



DATE: 09/17/2024

TIME: 9:00 a.m.

LOCATION: Executive Boardroom

COMMITTEE MEMBERS: Janet Howard, Chair | Tamika Duplessis, Ph.D. | Joseph Peychaud |

| Maurice Sholas, M.D., Ph.D. | Chadrick Kennedy |

Operations Committee Meeting Agenda

PUBLIC MEETING

All meetings are open to the public, and we encourage your attendance.
Those interested can join in person or virtually.

Join In-Person: Executive Board Room, Second Floor
625 St. Joseph St., New Orleans, LA 70165

Join Virtually: <https://www.swbno.org/BoardMeetings>

E-Public comments will be accepted via <https://www.swbno.org/BoardMeetings>.
All e-public comments must be received at least 2 hours prior to the meeting. Comments
will be read verbatim into the record.

I. Roll Call

II. Presentation Items

- A. Smart Metering Program Update – Kaitlin Tymrak, Deputy GSO and Rebecca Johnsey, Principal Engineer
- B. Backflow Prevention Program Update – Nine Henriksson, Infrastructure Project Manager II

III. Public Comment

IV. Adjournment



SWBNO
SMART WATER METERING
PROGRAM

Operations Committee



Smart Metering Technology



IPERL
meter



OMNI+
meter



Ally
meter

- Smart metering is also known as Advanced Metering Infrastructure (AMI)
- An integrated system of equipment, communications, and information management systems
- Allows utilities to remotely collect customer water usage data in near real-time*

