



## MEMORANDUM

**To:** All Councilmembers  
**From:** CURO  
**By:** Shannon Blanks  
**CC:** Paul Harang and Anita Curran  
**Date:** November 11, 2021  
**RE:** SWBNO Meeting 10.20.2021

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### EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met Wednesday, October 20, 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's Report

#### A. Power

- [1] Turbine 1 "T1"- Offline due to vacuum issues. The repair is underway.
- [2] Turbine 4 "T4"- Online and available for use.
- [3] Turbine 5 "T5"- Online and available for use.
- [4] Turbine 6 "T6"- Online and available for use.
- [5] Turbine 7 "T7"- The Louisiana Department of Environmental Quality (LDEQ) issued the Air Quality Permit for a new turbine, T7. The permit is a critical milestone that allows SWBNO to move forward in the procurement process.
- [6] EMD's (5)- Four EMDs are available for use. One EMD is out of service for noise mitigation and control upgrades. Equipment delivery has been impacted by the ongoing national shipping issues and has temporarily delayed the project.

#### B. Drainage Pumps

Six drainage pumps are offline for repairs.

- [1] DPS 6 (Carrollton/Lakeview)-
  - "I" pump (1100 CFS) - is offline and will be out of service for several months.
  - "C" pump (1000 CFS) - repairs recently completed and was tested October 27
  - "F" pump (1100 CFS)- repairs to begin when "C" pump is back online.
- [2] DPS 12 (Lakeview)- D pump (1000 CFS) is under repair and is expected to be in service by November 5.

[3] DPS 13 (Westbank)- Number 5 diesel pump (1025 CFS) is out of service; the assessment is underway.

[4] DPS 14 (NO East)- Number 4 pump (300 CFS) is under repair and is expected to be in service by November 7.

### **C. Customer Service**

- The Downtown customer service center is open between 8:00 am and 5:00 pm.
- The Westbank customer service center remains closed due to hurricane damage and is expected to reopen in November.
- The Sanchez Center satellite office remains closed until further notice.
- The New Orleans East Regional Library satellite office is open on Thursdays from 10:00 am to 4:00 pm by appointment only. Customers may make appointments online or by calling 52-WATER.

### **D. Billing and Meter Reading**

SWBNO estimated bills for approximately two weeks after Hurricane Ida. The Billing Department has resumed normal operations and is reading 80-85% of the meters. Additionally, a new layer of quality control was implemented to improve the accuracy of actual readings. The new process began in October 2021.

### **E. Sanitation Fee Waiver**

The New Orleans City Council adopted an ordinance to waive the November sanitation fees of \$24 to provide financial relief from inconsistent trash pickups. More information may be found [here](#).

### **F. Communications**

SWBNO conducted a national search to fill the Communications Director position. Applications are under review.

Updates to the SWBNO website are underway. The site is supposed to be updated frequently to provide helpful information to the public.

### **G. City Minimum Wage**

The New Orleans Civil Service Commission approved a \$15.00 minimum wage for city employees. The pay raises will go into effect in January 2022. The increase will affect 57 job classifications and 833 SWBNO employees. The estimated 2022 payroll impact is approximately \$2.8 million.

### **H. Budget**

The 2022 budget sessions are underway and will be presented to the Finance Committee and the Board in December. The budget is driven by the strategic plan and protecting the debt service coverage.

### **I. Strategic Plan**

The Strategic Plan is nearing completion and will be presented to the Board in November.