



## MEMORANDUM

**To:** All Councilmembers  
**From:** CURO  
**By:** Shannon Blanks  
**CC:** Paul Harang, Eric Granderson, and Theresa Becher  
**Date:** November 30, 2020  
**RE:** SWBNO Meeting 11.18.2020

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### EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met Wednesday, November 18, 2020, via video and teleconference. The full packet for the meeting may be found [here](#). The Board received updates on the general standing of the Sewerage and Water Board.

The agenda was read aloud by SWBNO Counsel Yolanda Grinstead.

### Executive Director Report

#### **A. Chief Financial Officer**

Mr. E. Grey Lewis has filled the CFO position.

#### **B. Leak at Carrollton Water Plant (CWP)**

A leak on a 50-inch water line at the CWP resulted in a drop in pressure in New Orleans East, and the Lower 9<sup>th</sup> ward. The pressure throughout the city is continuously monitored. At the time of the meeting, repairs to the water line were underway and expected to be complete by November 23.

#### **C. Power**

Turbine 3 ("T3") – Out of Service. This turbine is typically reserved for emergency use.

Turbine 4 ("T4") – Out of Service. This assessment has been conducted, and some internal components require replacement before returning the unit to service. SWBNO anticipates the unit to be available in approximately three to four months.

Turbine 5 ("T5") – Out of Service. T5 failed in December 2019. A subsequent inspection is being finalized. SWBNO has elected to repair the unit and intends to have it online in 5 to 7 months and available for use by the 2021 hurricane season.

#### **D. Meter Reading**

SWBNO reports they are on track to meet the goal to collect actual readings on 80 percent of meters this month. SWBNO's collaboration with the Civil Service Commission to develop an incentive program for meter readers includes (1) a pay plan amendment/ position reclassification, and (2) a special incentive pay pilot program. As a result, the meter reader's availability and employee attendance has improved. SWBNO is expanding its meter reading goals to include accuracy; therefore, it will be conducting an audit to ensure the quality of the readings.

#### **E. Finance Update**

SWBNO sold \$64.75 million in sewer bonds to cover consent decree work.

SWBNO is on track to submit the budget to the Board at the December meeting and intends to mirror the 2019 budget.

#### **F. Communications Update**

Media Relations: SWBNO communicates with media outlets on equipment status, situational awareness, and proactive updates(i.e. hurricane preparedness and the leak at the CWP)

Social Media: SWBNO continues to utilize social media platforms to show fieldwork, potential impacts to residents, coordination efforts, and response plans.

#### **G. Customer Service**

SWBNO is preparing ways to have satellite services available for customers throughout the city. Two locations are available to date.

- 1) Sanchez Center located at 1616 Caffin Avenue. Customer service representatives are available by appointment only on Wednesdays from 8:30 a.m. - 4:00 p.m.
- 2) Rosa Keller Library, located at 4300 S Broad Ave. The customer service hours are Thursdays from 10:00 a.m. – 4:00 p.m.