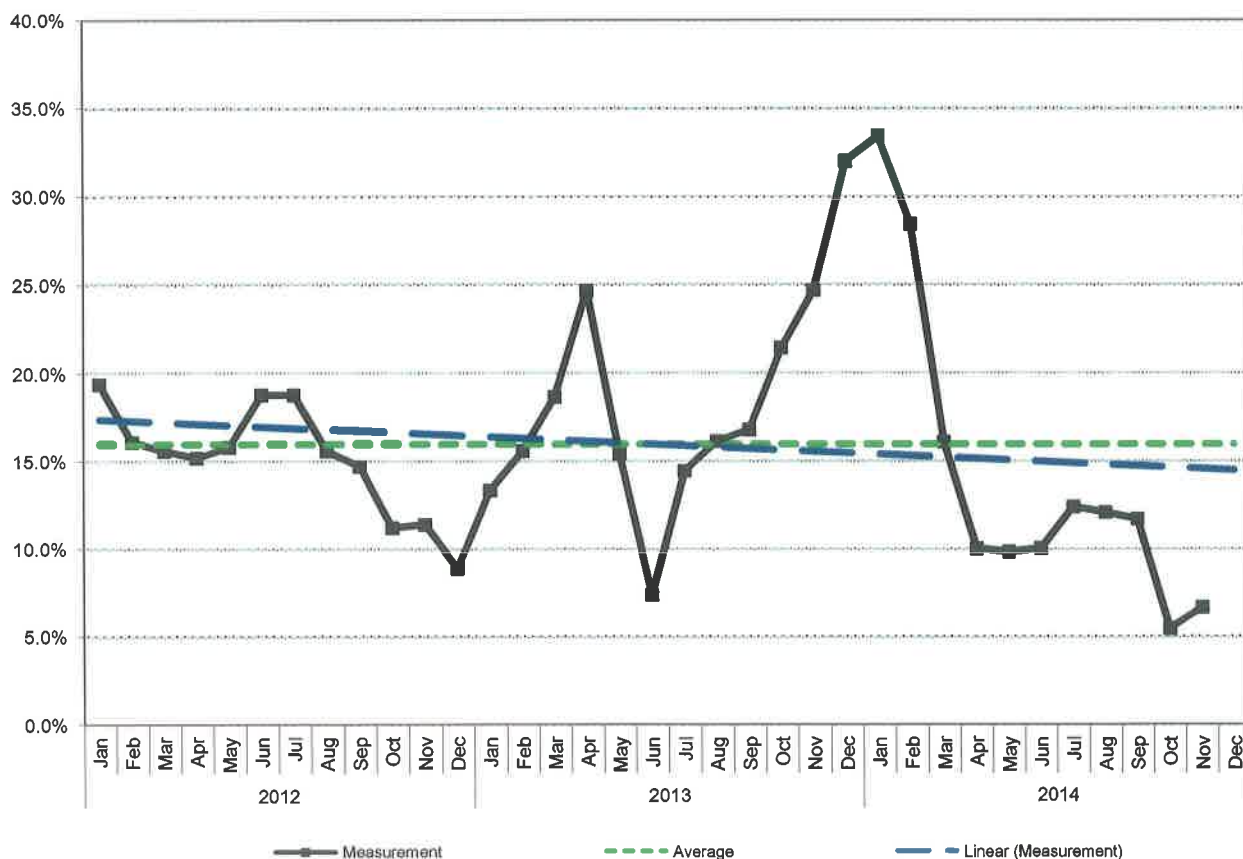
Trend: Yes

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%	12.4%	12.1%	11.7%	5.5%	6.6%	

Sewerage and Water Board of New Orleans

Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 10%
abandoned

Currently Meeting
Goal: **Yes**

Process Operating
Within Control Limits:
Yes

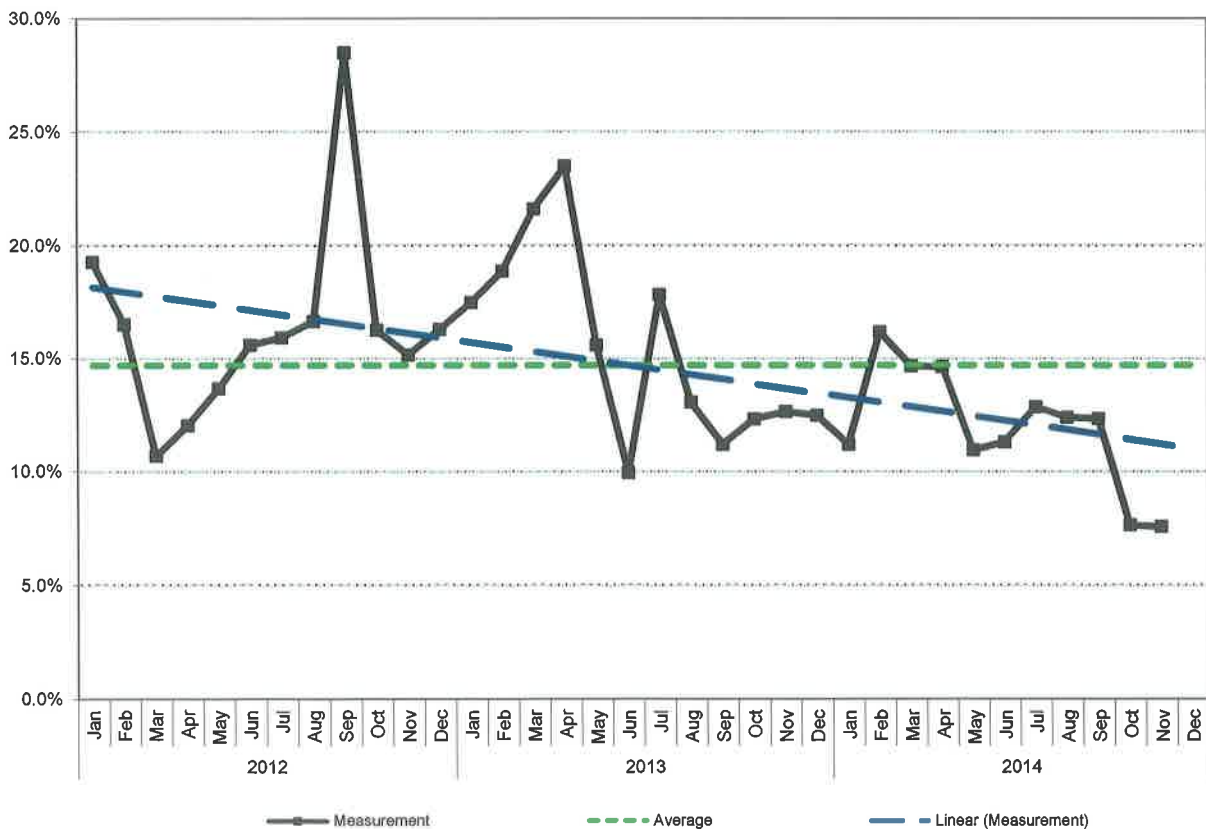
Trend: **Favorable**

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees were hired and trained. Call rollover time was reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%	12.9%	12.4%	12.3%	7.6%	7.6%	

