



Sewerage and Water Board of New Orleans

625 St. Joseph Street
New Orleans, LA 70165

August 1, 2025

Clerk of Council
City Hall, Room 1E09
1300 Perdido Street
New Orleans, LA 70112
Submitted via Electronic Mail

Re: Sewerage and Water Board of New Orleans
Quarterly Report on Operations, Q2 2025

Dear Clerk of Council,

Pursuant to La. R.S. 33:4091(C), please find the Quarterly Report on Operations for the Sewerage and Water Board of New Orleans (SWBNO). This report includes information and updates on operations for Q2 (April, May, June) 2025. This report also includes information and updates on the operations of the major and subsurface drainage systems in accordance with an agreement between the City of New Orleans and SWBNO.¹

We respectfully request that this report be received at the next regularly scheduled meeting of the New Orleans City Council. If you have any questions about this report or request, please do not hesitate to contact me.

Regards,

Randy Hayman, Esq.
Executive Director, Sewerage and Water Board of New Orleans

cc: Oliver Thomas
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¹ Agreement between the City of New Orleans and Sewerage and Water Board of New Orleans for Transfer and Consolidation of Drainage Operations Pursuant to Acts 783 and 103 of 2024, executed January 14, 2025.



**SEWERAGE AND WATER BOARD
OF NEW ORLEANS**

QUARTERLY REPORT ON OPERATIONS

QUARTER 2 (APRIL, MAY, JUNE) 2025



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SECTION I. STANDARD INDUSTRY METRICS FOR BEST PRACTICE

A. PERCENTAGE OF WATER LOSS

Background. Utilities typically incur water loss in two ways. “Real loss” occurs when treated water is physically lost through leaks in pipes and other parts of the distribution system. “Apparent loss” occurs when treated water has been “lost” through unauthorized consumption (theft), aging or defective meters, meter reading inaccuracies, or billing and data errors. On average, utilities nationwide lose 16% of treated water.¹

Q2 2025. As illustrated in Table A, the Sewerage and Water Board of New Orleans (SWBNO) lost 73% of its treated water year to date through Q2 2025. SWBNO currently lacks the capability to track the various reasons that can cause “real” and “apparent” water loss. However, the utility is actively pursuing projects that will provide meaningful improvements regarding water data, including the Smart Metering Program and the Water Quality Master Plan (both discussed in detail below). SWBNO began using real-time metering at its Carrollton Water Plant in Q4 2024, and the Algiers Water Plant is also metered. This will improve the utility’s ability to accurately track water production rates and how much treated water is leaving the plants in real-time.

Table A: Q2 2025 WATER LOSS DATA²

Water Produced 27.8 billion gallons	Water Billed (Water Consumed and Billed) 7.5 billion gallons (27%)	Non-Revenue Water (Water Consumed by Public Entities and not Billed)* (Water Loss) 12.3 billion gallons (73%)
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* Non-Revenue Water includes authorized consumption by certain public entities that are not billed for water usage in accordance with La. R.S. 33:4096.

B. PERCENTAGE OF WATER PAID

Table B: Percentage of Water Paid for Water System in Q2 2025

Water System	Billed, Net*	Collected**	% Paid
Q2 2025	\$29,560,854	\$25,914,974	88%
Q1 2025	\$23,423,520	\$25,164,653	107%
Q4 2024	\$21,387,416 (estimated)	\$22,954,590	107%
Q3 2024	\$26,303,179	\$26,424,675	100%

¹ United States Environmental Protection Agency (EPA), [Water Audits and Water Loss Control for Public Water Systems](#), July 2013.

² Prior quarterly reports incorrectly reflected water, water billed, and non-revenue water in millions of gallons.



