

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING
MONDAY, JANUARY 6, 2014
9:00 AM

COMMITTEE MEMBERS

Mr. Mark Moody, Chair • Mr. Marion Bracy • Mrs. Florence Schornstein • Dr. Beverly Wright • Ms. Loyce Pierce Wright

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
 - 2.1) Bid Protest – Contract #30005 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina
 - 2.2) Bid Protest – Contract #30006 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina
3. Construction Review Committee
4. Staff Contract Review Committee
5. Renewal Construction Contracts with DBE Participation - **NONE**
6. Final Acceptance Contracts with DBE Participation

INFORMATION ITEMS

7. Customer Service Results through November 2013
8. DBE Participation Report
9. (Revised) Amendments to the By-Laws
10. 2014 Committee/Board Meeting Schedule
11. Any Other Matters
12. Reference Material (**In Binders**)
 - a. Sewerage & Water Board By-Laws
 - b. 2014 – Operating & Capital Budget
 - c. Strategic Plan
 - d. Tracking Tool for Commitments to the City Council
 - e. Bond Rating
13. Adjournment



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbnola.org

November 4, 2013

TO THE HONORABLE PRESIDENT AND MEMBERS OF THE SEWERAGE AND WATER BOARD OF NEW ORLEANS

The **Operations Committee** of the Sewerage and Water Board of New Orleans met on Monday, November 4, 2013, at 9:30 A.M. in the 2nd Floor Board Room, 625 St. Joseph Street to address the following matters:

ACTION ITEMS

APPROVAL OF PREVIOUS REPORT

The report of the Operations Committee Meeting held on September 9, 2013 was received and approved by a motion of Mr. Bracy and seconded by Dr. Wright. The motion carried.

BID RECOMMENDATIONS – DBE PARTICIPATION

YO13-0019 – Furnishing Pest and Rodent Control Services for Sewerage and Water Board

On Friday, September 27, 2013, two (2) bids were received for subject contract. The bid totals are follows:

Imperial Exterminating	\$28,016.00
Fischer Environmental	\$53,880.00

The estimated budget is \$60,000.00.

Thirty-three percent (33%) DBE participation was requested on this contract.

The apparent lowest bidder, Imperial Exterminating submitted Inspector 12 Services, LLC (eligible SLDBE Company) to provide pest and rodent control services
\$9,245.28 – 33%

The apparent second lowest bidder, Fischer Environmental submitted Inspector 12 Services, LLC (eligible SLDBE Company) to provide pest and rodent control services
\$17,800.20 – 33%

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by Imperial Exterminating and Fischer Environmental be approved.

The recommendations on subject contract were accepted and approved by a motion of Mr. Bracy and seconded by Dr. Wright. The motion carried.

#YW13-0102 Furnishing Fire Extinguishers

On Friday, October 18, 2013, one (1) bid was received for subject contract. The bid total is as follows:

Herbert S. Hiller	\$58,101.00
-------------------	-------------

The estimated budget is \$45,000.00

Fifteen percent (15%) DBE participation was requested on this contract.

The sole bidder, Herbert S. Hiller, submitted the following subcontractors:

Assorted Products (eligible certified SLDBE) to supply new extinguishers
\$5,000.00 — 8.61%

Paint Pro Depot (eligible certified SLDBE) to supply and perform stencil spray painting
\$3,000.00 — 5.16%

Participation totals: **\$8,000.00 — 13.77%**

Based upon analysis of DBE participation, the Economically Disadvantaged Business Program recommends that the DBE participation submitted by Herbert S. Hiller be rejected because the company failed to neither meet the SLDBE goal nor submit a good faith effort with a notarized affidavit.

Mr. Bracy inquired about the rationale in the amount of the bid and the amount submitted by the sole bidder and the rationale of receiving only one bid. Mr. Becker advised that only one bid was received on time.

The recommendations on subject contract were accepted and approved by a motion of Dr. Wright and seconded by Mr. Bracy. The motion carried.

Janitorial Services for Sewerage & Water Board Main Office and General DeGaulle Annex Building

On Friday, October 18, 2013, five (5) bids were received for subject contract. The bid totals are as follows:

Sherwood Services, Inc.	\$ 79,863.40
Arc Enterprises	\$ 99,775.50
Crescent Building Services, Inc.	\$101,377.20
KSM Janitorial	\$104,976.00
LAMS Facility Solutions, LLC	\$108,796.31

The estimated budget is \$110,000.00

Thirty percent (30%) DBE participation was requested on this contract.

The apparent lowest bidder, Sherwood Services, Inc. submitted the following subcontractors:

Lewis Services Inc. (certified SLDBE) — in process

A-1 Cajun Cleaning (certified SLDBE) — in process

D.J.'s Janitorial Services, LLC (certified SLDBE) — in process

KSM Janitorial (certified SLDBE) — in process

Participation totals: N/A

The apparent second lowest bidder, Arc Enterprises, submitted the following subcontractors:

Ricard's Paper (eligible certified SLDBE) to provide janitorial supplies \$4,753.58 — 5%

Assorted Products (eligible certified SLDBE) to provide janitorial supplies \$4,753.58 — 5%

Cleaning Concierge, LLC (eligible certified SLDBE) to perform interior window cleaning and carpet cleaning \$19,014.30 — 20%

Participation totals: **\$28,521.46 — 30%**

The apparent third lowest bidder, Crescent Building Services, Inc., submitted **Westbank Paper & Janitorial Supplies** (eligible certified SLDBE) to provide janitorial supplies; **\$30,412.92 — 30%**

The apparent fourth lowest bidder KSM Janitorial, submitted **Ricard's Paper & Chemical Company, Inc.** (eligible certified SLDBE) to provide janitorial supplies; **\$15,746.40 — 30%**

The apparent fifth lowest bidder, LAMS Facility Solutions, LLC, submitted **Cleaning Concierge, LLC** (eligible certified SLDBE) to provide janitorial and supervision services; **\$38,078.71 — 35%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Arc Enterprises, KSM Janitorial, Crescent Building Services, Inc., and LAMS Facility Solutions, LLC, be approved, and that the SLDBE participation submitted by Sherwood Services, Inc., be rejected.

The recommendations on subject contract were accepted and approved by a motion of Mr. Bracy and seconded by Dr. Wright. The motion carried.

CONSTRUCTION REVIEW COMMITTEE

The Construction Review Committee met October 9, 2013 and made the following recommendation.

Open Market Contracts

Open Market, 36% DBE Participation, one (1) one-year renewal option

1. Contract # 2106	Force Account Work
Estimated Cost:	\$3,000,000.00
Areas of Participation:	Installation of domestic, fire and combination meter Installation of water house connection at main Installation of sewer house connection at main Installation of drain house connection at main

Source of funding is Operations & Maintenance

The Construction Review Committee's recommendations were approved on a motion by Mr. Bracy and seconded by Dr. Wright. The motion carried.

STAFF CONTRACT REVIEW COMMITTEE

The Staff Contract Review Committee met on October 15, 2013 and made the following recommendations:

Renewal Contracts

Pursuant to the Finance/Operations Committees request for SLDBE compliance on contracts involving renewals, please find subject information.

First and Final Renewal, 30% DBE Participation.

1. Furnishing Limestone

Renewal Cost:	\$309,578.00
Prime Contractor:	Hamp's Enterprise, LLC
SLDBE Sub-contractor:	Boines Construction Company
Funding Source:	Operating and Maintenance Budget

The SLDBE participation goal is 30%. The SLDBE participation achieved is 45.47%

First and Final Renewal, 25% DBE Participation.

2. Furnishing and Delivering Solid Wall (PVC) Pipe SDR 26" & 35 " and Polyvinyl Chloride (PVC) C – 900 Pipe for the Water Distribution System

Renewal Cost:	\$382,273.83
Prime Contractor:	H.D. Supply Waterworks
SLDBE Sub-contractor:	Prince Trucking Company

Funding Source:

Operating and Maintenance
Budget

The SLDBE participation goal is 25%. The SLDBE participation achieved is 1.12%

H.D. Supply Waterworks failed to meet the SLDBE goal of 25% for two (2) consecutive quarters therefore The Staff Contract Review Committee recommended that the above contract request for renewal be rejected.

Mr. Moody inquired about the reason the vendor failed or was unable to meet the required participation goal. Mr. Porter advised that the stated reason was that there was a change in upper management and he did not know about the participation on the contract. He was informed two (2) quarters ago to do what he could to reach the goal. However, he has not done anything to reach the goal.

First and Final Renewal, 0% DBE Participation.

3. Furnishing Laboratory and Welding Gases

Renewal Cost:

\$25,649.71

Prime Contractor:

Industrial Welding Supply

Participation goal Justification:

There is 0% SLDBE participation because this project cannot be subdivided into areas that will include certified SLDBE subcontracting opportunities.

Funding Source:

Operating and Maintenance
Budget

Open Market Contracts

Open Market, 20% DBE Participation, one (1) year, with a, one-year (1) renewal option.

4. Furnishing Flashlight and Flashlight Batteries

Budget Amount:

\$50,000.00

Areas of Participation:

Supply and delivery of product

Funding Source: S&WB

Operating and Maintenance Budget

Open Market, 0% DBE Participation, one (1) year, with a, one-year (1) renewal option.

5. Furnishing and Delivering Solid Wall (PVC) Pipe SDR 26" & 35 " and Polyvinyl Chloride (PVC) C – 900 Pipe for the Water Distribution System

Budget Amount:

\$350,000.00

Participation goal Justification:

There is 0% SLDBE participation because this project cannot be subdivided into

areas that will include certified SLDBE subcontracting opportunities.

Funding Source:
Operating and Maintenance Budget

6. Furnishing Leak Detection Services for the Water Distribution System Evaluation and Flowmeter Maintenance

Budget Amount:

\$1,000,000.00

Participation goal Justification:

There is 0% SLDBE participation because this project cannot be subdivided into areas that will include certified SLDBE subcontracting opportunities.

Funding Source:
Operating and Maintenance Budget

7. Rebuilding and Installing Automatic Transmission in Medium and Heavy Duty Trucks

Budget Amount:

\$50,000.00

Participation goal Justification:

Due to warranty and certification requirements within bid specifications, this project does lend itself to SLDBE participation

Funding Source:
Operating and Maintenance Budget

Mr. Moody inquired about the rejection of the Renewal contract because the contractor was not meeting the DBE goal, and we will reissue on an open market with 0% participation.

Mr. Porter, EDBP, Interim Director, explained initially the contract had a 25% goal; the prime contractor was unable to meet the goal and he would have continued to fail to meet the goal. The reason provided by the prime contractor he was unable to find anyone to participate.

Mr. Moody elaborated that we have to reject because of policy and reissue at 0% because there is no one else out there. In hindsight, we have to reissue to make it fair for anyone else to compete. We understand why the contractor could not meet the goal.

Dr. Wright inquired what if someone else submits a bid with DBE participation, does the vendor receive credit for the DBE participation. Ms. St. Martin provided an explanation that the DBE participation would not be part of the revised specifications, and because it will not be part of the specifications the evaluation will be based solely on lowest numerical dollar value.

The Staff Contract Review Committee's recommendations were approved on a motion by Mr. Bracy and seconded by Dr. Wright. The motion carried.

**The Board recommended adding the Water Quality Masterplan to the agenda under the action items. Mr. Becker provided a description of the project. Mr. Porter provided the description of the DBE participation. The recommendation was approved on a motion by Mr. Bracy and seconded by Dr. Wright. The motion carried.

Request For Proposals for Water Quality Masterplan

On Friday, August 23, 2013 eight (8) proposals were received for subject work. The submittals received are as follows:

MWH Americas
Chester Engineers, Inc.
Black and Veatch Corporation
Hatch Mott MacDonald
BCG Engineering and Consulting, Inc.
Arcadis U.S., Inc.
Alan Plummer Associates, Inc.
Brown and Caldwell

Thirty-five percent (35%) eligible SLDBE subcontractor participation goal was requested on this proposal.

MWH Americas submitted Royal Engineers and Consultants, LLC (eligible SLDBE subcontractor) to provide condition assessment and data management.

Chester Engineers, Inc. submitted Pivotal Engineering, LLC (eligible SLDBE subcontractor) to provide regulatory support, process review, electrical engineering and controls and electrical and instrumentation evaluation.

Black and Veatch Corporation submitted the following subcontractors:

Trigon Associates (eligible SLDBE subcontractor) to evaluate current SCADA infrastructure and operations protocol and assist with the preparation of the operator's training manual.

GreenPoint Engineering (eligible SLDBE subcontractor) to assist with evaluation process vulnerability and with regulatory reviews.

Hatch Mott MacDonald submitted Julien Engineering & Consulting (eligible SLDBE subcontractor) to provide engineering assessment.

BCG Engineering and Consulting, Inc. submitted Integrated Logistical Support Incorporated Engineering (eligible SLDBE subcontractor) to provide infrastructure assessment.

Arcadis U.S., Inc. submitted Trigon Associates LLC (eligible SLDBE subcontractor) to provide service in processing, asset evaluation, water quality regulations, water system, civil engineering and electrical engineering.

Alan Plummer Associates, Inc. submitted the following subcontractors:

Trigon Associates (eligible SLDBE subcontractor) to provide infrastructure evaluation, operations training and resources

GreenPoint Engineering (eligible SLDBE subcontractor) to provide infrastructure evaluation and electronic information management

Brown and Caldwell submitted the following subcontractors:

Trigon Associates (eligible SLDBE subcontractor) to provide standard operating procedure and training, water treatment process evaluation, mechanical process and infrastructure.

Integrated Logistical Support Incorporated Engineering (eligible SLDBE subcontractor) to provide operations, electrical/I&C/SCADA

Based on analysis of eligible SLDBE subcontractor participation submitted, the participation summary sheet submitted by **MWH Americas** and the participation summary sheet submitted by **BCG Engineering and Consulting, Inc.** acknowledged that a 35% goal is requested with the intent of fulfilling the requirements while all of the other six (6) respondents submitted a blank participation summary sheet with the intentions of meeting the eligible SLDBE subcontractor goal requirements as the proposal amount are revealed.

Dr. Wright inquired if Arcadis U.S., Inc. is the lowest bid. Mr. Becker explained Arcadis U.S., Inc. is the best ranked and MWH Americas was the second best ranked bid. In addition, Mr. Becker explained that Professional Services are not based on priced but based on merit and commitment to meet goal and within budget. Mr. St. Martin advised that the item should have been added to the Operations Meeting agenda. The item is on the Finance agenda.

The recommendation on subject contract was considered and approved on a motion by Mr. Bracy and seconded by Dr. Wright. The motion carried.

RENEWAL CONTRACT WITH DBE PARTICIPATION

There were no renewal contracts with DBE participation.

FINAL ACCEPTANCE CONTRACTS WITH DBE PARTICIPATION

There were no final acceptance contracts with DBE participation.

INFORMATION ITEMS

Customer Service Results Through September 2013

Mr. Robert Miller, Deputy Director made a presentation.

Mr. Moody recommended testing the new system. Mr. Miller replied the plan is to test on a module by module basis and then end to end.

Mr. Bracy inquired about the impact of additional calls from turning off services for customers not paying sanitation fees.

Mr. Miller stated the Customer Relations Manager is working on the protocol for the customer service department. Sewerage and Water Board is working with the City to make sure we have the appropriate protocol in place.

Operations Committee Report

November 4, 2013

Page 9

The Committee received the report.

DBE Participation Report

The Committee received the report.

Millage Rates for 2014

The committee received the report. There are no changes for 2014.

Executive Director Search Update

The committee received the information.

2013 Committee/Board Meeting Schedule

The Committee received the report. The Board will receive a call in reference to moving the Executive Meeting on December 6, 2013 from 9:00 to 10:00 AM. The staff is hosting the leadership of the Corp of Engineers in New Orleans for part of the Mississippi Valley annual meeting. This meeting is hosted in conjunction with Jefferson Parish and St. Tammany Parish.

Any Other Matters

None

Reference Material (In Binders)

The committee received the information.

ADJOURNMENT

The meeting adjourned at 10:27 AM with a motion by Mr. Bracy and seconded by Dr. Wright. The motion carried.

ATTENDANCE

PRESENT: Mr. Mark M. Moody, Chair
Dr. Beverly Wright
Mr. Marion B. Bracy

ABSENT: Mrs. Florence Schornstein
Ms. Loyce P. Wright

Also in attendance were the Executive Director; Deputy Director; General Superintendent; Attorney IV; Alvin Porter, EDBP Interim Director; EDBP Certification Supervisor; Community and Intergovernmental Relations Director; Dexter Joseph, Director of Budget; Jacqueline Shine, Customer Relations Manager

Operations Committee Report

November 4, 2013

Page 10

Very truly yours,

Mr. Mark M. Moody, Chair

MMM/vajc

Contract # 30005 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repair at Various Sites throughout Orleans Parish

On Friday, December 20, 2013, five (5) bids were received for subject contract. The bid totals are as follows:

Fleming Construction Company, LLC	\$ 4,129,070.00
Wallace C. Drennan, Inc.	\$ 4,333,769.00
BLD Services, LLC	\$ 4,354,848.00
Boh Bros. Construction Co., LLC	\$ 4,847,791.00
Hard Rock Constructions, LLC	\$ 5,293,527.00

The estimated budget is \$ 5,000,000.00.

Thirty-six percent (36%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Fleming Construction Company, LLC, submitted the following subcontractors:

Hebert Trucking & Equipment Service (eligible certified SLDBE) to perform pipe installation, trucking and supply materials
\$400,000.00 — 9.7%

Cooper Contracting (eligible certified SLDBE) to perform mainline pipe, point repairs and service lines
\$500,000.00 — 12.1%

Cabildo Staffing, LLC (ineligible non-certified subcontractor) to provide labor
\$10,000.00 — 0.2%

Dieudonne Enterprises, Inc. (eligible certified SLDBE) to perform asphalt and concrete paving restoration
\$250,000.00 — 6.1%

C & M Construction Group, Inc. (eligible certified SLDBE) to perform sawcutting asphalt & concrete paving
\$20,000.00 — 0.5%

Auguillard Construction Co., LLC (eligible certified SLDBE) to perform asphalt and concrete paving restoration
\$227,980.00 — 5.5%

Listed Subcontractors Participation totals:	\$1,417,980.00 — 34.3%
SLDBE Participation totals:	\$1,407,980.00 — 34.1%

Fleming Construction Company, LLC, failed to meet the 36% SLDBE Participation goal, or submit a documented Good Faith Effort with a notarized affidavit.

