



Addendum to SWBNO Q3 Quarterly Report to Public Works Committee

December 6, 2023

Dear Chairman Thomas and Members of the Public Works Committee:

Please accept this addendum to the Sewerage and Water Board of New Orleans' third 2023 quarterly report to the Public Works Committee originally submitted to the committee on November 1, 2023.

This addendum includes the Pump and Power reports dated October 23, 2023, which we received prior to submittal and shows Turbine 5 available for use, and October 30, which we received after submittal on November 1 and shows Turbine 5 as unavailable.

Regards,

Ghassan Korban

Executive Director, Sewerage and Water Board of New Orleans

Pumping and Power Equipment Status (23Oct2023 1200 CDT)

Major Drainage Pumps:

- DPS 3: D Pump is for emergency use only.
- DPS 6: I Pump out of service undergoing major repairs. Installed and undergoing testing. RTS TBD.
- DPS 10: No. 1 pump out of service. Vendor selected to refurbish pump. RTS Dec 2023.
- DPS 13: No. 4 pump is for emergency use only. Gear box and bearings require a more in-depth inspection. RTS TBD.
- DPS 16: No. 2 pump out of service. Repairs underway by contractor. RTS October 2023.
- DPS 17: Pumps A & D out of service due to the issues with electric motor. RTS TBD.

93 of 99 major drainage pumps available for use

Underpass Stations:

All pumps at the underpass stations are in service.

Potable Water Pumps:

- Panola: #1 Pump out of service; Being Rehabilitated under Contract 1376
#2 Pump out of service; Being Rehabilitated under Contract 1376
- Claiborne: #1 Pump available (25 Hz)
#2 Pump available (60 Hz)
#3 Pump out of service (60 Hz); out of service due to electrical issues
#4 Pump available (25 Hz)
- High Lift: "A" Pump available (60 Hz)
"B" Pump available (Steam)

Power:

Turbine 4 is available for use

Turbine 5 is available for use

Turbine 6 is available for use

EMD #3 and #5 are available for use.

EMD #1 out of service due to radiator leak

EMD #2 out of service due to electrical issues. Estimated RTS TBD

EMD #4 out of service due to oil change and cold start

FC #3 and FC#4 at Station D available for use

Frequency Changer #1 at Carrollton Frequency Changer (CFC) Facility is available for use

Frequency Changer #2 at CFC Facility out of service due to transformer issues

Plant Frequency Changer at CWP out of service. RTS TBD

Frequency Changer #2 at Algiers Water Treatment Facility available for use

POWER GENERATION TABLE						
UNIT #	TYPE	NAMEPLATE CAPACITY		CURRENT CAPACITY		NOTES
		25 HZ (MW)	60 HZ (MW)	25 HZ (MW)	60 HZ (MW)	
STG 4	STEAM	20		18.5		
CTG 5	GAS TURBINE	20		17.5		
CTG 6	GAS TURBINE		22		22	
EMD 1	EMD	2.5		0		
EMD 2	EMD	2.5		0		
EMD 3	EMD	2.5		2.5		
EMD 4	EMD	2.5		0		
EMD 5	EMD	2.5		2.5		
CFC 1	FC via T6	6		6		Powered by T6 or Entergy
CFC 2	FC via T6	2.5		0		Powered by T6 or Entergy
PFC	CWP FREQ CHANGER	3.75		0		Powered by T6 or Entergy
WBPC	DIESEL GEN SET	1.5	1.5	1.5	1.5	25Hz via FC
MOBILE GEN SET #1	DIESEL		2		2	Trailer Mounted Caterpillar Gen Set
MOBILE GEN SET #2	DIESEL		2		2	Trailer Mounted Caterpillar Gen Set
S&WB SELF GENERATED POWER		66.25	27.5	48.5	27.5	

ENTERGY POWER CONVERTED TO 25 HZ VIA FREQUENCY CONVERTERS		
UNIT #	LOCATION	60 HZ to 25 HZ (MW)
FC 1	CARROLLTON FREQUENCY CHANGER	6
FC 2	CARROLLTON FREQUENCY CHANGER	2.5 (out of service)
PFC	CARROLLTON WATER PLANT – SYCAMORE SUBSTATION	3.75 (out of service)
FC3	DPS 17/STATION D	6
FC 4	DPS 17/STATION D	6
FC 2	WBPC - ALGIERS WATER TREATMENT PLANT	2.5
TOTAL CONVERTED POWER		23

Pumping and Power Equipment Status (30Oct2023 1200 CDT)

Major Drainage Pumps:

- DPS 3:** D Pump out of service due to replacement of bearing housing unit.
- DPS 6:** I Pump out of service undergoing major repairs. Installed and undergoing testing. RTS TBD.
- DPS 10:** No. 1 pump out of service. Vendor selected to refurbish pump. RTS Dec 2023.
- DPS 13:** No. 4 pump is for emergency use only. Gear box and bearings require a more in-depth inspection. RTS TBD.
- DPS 16:** No. 2 pump out of service. Repairs underway by contractor. RTS October 2023.
- DPS 17:** Pumps A & D out of service due to the issues with electric motor. RTS TBD.

93 of 99 major drainage pumps available for use

Underpass Stations:

All pumps at the underpass stations are in service.

Potable Water Pumps:

- Panola:** #1 Pump out of service; Being Rehabilitated under Contract 1376
#2 Pump out of service; Being Rehabilitated under Contract 1376
- Claiborne:** #1 Pump available (25 Hz)
#2 Pump available (60 Hz)
#3 Pump out of service (60 Hz); out of service due to electrical issues
#4 Pump available (25 Hz)
- High Lift:** "A" Pump available (60 Hz)
"B" Pump available (Steam)

Power:

Turbine 4 is available for use

Turbine 6 is available for use

Turbine 5 out of service due to auxiliary oil pump issues

EMD #3 and #5 are available for use.

