

Customer Advisory Committee

March 21, 2022





March Updates

1. Strategic Plan Update
2. Customer Service & Stakeholder Engagement
3. Financial Stability
4. Technology Modernization
5. Infrastructure

Strategic Plan

- Distributing printed copies to employees and key stakeholders
- Developing an online dashboard for tracking implementation progress
- Implementation Working Groups are meeting regularly to begin reporting progress



STRATEGIC FRAMEWORK

Vision

To be a model utility that earns and holds the trust and confidence of our customers, community, and partners through reliable and sustainable water services.

Mission

Our team of experts serves the people of New Orleans and improves their quality of life by reliably and affordably providing safe drinking water; removing wastewater for safe return to the environment; and draining stormwater to protect our community.

Core Values

The SWBNO Team is committed to making these shared values our reality.

We are:

Customer Focused
Accountable
Safety Minded
Transparent and Honest



FOCUS AREAS



Financial Stability

Practice strong fiscal stewardship and ensure timely revenue recovery while balancing affordability with investments necessary to deliver critical services



Technology Modernization

Modernize technology and system integration to improve reliability and efficiency of operations and enhance customer service



Workforce Development and Enrichment

Support and develop a high-performing team that is skilled, committed, inspired, rewarded, engaged, and accountable



Customer Service Excellence and Stakeholder Engagement

Continuously meet and exceed the service needs of our customers and proactively communicate and engage stakeholders



Infrastructure Resiliency and Reliability

Improve efficiency and resiliency of current and future infrastructure by leveraging partnerships and innovative approaches to funding and sustainable design



Organizational and Operational Improvement

Optimize organizational structure, alignment, and capacity to ensure safe operations and efficient service delivery

GOALS

1. Optimize capital and operational spending
2. Enhance budget development and management processes
3. Improve timely revenue realization/recovery and leverage new and alternate revenue sources
4. Enhance affordability programs to better meet community needs

5. Identify and update critical/core technology software solutions and resources
6. Enhance cybersecurity and technology systems resiliency
7. Improve adoption and integration of current and new technology systems

8. Evaluate workforce model options, including Civil Service and others, and determine an appropriate approach for SWBNO
9. Enhance resources for employee training and development
10. Motivate and train supervisors and leaders to improve employee and team performance
11. Strengthen internal communication and information sharing to increase collaboration across departments
12. Improve knowledge capture, transfer, and succession planning

13. Foster a culture of customer service throughout the organization
14. Expand convenience systems and capabilities to improve self-service options for customers
15. Elevate core customer service delivery performance
16. Advance proactive communication and outreach programs

17. Shift maintenance planning and workflows from reactive to preventative through comprehensive asset management
18. Replace and renew aged infrastructure using integrated approaches
19. Successfully deliver all critical capital improvement projects by improving collaboration with project partners
20. Develop long-range system master plans to renew infrastructure incorporating community vision, green infrastructure, and climate adaptation

21. Evaluate and modify organizational structure and staffing levels
22. Enhance and elevate safety of culture
23. Implement programs and training related to change management, process standardization, and continuous improvement
24. Develop and share organizational performance metrics internally and externally

RESULTS

- + Fewer capital project change orders
- + Lowered aged accounts receivable
- + Reduction in unbilled (non-revenue) water
- + Increased utilization of assistance programs

- + Increased customer self-service utilization
- + Increased customer service efficiency
- + Fewer billing errors
- + Increased employee adoption of core technology systems

- + Increased workforce productivity
- + Reduction in open positions
- + Increased and improved employee training
- + Increased employee morale

- + Reduction in customer complaints
- + Increased customer service first call resolution
- + Increased customer satisfaction rating
- + Increased social media interactions
- + Improved positive media sentiment

- + Increased time spent on preventative maintenance
- + Increased feet of pipeline replacement
- + Fewer water main breaks
- + Fewer sewer overflows
- + Increased number of green infrastructure projects