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

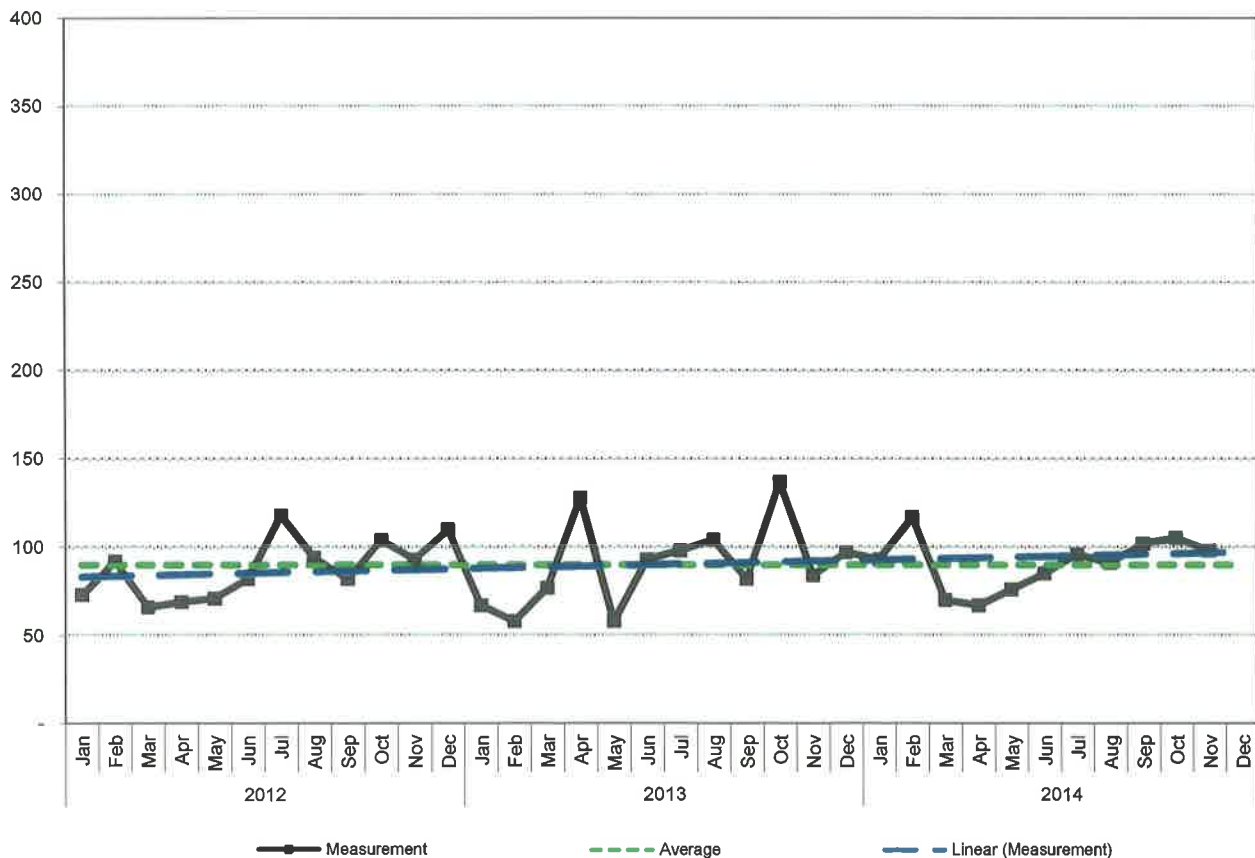
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	97
2014	93	117	70	67	76	85	96	91	102	105	98	

Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

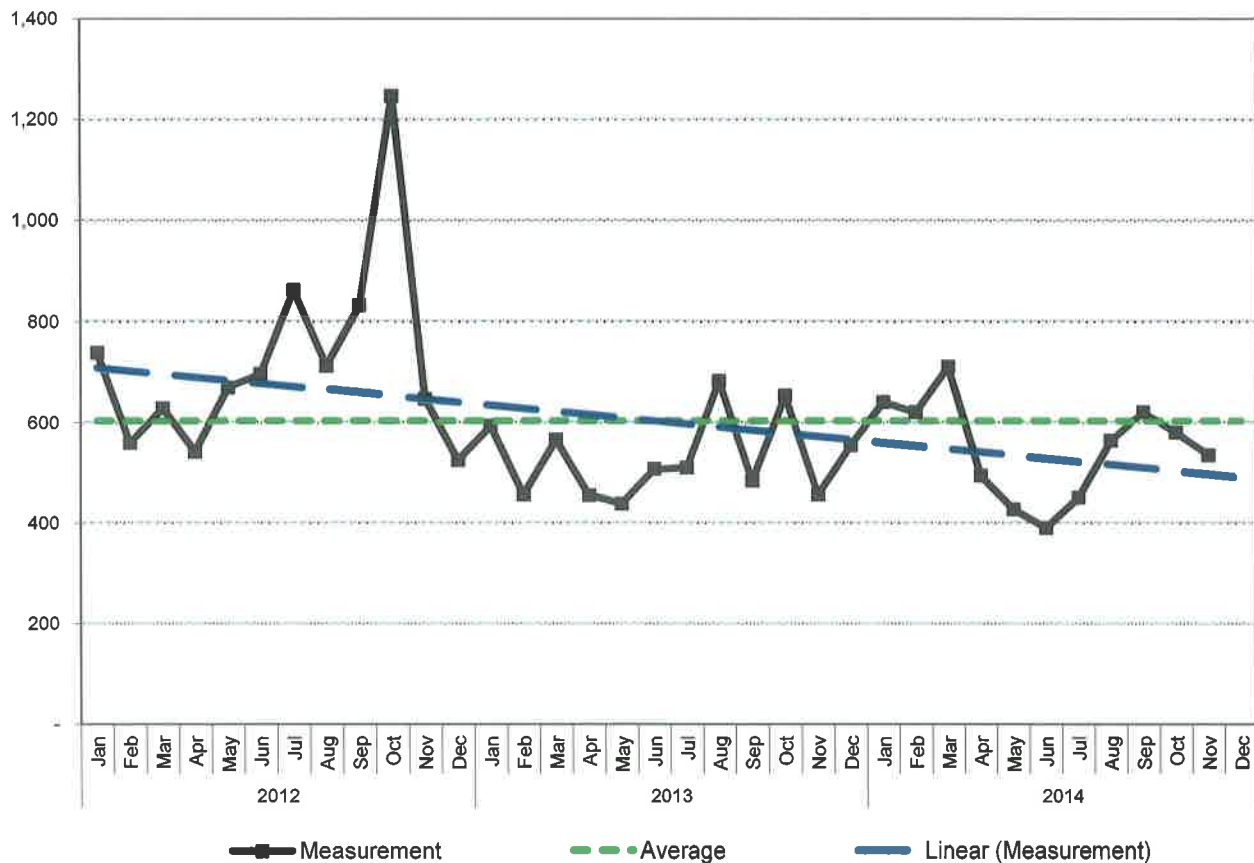
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	556
2014	641	621	711	495	428	390	451	565	621	581	536	