The apparent second lowest bidder, Wallace C. Drennan, Inc., submitted the following subcontractors:

Auguillard Construction Co., LLC (eligible certified SLDBE) to perform restoration
\$500,000.00 — 11.5%

C & M Construction Group, Inc. (eligible certified SLDBE) to perform Municipal & Public Work construction, and restoration
\$290,000.00 — 6.7%

Choice Supply Solutions, LLC (eligible certified SLDBE) to supply materials
\$100,000.00 — 2.31%

Cooper Contracting (eligible certified SLDBE) to perform underground utility work, and restoration
\$290,000.00 — 6.7%

Prince Dump Truck Service (eligible certified SLDBE) to perform, trucking & hauling, and supply materials
\$450,000.00 — 10.4%

Participation totals: **\$1,565,000.00 — 36.1%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Fleming Construction Company, LLC, be rejected and that the SLDBE participation submitted by Wallace C. Drennan, Inc., be approved.

(See Attachment #2.1 for Participation Summary Sheet and supporting document)

12-7 ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Contract 30005-RESTORATION OF EXISTING GRAVITY SEWER MAINS DAMAGED BY HURRICANE KATRINA BY EXCAVATION AND REPLACEMENT FROM MANHOLE TO MANHOLE. CIPP LINING FROM MANHOLE TO MANHOLE AND POINT REPAIRS AT VARIOUS SITES THROUGHOUT ORLEANS, PARISH

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Hebert Trucking & Equipment Service 5110 Carmelite Street Crown Point, LA 70072	Emile Hebert	Pipe Installation, Trucking & Materials	\$400,000.00	9.7%
Codper Contracting Group, LLC 2215 N. Von Braun Ct. Harvey, LA 70058	Julie Cooper	Mainline Pipe, Point Repairs & Service Lines	\$500,000.00	12.1%
Cabildo Staffing, LLC 1515 Poydras St., Ste. 2210 New Orleans, LA 70112	Quinn Jones	Labor	\$10,000.00	.2%
Dieudonne Enterprises, Inc. P. O. Box 23686 New Orleans, LA 70183	Tina Dieudonne	Asphalt & Concrete Paving Restoration	\$250,000.00	5.1%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE.

BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: A. THOMAS MORA, JR.

Print Name
Prime Company's Name: FLEMING CONSTRUCTION CO., L.L.C.

Prime Address: 23 E. AIRLINE DRIVE
KENNER, LA 70062

Prime Signature:  Signature

Date: 12-23-2013

Telephone Number: 504-464-4000

Revised October 2012

C&M Construction Group, Inc. 9 Calcasieu Ct. Kenner, LA 70065	Carlos Mendieta	Sawcutting Asph. & Conc. Paving 12-13	\$20,000.00	.5%
W & W Trucking & Equip. Service 920 Taylor St. Kenner, LA 70062	Wendy Whitsett	Trucking Services	\$10,000.00	.2%
Auguillard Construction Co., Inc. P. O. Box 3464	Denise Auguillard	Asphalt & Concrete Paving Restoration	\$227,980.00	7.2%

12-7 ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Contract 30005-RESTORATION OF EXISTING GRAVITY SEWER MAINS DAMAGED BY HURRICANE KATRINA BY EXCAVATION AND REPLACEMENT FROM MANHOLE TO MANHOLE, CIPP LINING FROM MANHOLE TO MANHOLE AND POINT REPAIRS AT VARIOUS SITES THROUGHOUT ORLEANS, PARISH

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Auguillard Construction Co., Inc. 5901 N. Claiborne Ave. New Orleans, LA 70117	Denise Auguillard	Restoration	\$500,000.00	11.54%
C & M Construction Group, Inc. 9 Calcasieu Court Kenner, LA 70065	Carlos Mendiola	Municipal and Public Works Construction & Restoration	\$290,000.00	6.69%
Choice Supply Solutions LLC 106 LacBistineau Ct. Luling, LA 70070	Rebecca Sherrill	Material Supplier	\$100,000.00	2.31%
Cooper Contracting 2215 N. Von Braun Ct. Harvey, LA 70058	Julie M. Cooper	Underground Utility Work & Restoration	\$225,000.00	5.19%
Prince Dump Truck Service 5301 Washingtonian Dr. Metairie, LA 70003	Richard Prince	Trucking & Hauling and Supplier of Materials	\$450,000.00	10.38%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE. BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Wallace C. Drennan, III Prime Signature: Wallace C. Drennan
Print Name Signature

Prime Company's Name: Wallace C. Drennan, Inc.

Prime Address: Post Office Box 15438
New Orleans, LA 70175-5438

Date: December 20, 2013

Telephone Number: 504-828-8000

Revised October 2012

PORTER, Alvin

From: Lydia Miller <Idelmasmiller@hotmail.com>
Sent: Monday, December 30, 2013 5:23 PM
To: Jack Fleming, II; PORTER, Alvin
Subject: Cabildo Staffing
Attachments: UCP Search Results.pdf

Please see attachment. I found Cabildo Staffing listed as an MBE for the DOTD.

Lydia Miller



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbnola.org

December 31, 2013

Jack Fleming
Fleming Construction Co., LLC
23 E. Airline Dr.
Kenner, LA 70062

RE: Contract # 30005 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole-to-Manhole, CIPP Lining from Manhole-to Manhole and Point Repair at Various Sites throughout Orleans Parish

Dear Mr. Fleming:

After review and analysis of the SLDBE participation submitted on your bid for Cont. #30005, the Economically Disadvantaged Business Program has determined that your company failed to meet the SLDBE goal of 36% SLDBE participation. Specifically, your company submitted a list of SLDBEs and their participation percentage. That participation percentage total was 34.1%. Also, your company included Cabildo Staffing, LLC, to provide labor for \$10,000 to meet 0.2% of the goal. Cabildo Staffing, LLC is not certified as a SLDBE, and also it is not listed in the Sewerage and Water Board of New Orleans Approved SLDBE Vendor Listing available at the time of the bid opening. Fleming Construction Co., LLC did not submit a documented Good Faith Effort with a notarized affidavit.

As a result, the recommendation of this office is that your company's SLDBE participation not be accepted and that the participation of the second lowest bidder, Wallace C. Drennan, Inc., be accepted.

Your company has 72 hours from the receipt of this correspondence to file a bid protest with the Sewerage and Water Board to be heard before the Operations Committee Meeting. The next scheduled Operations Committee Meeting is Monday, January 6, 2014. Should you desire to have your bid protest hearing scheduled for January 6, 2014, 9:00 AM you must file your protest with Willie Mingo, Purchasing Agent, by Monday, January 6, 2014.

Please note that this will be a public meeting.

Sincerely,


Alvin G. Porter, Interim Director, EDBP

cc: Marcia St. Martin
Joseph Becker
Nolan Lambert
Willie Mingo
Harold Marchand
Wallace C. Drennan, Inc.

Contract # 30006 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repair at Various Sites throughout Orleans Parish

On Friday, December 20, 2013, five (5) bids were received for subject contract. The bid totals are as follows:

Fleming Construction Company, LLC	\$ 4,355,500.00
Boh Bros. Construction Co., LLC	\$ 4,759,309.00
Wallace C. Drennan, Inc.	\$ 4,994,937.00
BLD Services, LLC	\$ 5,398,000.00
Hard Rock Constructions, LLC	\$ 5,733,375.00

The estimated budget is \$ 5,000,000.00.

Thirty-six percent (36%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Fleming Construction Company, LLC, submitted the following subcontractors:

Hebert Trucking & Equipment Service (eligible certified SLDBE) to perform pipe installation, trucking and supply materials
\$230,000.00 — 5.3%

Standard Cement Materials, Inc., (eligible certified SLDBE) to perform manhole rehabilitation
\$780,000.00 — 17.9%

Cooper Contracting (eligible certified SLDBE) to perform mainline pipe & services, and point repairs
\$270,000.00 — 6.2%

Cabildo Staffing, LLC (ineligible non-certified subcontractor) to provide labor
\$20,000.00 — 0.5%

C & M Construction Group, Inc. (eligible certified SLDBE) to perform sawcutting asphalt & concrete paving
\$20,000.00 — 0.5%

W&W Trucking & Equipment Service (eligible certified SLDBE) to perform trucking services
\$20,000.00 — 0.5%

Auguillard Construction Co., LLC (eligible certified SLDBE) to perform concrete and asphalt paving restoration
\$227,980.00 — 5.2%

Listed Subcontractors Participation totals:	\$1,567,980.00 — 36.0%
SLDBE Participation totals:	\$1,547,980.00 — 35.5%

Fleming Construction Company, LLC, failed to meet the 36% SLDBE Participation goal, or submit a documented Good Faith Effort with a notarized affidavit.

The apparent second lowest bidder, Boh Bros. Construction Co., LLC, submitted the following subcontractors:

Auguillard Construction Co., LLC (eligible certified SLDBE) to perform restoration
\$879,035.00 — 18.5%

Standard Cement Materials, Inc., (eligible certified SLDBE) to perform rehabilitation and spraying of sewer manholes
\$607,400.00 — 12.8%

Prince Dump Truck Service (eligible certified SLDBE) to perform dump truck services: Hourly trucking, and supplying sand and aggregate materials
\$300,000.00 — 6.3%

Participation totals: **\$1,786,435.00 — 37.5%**

The apparent third lowest bidder, Wallace C. Drennan, Inc., submitted the following subcontractors:

Auguillard Construction Co., LLC (eligible certified SLDBE) to perform restoration
\$460,000.00 — 9.2%

C & M Construction Group, Inc. (eligible certified SLDBE) to perform Municipal & Public Work construction, and restoration
\$405,000.00 — 8.1%

Prince Dump Truck Service (eligible certified SLDBE) to perform, trucking & hauling, and supply materials
\$600,000.00 — 12.0%

Standard Cement Materials, Inc., (eligible certified SLDBE) to perform manhole waterproofing
\$338,000.00 — 6.8%

Participation totals: **\$1,803,000.00 — 36.1%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Fleming Construction Company, LLC be rejected, and that the SLDBE participation submitted by Boh Bros. Construction Co., LLC; and Wallace C. Drennan, Inc., be accepted.

(See Attachment #2.2 for Participation Summary Sheet and supporting document)

12-7 ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Contract 30006-RESTORATION OF EXISTING GRAVITY SEWER MAINS DAMAGED BY HURRICANE KATRINA BY EXCAVATION AND REPLACEMENT FROM MANHOLE TO MANHOLE. CIPP LINING FROM MANHOLE TO MANHOLE AND POINT REPAIRS AT VARIOUS SITES THROUGHOUT ORLEANS, PARISH

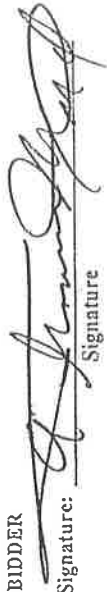
Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Hebert Trucking & Equipment Service 5110 Carmelite Street Crown Point, LA 70072	Emile Hebert	Trucking, Mainline Pt. Repairs & Services, Materials	\$230,000.00	5.3%
Standard Cement Materials, Inc. 5710 W. 34 th St., #A Houston, TX 77092	Marcus Tamez	Manhole Rehabilitation	\$780,000.00	17.9%
Cooper Contracting Group, LLC 2215 N. Von Braun Ct. Harvey, LA 70058	Julie Cooper	Mainline Pipe & Services, Point Repairs	\$270,000.00	6.2%
Cabildo Staffing, LLC 1515 Poydras St., Ste. 2210 New Orleans, LA 70112	Quinn Jones	Labor	\$20,000.00	.5%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE. BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: A. THOMAS MORA, JR.

Print Name

Prime Company's Name: FLEMING CONSTRUCTION CO., L.L.C.Prime Address: 23 E. AIRLINE DRIVEKENNER, LA 70062Prime Signature: 

Signature

Date: 12-23-2013Telephone Number: 504-464-4000

Revised October 2012

C&M Construction Group, Inc. 9 Calcasieu Ct. Kenner, LA 70065

W & W Trucking & Equip. Service
920 Taylor St.
Kenner, LA 70062Auguillard Construction Co., Inc.
P. O. Box 3464
New Orleans, LA 70177Wendy Whitsett
Trucking ServicesDenise Auguillard
Concrete & Asphalt Paving
Restoration

Sawcutting Asph. & Conc. Paving

\$20,000.00

.5%

\$20,000.00

.5%

\$227,980.00

5.2%

12-7

ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEETMinimum Percentage Goal Participation for this Contract is 36%

Contract 30006-RESTORATION OF EXISTING GRAVITY SEWER MAINS DAMAGED BY HURRICANE KATRINA BY EXCAVATION AND REPLACEMENT FROM MANHOLE TO MANHOLE. CIPP LINING FROM MANHOLE TO MANHOLE AND POINT REPAIRS AT VARIOUS SITES THROUGHOUT ORLEANS, PARISH

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Auguillard Construction Co. 5981 N. Claiborne Ave. New Orleans, LA 70117	Denise Auguillard (504)945-2233	Restoration of concrete and asphalt pavements, driveways and sidewalks	\$879,035.00	18%
Standard Cement Materials 5710 W. 34th St. # A Houston, TX 77092	Marcus Tamez (713)680-0482	Rehab. and spraying of sewer manholes	\$607,400.00	12%
Prince Dump Truck Services 1412 Carroll St. Kenner, LA 70062	Richie Prince (504)400-7310	Dump Truck Services: Hourly trucking, Sand and aggregates	\$300,000.00	6%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE.
BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

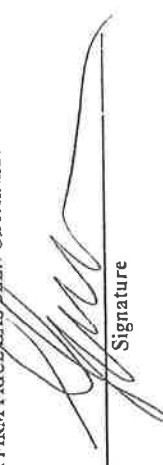
NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Edward A. Scheuermann

Print Name

Prime Company's Name: Boh Bros. Construction Co., L.L.C.

Prime Address:

730 South Tontal StreetNew Orleans, LA 70119Prime Signature: 

Signature

Date:

12/20/13

Telephone Number:

504-821-2400Revised October 2012

12-13

12-7 ECONOMICALLY DISADVANTAGED BUSINESS PARTICIPATION SUMMARY SHEET

Minimum Percentage Goal Participation for this Contract is 36%

Contract 30006-RESTORATION OF EXISTING GRAVITY SEWER MAINS DAMAGED BY HURRICANE KATRINA BY EXCAVATION AND REPLACEMENT FROM MANHOLE TO MANHOLE, CIPP LINING FROM MANHOLE TO MANHOLE AND POINT REPAIRS AT VARIOUS SITES THROUGHOUT ORLEANS, PARISH

Name and Address of Disadvantaged Business Enterprise Company	Name of Contact Person	Scope of Work to be Performed	Dollar Amount of work to be performed	Percentage of Dollar Amount to Total Bid Price
Auguillard Construction Co., Inc. 5901 N. Claiborne Ave. New Orleans, LA 7017	Denise Auguillard	Restoration	\$460,000.00	9.21%
C & M Construction Group, Inc. 9 Calcasieu Court Kenner, LA 70065	Carlos Mendieta	Municipal and Public Works Construction & Restoration	\$405,000.00	8.11%
Prince Dump Truck Service 5301 Washingtonian Dr. Metairie, LA 70003	Richard Prince	Trucking & Hauling and Supplier of Materials	\$600,000.00	12.01%
Standard Cement Materials, Inc. Houston, TX 77092	Marcus E. Tamez	Waterproofing Manholes	\$338,000.00	6.77%

THIS FORM MUST BE COMPLETED AND SUBMITTED BY THE TWO LOWEST NUMERICAL BIDDERS NO LATER THAN 3 DAYS AFTER THE BID OPENING (EXCLUSIVE OF SATURDAYS, SUNDAYS AND HOLIDAYS). FAILURE TO DO SO WILL RENDER THE BID NON-RESPONSIVE.
BY SUBMITTAL OF THIS FORM, PRIME CONTRACTOR ACKNOWLEDGES THAT DBE(S) HAVE BEEN CONTACTED AND A FIRM PRICE HAS BEEN OBTAINED.

NOTE: Signature required even if judged NOT APPLICABLE by the BIDDER

Prime Name: Wallace C. Drennan, III
 Prime Company's Name: Wallace C. Drennan, Inc.
 Prime Address: Post Office Box 15438
New Orleans, LA 70175-5438

Prime Signature: 
 Signature

Date: December 20, 2013

Telephone Number: 504-828-8000

Revised October 2012

PORTER, Alvin

From: Lydia Miller <ldelmasmiller@hotmail.com>
Sent: Monday, December 30, 2013 5:23 PM
To: Jack Fleming, II; PORTER, Alvin
Subject: Cabildo Staffing
Attachments: UCP Search Results.pdf

Please see attachment. I found Cabildo Staffing listed as an MBE for the DOTD.

Lydia Miller



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, President
WM. RAYMOND MANNING, President Pro-Tem

625 ST. JOSEPH STREET
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
www.swbnola.org

December 31, 2013

Jack Fleming
Fleming Construction Co., LLC
23 E. Airline Dr.
Kenner, LA 70062

RE: Contract # 30006 Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole-to-Manhole, CIPP Lining from Manhole-to Manhole and Point Repair at Various Sites throughout Orleans Parish

Dear Mr. Fleming:

After review and analysis of the SLDBE participation submitted on your bid for Cont. #30006, the Economically Disadvantaged Business Program has determined that your company failed to meet the SLDBE goal of 36% SLDBE participation. Specifically, your company submitted a list of SLDBEs and their participation percentage. That participation percentage total was 35.5%. Also, your company included Cabildo Staffing, LLC, to provide labor for \$20,000 to meet 0.5% of the goal. Cabildo Staffing, LLC is not certified as a SLDBE, and also it is not listed in the Sewerage and Water Board of New Orleans Approved SLDBE Vendor Listing available at the time of the bid opening. Fleming Construction Co., LLC did not submit a documented Good Faith Effort with a notarized affidavit.

As a result, the recommendation of this office is that your company's SLDBE participation not be accepted and that the participation of the second lowest bidder, Boh Bros. Construction, Co., LLC, be accepted.

Your company has 72 hours from the receipt of this correspondence to file a bid protest with the Sewerage and Water Board to be heard before the Operations Committee Meeting. The next scheduled Operations Committee Meeting is Monday, January 6, 2014. Should you desire to have your bid protest hearing scheduled for January 6, 2014, 9:00 AM you must file your protest with Willie Mingo, Purchasing Agent, by Monday, January 6, 2014.

Please note that this will be a public meeting.

Sincerely,


Alvin G. Porter, Interim Director, EDBP

cc: Marcia St. Martin
Joseph Becker
Nolan Lambert
Willie Mingo
Harold Marchand
Boh Bros. Construction, Co., LLC

Construction Review Committee Recommendations

The Construction Review Committee met December 11, 2013 and made the following recommendations.

