



MEMORANDUM

To: All Councilmembers
From: CURO
By: Shannon Oldfield-Blanks
CC: David Gavlinski, Eric Granderson, and Theresa Becher
Date: February 18, 2020
RE: SWBNO Meeting 01.22.2020

EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met Wednesday, January 22, 2020. The full packet for the meeting may be found [here](#). The Board received updates on the general standing of the Sewerage and Water Board.

Deputy CAO for Infrastructure, Ramsey Green, led the meeting in the absence of Mayor Cantrell. Green reported that approximately 150 million dollars of infrastructure work has been conducted since May 2017. The City of New Orleans and SWBNO are expecting to perform \$588 million dollars of infrastructure work in 2020. **Attachment 1** is a list of joint projects that are currently in the Bid and Award phase.

Executive Director Report

A. Progress on 2020 Priorities

1. Chief Customer Service Officer - SWBNO has selected a firm to conduct a nationwide search for an executive level Chief Customer Service Officer. This position is expected to be filled by March 2020.
2. Master Plan - Master Plan development has launched and tasks and timeframes have been established. SWBNO is establishing a Customer Advisory Committee. The committee will be comprised of customers and SWBNO personnel. The intent is to engage customers and use feedback to guide the Master Plan. The details of how this committee will be established are forthcoming. More information about the advisory committee and Master Plan development may be found [here](#) and [here](#).
3. Rate Study - A comprehensive rate study is underway. A national firm has been selected to conduct a comprehensive study of all SWBNO funding options. The firm will evaluate the water and sewer rates as well the concept of introducing a storm water fee.

4. AMI - The automated metering infrastructure (AMI) project is in the final stage of selecting a project manager. This selection is expected to be made January 2020.
5. Civil Service - SWBNO has hired a third party to conduct an objective assessment of civil service as it relates to SWBNO. This assessment will evaluate the current personnel structure and any alternative structures as they relate to bringing protections, benefits, and offering flexibility to the employment practices for SWBNO.

B. Turbine 5 (T5) Explosion Response

1. Root Cause Analysis - A root cause analysis is being conducted with the focus on operations and mechanical issues that may have led to the explosion. SWBNO does not foresee investing in the repair of T5; therefore, spending for this analysis is budgeted accordingly.
2. Backup Power - SWBNO is evaluating the changes needed to compensate for the loss of T5. Evaluations include feeder rerouting, increasing the use of T6 and frequency changers. According to the Entergy New Orleans (ENO) monthly progress report, ENO is providing additional power to supply SWBNO's back-up frequency changers in the absence of T5.
3. New Power - A new power source to replace the redundancy that was offered by T5 is a part of the Master Plan. The long-term solution is to construct a new transmission substation adjacent to SWBNO's Carrollton plant. Site preparations for the substation are underway.

C. Power

1. Redundancy - Entergy (60Hz) and Turbine 1 (25Hz) are powering the water distribution system and are demonstrating effective redundancy. Power generation is slated for upgrade in the Master Plan with the exception of T6. SWBNO expects to present the plan by March 2020.
2. Excess Power - Prior to the failure of T5 SWBNO had excess power. Excess power remains available for the system; however, it is less than what was previously available. SWBNO is making changes to the current system to increase reliability and effectively manage what is available.

D. Drainage Pumps

1. Storm Water Pumps - 99 of 99 storm water pumps are available for service
2. Dry Weather Pumps - 17 of 21 dry weather pumps are available for use. Repairs for 2 dry weather pumps at the City Park station and 2 dry weather pumps at the Lower 9th Ward station are underway.

E. Water Distribution

One pump at the Panola pump station is down. Enough redundancy is available and the system continues to produce ample drinking water.

Backflow Prevention Presentation

Mitch LeBas of Backflow Prevention Services presented the plan for the backflow prevention program. This program was initiated to assist the SWBNO with protecting water quality from accidental contamination via a cross connection, minimizing cost burdens to the customer, and achieving regulatory

compliance with state regulations. An overview of backflow protection and cross connection control code requirements may be found [here](#).

The program process includes developing policy and procedures, educating customers, identifying hazards, and implementing hazard protections. Policy and procedure development is underway and is expected to be complete by March 2020. SWBNO began a public relations campaign in January 2020 and it is ongoing. Cross connection surveys, corrective action notifications, and annual testing protocols will begin March 2020. The completion of this initial phase is targeted for August 2022

The SWBNO will perform technical cross connection surveys mostly on non-residential properties. The back flow prevention program will document and track installation an annual inspection requirements to ensure that the customers of SWBNO are in compliance with the state regulations.

Residential properties will be addressed by drive-by survey to identify any common cross connections such as lawn irrigation systems and swimming pools which may or may not require a back flow preventer.

ATTACHMENT 1

1. Audubon Group A
2. Filmore North Group B
3. Freret Group A
4. Lake Terrace & Oaks Group D
5. Lake Vista Group A
6. Lower Ninth Ward Northeast Group B
7. Lower Ninth Ward South Group A
8. Milneburg Group A
9. Navarre Group A
10. Pines Village Group A
11. Pines Village Group B
12. Read Blvd East Group B
13. Read Blvd East Group C
14. Read Blvd East Group D
15. St. Claude Group C
16. St. Roch South Group B
17. Viavant-Lake Catherine Group C
18. West Bank Group B