



SEWERAGE AND WATER BOARD OF NEW ORLEANS

QUARTERLY REPORT ON OPERATIONS

QUARTER 2 (APRIL, MAY, JUNE) 2024



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SECTION I. STANDARD INDUSTRY METRICS FOR BEST PRACTICE

A. PERCENTAGE WATER LOSS

Background. Utilities typically incur water loss in two ways. “Real loss” occurs when treated water is physically lost through leaks in pipes and other parts of the distribution system. “Apparent loss” occurs when treated water has been “lost” through unauthorized consumption (theft), aging or defective meters, meter reading inaccuracies, or billing and data errors. On average, utilities nationwide lose 16% of treated water.¹

Quarterly Update. As illustrated in Table A, the Sewerage and Water Board of New Orleans (SWBNO) lost 75.8% of its treated water in Q2 2024. SWBNO currently lacks the capability to track the various reasons that can cause “real” and “apparent” water loss. However, the utility is actively pursuing projects that will provide meaningful improvements regarding water data, including the Smart Metering Program and the Water Quality Master Plan (both discussed in detail below).

TABLE A: Q2 2024 WATER LOSS DATA

| | | |
|---|---|---|
| Water Produced 28.6 million gallons | Water Billed (Water Consumed and Billed) 6.9 million gallons (24.2%) | Non-Revenue Water (Water Consumed by Public Entities and not Billed)* (Water Loss) 21.7 million gallons (75.8%) |
|---|---|---|

* *Non-Revenue Water includes authorized consumption by certain public entities that are not billed for water usage in accordance with La. R.S. 33:4096.*

- **Real-Time Metering at the Carrollton Water Plant.** SWBNO is installing real-time metering at its Eastbank facility. This work will improve the utility’s ability to accurately track water production rates and how much treated water is leaving the plant in real-time. Progress is ongoing and will be complete in early Q3 2024.

¹ United States Environmental Protection Agency (EPA), *Water Audits and Water Loss Control for Public Water Systems*, July 2013.



B. PERCENTAGE OF WATER PAID

Table B: Percentage of Water Paid for Water System in Q2 2024

| Water System | Billed* | Collected** | % Paid |
|--------------|---------------|---------------|--------|
| Q2 2024 | \$ 27,686,473 | \$ 28,363,959 | 102% |
| Q1 2024 | \$ 28,331,692 | \$ 29,803,051 | 105% |

* Estimated Billed

** Cash basis inclusive of payment plan

Table C: Percentage of Water Paid for Sewer System in Q2 2024

| Sewer System | Billed* | Collected** | % Paid |
|--------------|---------------|---------------|--------|
| Q2 2024 | \$ 35,496,484 | \$ 35,059,999 | 99% |
| Q1 2024 | \$ 36,332,065 | \$ 36,851,711 | 101% |

* Estimated Billed

** Cash basis inclusive of payment plan

C. RECEIVABLES OUTSTANDING & DELINQUENCY SCHEDULE

Table D: Delinquent Customer Accounts as of Q2 2024

| Customer Type | Total # of Accounts | Total # of Delinquent Accounts* | Total % of Delinquent Accounts* | Total (\$) Due from Delinquent Accounts* |
|---------------|---------------------|---------------------------------|---------------------------------|--|
| Residential | 122,754 | 24,086 | 20% | \$ 45,326,788 |
| Multi-Family | 4,539 | 800 | 18% | \$ 6,767,728 |
| Commercial | 13,073 | 1,742 | 13% | \$ 18,774,917 |
| TOTAL | 140,366 | 26,628 | 19% | \$ 70,869,433 |

* Delinquent accounts include those with bills that are 60 days past due.²

- **Promise Pay.** In Q1 2024, SWBNO launched Promise Pay, a new program that allows customers to enroll in an interest-free plan with flexible payment options, keep their account in good standing, and avoid a water shut-off. As of Q2 2024, customers have enrolled in more

² SWBNO, [Delinquent Bill Process](#), Updated November 2023.



than 10,500 payment plans. SWBNO has collected nearly \$4 million, and customers have committed to paying more than \$24 million in future payments.³

- **Additional Support to Analyze Delinquent Accounts.** SWBNO is onboarding new staff to enhance its ability to analyze and resolve delinquent accounts. The utility has also retained a consultant (Protiviti Government Services) to analyze delinquent accounts, determine the primary causes of debt, and recommend a course of action. The additional support provided by the consultant is scheduled to begin in Q3 2024.

