

MEMORANDUM

To: All Councilmembers

From: CURO By: Jared Reese

CC: Justyn Hawkins and Anita Curran

Date: July 27, 2024

RE: The Sewerage and Water Board of New Orleans Meeting 07/27/2024

EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors met on Wednesday, July 27, 2024. The complete packet for the meeting may be found [here](#).

A. Pumping and Power

- 67.5 MW available.
- T4 back online
- T5 available
- 5 of 6 Frequency Changers available
- 4 of 5 EMDS available
- 90 of 99 Drainage Pumps Available
- Temporary Pump deployed at Carrollton Station
- Pumps at DPS 10 expected online in August

B. Power Complex Construction Progress

SWBNO completed both the substation and utility rack installations. The company-built footings, foundations, and pads for equipment scheduled to arrive in August and September. SWBNO planned for the power complex by mid-to-late hurricane season of 2025. The organization identified a \$30 million funding shortfall that threatened completion of critical components. SWBNO worked with city and state officials to identify alternative funding sources. SWBNO said that the shortfall would force some potable water pumps to rely on old equipment and require continued manual operations.

C. Drainage System Consolidation

SWBNO identified one funding source for the transition, though the specific dollar amount remained undefined. SWBNO anticipated the funding would continue into the following year's budget, with official transfer scheduled accordingly. The organization coordinated with the City Department of Public Works, which maintained a contract for cleaning approximately 10% of

catch basins. SWBNO noted that the Department of Transportation and Development increased cleaning efforts on arterial and connecting highways within the city ahead of hurricane season.

D. Billing Legislation Implementation

SWBNO began the implementation of fixed billing, as per the legislation. The organization calculated customer averages and conducted testing to prepare for program rollout. SWBNO planned to offer customized fixed bills to customers who opted-in, maintaining those rates until smart meter installation, without true-up charges before transitioning to smart meter billing. The organization estimated a 90-day timeline for program implementation. Additionally, SWBNO acquired \$3.5 million to hire a firm to assist staff with the billing processing. The company awaited the arbiters that Representative Hilferty worked to appoint, to adjudicate disputed and delinquent accounts.

E. Smart Meter Program Benefits

SWBNO continued smart meter installations and generated smart bills. The company utilized real-time consumption monitoring features to identify constant usage patterns indicating potential leaks. SWBNO sent letters to customers who were suspected of continuous consumption issues. The company reported that 50% of alerted customers addressed the leak. SWBNO saved approximately 12 million gallons of water waste prevented through the campaign. The organization scheduled customer portal launch for the end of August, which allowed customers to monitor their consumption.

F. Promise Pay Program Performance

SWBNO collected \$4 million in payments from delinquent customers. The company assisted delinquent customers to become current with payment arrangements..

G. Wastewater Treatment Improvements

SWBNO allocated \$39 million from State Revolving Fund loan for the Board for wastewater treatment facility upgrades. SWBNO rebuilt oxygen generation equipment to reduce operational costs by \$2 million annually.