

# Community Advisory Committee Meeting

June 8, 2023



# Purpose of the CAC



# Introductions



# Water Academy

SWBNO 101





# What is the Water Academy?

**Goal:** Provide facts to interested community members to empower them to get involved.

1. SWBNO Overview
2. Drinking Water and Wastewater + Drinking Water Treatment Plant Tour
3. Drainage and Emergency Mode + Drainage Pump Station Tour
4. Capital Investments and Financial Stability

# Session 1: **Utility Overview**

- SWBNO Basics
- Our Systems
- Customer Service
- Recent Updates
- Careers





Join at **menti.com**  
Use code **6695 9360**

List the first three words that  
come to mind when you hear  
"Sewerage and Water Board."

Waiting for answers



# SWBNO Basics







# Strategic Plan

## 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.

## Our Values



Customer-Focused



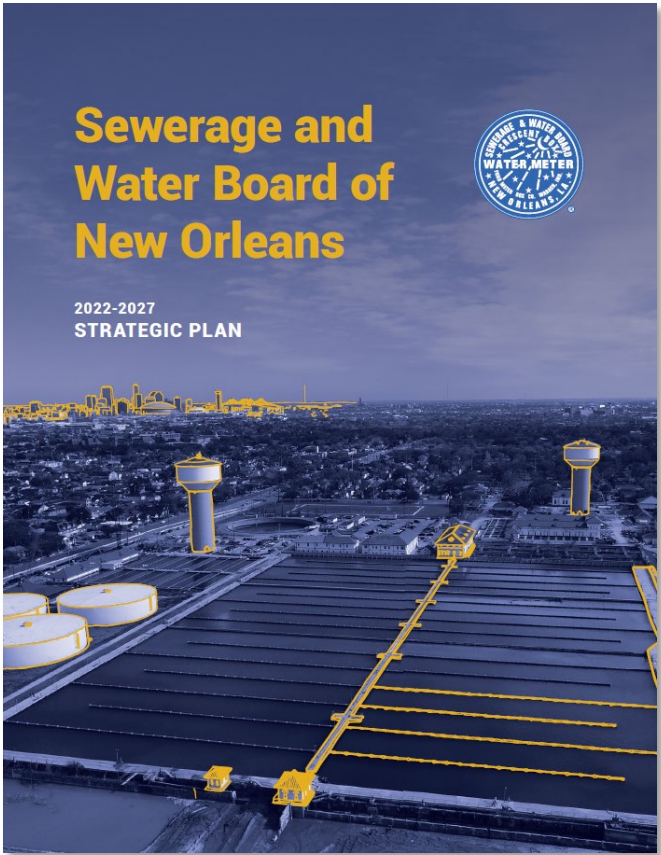
Transparent and Honest



Accountable



Safety-Minded

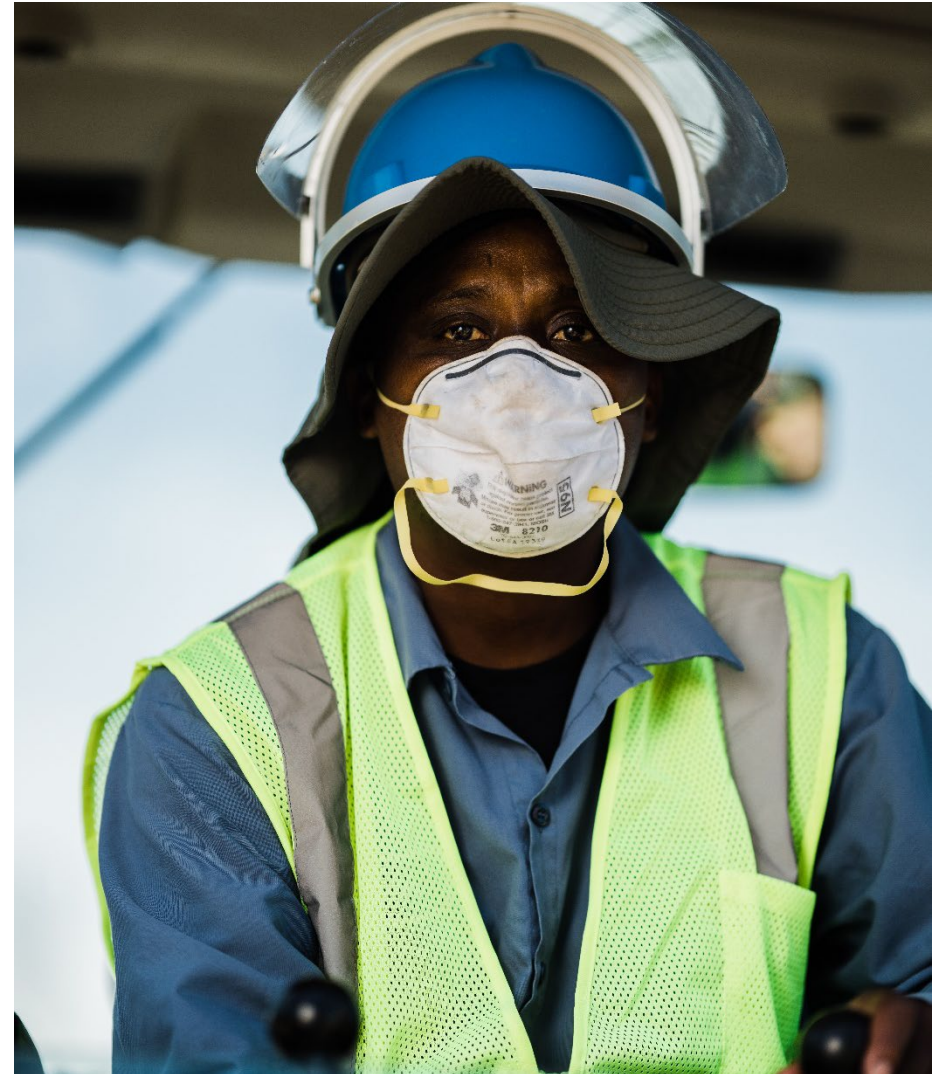


# The Basics

**≈ 1,300 employees (City Civil Service)**

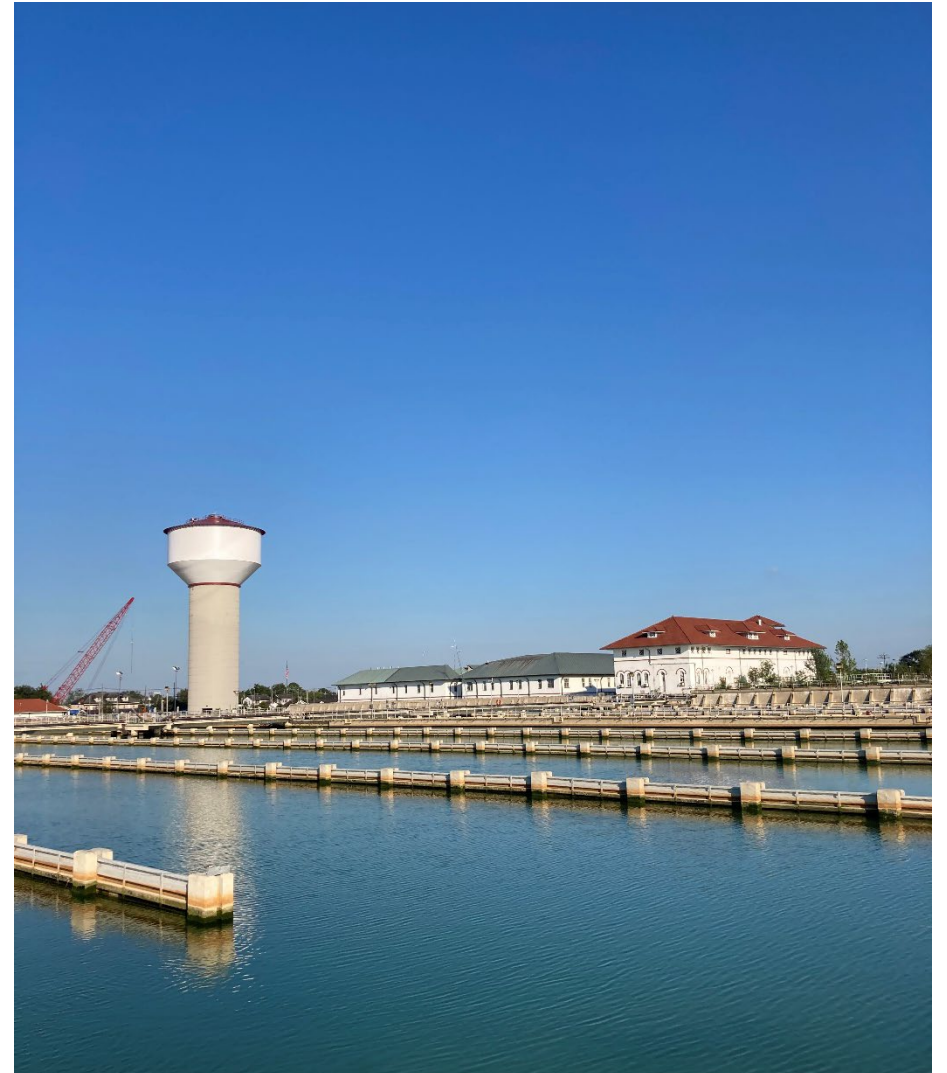
**≈ 140,000 customer accounts**

- 122,084 residential accounts
- 12,632 commercial accounts
- 30 industrial accounts