D. CUSTOMER SERVICE IMPROVEMENTS

1. PERFORMANCE DATA

11,443

Walk-in customers served at Customer Service Centers in Q2 2024

10,573

Customer emails answered in Q2 2024

69,190

Customer calls answered in Q2 2024

Table E: Call Center Performance Data

| Month | Total Calls Received | Total # Calls Answered | Total % Calls Answered | Total # Calls Dropped | Total % Calls Dropped | Average Wait Time | Average Handle Time |
|--------------|----------------------|------------------------|------------------------|-----------------------|-----------------------|-------------------|---------------------|
| April | 24,798 | 20,932 | 84% | 3,862 | 16% | 5:00 | 3:55 |
| May | 24,756 | 20,309 | 82% | 4,446 | 18% | 5:55 | 4:10 |
| June | 19,636 | 16,510 | 84% | 3,126 | 16% | 4:54 | 4:05 |
| TOTAL | 69,190 | 57,751 | | 11,434 | | | |

³ Customers interested in enrolling in Promise Pay can sign up [here](#).



2. CUSTOMER SERVICE TRAINING

Key updates in Q2 2024 include:

- **Smart Bills.** SWBNO held training sessions with customer service representatives on “smart” bills. Employees learned more about the Smart Metering Program, the various data sets produced by smart meters, and how to help customers understand a smart bill. Customer service representatives also reviewed key talking points, conversation prompts and scripts, and frequently asked questions about smart meters.
- **New Customer Portal (Pending).** Training sessions also focused on SWBNO’s new Customer Portal. Customer service representatives learned more on navigating the new portal and utilizing its functions (e.g., usage charts, graphs, and alarms). The new portal will be available to customers in fall 2024.
- **Other Training Measures.** The Customer Service Department provided refresher training courses on SWBNO’s current billing system. New customer service training videos and manuals were also developed. In addition, writing diagnostic assessments were performed and the development of social-emotional trainings and communications is in progress.

3. BILLING DISPUTES

SWBNO continues to prioritize resolving billing disputes with customers.⁴ Table F illustrates the total number of customer accounts in dispute at the end of Q2 2024, while Table G shows how many bills disputes were initiated, resolved, or proceeded to a SWBNO administrative hearing.

Table F: Disputed Customer Accounts as of Q2 2024

| Customer Type | Total # of Accounts | Total # of Disputed Accounts | Total % of Disputed Accounts |
|---------------|---------------------|------------------------------|------------------------------|
| Residential | 122,754 | 764 | 0.62% |
| Multi-Family | 4,539 | 51 | 1.12% |
| Commercial | 13,073 | 160 | 1.22% |
| TOTAL | 140,366 | 975 | 0.69% |

⁴ SWBNO, [Bill Disputes and Adjustments](#), Updated November 2023.



Table G: Status of Disputed Bills in Q2 2024

| Bill Disputes Initiated | Bill Disputes Closed | Bill Disputes Proceed to SWBNO Administrative Hearing |
|-------------------------|----------------------|---|
| 3,321 | 5,052 | 2,426 |

Other Q2 2024 updates include:

- SWBNO Strike Team.** In Q1 2024, SWBNO created a Strike Team. The team, led by the utility’s controller and composed of individuals with expertise in billing, revenue, customer service, and financial analysis, built a new process to begin issuing “smart” bills based on smart meter data. As of Q2 2024, the Strike Team has issued more than 48,000 smart meter bills.
- Additional Support to Handle Billing Disputes.** In April, the City Council, with support from the administration, announced that SWBNO would receive \$3.4 million to pay for additional bill review support. This funding will enable SWBNO to retain accounting assistance to support the utility’s day-to-day billing operations, including bill analysis and dispute resolution. Once this work begins, quarterly updates regarding the progress made by the accounting firm will be provided to the City Council in a separate report.
- Fixed Billing.** [Act 393](#) of the Louisiana Legislature’s 2024 Regular Session allows residential customers to opt-in to a fixed monthly rate for services. SWBNO is in the process of developing a billing function that will calculate a custom fixed billing rate for each residential customer based on historical averages. The utility is also working on a process that will enable customers to enroll in fixed billing until a smart meter is installed on their property.
- Estimated Billing Prohibited.** [Act 703](#) of the Louisiana Legislature’s 2024 Regular Session prohibits SWBNO from submitting a bill based on estimated services, unless the customer voluntarily enrolls in the fixed billing program mentioned above.