EMD #1 out of service due to radiator leak

EMD #2 out of service due to electrical issues. Estimated RTS TBD

EMD #4 out of service due to oil change and cold start

FC #3 and FC#4 at Station D available for use

Frequency Changer #1 at Carrollton Frequency Changer (CFC) Facility is available for use

Frequency Changer #2 at CFC Facility out of service due to transformer issues

Plant Frequency Changer at CWP out of service. RTS TBD

Frequency Changer #2 at Algiers Water Treatment Facility available for use

POWER GENERATION TABLE						
UNIT #	TYPE	NAMEPLATE CAPACITY		CURRENT CAPACITY		NOTES
		25 HZ (MW)	60 HZ (MW)	25 HZ (MW)	60 HZ (MW)	
STG 4	STEAM	20		18.5		
CTG 5	GAS TURBINE	20		0		
CTG 6	GAS TURBINE		22		22	
EMD 1	EMD	2.5		0		
EMD 2	EMD	2.5		0		
EMD 3	EMD	2.5		2.5		
EMD 4	EMD	2.5		0		
EMD 5	EMD	2.5		2.5		
CFC 1	FC via T6	6		6		Powered by T6 or Entergy
CFC 2	FC via T6	2.5		0		Powered by T6 or Entergy
PFC	CWP FREQ CHANGER	3.75		0		Powered by T6 or Entergy
WBPC	DIESEL GEN SET	1.5	1.5	1.5	1.5	25Hz via FC
MOBILE GEN SET #1	DIESEL		2		2	Trailer Mounted Caterpillar Gen Set
MOBILE GEN SET #2	DIESEL		2		2	Trailer Mounted Caterpillar Gen Set
S&WB SELF GENERATED POWER		66.25	27.5	31	27.5	

ENTERGY POWER CONVERTED TO 25 HZ VIA FREQUENCY CONVERTERS		
UNIT #	LOCATION	60 HZ to 25 HZ (MW)
FC 1	CARROLLTON FREQUENCY CHANGER	6
FC 2	CARROLLTON FREQUENCY CHANGER	2.5 (out of service)
PFC	CARROLLTON WATER PLANT – SYCAMORE SUBSTATION	3.75 (out of service)
FC3	DPS 17/STATION D	6
FC 4	DPS 17/STATION D	6
FC 2	WBPC - ALGIERS WATER TREATMENT PLANT	2.5
TOTAL CONVERTED POWER		23



November 1, 2023

Dear Chairman Thomas and Members of the Public Works Committee:

Please find the Sewerage and Water Board of New Orleans' third 2023 quarterly report to the Public Works Committee below, as required by [Louisiana Revised Statute 33:4091](#). An attachment to this report includes a list of the pavement repair backlog as of September 2023.

As we work to fulfill our strategic plan, we remain dedicated to improving the customer experience and protecting public health. In reading this report, you'll find details about how SWBNO continues making progress from July through September on our major initiatives, including our Smart Metering Program, proactive Lead and Copper Rule revision efforts, paving repairs, and customer service and billing improvements.

Report Contents

1. Standard Industry Metrics for Best Practice	3
A. Percentage of Water Loss	3
B. Percentage Water Billed	4
C. Percentage of receivables outstanding, including delinquency schedule	4
D. Customer Service Improvements.....	5
2. Fraud and Waste Prevention.....	11
3. Metrics for Employees and Contractors.....	12
4. Benchmarks of success regarding improved coordination between SWBNO and the Department of Public Works to ensure priority and resource alignment.....	15
5. Report on the efficiency and effectiveness of information systems	19
6. Detailed reports on assessment and status of technologies and operation programs and strategies for system redundancies and service improvements; 7. Detailed reports on assessment and status of operational reforms, capital improvement programs, and service assurance programs.....	19
8. The identity and detailed information on the status of all projects and all improvements made since the close of the last quarter	21

We look forward to discussing these topics and answering any questions you may have at the December 11 Public Works Committee meeting.

Board of Directors: LaToya Cantrell – President, Poco Sloss – President Pro Tem, Freddie King III – City Council Member, Robin Barnes, Alejandra Guzman, Janet Howard, Carol Markowitz, Joseph Peychaud, Tamika Duplessis, Maurice Sholas



Also, in this quarter (starting in September), New Orleans once again found itself in ground zero for the consequences of climate change as saltwater intrusion became a threat to our drinking water supply. Recent projections provided by the U.S. Army Corps of Engineers have changed in our favor, pushing the anticipated timeline for impacts back by two weeks.

Throughout this event, we have committed to communicating any impacts or changes with our customers as we move forward. We continue to provide daily chloride reports in partnership with the Louisiana Department of Health on SWBNO's Saltwater Intrusion Dashboard¹ and social media accounts.

Based on the current forecast, we are confident our Algiers and Carrollton plant intakes will not see increased salinity levels. SWBNO will continue monitoring the situation with daily chloride testing and corrosion sampling in coordination with the Louisiana Department of Health and the Louisiana Department of Environmental Quality. We will resume mitigation efforts should the timeline shift in the coming weeks.

Although we may avoid potential impacts, we are dedicated to partnering with local, regional, and federal agencies to find long-term solutions that protect public health. Recently, we met with federal officials to discuss the importance of solutions in the face of these recurring threats.

These recent events also highlighted the need for capital investment in our infrastructure, especially our drinking water system. We are beginning the process of our Water Quality Master Plan effort to identify our needs given the current state of our infrastructure, determine how we will meet the requirements of a changing regulatory landscape, and define the best path forward. In developing this plan and reviewing our other capital needs, we look forward to collaborative conversations with you to ensure SWBNO has the resources and funding necessary to continue providing essential services to New Orleans and protecting public health.

Thank you for your support and guidance as we navigate these unprecedented challenges.