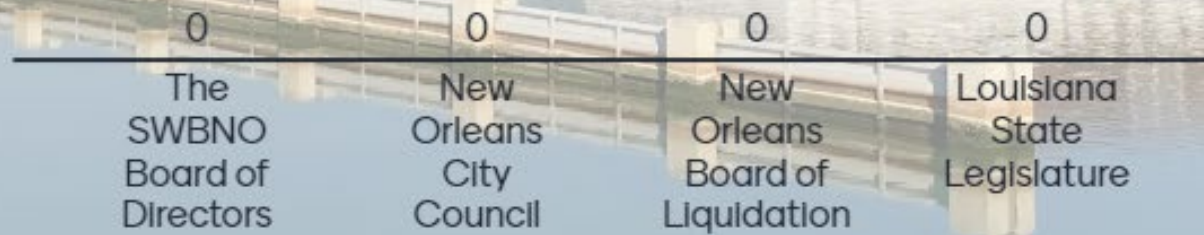
# Unique Beginnings

- **Independent public utility** – political subdivision of the State of Louisiana
- **Est. in 1899 by Louisiana Legislature**
- **Merged with the New Orleans Drainage Commission in 1903**





# Who has to approve a water and sewer rate change before it can go into effect? (Select all that apply.)





# A Complex Governance Structure

## **SWBNO Board of Directors**

- Guides the policy of the utility
- Strategy, governance, finance, administration, pension, etc.

## **New Orleans City Council**

- Receive quarterly reports on contracts and operations
- Approval power for rates and bond issuances

## **Board of Liquidation, City Debt**

- Approval power for rates and bond issuances; manages the details of bond issuances