* Billed reduced by customer credits of approximately \$3.3 million

** Cash basis inclusive of payment plans

Table C: Percentage of Water Paid for Sewer System in Q2 2025

Sewer System	Billed, Net*	Collected**	% Paid
Q2 2025	\$38,833,697	\$38,584,024	99%
Q1 2025	\$33,172,646	\$32,534,586	98%
Q4 2024	\$39,458,887	\$40,368,180	102%
Q3 2024	\$34,413,547	\$35,473,452	103%

* Billed reduced by customer credits of approximately \$3.3 million

** Cash basis inclusive of payment plan

C. RECEIVABLES OUTSTANDING & DELINQUENCY SCHEDULE

Table D: Delinquent Customer Accounts as of Q2 2025 (June 30, 2025)

Customer Type	Total # of Accounts	Total # of Delinquent Accounts*	Total % of Delinquent Accounts*	Total (\$) Due from Delinquent Accounts*
Residential	120,731	21,552	18%	\$37,379,904
Multi-Family	4,447	783	18%	\$5,944,563
Commercial	12,450	1,606	13%	\$16,522,571
TOTAL	137,628	23,941	17%	\$59,847,038

* Delinquent accounts include those with bills that are 60 days past due.³

- **Promise Pay.** In Q1 2024, SWBNO launched Promise Pay, a program that allows customers to enroll in an interest-free plan with flexible payment options, keep their account in good standing, and avoid a water shut-off. As of Q2 2025, customers are enrolled in 15,310 payment plans. SWBNO has collected \$18.2 million year to date from inception and customers have committed to paying more than \$24.2 million in future payments. In addition, SWBNO launched a special campaign in June 2025, waiving unpaid late fees for any customer who enrolls in a new payment plan. In the first month of the campaign, customers enrolled in 2,497 new payment plans, with 348 customers paying their debt in full.⁴
- **Additional Support to Analyze Delinquent Accounts.** SWBNO has onboarded new staff to enhance its ability to analyze and resolve delinquent accounts. The utility continues to work

³ SWBNO, [Delinquent Bill Process](#), Updated November 2023.

⁴ Customers interested in enrolling in Promise Pay can sign up [here](#).



with Protiviti Government Services to analyze delinquent accounts, determine the primary causes of debt, and recommend a course of action. An update from Protiviti Government Services was shared during the utility's May Finance & Administration Committee meeting, which can be viewed [here](#). The utility is extending the phase 1 work of the consultant for approximately 90-120 days as the Smart Metering Program reaches a substantial completion milestone with continued focus on improving the maintenance of billing data. Desk level procedures are being developed for updated Credit & Collection workflows and management is executing lists developed by the consultant representing specific steps not completed in the standard workflow.

D. CUSTOMER SERVICE IMPROVEMENTS

1. PERFORMANCE DATA

10,784

Walk-in customers served at
Customer Service Centers in Q2
2025

12,409

Customer emails answered in
Q2 2025

53,769

Customer calls answered in Q2
2025

Table E: Call Center Performance Data for Q2 2025

Month	Total Calls Received	Total Calls Answered	Total % Calls Answered	Total # Calls Dropped	Total % Calls Dropped	Average Wait Time
April	22,265	17,752	80%	4,513	20%	5:54
May	21,311	17,501	82%	3,810	18%	4:20
June	22,113	18,516	84%	3,595	16%	4:19
TOTAL	65,689	53,769	82%	11,918	18%	4:51

2. CUSTOMER SERVICE TRAINING

In Q2 2025, the Customer Service Department developed a multi-course curriculum that includes how to provide positive customer interactions, handling resolutions from beginning to end, and workplace professionalism. These courses began in May and will continue through the summer.

The department also developed the "Fundamentals of Customer Service" to improve interactions with SWBNO customers and promote workplace professionalism. This training has been implemented



throughout the department, which has resulted in improved overall customer satisfaction. The department is developing additional training for employees on how to properly handle and resolve customers' concerns and inquiries.

3. BILLING DISPUTES

During Q2 2025, SWBNO continued the process of enabling an outside, third-party consulting firm, selected by the City Council, to hear and handle customer billing disputes.⁵ Upon request by customers, State-appointed arbiters have also started hearing appeals when a customer disagrees with the decision of the third-party firm. SWBNO maintains open communications with the City Council's Utilities Regulatory Office and the third-party firm to discuss issues related to customer disputes, including disputes that are awaiting arbitration, pending a SWBNO investigation, or where a billing credit was granted. SWBNO remains committed to supporting the efforts of the firm and arbiters as they work to resolve customer disputes on the utility's behalf.