Regards,

Ghassan Korban

Executive Director, Sewerage and Water Board of New Orleans

¹ <https://www.swbno.org/News/SaltwaterWedge>



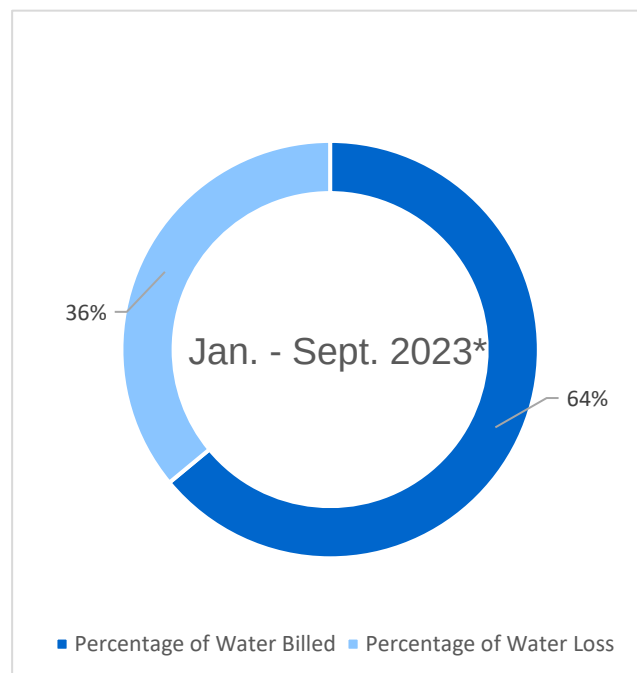
1. STANDARD INDUSTRY METRICS FOR BEST PRACTICE

A. PERCENTAGE OF WATER LOSS

Based on average daily pumping for the Eastbank and Westbank and billing data, SWBNO billed customers for roughly 64 percent of water produced while roughly 36 percent of water produced was non-revenue for the nine months ended September 30, 2023.

Treated water may be non-revenue for a variety of reasons.

- Leaks and water main breaks in the distribution system are one of the most common causes of water loss across the industry.
- Older, analog water meters tend to slow down and underread consumption as they age. With an average residential meter age of 14 years systemwide, underreading by aging meters results in unbilled water.
 - Our much-anticipated Smart Metering Program will nearly eliminate this issue.
- Water provided to City and other entities is not billed for water usage in accordance with the Louisiana Constitution.
- Intentional use of water for operational purposes, such as flushing hydrants during infrastructure work.



**Calculated average for first nine months of 2023*

SWBNO does not currently have the capability of tracking the percentage of unbilled water for each of these sources. The Smart Metering Program, once in full operation, will give us a more precise understanding of unbilled water and its sources. This new technology will allow us to conduct a meaningful audit.

In light of potential impacts from saltwater intrusion and in an effort to make future blending efforts as efficient as possible, SWBNO prioritized repairs on major leaks on the Westbank.



B. PERCENTAGE WATER BILLED

The combined water and sewer collection rate was approximately 96% (last 12 months through August) but has declined in the summer months individually due to changes in consumer payment patterns.

Consumption billed for Q3 was \$4,561,899,900. This input is going into the percentage shown above in Section 1-A.

C. PERCENTAGE OF RECEIVABLES OUTSTANDING, INCLUDING DELINQUENCY SCHEDULE

	Total Number of Accounts	Past-Due Open Accounts	Total Amount Due	Past Due \$ Amount (60+ Days)	Number of Disputes
Residential	122,552	21,779	\$45,480,200	\$37,048,757	4,087
Multi-Family	4,550	627	\$3,889,333	\$3,219,633	229
Commercial	13,158	1,734	\$15,760,157	\$13,179,575	412
TOTALS	140,260	24,140	\$65,129,691	\$53,447,965	4,728

ACCOUNTS RECEIVABLE

At the end of September 2023, \$53.4 million remained in outstanding overdue customer receivables (i.e., bill amounts overdue by 60 days or more), **an increase of \$3.7 million since last quarter** (\$49.7 million). At the quarter's end, past due accounts receivable were lower than at this time last year (\$56.7 million).

 **\$3.7M**
Increase in outstanding customer receivables since last quarter

During the quarter, there were slower consumer payments, which may be attributed to limits on household spending as schools resumed and other factors.

Over 5,100 payment plans were established during the quarter, and disconnect notices continue to be provided to past-due customers in an effort to avoid service interruptions.

5,100+
Payment plans established during Q3 2023

You can view our bill collections policies and procedures [here](https://www.swbno.org/CustomerService/BillDisputeAndAdjustments).²

Our new Chief Audit Officer is leading a Billing and Collections Audit, with the fieldwork that began in July 2023, to ensure the proper implementation of current policies and procedures, seek areas of

² <https://www.swbno.org/CustomerService/BillDisputeAndAdjustments>





improvement, and hold our utility accountable. We anticipate the results of this audit will be available in Q4.

Closed Accounts

As of September 30, 2023, there were 19,126 closed accounts with a combined unpaid balance of \$25,614,388, prior to reserve for doubtful accounts, which are unlikely to be collected per standard industry assumptions. Generally accepted accounting principles require an estimate based on historical collections, which indicate water bills aged more than 180 days are unlikely to be collectible.

We refer closed accounts to a third-party collector and perform a permanent write-off of bad debts quarterly for closed accounts. Former customers who return requesting new service after closing an account with an unpaid balance will have the historical balance transferred to their new account for payment.

D. CUSTOMER SERVICE IMPROVEMENTS

The table below shows the average days to completion for Networks field repairs through Q3 2023 compared to all of 2022. The goal is to continue improving average days to completion.

Due to drought conditions over the summer, we have observed excessive strain on our infrastructure, especially water lines. Likely causes were ground consolidation and settlement. As a result, we've seen a 15 percent increase in the number of work orders during the first nine months of the year compared to all of 2022. Emphasis will be placed on hydrant repairs as well as water and sewer mains in 2024, including allocation of additional personal and larger equipment to address these issues.

Note: After reviewing the data provided in the previous quarterly report, we recognized a more accurate way to depict average days to completion for 2023. We adjusted the table below so that Average Days to Completion for year-to-date 2023 incorporates work orders created both before and during 2023. The previous report only accounted for work orders created and completed within 2023 through June.