4. ADMINISTRATIVE HEARINGS

As shown in Table H, SWBNO completed administrative hearings and reached a final resolution on 942 billing disputes in Q2 2024.⁵

⁵ If a customer is not satisfied with an administrative hearing judgment, the customer can appeal to the City Council. See New Orleans City Council, [SWBNO Customer Appeals](#), Updated 2024.



Table H: Status of Administrative Hearings in Q2 2024

| Hearings Completed with Final Resolution | Hearings with Appeal to City Council | Average Resolution Time |
|--|--------------------------------------|-------------------------|
| 942 | 10 | 70 days |

- New Arbitration Process.** [Act 393](#) of the Louisiana Legislature’s 2024 Regular Session created a new arbitration process to hear SWBNO billing disputes. The new law requires the Louisiana legislative auditor and the New Orleans inspector general to appoint two arbiters for each council district. The arbiters will meet regularly at public facilities located within each district and will have the authority to review and resolve account disputes. SWBNO continues to work with State and local officials to begin this initiative.

SECTION II. PREVENTION OF WASTE AND FRAUD

Background. As a steward of public funding and resources, SWBNO is committed to maintaining a system of Anti-Fraud, Waste, and Abuse (AFWA) during the regular course of its operations. To this end, SWBNO uses various policies, processes, and procedures to prevent, detect, report, and rectify fraud, waste, or abuse wherever it may exist throughout the utility.

Quarterly Update. Key updates in Q2 2024 include:

- Safety Audit.** SWBNO’s Internal Audit Department completed an audit on the utility’s occupational safety practices. While the audit found multiple incident reporting and review processes in place, it also found opportunities for improvement. The audit’s recommendations focused on improving the utility’s post-incident hearing process, clarifying definitions in safety policies and procedures, and creating new policies and procedures to address “near miss” incidents.⁶
- Annual Comprehensive Financial Report (ACFR).** SWBNO recently completed the ACFR for the fiscal year ended December 31, 2023. The report has been submitted to the Louisiana Legislative Auditor for review and approval.

⁶The Safety Audit recommended changes to the New Orleans Civil Service Rule governing “near miss” reporting requirements. The Civil Service Commission recently approved an amendment, revising the rule to reflect the audit’s recommendation.



- **Change Order Modification Review Committee.** This non-voting committee, comprised of representatives from the Finance, General Superintendent, Legal, and Product Delivery Unit departments, meets regularly to discuss change orders introduced by SWBNO project managers. In Q2 2024, the committee reviewed eight change orders in the amount of \$6.5 million, four contract amendments in the amount of \$2.8 million, and five contract renewals in the amount of \$9.5 million, all of which were subsequently approved by the board.
- **Lighthouse Reporting System.** SWBNO continues operating its internal reporting system, which encourages employees to submit complaints regarding waste, fraud, and abuse for investigation.

SECTION III. PERFORMANCE METRICS FOR EMPLOYEES & CONTRACTORS

A. METER READING

Background. According to the American Water Works Association (AWWA), “[m]eters should be read at sufficiently frequent intervals appropriate to support the utility’s understanding of volume of production, rate structure and to provide accurate bills and feedback to its customers.”⁷ SWBNO aims to read all commercial meters and half of all residential meters every month. The number of meters that require actual reads will continue to decrease as more smart meters are installed.