SECTION II. PROCESSES & INDICATORS FOR PREVENTION OF WASTE OR FRAUD

Background. As a steward of public funding and resources, SWBNO is committed to maintaining a system of Anti-Fraud, Waste, and Abuse (AFWA) during the regular course of its operations. To this end, SWBNO uses various policies, processes, and procedures to prevent, detect, report, and rectify fraud, waste, or abuse wherever it may exist throughout the utility. Updates for Q2 2025 include:

- **Plumbing.** Internal Audit (IA) conducted a review of the licensing, permitting, and inspection functions that are being performed by the Plumbing Department. The Audit Report with Management's Response were presented at the utility's Q2 Audit Committee meeting. The report included six Findings, and five Recommendations were agreed to by Management.
- **Billing Audits/Quality Assurance Quality Control (QAQC).** During Q2, IA began performing recalculations and random bill checks on behalf of the Customer Service Department to ensure consistency with fixed rate billing and general compliance with Act 393 (2024). This Ongoing Bill Audits/QAQC effort is a consulting engagement and was included as part of the 2025 Audit Plan.
- **Municipal Water Pollution Prevention Environmental Audit.** Results of the 2024 annual Environmental Audit of both the East Bank and West Bank Wastewater Treatment Plants were presented during the Q2 Audit Committee Meeting. The audits were performed by SWBNO's Director of Environmental Affairs in accordance with the requirements set forth by the Louisiana Department of Environmental Quality.

⁵ New Orleans City Council, Ordinance Calendar No. 34,775, adopted September 5, 2024.



- **Annual Comprehensive Financial Report (ACFR).** SWBNO recently completed the ACFR for the fiscal year ended December 31, 2024. The report was submitted to the Louisiana Legislative Auditor for review and approval on June 26, 2025.
- **Change Order Modification Review Committee.** This non-voting committee, comprised of representatives from the Finance, General Superintendent, Legal, and Product Delivery Unit departments, meets regularly to discuss change orders introduced by SWBNO project managers. In Q2 2025, the committee reviewed 14 change orders in the amount of \$26.7 million, four contract amendments in the amount of \$12 million, and one contract renewal in the amount of \$3.4 million, all of which were subsequently approved by the board.
- **Lighthouse Reporting System.** SWBNO continues operating its internal reporting system, which encourages employees to submit complaints regarding waste, fraud, and abuse for investigation.

SECTION III. PERFORMANCE METRICS FOR EMPLOYEES & CONTRACTORS

A. METER READING

Background. According to the American Water Works Association (AWWA), “[m]eters should be read at sufficiently frequent intervals appropriate to support the utility’s understanding of volume of production, rate structure and to provide accurate bills and feedback to its customers.”⁶

Q2 2025. SWBNO continues to make progress on smart meter installations and seek operational efficiencies in its meter reading department. These ongoing efforts are improving the utility’s ability to perform its meter reading function. As of January 1, 2025, SWBNO does not send bills to customers for consumption unless an actual read has been conducted.⁷

⁶ American Water Works Association, [AWWA Policy Statement on Metering and Accountability](#), Revised January 2019.

⁷ Beginning January 1, 2025, SWBNO will be prohibited from submitting a bill to customers based on estimated services. See [Act 703](#) of the Louisiana Legislature’s 2024 Regular Session.



B. WATER SYSTEM WORK ORDERS & PERFORMANCE METRICS

In Q2 2025, SWBNO completed more than 5,000 water system work orders. SWBNO's Networks Department primarily performed this work, with assistance from the utility's contractors.

Table F: Q2 2025 SWBNO Networks Department Water System Performance Metrics

SWBNO Networks Dept. Work Order Type	Work Orders Created Q2 2025	Work Orders Completed Q2 2025	Average Days to Completion Q2 2025
Hydrant Leak	75	59	108
Service Leak	2,670	3,426	31
Main Break	232	263	23
Meter Inspection/Repair	873	1,129	32
TOTAL	3,850	4,877	49

Table G: Q2 2025 SWBNO Contractors Water System Performance Metrics

SWBNO Contractor Work Order Type	Work Orders Created Q2 2025	Work Orders Completed Q2 2025	Average Days to Completion Q2 2025
Hydrant Leak	11	4	128
Service Leak	25	13	75
Main Break	32	16	65
Meter Inspection/Repair	116	123	24
TOTAL	184	156	73

C. SEWER SYSTEM WORK ORDERS & PERFORMANCE METRICS

In Q2 2025, SWBNO completed more than 1,200 sewer system work orders. SWBNO's Networks Department primarily performs this work, with assistance from the utility's contractors.