## **Louisiana State Legislature**

- Controls governance structure

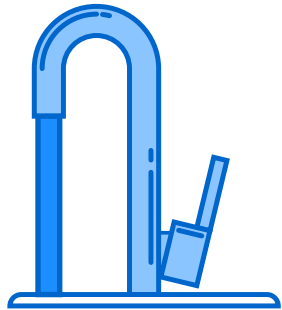
# Our Systems





# Our Systems

*A true "One Water" utility.*



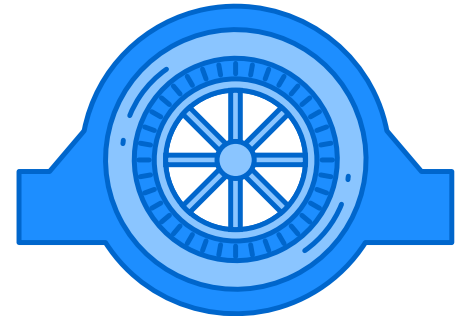
**Drinking Water**



**Sewage**



**Stormwater  
and Drainage**



**Power**





# Where does New Orleans' drinking water come from?



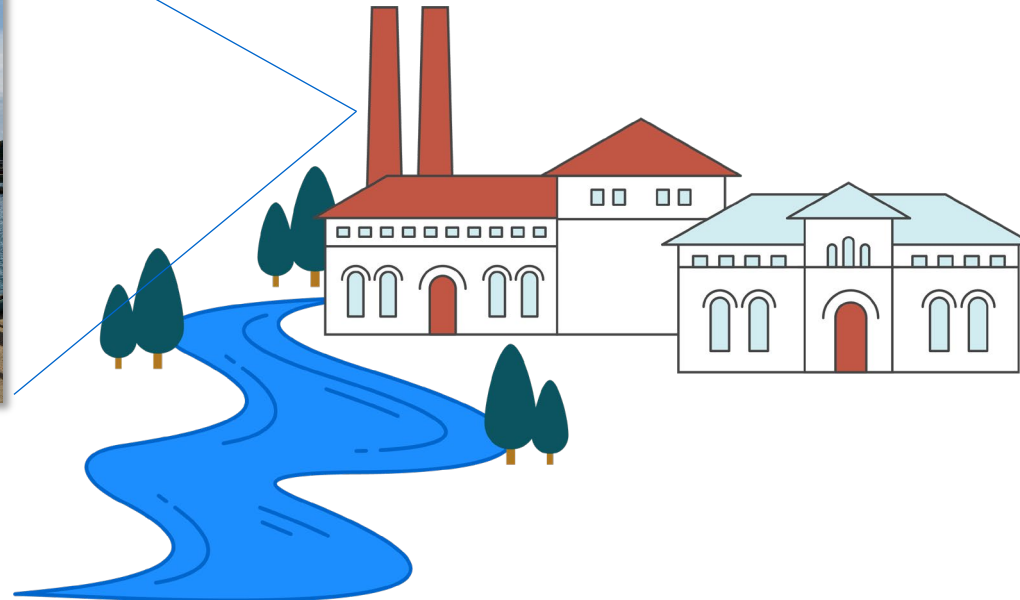