Open Market Contracts

Open Market, 36% DBE Participation, no renewal options

- | | |
|-------------------------|--|
| 1. Contract #3664 | 404 HMGP Replacement of Sewage Pumping Station #8 |
| Estimated Cost: | \$4,032,176.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Demolition, Electrical, HVAC, Earthwork, Building, Site Work, Structural, and Piling |
| | Source of funding is FEMA Reimbursable |
| 2. Contract #3669 | 404 HMGP Replacement of Sewage Pumping Station #6 |
| Estimated Cost: | \$2,900,000.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Demolition, Electrical, HVAC, Earthwork, Building, Site Work, Structural, and Piling |
| | Source of funding is FEMA Reimbursable |
| 3. Contract #3786 | Central Wetlands Assimilation Project A-2 Region |
| Estimated Cost: | \$3,131,042.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Piping, Flow Meter, Tee/tap, Vegetative Planting |
| | Source of funding is Coastal Impact Assistance Program |
| 4. Contract #30009 | Sewer Main Replacements from Manhole to Manhole Contract |
| Estimated Cost: | \$2,500,000.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Earthwork, hauling and restoration of roadways, driveways and sidewalks. |
| | Source of funding: Sewer System Fund |

5. Contract #30010

Rehabilitation of Existing Sewer Manholes Damaged by Hurricane Katrina by Replacement and/or adjustment of Existing Frames and Covers, Full and Partial Internal Cementitious Lining and Associated Restoration at Various Sites throughout Orleans Parish

Estimated Cost:

\$4,000,000.00

Suggested Goal:

36%

Areas of Participation:

Replacement of frame and cover; installation of cementitious liner; installation of isolation pad; installation of inflow pan; pump setup; pavement, driveway, sod and curb restoration

Source of funding is FEMA Reimbursable

Open Market, 0% DBE Participation, no renewal options

6. Contract #6250

HMGP Generator Load Bank at Carrollton Water Plant

Estimated Cost:

\$5,000,000.00

Suggested Goal:

0%

Justification:

Specialized nature of work

Source of funding is FEMA Reimbursable

(See Attachment #3 for project descriptions)

Sewerage & Water Board of New Orleans

INTER-OFFICE MEMORANDUM

DATE: December 2, 2013

FROM: Mr. Ron Spooner, Chief of Engineering



TO: Mr. Alvin Porter, EDB Program Director

**RE: CONTRACT 3664: 404 HAZARD MITIGATION GRANT PROGRAM
REPLACEMENT OF SEWAGE PUMPING STATION 8**

I. Summary

The proposed work consists of replacement of the existing bunker type pumping station with a new above ground pumping station, and constructing a new wet well. Major work items include:

- A. Demolition of existing pumping station and equipment platform. Salvaging of existing equipment and returning to the Sewage and Water Board of New Orleans.
- B. Relocation of the sewer gravity line to the new station location.
- C. Construction of new above ground pumping station with a new below ground reinforced concrete wet well, including earthwork, structural, masonry, metals, carpentry and millwork.
- D. Furnishing and installation of electrical components including motor starters, electrical control panels and bubbler (automation) panel.
- E. Installation of Board furnished SCADA panel.
- F. Furnishing and installation of sewage pumps and driver motors.
- G. Furnishing and installation of minor lighting, power, and mechanical systems.
- H. Furnishing and installation of exhaust fans.
- I. Site Work including roadway paving, sidewalks, driveways, site paving, fencing and complete cleanup of the job site.
- J. Mobilization, overhead, bonding, and insurance.

II. Specifications and Drawings

Specifications and drawings will be utilized, and are currently in the design stage.

III. Subcontract Areas

See the Total Contract Estimate below for a breakdown of potential subcontract areas.

IV. Total Contract Estimate = \$2,900,000

Item	Description	Contract Value	Contract %
1	Demolition*	\$100,804.00	2.5%
2	Electrical*	\$197,576.00	4.9%
3	I&C (Equip Incl. Controls and Panels)	\$47,691.00	1.2%
4	HVAC*	\$15,295.00	0.4%
5	Mechanical (Pumps, Motors, Int. Piping, etc.)	\$711,470.00	17.6%
6	Mechanical (Yard Piping)	\$267,375.00	6.6%
7	Earthwork (Incl. Hauling)*	\$52,557.00	1.3%
8	Building - Masonry, Millwork, Carpentry*	\$24,193.00	0.6%
9	Building/Structural - Metals	\$211,759.00	5.3%
10	Misc. Site work (Incl. Fence, Paint)*	\$184,507.00	4.6%
11	Structural - Concrete, Formwork*	\$133,062.00	3.3%
12	Structural - Reinforcement*	\$60,483.00	1.5%
13	Well Point Dewatering System	\$671,983.00	16.7%
14	Piling*	\$683,106.00	16.9%
15	Structural Sheet Piling	\$488,589.00	12.1%
16	By-Pass Pumping	\$181,726.00	4.5%
* Areas of Potential DBE Participation			
Total		\$4,032,176	100%
Total Subcontract Items		\$1,451,583	
Percentage Subcontract Items of Total Contract		36%	

The design of this project has not been finalized; therefore, the Total Contract Estimate may be revised.

V. Contract Estimate: DBE Subcontract Areas

Tasks recommended for potential DBE subcontracting are denoted by asterisks "*" in IV above.

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 36%. The recommended goal is based upon several factors, including:

- Breakdown of available subcontracting opportunities as shown above
- Availability of qualified subcontractors to perform the various portions of work included
- Ability of qualified subcontractors to complete the volume of work within the contract time

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

- Contract 3663: Replacement of Bullard Sewage Pumping Station
- Contract 3665: Replacement of Dodt Sewage Pumping Station
- Contract 3666: Replacement of Lake Forest Sewage Pumping Station
- Contract 3667: Replacement of Plum Orchard Sewage Pumping Station
- Contract 3668: Replacement of Victoria Sewage Pumping Station
- Contract 3669: Replacement of Lawrence Sewage Pumping Station

XI. Previous DBE Participation Goals and DBE Subcontractors

Contract #	Prime	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
				Firm	% of Contract Cost
3663	Lou-Con, Inc	\$ 1,395,000	36%	RLH Investments, LLC	36.49%
3665	TKTMJ, Inc	\$1,379,991	36%	Gulf States Constructors	17.46%
				Choice Supply Solutions	16.38%
3666	Lou-Con, Inc	\$ 1,416,500	36%	Gulf States Constructors	36%
3667	TKTMJ, Inc	\$ 1,126,180	36%	Gulf States Constructors	24.51%
				Choice Supply Solutions	8.88%
3668	IMC, Inc	\$ 1,224,990	36%	Dieudonne Enterprises, Inc.	21.51%
				JL Construction	18.07%
3670	Lou-Con, Inc	\$ 1,396,500	36%	Gulf State Constructors	36.45%

XII. Previous Contracts: Commencement and Conclusion Dates

Contract No.	Contract Cost	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
3663	\$ 1,395,000	36%	9/26/2013	12/2014
3665	\$1,379,991	36%	10/21/2013	12/2014
3666	\$ 1,416,500	36%	9/26/2013	12/2014
3667	\$ 1,126,180	36%	10/21/2013	12/2014
3668	\$ 1,224,990	36%	9/26/2013	12/2014
3670	\$ 1,396,500	36%	9/26/2013	12/214

XIII. Specialty Licenses

The prime contractor shall possess a current License from the Louisiana State Licensing Board for Contractors for work classified as Municipal and Public Works Construction.

MRS/cpb

Cc: Joe Becker, Willie Mingo, Chris Bergeron

Sewerage & Water Board of New Orleans

INTER-OFFICE MEMORANDUM

DATE: November 26, 2013

FROM: Mr. Ron Spooner, Chief of Engineering



TO: Mr. Alvin Porter, EDB Program Director

**RE: CONTRACT 3669: 404 HAZARD MITIGATION GRANT PROGRAM
REPLACEMENT OF SEWAGE PUMPING STATION 6**

I. Summary

The proposed work consists of replacement of the existing bunker type pumping station with a new above ground pumping station, and constructing a new wet well. Major work items include:

- A. Demolition of existing pumping station and equipment platform. Salvaging of existing equipment and returning to the Sewage and Water Board of New Orleans.
- B. Construction of new above ground pumping station with a new below ground reinforced concrete wet well, including earthwork, structural, masonry, metals, carpentry and millwork.
- C. Furnishing and installation of electrical components including motor starters, electrical control panels and bubbler (automation) panel.
- D. Installation of Board furnished SCADA panel.
- E. Furnishing and installation of sewage pumps and driver motors.
- F. Furnishing and installation of minor lighting, power, and mechanical systems.
- G. Furnishing and installation of exhaust fans.
- H. Site Work including roadway paving, sidewalks, driveways, site paving, fencing and complete cleanup of the job site.
- I. Mobilization, overhead, bonding, and insurance.

II. Specifications and Drawings

Specifications and drawings will be utilized, and are currently in the design stage.

III. Subcontract Areas

See the Total Contract Estimate below for a breakdown of potential subcontract areas.

IV. Total Contract Estimate = \$2,900,000

Item	Description	Contract Value	Contract %
1	Demolition*	\$72,500.00	2.5%
2	Electrical*	\$142,100.00	4.9%
3	I&C (Equip Incl. Controls and Panels)	\$34,300.00	1.2%
4	HVAC*	\$11,000.00	0.4%
5	Mechanical (Pumps, Motors, Int. Piping, etc.)	\$511,700.00	17.6%
6	Mechanical (Yard Piping)	\$192,300.00	6.6%
7	Earthwork (Incl. Hauling)*	\$37,800.00	1.3%
8	Building - Masonry, Millwork, Carpentry*	\$17,400.00	0.6%
9	Building/Structural - Metals	\$152,300.00	5.3%
10	Misc. Site work (Incl. Fence, Paint)*	\$132,700.00	4.6%
11	Structural - Concrete, Formwork*	\$95,700.00	3.3%
12	Structural - Reinforcement*	\$43,500.00	1.5%
13	Well Point Dewatering System	\$483,300.00	16.7%
14	Piling*	\$491,300.00	16.9%
15	Structural Sheet Piling	\$351,400.00	12.1%
16	By-Pass Pumping	\$130,700.00	4.5%
* Areas of Potential DBE Participation			
Total		\$2,900,000	100%
Total Subcontract Items		\$1,044,000	
Percentage Subcontract Items of Total Contract		36%	

The design of this project has not been finalized; therefore, the Total Contract Estimate may be revised.

V. Contract Estimate: DBE Subcontract Areas

Tasks recommended for potential DBE subcontracting are denoted by asterisks "*" in IV above.

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 36%. The recommended goal is based upon several factors, including:

- Breakdown of available subcontracting opportunities as shown above
- Availability of qualified subcontractors to perform the various portions of work included
- Ability of qualified subcontractors to complete the volume of work within the contract time

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

- Contract 3663: Replacement of Bullard Sewage Pumping Station
- Contract 3665: Replacement of Dodt Sewage Pumping Station
- Contract 3666: Replacement of Lake Forest Sewage Pumping Station
- Contract 3667: Replacement of Plum Orchard Sewage Pumping Station
- Contract 3668: Replacement of Victoria Sewage Pumping Station
- Contract 3669: Replacement of Lawrence Sewage Pumping Station

XI. Previous DBE Participation Goals and DBE Subcontractors

Contract #	Prime	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
				Firm	% of Contract Cost
3663	Lou-Con, Inc	\$ 1,395,000	36%	RLH Investments, LLC	36.49%
3665	TKTMJ, Inc	\$1,379,991	36%	Gulf States Constructors	17.46%
				Choice Supply Solutions	16.38%
3666	Lou-Con, Inc	\$ 1,416,500	36%	Gulf States Constructors	36%
3667	TKTMJ, Inc	\$ 1,126,180	36%	Gulf States Constructors	24.51%
				Choice Supply Solutions	8.88%
3668	IMC, Inc	\$ 1,224,990	36%	Dieudonne Enterprises, Inc.	21.51%
				JL Construction	18.07%
3670	Lou-Con, Inc	\$ 1,396,500	36%	Gulf State Constructors	36.45%



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

DATE: 12/09/13

FROM: Mr. Ron Spooner, Chief of Engineering *MR*

TO: Mr. Alvin G. Porter, EDB Program Director

RE: **CONTRACT 3786 – Central Wetlands Assimilation Project A-2 Region**

I. Summary

The Wetlands Assimilation Project – A-2 Area (Project) consists of tying in to the New Orleans Sewerage and Water Board (SWB) East Bank Sewerage Treatment Plant's (EBSTP) existing 66 inch diameter force main pipeline in order to utilize the treated effluent for discharge into the Central Wetlands. Approximately 7,133 linear feet of transport pipeline will be constructed with effluent discharging into a 20-acre cell. Budget permitting, additional 5-acre cells may be built. The cell will be initially filled with dredged material obtained from borrow areas in the adjacent central wetlands.

The project site is located in St. Bernard and Orleans Parishes in Louisiana, adjacent to the EBSTP

II. Specifications and Drawings

Specifications and drawings will be utilized, and are currently in the design stage.

III. Subcontract Areas

The individual components of the A-2 project are as follows:

1. Remove/relocate any obstructions and structures within footprint of project area.
2. Install the 18" diameter discharge pipeline across an existing landfill (Republic) near/adjacent to the Orleans and Lake Borgne levee.
3. Install pipe tee on existing 66" diameter force main (FM).
4. Install all valves for the discharge pipeline.
5. Mechanically dredge from designated borrow areas to construct 20 acre cell. Additional 5-acre cells may be built pending budgetary constraints.
6. Install discharge outlets on individual discharge pipes on downstream end.
7. Plant vegetation.

IV. Total Contract Estimate

Task	Estimated Cost of Task	Percent of Construction	Potential DBE %
Mobilization	\$500,000	15.97%	0.00%
18" Single Wall Pipe (Below Ground)*	\$60,840	1.94%	0.72%
18" Dual Wall Pipe (Below Ground)*	\$294,990	9.42%	4.0%
18" Single Wall Pipe (Underwater)*	\$209,064	6.68%	2.43%
18" Single Wall Pipe (Diffuser+Outlets)*	\$285,037	9.10%	4.2%
Flow Meter*	\$10,000	0.32%	0.12%
Clearing & Grubbing	\$8,000	0.26%	0.10%
Tee/tap on FM*	\$53,000	1.69%	0.62%
Mechanical Dredging & Spoil Placement*	\$1,365,471	43.61%	23.1%
Vegetative Plantings*	\$60,000	1.92%	0.71%
Misc. & Contingency	\$284,640	9.09%	0%
Total	\$3,131,042	100%	36%

V. Contract Estimate: DBE Subcontract Areas

Tasks recommended for potential DBE subcontracting are denoted by asterisks "*" in IV above.

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 36%. The recommended goal is based upon several factors, including:

- Breakdown of available subcontracting opportunities as shown above
- Availability of qualified subcontractors to perform the various portions of work included
- Ability of qualified subcontractors to complete the volume of work within the contract time

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

- Letter bid for Contract 3780: Central Wetlands Unit Wetlands Assimilation Project Phase One
- Letter bid for Contract 3781: Central Wetlands Unit Wetlands Assimilation Project Phase Two

XI. Previous DBE Participation Goals and DBE Subcontractors

Contract #	Prime	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
				Firm	% of Contract Cost
3780	AQ Construction	\$ 1,269,000	36%	Not known	Not known
3781	Commander Corp.	\$ 288,000	36%	Not known	Not known

XII. Previous Contracts: Commencement and Conclusion Dates

Contract No.	Contract Cost	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
3780	\$1,269,000.00	36%	10/31/11	3/12/13

XIII. Specialty Licenses

The prime contractor shall possess a current License from the Louisiana State Licensing Board for Contractors for work classified as Municipal and Public Works Construction.

RS/frf

SEWERAGE AND WATER BOARD

INTER-OFFICE MEMORANDUM

DATE: November 27, 2013

TO: Alvin Porter, EDB Program

FROM: Rudy August, Chief of Networks

RE: SEWER MAIN REPLACEMENT FROM MANHOLE TO MANHOLE CONTRACT

CONT-300009

The work to be performed under this contract consists of furnishing all labor, materials (materials to be supplied by Board), supervision, construction equipment, tools, appurtenances, mechanical equipment, electrical equipment, travel, utilities, transportation, and supplies, all as necessary and required for the restoration of gravity flow sanitary sewers by excavation and replacement from manhole to manhole of sewer mains 8" to 24" at scattered sites throughout the City of New Orleans.

a) This contract includes, but is not limited to the following items of work:

- Removal and disposal of roadways, driveways, sidewalks or unpaved surface areas
- Removal and disposal of existing gravity flow sanitary sewers and related material
- Restoration of gravity flow sanitary sewers and direct replacement from manhole to manhole
- Tie-in of newly laid gravity flow sanitary sewers to existing sewer facilities
- Removal and disposal of existing sewer house connections on the restored sewer main
- Replacement and tie-in of sewer house connections on the restored sewer main
- Restoration of roadways, driveways, sidewalks or unpaved areas

b) Bid Specifications/Drawings are currently unavailable.

c) **A breakdown of estimated cost of subcontract items listed in the following table.** The breakdown presents the percentage and associated cost of tasks that may be subcontracted in whole or in part.

- d) The recommended DBE participation goal is 36%.
- e) **Contract 30009** may be renewed for one additional year with all terms, conditions and prices of the original specifications remain unchanged during the renewal term.
- f) Contract 3698 the previous contract, was awarded Wallace C. Drennan in XXXX. The amount for contract 3698 was \$ 2,336,300 with a 36% goal for disadvantaged business
- g) Contract 3652 the prior previous contract, was awarded to BLD Cons. Inc. in 2009. The amount for Contract 3652 was \$3,197,000.00 with a 36% goal for disadvantaged business
- h) The contractor shall be licensed in the category of Municipal and Public Works Construction.
- i) Previous contract goals and DBE subcontractors. Include data (in the table below) from the similar type contract that the S&WB has awarded.

Contract Number	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
3698	Wallace C. Drennan Inc	\$2,336,300.00	36%	Firm	% of Contract
				Prince Dump Truck Service	11.98
				Auguillard Construction	17.55
				Cooper Contracting Group, LLC	8.13

cc: Joseph Becker, M. Goddard, M. Ron Spooner, M. Johnson, K. Saleh

Rudy August, Chief of Networks

SEWERAGE AND WATER BOARD of NEW ORLEANS

INTER-OFFICE MEMORANDUM

DATE: December 2, 2013

TO: Alvin Porter, EDB Program Interim Director

FROM: Mr. Ron Spooner, Chief of Engineering 

**RE: CONTRACT 30010- REHABILITATION OF EXISTING SEWER
MANHOLES DAMAGED BY HURRICANE KATRINA BY
REPLACEMENT AND/OR ADJUSTMENT OF EXISTING FRAMES
AND COVERS, FULL AND PARTIAL INTERNAL CEMENTITIOUS
LINING AND ASSOCIATED RESTORATION AT VARIOUS SITES
THROUGHOUT ORLEANS PARISH.**

The work to be performed under this contract consists of furnishing all labor, materials, supervision, construction equipment, tools, appurtenances, mechanical equipment, electrical equipment, travel, utilities, transportation, and supplies, all as necessary and required for the rehabilitation of existing sewer manholes by replacement and/or adjustment of existing frames and covers, full and partial internal cementitious lining and associated restoration throughout the City of New Orleans associated with the ESSA Phase II.

a) This contract includes, but is not limited to the following items of work:

- Removal and disposal of roadways, driveways, sidewalks or unpaved surface areas
- Restoration of roadways, driveways, sidewalks or unpaved areas
- Replacement of frame and cover
- Installation of concrete isolation pad
- Installation of cementations liner to interior wall of manhole
- Installation of inflow pan
- Bypass pumping setup and operation

b) Bid Specifications/Drawings are currently unavailable.