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

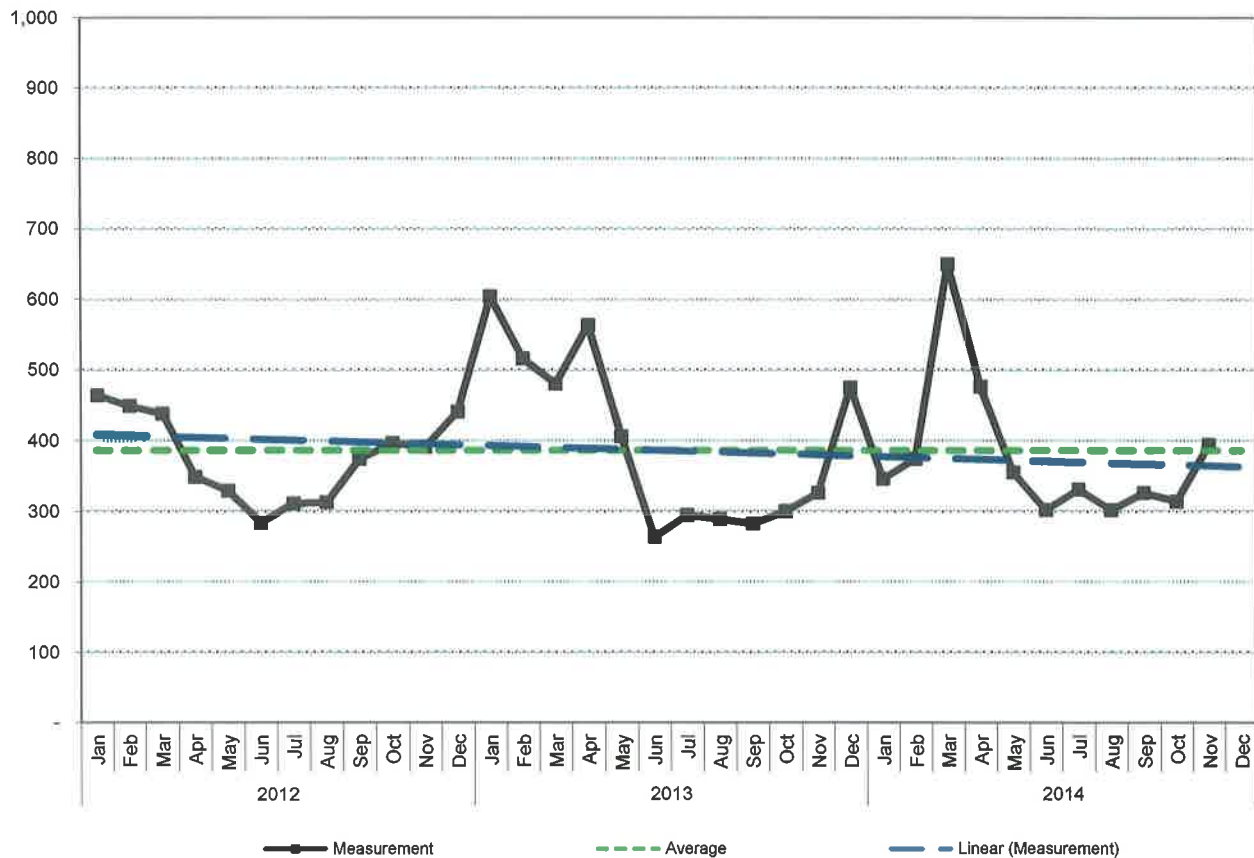
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	475
2014	346	374	650	476	355	302	331	302	326	314	394	

Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

Constituency:
Customer
Ratepayers

Objective: Ensure
Collection of Payments for
Services Provided

Goal: None
Established

**Currently Meeting
Goal:** Not Applicable

**Process Operating
Within Control
Limits:** Yes

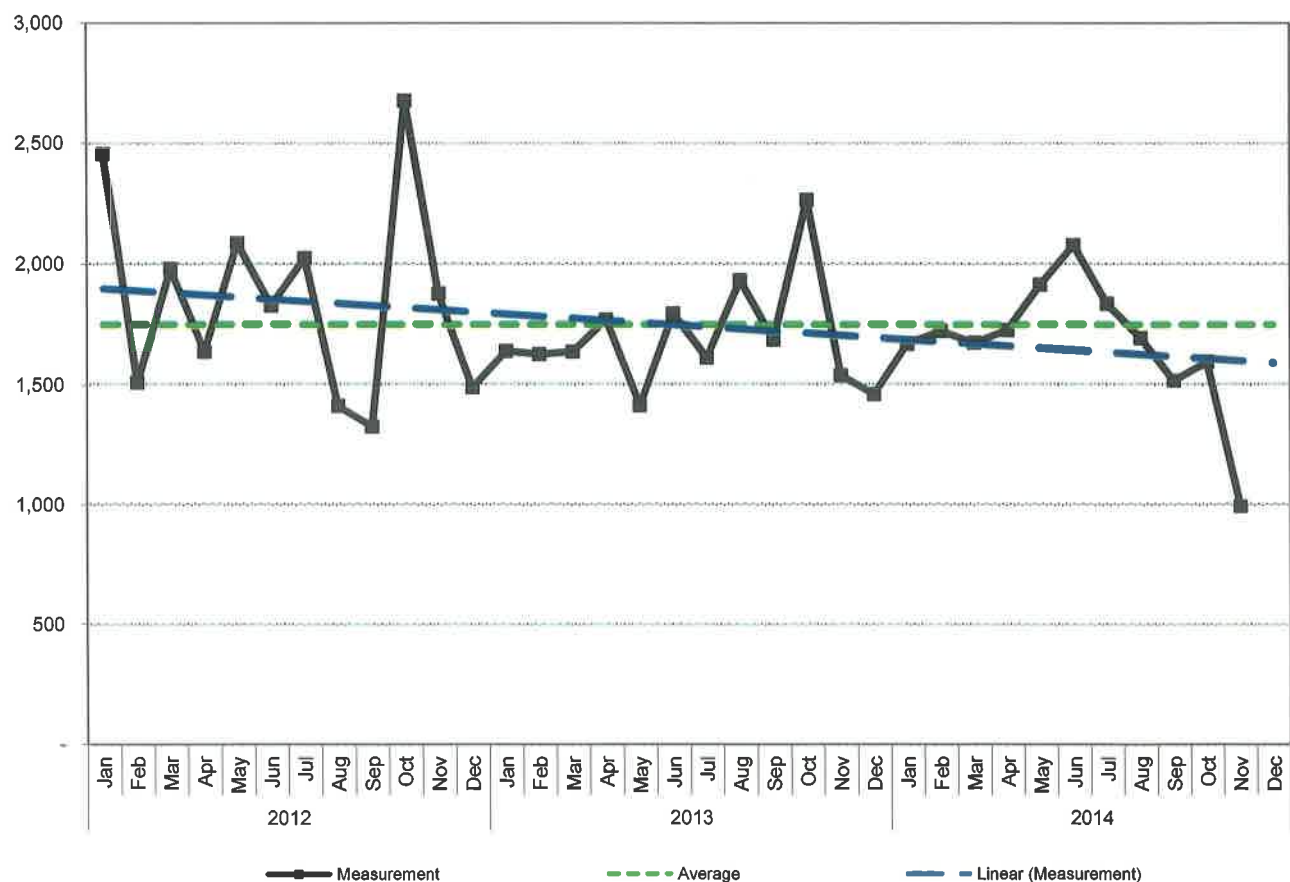
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
2014	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694	1,518	1,594	993	