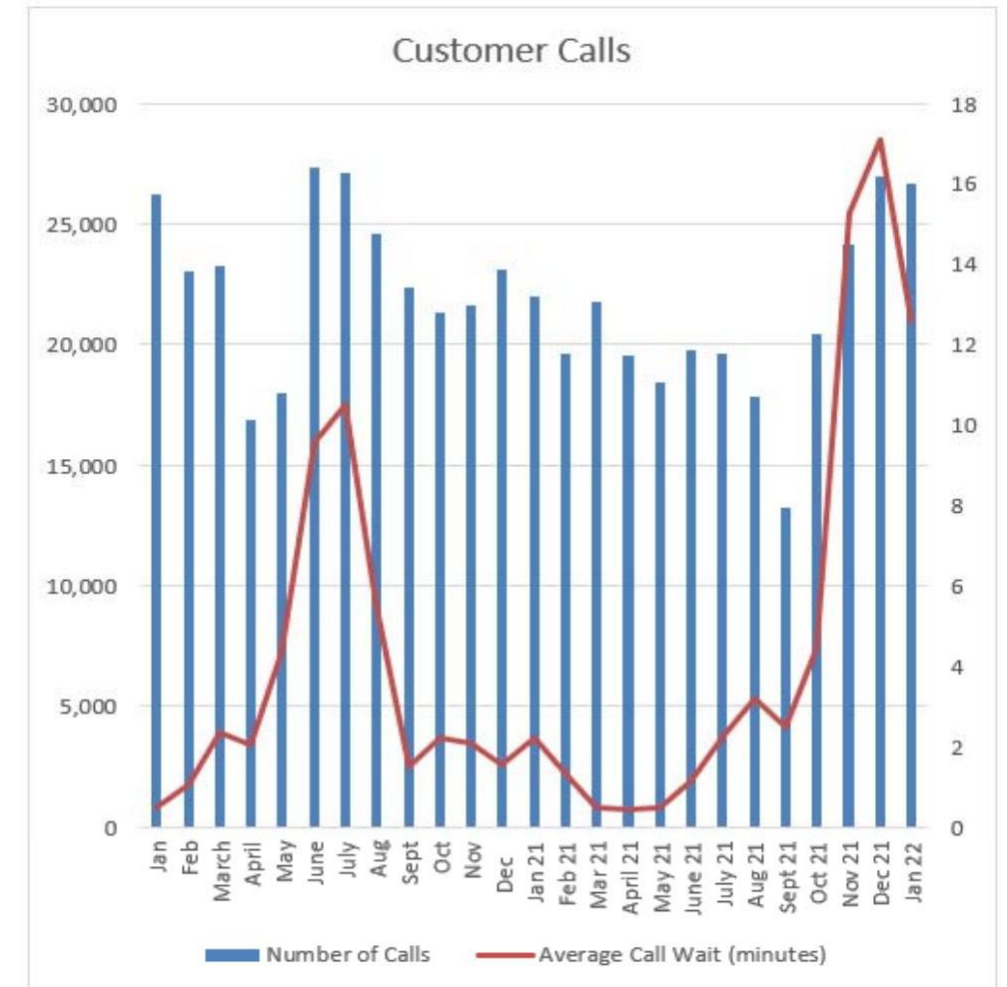
- + Improved service delivery
- + Fewer workforce accidents and injuries
- + Increased number of specific operational process improvement projects



Customer Service

Return to Delinquent Bill Payment and Shutoff Policies

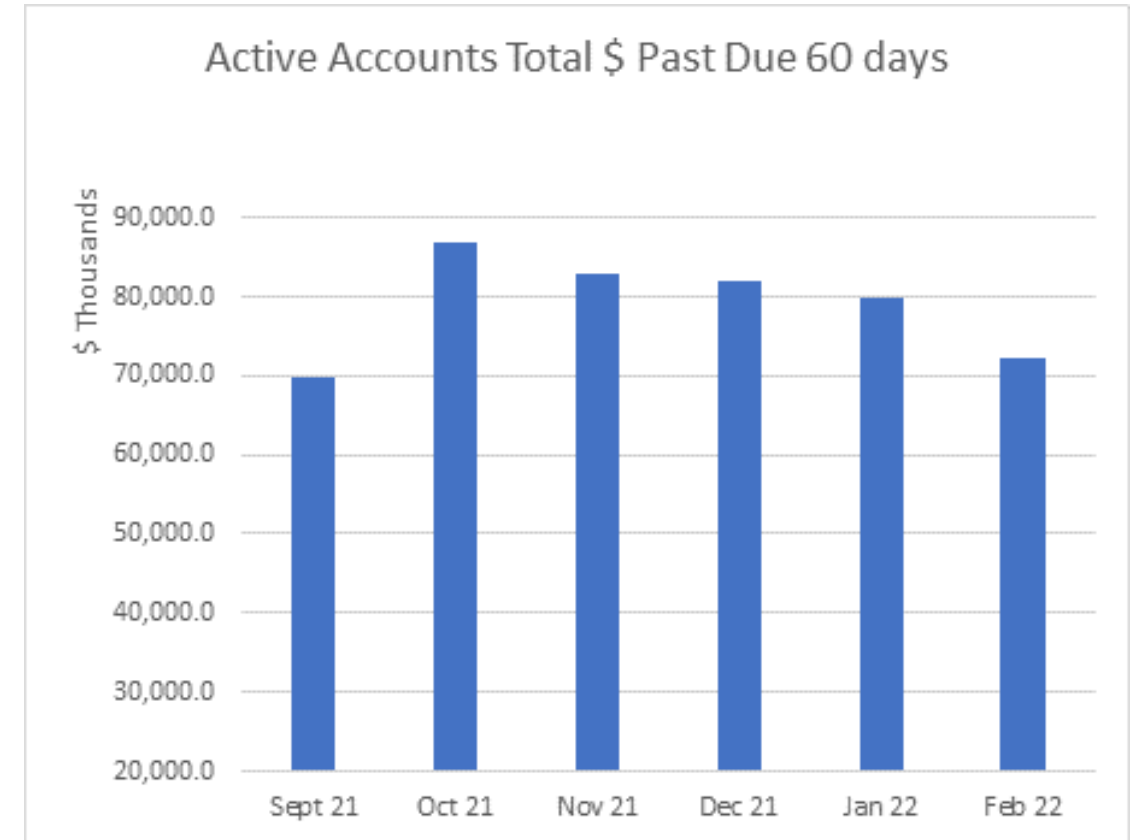
- Surge in demand for Customer Service
 - Over 44,000 customer interactions in January
 - 4,983 new payment plans in 2022.
- Challenges in Call Center and Field Staffing
 - 36 of 60 positions filled in Meter Reading
 - 14 of 30 positions filled in the Call Center