Bid specifications and drawings will be utilized in this contract, but are not yet available

- c) A breakdown of the estimated cost of subcontract items is listed in the following table. The breakdown presents the associated cost of tasks that may be subcontracted in whole or in part.

ITEM NUMBER	DESCRIPTION	CONTRACT VALUE	CONTRACT %	DBE %	DBE \$	DBE % OF LINE ITEM
1	REPLACEMENT OF FRAME AND COVER	\$300,000.00	7.50%	7.50%	\$300,000.00	100.00%
2	ADJUSTMENT OF FRAME	\$210,000.00	5.25%	5.25%	\$210,000.00	100.00%
3	INSTALLATION OF CEMENTITIOUS LINER (PARTIAL)	\$450,000.00	11.25%	1.50%	\$60,000.00	13.33%
4	INSTALLATION OF CEMENTITIOUS LINER (FULL)	\$530,000.00	13.25%	1.50%	\$60,000.00	11.32%
5	INSTALLATION OF PECTRA SHIELD (PARTIAL)	\$700,000.00	17.50%	0.00%	\$0.00	0.00%
6	INSTALLATION OF SPECTA SHIELD (FULL)	\$1,000,000.00	25.00%	0.00%	\$0.00	0.00%
7	INSTALLATION OF ISOLATION PAD	\$90,000.00	2.25%	2.25%	\$90,000.00	100.00%
8	INSTALLATION OF INFLOW PAN	\$20,000.00	0.50%	0.50%	\$20,000.00	100.00%
9	PUMP SET UP	\$100,000.00	2.50%	2.50%	\$160,000.00	100.00%
10	PAVEMENT, DRIVEWAY, SOD AND CURB RESTORATION	\$600,000.00	15.0%	15.00%	\$600,000.00	100.00%
	TOTAL	\$4,000,000.00	100.00%	36.0%	\$1,440,000.00	

The design of this project has not been finalized; therefore, the Total Contract Estimate may be revised.

- d) The recommended DBE participation goal as it relates to letter (c) is 36.0 % of the subcontracted items.
- e) There are no renewal options for this project.
- f) There are no previous renewal periods and costs associated with this project.
- g) The prime contractor/firm shall possess a current license from the Louisiana State Contractor's Licensing Board for work classified as Municipal and Public Works Construction.
- h) Previous contract goal and DBE subcontractors. Include data (in the table below) from the last 3 similar type contracts that the S&WB has awarded.

Contract No.	Prime Contractor	Contract Value at S&WB Award	Approved DBE Participation %	DBE Subcontractor Data	
3995	Fleming Construction CO., LLC.	\$845,777.50	36%	Firm	% of Contract
				Hebert's Trucking	20.0
				Auguillard Construction	16.0
3982	BLD Services, LLC	\$2,536,227.00	36%	Hebert's Trucking	6.42
				Auguillard Construction	8.23
				Dieudonne Enterprises	12.44
3983	BLD Services, LLC	\$3,164,892.00	36%	Prince Dump Truck Services	9.03
				Hebert's Trucking	4.62
				Auguillard Construction	17.41
				Dieudonne Enterprises	5.58
				Three C's Properties	8.49

- l) Commencement and conclusion dates of previous awarded contracts. Include data (in the table below) from the last 3, similar type work contracts, if any that have completed construction

Contract No.	Contract Cost at Completion	Approved DBE Participation %	Notice to Proceed Date	Final Completion Date
3995	\$834,485	36%	11/30/2009	5/21/2010
3982	\$2,474,186	36%	11/30/2009	6/03/2011
3983	\$ 2,404,801	36%	11/09/2009	1/31/2011

cc: Joseph Becker, M. Goddard, K.Saleh, M.Johnson, R.Gross-Potter

Sewerage & Water Board of New Orleans

INTER-OFFICE MEMORANDUM

Date: December 3, 2013

From: M. Ron Spooner, Chief of Engineering



To: Alvin Porter, EDB Program

Cc: Celso Antunez
James Vincent

Re: CONTRACT NO. 6250 – HMGP Generator Load Bank at Carrollton Water Plant

I. Summary

The location of the work site is 8800 South Claiborne Avenue, New Orleans, LA, at the Sewerage and Water Board Carrollton Water Plant Complex. The work for this contract is limited to selected areas of the Power Plant and the Central Control Building. The equipment is designed to restore pre-Katrina conditions while preventing disruptions of the operations of the Facility.

Major work items include:

- A Generator Load Bank system capable of performing a load bank test up to 20MW related to three existing steam turbine generators and dual-fuel turbine generator that are currently being rebuilt under various FEMA contracts. This work will involve configuring the electrical components into the existing Central Control 6600 Volt ring bus configuration and upgrading the 1200 Amp breaker to an new 2000 Amp breaker.

II. Specifications and Drawings

Specifications and drawings will be utilized and are currently in the 10% design stage.

III. Subcontract Areas

There are no areas of work that can be subcontracted due to the specialized requirements associated of this project.

IV. Total Contract Estimate = \$5,000,000.00

Item	Item Description	Amount
1	Generator Load Bank and Ancillary Equipment	\$ 4,500,000.00
2	2000 Amp Breaker	\$ 200,000.00
3	Other	\$ 300,000.00
	Total Subcontract Items	\$0.00
	Total Contract Estimate	\$5,000,000.00
	Percentage Subcontract Items of Total Contract	0%

The design of this project has been finalized; however, the Total Contract Estimate may be revised if material prices change significantly prior to bid.

V. Contract Estimate: DBE Subcontract Areas

There are no areas to be subcontracted.

VI. Recommended DBE Participation Goal

The recommended DBE participation goal for this Contract is 0% because of the specialized nature of this project.

VII. Extenuating Circumstances

N/A

VIII. Renewal Options

N/A

IX. Previous Renewal Periods

N/A

X. Previous Contracts

N/A

XI. Previous DBE Participation Goals and DBE Subcontractors

N/A

XII. Previous Contracts: Commencement and Conclusion Dates

N/A

XIII. Specialty Licenses

The prime contractor shall possess a current License from the Louisiana State Licensing Board for Contractors for work classified as Municipal and Public Works.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee Meeting was not held in the Month of December because there were no new projects submitted, however the below listed project that was deferred at last month's meeting with approval pending submission of project description is now approved:

Open Market Contracts

Previously Deferred

Open Market, 0% SLDBE Participation,

1. RFQ for Forensic Engineering Services for future SELA Projects

Budget Amount: \$976,705.00

Percentage Goal Justification: Scope of work is highly specialized. Contractor(s) would have to be qualified as expert witness in both federal and state court.

Funding Source: Operating and Maintenance Budget

(See Attachment #4 for project description)



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: November 27, 2013
From: Anthony J. Stewart, Legal 
To: Alvin G. Porter, Interim EDBP Director
Re: Staff Contract Review of RFQ for Forensic Engineering Services



A. DESCRIPTION OF SERVICES TO BE INCLUDED IN THE RFQ FOR FORENSIC ENGINEERING SERVICES FOR FUTURE SELA PROJECTS

Registered professional engineer needed to provide Geotechnical/Forensic Engineering Services related to SELA Drainage Project, Jefferson Avenue Covered Canal Phase 2 – Dryades to Constance, and all future SELA projects.

1. Review of design plans and specification to determine/recommend geographic area in which preconstruction inspection activity should be conducted.
2. ~~Preconstruction inspection of properties within recommended~~ geographic area both where requested rights-of-entry have been obtained and rights-of-way inspections on properties for which no rights-of-entry are provided.

Alvin G. Porter, Interim EDBP Director
November 27, 2013
Page 2

3. Inspection subsequent to receipt of damage claim complaints for purpose of rendering opinion as to whether any such damage is causally related to ongoing project. In the event damage is determined to be causally related, it will be necessary to provide cost to prepare estimates thereof.
4. Assisting the Board with obtaining credit from Corps of Engineers, toward its required contribution to the cost of the project pursuant to Project Partnership Agreement/ SOP for the costs of investigating and resolving property damage claims arising from said projects.
5. Providing litigation support, if necessary, including providing expert witness testimony. Will need to be qualified as such in both federal and state court.
6. Not applicable.
7. Not applicable.
8. Not applicable.
9. Not applicable.

Alvin G. Porter, Interim EDBP Director
November 27, 2013
Page 3

10. Extenuating circumstances.

This is a highly specialized area requiring the services of a licensed, professional engineer. Additionally, subdividing the necessary activities would result in increased costs to the Board and time delays. Also, in litigation resulting from previous projects, division of these activities, negatively impacted the production of data needed in support of the Board's position and said litigation. Having same within the purview of the contracted professional engineer and subsequent litigation served to strengthen the Board's ability to defend itself therein.

11. Not applicable.

12. Not applicable.

13. Not applicable.

14. Copy of the previously approved contract is attached. Costs:

\$976,705.00. Date of Approval: June 18, 2012. DBE participation – zero.

15. Not Applicable.

16. The commencement date of the previously approved agreement was

June 18, 2012, and the project is still ongoing.

ATTORNEY IV

AJS:plg

Att.

cc: Nolan P. Lambert
Harold D. Marchand

Final Acceptance Contracts with DBE Participation

Contract #3738; Hurricane Related Repairs to SPS #15

The Prime Contractor is Alfred Conhagen, Inc. of LA

The DBE participation goal is 25%. The DBE participation achieved is 31.2%.

The Economically Disadvantaged Business Program recommends that the DBE participation on subject contract be approved for final acceptance.

(See attachment #6.1 for additional information)

Attachment #6.1

31-Dec-13

Contract #	3738
Contractor	Alfred Conhagen, Inc. of LA
Contract Name	Hurricane Related Repairs to SPS #15
Initial Contract Bid Amount	\$ 2,219,122.00
Change Order Amount	\$ -
Current Contract Amount	\$ 2,219,122.00
Total Payment made to Prime Contractor	\$ 2,341,864.00
DBE Participation Goal	25%
DBE Participation Achieved	31%
Payments made to DBE to date	\$ 729,950.00
Balance to be paid to DBE	\$ -

Sewerage & Water Board Active Projects with DBE Participation
Construction Contracts

Contract Name	Prime Name	\$ Value of Contract	DBE Sub-Contractor	DBE % Goal	DBE Participation Achieved	DBE Payment Received	Amount Paid by S&WB
#3738 -Hurricane Related Repairs to SPS #15	Alfred Conthagen, Inc. of LA	2,219,122	Air Tite HVAC, LLC		1.6%	36,437	2,341,864
			Royal Engineers & Consultants, LLC		14.1%	330,433	
			Omnibus		6.2%	144,189	
			EBE Fence		0.4%	10,194	
			J. Star Enterprises		3.7%	87,385	
			JL Construction Group, LLC		0.3%	5,937	
			Balthazar Electriks		4.9%	115,374	
			Total	25.00%	31.2%	729,950	

Final Acceptance Contracts with DBE Participation

Contract #3989; Lower 9th Ward Area Sewer Rehabilitation #8

The Prime Contractor is Fleming Construction Co., LLC

The DBE participation goal is 36%. The DBE participation achieved is 36%.

The Economically Disadvantaged Business Program recommends that the DBE participation on subject contract be approved for final acceptance.

(See attachment #6.2 for additional information)

31-Dec-13

Contract #	3989
Contractor	Wallace C. Drennan
Contract Name	Lower Ninth Ward Area Sewer Rehabilitation #8
Initial Contract Bid Amount	\$ 2,182,017.00
Change Order Amount	\$ -
Current Contract Amount	\$ 2,182,017.00
Total Payment made to Prime Contractor	\$ 2,396,180.00
DBE Participation Goal	36%
DBE Participation Achieved	36%
Payments made to DBE to date	\$ 861,065.00
Balance to be paid to DBE	\$ -

Sewerage & Water Board Active Projects with DBE Participation
Construction Contracts

Contract Name	Prime Name	\$ Value of Contract	DBE Sub-Contractor	DBE % Goal	DBE Participation Achieved	DBE Payment Received	Amount Paid by S&WB
#3989 - Lower Ninth Ward Area Sewer Rehabilitation No.8	Fleming Construction Co., LLC	2,182,017	Cooper Contracting Group		4%	91,926	2,396,180
			Hebert Trucking and Equipment Service		19%	459,840	
			Auguillard Construction		13%	309,299	
			Total	36.00%	36%	861,065	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

January 6, 2014

Operations Committee
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Customer Service Results through November 2013

This report is intended as a consolidated report of customer service results, including key activities, indicators of metric results, and a status update on implementation of the Customer Service Improvement plan.

Customer Service Improvement Plan Status Update. Following is an update of the implementation status for the Customer Service Improvement Plan.

Plan	Implementation Status
I. Provide improved customer account management and billing capabilities	
A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i>	In Progress. The project remains on schedule as follows: Staff has developed and issued the RFP to the two finalists, Advanced Utility Systems and Cogsdale Corporation, Inc. There is a 16% DBE participation goal and the scheduled date for responses to be submitted is January 10, 2014. Staff is on schedule to bring a recommendation to the Board by February 2014.
B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times per day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i>	In Progress. The Project team has reviewed the 10 responses received and is currently drafting the RFP document.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates.	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i></p>	<p>Completed. During the month of November 2013 meter reading staff continues exceed its goal of meters read.</p>
<p>B. Improve accuracy of readings</p> <p><i>Although the quantity of readings has improved, the quality of some of the readings has not, resulting in either rechecks or customer complaints. Staff will more closely monitor those meter readers that are experience accuracy issues.</i></p>	<p>In Progress. The re-sequencing of meter reading routes continues on schedule, with 431 routes successfully re-sequenced. Our goal is to have all 457 routes completed shortly.</p>
<p>C. Ensure meter reading and billing edits are worked diligently.</p> <p><i>An unintended consequence of working to increase the number of readings has been a decrease in the number of days between reading and billing. This has resulted in bills being mailed with a lesser amount of review than previously took place. Staff will immediately work to ensure an adequate number of days occur between reading and billing to allow for full review of meter reading and billing edits.</i></p>	<p>In Progress. Billing staff continues to work on flowcharting their processes to determine where we may be able to improve on our procedures for reviewing the billing edits more efficiently. This has been assigned to our newest Analyst. We are about 90% complete.</p>
<p>D. Retrain billing clerks on proper review of meter reading and billing edits.</p> <p><i>There has been a significant decrease in the experience level of customer service clerks and supervisors due to employee retirements and turnover. Likewise, the training center for customer service representatives had been shut down following Hurricane Katrina. Staff will work to immediately re-open and re-staff the customer service training center and provide remedial training.</i></p>	<p>In Progress. This project had been on hold, but we have identified a team member to assume the duties of providing refresher classes for all employees in Customer Service. We anticipate getting this training back on track immediately.</p>
<p>E. Re-staff Analyst Level Positions</p> <p><i>The Customer Service Department is budgeted for three analyst positions, but currently has only two analysts on staff. This has left the responsibility for process analysis to supervisors who are currently over-committed in resolving particularly difficult customer concerns.</i></p>	<p>Completed. The new team member began working on July 1, 2013.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i></p>	
<p>III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.</p>	
<p>A. Re-emphasize and retrain employees on courtesy and accountability.</p>	
<p><i>Complaints about perceived rudeness by customer service representatives are a serious concern. Management will meet with employees to re-emphasize the courteous manner in which customers are to be treated and the accountability for the representatives to resolve customer concerns. Management will also bring in outside training for representatives on dealing with customers.</i></p>	<p>Completed. Customer Service Managers, Supervisors and Analysts participated in training and coaching provided by Debra Gould and Associates. Call Center Managers are reviewing recordings of customer calls with our agents on a weekly basis to re-emphasize techniques of good customer service.</p>
<p>B. Reduce the amount of time spent by customers waiting for assistance.</p>	
<p><i>The amount of calls abandoned by customers prior to being served has increased significantly in recent months. Likewise, the number of customers waiting in the lobby for service has been quite large on some days. Management will review staffing levels at all workdays and shifts to ensure appropriate matching to the customer call and walk-in volume.</i></p>	<p>In progress. During the month of October the percentage of calls abandoned increased from 21.5% to 24.7%. The average call wait time also increased from 2 minutes and 26 seconds to 2 minutes and 40 seconds. During the past 30 days, we concentrated on finding real solutions to the call center issues. In conjunction with Information Systems and Administrative Services, we have determined that an overhaul of our current ACD (Automatic Call Distribution) System is needed. We will be meeting with representatives from AT&T to start this process. This procurement will be our priority for the next 90 days.</p>
<p>C. Provide a more effective appeals process within Sewerage and Water Board.</p>	
<p><i>It is crucial to resolve customer complaints within Board processes so that customers do not feel that it is necessary to take their complaints to board members, elected officials, and executive management. Staff will clearly define and communicate the appeals process to customers. Also, Customer Service management</i></p>	<p>In progress. The Special Accounts Section will send out a communication to our top 10 largest water and sewer consumers during in the month of December. We have assigned a team member in the Billing Department to be available to our largest customers to address any concerns they may have. We will continue to use inserts to our</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i></p>	<p>mailed bills as a means of communicating with our customers about our bill complaint and appeals process.</p>
<p>D. Improve coordination between Customer Service and Networks departments.</p>	
<p><i>One of the most frustrating experiences for customers occurs when there are "disconnects" between customers requests for repairs to occur and how the Board responds to those requests. It is crucial to ensure that high priority customer concerns are resolved on a timely basis and that representatives have reliable information about when repairs will occur or have been completed.</i></p>	<p>In progress. Customer Service and Networks staffs have collaborated on a check list/script for all customer service agents to use when discussing repair issues. We have also established new procedures for responding to electrical and fire emergencies after hours.</p>
<p>E. Establish feedback processes for customer.</p>	
<p><i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i></p>	<p>In progress. The survey results were favorable and we intend to continue with this process twice a year going forward.</p>
<p>IV. Evaluate possible changes to the leak adjustment policy.</p>	
<p>A. Examine statutory and policy limitations.</p>	
<p><i>Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.</i></p>	<p>In progress. After a lengthy delay, staff is developing draft changes to the leak adjustment policy for consideration by the Operations Committee to improve customer fairness and while minimizing utility revenue impact.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller
Deputy Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
November 2013**