*Source: US Department of Energy

Benefits



Nearly eliminates
estimated bills



More accurate,
frequent water use
readings



Available meter
diagnostics



Near real-time
leak detection

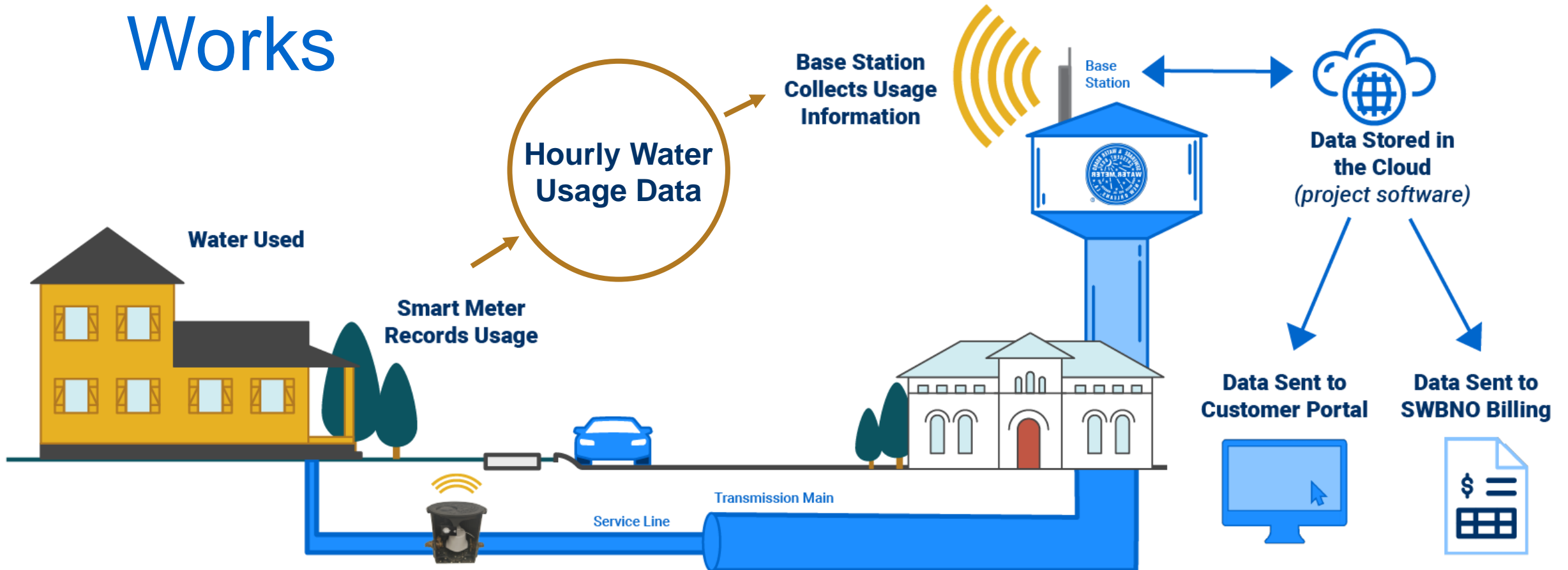


Customized
alerts

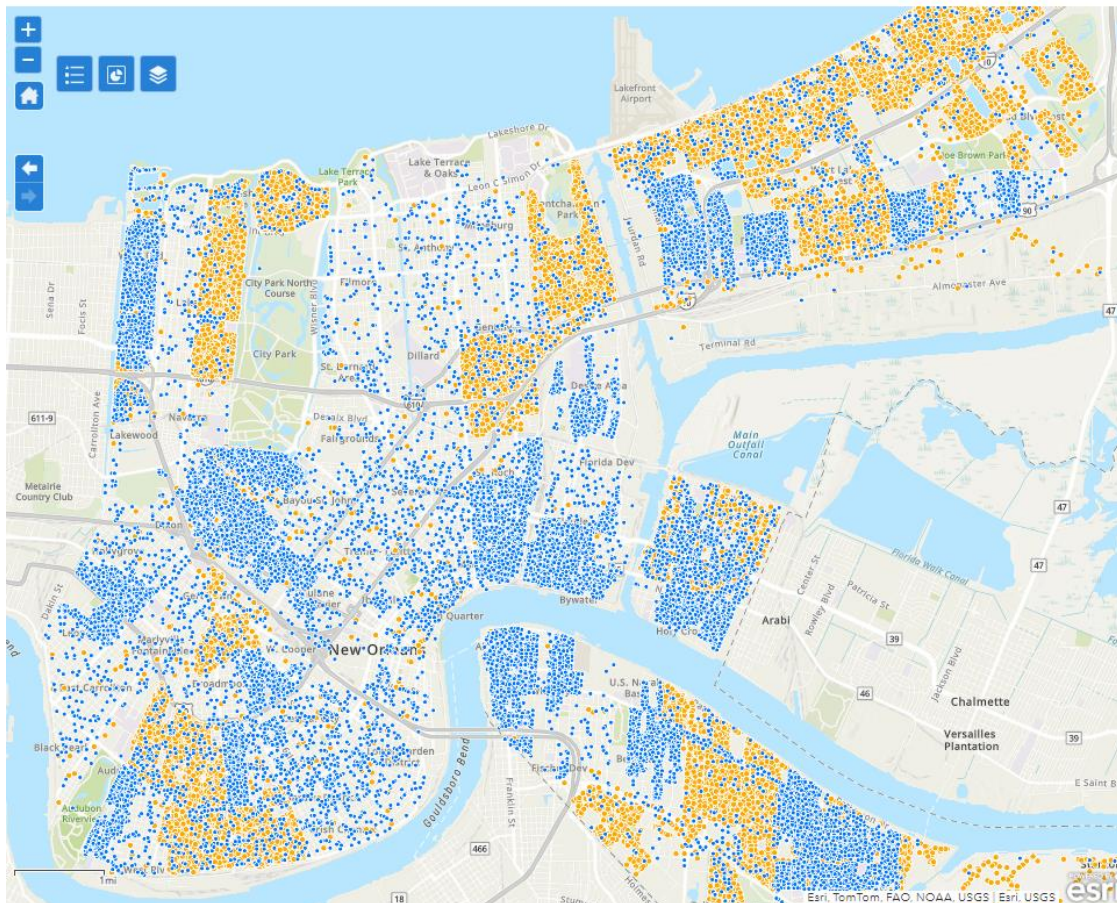


24/7 access to an
online customer portal

How It Works



Installation Progress



Over 45,000 meters installed

- 32% of total population



= Installation Completed



= Installation to be completed within next 3 months

Smart Meters – Testing and Accuracy



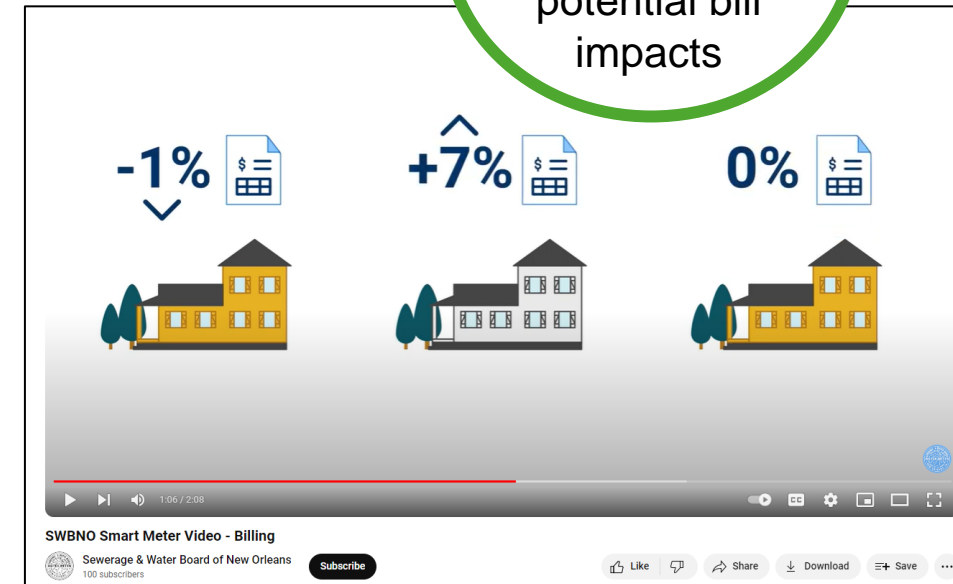
- Static meters (no moving parts)
- Accuracy is guaranteed within 1.5% of actual flowrate for the entire battery life (20 years)
- All smart meters tested have passed the warranted accuracy
- No mechanical meters tested have come back as 'over registering' usage, only under-registering
 - Majority of mechanical meters tested have failed and under registered by over 30% of actual flow



Potential Billing Impacts: Meter Precision

Video launched to inform customers of potential bill impacts

Meter Size	Count	Customer Type	Average Meter Age	Average* Bill Impact
5/8" – 1"	134,000	Residential Small Commercial Multi-Family	14 years	≈10%
1.5" – 2"	4,800	Small Commercial Multi-Family Some Residential	28 years	≈17%
4" – 10"	1,600	Commercial Multi-Family Industrial	34 years	≈25%



*Based on smart meter population at time (7,000 smart meters) and subject to change (analysis inclusive of any change in consumption in the billing periods after smart meter installation)

1st Smart Meter Bill Capped

Will not be not be greater than 120% of the customer's annual average.



Communications: Leak Detection

**ONE LEAKY FAUCET
DRIP PER SECOND**



**8 GALLONS OF WASTED
WATER PER DAY**



HOW DO YOU USE WATER?

