

SEWERAGE AND WATER BOARD OF NEW ORLEANS

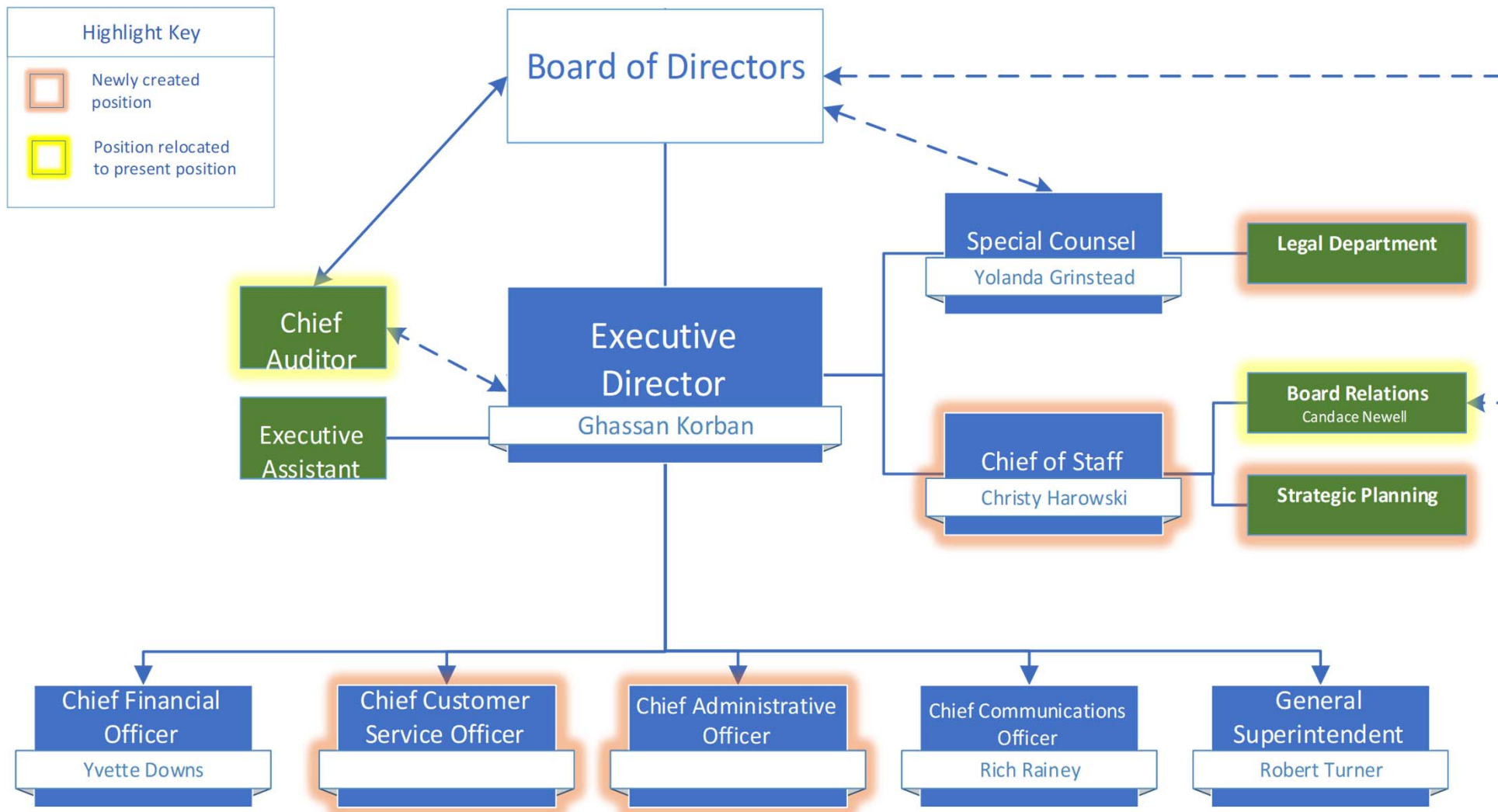


ORGANIZATIONAL *STRUCTURE CHANGES*

OVERALL STRATEGY



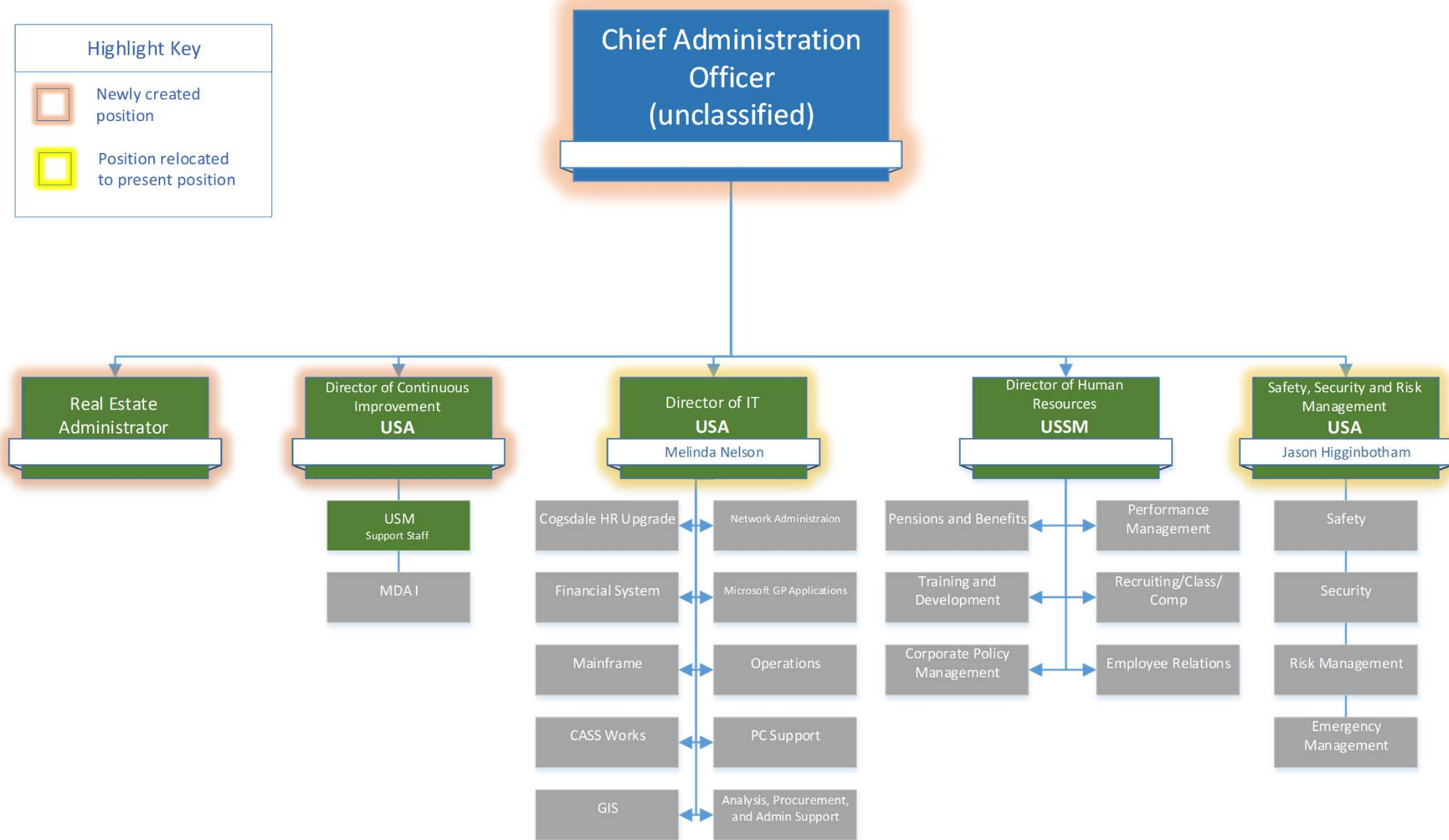
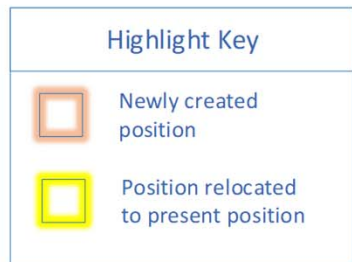
- 🔥 Benchmark Water Industry best practices, structure ourselves like a water utility.
- 🔥 Eliminate “Deputy Director” structure- Dep Dir Logistics, Security and HR/Admin gone. No other positions eliminated.
- 🔥 Create better customer focus by elevating and separating customer service functions. Create a Chief of Customer Service position/organization.
- 🔥 Introduce Chief Admin Officer and Chief of Staff organizations/concept that includes dedicated “continuous improvement” and “strategic planning” functions.
- 🔥 Strengthen capability and position Chief Auditor and staff to report directly to the Board of Directors.