Operations Support	Goal	Goal Met		Within Control Limits		Trend
Billing Accuracy / Reasonable						
	Meters Read	Green		Green		Green
	Estimated Bills	Green		Green		Green
	High Bill Complaints	Green		Green		Green
	Adjusted Bills	Green		Green		Green
Problem Resolution						
	Customer Contacts	Green		Green		Yellow
	Call Wait Time	Yellow		Green		Yellow
	Abandoned Calls	Red		Red		Red
	Low Water Pressure	Green		Green		Yellow
	Water System Leaks	Green		Green		Green
	Sewer System Leaks	Green		Green		Green
Collections Effectiveness						
	Accounts Off for Non-Payment	Green		Green		Green
	Receivables 30 to 120 Days Old	Green		Green		Green
	Receivables 120 Days and Older	Green		Green		Green

Green = Favorable Variance

Yellow = Minimal Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended

Sewerage and Water Board of New Orleans

Meters Read as a Percentage of Total Meters

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Read 98% or
more of meters each
month

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

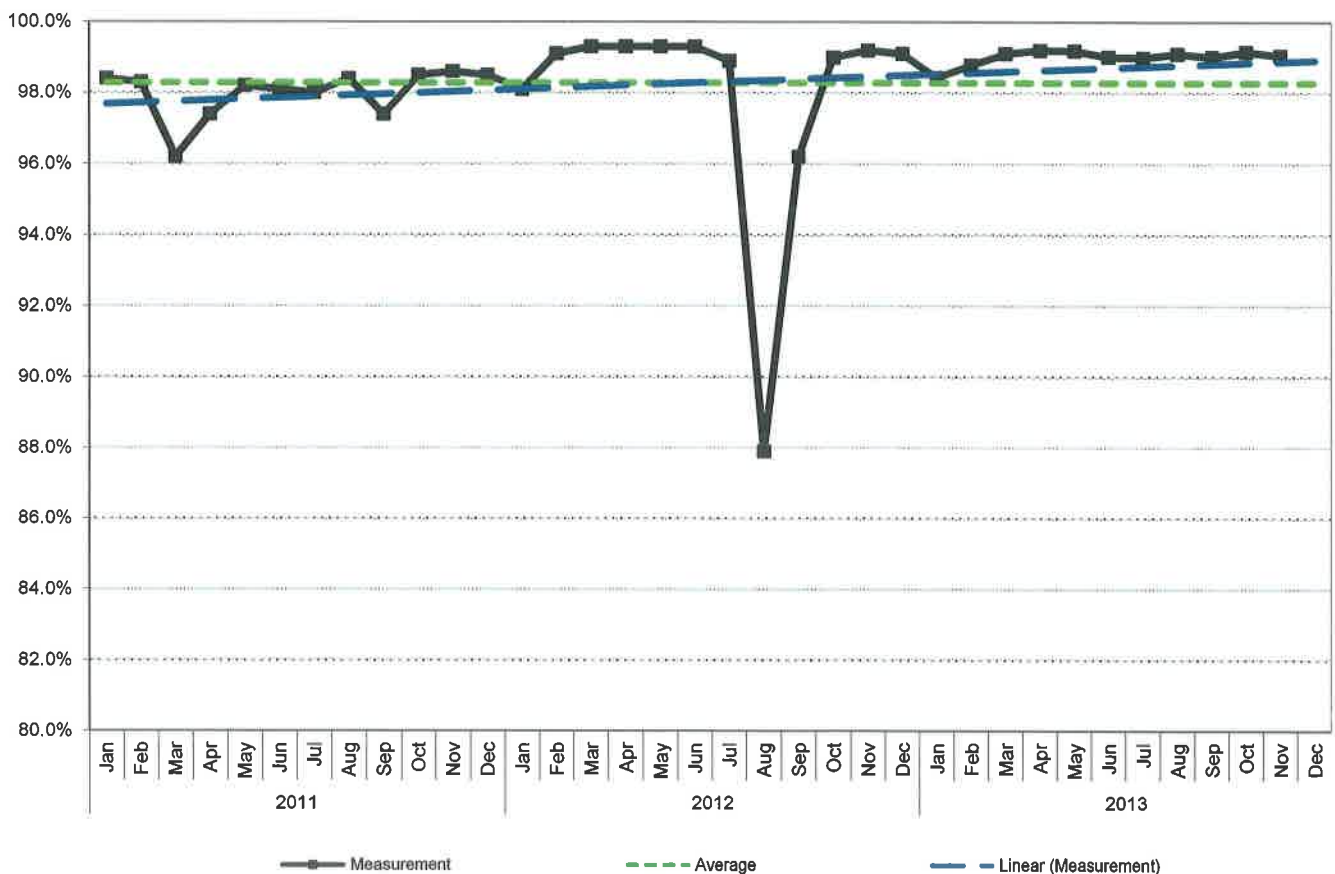
Trend: Favorable

Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since since April 2010 except for two months affected by Hurricane Isaac.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	98.4%	98.3%	96.2%	97.4%	98.2%	98.1%	98.0%	98.4%	97.4%	98.5%	98.6%	98.5%
2012	98.1%	99.1%	99.3%	99.3%	99.3%	99.3%	98.9%	87.9%	96.2%	99.0%	99.2%	99.1%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	

Sewerage and Water Board of New Orleans

Bills Estimated as a Percentage of Total Bills

EUM Attribute:
Customer Satisfaction

Description: Provides reliable, responsive, and affordable services in line with explicit, customer-accepted service levels. Receives timely customer feedback to maintain responsiveness to customer needs and emergencies.

Constituency:
Customer Ratepayers

Objective: Provide Accurate Bills

Goal: Bill Accounts With Less Than 2% Estimated

Currently Meeting Goal: Yes

Process Operating Within Control Limits: Yes

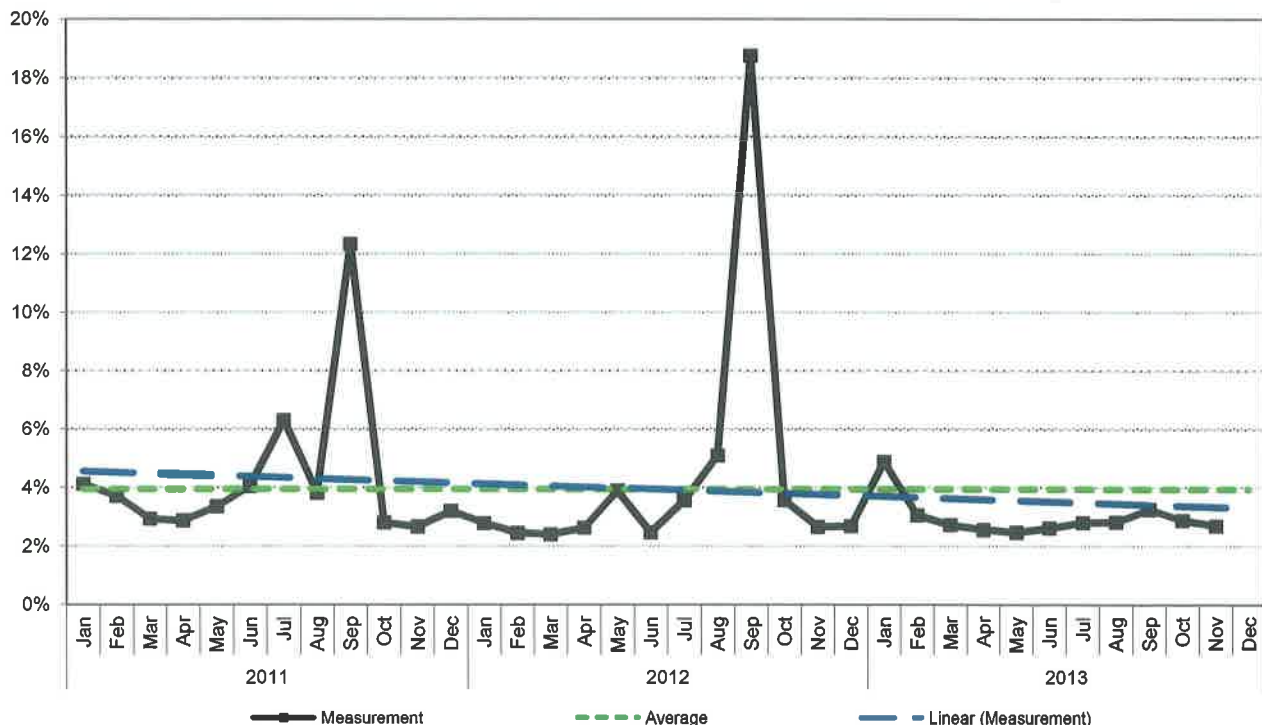
Trend: Favorable

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.1%	3.7%	2.9%	2.9%	3.4%	4.0%	6.3%	3.8%	12.4%	2.8%	2.7%	3.2%
2012	2.8%	2.5%	2.4%	2.6%	3.9%	2.5%	3.6%	5.1%	18.8%	3.6%	2.7%	2.7%
2013	4.9%	3.1%	2.7%	2.6%	2.5%	2.6%	2.8%	2.8%	3.3%	2.9%	2.7%	

Sewerage and Water Board of New Orleans

Investigations from High Bill Complaints as a Percentage of Total Bills

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

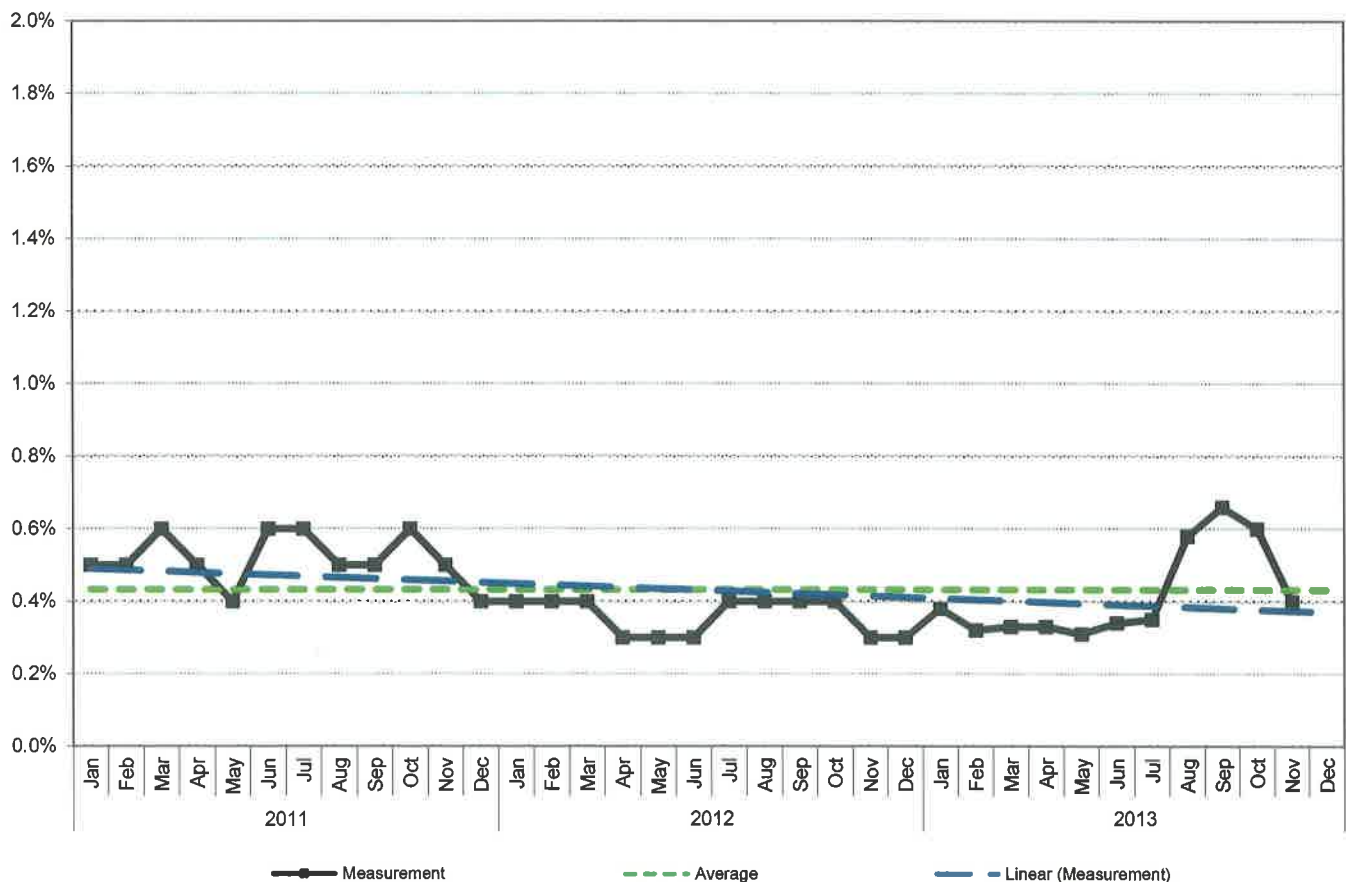
Trend: Favorable

Analysis

Customers request an investigation about their usage when the bill is higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	0.5%	0.5%	0.6%	0.5%	0.4%	0.6%	0.6%	0.5%	0.5%	0.6%	0.5%	0.4%
2012	0.4%	0.4%	0.4%	0.3%	0.3%	0.3%	0.4%	0.4%	0.4%	0.4%	0.3%	0.3%
2013	0.4%	0.3%	0.3%	0.3%	0.3%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	

Sewerage and Water Board of New Orleans

Bills Adjusted as a Percentage of Total Bills Computed

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce
percentage over time

Currently Meeting
Goal: Yes

Process Operating
Within Control Limits:
Yes

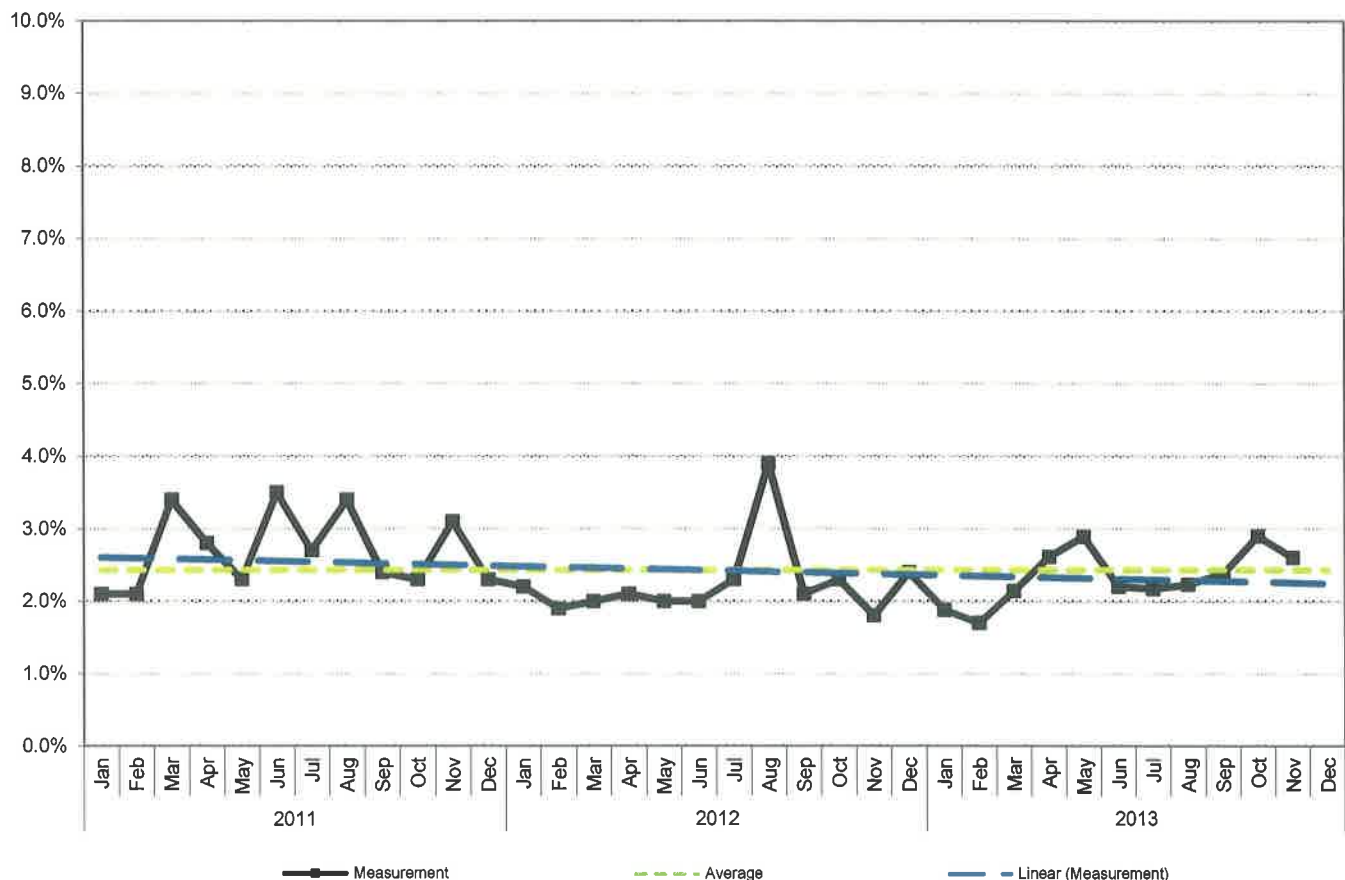
Trend: Favorable

Analysis

Customers request adjustments to their bill due to higher than normal amounts. The higher billed amount may be due to: a leak; one or more estimated readings followed by an actual reading; an erroneous meter reading; or increased water, sewer, or sanitation rates. Before an adjustment can be made, an inspection of the meter and service line must be performed.