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

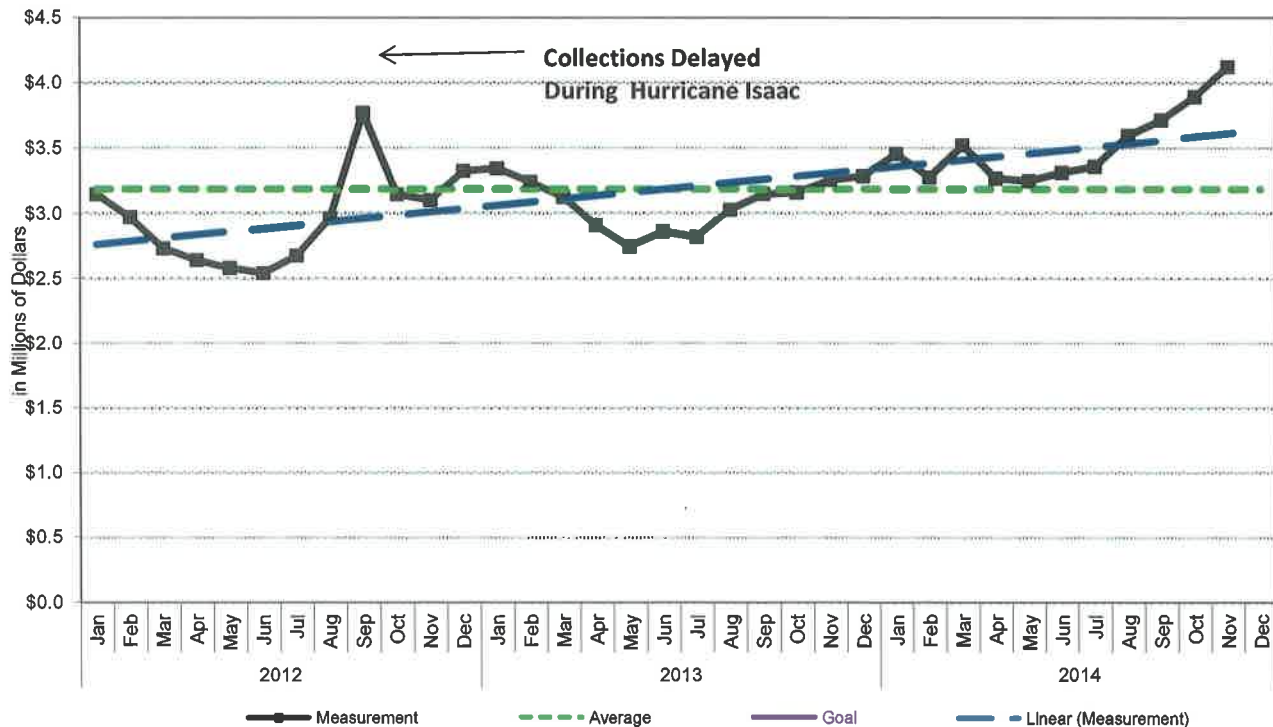
Trend: Level, when adjusted for rate increases.

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$3.149	\$2.973	\$2.735	\$2.643	\$2.583	\$2.544	\$2.678	\$2.966	\$3.770	\$3.149	\$3.104	\$3.327
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258	\$3.287
2014	\$3.458	\$3.280	\$3.524	\$3.271	\$3.249	\$3.314	\$3.361	\$3.598	\$3.715	\$3.893	\$4.122	

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

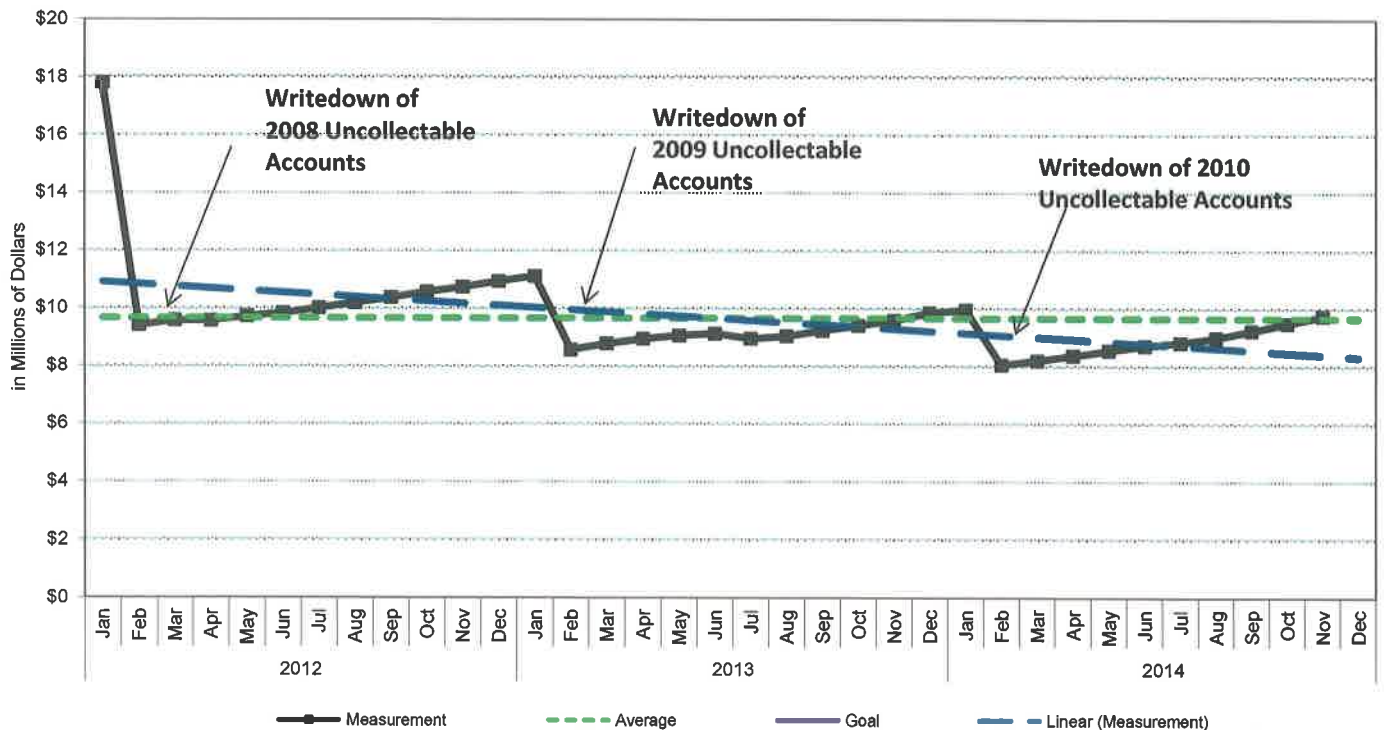
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	\$ 17.811	\$ 9.400	\$ 9.558	\$ 9.557	\$ 9.710	\$ 9.818	\$ 9.995	\$ 10.176	\$ 10.360	\$ 10.553	\$ 10.724	\$ 10.931
2013	\$ 11.104	\$ 8.552	\$ 8.766	\$ 8.928	\$ 9.055	\$ 9.113	\$ 8.939	\$ 9.029	\$ 9.224	\$ 9.398	\$ 9.585	\$ 9.839
2014	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536	\$ 8.694	\$ 8.807	\$ 8.977	\$ 9.218	\$ 9.478	\$ 9.728	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

January 5, 2015

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Questions Raised by Board Member Alan Arnold

Attached are questions raised by Mr. Alan Arnold for consideration by the Operations Committee. Included are also management responses to these questions. Staff will be prepared to discuss these questions at the January 2015 committee meeting.