Table H: Q2 2025 SWBNO Networks Department Sewer System Performance Metrics

SWBNO Networks Dept. Work Order Type	Work Orders Created Q2 2025	Work Orders Completed Q2 2025	Average Days to Completion Q2 2025
House Connection Backup	772	638	0
House Connection Overflow	121	101	0



Lead Repair	288	322	50
Main Repair	48	38	32
Manhole Overflow	107	100	0
TOTAL	1,336	1,199	16

Table I: Q2 2025 SWBNO Contractors Sewer System Performance Metrics

SWBNO Contractor Work Order Type	Work Orders Created Q2 2025	Work Orders Completed Q2 2025	Average Days to Completion Q2 2025
House Connection Backup	0	0	0
House Connection Overflow	0	0	0
Lead Repair	31	21	58
Main Repair	21	15	69
Manhole Overflow	0	0	0
TOTAL	52	36	25

D. PAVEMENT REPAIR WORK ORDERS & PERFORMANCE METRICS

In Q2 2025, SWBNO and its contractors completed more than 1,000 paving work orders. SWBNO continues to work toward its goal of fully eliminating the paving backlog and completing paving repairs within four weeks of creating a work order.

Table J: Q2 2025 Pavement Repair Performance Metrics

Work Order Responsibility	Total Open Work Orders Q2 2025	Work Orders Created Q2 2025	Work Orders Completed Q2 2025	Average Days to Completion Q2 2025
SWBNO	430	1,116	978	37
SWBNO Contractors	33	48	95	117
TOTAL	463	1,164	1,073	77

* Project delays involving the Joint Infrastructure Recovery Roads Program (JIRR) and Sewer System Evaluation & Rehabilitation Program (SSERP) have extended the completion timeframe for some work orders managed by SWBNO's contractors.



SECTION IV. COORDINATION WITH DEPT. OF PUBLIC WORKS

A. DRAINAGE SYSTEM CONSOLIDATION

In January 2025, SWBNO and the City executed an agreement, consolidating drainage operations and transferring responsibility for the “minor” drainage system to the utility.⁸ For 2025, the City identified \$18.9 million, as shown in Table K, to support operations of the minor drainage system. This funding will help SWBNO begin assessing and cleaning some of the system. However, to reach the utility’s goal of assessing and cleaning 20% of the minor drainage system each year and completing a full assessment and cleaning of the system every five years, a total of \$25 million to \$40 million will be needed annually.

As of Q2 2025, SWBNO has selected a contractor and issued a notice to proceed to begin assessing, cleaning, and repairing the minor drainage system. Initial estimates have showed that 50% of the lines require cleaning. The utility has cleared over 54,000 linear feet of drain lines and 770 storm drain structures. In addition, more than 977,000 pounds of debris have been removed.

Table K: Funding and Expenditures for the Minor Drainage System

Proposed Revenue Source	Original Estimate	Actuals for 2025	Expenditures & Commitments Jan.-June 2025
American Rescue Plan Act (ARPA) (one-time)	\$3.7M	\$3.7M	\$3.7M*
Electronic Traffic Enforcement Devices from 2024 (one-time)	\$1.8M	TBD	N/A
Special Fair Share Allocation (recurring)	\$5M	TBD	N/A
DPW Share (25%) of Infrastructure Maintenance Fund (recurring)	\$5M	\$3.1M (Through May 2025)	\$1.8M*
Electronic Traffic Enforcement Devices (recurring)	\$3.4M	TBD	N/A
Total	\$18.9M	\$8.8M	\$5.5M*

* Expended \$509,000 with an additional \$5 million committed to contractors via open purchase orders.

⁸ Agreement between the City of New Orleans and Sewerage and Water Board of New Orleans for Transfer and Consolidation of Drainage Operations Pursuant to Acts 783 and 103 of 2024, January 14, 2025.



B. JOINT INFRASTRUCTURE RECOVERY ROADS PROGRAM (JIRR)

JIRR Quarterly Summary – Q2 2025

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 Quarter 2, 2025.