Plans for Improvement

Staff is working to reduce the number of estimated and erroneous readings. Also, the Automated Meter Reading pilot project is also intended to reduce the number of estimated and erroneous readings, as well as to reduce the cost of obtaining a validated reading.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2.1%	2.1%	3.4%	2.8%	2.3%	3.5%	2.7%	3.4%	2.4%	2.3%	3.1%	2.3%
2012	2.2%	1.9%	2.0%	2.1%	2.0%	2.0%	2.3%	3.9%	2.1%	2.3%	1.8%	2.4%
2013	1.9%	1.7%	2.1%	2.6%	2.9%	2.2%	2.2%	2.2%	2.4%	2.9%	2.6%	

Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Triggers of Customer
Calls

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

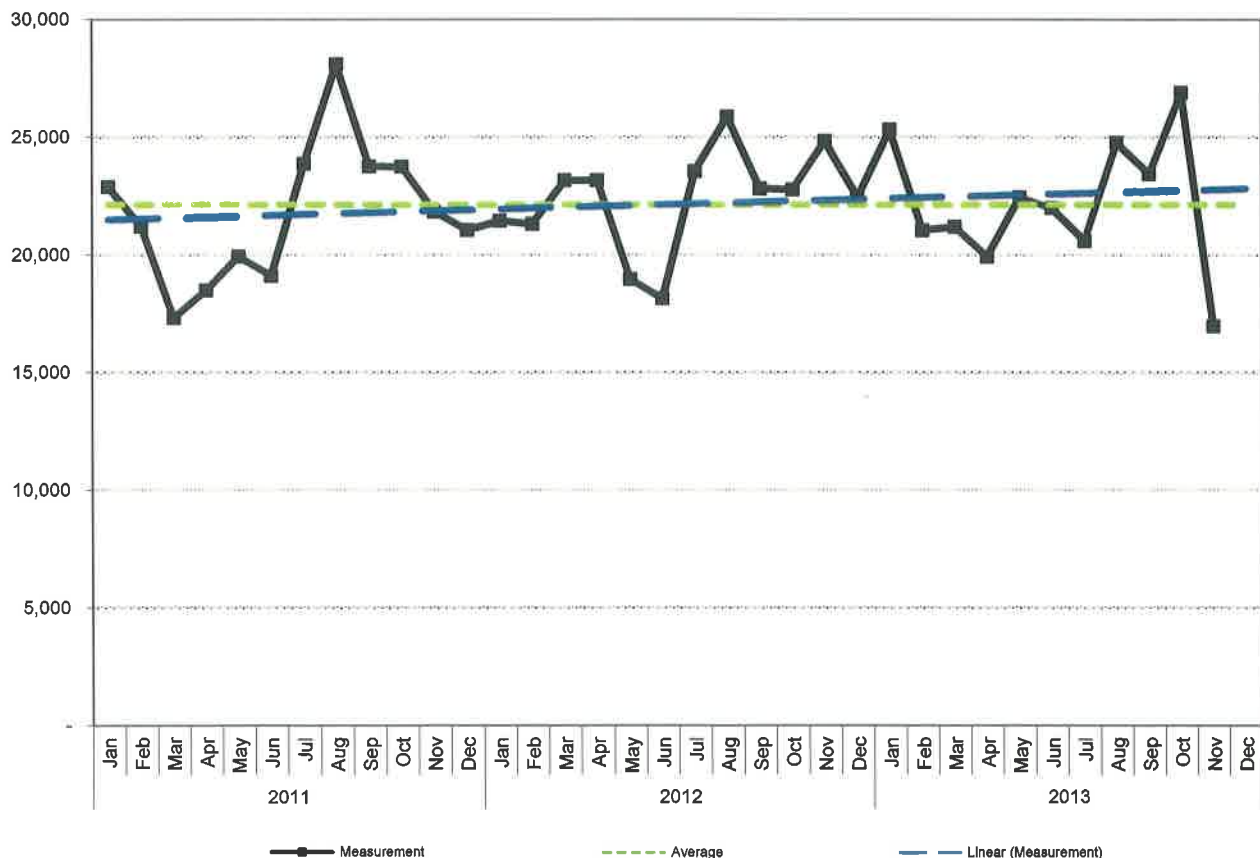
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



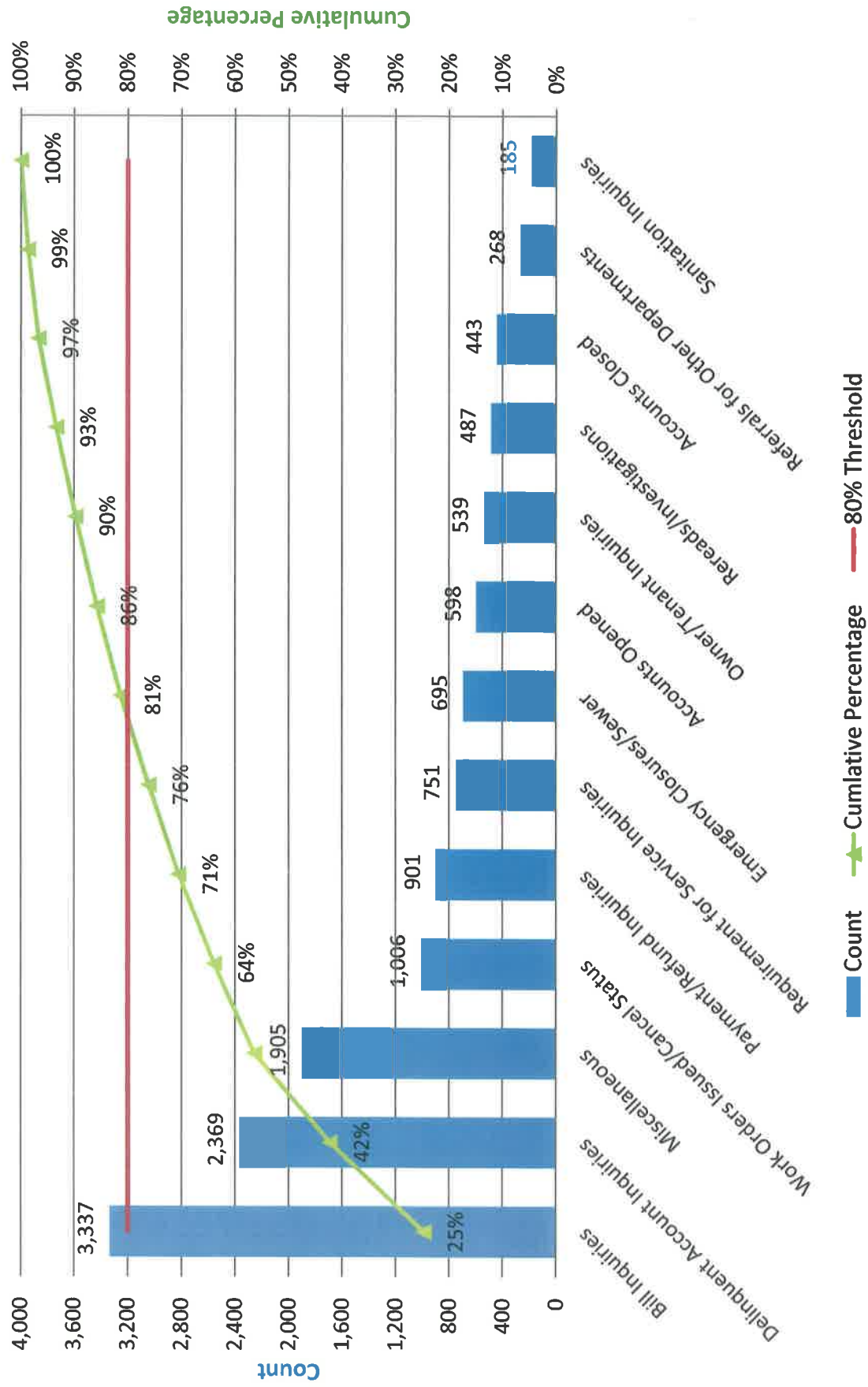
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	22,887	21,210	17,328	18,507	19,943	19,116	23,863	28,102	23,759	23,751	21,839	21,057
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	

Sewerage and Water Board of New Orleans

Pareto Chart of Types of Customer Calls

November 2013



Sewerage and Water Board of New Orleans

Average Call Wait Time

Constituency:
Customer Ratepayers

Objective: Provide
Accurate Bills

Goal: Reduce over
time

**Currently Meeting
Goal:** Close

**Process Operating
Within Control Limits:**
Yes

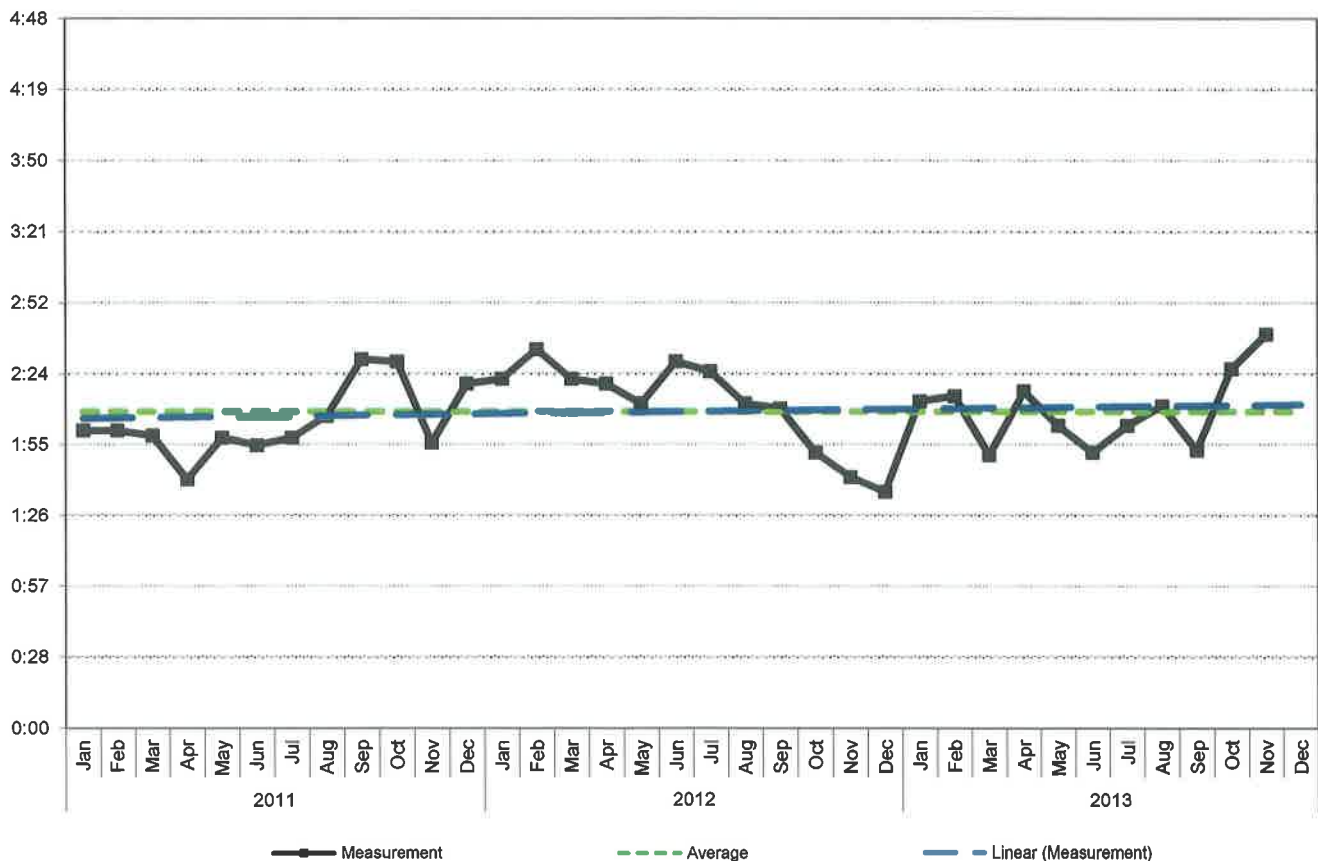
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to start or end service; to request information about their bill; to report concerns about their water service, sewer connection, street flooding, or solid waste sanitation service; and other matters. The Call Center for emergency repairs is operated continuously, while the Call Center for billing and non-emergency issues is operated from 7 AM to 7 PM. Call volumes can vary significantly month to month.

Plans for Improvement

Staff is analyzing the events that trigger calls in order to determine methods to reduce the volume. Short term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	2:01	2:01	1:59	1:41	1:58	1:55	1:58	2:07	2:30	2:29	1:56	2:20
2012	2:22	2:34	2:22	2:20	2:12	2:29	2:25	2:12	2:10	1:52	1:42	1:36
2013	2:13	2:15	1:51	2:17	2:03	1:52	2:03	2:11	1:53	2:26	2:40	

Sewerage and Water Board of New Orleans

Calls Abandoned by Customers as a Percentage of Total

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Respond to calls
with less than 5%
abandoned

**Currently Meeting
Goal:** No

**Process Operating
Within Control Limits:**
No

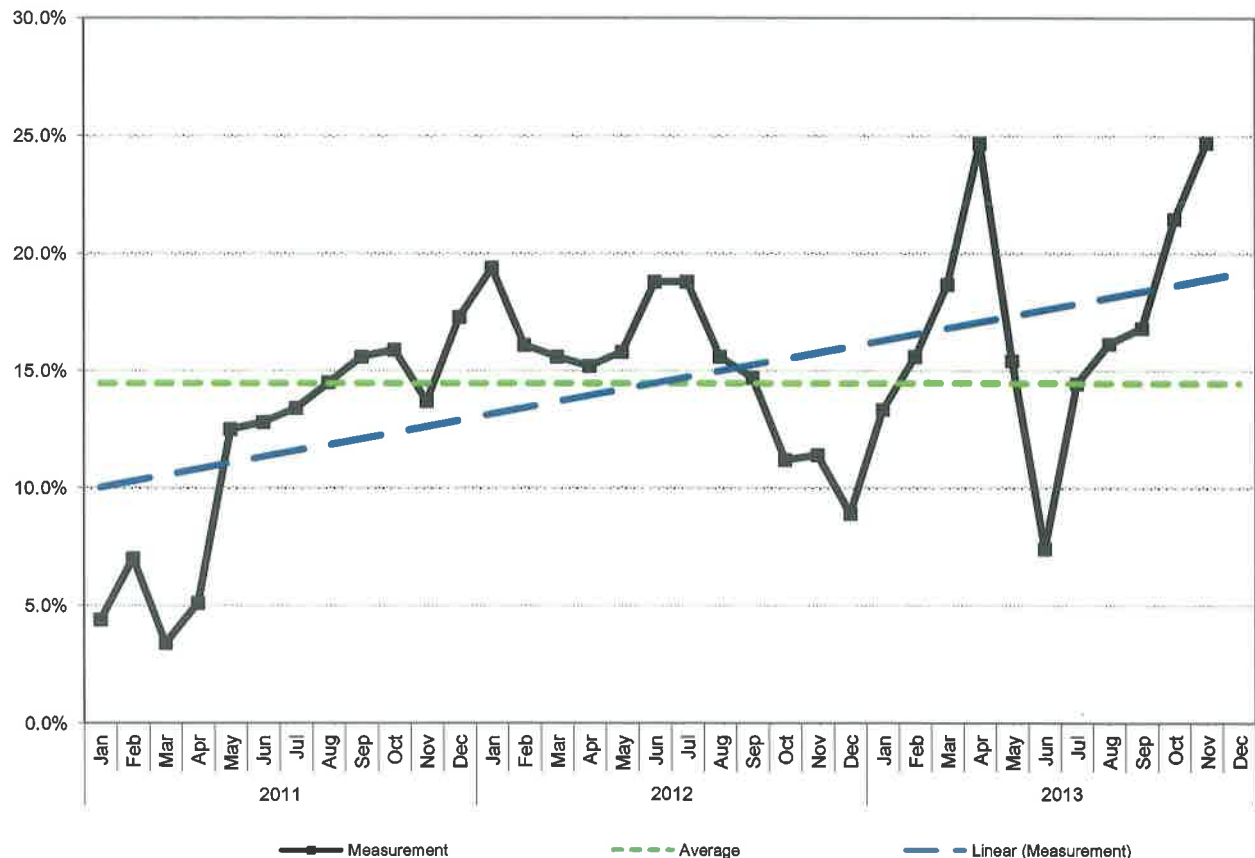
Trend: Unfavorable

Analysis

Customers abandon their call after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions. Staff is addressing this issue as a top priority. The telephone system was recently upgraded. Since the upgrade the the Telephone Center has experienced malfunctions. Staff and AT&T are dedicated to correcting these problems.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. Call rollover time has been reduced from 3 minutes to 20 seconds. Medium term plans for improvement will focus on creating more efficient "scripts" for handling routine call matters. Longer term plans will focus on reducing the overall call volumes with interactive voice response capabilities.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	4.4%	7.0%	3.4%	5.1%	12.5%	12.8%	13.4%	14.5%	15.6%	15.9%	13.7%	17.3%
2012	19.4%	16.1%	15.6%	15.2%	15.8%	18.8%	18.8%	15.6%	14.7%	11.2%	11.4%	8.9%
2013	13.3%	15.6%	18.7%	24.7%	15.4%	7.4%	14.5%	16.2%	16.8%	21.5%	24.7%	

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

Currently Meeting
Goal: Yes

Process Operating
Within Control
Limits: Yes

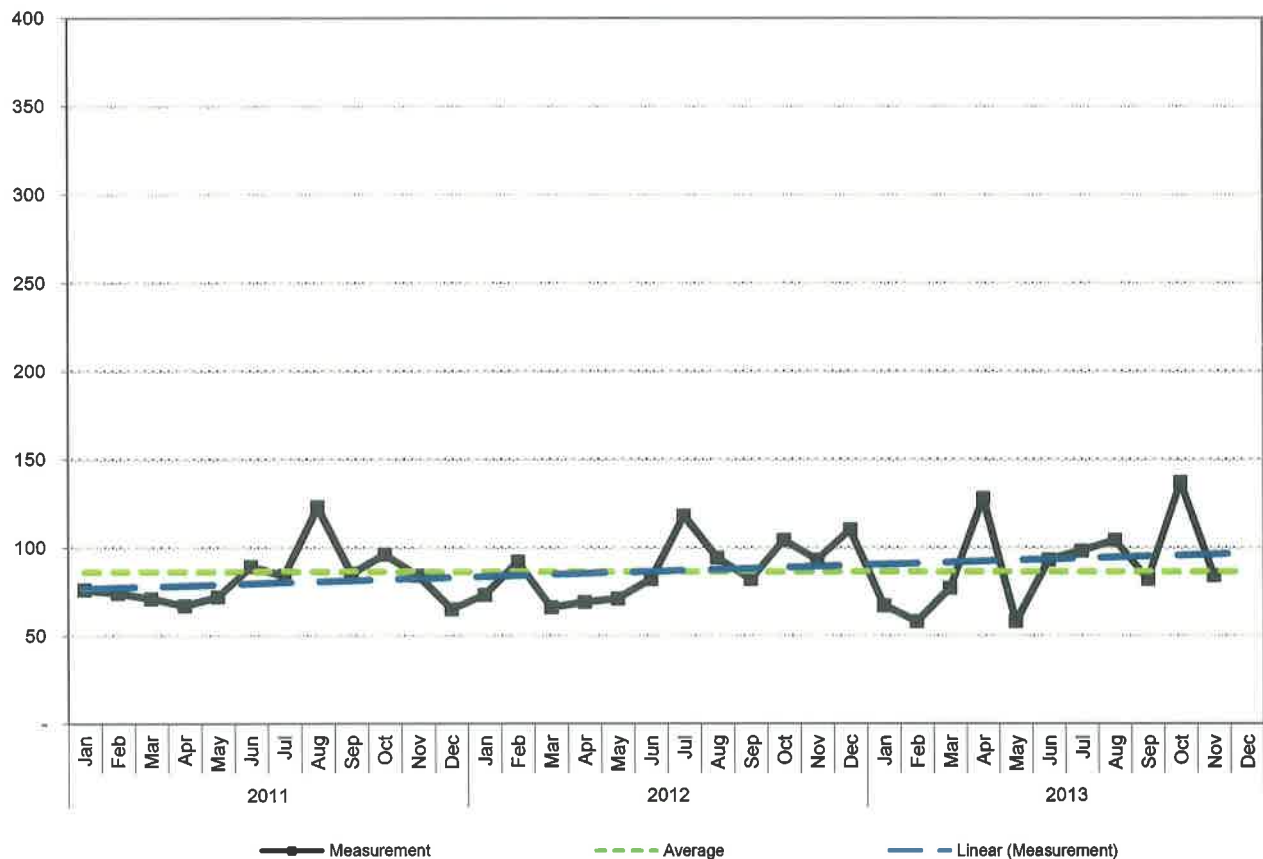
Trend: Level

Analysis

Customers contact the Sewerage and Water Board to request resolution to low water pressure. System pressure can be impaired by power failures at the treatment plants, by water main breaks, and by certain types of repair activities.

