

## MEMORANDUM

To: All Councilmembers

From: CURO By: Jared Reese

CC: Justyn Hawkins and Anita Curran

Date: October 15, 2025

RE: The Sewerage and Water Board of New Orleans Meeting 10/15/2025

### EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors met on Wednesday, October 15, 2025. The Board adopted the governance committee report following presentations from the pension and governance committees. The complete packet for the meeting may be found [here](#).

#### A. Power Complex

SWBNO completed the 30-day reliability test for SFC1, which began on September 24th. The system provided an additional 22 megawatts of 25 hertz power and operated successfully during the rain event on October 6th. The organization scheduled SFC 2 and SFC 3 to become operational by November and December, bringing all three systems online by the end of the year. SWBNO scheduled a ribbon cutting ceremony for November 13th to commemorate the transition to reliable energy infrastructure.

#### B. Insurance Commissioner

SWBNO leadership met with the Insurance Commissioner and Chief Deputy on October 1st to discuss infrastructure improvements. The company presented progress on the power complex, acquisition of the minor drainage system effective January 1st, and drainage system cleaning initiatives.

Additionally, SWBNO met with the Office of Insurance Commissioner to collaborate on lowering flood and property insurance rates.

#### C. Customer Service

SWBNO updated existing customer service policies. The organization implemented a policy revision eliminating estimated consumption reads per state legislation and city ordinance. SWBNO implemented a bill dispute resolution process through HGI and state-appointed arbitrators per city ordinance. The organization developed revisions for adjustments, payment plans, account deposits, tamper policies, and hydrants, awaiting Board feedback prior to

finalization. SWBNO planned to inform customers of changes through website updates, customer portal broadcast messages, and informational content distribution.

#### D. Green Infrastructure Plan

SWBNO developed a comprehensive green infrastructure plan to increase GI initiatives throughout the city. The organization prioritized programs to support decentralized infrastructure, including a rain check tool and DIY residential GI tools. SWBNO coordinated GI workshops to empower citizens to implement green infrastructure on their properties. The organization prioritized partnerships with city agencies, community groups, local businesses, and nonprofits. SWBNO stated it would incorporate more GI into capital improvement projects and identified opportunities for multi-component installations such as underground water storage and large bioretention ponds. The organization planned to refine priorities for presentation to the strategy committee and convened an internal committee to develop implementation ideas.

#### E. Water Treatment Plant Improvements

SWBNO completed the status findings plan in the fourth quarter of 2025. The organization conducted operational and risk-based analysis of the system and identified key short, medium, and long-term project initiatives. SWBNO performed a lab study of pipe loops to investigate saltwater intrusion effects and mitigation methods. The organization developed short-term operational pilot projects using zinc orthophosphate, AC liquid lime, and other materials to support saltwater intrusion mitigation efforts. SWBNO identified mid-term upgrades including valve control, filter media replacement, and intake pump replacements to support system efficiency. The company planned to make long-term Carrollton water plant replacement upgrades soon.