Cedric S. Grant
Executive Director

Presented for your careful consideration by Board Member Alan Arnold

(Management responses shown in bold below. October 2014)

In the Black & Veatch report it states that S&WB staff estimate there are 129,000 meters in the system. The total number of customers reported in Official Statement is 120,591. Is water shut off to 8409 meters or Is there a large category of units that receive metered water but are not considered customers?

No.

How many units are inhabitable?

Sewerage and Water Board does not currently keep records on inhabitable versus uninhabitable properties.

Of the total how many units have had the water shut off for failure to pay?

There were 20,385 accounts turned off for non-payment in 2013. However, the number of units turned off will be less than that total due to some accounts being turned off more than one time during 2013.

If the water is turned off how long is a resident allowed to occupy the unit if a payment plan is not established?

Sewerage and Water Board does not determine how long a resident may occupy a property after water service has been turned off.

At what point does the health department or other city agency get involved?

No other city agencies are involved in the delinquent account or service turn-off process.

The foregoing may be inaccurate but it helps to more correctly describes the market served than the present description. This distinction is important because it has a bearing on Board policy and creates a more complete description of the customer accounts receivables including the aged accounts that will be written off.

Recognizing that the collection rate is an excellent 98% at present, problems could be developing with the price increases for the next 10 years and the proration of partial collections with sanitation.

There was a 25% increase in 2013 for provision for doubtful accounts.

The Board's stated policy is to write off as uncollectable customer receivables when 3 years is reached.

The finance committee should be closely monitoring that report. I think the report becomes more valuable if the Single Family units that are rental are properly identified. There needs to be special attention given to the accounts of the low income residents in our community for both humanitarian and business reasons.

It is more probable that payment difficulties will occur with renters that we classify as single family residents.

If an account goes into a payment plan, how long does the customer have to repay the outstanding bills?

The typical payment plan is for three to six months. However, each customer's circumstances are evaluated separately and may be extended in certain cases for up to thirty-six months.

How are delinquent fees handled in a payment plan?

Delinquent fees incurred prior to the payment plan are included in the plan. There are no delinquent fees incurred while the customer makes the scheduled payments during the plan. However, if the customer does not make the payments according the schedule, the service is turned off immediately without further notice.

Until the customer begins paying (not inc int) the customer eventually needs to pay MORE THAN the normal monthly bill or the outstanding balance will continue to increase. Can a payment plan continue indefinitely?

No.

If a customer on a payment plan vacates the premise
what recourse does the Board have to collect the balance?

Sewerage and Water Board has the same actions available for collection of delinquent accounts for customers who vacate their resident prior to completion of a payment plan as for customers who vacate their resident without signing a payment plan.

Is the debt reported to credit agencies?

The collection agency retained by Sewerage and Water Board reports delinquent accounts to credit agencies.

Is there any formal collection procedure for bad debts?

Yes. The Service Rules and Regulations govern the process for collection of accounts receivable.

Why wait 3 years to write it off?

The debt remains collectable for up to three years following when the account was last billed.

What percentage of our bad debts come from the Payment program caused by residents who vacate the premise?

Management has not computed statistics on what percentage of bad debts come from customers on payment plans who vacate their residence prior to completion of the payment plan.

The Boards official policy states that it administers its Water Assistance Program for qualifying customers in need of assistance. There are presently 1,400 participants in the program. It is limited to single family residents only. Does that include renters as well as owner occupied residents?

Yes, the Water Help program is available to renters and owner-occupied residents. However, there are not currently 1,400 participants in the program. There have been 384 accounts provided with assistance through this program during January through September 2014.

The Board should be furnished a description of the assistance program and the payment plan details. Additionally, an aged receivables account should be furnished and reviewed periodically by the appropriate committee. I request a copy of those reports.

Extensive information on the Water Help program has been provided to the Operations Committee during 2013 and 2014. Information on accounts receivable balances between 30 and 120 days old and more than 120 days old is provided to the Operations Committee each month.

Has the Board ever done a cost benefit analysis between incurring bad debts among the poorest among us vs increasing the amount of support in the Water Assistance Program?

There has not yet been an adequate length of time since the increased funding of Water Help to determine if it has resulted in a corresponding decrease in bad debts. The increase to Water Help occurred in January 2013 and the delinquent accounts for 2013 will not be written off until January 2016.

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - December 2014

Category	Category Dollar Amount	SLDBE Dollar Value
Goods and Services Contracts	\$ 2,166,487	\$ 111,221
Construction Contracts	81,076,894	27,048,398
Professional Services Contracts	<u>12,497,750</u>	<u>4,374,213</u>
Grand Total	\$ 95,741,131	\$ 31,533,831

Sewerage and Water Board Contracts with SLD BE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>			
Arc Enterprises			
Furnishing Janitorial Services for S&WB Main Office and Gen. DeGaulle Annex Building	Ricard's Paper Assorted Products Cleaning Concierge, LLC	5.00% 5.00% <u>20.00%</u> 30.00%	\$ 99,776
Assorted Products			
Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 108,744
Furnishing Aerosol, Janitorial, and Industrial Chemicals	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 84,999
Blue Ribbon Resources, LLC Furnishing River Sand, Mason Sand and Washed Gravel	Qualified Transportation, LLC	30.00%	\$ 67,538
General Mills Supplies, Inc. Furnishing Flashlights and Flashlight Batteries	Assorted Products	21.00%	\$ 8,867
Herbert S. Hiller Furnishing Fire Extinguishers Service	Assorted Products Paint Pro Depot	19.80% <u>6.93%</u> 26.73%	\$ 13,500
KSM Janitorial & Cleaning Service, LLC Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	RASI Janitorial Services, LLC	31.00%	\$ 10,378
Louisiana Vegetation Management, Inc. Furnishing Chemical Control Foliage at Specified Sewerage & Water Board Locations within the City of New Orleans	Assorted Products Topp Knotch Personnel	19.80% <u>6.93%</u> 26.73%	\$ 13,500

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Southeast Safety & Supply Furnishing Safety Supplies	Assorted Products	30.00%	\$ 42,751
Furnishing Rubber P.V.C. Hip Boots and Knee Boots	Assorted Products	30.00%	\$ 62,000
Twin Commerical Tires, LLC Furnishing and Delivering Complete Fleet Tire Service	Vern Keeler & Associates	20.00%	\$ 69,140
Westbank Paper and Janitorial Supply Furnishing Paper Products and Janitorial Sanitary Supplies	Assorted Products	30.00%	\$ 28,441
<u>Construction Contracts</u>			
BLD Services, LLC #30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service	30.42% 0.89% <u>4.69%</u> 36.00%	\$ 1,229,739 35,876 <u>189,625</u> \$ 1,455,240
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service	29.84% 0.98% <u>5.18%</u> 36.00%	\$ 1,276,914 41,986 <u>221,468</u> \$ 1,540,368
#3986 - Lower Ninth Ward Are Sewer Rehabilitation - Sewer Rehabilitation #5	Prince Dump Truck Service Advantage Manhole & Concrete Services, C&M Construction Group, Inc.	5.37% 12.49% 10.17% 28.03%	\$ 358,658 834,682 <u>679,950</u> \$ 1,873,290