# Drinking Water

**Purpose:** *Purify Mississippi River water for city residents, businesses, and visitors.*



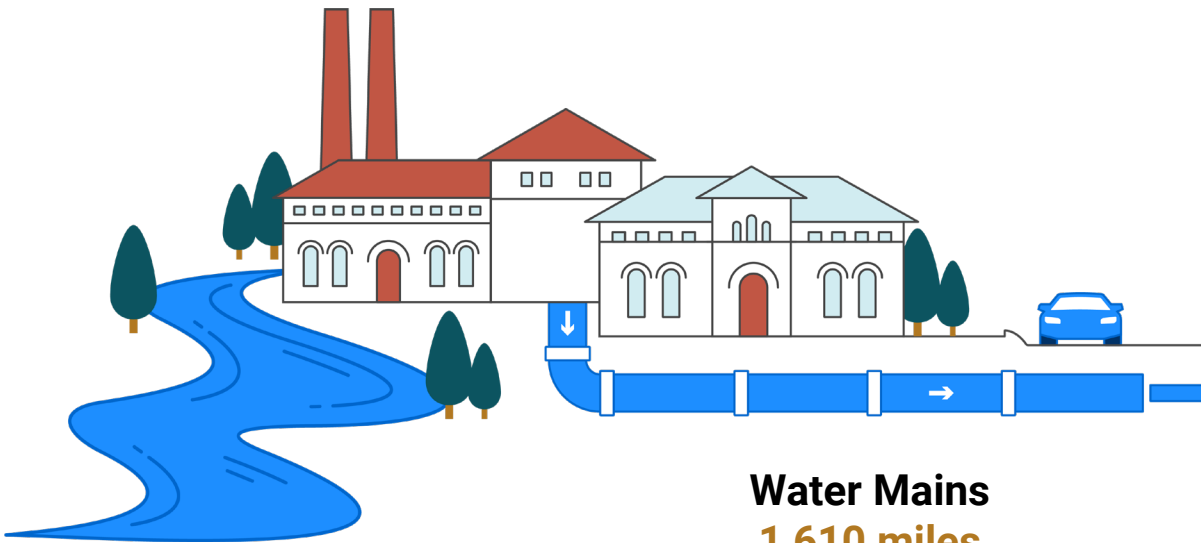
Carrollton Water Treatment Plant



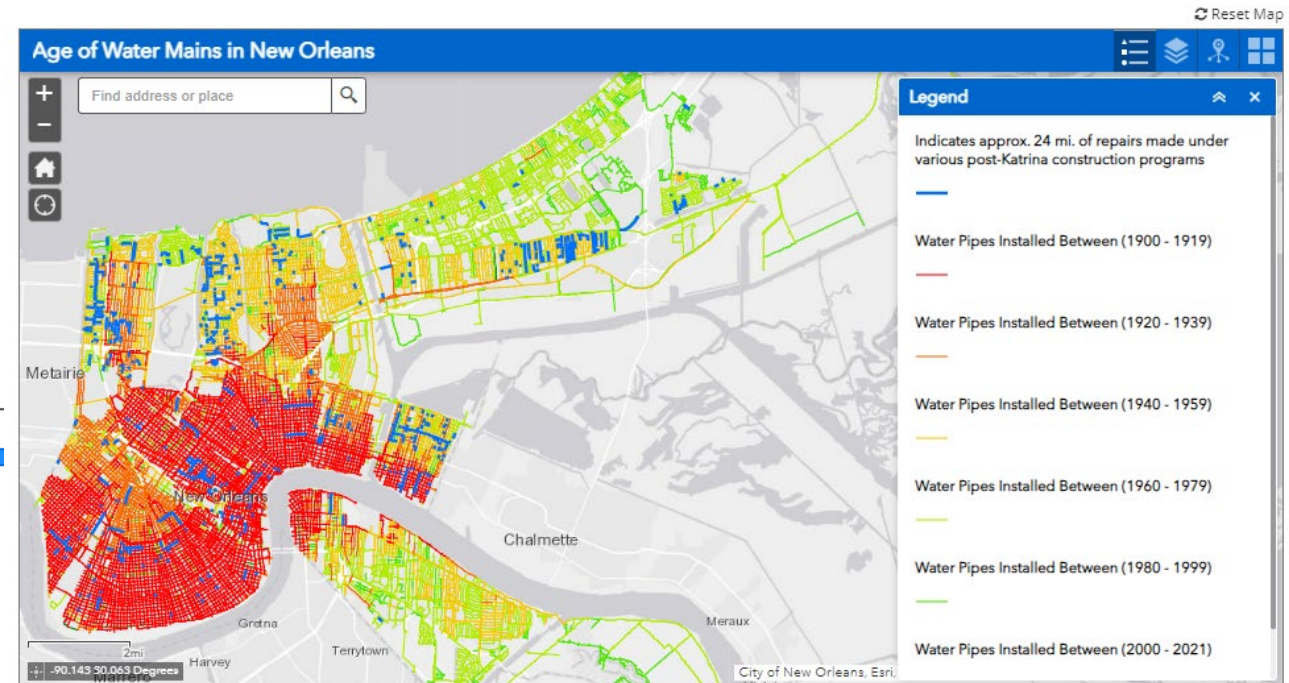
Algiers Water Treatment Plant



# Distribution System



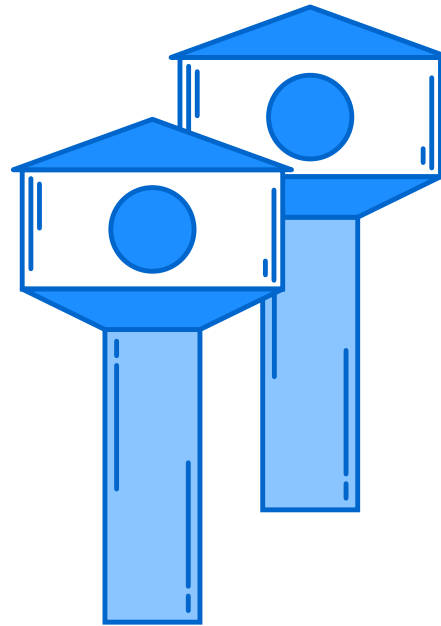
**Water Mains**  
**1,610 miles**  
(34% > 100 years old)





# Water Towers

- Store water in strategic locations
- Provide uninterrupted water pressure for 40 minutes