Quarterly Update. Key updates in Q2 2024 include:

- **Actual Reads.** In Q2 2024, SWBNO conducted actual reads on 97% of water meters, based on the utility’s monthly goals for commercial and residential customers.
- **Accuracy of Reads.** In Q2 2024, the accuracy of SWBNO actual reads was 98%. To check accuracy, SWBNO regularly tests a random sampling of accounts by comparing current reads to the last two previous reads.⁸ If the current and previous reads align, then the current read is considered accurate. If the current read and previous reads do not align, SWBNO staff will work to confirm accuracy. This includes reviewing photo documentation taken at the time the meter was last read or requesting a re-read if necessary.

⁷ American Water Works Association, [AWWA Policy Statement on Metering and Accountability](#), Revised January 2019.

⁸ SWBNO’s sample size to test for meter reading accuracy is a minimum of 3,500 accounts.



B. WATER SYSTEM WORK ORDERS & PERFORMANCE METRICS

In Q2 2024, SWBNO completed more than 3,300 water system work orders. On average, work orders were completed within 54 days. SWBNO's Networks Department primarily performed this work, with assistance from the utility's contractors.

Table I: Q2 2024 SWBNO Networks Department Water System Performance Metrics

| SWBNO Networks Dept. Work Order Type | Work Orders Created Q2 2024 | Work Orders Completed Q2 2024 | Average Days to Completion Q2 2024 |
|---|--------------------------------|----------------------------------|--|
| Hydrant Leak | 65 | 98 | 75 |
| Service Leak | 2,257 | 2,344 | 49 |
| Main Break | 258 | 297 | 38 |
| Meter Inspection/Repair | 484 | 598 | 55 |
| TOTAL | 3,064 | 3,337 | 54.25 |

Table J: Q2 2024 SWBNO Contractors Water System Performance Metrics

| SWBNO Contractor Work Order Type | Work Orders Created Q2 2024 | Work Orders Completed Q2 2024 | Average Days to Completion Q2 2024 |
|-------------------------------------|--------------------------------|----------------------------------|--|
| Hydrant Leak | 14 | 4 | 68 |
| Service Leak | 16 | 10 | 102 |
| Main Break | 22 | 12 | 79 |
| Meter Inspection/Repair | 0 | 0 | 0 |
| TOTAL | 52 | 26 | 62.25 |

C. SEWER SYSTEM WORK ORDERS & PERFORMANCE METRICS

In Q2 2024, SWBNO completed more than 1,200 sewer system work orders. SWBNO's Networks Department primarily performs this work, with assistance from the utility's contractors.



Table K: Q2 2024 SWBNO Networks Department Sewer System Performance Metrics

| SWBNO Networks Dept. Work Order Type | Work Orders Created Q2 2024 | Work Orders Completed Q2 2024 | Average Days to Completion Q2 2024 |
|---|--------------------------------|----------------------------------|--|
| House Connection Backup | 725 | 725 | 0 |
| House Connection Overflow | 81 | 81 | 0 |
| Lead Repair | 362 | 314 | 46 |
| Main Repair | 47 | 36 | 61 |
| Manhole Overflow | 65 | 65 | 0 |
| TOTAL | 1,280 | 1,221 | |

Table L: Q2 2024 SWBNO Contractors Sewer System Performance Metrics

| SWBNO Contractor Work Order Type | Work Orders Created Q2 2024 | Work Orders Completed Q2 2024 | Average Days to Completion Q2 2024 |
|-------------------------------------|--------------------------------|----------------------------------|--|
| House Connection Backup | - | - | 0 |
| House Connection Overflow | - | - | 0 |
| Lead Repair | 72 | 31 | 96 |
| Main Repair | 75 | 30 | 76 |
| Manhole Overflow | - | - | 0 |
| TOTAL | 147 | 61 | |

D. PAVEMENT REPAIR WORK ORDERS & PERFORMANCE METRICS

In Q2 2024, SWBNO and its contractors completed more than 1,600 paving work orders. Since last year, SWBNO's progress represents a 76% reduction in backlogged work orders (3,000+ work orders as of



June 2023). SWBNO’s goal is to fully eliminate the paving backlog and complete paving repairs within four weeks of creating a work order.