The "Water Usage" portion of your bill is based on your monthly water use. But how does your water use add up? Here are some quick stats to give you an idea of how much water a person uses for daily activities.



AVERAGE DAILY WATER USE FOR

ONE PERSON
80 - 100 gallons

FIVE-PERSON HOUSEHOLD
400 - 500 gallons



WATER LOSS THROUGH LEAKS

Fixing easily corrected household leaks can save you money on your water bill.


LEAKY FAUCET
(One drip per sec.)
8 gallons per day

LEAKY SHOWERHEAD
(One drip per sec.)
6 - 8 gallons per day

LEAKY TOILET
100 - 200 gallons per day

Activity	Water Use
Bathing	
10-minute shower	25 gallons
Average bath	50 - 70 gallons
Laundry (one load)	
Energy efficient washer	14 gallons
Standard washer	20 gallons
Washing Dishes By Hand	
With water running for five minutes	10 - 15 gallons
By filling up the sink	5 gallons
Dishwasher	
Energy efficient dishwasher	4 gallons
Standard dishwasher	9 - 14 gallons
Brushing Teeth	
With water running for two minutes	4 gallons
Without water running	1.5 gallons
Outdoor Lawn Irrigation / Sprinkler	1,000 gallons per hour

SWBNO SMART METERING PROGRAM



POTENTIAL LEAK

ACCOUNT NUMBER: 123456

52-WATER smartmetering@swbno.org

SERVICE ADDRESS:
123 Main St

Potential Leak Detected

ESTIMATED START DATE
Dec 13, 2023

Your new smart meter detected continuously running water. This may mean you have a leak on your property.

Smart meters are more precise. They can measure smaller amounts of water use that your older meter may have missed.

We are notifying you in advance so you can address any potential leaks before they impact your bill.





YOUR AVERAGE USAGE IS
22 Gallons per Hour

Typical Water Use:

- Shower: 150 gallons per hour
- Sprinkler: 1,000 gallons per hour
- Toilet Flush: 2 gallons
- Clothes Washer: 20 gallons per load

WHAT NEXT?