	Work Orders Created* 01/01/2022 - 12/31/2022	Average Days to Completion 2022*	Work Orders Created 01/01/2023 - 09/30/2023	Average Days to Completion Jan-Sept 2023**
Sewer House Connection Backup	2,411	0	2,470	0
Sewer House Connection Overflow	510	0	388	0
Sewer Lead Repair	571	24	721	32
Sewer Main Repair	35	26	105	43
Sewer Main Backup	239	0	291	3
Sewer Manhole Overflow	278	0	199	0
Water Hydrant Leak	116	51	317	80
Water Service Inlet Leak	4,797	18	4,906	24
Water Main Break	390	9	878	36

* Quantity includes Sewerage and Water Board of New Orleans self-performed work only.

** Quantity includes repair of sub-surface infrastructure

PAVEMENT REPAIRS

Paving repairs remain a key focus for the Sewerage and Water Board. **Paving backlog has dropped from 3,000 open work orders in June to 2,300 as of this report (a 23% decrease).**

The goal is to reduce open paving work orders to as close to 1,000 as possible this year and utilize more internal crews, equipment, and on-call contractors to reduce that number to a real-time level in 2024.

Although our current average timelines are an improvement, we must further reduce timelines by 2-4 weeks (from making a pavement cut to filling the cut) in order to reach the industry standard.

23%

Decrease in open pavement work orders compared to in June 2023.

22%

More pavement repairs completed in first 10 months of 2023 than in all of 2022.

Pavement Repair Type	Completed Pavement Repairs in 2022	Completed Pavement Repairs in 2023 (As of October 2023)
Backfilled	0	3
Bricked	0	1
Examined	1,077	793



Excavated	0	2
Work Order Cancelled	338	933
Cancel Work Order - Give to Contractor	1	9
Duplicate Work Order	25	50
Paved Curb, Concrete	4	1
Paved Driveway, Asphalt	0	1
Paved Driveway, Concrete	152	85
Paved Street, Asphalt	532	536
Paved Street, Asphalt Over Concrete	0	1
Paved Street, Concrete	91	88
Paved Sidewalk, Brick	73	19
Paved Sidewalk, Concrete	726	434
Paved Sidewalk, Flagstone	6	4
Picked Up Trash, Mud, Rocks	0	1
Replaced	46	11
Repaired	256	1,115
TOTAL COUNT	3,327	4,087

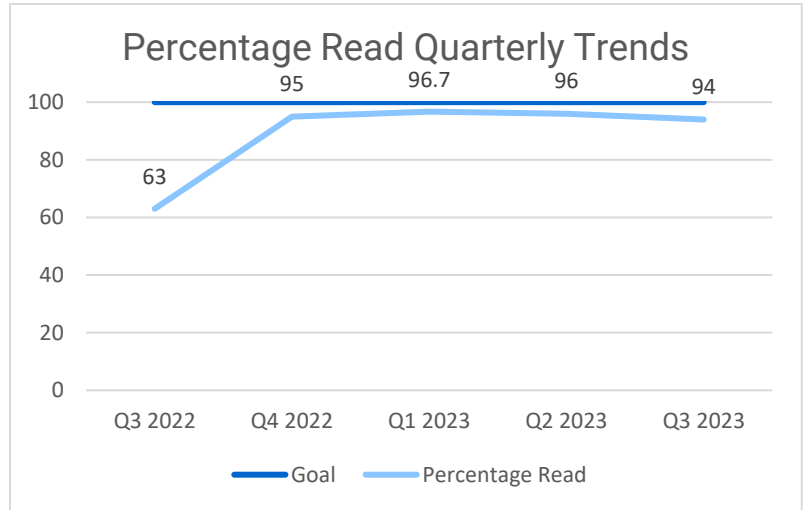
Repairs		New Leaks	
Total Meters	880	Total Meters	973
Total Sewers	1,523	Total Sewers	1,263
Total Water	3,019	Total Water	3,319
TOTALS	5,422	TOTALS	5,555

Repairs – Daily Average		New Leaks – Daily Average	
Meters	10	Meters	11
Sewers	17	Sewers	14
Water	33	Water	36



METER READING

SWBNO has made continued efforts to improve our metering procedures to meet industry best practices. The American Water Works Association's (AWWA) Policy Statement on Meter Reading states, "Meters should be read at sufficiently frequent intervals appropriate to support the utility's understanding of volume of production, rate structures and to provide accurate bills and feedback to its customers."³



In Q3, we performed actual reads on schedule for 94 percent of our customers' water meters. This remains a major improvement over the 63-percent actual read rate we achieved in Q3 2022 when we attempted to read all 140,000 meters each month. Our new strategy of alternating actual reads with estimation every other month, in place since November 2022, continues to prove successful.

Typical obstacles to obtaining actual reads, such as inclement weather, drove the six percent difference between our Q3 performance and a 100-percent actual read rate.

Meter Reading Door Hangers

Per Council request, SWBNO has implemented a door hanger program to inform customers of when the utility read their meter. Before the program started in July 2023, the Special Investigators with our Security Department held a safety training to prepare staff before taking on this task. To start, we assigned five routes at a time where our customers began receiving the door hangers. Each week the assignments increased by five routes, and by mid-August, all assignments were required to leave a door hanger at each door.

CUSTOMER SERVICE DEPARTMENT

The table below summarizes **call center performance** in Q3 023. The gradual decrease in call center staffing percentage is due to two Customer Service agents retiring over the course of the third quarter. CS Leadership continued efforts to recruit contact center staff, and we expect to be fully staffed by November 2023. This will result in continued improvement of performance indicators that impact our customer's experience when conducting business with SWBNO.

Month	Staffing Percentage	Calls Received	Percent Answered in 60	Average Handle Time	Average Answer Speed	Abandoned Calls	Total Calls Answered
-------	---------------------	----------------	------------------------	---------------------	----------------------	-----------------	----------------------

³ <https://www.awwa.org/Policy-Advocacy/AWWA-Policy-Statements/Metering-and-Accountability>



Seconds or Fewer							
July	64%	16,367	25%	4:07	6:22	2,740	13,627
August	60%	19,605	26%	4:29	6:59	3,692	15,913
September	56%	16,496	37%	4:13	4:23	2,024	14,472

The table below summarizes **emergency calls** performance in Q3 2023.