0

## Citywide Precautionary Boil Water Advisories

*(Some localized boil water advisories in 2022)*

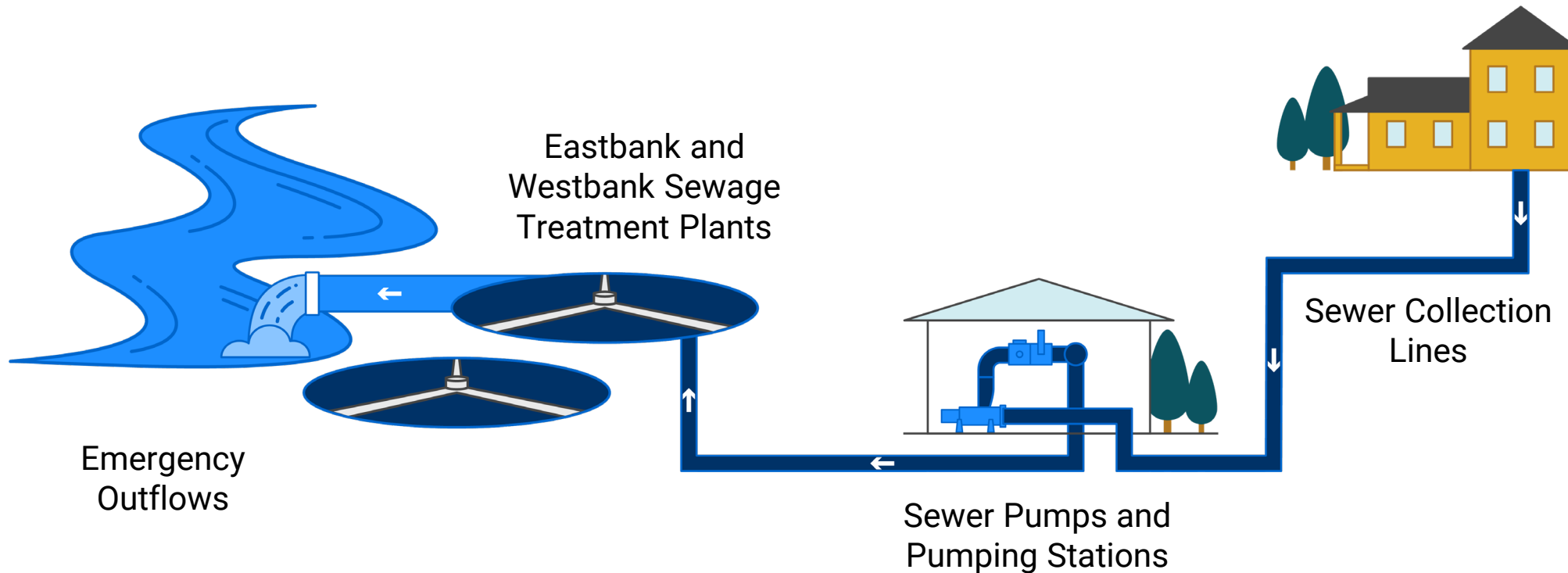


# Do you drink your tap water?



# Sewerage

**Purpose:** *Collect sewage, treat it, and return clean water to the Mississippi River.*





# Sewerage

In 2022



**\$275 M**

Water Infrastructure Finance  
and Innovation Act (WIFIA) Loan

**\$11.5 M**

in approved wastewater  
treatment plant projects

# Which of these drainage assets does SWBNO manage?



Press ENTER to show correct answer



# Stormwater and Drainage



■ **Purpose:** *Remove stormwater from the wettest big city in the U.S.*



**>170 miles**  
of drainage canals



**24** drainage pump stations

- **120** drainage pumps
- **12** underpass pump stations





# Green Infrastructure



**10**

Green Infrastructure Sites



In each major rain event, retained

**274,500 gallons of  
stormwater**

with Green Infrastructure

# Our newest power turbine was installed in...?



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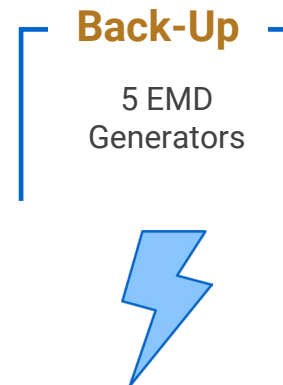
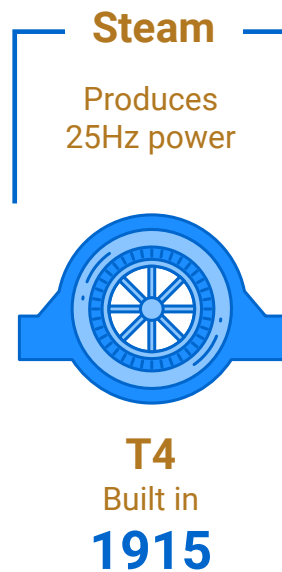
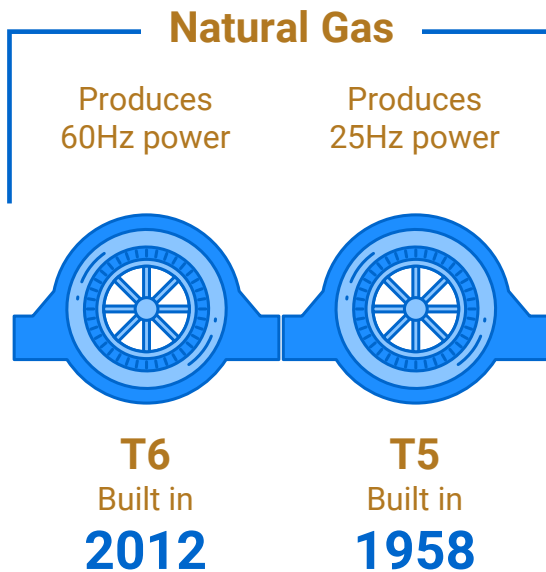
1996 2001 2012 2016



# Power

**Purpose:** *Power SWBNO water, sewer, and drainage pumps and other facilities in a primary or backup capacity*

## CURRENT INFRASTRUCTURE



SWBNO uses **frequency changer machines** to convert electrical currents from 60Hz to 25Hz.



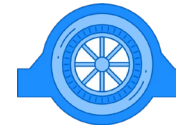


# Power Complex



## Power Complex Groundbreaking

The Power Complex will bring modern, reliable power to our system.



Three modern turbines



A power substation connected to Entergy's grid

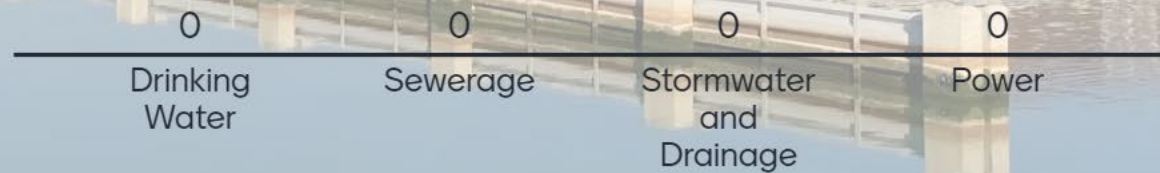


Frequency changers to convert 60Hz power to the 25Hz currents our older pumps use