Plans for Improvement

Staff continues to make repairs to the water system to reduce the number of occasions of low pressure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	76	74	71	67	72	89	84	123	85	96	84	65
2012	73	92	66	69	71	82	118	94	82	104	93	110
2013	67	58	77	128	58	93	98	104	82	137	84	

Sewerage and Water Board of New Orleans

Total Service Requests for Water System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

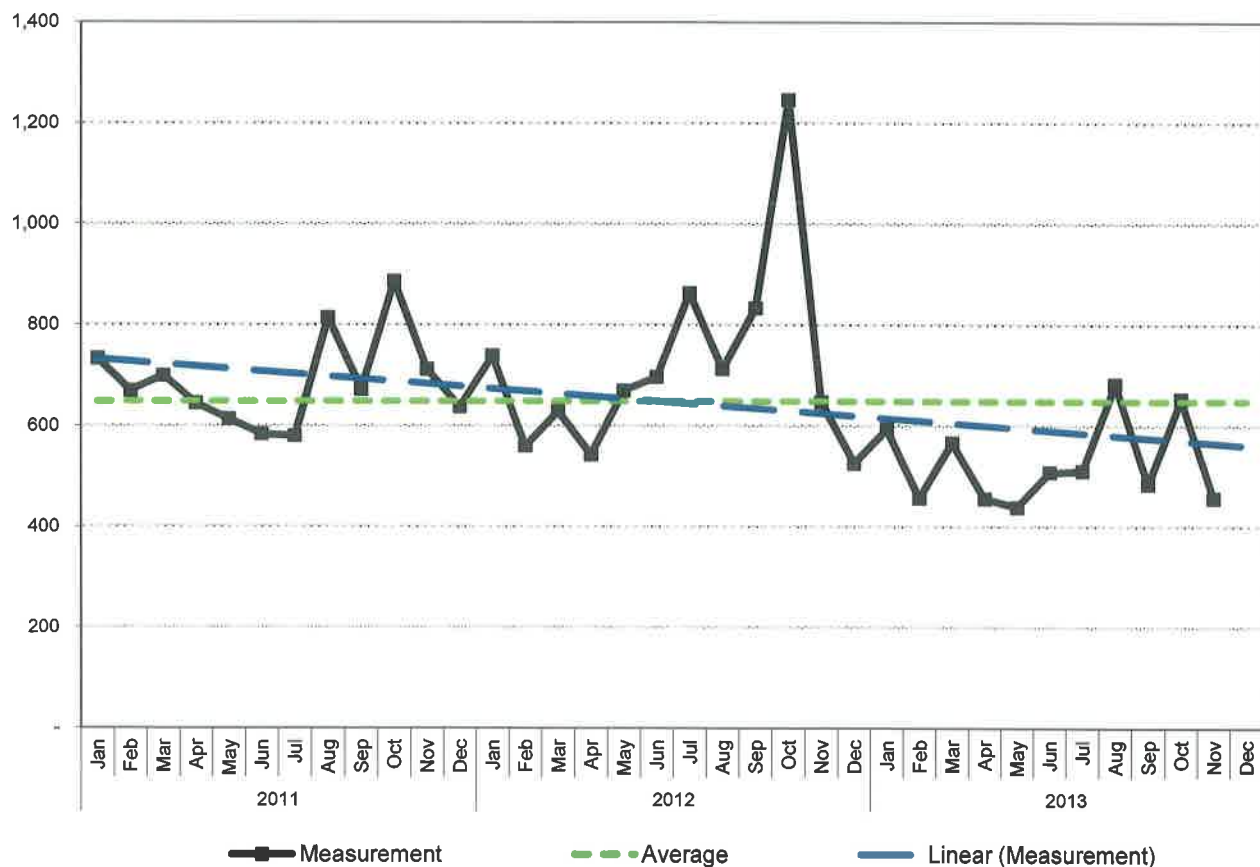
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

Plans for Improvement

Staff is working with FEMA to expand beyond point repairs to line replacements for water mains with high frequency of failure.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	733	670	700	645	614	584	580	814	672	886	712	638
2012	739	560	629	543	670	697	863	713	833	1,246	648	526
2013	594	457	567	456	439	508	511	683	485	654	457	

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

Constituency:
Customer Ratepayers

Objective: Provide Timely
Information and Respond
Promptly to Requests

Goal: Reduce
Number of Service
Requests

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control
Limits:** Yes

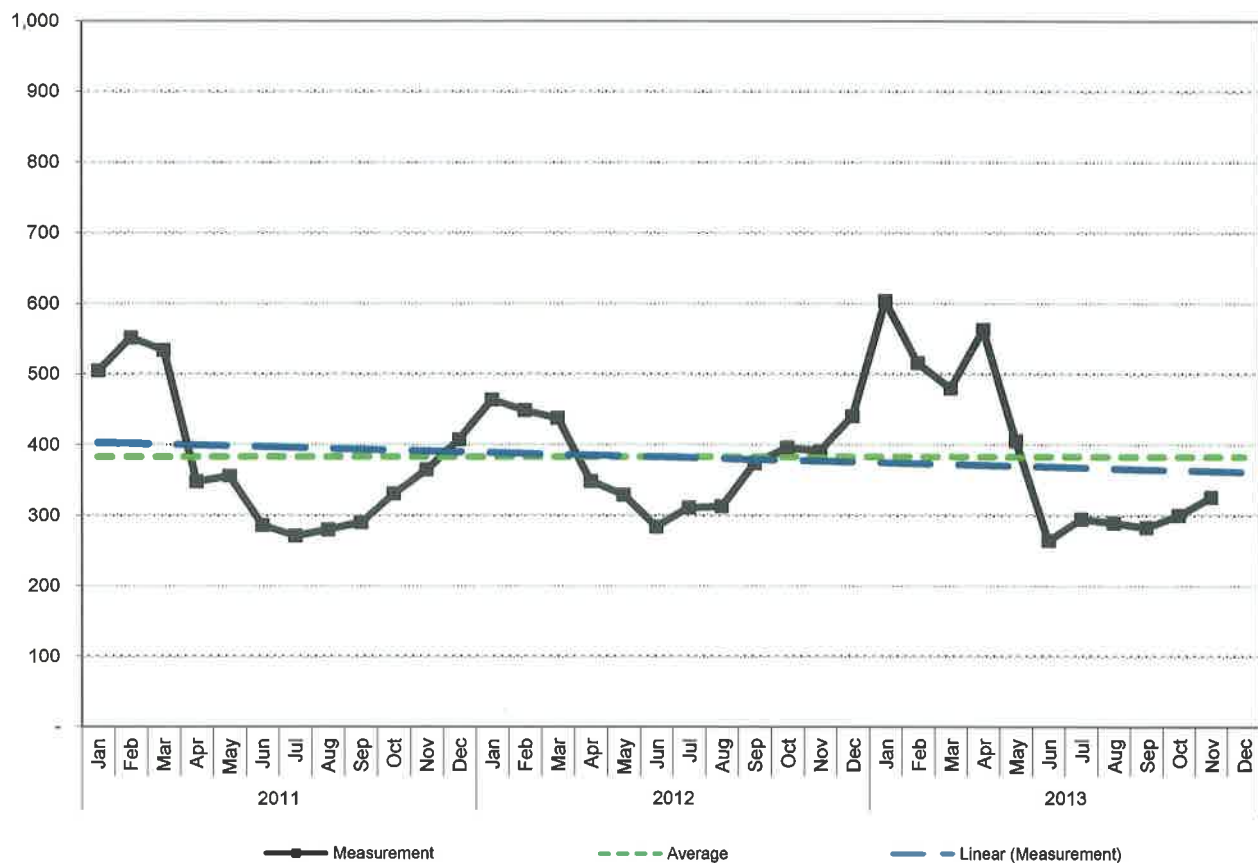
Trend: Favorable

Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

Plans for Improvement

Staff has recently expanded the use of Networks Department field staff focused on sewer system repairs.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	505	552	534	348	356	286	271	280	290	331	365	408
2012	464	449	438	349	329	284	311	313	374	396	391	441
2013	604	516	480	563	406	264	295	289	283	300	326	

Sewerage and Water Board of New Orleans

Total Accounts Turned Off for Non-Payment

Constituency:
Customer Ratepayers

Objective: Ensure Collection
of Payments for Services
Provided

Goal: None
Established

**Currently Meeting
Goal:** Not Applicable

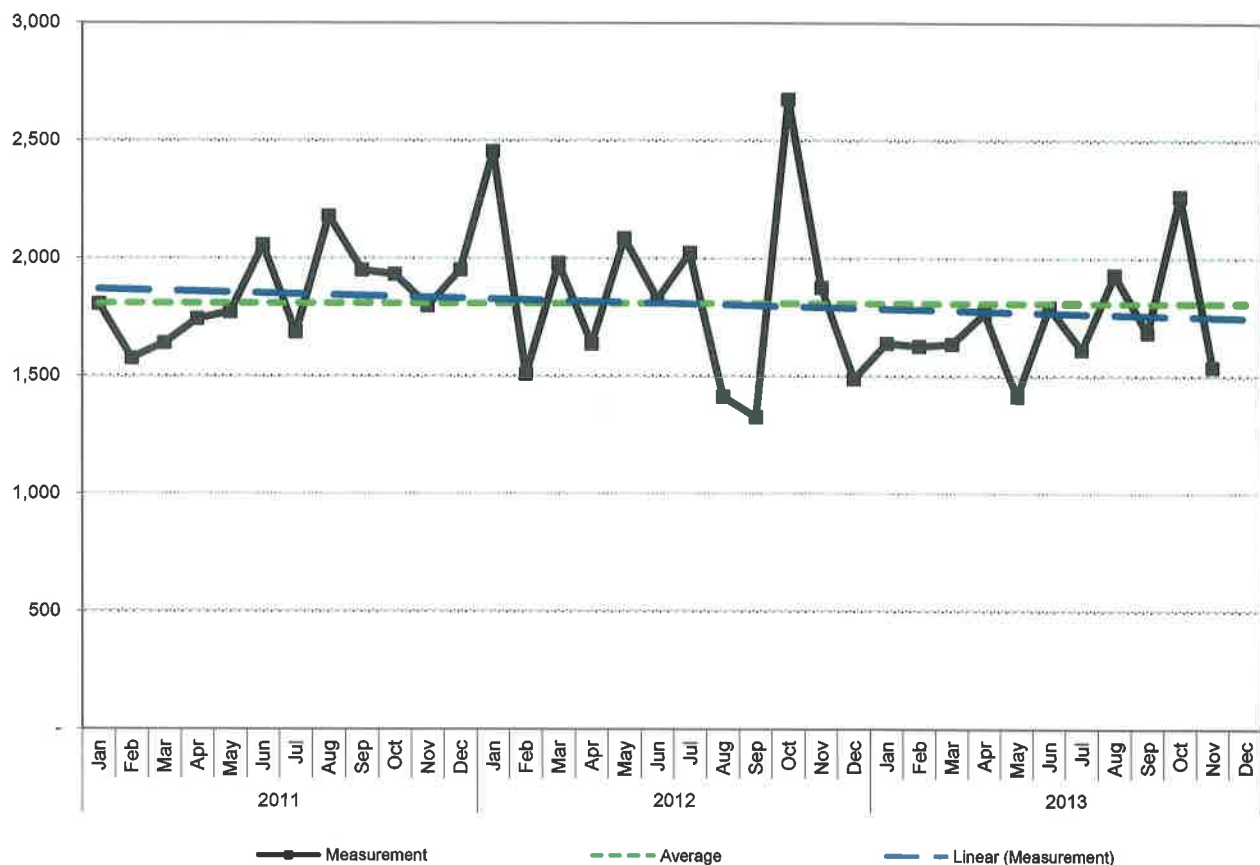
**Process Operating
Within Control
Limits:** Yes

Trend: Favorable

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. The number of accounts turn-off for non-payment has increased by approximately 34% from September 2013.

Plans for Improvement

Staff is monitoring the number of accounts turned-off for non-payment to determine trend directions. No actions are contemplated at this time.



Sewerage and Water Board of New Orleans

Water and Sewer Receivables 30 to 120 Days Old

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

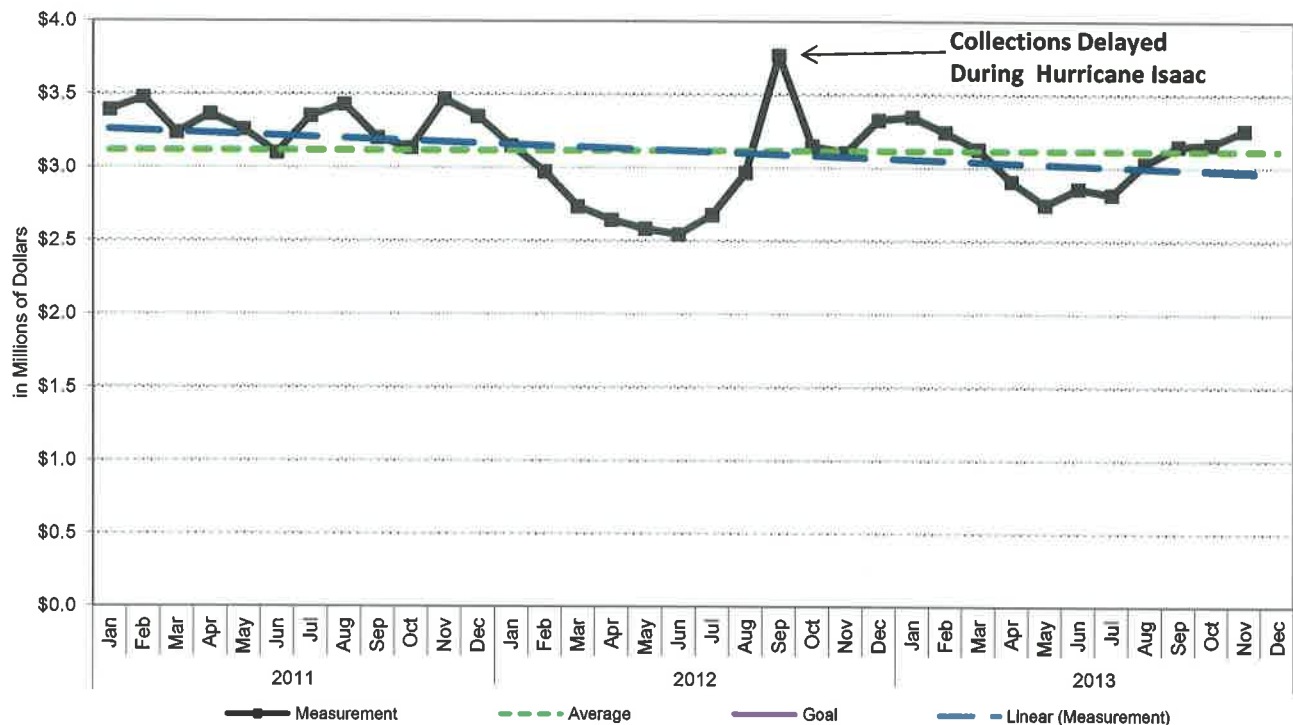
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 30 to 120 days old are handled by internal staff using service disconnection. When those accounts are turned-off and final bills sent, the remaining balances after 30 days are sent to a collection agency. The uncollectable balances for 2007 and 2008 were higher than normal due to accounts that remained open for vacated facilities and were written off in 2011 and 2012, .

