



625 St. Joseph Street
New Orleans, LA 70165
504.529.2837 or 52.WATER

November 13, 2024

The Strategy Committee met on Wednesday, November 13, 2024, in the Executive Boardroom. The meeting convened at approximately 10:02 a.m.

Present:

Director Robin Barnes

Director Maurice Sholas, PhD, M.D.

Director Tyler Antrup

Non-Member:

Lynes R. Sloss

Members Absent:

Director Janet Howard

Jamie Parker, Director of Planning & Strategy gave a summary of her role & objectives. Jamie is heavily involved in strategic planning, implementing, and the People Plan, which is a multi-year workforce study. Jamie stated the strategic plan is ongoing and will be pursuing leadership to review and discuss the extensive list of recommendations offered by the employees. In addition, Jamie revealed she has a background in Law and policies. She looks forward to next year as the utility will reconvene in 2025 to examine and celebrate the successes and accomplishments of the plans that have gone forth.

PRESENTATION ITEMS

Chris Bergeron, Senior Engineering Division Manager, gave a status update on CDM Smith, the managing company supporting the Water Quality Treatment project. CDM Smith's objective and focus is tailored to the water inside, treatments, and pumping. Chris delivered the committee with a comprehensive outline of the water quality master plan. Several key components were highlighted: Water Treatment Alternatives Development, Development of 5- and CIPs, and Preliminary Design Development. The Finished Drinking Water Compliance Monitoring Evaluation was delivered. Also, the Corrosion Control Assessment study has been completed. The saltwater intrusion impact assessment has set up 24 individual pipe-loops for study. The facilities operational assessment and optimization field and bench testing has been completed. Within the scope of the CIP, the utility will utilize a multi-criterial decision analysis process to prioritize capital improvement. Scheduled milestones are forecasted through the end of 2025.



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Meagan Morvant, Strategic Communications Coordinator, HDR Inc., discussed the new online account experience. The customer portal / customer online account process is scheduled to roll out Friday, Nov. 15th. SWBNO is upgrading all online customer accounts and customers must take action to sign up. Upon account activation, the customer can navigate through the site. The customer billing portal is user friendly; offering a host of features that allows the users to access the pay online, meter read, bill history, and the option of linking multiple accounts to one profile. In addition, the smart meters unlock useful benefits with access to hourly water usage, early leak detection, and customized alert options, along with additional features. Meanwhile, customer service is preparing for in-person training to begin Oct. 10th and outreach strategy to launch Nov. 15th.

PUBLIC COMMENT

No public comment

ADJOURNMENT

There being no further business to come before the Strategy Committee, Director Barnes moved to adjourn. Director Sholas seconded. The motion carried. The meeting was adjourned at approximately 11:02 a.m.