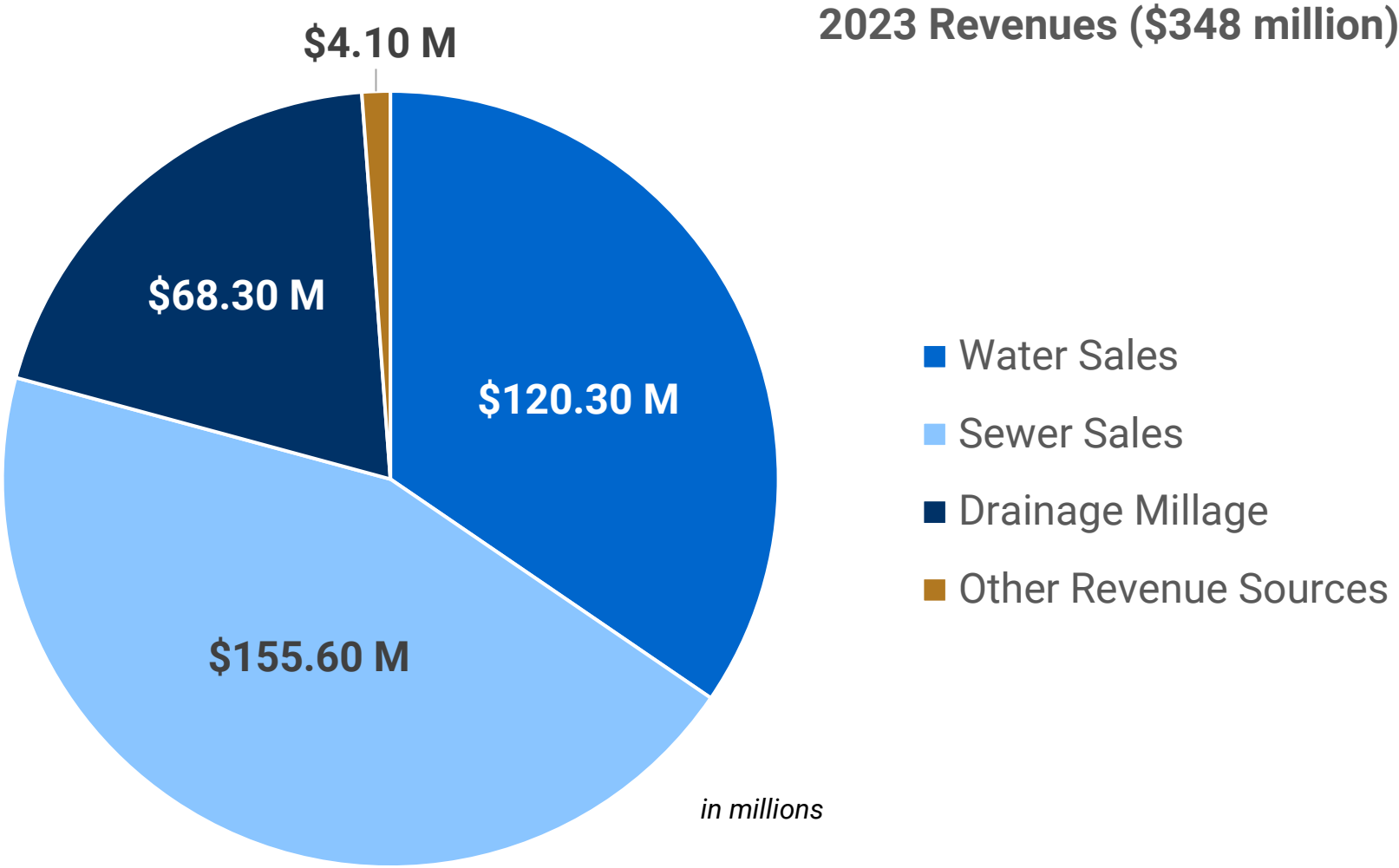
# Funding Sources



# Which systems are funded through customers' bills?



# Funding Sources



Past-due payments  
(more than 60 days)  
as of March 2023:

**\$60M**



A photograph of a water treatment plant. In the foreground, there are several long, parallel concrete channels filled with water, separated by low concrete walls. In the background, there is a large, white, multi-story building with a red-tiled roof and arched windows. To the left of the building, there is a tall, white, cylindrical water tower with a red band near the top. The sky is clear and blue.

