

MEMORANDUM

To: All Councilmembers

From: CURO By: Jared Reese

CC: Paul Harang and Anita Curran

Date: December 20, 2023

RE: The Sewerage and Water Board of New Orleans Meeting 12.20.2023

EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met on Wednesday, December 20, 2023. In addition, the Board received updates on the general standing of the SWBNO. The complete packet for the meeting may be found [here](#). 1

Executive Director Report

A. Pump and Power Dashboard

S&WBNO launched the dashboard to the public on Friday, December 15. It concisely explained pumps and the 25 Hz power status. The dashboard provides a real-time status of all the pumps. The dashboard was in beta, but S&WBNO planned to show the status of each pump in the full version.

B. Communications Protocols

The Pump and Power Status was available online with more system details, and the dashboard would share the system status with legacy and social media before weather events. S&WBNO wanted to improve its communication with turbine down and frequent weather events. The company coordinated with NOLA Ready and the National Weather Service to update their protocols.

E. Short-Term Power Complex

- Turbine 5 will be used for weather events.
- Turbine 4 is being analyzed without an expected date of repair.

F. Long-Term Power Complex

- Two modern turbines as back power (T6 and T7)
- Substation connected to the grid.
- The planned launch was in the Summer of 2025.

G. SWBNO Power Complex Progress

Entergy remained on schedule for completion in 2024. The substation was energized, and S&WBNO intended to commission it in January. The utility rack was scheduled for completion in Q1 of 2024. S&WBNO awarded the contract for the medium-voltage cable later in this meeting. Bids for installation and commissioning of the significant equipment project were due in January.

H. Smart Meter Program

S&WBNO integrated smart metering with its IT systems. The company wanted to improve quality assurance and quality control, finalize automation, launch a customer portal by the beginning of the fourth quarter of 2023, and streamline procedures. S&WBNO began meter installations. 2,200 meters installed as part of O&M, 55 large meters, and an additional 600 by December 4th, 2023.

I. SWBNO Smart Metering Key Messages

The smart metering program will revolutionize our customer experience by modernizing reading methods and improving billing. S&WBNO stated it wanted to inform the customer when data collected by the smart meters will be more accurate and may impact their bills.

J. Outreach Plan

S&WBNO wanted to educate stakeholders about smart metering benefits and impacts by December/January using data from nationwide case studies. The company planned to share the system's specific impact based on sample data and announce the integration of smart meter billing. The company would provide the information via email, legacy media, digital media, and inserts to inform the public.

H. IMF Project Request for Funding

- FY24 - Water Treatment Plan Improvements: Sycamore Filter Gallery (Continuation) \$3.0M
- FY24 - Water Quality Master Plan and Strategic Plan \$1.5M
- FY24 - Replacement of New River Intake Fender System \$6.0M
- FY24 - Drainage Stormwater Fee Analysis (Continuation) \$0.2M
- FY24 – Pavement Restoration (Continuation) \$4.0M

I. Water Quality Master Planning in Progress

S&WBNO selected a contractor for an 18-24 month process. The company planned the finished build with recommendations around new federal regulations, including lead and copper rule revisions, saltwater intrusion, and emerging contaminants.

J . Pavement Progress

S&WBNO reported a significant decrease in work orders as a result of IAB input. The company aimed to reduce the backlog so repairs could be completed within 2-4 weeks rather than the 100-day average in early 2023.

K. Continued Stakeholder Engagement

The company continued presentations to organizations and Neighborhood meetings on Smart Metering, Power Complexes, Paving Restorations, Water Quality Master Plans, Lead and Copper Rule Improvements. S&WBNO also planned a State of the Utility in January of 2023, a review of 2023 accomplishments, and host representatives from the EPA. In addition, The Mayor's Office of Housing Policy and Community Development pledged \$300,000 for customer support.