Here are some things you can do to lower your water usage

-  Check for running toilets, leaking faucets, dripping hose pipes
A leaking toilet can waste 15,000 gallons of water a month.
A faucet leak (one drip per second) can waste more than 250 gallons per month.
-  Check irrigation settings
How many times per day are you watering?
-  Hire a plumber to check for leaks.
Submit a Plumber's Report to us for potential sewer credits if a leak is found.
-  Learn more about water conservation
Learn more at swbno.org/ConservationTips

COMING SOON

24/7 access to an enhanced customer portal

LEARN MORE



Customers have saved an average of \$104.04 per bill!



A **NEW** CUSTOMER ACCOUNT EXPERIENCE

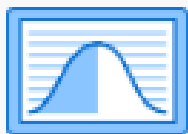
The Sewerage and Water Board of New Orleans is upgrading all customers' online accounts. The new features will allow you to:



Easily pay your bill online



Link multiple accounts to one online profile



Access your meter read history



Get water outage and construction alerts

REGISTRATION OPENING SOON!

Your customer account upgrade will be available this fall. Once the new account experience is live, **you will need to register. Your old account will no longer be active.**

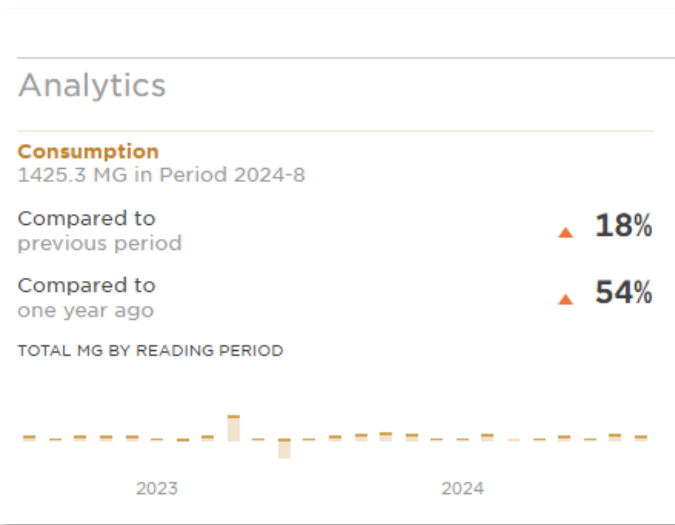
To sign up, you will need the following information:

- Account number
- Last name or company name (as seen on your bill)
- Service address

All of this information can be found on your most recent bill.



Leak Alerts, Bill Comparison, & More



Jul 27-Aug 28 (2024-8)

1,290 GPD
57 thousands of gallons

▲ 1,449%
this period
last year

▲ 371%
last period



- Provides customers leak alerts when continuous usage occurs
 - Banner on account
 - email, text, or call opt in
- Compares your usage to similar household configurations
 - Inputs can be customized in your profile
- Includes water conservation tips and tricks
- Online bill pay and auto-pay options



Pressure & Temperature Sensor Meters



Ally meter

- Ally meters, part of our Smart Meter program, allow for pressure and temperature monitoring at specific meter locations
- This information will better inform the Utility about flow and help to prioritize any potential infrastructure upgrades in the future
- Ally meter installation begins in 2025

Localized Advisories & Communications

Customized alerts about localized events including boil water advisories will be available in our online account experience: phone, text, or email

Sign up!



Important Metrics

- Average Residential Bill is \$125*
* Based on initial 7000 smart meter customers
- On average, bills are comprised of:
 - Residential Bill
 - 50% based on usage
 - 50% based on fees
 - Commercial Bill
 - 96% based on usage
 - 4% based on fees

AVERAGE DAILY WATER USE FOR



ONE PERSON

80 - 100 gallons








FIVE-PERSON
HOUSEHOLD

400 - 500 gallons

Based on EPA data for the average American



Activity		Water Use
Bathing 	10-minute shower	25 gallons
	Average bath	50 - 70 gallons
Laundry (one load) 	Energy efficient washer 	14 gallons
	Standard washer	20 gallons
Washing Dishes By Hand 	With water running for five minutes	10 - 15 gallons
	By filling up the sink	5 gallons
Dishwasher 	Energy efficient dishwasher 	4 gallons
	Standard dishwasher	9 - 14 gallons
Brushing Teeth 	With water running for two minutes	4 gallons
	Without water running	1.5 gallons
Outdoor Lawn Irrigation / Sprinkler		1,000 gallons per hour

WATER LOSS THROUGH LEAKS

Fixing easily corrected household leaks can save you money on your water bill.



