



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

November 19, 2024

The Operations Committee met on Tuesday, November 19, 2024, in the Executive Boardroom. The meeting convened at approximately 9:00 a.m.

Present

Director Janet Howard, Chair
Director Maurice Sholas, PhD, MD
Director Chadrick Kennedy

Members Absent

Director Tamika Duplessis, PhD
Director Joseph Peychaud

Non-Members Absent

Director Lynes R. Sloss

PRESENTATION ITEMS

- A. Billing update – Susannah Kirby, Interim Chief Customer Service Officer presented an update on the following: Update on HGI, Third-Party Bill Dispute Administrator.

Legislation Item - Fixed rate billing began in October 2024. Customers can opt in the program until a smart meter can be to their residence.

Currently, there are 354 customers enrolled in the program. Letters were sent to approximately 70k customers, both residential and commercial accounts, with mechanical meters.

Estimated billing: will be prohibited from estimating utility services beginning January 2025.

Arbitration Program: 2 arbitrators appointed to review and resolve account disputes for residential and commercial customers.

Drainage Consolidation: awaiting formal commitment with the City to establish a contract with CEA for 2025.

Connections Process: will continue to track and manage delinquent accounts.

Disconnections will be scheduled at 60-70 days, as a reference point.

Board of Directors: Hon. LaToya Cantrell, President, Lynes R. Sloss, President Pro Tempore, Hon. Freddie King III, Robin Barnes, H. Davis Cole, Janet Howard, Chadrick Kennedy, Joseph Peychaud, Tamika Duplessis, Ph.D., Maurice Sholas, M.D., Ph.D., Tyler Antrup



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Customer Service Excellence & Stakeholder Engagement: Customer Service has implemented new innovative technology, processes to improve its culture, billing program, call center and on-going training.

- B. People Plan Update - Jamie Parker, Director of Planning & Strategy, is continuously seeking perspective and insight from SWBNO employees who are the driving force to outline improved work policies & practices. The analysis is being conducted under focus group sessions, surveys, outreach and engagement. We are completing studies that are conducted & supported by foundations and consulting groups. The plan also focuses on recruitment, retention, career development, compensation, etc.

The People Plan Process: We are not only analyzing a path forward, but examining utility competitors, policies, and operations to evaluate solutions for SWBNO.

Assess Workforce Model: examining the characteristics of policies and practices of HR and the Civil Service Department and commission. A Steering committee was created to guide studies & surveys to identify challenges and opportunities for improvement.

Employees & Stakeholders: Participates in utility-wide and engagement activities to share proposed path forward with employees and gauge support.

Provide updates on the progress of SWBNO BOD and other internal/external stakeholders.

PUBLIC COMMENT

No public comment

ADJOURNMENT

There being no further business to come before the Operations Committee, Director Howard moved to adjourn. Director Sholas seconded. The motion carried. The meeting was adjourned at approximately 10:02 a.m.