Month	Staffing Percentage	Calls Received	Percent Answered in 60 Seconds or Fewer	Average Handle Time	Average Answer Speed	Abandoned Calls	Total Calls Answered
July	80%	4,047	54%	3:10	:44	495	3,552
August	80%	5,167	54%	3:11	:47	530	4,637
September	80%	4,897	57%	2:59	:59	522	4,375

Metric	Description	Q3 2023	2023 Overall	2023 Goal
Service Level: Customer Service Line	Answer 85% of our customer service calls in 60 seconds or fewer.	Interviewing new agents to fill the vacant positions, which will decrease the average speed to answer.	Improve Customer Service wait time	Fill all FTE positions and decrease the number of abandoned Customer Service calls.
Service Level: Emergency Line	Answer 85% of our emergency calls in 30 seconds or fewer.	Interviewing new agents to fill the vacant positions, which will decrease the average speed to answer.	Improve Customer Service wait time	Fill all FTE positions and decrease the number of abandoned calls.

¹ Answer time thresholds were updated this quarter from 30 to 60 seconds for customer service and from 15 to 30 for emergency calls. The year-to-date (YTD) data reflects a blend of attainment at the previous thresholds and this quarter's new information.



Bill Disputes

SWBNO continues to identify opportunities in the meter-to-cash process to improve the accuracy and timeliness of bills. Our newly hired Controller, Susannah Kirby, is working closely with billing and A/R staff to improve processes in order to resolve billing discrepancies as we deploy smart meters citywide, which will be read consistently on a monthly basis.

Month	Bill Disputes Initiated	Bill Disputes Completed	Average Time-to-Resolution
July	1,100	1,017	90 days
August	1,450	1,237	90 days
September	861	1,317	90 days
TOTAL	3,411	3,571	90 Days

Administrative Hearings

We continue to work closely with the City Council and its staff to streamline and improve our administrative hearings process, while supporting the Council's hearing process by providing accurate and timely information to Council hearings staff.

Month	Average Time-to-Resolution
July	30 days
August	30 days
September	30 Days
TOTAL	30 Days

Transfer Accounts

Last year, SWBNO had over 1,000 open transfer requests. As of this report, we have around 50 requests. Our team has cleared the backlog, and the number of transfers we complete daily is higher than the daily number of requests. Roughly 99 percent of requests are completed within 30 days or less. That figure should improve as we continue having a higher completion rate than requests received on a daily basis.



CONSUMER CONFIDENCE REPORT

As of July 1, 2023, SWBNO distributed the 2022 Consumer Confidence Report to all customers via mail and our website: [swbno.org/Drinking Water/Quality](https://swbno.org/Drinking-Water/Quality)⁴. This document shares important information about New Orleans' water quality as well as an annual update on SWBNO's major programs.

ENVIRONMENTAL OUTREACH

In Q3 2023, our environmental team engaged in 25 outreach activities ranging from tours and teacher trainings to the mayor's budget meetings and volunteer events. Through these efforts, the team engaged with a variety of audiences, including:

- Lower Ninth Ward Center for Sustainable Engagement and Development
- Teachers and students from across the city
- Mississippi River Initiative
- Quad Cities Clean River Initiative
- New Orleans Office of Resilience
- Environmental Protection Agency
- SWBNO Customer Advisory Committee
- Total Community Action Summer Camp
- Urban Conservancy BASIN Summer Camp
- Marais Engineering Consultant group
- Industry thought leaders and partners in planning, design, and engineering
- Thrive NOLA
- The general public

PLUMBING PERMITS MADE EASIER

In an effort to streamline the permit application process, we partnered with the City of New Orleans to transition our plumbing inspection and permitting applications to the City's One-Stop App Portal. As of October 1, 2023, plumbing applications must be submitted through One-Stop. Now, permits are available in one place and are easier to locate. Our goal is to achieve full transparency to ensure public and organizational interests are protected and in compliance with current regulations.

2. FRAUD AND WASTE PREVENTION

This year, we have made a concerted effort to hold ourselves accountable and improve our standards for doing so by placing a focus on our Internal Auditing Department.

⁴ 2022 Consumer Confidence Report: [swbno.org/Drinking Water/Quality](https://swbno.org/Drinking-Water/Quality)



Position	Status	Start Date
Audit Staff (2) - Audit Senior - Audit Supervisor	Open	Recruitment/Interviews ongoing

To prevent fraud and waste at SWBNO, we have:

- Voted upon and accepted both the Internal Audit Charter and the Audit Committee Charter at the last Audit Committee meeting on September 20. They are set to be formally adopted via Resolution at the next Board of Directors meeting on November 15.
- Completed an overtime audit report with two main findings:
 - Controls to ensure employee attestation, supervisory approval, date-stamping—and the proper chronology thereof—require strengthening.
 - Recommendation 1(a) — Electronic Timekeeping System
 - Recommendation 1(b) — Update of Existing Directive Controls
 - A lack of documentation to support Overtime hours recorded.
 - Recommendation 2 — Timeclock System and Departmental Oversight
- Continued to operate our Lighthouse reporting system, which encourages employees to submit complaints regarding waste, fraud, and abuse for investigation.
- Met with our Change Order Modification Review Committee⁵ throughout the quarter to discuss contract change orders introduced by project managers based on discussions with SWBNO contractors. In Q3, this committee reviewed 10 items at a sum of \$3,113,300.96. Overall recommendations can be summarized as a general emphasis on early identification of issues and due diligence in design stages.
- Hired a new Human Resources Director, who started in August 2023.
- SWBNO continues to work with Water Co of America to identify and address water theft.