CHIEF ADMIN OFFICER (CAO)





- 💧 Cross organizational service functions. Position is found in many water utilities and similar organizations.
- 💧 Human Resources, Information Tech, Safety, Security, Risk Management, Emergency Management, Continuous Improvement and Real Estate Administration.
- 💧 Separate slide to discuss Continuous Improvement.
- 💧 Pulls in IT from CFO, Sfty/Security/RM/EM from eliminated Dep Dir of Security, HR from eliminated Dep Dir of HR/Admin.

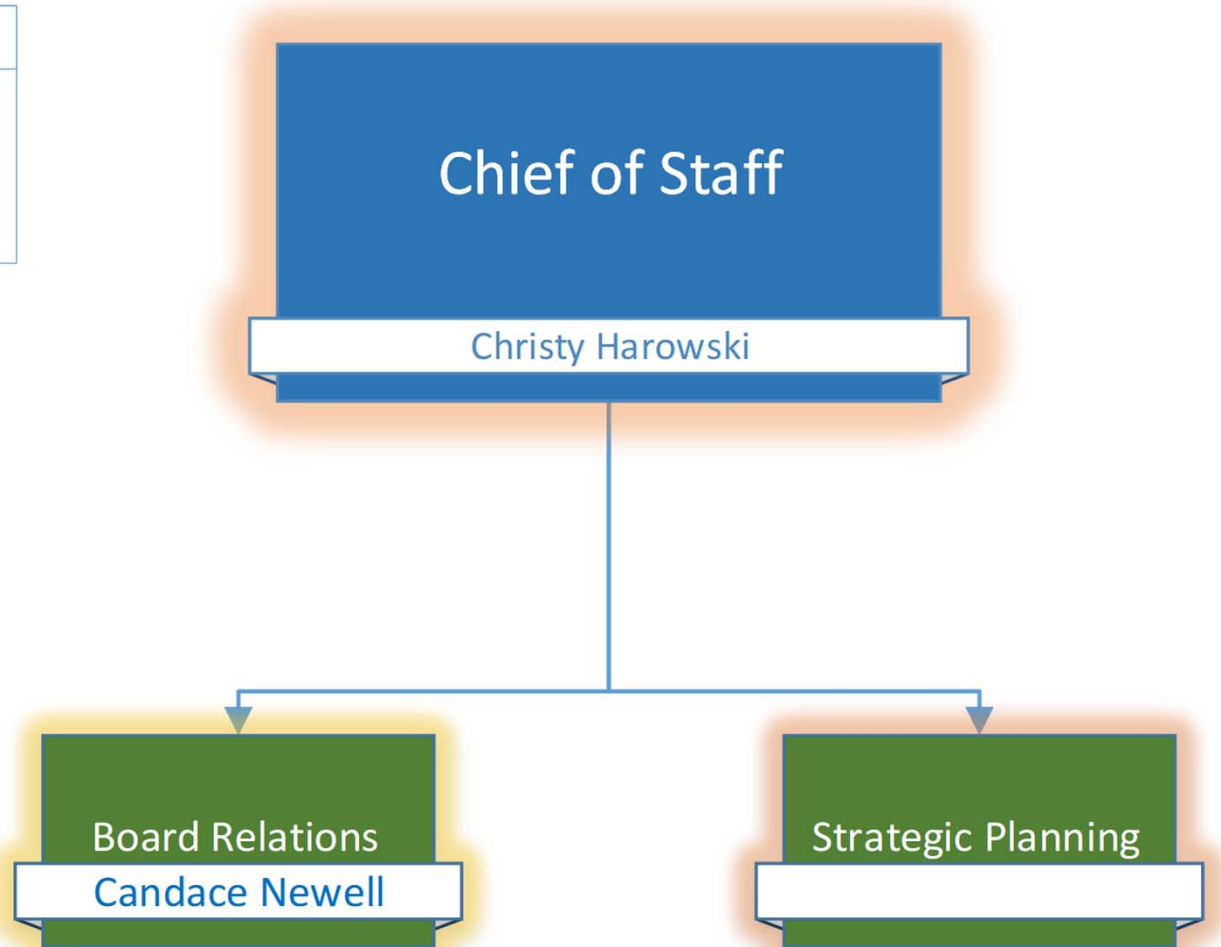


CHIEF OF STAFF (CoS)



- 🔥 Reports directly to ED
- 🔥 Extends capacity and increases the external outreach, oversees government and board relations for the ED.
- 🔥 Meshes strategic planning with external stakeholders and internal requirements.
- 🔥 Leads/directs various special projects as assigned by ED.
- 🔥 Common in utility orgs, C-suites in many private and public sector organizations.
- 🔥 Currently a consultancy funded by GNOF.

Highlight Key	
	Newly created position
	Position relocated to present position



CHIEF OF CUSTOMER SERVICE (CCS)



- 🔹 Top customer advocate- reports directly to ED.
- 🔹 Elevates and customer service to a C-suite function/top priority.
- 🔹 Exists in this form in nearly all water utility organizations.
- 🔹 Works across the utility to drive policy improvements funding opportunities designed to improve the customer experience.
- 🔹 Current customer service functions pulled from CFO to create separate elevated entity.

Highlight Key



Newly created position



Position relocated to present position

Chief Customer Service Officer

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graph TD; C[Chief Customer Service Officer] --> B[Billing and Collection  
Tiffany Julien]; C --> C1[Call Center  
Gabriel Bordanave]; C --> M[Meter Reading  
Veronica Carter];
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Billing and Collection
Tiffany Julien