LEAKY FAUCET (One drip per sec.)

8 gallons per day
\$3.16 a month



LEAKY SHOWERHEAD (One drip per sec.)

6 - 8 gallons per day
\$2.37 - \$3.16 a month



LEAKY TOILET

100 - 200 gallons per day
\$39.48 - \$91.18 a month

Questions?



Proposed Enforcement Schedule for SWBNO Backflow Prevention Program

Presented by Nine Henriksson





CROSS CONNECTION CONTROL AND BACKFLOW PREVENTION

Backflow occurs when contaminated water flows backward into clean drinking water lines, usually due to a change in water pressure, which causes a public health hazard. When backflow occurs, contaminants from outside of our public and private water systems can be unintentionally pulled into the water system through unprotected cross connections.

Cross connections are physical connections between the drinking water system and an outside source – anything other than freshly treated, SWBNO-supplied water.

Everyone deserves to trust the water delivered to them is safe. Backflow incidents causes public health hazards, and therefore the Louisiana Department of Health and the U.S. Environmental Protection Agency mandate backflow prevention programs. **Backflow prevention is a shared responsibility among water utilities and drinking water customers.**

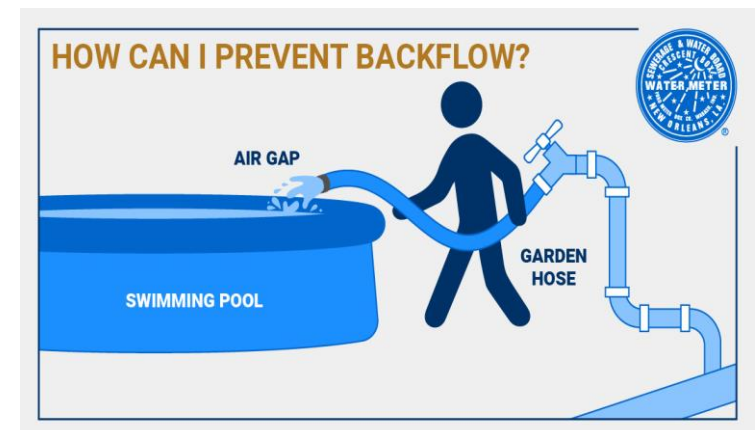
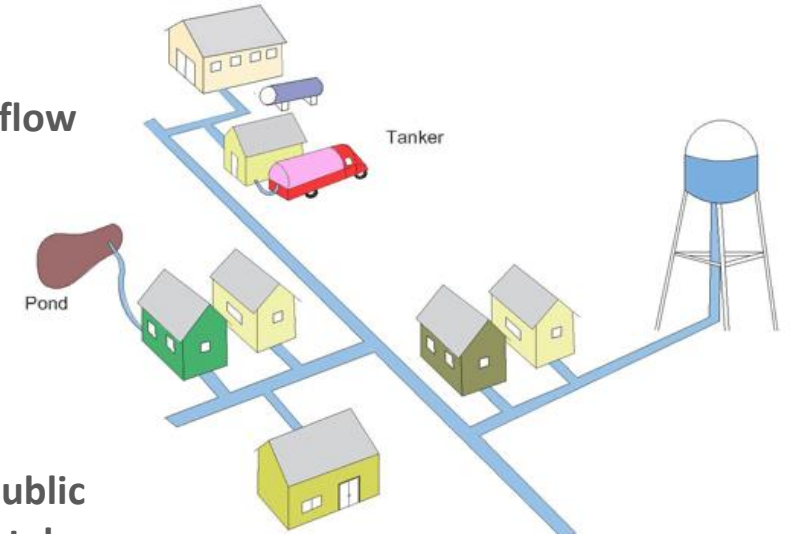
Backflow preventers are mechanical devices installed within a customer's plumbing system to prevent the reversal of flow.



Double Check Valve Assembly




Reduced Pressure Backflow Assembly





CURRENT PROCESS

- **LETTER NOTICES (3)**
 - First notice; 60 days prior to due date.
 - Second notice; 1 day past due date.
 - Third notice; 30 days past due date.
- **DOCUMENTED PHONE CALL OR SITE VISIT**
 - Address hazard and obtain contact information
 - Provide information on how to achieve compliance.
- **WARNING NOTICE**
 - Delivered in person 30 days after phone call/site visit.