3. METRICS FOR EMPLOYEES AND CONTRACTORS

VACANCIES AND RECRUITMENT

As of September 30, 2023, there are 364 vacant positions across SWBNO.

HR is reviewing recruitment efforts and exploring how to draw more attention to job postings. SWBNO is working closely with Civil Service on a career development series focusing on our

⁵ A change order is a budget increase made after a contract scope and budget have been executed. Change orders have many drivers, ranging from unanticipated conditions or changing work specifications to project management and communication challenges. Reducing the need for change orders by improving scoping, budgeting, and project management practices can yield more efficient budgets, reduce project delays, and improve work quality.



internal promotional opportunities. We also attended job fairs in July, August, and September... SWBNO anticipates the city-wide 2.5 percent pay increase will also help with our retention efforts.

Although, we recognize the domicile policy creates several roadblocks, including:

- Undo financial stress on employees; Orleans parish is more expensive than surrounding areas to live in.
- Limited recruitment opportunities.

PEOPLE PLAN

With support from the Greater New Orleans Foundation (GNFO), SWBNO is partnering with PFM Group Consulting, LLC (PFM) to complete a workforce model study. In Q3, an initial set of findings from data collection efforts and focus group interviews was provided to the Steering Committee for review, and the consulting team began efforts on the recommendations phase of the project. The final step of initial staff engagement will be a utility-wide survey, which is planned for early Q4.

EMPLOYEE SAFETY TRAINING TOPICS

July 2023	August 2023	September 2023
• Dangers of Excessive Sitting • Concrete Work	• Close Calls • Chemical Storage	• Battling Complacency • Backing Up Hazards

11

SWBNO employees
completed OSHA 30 Training
in Q3 2023

64

SWBNO employees
completed OSHA 10 Training
in Q3 2023

SAFETY HAZARD ISSUES REPORTED/RESOLVED

	Reported	Resolved
July 2023	0	0
August 2023	0	0
September 2023	0	3 safety investigations concluded

JOBSITE VISITS AND INSPECTIONS

completed by Safety Coordinators





July 2023	37
August 2023	43
September 2023	31

JOB HAZARD ANALYSES

completed by Safety Liaison Program

July 2023	7
August 2023	8
September 2023	13

WORKERS' COMPENSATION & RISK MANAGEMENT

 **34%**

*Decrease in open Workers'
Compensation claims
compared to January 2022*

The effort to close aging Workers' Compensation claims, which began in earnest in October of 2021, has saved SWBNO nearly \$7.4 million (\$7,388,975.86) as of the end of the third quarter.

Our Risk Management Department closed out the last of the Hurricane Ida insurance claims, for a total of \$1,345,097.56 paid out by insurers for damage to SWBNO property.

VEHICLE SAFETY

- Our GPS system provider has installed over 200 cameras in-vehicle, with both exterior and driver-facing cameras, which provide real-time coaching on safe driving practices and alert SWBNO to drivers who need additional driver training. The remainder of the fleet will have the cameras installed in the coming months.
- Five of SWBNO's driver training team employees became Smith System certified, allowing them to offer other members of the SWBNO fleet Smith System—the gold standard in safe driver training. The certified trainers began training SWBNO drivers, with specialized classes for large truck and equipment operators and classes for drivers of smaller passenger vehicles. This is a hybrid of classroom theory as well as behind-the-wheel training. We estimate it will take approximately two years to train every driver in the fleet.

CONTRACTOR PERFORMANCE METRICS

SWBNO's main metric for contractor performance is timeline. The table below shows the average days to completion for contractor field repairs in through Q3 2023 compared to all of 2022. The goal is to continue improving average days to completion.



Note: After reviewing the data provided in the previous quarterly report, we recognized a more accurate way to depict average days to completion for 2023. We adjusted the table below so that Average Days to Completion for year-to-date 2023 incorporates work orders created both before and during 2023. The previous report only accounted for work orders created and completed within 2023 through June.

	Work Orders Created* 01/01/2022 - 12/31/2022	Average Days to Completion 2022*	Work Orders Created 01/01/2023 - 09/30/2023	Average Days to Completion Jan-Sept. 2023**
Paving	348	190	657	154
Sewer House Connection (SHCBU, SHCOF)	127	42	2	0
Sewer Lead Repair	38	76	31	74
Sewer Main Repair	54	101	26	71
Water Hydrant Leak	2	45	29	132
Water Service Inlet Leak	12	52	3	180
Water Main Leak	20	73	29	135

4. BENCHMARKS OF SUCCESS REGARDING IMPROVED COORDINATION BETWEEN SWBNO AND THE DEPARTMENT OF PUBLIC WORKS TO ENSURE PRIORITY AND RESOURCE ALIGNMENT