Call Center
Gabriel Bordanave

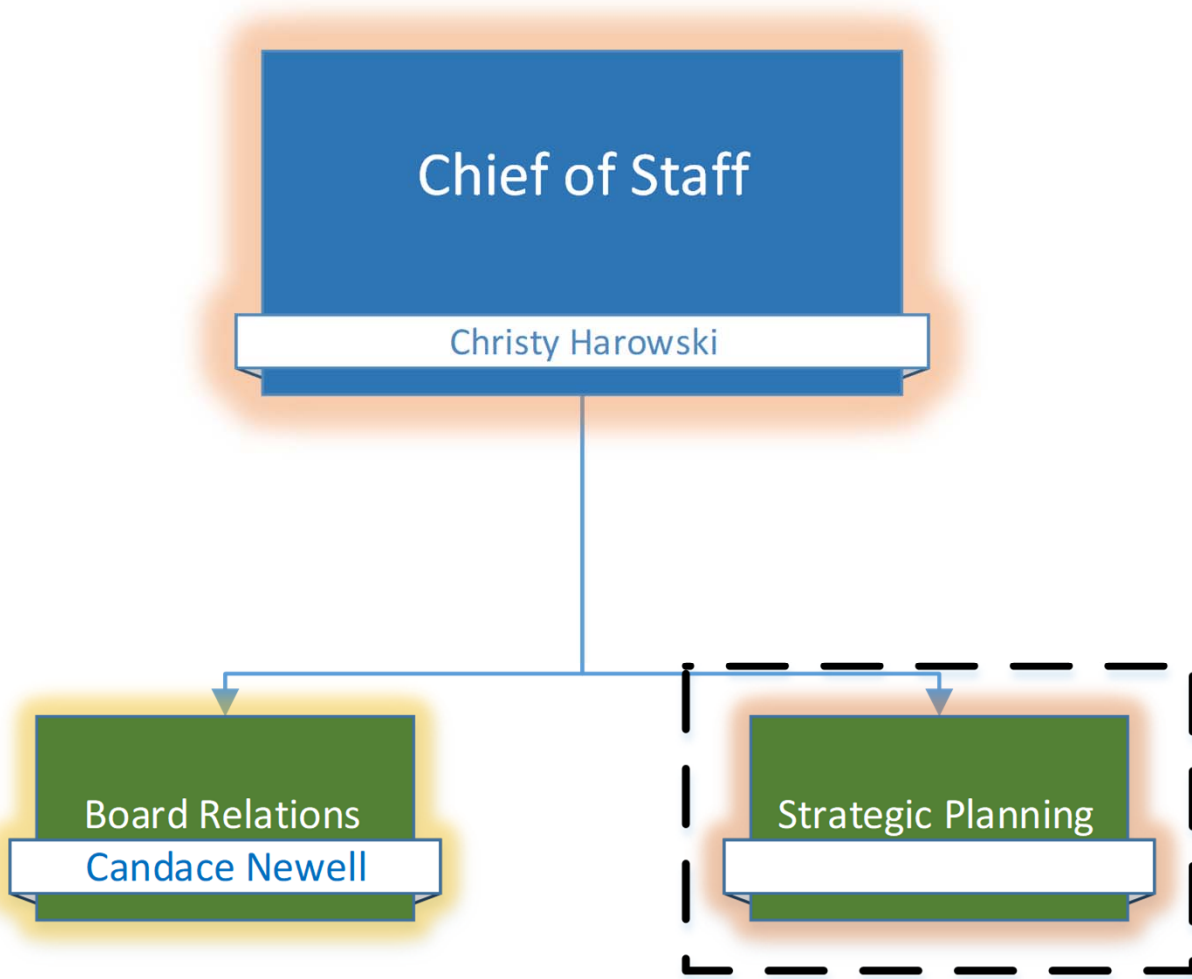
Meter Reading
Veronica Carter

DIRECTOR OF STRATEGIC PLANS



- 💧 Reports to Chief of Staff.
- 💧 Leads organizational effort to develop master plans and other strategic plans and initiatives.
- 💧 Facilitates strategic dialog with stakeholders, applies standardizes strategic planning tools across the organization.
- 💧 No current organic capability or capacity to conduct strategic planning at the levels required for an org w/100+ year old infrastructure.