Sewerage and Water Board Contracts with SLD BE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Boh Bros.			
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	Auguillard Construction MS & Sons Bricklaying, LLC Baker Ready Mix Prince Dump Truck Service	21.90% 4.35% 2.21% 7.55% <u>36.01%</u>	\$ 1,467,000 291,375 147,750 505,750 2,411,875
#30006 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction Standard Cement Materials, Inc. Prince Dump Truck Service	18.50% 12.80% <u>37.60%</u>	\$ 879,035 607,400 300,000 1,786,435
Fleming Construction Co., LLC			
#30004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point	Hebert's Trucking & Equipment Services Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction	10.60% 6.36% 4.24% 14.84% <u>36.04%</u>	\$ 500,000 300,000 200,000 700,000 1,700,000
#8142 - Repaving Open Cuts in Streets, Driveways, and Sidewalks Resulting from the Repair to the Sewerage & Water Board of New Orleans' Underground Utilities	F P Richard Construction, LLC Dieudonne Enterprises, Inc. Choice Supply Solutions, LLC Cooper Contracting	16.00% 10.00% 8.76% 10.00% <u>44.76%</u>	\$ 395,368 247,105 216,416 247,105 1,105,994
Frischhertz Electric Co., Inc.			
#6252 - Installation of Transformers T2 and T3 and Construction of New Electrical Duct Bank at Carrollton Plant	Three C's Properties, Inc.	36.00%	\$ 111,533

Sewerage and Water Board Contracts with SLD BE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Industrial & Mechanical Contractors, Inc.			
#8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard	RLH Investments Joseph Electric, Inc.	28.73% <u>13.28%</u> 42.01%	\$ 346,000 <u>160,000</u> \$ 506,000
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% <u>18.07%</u> 39.58%	\$ 263,446 <u>221,358</u> \$ 484,804
#3669 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #6	JL Construction Group Joseph Electric Dieudonne Enterprises	18.02% <u>14.17%</u> <u>4.38%</u> 36.57%	\$ 522,819 <u>411,200</u> <u>127,080</u> \$ 1,061,099
#3794 - Rehabilitation of Bio-Reactor Train #1 at the East Bank Waste Water Treatment Plant	EFT Diversified Inc.	21.00%	\$ 310,000
Lou-Con, Inc.			
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	RLH Investments, LLC Assorted Products EBE Fence Co.	36.49% <u>0.36%</u> <u>1.43%</u> 38.28%	\$ 509,000 <u>5,000</u> <u>20,000</u> \$ 534,000
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.45% <u>0.14%</u> <u>1.43%</u> 38.02%	\$ 509,000 <u>2,000</u> <u>20,000</u> \$ 531,000
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.00% <u>0.14%</u> <u>1.41%</u> 37.56%	\$ 509,000 <u>2,000</u> <u>20,000</u> \$ 531,000
#1378 - Hurricane Related Repairs to Boilers/Duct/Elevators at Main Purification Plant Power Complex	Jesus is Lord Plumbing Cole Construction Affordable Trucking Contractors, LLC Delta Personnel Choice Supply Co.	0.31% <u>4.22%</u> <u>3.14%</u> <u>1.57%</u> <u>11.30%</u> 20.54%	\$ 50,000 <u>672,000</u> <u>500,000</u> <u>250,000</u> <u>1,800,000</u> \$ 3,272,000

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
TKTMJ, Inc.			
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dotti Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% 17.46% <u>36.01%</u>	\$ 226,000 30,000 <u>241,000</u> \$ 497,000
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	8.88% 2.66% 24.51% <u>36.05%</u>	\$ 100,000 30,000 <u>276,000</u> \$ 406,000
Wallace C. Drennan, Inc.			
# 2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at various sites throughout Orleans Parish	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	10.45% 6.23% 11.79% <u>7.55%</u> <u>36.02%</u>	\$ 310,000 185,000 350,000 <u>224,000</u> \$ 1,069,000
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	14.76% 4.71% 4.31% <u>12.24%</u> <u>36.02%</u>	\$ 705,000 225,000 206,000 <u>585,000</u> \$ 1,721,000
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	7.42% 12.68% 7.48% <u>8.56%</u> <u>36.14%</u>	\$ 117,000 200,000 118,000 <u>135,000</u> \$ 570,000
#30005 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction C & M Construction Choice Supply Solutions, LLC Cooper Contracting Prince Dump Truck Service	11.50% 6.70% 2.31% 5.20% <u>10.40%</u> <u>36.11%</u>	\$ 500,000 290,000 100,000 225,000 <u>450,000</u> \$ 1,565,000

Sewerage and Water Board Contracts with SLD BE Participation January 2013 - December 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
#30015 - Restoration of Existing Gravity Sewer Mains by Point Repair and CIPP Lining Sewer Mains at Various Sites Throughout Orleans Parish	C & M Construction Choice Supply Solutions, LLC Prince Dump Truck Service	17.20% 9.05% 9.87% <u>36.12%</u>	342,100 180,000 196,217 <u>718,317</u> \$
<u>Professional Services Contracts</u>			
CH2M Hill, Inc. Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	ILSI Engineering Trigon Associates, LLC	12.00% <u>23.00%</u> 35.00%	\$ 1,499,730 <u>2,874,483</u> \$ 4,374,213

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - December 2014							
Goods & Services Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Subcontractor	SLDBE %	Awarded SLDBE Dollar Value	Award Date	
Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies	362,480	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	108,744	2/20/13	
Furnishing Safety Supplies	142,505	Southeast Safety & Supply	Assorted Products	30%	42,751	2/20/13	
Furnishing Aerosol, Janitorial and Industrial Chemicals	283,331	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	84,999	5/15/13	
Furnishing Paper Products and Janitorial Sanitary Supplies	94,805	Westbank Safety and Janitorial Supply, Inc.	Assorted Products	30%	28,441	6/19/13	
Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	33,543	KSM Janitorial and Cleaning Service, LLC	RASI Janitorial Services, LLC	31%	10,378	8/21/13	
Furnishing Pest & Rodent Control Services for Sewerage and Water Board	28,016	Imperial Exterminating	Inspector 12 Services	33%	9,245	11/20/13	
Furnishing Janitorial Services for Sewerage and Water Board Main Office and General DeGaulle Annex Building			Ricard's Paper	5%	4,754		
			Assorted Products	5%	4,754		
			Cleaning Concierge, LLC		19,014		
	99,775	Arc Enterprises	Total	30%	28,521	10/16/13	