DRAINAGE

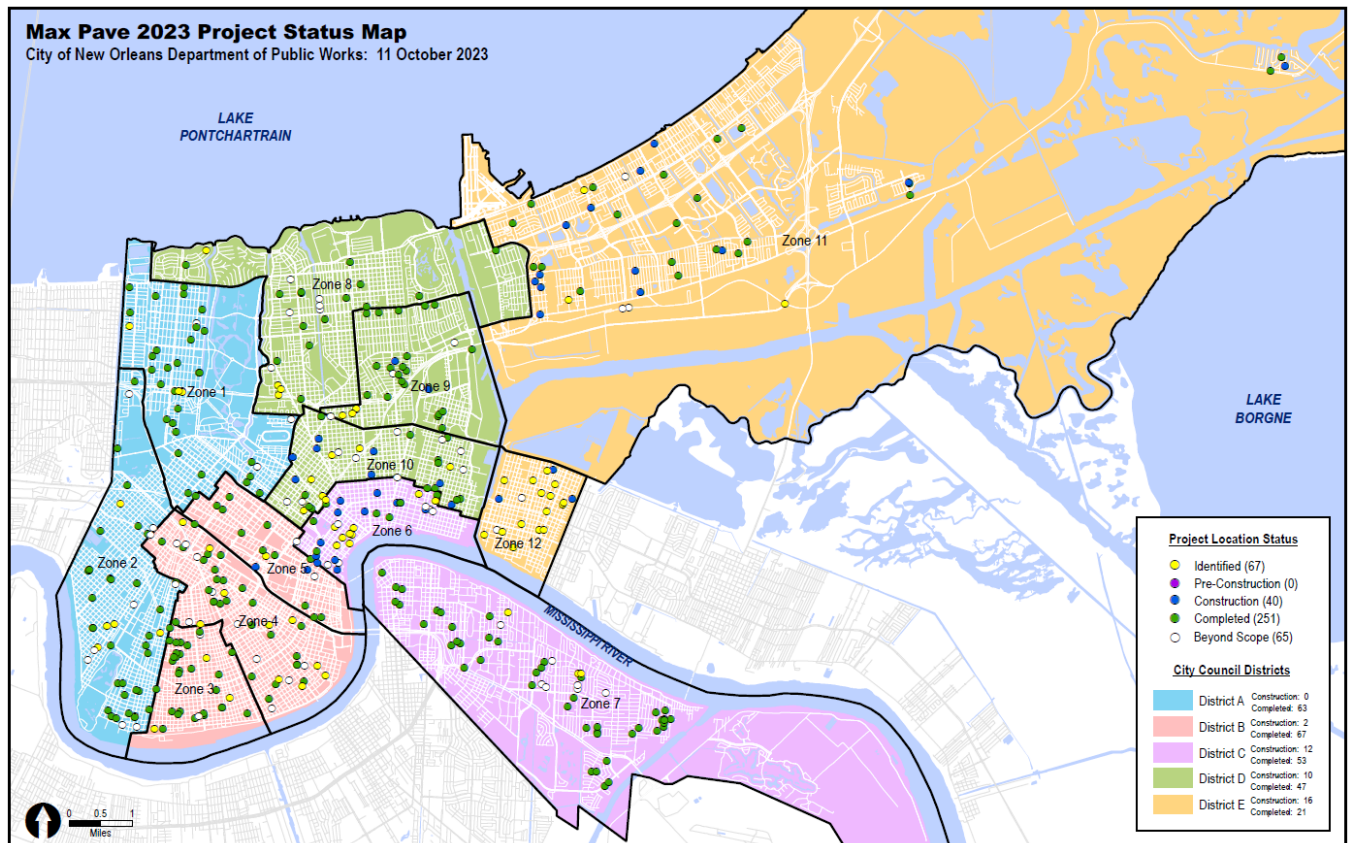
SWBNO and DPW personnel continue to meet on a regular (monthly) basis regarding high-level drainage and coordination matters. SWBNO and DPW personnel are successfully utilizing the maintenance escalation process to manage project coordination, including roles, responsibilities, and timing.



MAX PAVE II

DPW continues to provide valuable support in completing the latest iteration of a Max Pave program. The program is nearing its completion and an updated table of completed and pending work order locations is included below:

Date	Identified	Pre-Construction	Construction	Complete	Beyond Scope	SWB Comp	TOTAL	11 Oct	Construction	Complete
12 May	402	13	29	45	69	651	1,209	District A	0	63
19 May	391	1	61	50	68	638	1,209	District B	2	67
6 June	150	7	68	85	114	785	1,209	District C	12	53
14 June	125	2	69	87	134	792	1,209	District D	10	47
21 June	84	31	67	105	134	788	1,209	District E	16	21
4 July	52	43	59	138	134	783	1,209			
12 July	50	29	72	138	129	791	1,209			
19 July	43	45	63	157	120	781	1,209			
26 July	20	46	73	169	120	781	1,209			
3 August	19	33	70	186	120	781	1,209			
16 August	19	5	70	211	122	782	1,209			
29 August	19	4	48	235	122	781	1,209			
12 Sep	60	2	47	243	73	784	1,209			
11 Oct	67	0	40	251	65	786	1,209			
									TOTAL	251





JIRR PROJECTS

The Department of Public Works for the City of New Orleans together with the Sewerage & Water Board of New Orleans is pleased to present the progress report for the JIRR Program, End of 3RD Quarter 2023.

As of SEP 30, 2023, the Program has:

- 25 Projects in the Planning Phase
- 61 Projects in Design
 - Preliminary Design – 9
 - Final Design – 52
- 49 Projects Merged into others
- 18 Projects in the Bid & Award Phase
- 37 Projects under Construction
- 9 Projects Completed
 - Construction Substantial Completion
- 66 Projects in Contract Close-Out

PHASE	PROJECTS	PHASE %	PROGRAM BUDGET	% BUDGET	EXPENDITURES
Planning	25	9%	\$ 356,094,810	21%	\$ -
Preliminary Design	9	3%	\$ 5,249,994	0.3%	\$ 2,026,738
Final Design	52	20%	\$ 42,924,189	3%	\$ 13,414,353
Merged	49	18%	\$ 22,330,044	-	\$ 13,698,747
Bid & Award	18	7%	\$ 138,946,388	8.3%	\$ 4,472,200
Construction	37	14%	\$ 638,075,725	38%	\$ 295,696,189
Complete	9	3%	\$ 84,126,361	5%	\$ 64,762,197
Contract Closeout	66	25%	\$ 380,801,150	23%	\$ 350,068,530
PROGRAM TOTALS	265		\$ 1,668,548,661		\$ 744,138,956

The Department of Public Works and the Sewerage & Water Board of New Orleans have been working diligently to execute the Joint Infrastructure Recovery Request Program. We appreciate the assistance and support of FEMA and GOHSEP as we continue to execute this program for the benefit of all citizens of the City of New Orleans and Orleans Parish.