# How much do you think you pay for 1,000 gallons?

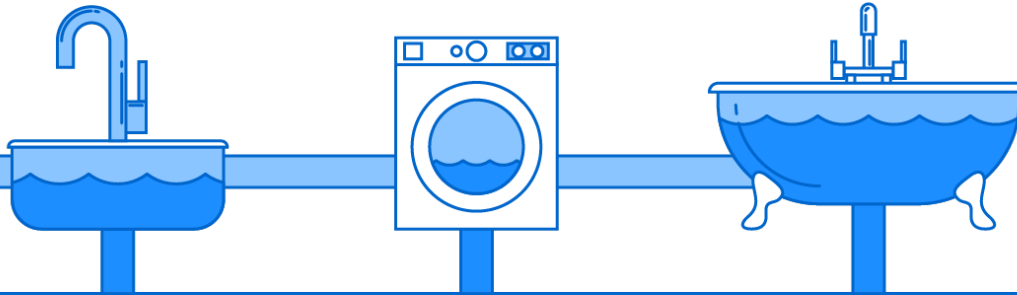




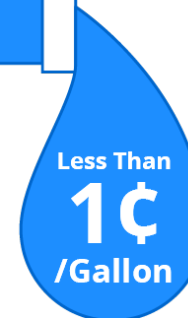
# What Am I Paying For?



**Gallons of Water In**  
*"Water Usage" on Your Bill*



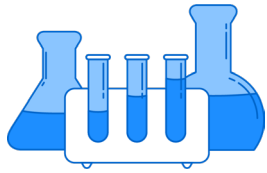
**City Sales Tax**  
*Varies with Monthly Use*



**Gallons of Sewage Out**  
*"Sewage Volume Charge" on Your Bill*  
*Based on Gallons of Water In*



# What Am I Paying For?



## State Dept. of Health Water Quality Testing

*"Safe Drinking Water" on Your Bill*

**\$1.00**



## Trash and Recycling Pickup

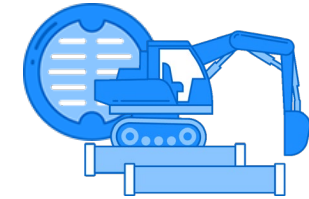
*"Residential Sanitation Charges" on Your Bill*

*Payment Collected on behalf of City Sanitation*

**\$24.00**

**"Ready to Serve"**  
**Essentials**  
*Minimum Bill for All  
Customers*

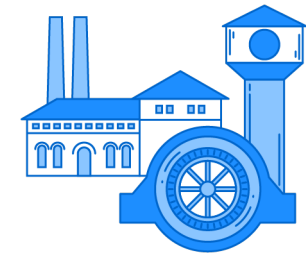
**\$58.56**



## Sewer Infrastructure

*"Ready to Serve - Sewer" on Your Bill*

**\$24.87**



## Drinking Water Infrastructure

*"Ready to Serve - Water for 3/8  
Meter" on Your Bill*

**\$8.69**



# What Am I Paying For?

**Your Monthly  
Bill**



**"Ready to Serve"  
Essentials**  
*Minimum Bill for All  
Customers*

**\$58.56**



**Monthly Use**  
*Based on Your  
Water Use*

**\$ Varies**



# Billing

**The challenge:** Hand-reading 140,000 meters every month.

## November 2022 New Strategy

**95%**

read in first four months  
*(compared to 60-80%)*

✓ **Goal Met**

Minimum of two actual reads for  
most customers by Feb. 2023

**18% Fewer**

Bill disputes initiated YOY in Q4

*Operational impact = higher customer call and dispute volume during rollout*





# Payment Assistance

## Water Help Program

- Assists elderly, disabled, and economically disadvantaged
- Fund administered by Total Community Action
- Up to \$200 credit annually

**To contribute to Water Help:**  
Add \$1 to your monthly payment

## Payment Plans

- Pay off overdue balance gradually
- 10% down
- Remaining over 6-9 months (+ new bill amounts)



# What's Next?







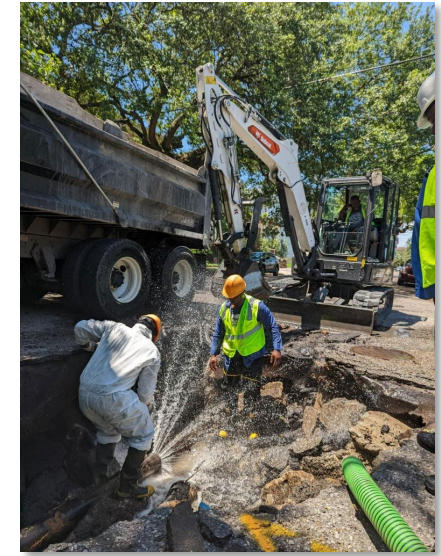
# Major Initiatives: Modernization



**Power Complex Underway**



**Smart Meter Launch**



**Pavement Repairs**

# Questions?