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - December 2014							
Goods & Services Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Subcontractor	SLDBE %		Awarded SLDBE Dollar Value	Award Date
Furnishing Flashlight and Flashlight Batteries	42,222	General Mills Supplies, Inc.	Assorted Products	21%		8,867	4/16/14
			Assorted Products	20%	10,000		
			Paint Pro Depot	7%	3,500		
Furnishing Fire Extinguishers Service	50,496	Herbert S. Hiller	Total	27%		13,500	10/16/13
Furnishing River Sand, Mason Sand and Washed Gravel - YW14-0010	225,125	Blue Ribbon Resources, LLC	Qualified Transportation, LLC	30%		67,538	6/2/14
Furnishing and Delivering Complete Fleet Tire Service - YG14-0061	344,200	Twin Commercial Tires, LLC	Vern Keeler & Associates	20%		69,140	6/2/14
Furnishing Chemical Control Foliage at Specified Sewerage and Water Board Locations within the City of New Orleans			Assorted Products	13%	33,600		
		Louisiana Vegetation Management	Topp Knotch Personnel	1%	2,000		
Furnishing Chemical Control Foliage	259,990	Management	Total	14%		35,600	9/17/14
Furnishing Rubber P.V.C. Hip Boots and Knee Boots	200,000	Louisiana Vegetation Southeast Safety & Supply	Assorted Products	17%	33,600		
			Assorted Products	31%		62,000	11/19/14
Total Goods & Services Contracts	2,166,487					111,221	

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - December 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	Awarded SLDBE Dollar Value	Award Date
#2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites Throughout Orleans Parish	2,967,900	Wallace Drennan, Inc.	Aguillard Construction	10.45%	310,000	
			C & M Construction	6.23%	185,000	
			Cooper Contracting Group, LLC	11.79%	350,000	
			Prince Dump Truck Service	7.55%	224,000	
			Total	36.02%	1,069,000	2/20/13
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	3,584,849	Wallace Drennan, Inc.	Aguillard Construction	14.76%	705,000	
			C & M Construction	4.71%	225,000	
			Cooper Contracting Group, LLC	4.31%	206,000	
			Prince Dump Truck Service	12.24%	585,000	
			Total	36.02%	1,721,000	2/20/13
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	1,577,000	Wallace Drennan, Inc.	Aguillard Construction	7.42%	117,000	
			C & M Construction	12.68%	200,000	
			Cooper Contracting Group, LLC	7.48%	118,000	
			Prince Dump Truck Service	8.56%	135,000	
			Total	36.14%	570,000	2/20/13
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	6,699,595	Boh Brothers Construction Co., LLC	MS & Sons Bricklaying, LLC	21.90%	1,467,000	
			Baker Ready Mix	4.35%	291,375	
			Prince Dump Truck Service	2.21%	147,750	
			Prince Dump Truck Service	7.55%	505,750	
			Total	36.00%	2,411,875	5/15/13
#30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,042,333	BLD Services, LLC	Hebert's Trucking & Equipment Services	30.42%	1,229,739	
			Advantage Manhole & Concrete Services, Inc	0.89%	35,876	
			Prince Dump Truck Service	4.69%	189,625	
			Total	36.00%	1,455,240	5/15/13
			Hebert's Trucking & Equipment Services	29.84%	1,276,914	
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,278,799	BLD Services, LLC	Advantage Manhole & Concrete Services, Inc	0.98%	41,986	
			Prince Dump Truck Service	5.18%	221,468	
			Total	36.00%	1,540,368	5/15/13
			Hebert's Trucking & Equipment Services	29.84%	1,276,914	
			Advantage Manhole & Concrete Services, Inc	0.98%	41,986	

Sewerage & Water Board Contracts with SLDSE Participation January 2013 - December 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDSE Sub-Contractor	Awarded SLDSE %	Awarded SLDSE Dollar Value	Award Date
#30004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,717,448	Fleming Construction Co., LLC	Hebert's Trucking & Equipment Services	10.60%	500,000	
			Cooper Contracting	6.36%	300,000	
			Deudonne Enterprises, Inc.	4.24%	200,000	
			Auguillard Construction	14.84%	700,000	
Total				36.04%	1,700,000	5/15/13
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station			RLH Investments, LLC	36.49%	509,000	
			Assorted Products	0.36%	5,000	
			EBE Fence Co.	1.43%	20,000	
Total				38.28%	534,000	7/17/13
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,395,000	Lou-Con, Inc.	Gulf State Constructors	36.45%	509,000	
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.43%	20,000	
Total				38.02%	531,000	7/17/13
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Doodt Sewage Pumping Station	1,379,991	TKTMJ, Inc.	Choice Supply Solutions, LLC	16.38%	226,000	
			Dillon Bros. Concrete	2.17%	30,000	
			Gulf State Constructors	17.46%	241,000	
Total				36.01%	497,000	8/21/13
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station	1,416,500	Lou-Con, Inc.	Gulf State Constructors	36.00%	510,000	
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.41%	20,000	
Total				37.56%	532,000	8/21/13
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMJ, Inc.	Choice Supply Solutions, LLC	8.88%	100,000	
			Dillon Bros. Concrete	2.66%	30,000	
			Gulf State Constructors	24.51%	276,000	
Total				36.05%	406,000	8/21/13
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping Station	1,224,990	Industrial & Mechanical Contractors, Inc.	Deudonne Enterprises, Inc.	21.51%	263,446	
			J.L. Construction	18.07%	221,358	
Total				39.58%	484,804	8/21/13
#3788 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Burke Sewage Pumping Station	1,388,183	Industrial & Mechanical Contractors, Inc.	Deudonne Enterprises, Inc.	9.83%	136,500	
			J.L. Construction	28.09%	389,943	
Total				37.92%	526,443	11/20/13
#30005 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,333,769	Wallace C. Drennan, Inc.	Auguillard Construction	11.54%	500,000	
			C&M Construction Group, Inc.	6.69%	290,000	
			Choice Supply Solutions, LLC	2.31%	100,000	
			Cooper Contracting Group, LLC	5.19%	225,000	
			Prince Dump Truck Service	10.38%	450,000	
Total				36.11%	1,565,000	12/01/14

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - December 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	Awarded SLDBE Dollar Value	Award Date
#30006 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,759,309	Boh Bros. Construction Co., LLC	Auguillard Construction	18.47%	879,035	
			Standard Cement Materials, Inc.	12.76%	607,400	
			Prince Dump Truck Service	6.30%	300,000	
			Total	37.54%	1,786,435	12/01/14
			RLH Investments, LLC	28.73%	346,000	
#8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard	1,204,500	Industrial & Mechanical Contractors, Inc.	Joseph Electric, Inc.	13.28%	160,000	
			Total	42.01%	506,000	2/21/14
			C&M Construction Group, Inc.	23.95%	500,000	
#30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole to Manhole at Various Sites throughout Orleans Parish	2,088,008	Wallace C. Drennan, Inc.	Prince Dump Truck Service	8.62%	180,000	
			Choice Supply Solutions, LLC	3.83%	80,000	
			Total	36.40%	760,000	5/21/14
			J.L. Construction Group	18.02%	522,819	
			Joseph Electric, Inc.	14.17%	411,200	
#3669 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #5	2,900,900	Industrial & Mechanical Contractors, Inc.	Dieudonne Enterprises, Inc.	4.38%	127,080	
			Total	36.68%	1,061,099	6/2/14
			Jesus is Lord Plumbing	0.31%	50,000	
			Cole Construction	4.22%	672,000	
			Affordable Trucking Contractors, LLC	3.14%	500,000	
#1378 - Hurricane Katrina Related Repairs to Boiler/Duct/Elevator at Main Purification Plant Power Complex	15,928,241	Plant-N-Power Services, LLP	Delta Personnel	1.57%	250,000	
			Choice Supply Solutions, LLC	11.30%	1,800,000	
			Total	20.54%	3,272,000	8/20/14