Table M: Q2 2024 Pavement Repair Performance Metrics

| Work Order Responsibility | Total Open Work Orders Q2 2024 | Work Orders Created Q2 2024 | Work Orders Completed Q2 2024 | Average Days to Completion Q2 2024 |
|---------------------------|--------------------------------|-----------------------------|-------------------------------|------------------------------------|
| SWBNO | 103 | 717 | 1,048 | 50 |
| SWBNO Contractors | 431 | 332 | 625 | 321* |
| TOTAL | 534 | 1,049 | 1,673 | |

* Project delays involving the Joint Infrastructure Recovery Roads Program (JIRR) and Sewer System Evaluation & Rehabilitation Program (SSERP) have extended the completion timeframe for some work orders managed by SWBNO’s contractors.

SECTION IV. COORDINATION WITH DEPT. OF PUBLIC WORKS

A. DRAINAGE SYSTEM CONSOLIDATION

[Act 763](#) of the Louisiana Legislature’s 2024 Regular Session gives SWBNO responsibility for all drainage operations in the City of New Orleans. This change will require SWBNO to assume responsibility for the “minor” drainage system currently managed by the Department of Public Works (DPW), which includes catch basins and other aspects of subsurface drainage. SWBNO is currently working with the administration and the City Council to identify funding sources that will enable the utility to maintain the minor drainage system in a manner that provides an acceptable level of service. SWBNO continues to collaborate with local officials with the goal of securing the needed funding and assuming the additional drainage responsibility in early 2025.

B. JOINT INFRASTRUCTURE RECOVERY ROADS PROGRAM (JIRR)

SWBNO continues to coordinate with DPW under the JIRR program. Preparation of the program’s Q2 2024 progress report is still underway and will be shared with the City Council as soon as it is complete.

C. DRINKING WATER TRANSMISSION MAINS

SWBNO continues progress on replacing 11 aging transmission mains within its water distribution system. These federally funded projects are managed by SWBNO in cooperation with the City of New



Orleans as part of the Joint Infrastructure Recovery Roads Program (JIRR). As of Q2 2024, five projects have been completed, three projects are in progress, and three projects are pending.

Table N: Transmission Main Projects (Locations)

| Completed Projects | In Progress | Future Projects |
|---|--|---|
| South Claiborne Completed April 2024 | South Claiborne & Third St. Anticipated Completion November 2024 | Sixth St. Anticipated Start 2024 |
| Fig & Leonidas Completed January 2023 | | |
| St. Bernard Avenue Completed December 2023 | Decatur & St. Peter Anticipated Construction March 2025 | Transmission & Donor Waterlines Anticipated Start 2024 |
| Eden, Grape & Dupre Completed August 2023 | | |
| South Dupre Completed January 2023 | Magnolia, Joseph & Willow Anticipated Construction January 2025 | Spruce and Carrollton Water Plant Anticipated Start 2025 |

SECTION V. EFFICIENCY AND EFFECTIVENESS OF INFORMATION SYSTEMS

SWBNO is in the process of replacing several information and management systems. These new systems will modernize SWBNO’s operations in key areas, including financial management, human resources, customer billing, and asset management. The need to update and modernize technology has been prioritized by SWBNO, as outlined in the utility’s five-year [strategic plan](#). Important updates for Q2 2024 include:

- **New Financial Management System.** SWBNO remains on track to implement a new, industry-leading financial management system in early 2026. In Q2 2024, SWBNO completed a series of discovery sessions to ensure the new system meets the needs of the utility, which include



increasing data availability, improving administrative efficiencies, and strengthening transaction transparency.

- **New Human Resources Management System.** In Q2 2024, SWBNO continued conducting a needs assessment for a new human resources management system. A new system will improve the utility’s ability to manage workforce data, which impacts retention, recruitment, and workforce development. The utility plans to implement a new human resources management system by early 2028.
- **New Billing Software System.** In Q2 2024, SWBNO started conducting a needs assessment for a new billing software system. The new billing system will, among other things, improve administrative functions and efficiency, as well as enhance data accuracy and revenue collection. The utility’s goal is to implement a new billing system by early 2028.
- **New Asset Management System.** SWBNO is in the beginning phases of procuring a new assessment management system. The new system will enable SWBNO to track the maintenance needs of existing infrastructure and equipment, as well as plan for future capital needs. SWBNO is in the process of conducting a needs assessment, the first step in a multi-step process that will span several years.