Program Data as of June 30, 2025:

- 26 Projects in the Planning Phase
- 84 Projects in Design
 - Preliminary Design – 8
 - Final Design – 76
- All previously Merged projects realigned
- 28 Projects in the Bid & Award Phase
- 26 Projects under Construction
- 2 Projects Completed
 - Construction Substantial Completion
- 110 Projects in Contract Close-Out

PHASE	PROJECTS	PHASE %	PROGRAM FUNDING	% FUNDS	TOTAL EXPENDITURES
Planning	26	9.4%	\$ 133,995,440	7.8%	\$ -
Preliminary Design	8	3%	\$ 2,108,205	0.1%	\$ 1,294,742
Final Design	76	28%	\$ 30,185,436	2%	\$ 18,988,989
Merged	0	0%	\$ -	0.0%	\$ -
Bid & Award	28	10.1%	\$ 198,641,551	11.5%	\$ 6,370,532
Construction	26	9%	\$ 370,476,574	21%	\$ 214,275,128
Complete	2	1%	\$ 28,605,905	1.7%	\$ 26,234,449
Contract Closeout	110	40%	\$ 959,285,755	55.7%	\$ 906,808,475
PROGRAM TOTALS	276		\$ 1,723,298,866		\$ 1,173,972,315

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 GCHSEP as we continue to execute this program for the benefit of all citizens of the City of New Orleans and Orleans Parish.



JIRR Project Activity by Period – Q2 2025

Project Activity	Prior To 6-May-18	Q2 - Q4 2018	Q1 2019	Q2 2019	Q3 2019	Q4 2019	Q1 2020	Q2 2020	Q3 2020	Q4 2020	Q1 2021	Q2 2021	Q3 2021	Q4 2021	Program Subtotal
Moved to Design	34	30	0	51	22	0	6	7	8	17	5	6	5	5	196
FEMA Submitted	18	7	26	14	11	3	14	19	19	12	16	4	0	8	171
FEMA Approved	17	3	18	12	14	12	3	15	18	23	8	14	3	0	160
Bid Opening	16	7	2	4	0	8	7	12	5	8	5	6	2	5	87
NTP Construction	14	2	2	5	5	1	9	10	12	8	6	8	1	6	89
Substantial Completion	1	7	4	4	2	0	2	1	2	1	4	3	1	5	37



C. DRINKING WATER TRANSMISSION MAINS

SWBNO continues progress on replacing aging transmission mains within its water distribution system. These federally funded projects are managed by SWBNO in cooperation with the City of New Orleans as part of the Joint Infrastructure Recovery Roads Program (JIRR).

Table L: Transmission Main Projects (Locations)

Completed Projects	In Progress
South Claiborne Completed April 2024	Decatur & St. Peter Notice to Proceed Issued May 2025
South Claiborne & Third St. Completed February 2025	

SECTION V. EFFICIENCY AND EFFECTIVENESS OF INFORMATION SYSTEMS

SWBNO is advancing a multi-year initiative to replace several of its critical information and management systems. These new systems will modernize SWBNO’s operations in key areas, including financial management, human resources, customer billing, and asset management. The need to update and modernize technology has been prioritized by SWBNO, as outlined in the utility’s five-year [strategic plan](#).

An update on SWBNO’s progress in modernizing these systems was shared during the utility’s July Operations Committee meeting, which can be viewed [here](#). Updates for Q2 2025 include:

- **New Financial Management System.** SWBNO remains on track to implement a new, industry-leading financial management system in early 2026. In Q2 2025, SWBNO continued the implementation phase to ensure the new system meets the needs of the utility, which include increasing data availability, improving administrative efficiencies, and strengthening transaction transparency.
- **New Human Capital Management System.** In Q2 2025, SWBNO continued the selection process to procure a new human capital management (HCM) system. A new HCM system will improve the utility’s ability to manage workforce data, which impacts retention, recruitment, and workforce development. The utility plans to fully implement the new system by 2027.



- **New Billing Software System.** In Q2 2025, SWBNO finalized the RFP to begin procurement processes for a new billing software system. The RFP is scheduled to be advertised in Q3 2025. The new billing system will, among other things, improve administrative functions and efficiency, as well as enhance data accuracy and revenue collection. The utility's goal is to implement a new billing system by 2028.
- **New Asset Management System.** In Q2 2025, SWBNO completed final reviews and advertised an RFP to begin procurement processes for a new Enterprise Asset Management (EAM) System. The new system will enable SWBNO to track the maintenance needs of existing buildings, infrastructure, and equipment, as well as plan for future capital needs. The utility's goal is to implement a new asset management system by 2028.