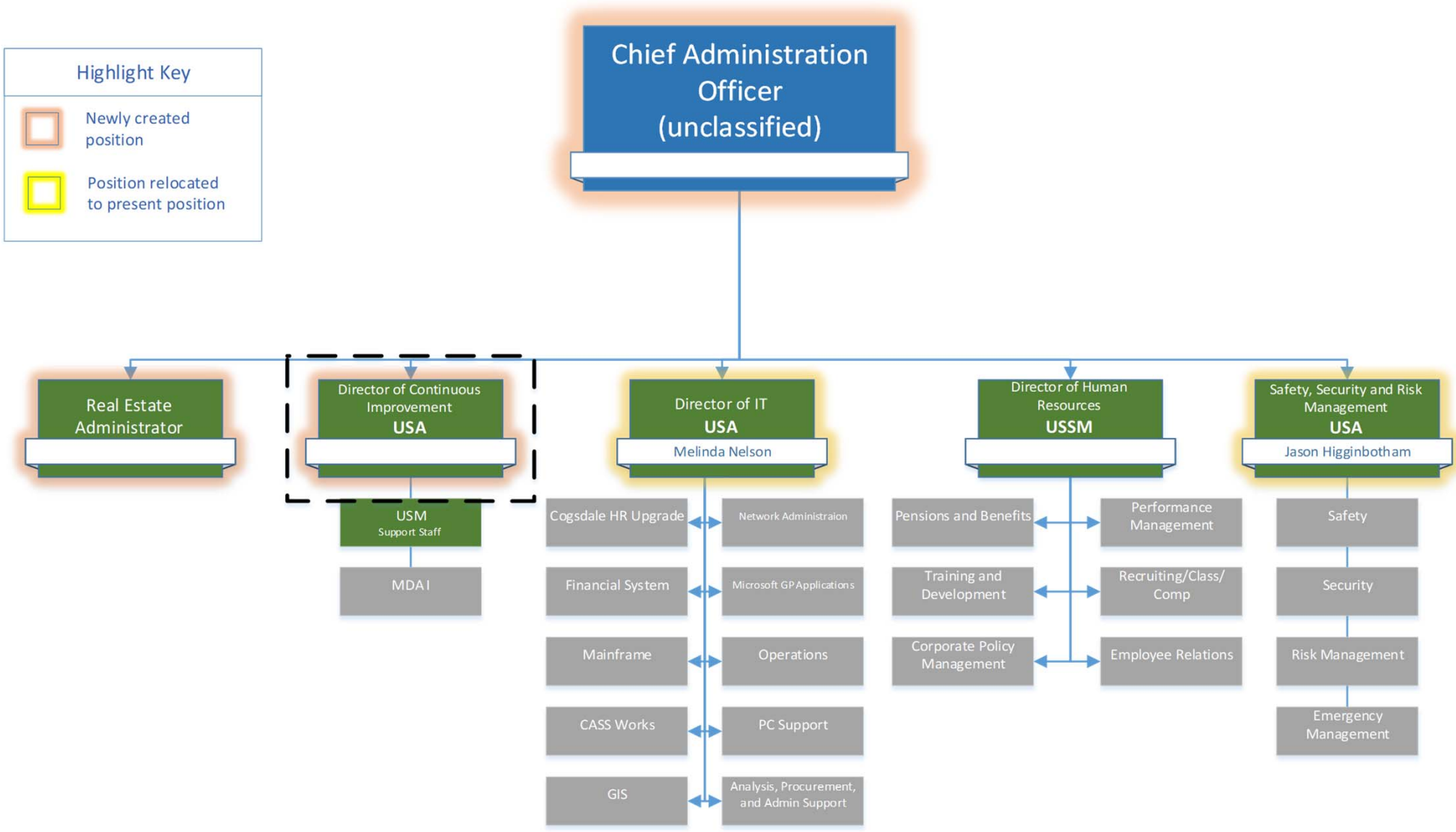
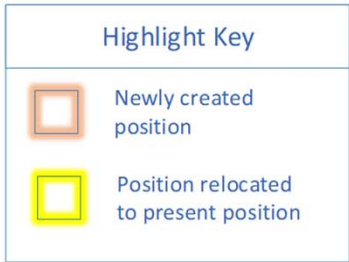
Highlight Key	
	Newly created position
	Position relocated to present position



