



DATE: 01/15/2025      TIME: 10:00 a.m.      LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | Tamika Duplessis, Ph.D. | Joseph Peychaud |  
| Maurice Sholas, M.D., Ph.D. | Chadrick Kennedy |

# Operations Committee Meeting Agenda

## PUBLIC MEETING

All meetings are open to the public, and we encourage your attendance.  
Those interested can join in person or virtually.

**Join In-Person:** Executive Board Room, Second Floor  
625 St. Joseph St., New Orleans, LA 70165

**Join Virtually:** <https://www.swbno.org/BoardMeetings>

E-Public comments will be accepted via <https://www.swbno.org/BoardMeetings>.  
All e-public comments must be received at least 2 hours prior to the meeting. Comments  
will be read verbatim into the record.

## I. Roll Call

## II. Presentation Items

- A. People Plan Update – Executive Director, Ghassan Korban and Jamie Parker, Director of Planning & Strategy
- B. Smart Meter Billing Update and Plan to Address Delinquencies – Susannah Kirby, Interim Chief of Customer Service Officer
- C. 2025 SWBNO Holiday Calendar Schedule - Admiral Dave Callahan, CAO

## III. Action Item

- A. Resolution (R-033-2025) 2025 SWBNO Holiday Schedule

## IV. Public Comment

## V. Adjournment