Sewerage & Water Board Contracts with SLDDBE Participation January 2013 - December 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDDBE %	Awarded SLDDBE Dollar Value	Award Date
#3986 - Lower Ninth Ward Area Sewer Rehabilitation-Sewer Rehabilitation #5	6,683,179	BLD Services, LLC	Prince Dump Truck Service	5.37%	358,658	
			Advantage Manhole & Concrete Services, Inc	12.49%	834,682	
			C&M Construction Group, Inc.	10.17%	679,950	
			Total	28.03%	1,873,290	9/17/14
#3794 - Rehabilitation of Bio-Reactor Train #1 at the East Bank Wastewater Treatment Plant	1,274,250	Industrial & Mechanical Contractors, Inc.				
			EFT Diversified Inc	24%	310,000	11/19/14
#6252 - Installation of Transformers T2 and T3 and Construction of New Electrical Duct Bank at Carrollton Plant	249,870	Frischhertz Electric Co., Inc.	Three C's Properties, Inc.	45%	111,533	11/19/14
			F P Richard Construction, LLC	16.00%	395,368	
			Dieudonne Enterprises, Inc.	10.00%	247,105	
			Choice Supply Solutions, LLC	8.76%	216,416	
#8142 - Repaving Open Cuts in Streets, Driveways and Sidewalks Resulting from the Repair to the Sewerage and Water Board of New Orleans' Underground Utilities	2,471,050	Fleming Construction Co., LLC	Cooper Contracting Group, LLC	10.00%	247,105	
			Total	44.76%	1,105,994	11/19/14
#30015 - Restoration of Existing Gravity Sewer Mains by Point Repair and CIPP Lining Sewer Mains at Various Sites throughout Orleans Parish	1,988,550	Wallace C. Drennan, Inc.	C&M Construction Group, Inc.	17.20%	342,100	
			Choice Supply Solutions, LLC	9.05%	180,000	
			Prince Dump Truck Service	9.87%	196,217	
			Total	36.12%	718,317	11/19/14
Total Construction Contracts	81,076,894				27,048,398	

Sewerage & Water Board Contracts withSLDBE Participation from January 2013 - December 2014							
Professional Service Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	SLDBE %	Awarded SLDBE Value	Award Date	
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	12,497,750	CH2M Hill	ILSI Engineering	12%	1,499,730		
			Trigon Associates, LLC	23%	2,874,483		
			Total	35%	4,374,213	3/20/2013	
Total Professional Service Contracts	\$ 12,497,750				\$ 4,374,213		

Sewerage & Water Board of New Orleans Committee & Board of Director's Meeting Schedule

2015

THURSDAY	JANUARY 1, 2015	HOLIDAY	NEW YEAR'S DAY / OFFICE CLOSED
MONDAY	JANUARY 5, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JANUARY 6, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	JANUARY 7, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JANUARY 7, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JANUARY 9, 2015	9:00 AM	EXECUTIVE COMMITTEE
MONDAY	JANUARY 19, 2015	HOLIDAY	MLK DAY / OFFICE CLOSED
WEDNESDAY	JANUARY 21, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	FEBRUARY 2, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	FEBRUARY 3, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	FEBRUARY 4, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	FEBRUARY 4, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	FEBRUARY 6, 2015	9:00 AM	EXECUTIVE COMMITTEE
TUESDAY	FEBRUARY 17, 2015	HOLIDAY	MARDI GRAS / OFFICE CLOSED
WEDNESDAY	FEBRUARY 18, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MARCH 2, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	MARCH 3, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	MARCH 4, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MARCH 4, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	MARCH 6, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MARCH 18, 2015	9:00 AM	BOARD OF DIRECTOR'S
WEDNESDAY	APRIL 1, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	APRIL 1, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	APRIL 3, 2015	HOLIDAY	GOOD FRIDAY / OFFICE CLOSED
MONDAY	APRIL 6, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	APRIL 7, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	APRIL 10, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	APRIL 15, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MAY 4, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	MAY 5, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	MAY 6, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MAY 6, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	MAY 8, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MAY 20, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MAY 25, 2015	HOLIDAY	MEMORIAL DAY / OFFICE CLOSED
MONDAY	JUNE 1, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JUNE 2, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	JUNE 3, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JUNE 3, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JUNE 5, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JUNE 17, 2015	9:00 AM	BOARD OF DIRECTOR'S

Sewerage & Water Board of New Orleans Committee & Board of Director's Meeting Schedule

2015

WEDNESDAY	JULY 1, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JULY 1, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JULY 3, 2015	HOLIDAY	INDEPENDENCE DAY/OFFICE CLOSED
MONDAY	JULY 6, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JULY 7, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	JULY 10, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JULY 15, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	AUGUST 3, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	AUGUST 4, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	AUGUST 5, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	AUGUST 5, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	AUGUST 7, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	AUGUST 19, 2015	9:00 AM	BOARD OF DIRECTOR'S
TUESDAY	SEPTEMBER 1, 2015	8:00 AM	OPERATIONS/ FINANCE COMMITTEE
WEDNESDAY	SEPTEMBER 2, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	SEPTEMBER 2, 2015	10:30 AM	PENSION
FRIDAY	SEPTEMBER 4, 2015	9:00 AM	EXECUTIVE COMMITTEE
MONDAY	SEPTEMBER 7, 2015	HOLIDAY	LABOR DAY / OFFICE CLOSED
WEDNESDAY	SEPTEMBER 16, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	OCTOBER 5, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	OCTOBER 6, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	OCTOBER 7, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	OCTOBER 7, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	OCTOBER 9, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	OCTOBER 21, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	NOVEMBER 2, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	NOVEMBER 3, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	NOVEMBER 4, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	NOVEMBER 4, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	NOVEMBER 6, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	NOVEMBER 18, 2015	9:00 AM	BOARD OF DIRECTOR'S
THURSDAY	NOVEMBER 26, 2015	HOLIDAY	THANKSGIVING / OFFICE CLOSED
FRIDAY	NOVEMBER 27, 2015	HOLIDAY	VETERANS DAY / OFFICE CLOSED
WEDNESDAY	DECEMBER 2, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	DECEMBER 2, 2015	10:30 AM	PENSION COMMITTEE
MONDAY	DECEMBER 7, 2015	8:00 AM	OPERATIONS COMMITTEE
TUESDAY	DECEMBER 8, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	DECEMBER 11, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	DECEMBER 16, 2015	9:00 AM	BOARD OF DIRECTOR'S
FRIDAY	DECEMBER 25, 2015	HOLIDAY	CHRISTMAS DAY / OFFICE CLOSED

NOTE: DUE TO THE LABOR DAY HOLIDAY IN SEPTEMBER, WE ARE ATTEMPTING TO HOLD THE OPERATIONS AND FINANCE COMMITTEES AS A JOINT MEETING.