SECTION VI. ASSESSMENT & STATUS OF TECHNOLOGIES & OPERATION PROGRAMS & STRATEGIES FOR SYSTEM REDUNDANCY & SERVICE IMPROVEMENTS

A. WORK ORDER DASHBOARD

SWBNO maintains a new [Work Order Dashboard](#). While the dashboard is still in the beta version, it can be used by customers to view open work orders citywide. The dashboard, which is updated weekly, provides the type of work order, the date the work order was opened, and the average days for repair. A search tool enables customers to find work orders by street address. The goal is to provide the public with more information and transparency regarding issues that have been reported to the utility and the status of repairs.⁹

B. PUMPING AND POWER DASHBOARD

SWBNO maintains a [Pumping and Power Dashboard](#) that provides the public with regular updates on pumps, pump maintenance, and power.¹⁰ The utility created the dashboard to serve as a resource of information and improve transparency around the utility's operations.

C. SMART METER INSTALLATION DASHBOARD

⁹ The Work Order Dashboard can be accessed here: <https://www.swbno.org/Projects/WorkOrderDashboard>.

¹⁰ The Pumping and Power Dashboard can be accessed here: <https://www.swbno.org/Projects/PumpingandPower>.



SWBNO's [Smart Metering Dashboard](#) depicts where smart meters have already been installed, enabling customers to see installation progress citywide. The dashboard also illustrates pending installations, indicating locations that are scheduled to receive a smart meter within the next three months.¹¹

D. NEW CUSTOMER PORTAL

SWBNO maintains a [user-friendly online customer account portal](#). The new account format provides details about water usage (including hourly, daily, and monthly meter readings), enables customers to receive alerts and notifications regarding account and usage activity, and illustrates key data points in easy-to-understand graphs and charts. The account also empowers customers to learn more about their water usage based on smart meter data and, if desired, make conservation choices.

SECTION VII. OPERATIONAL REFORMS, CAPITAL IMPROVEMENT PROGRAMS, & SERVICE ASSURANCE PROGRAMS

A. POWER COMPLEX

Progress on the new Power Complex will continue through 2025. Major initiatives that have already been constructed include the Entergy substation and the Utility Rack, which were the first major construction projects of the program. Critical items on the foundation contract also have been completed, allowing for the delivery and installation of the components of Turbine 7, which was a major project milestone. All major equipment has been delivered to SWBNO's facility.

In Q2 2025, SWBNO continued work to install the frequency changers and Turbine 7, along with installing the needed medium voltage electrical cable. On July 11, 2025, the major milestone of achieving energization of electrical feeders from the Entergy substation was accomplished, allowing testing and commissioning of the Power Complex equipment using substation power to officially commence. The current schedule for testing and commissioning of the static frequency changers (SFC) and turbines is below.

Milestone	Original Expectation	Current Schedule
SFC 1	End of June 2025, with some real-world testing completed	August 2025, ready to power pumps
SFC 2	End of June 2025	October 2025, ready to power pumps

¹¹ The Smart Metering Dashboard can be accessed here: <https://www.swbno.org/Projects/SmartMetering>.



SFC 3	Added via change order	October 2025, ready to power pumps
Turbine 7	End of June 2025	November 2025 to begin commissioning

An additional funding source for future contracts was secured as part of a grant awarded to the State of Louisiana from the Department of Energy for the Louisiana Hubs for Energy Resilient Operations (HERO) program, which will allow SWBNO to connect drinking water pumps to the new substation. The sub-recipient application process was announced by the Louisiana Department of Natural Resources in early April. SWBNO submitted the required application on time and remains in contact with the LDNR office throughout the review process. Additionally, \$8M in capital outlay funds were allocated to the Power Complex during the 2025 legislative session.

