



# ***The Sewerage & Water Board***

## **OF NEW ORLEANS**

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May 9, 2023

The Strategy Committee met on Tuesday, May 9, 2023, in the Executive Boardroom.  
The meeting convened at approximately 9:30 AM.

### **1. ROLL CALL**

Present:

Director Robin Barnes, Chair

Director Lynes Sloss

Director Janet Howard

Director Maurice Sholas

Director Alejandra Guzman

Absent:

### **2. PRESENTATION ITEMS**

Director Barnes informed the committee of the Smart Meter Public Relations Engagement presentation and turned it over to Interim Communications Director Grace Birch. Ms. Birch introduced Karen Snyder of Katz & Associates and Michelle Ganon of MFG Consulting. Katz & Associates will be working with the SWBNO Smart Metering team to get ahead of the lead and copper service line regulations of 2024. This will work to ensure the messaging will be consistent and is in alignment with customer and stakeholder best interest.

Ms. Snyder gave a detailed overview of who K&A is and what they plan to offer to the SWBNO smart meter initiative to ensure there is clear understanding and one united voice. K&A's first 100 days will be to listen, learn and engage, establish communication foundations, and build and refine. K&A and SWBNO staff addressed the committee's concerns with timing of smart meter rollouts and possibilities of lead introduction to assure consistent communication and proactivity will take place.

### **3. DISCUSSION ITEM**

Chief of Staff Christy Harowski gave an update to the committee of the state legislative session in reference to legislative bills that may impact Sewerage and Water Board of New Orleans.

### **4. PUBLIC COMMENT**

None.

There being no further business to come before the Strategy Committee, Director Barnes asked for a motion to adjourn. Director Howard moved to adjourn. Director Sholas seconded. The motion carried. The meeting adjourned at approximately 10:35 AM.

Respectfully submitted,

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Robin A. Barnes, Chair