Financial Stability

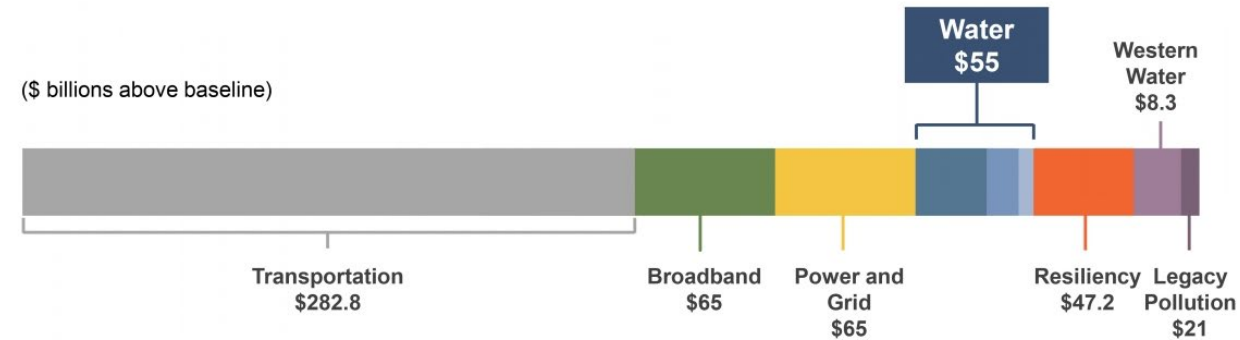
- Aged receivables have declined in each of the last four months decreasing by \$14.3m since last Fall
- Steps are underway to hire a full-time employee within our Project Delivery Unit to focus on grant writing and pursue alternative sources of revenue





Infrastructure Act (IIJA/BIL)

- Funds will largely come through existing programs like State Revolving Loan Programs
- Many will be forgivable or have more favorable terms than usual





Infrastructure Act (IIJA/BIL)

SRF Funding Program	Total Funding	State Match	Additional Subsidy	Eligible for Additional Subsidy
Clean Water SRF Supplemental	\$11,713,000,000	10% in 2022 & 2023	49%	Assistance recipients that meet the state's affordability criteria or project types as described in section 603(i) of the CWA.
		20% in 2024 - 2026		
Drinking Water SRF Supplemental	\$11,713,000,000	10% in 2022 & 2023	49%	Disadvantaged Communities
		20% in 2024 - 2026		
Clean Water Emerging Contaminants	\$1,000,000,000	0%	100%	No restriction
Drinking Water Emerging Contaminants	\$4,000,000,000	0%	100%	25% for Disadvantaged Communities or Public Water Systems Serving Fewer Than 25,000 Persons
Drinking Water Lead	\$15,000,000,000	0%	49%	Disadvantaged Communities



Infrastructure Act (IIJA/BIL)

- Identified over \$850 Million in priority eligible projects so far
 - Wastewater/Water Treatment Plant Replacements
 - Lead Service Line Replacements
 - Expanded Water Distribution System funds
 - Additional funding for West Power Complex projects



Technology Modernization

Software Replacement Efforts – Two Priorities:

- Replacement of Financial Information System
- Replacement Work Order and Asset Management Systems

Smart Metering Program

- Installation RFP – 7 responses received
- Implementation targeted for Fourth Quarter of this year



Infrastructure Resilience & Reliability

Green Infrastructure Project

- Groundbreaking on Bayou St. John and Orleans Ave. - Summer 2022



Site analysis of Bayou St. John Green Infrastructure Project
In partnership with Dana Brown & Associates

BAYOU SAINT JOHN GREEN INFRASTRUCTURE DEMONSTRATION PROJECT

SCHEMATIC DESIGN





Pumping and Drainage

96 out of 99 Pumps Available for Use

Drainage Pumping Station	Pump Affected	Status
DPS 6	I Pump	Out of service for mechanical issues. Pump assembly shipped to original equipment manufacturer in Wisconsin for repairs
DPS 11	E Pump	Out of service due to an oil leak; assessments being made
DPS 14	#4 Pump	Gear box repairs nearing completion; expected to return to service by end of March 2022



Power and Equipment Status

Equipment Status

Turbines available for use:

- T4
- T5
- T6

Turbine 1 out for repairs