B. SMART METER PROGRAM

- **Installation Progress.** At the end of July 2025, more than 126,000 smart meters have been installed. As of the end of the second quarter, over 88% of all customer accounts have a new smart meter.
- **New Smart Meter Bills.** As of July 2025, more than 126,000 customers are receiving smart meter bills. SWBNO has also started targeted communications with customers to assure them that smart meter data and smart bills are accurate.
- **Improved Leak Detection.** By utilizing new smart meter data, SWBNO's customer portal has notified on average 9,000 customers of potential leaks each month. Almost 48% of those customers repaired the leaks. The Customer Portal has an 'Investigate a Leak Module' allowing customers to proactively check their property for leaks before calling a plumber.

C. LEAD SERVICE LINE REPLACEMENT PROGRAM

A major water system infrastructure project on the horizon is SWBNO's Lead Service Line Replacement Program. The purpose of the program is to improve public health by locating, removing, and replacing all lead service lines (learn more about lead awareness [here](#)). Key steps to carry out this project are already underway. Major Q2 2025 updates include:

- **Lead Service Line Inventory.** SWBNO has completed its citywide inventory, which requires locating and documenting the composition of all service lines (e.g., lead, other materials, unknown materials). The interactive online map can be accessed through the [Lead Awareness](#) webpage. Notifications to customers with lead, galvanized steel, and unknown service lines were mailed with information about the program and their service line material.



- **New Law.** [Act 527](#) of the Louisiana Legislature's 2024 Regular Session addresses right-of-entry hurdles associated with the replacement of lead service lines. Pursuant to the new law, a municipality can adopt an ordinance granting a water utility right-of-entry on private property for the replacement of lead service lines as long as certain notice requirements to property owners and residents are met. While the new law applies to municipalities statewide, efforts to introduce the legislation were spearheaded by SWBNO and the New Orleans legislative delegation.
- **Program Management.** SWBNO is hiring a program management firm to manage the lead service line replacements, inventory, mitigation, and communications required by the Environmental Protection Agency (EPA). A request for proposals for program management services was released in Q4 2024. Proposals were received in Q1 2025, with initial evaluation selection committee meetings in March. In Q2 2025, the utility selected a firm to manage the program. A formal protest was filed regarding this selection and the utility is now proceeding through its appeal process.
- **Public Education and Communication.** SWBNO continues to develop a strategic communications plan and key messaging materials about the program.

D. WATER QUALITY IMPROVEMENTS

The Water Quality Master Plan will identify the next level of investments and upgrades needed at the Carrollton and Algiers water treatment plants. It will consider new technology, the current and changing regulatory landscape, and the potential impacts of climate change. During Q2 2025, master planning efforts continued moving forward. SWBNO anticipates the completion of the Water Quality Master Plan by Q4 2025.

E. SEWER (WASTEWATER) IMPROVEMENTS

SWBNO is concluding the design phase of major improvements at both the East Bank and West Bank Sewer Treatment Plants. Once completed, the work will be submitted to the Louisiana Department of Environmental Quality. New equipment is needed at both facilities, which would increase operational efficiency, reduce human error with integrating more automation, and provide a better water quality returned to the environment. SWBNO will use \$38 million in state loans to pay for these upgrades and improvements. The utility has also applied for a federal earmark for fiscal year 2026 to help fund the needed improvements.

F. SELA DRAINAGE PROJECTS

The U.S. Army Corps of Engineers (USACE) recently awarded the second contract, SELA 72.2, for the General De Gaulle Drive Drainage Canal Improvement Project. This project will include drainage



improvements in Algiers, as well as earthen levee improvements near the Algiers Outfall Canal. SELA 26 Florida Ave Phase IV is in closeout and USACE plans to bid the second part of the contract in summer 2025.

G. SWBNO WORKFORCE

The Human Resources Department has continued to make strides in employee engagement and program development. Notable highlights include the successful launch of the new *Pensioner Newsletter*, aimed at enhancing communication with our retired workforce. The Benefits Division has expanded retirement planning options with the addition of the Roth 457(b), now available through our partnership with Corebridge Financial. We also celebrated the success of the 2025 SWBNO Summer Internship Program, which brought in a dynamic group of students contributing to various departments across the organization.

Table M: Q2 2025 Workforce Data

	Vacant Positions	New Hires	Resignations	Terminations	Retired
Q2 2025	387	29	15	21	4
Q1 2025	298	7	20	7	11
Q4 2024	79	58	18	9	2
Q3 2024	117	71	28	12	4

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

See information and updates included in Section VII (Operational Reforms, Capital Improvements, and Service Assurance Programs).