Project Activity by Period

Project Activity	Prior To Q1 2022	Q1 2022	Q2 2022	Q3 2022	Q4 2022	Q1 2023	Q2 2023	Q3 2023	Q4 2023	Q1 2024	Q2 2024	Q3 2024	Q4 2024	Program Totals
Moved to Design	196	4	11	4	2	1	2	3	-	-	-	-	-	223
FEMA Submitted	171	8	2	1	0	2	0	0	-	-	-	-	-	184
FEMA Approved	160	10	6	3	0	0	0	0	-	-	-	-	-	179
Bid Opening	87	0	6	3	0	3	1	6	-	-	-	-	-	106
NTP Construction	89	2	2	3	8	5	0	1	-	-	-	-	-	110
Substantial Completion	37	6	6	5	6	4	6	3	-	-	-	-	-	73

TRANSMISSION MAINS

SWBNO is replacing several 70- to 120-year-old drinking water transmission mains within our distribution system with newer, larger pipes. These efforts will help stabilize water pressure in many parts of Orleans Parish.



Current status of 11 Transmission Main projects (as of September 30, 2023)

Stage	Number of Projects	% of JIRR Projects
Post-Construction	2	18%
Construction	4	37%
Bid & Award	0	-
Pre-Construction	5	45%

*involves planning and design phases

Completed	Future Projects
South Dupre Transmission Main Project Completed: January 2023	Sixth St. Transmission Main Project Received the signed and sealed submittal on 5/31/23 Anticipated Start: 2024/2025
In Progress	Assorted Transmission and Donor Waterlines Expecting the signed sealed submittal on first week of November Anticipated Start: 2024/2025
St. Bernard Ave. Transmission Main Project Anticipated Completion: November 2023	Spruce and CWP Transmission Main Project Expecting the signed sealed submittal on first week of November Anticipated Start: 2024/2025
Eden, Grape, and Dupre Transmission Main Project Anticipated Completion: November 2023	Decatur & St Peter Transmission Main Project Revising 90% submittal Anticipated Start: 2024/2025; Could be postponed to 2025 due to Superbowl
Fig and Leonidas Transmission Main Project Anticipated Completion: November 2023	Magnolia, Joseph, Willow Transmission Main Project Expecting the 90% design submittal on 10/15 Anticipated Start: 2024/2025
South Claiborne Transmission Main Project Completed 30- 40% of the waterline scope Anticipated Completion: March 2024	
South Claiborne at Third Street Transmission Main Project Authorized by Board in June 2023; Anticipated Start: 2023 Pre- construction meeting on 10/10, NTP not yet issued	





5. REPORT ON THE EFFICIENCY AND EFFECTIVENESS OF INFORMATION SYSTEMS

- SWBNO is currently requesting quotes from qualified firms to conduct a needs assessment related to our **asset management system**. Proposals are due from contractors in November 2023.
- SWBNO continued the replacement and expansion of **firewalls** throughout the network, resulting in increased cyber security for all SWBNO IT systems and users.
- We recently launched a [Saltwater Intrusion Dashboard](#)⁶ that provides the public with daily updates that include the current chloride levels in our tap water and answers questions of concern from our customers.
- Security remains a paramount focus and we have begun work to improve the security of the **SWBNO Intranet**.
- We are continuing efforts to provide a **new content management system** for the swbno.org website. Work is progressing to ensure our new website is compliant with **accessibility** standards and is designed for easy content changes and additions in the future.

6. DETAILED REPORTS ON ASSESSMENT AND STATUS OF TECHNOLOGIES AND OPERATION PROGRAMS AND STRATEGIES FOR SYSTEM REDUNDANCIES AND SERVICE IMPROVEMENTS; 7. DETAILED REPORTS ON ASSESSMENT AND STATUS OF OPERATIONAL REFORMS, CAPITAL IMPROVEMENT PROGRAMS, AND SERVICE ASSURANCE PROGRAMS

- Construction on the **Power Complex** continues with the anticipated completion of the Entergy substation and Phase One work by the summer 2025. Progress is visible onsite as transmission line work and the steel spans for the utility rack are being erected. The work for the utility rack is approximately 65% complete.

⁶ <https://www.swbno.org/News/SaltwaterWedge>



- Nearly \$140M in SWBNO-managed contracts have been awarded to date and are in progress, which are approximately 36% complete in total (including manufacturing and supply contracts). Contracts estimating \$50M are planned to be advertised by the end of the year.
- In Q3, significant progress was made on contract 1447 (Boiler House Fan Modifications), and several factory acceptance/witness tests were attended by SWBNO staff for equipment in manufacturing.
- **Smart Metering Program** continues to progress. The network infrastructure was in place to begin installations. User Acceptance Testing of the interfaces was completed, and all interfaces were moved into production. Slow start installations began in September of 1.5" and 2" meters. All other meter size installations will begin in November.
- Proposals from engineering firms for the **Water Quality Master Plan** were received in October and are being reviewed. The Selection Committee will review and select a firm in October/November 2023, with a firm proposal negotiation with the selected firm to follow. The firm is expected to begin work in Q1 2024.
- SWBNO is working to meet the revised federal **Lead and Copper Rule Revisions** that go into effect in October 2024. This requires development of an inventory – a digital map – that will show the location of known lead service lines. We have also been developing a Lead Service Line replacement plan in accordance with the new regulations. Communications about lead and drinking water has been focused on informing customers about the utility's historic and current adherence to Lead and Copper Rule regulations, corrosion control measures, strong track record of providing safe drinking water, and commitment to public safety. Concurrently, we have emphasized active steps our customers can take to protect themselves and their families.
- Continuing improvements to both **wastewater treatment plants**; finalizing 30 percent completion drawings for:

Eastbank WWTP

- Adding a secondary Waste Activated Sludge storage tank
- Rehabilitating the clarifiers and Return Activated Sludge Pumps Stations

Westbank WWTP

- Rehabilitating the trickling filters, headworks, and disinfection storage
- Upgrading the SCADA and electrical system



8. THE IDENTITY AND DETAILED INFORMATION ON THE STATUS OF ALL PROJECTS AND ALL IMPROVEMENTS MADE SINCE THE CLOSE OF THE LAST QUARTER

See attachments:

1. Office of General Superintendent's Quarterly Report (PDF)
2. Work orders complete 7/1/2023 – 9/30/2023 (Excel Spreadsheet)