WARNING NOTICE

Sewerage & Water Board of New Orleans
DEPARTMENT OF ENVIRONMENTAL AFFAIRS
8800 South Claiborne Avenue, New Orleans, LA 70118

**CROSS CONNECTION CONTROL PROGRAM –
BACKFLOW PREVENTION**

NAME/OWNER: _____
ACCOUNT NUMBER: _____
ADDRESS: _____

According to SWBNO records this property has one or several backflow prevention assemblies that are overdue for their annual test. The submission of annual test reports is required to ensure that your device(s) is operational. Failure to submit an annual test to the SWBNO is a violation of the International Plumbing Code (IPC Section 312.10.3 *Owner responsibilities*) as well as a potentially serious public health hazard which may result in special fines.

You must contact the Sewerage & Water Board of New Orleans Department of Environmental Affairs at 504-380-6505 between the hours of 8:00 am to 4:00 pm within 72 hours (3 working days) to provide evidence that you have hired a plumber from the Approved Plumber's List to test your device(s).

WARNING Failure to allow access, schedule an inspection, or take appropriate corrective action to correct this problem will result in a violation being issued to this address. Additionally, you may be required to appear before the Administrative Hearing Officer.

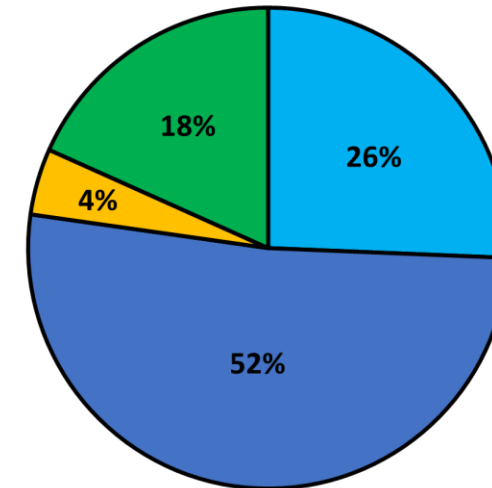
Surveyor: _____ DATE: _____
Received by: _____ DATE: _____
COMMENTS: _____



■ SWBNO ENFORCEMENT 2023-24

- 6,310 registered assemblies in Orleans Parish.
- 2,725 assemblies (~1,600 accounts) required enforcement action in February of 2024.
- 49% of February 2024 delinquent accounts achieved compliance with current enforcement procedures.
- Sept. of 2024 2,046 assemblies are out of compliance (~1,300 accounts), 68% overall compliance rate.

DISTRIBUTION OF NON-COMPLIANT ACCOUNTS



■ LG Commercial (426) ■ SM Commercial (857) ■ Multi-family (74) ■ Residential (304)

ACTION PLAN:

**Streamlined enforcement process
utilizing Notices of Violations followed
by water service disruption.**



PROPOSED PROCESS

- **LETTER NOTICES (2)**
 - First reminder 60 days prior to due date.
 - Second reminder 30 days prior to due date.
- **DOCUMENTED PHONE CALL / SITE VISIT – 5 DAYS PAST DUE DATE**
 - Address hazard and obtain contact information
 - Will require customer to either submit test report within 10 business days of due date OR provide proof that test has been scheduled.
- **NOTICE OF VIOLATION – 15 DAYS PAST DUE DATE**
 - Customer will be notified via certified mail of the violation and given 10 days to comply.



■ **SHOW CAUSE HEARING – 30 DAYS PAST DUE**

- If compliance has not been achieved 10 days after the issuance of a Notice of Violation has been issued a pre-show cause hearing will be scheduled.

■ **FINES AND PENALTIES**

- Fine schedule is still being developed and will be based on length of time out of compliance and the number of assemblies that are in violation.
- Fine will be invoiced through customer service.
- Fines **WILL NOT** be imposed without the SWBNO Backflow Section and the Legal Department following due process in contacting and informing the customer of their responsibilities per the Louisiana State Sanitary code.

■ **WATER SERVICE DISRUPTION**

- If the Backflow section enforcement procedure does not yield compliance SWBNO will move towards disrupting the customers water service. Water disruption **WILL NOT** be enacted without the SWBNO Backflow Section and the Legal Department following due process in contacting and informing the customer of their responsibilities per the Louisiana State Sanitary code.
- Disrupted water service will not resume until the SWBNO Backflow section is notified by an approved plumber that a test date has been scheduled.