SECTION VI. TECHNOLOGIES, OPERATION PROGRAMS, & SYSTEM REDUNDANCIES & SERVICE IMPROVEMENTS

A. PUMPING AND POWER DASHBOARD

SWBNO maintains a [Pumping and Power Dashboard](#) on its website that provides the public with regular updates on pumps, pump maintenance, and power.⁹ The utility created the dashboard to serve as a resource of information and improve transparency around the utility’s operations.

B. SMART METER INSTALLATION DASHBOARD

SWBNO has developed a [Smart Metering Dashboard](#) that depicts where smart meters have already been installed, enabling customers to see installation progress citywide. The dashboard also illustrates pending installations, indicating locations that are scheduled to receive a smart meter within the next three months.¹⁰

⁹ The Pumping and Power Dashboard can be accessed here: <https://www.swbno.org/Projects/PumpingandPower>.

¹⁰ The Smart Metering Dashboard can be accessed here: <https://www.swbno.org/Projects/SmartMetering>.



C. NEW CUSTOMER PORTAL (PENDING)

In the coming months, SWBNO customers will have access to a new, user-friendly customer portal. The portal will include details about water usage (including hourly, daily, and monthly meter readings), enable customers to receive alerts and notifications regarding account and usage activity, and illustrate key data points in easy-to-understand graphs and charts. In addition, the portal aims to empower customers to learn more about their water usage based on smart meter data and, if desired, make conservation choices. SWBNO anticipates going live with the new customer portal by fall 2024.

SECTION VII. OPERATIONAL REFORMS, CAPITAL IMPROVEMENTS & SERVICE ASSURANCE PROGRAMS

A. POWER COMPLEX

Progress on the new Power Complex remains on track for completion by summer 2025. Major initiatives that have already been constructed include the Entergy substation and the Utility Rack, which were the first major construction projects of the program. Ongoing work includes installing equipment foundations and testing purchased equipment that is in manufacturing. In Q2 2024, SWBNO awarded the last major contract, which utilized current available funding, for the installation, testing, and commissioning of the new frequency changers and turbine. While SWBNO has encountered recent funding challenges, the utility remains dedicated to working with the administration, City Council, and State and federal officials to identify and pursue funding opportunities that will drive this project to completion.

B. SMART METER PROGRAM

SWBNO continues its progress on installing smart meters, with a goal of installing 70,000 meters (representing half of all customer accounts) by the end of the year. Key updates in Q2 2024 include:

- **Installation Progress.** In Q2 2024, more than 20,000 smart meters were installed. To date, more than 30,700 smart meters have been installed citywide.
- **New Smart Meter Bills.** More than 30,000 accounts have started receiving bills based on smart meter data.
- **Improved Leak Detection.** By utilizing new smart meter data, SWBNO notified more than 5,000 customers of potential leaks. Almost 50% of those customers repaired the leaks, which saved over 12 million gallons of lost water and more than \$137,000 on customer bills.



C. LEAD SERVICE LINE REPLACEMENT PROGRAM

A major water system infrastructure project on the horizon is SWBNO's Lead Service Line Replacement Program. The purpose of the program is to improve public health by locating, removing, and replacing all lead service lines (learn more about lead awareness [here](#)). Key steps to carry out this project are already underway. Major Q2 2024 updates include:

- **Lead Service Line Inventory.** SWBNO has almost completed its citywide inventory, which requires locating and documenting the composition of all service lines (e.g., lead, other materials, unknown materials). The deadline to complete the lead service line inventory is October 16, 2024. SWBNO is on track to complete its inventory by the deadline.
- **New Law.** [Act 527](#) of the Louisiana Legislature's 2024 Regular Session addresses right-of-entry hurdles associated with the replacement of lead service lines. Pursuant to the new law, a municipality can adopt an ordinance granting a water utility right-of-entry on private property for the replacement of lead service lines as long as certain notice requirements to property owners and residents are met. While the new law applies to municipalities statewide, efforts to introduce the legislation were spearheaded by SWBNO and the New Orleans legislative delegation.
- **Program Management.** SWBNO will use a procurement model focused on key performance indicators.
- **Public Education and Communication.** SWBNO continues to develop a strategic communications plan and key messaging materials about the program. The utility anticipates ramping up public education and communication efforts for the program in Q4 2024.

