



MEMORANDUM

To: All Councilmembers
From: CURO
By: Shannon Blanks
CC: Paul Harang and Theresa Becher
Date: July 19, 2021
RE: SWBNO Meeting 07.14.2021

EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met Wednesday, July 14, 2021, via video and teleconference. In addition, the Board received updates on the general standing of the SWBNO. The complete packet for the meeting may be found [here](#).

Executive Director Report

A. Power

SWBNO and Entergy New Orleans (ENO) are working together to construct a power substation at the Carrolton Water Plant (CWP). Presently, ENO is securing approvals from internal management. After receiving the necessary internal approvals, ENO will seek final consent from the New Orleans City Council. Collaboration between ENO and SWBNO continues, and proactive discussions are being scheduled between the utilities to enhance communication and situational awareness.

SWBNO continues with site preparations for ENO to begin substation construction. Additionally, SWBNO intends on implementing a training program to ensure that employees have the knowledge and skills to operate the new modern system.

The power supply is as follows:

Electro-Motive Diesel (EMD) – All five EMDs are available for emergency use. Noise attenuation plans are underway and are expected to be complete by September 2021.

Frequency Changers – All four frequency changers are available for use.

Turbine 1 ("T1") – The unit is in service and available for use.

Turbine 3 (“T3”) – The unit is permanently out of service.

Turbine 4 (“T4”) – The unit is online, operational, and is the primary power source.

Turbine 5 (“T5”) – The final testing and commissioning of the unit is underway. T5 is expected to return to service in July 2021.

Turbine 6 (“T6”) – The unit is in service and available for use.

B. Customer Service

On July 7, 2021, SWBNO announced the reinstatement of a revised, Customer Care Pay Plan and Water Shutoff Policy. As of July 21, 2021, SWBNO will begin sending shut-off notices to customers with outstanding account balances ten (10) days before scheduled service disconnects. Only customers who receive a letter are at risk for a water shut-off. Customers who receive the letter can avoid service disconnects and related fees by paying the amount due or contacting the SWBNO and entering into an interest-free payment arrangement. More information may be found [here](#).

C. Meter Reading

SWBNO collected actual readings on 71% of meters in July 2021. Weekly numbers vary based on weather conditions and the July 4 holiday.

The advanced metering infrastructure (AMI) project consultant continues to develop the request for proposals (RFP) to furnish and install AMI. The RFP is on track to be issued in late 2021. SWBNO expects to begin installing new meters as early as the first or second quarters of 2022. Full implementation is expected to take approximately 2 to 3 years. Funding for a portion of the project has been identified. SWBNO continues to research funding opportunities to support the project.