DIR OF CONTINUOUS IMPROVEMENT



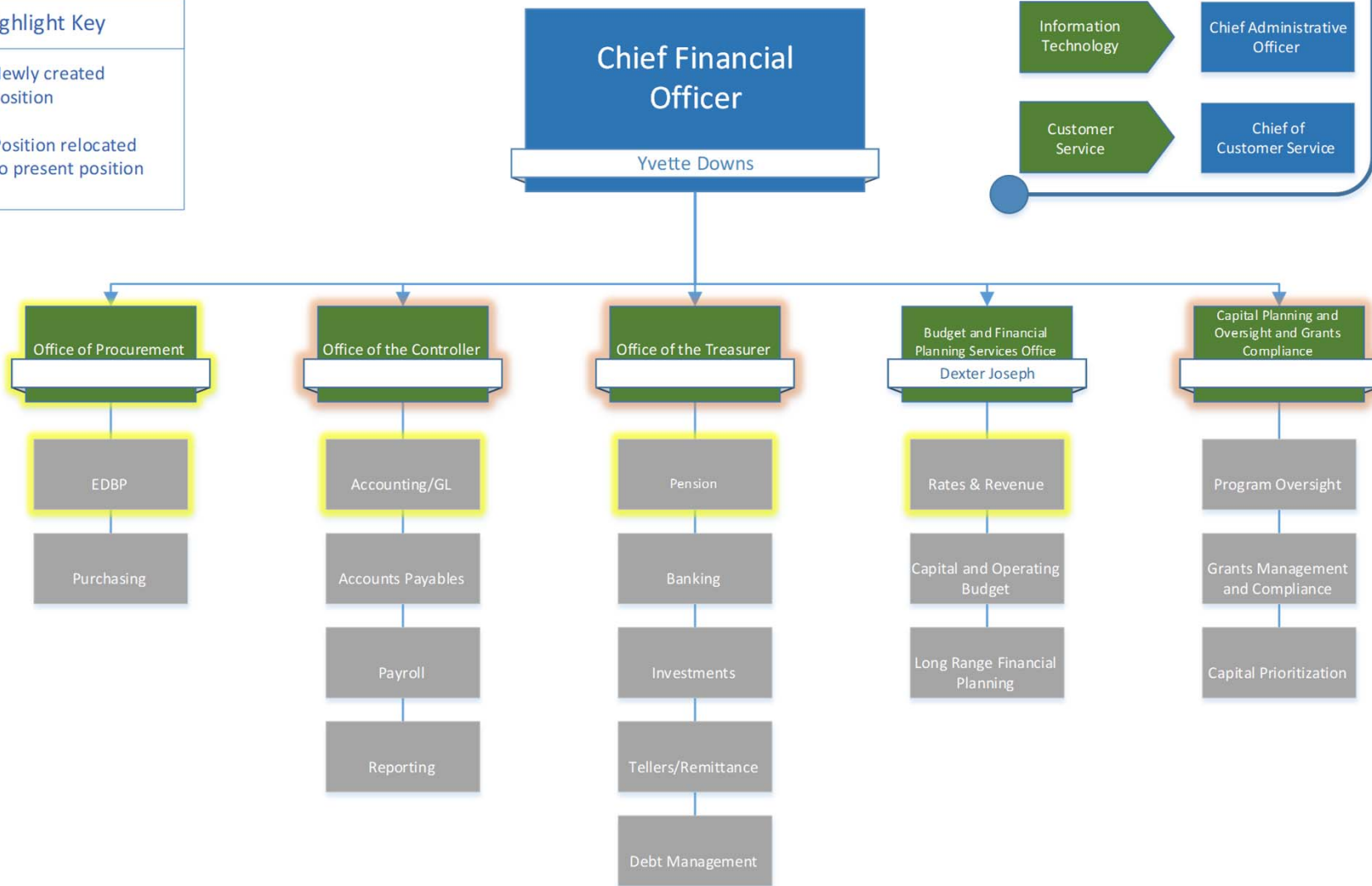
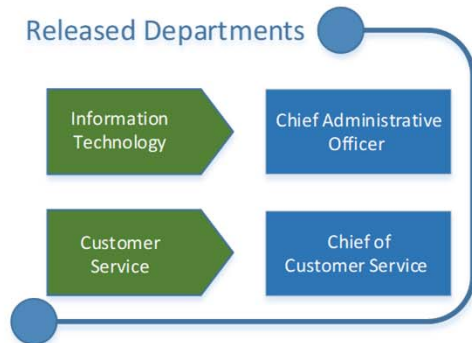
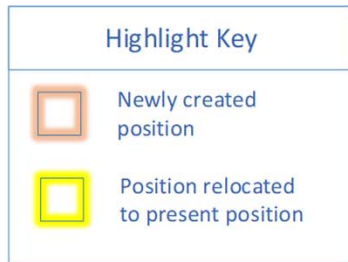
- 💧 Reports to CAO
- 💧 Introduces LEAN and Six Sigma methodology and programs to the organization.
- 💧 Best practice in many water utilities and commonly found in similar high performing operational and manufacturing organizations.
- 💧 Sometimes referred to as performance integration or quality.
- 💧 Leads continuous improvement program and efforts to refine/standardize processes and procedures.
- 💧 No current effort or organic expertise in this area.



OTHER MOVEMENTS/CHANGES



- 💧 Old Deputy Director of Logistics position/org dissolved. Procurement function moved intact into CFO. Support Services function moved intact into GSO.
- 💧 Chief Auditor and Audit Division moved “above the line” as a direct report to the Board of Directors, and a “dotted line” relationship with the Executive Director.
- 💧 Board Relations remains “above the line,” but reports to Chief of Staff.
- 💧 Real Estate Administrator (classified position) added to CAO organization.



Highlight Key



Newly created position



Position relocated to present position

General Superintendent

Robert Turner

Engineering & Construction

Ron Spooner

Operations

Eric Labat

Support Services

John Wilson

Permits

Program Management - JIRR
Rick Hoffer

Facilities Maintenance
Eric Mancuso

Networks
Fred Tharp

Plumbing
Jay Arnold

Environmental & Regulatory Compliance
Ann Wilson