D. WATER QUALITY IMPROVEMENT

- **Annual Consumer Confidence Report on Water Quality.** In Q2 2024, SWBNO released its annual Consumer Confidence Report on Water Quality. The utility mailed postcards to all customers, notifying them about the report's publication, providing a QR code to access the report online and advising that a hard copy could be provided upon request. A copy of the report can be found [here](#).
- **Water Quality Master Plan.** The master plan will identify the next level of investments and upgrades needed at the Carrollton and Algiers water treatment plants. It will consider new technology, the current and changing regulatory landscape, and the potential impacts of climate change. In Q2 2024, SWBNO began master planning efforts. The utility anticipates the completion of the water quality master plan by October 2025.



E. SEWER (WASTEWATER) IMPROVEMENTS

- **Infrastructure and Equipment Upgrades.** SWBNO is concluding the design phase of major improvements at both the Eastbank and Westbank sewer treatment plants. These improvements will include new digital monitoring systems that will provide real-time monitoring of the wastewater treatment process and improve efficiency; a new Eastbank facility to receive, store, and treat sludge, which will improve operations and provide for more odor control; and new operational equipment needed at both facilities. SWBNO will use \$39 million in state loans to pay for these upgrades and improvements.

F. SELA DRAINAGE PROJECTS

The U.S. Army Corps of Engineers recently awarded the second contract for the General De Gaulle Drive Drainage Canal Improvement Project. This project will include drainage improvements in Algiers, as well as earthen levee improvements near the Algiers Outfall Canal.

G. SWBNO WORKFORCE

- **SWBNO Job Fair.** In June, SWBNO welcomed more than 1,360 attendees to its job fair. All SWBNO departments were represented, giving job seekers an opportunity to learn more about the utility's mission, work, and employment opportunities. The event resulted in more than 280 job applications and over 50 hires to date.
- **Revised Residency Requirement.** [Act 384](#) of the Louisiana Legislature's 2024 Regular Session amends the residency requirements for potential SWBNO employees. If certain positions cannot be filled by a New Orleans resident within 90 days after the position has been advertised, SWBNO may employ an applicant who is not a New Orleans resident. That individual will remain exempt from the City's residency requirement for the duration of employment.
- **Civil Service Status Unchanged.** [Act 384](#) of the Louisiana Legislature's 2024 Regular Session erroneously included language requiring the State Civil Service Commission and the Civil Service Commission of the City of New Orleans to develop and implement a plan that would transfer SWBNO employees to the State Civil Service system. Including this language in the act was an error. [House Resolution 334](#) was filed directing the commissions to disregard this provision.
- **People Plan.** SWBNO continues moving forward with its workforce model study, the People Plan. The study includes three phases: 1) an assessment of SWBNO's current workforce model; 2) an evaluation of other workforce models and a recommendation of



one that is best suited for SWBNO; and 3) the development of an implementation plan. SWBNO’s consultant completed the first phase of the study in Q1 2024. Work on the study’s second phase is ongoing and is scheduled for completion in Q3 2024.

Table O: Q2 2024 Workforce Data

| | Vacant Positions | New Hires | Resignations | Terminations | Retired |
|----------------|-------------------------|------------------|---------------------|---------------------|----------------|
| Q2 2024 | 134 | 79 | 43 | 25 | 1 |
| Q1 2024 | 128 | 29 | 0 | 12 | 1 |

SECTION VIII. IDENTITY & DETAILED INFORMATION ON THE STATUS OF ALL PROJECTS AND IMPROVEMENTS MADE SINCE THE CLOSE OF LAST QUARTER

See information and updates included in Section VII (Operational Reforms, Capital Improvements, and Service Assurance Programs).