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	\$3.391	\$3.476	\$3.238	\$3.363	\$3.260	\$3.100	\$3.353	\$3.431	\$3.202	\$3.136	\$3.467	\$3.348
2012	\$3.149	\$2.973	\$2.735	\$2.643	\$2.583	\$2.544	\$2.678	\$2.966	\$3.770	\$3.149	\$3.104	\$3.327
2013	\$3.348	\$3.243	\$3.127	\$2.907	\$2.748	\$2.860	\$2.819	\$3.031	\$3.149	\$3.161	\$3.258	

Sewerage and Water Board of New Orleans

Water and Sewer Receivables 120 Days and Older

EUM Attribute:
Financial Viability

Description: Establishes and maintains an effective balance between long-term debt, asset values, operations and maintenance expenditures, and operating revenues

Constituency:
Customer Ratepayers

Objective: Efficient use of resources in providing services

Goal: None established

Currently Meeting Goal: Not Applicable

Process Operating Within Control Limits: Yes

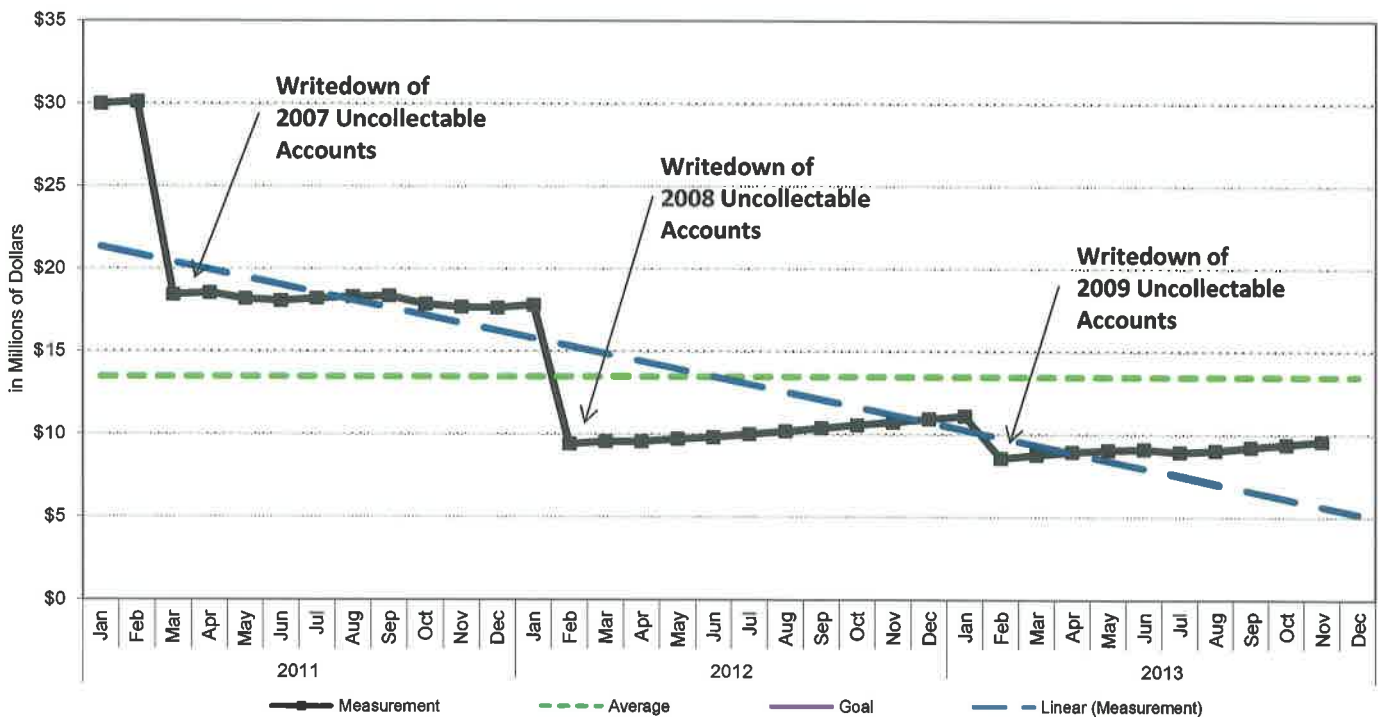
Trend: Favorable

Analysis

Water and sewer accounts receivable that are 120 days and older are handled by a collection agency. When those accounts remain uncollected after three years, the balances are written off as part of an annual process. The uncollectable balances for 2007 and 2008, which were written off early in 2011 and 2012, were higher than normal due to accounts that remained open post-Katrina for residences and businesses but were not occupied.

Plans for Improvement

It appears that the higher post-Katrina accounts receivable balances have been resolved through standard collection practices and that annual collection rates now exceed 98% of annual billings. Staff intends to use standard process improvement methods to continue collection practices pending implementation of new billing and collection system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2011	\$30.004	\$30.128	\$18.428	\$18.546	\$18.179	\$18.059	\$18.201	\$18.301	\$18.359	\$17.856	\$17.685	\$17.634
2012	\$17.811	\$9.400	\$9.558	\$9.557	\$9.710	\$9.818	\$9.995	\$10.176	\$10.360	\$10.553	\$10.724	\$10.931
2013	\$11.104	\$8.552	\$8.766	\$8.928	\$9.055	\$9.113	\$8.939	\$9.029	\$9.224	\$9.389	\$9.585	

Sewerage & Water Board Contracts with DBE Participation January 2013 - December 2013

Category	Category Dollar Amount	DBE Dollar Value
Goods and Services Contracts	\$ 916,663	\$ 275,314
Construction Contracts	35,807,085	13,452,287
Professional Services Contracts	<u>12,497,750</u>	<u>4,374,213</u>
Grand Total	\$ 49,221,498	\$ 18,101,813

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - December 2013

<u>Prime Contractor</u>	<u>DBE Sub-Contractor</u>	<u>DBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>			
Arc Enterprises			
Furnishing Janitorial Services for S&WB	Ricard's Paper	5.00%	
Main Office and Gen. DeGaulle Annex	Assorted Products	5.00%	
Building	Cleaning Concierge, LLC	20.00%	
		30.00%	\$ 99,776
Assorted Products			
Furnishing Hand Tools, Hardware			
Supplies, Paint and Paint Supplies	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 108,744
Furnishing Aerosol, Janitorial, and			
Industrial Chemicals	Westbank Safety and Janitorial Supply, Inc.	30.00%	\$ 84,999
KSM Janitorial & Cleaning Service, LLC			
Furnishing Janitorial Services for Central			
Yard and 2901 Eads St. Trailer	RASI Janitorial Services, LLC	31.00%	\$ 10,378
Southeast Safety & Supply			
Furnishing Safety Supplies	Assorted Products	30.00%	\$ 42,751
Westbank Paper and Janitorial Supply			
Furnishing Paper Products and Janitorial			
Sanitary Supplies	Assorted Products	30.00%	\$ 28,441
<u>Construction Contracts</u>			
BLD Services, LLC			
#30002 - Restoration of Existing Gravity			
Sewer Mains Damaged by Hurricane			
Katrina by Excavation and Replacement	Hebert's Trucking & Equipment Services	30.42%	\$ 1,229,739
from Manhole to Manhole, CIPP Lining	Advantage Manhole & Concrete Services, Inc	0.89%	35,876

from manhole to manhole and point Repairs at Various Sites Throughout Orleans Parish	Prince Dump Truck Service	<u>4.69%</u> 36.00%	<u>189,625</u> \$ 1,455,240
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service	29.84% 0.98% 5.18% 36.00%	1,276,914 41,986 <u>221,468</u> \$ 1,540,368
Boh Bros. #2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	Auguillard Construction MS & Sons Bricklaying, LLC Baker Ready Mix Prince Dump Truck Service	21.90% 4.35% 2.21% 7.55% 36.01%	1,467,000 291,375 147,750 <u>505,750</u> \$ 2,411,875
Fleming Construction Co., LLC #30004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point	Hebert's Trucking & Equipment Services Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction	10.60% 6.36% 4.24% <u>14.84%</u> 36.04%	500,000 300,000 200,000 <u>700,000</u> \$ 1,700,000
Industrial & Mechanical Contractors, Inc. #3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% <u>18.07%</u> 39.58%	263,446 <u>221,358</u> \$ 484,804
Lou-Con, Inc. #3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	RLH Investments, LLC Assorted Products EBE Fence Co.	36.49% 0.36% <u>1.43%</u> 38.28%	509,000 5,000 <u>20,000</u> \$ 534,000
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.45% 0.14% <u>1.43%</u> 38.02%	509,000 2,000 <u>20,000</u> \$ 531,000

#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.00% 0.14% <u>1.41%</u> 37.56%	\$ 509,000 2,000 <u>20,000</u> 531,000
TKTMJ, Inc.			
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodt Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% <u>17.46%</u> 36.01%	\$ 226,000 30,000 <u>241,000</u> 497,000
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	8.88% 2.66% <u>24.51%</u> 36.05%	\$ 100,000 30,000 <u>276,000</u> 406,000
Wallace C. Drennan, Inc.			
# 2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at various sites throughout Orleans Parish	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	10.45% 6.23% 11.79% <u>7.55%</u> 36.02%	\$ 310,000 185,000 350,000 <u>224,000</u> 1,069,000
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	14.76% 4.71% 4.31% <u>12.24%</u> 36.02%	\$ 705,000 225,000 206,000 <u>585,000</u> 1,721,000
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point	Auguillard Construction C & M Construction Cooper Contracting Prince Dump Truck Service	7.42% 12.68% 7.48% <u>8.56%</u> 36.14%	\$ 117,000 200,000 118,000 <u>135,000</u> 570,000

Professional Services Contracts

CH2M Hill, Inc.

Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	ILSI Engineering Trigon Associates, LLC	12.00%	\$	1,499,730
		<u>23.00%</u>		<u>2,874,483</u>
		35.00%	\$	4,374,213

Sewerage & Water Board of New Orleans Contracts with DBE Participation January 2013 - December 2013						
Goods & Services Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Subcontractor	DBE %	DBE Dollar Value	Award Date
Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies	362,480	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	108,744	2/20/13
Furnishing Safety Supplies	142,505	Southeast Safety & Supply	Assorted Products	30%	42,751	2/20/13
Furnishing Aerosol, Janitorial and Industrial Chemicals	283,331	Assorted Products, LLC	Westbank Safety and Janitorial Supply, Inc.	30%	84,999	5/15/13
Furnishing Paper Products and Janitorial Sanitary Supplies	94,805	Westbank Safety and Janitorial Supply, Inc.	Assorted Products	30%	28,441	6/19/13
Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	33,543	KSM Janitorial and Cleaning Service, LLC	RASI Janitorial Services, LLC	31%	10,378	8/21/13
Furnishing Pest & Rodent Control Services for Sewerage and Water Board	28,016	Imperial Exterminating	Inspector 12 Services	33%	9,245	11/20/13
Furnishing Janitorial Services for Sewerage and Water Board Main Office and General DeGaulle Annex Building			Ricard's Paper	5%	4,754	
			Assorted Products	5%	4,754	
			Cleaning Concierge, LLC	20%	19,014	10/16/13
	99,775	Arc Enterprises	Total	30%	28,521	
Total Goods & Services Contracts	1,044,454				341,602	

Sewerage & Water Board Contracts with DBE Participation January 2013 - December 2013

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#2101 - Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites Throughout Orleans Parish	2,967,900	Wallace Drennan, Inc.	Auguillard Construction	10.45%	310,000				
			C & M Construction	6.23%	185,000				
			Cooper Contracting	11.79%	350,000				
			Prince Dump Truck Service	7.55%	224,000				
			Total	36.02%		1,069,000	2/20/13	36.0%	1,068,444
#30000 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP from Manhole to Manhole Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	3,584,849	Wallace Drennan, Inc.	Auguillard Construction	14.76%	705,000				
			C & M Construction	4.71%	225,000				
			Cooper Contracting	4.31%	206,000				
			Prince Dump Truck Service	12.24%	585,000				
			Total	36.02%		1,721,000	2/20/13	36.0%	1,291,263
#30008 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP from Manhole to Manhole Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	1,577,000	Wallace Drennan, Inc.	Auguillard Construction	7.42%	117,000				
			C & M Construction	12.68%	200,000				
			Cooper Contracting	7.48%	118,000				
			Prince Dump Truck Service	8.56%	135,000				
			Total	36.14%		570,000	2/20/13	36.0%	567,720
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	6,699,595	Boh Brothers Construction Co., LLC	Auguillard Construction	21.90%	1,467,000				
			MS & Sons Bricklaying, LLC	4.35%	291,375				
			Baker Ready Mix	2.21%	147,750				
			Prince Dump Truck Service	7.55%	505,750				
			Total	36.00%		2,411,875	5/15/13	36.0%	2,411,854
#30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP from Manhole to Manhole Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,042,333	BLD Services, LLC	Hebert's Trucking & Equipment Services	30.42%	1,229,739				
			Advantage Manhole & Concrete Services, Inc	0.89%	35,876				
			Prince Dump Truck Service	4.69%	189,625				
			Total	36.00%		1,455,240	5/15/13	36.0%	1,455,240
			Hebert's Trucking & Equipment Services	29.84%	1,276,914				
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP from Manhole to Manhole Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	4,278,799	BLD Services, LLC	Advantage Manhole & Concrete Services, Inc	0.98%	41,986				
			Prince Dump Truck Service	5.18%	221,468				
			Total	36.00%		1,540,368	5/15/13	36.0%	1,540,368
			Hebert's Trucking & Equipment Services	29.84%	1,276,914				
			Advantage Manhole & Concrete Services, Inc	0.98%	41,986				

Sewerage & Water Board Contracts with DBE Participation January 2013 - December 2013									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#3004 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various	4,717,448	Fleming Construction Co., LLC	Hebert's Trucking & Equipment Services	10.60%	500,000	1,700,000	5/15/13	36.0%	1,698,281
			Cooper Contracting	6.36%	300,000				
			Dieudonne Enterprises, Inc.	4.24%	200,000				
			Auguillard Construction	14.84%	700,000				
			Total	36.04%					
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	1,395,000	Lou-Con, Inc.	RLH Investments, LLC	36.49%	509,000	534,000	7/17/13	36.0%	502,200
			Assorted Products	0.36%	5,000				
			EBE Fence Co.	1.43%	20,000				
			Total	38.28%					
			Gulf State Constructors	36.45%	509,000	531,000	7/17/13	36.0%	502,740
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,396,500	Lou-Con, Inc.	Assorted Products	0.14%	2,000				
			EBE Fence Co.	1.43%	20,000				
			Total	38.02%					
			Choice Supply Solutions	16.38%	226,000	497,000	8/21/13	36.0%	496,797
			Dillon Bros. Concrete	2.17%	30,000				
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station	1,379,991	TKTMJ, Inc.	Gulf State Constructors	17.46%	241,000				
			Total	36.01%					
			Gulf State Constructors	36.00%	510,000	532,000	8/21/13	36.0%	509,940
			Assorted Products	0.14%	2,000				
			EBE Fence Co.	1.41%	20,000				
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,416,500	Lou-Con, Inc.	Total	37.56%					
			Choice Supply Solutions	8.88%	100,000	406,000	8/21/13	36.0%	405,425
			Dillon Bros. Concrete	2.66%	30,000				
			Gulf State Constructors	24.51%	276,000				
			Total	36.05%					
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping Station	1,126,180	TKTMJ, Inc.	Dieudonne Enterprises, Inc.	21.51%	263,446	484,804	8/21/13	36.0%	440,996
			JL Construction	18.07%	221,358				
			Total	39.58%					
			Industrial & Mechanical Contractors, Inc.						
			Total						

Sewerage & Water Board Contracts with DBE Participation January 2013 - December 2013									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %		Awarded DBE Dollar Value	Award Date	DBE % Goal	DBE Goal Dollar Value
#3788 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Burke Sewage Pumping Station	1,388,183	Industrial & Mechanical Contractors, Inc.	Dieudonne Enterprises, Inc.	9.83%	136,500				
			JL Construction	28.09%	389,943				
			Total	37.92%		526,443	11/20/13	36.0%	499,746
Total Construction Contracts	37,195,268					13,978,730			

Sewerage & Water Board Contracts with DBE Participation from January 2013 - December 2013							
Professional Service Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	DBE %	DBE Dollar Value	Awarded DBE Value	Award Date
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	12,497,750	CH2M Hill	ILSI Engineering	12%	1,499,730	4,374,213	3/20/2013
			Trigon Associates, LLC	23%	2,874,483		
			Total	35%			
Total Professional Service Contracts	\$ 12,497,750					\$ 4,374,213	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: December 31, 2013
From: Nolan P. Lambert, Legal *NPL*
To: Marcia A. St. Martin, Executive Director
Re: By-Laws Amendment

Proposed amendment to the Sewerage and Water Board By-laws was brought to the Board as an information item in December. The proposed amendment changed the quorum required for both the Board and the Board of Trustees meetings. The By-laws require that amendments be proposed at the regular meeting preceding final action on the amendment.

After the proposed amendment was presented to the Board, two additional items were brought to our attention. The first in Article I, Section 4, changes the quorum for a meeting of the Board of Trustees from nine to eight. The same language is in Article VI, Section 10, Paragraph B, which was proposed in December.

More significant is the change to Article X, Section 1. Previous to the passage of Act 345 by the Louisiana Legislature in 2013, the By-laws, and State statute, specified that the vote of nine members were required to amend the By-laws. That number was based on two-thirds of the membership at that time. Act 345 amended Louisiana Revised Statute 33:4071 such that a quorum is now required to amend the By-laws. Therefore, Article X, Section 1 is proposed to be amended to represent the current statutory requirement to amend the By-laws.

Inasmuch as the By-laws require that notice of the proposed amendment be given at the meeting preceding final action, please again place the proposed amendment to the By-laws as an information item for all committee meetings and the Board meeting. Final action on the proposed amendment will now take place at the February regular meeting of the Board.

SPECIAL COUNSEL

NPL/BAF:mkt

cc: Susan Higginbotham

n:\boardmembers\desk book\by-laws\131231stmartinmemo.additionalchanges.docx

BY-LAWS
OF THE
SEWERAGE AND WATER BOARD OF NEW ORLEANS

ARTICLE I - MEETINGS OF THE BOARD

Section 1:

Regular meetings of the Board shall be held on the third Wednesday of each month in the Sewerage and Water Board's Board Room.

In the event a regular meeting of the Board cannot be held on the third Wednesday of the month due to a legal holiday or other circumstances, or will not be held in the Sewerage and Water Board's Board Room, the President or President Pro Tem shall have the power to designate another day for the meeting either in the same week, in the week prior to, or in the week succeeding the week of the third Wednesday of that month and/or another location.

The time and location of the meetings shall be promulgated by the Executive Director's Office at least 24 hours in advance.

Section 2:

Special meetings may be called by the President of the Board, and shall be called by him when so requested in writing by four (4) members of the Board.

Written notice stating agenda and the time and the place of the meeting shall be served by the Executive Director on each member and promulgated at least 24 hours in advance.

ARTICLE I - MEETINGS OF THE BOARD (CONT'D)

Section 3:

No subjects shall be considered at special meetings, except those embraced in the call. However, upon approval of 2/3 of the members present, a matter not on the agenda may be taken up.

Section 4:

~~Seven-Six~~ members shall constitute a quorum for the transaction of business at all Board meetings. Written notice stating the agenda and the time and place of the meeting shall be served by the Executive Director on each Trustee, and promulgated at least 24 hours in advance.

~~Nine-Eight~~ members shall constitute a quorum for the transaction of any business by the Board of Trustees of the Employee's Retirement System of the Sewerage and Water Board of New Orleans.

Section 5:

In the absence of specific rules, policies, or procedures, Robert's Rules of Order, as newly revised, shall be used in conducting a meeting.

Section 6:

The meeting of the Trustees of the Employee's Retirement System of the Sewerage and Water Board of New Orleans ("Retirement System") shall be held during, before or after the Regular or Special Meetings of the Board.

ARTICLE II - OFFICERS

Section 1:

Officers of the Board shall be the President and the President Pro Tem. The Mayor of the City of New Orleans is the Ex-Officio President of the Board. The President Pro Tem shall be elected by a majority of the members of the Board.

ARTICLE III - ELECTIONS

Section 1:

Voting shall be by viva voce, except if otherwise noted herein, a majority of all members present to prevail. Appropriations shall be by roll call vote.

ARTICLE IV - DUTIES OF OFFICERS

Section 1:

Appointments to the Board are made by the President as set forth in R.S. 33:4071. The President shall also make appointments to all Committees of the Board. The President shall preside at all meetings of the Board. He shall have authority to open all documents addressed to the Board. He shall have authority to sign all contracts, checks, warrants and other documents or papers in the name of the Board, and as directed by it. He has the right to vote at any meeting of the Board or any of the Board's committees. The President may also be authorized other duties as established by the Board.

Section 2:

The President Pro Tem shall assume all the duties of the President in the President's absence, or at the President's direction, and any other duties and privileges as may be established by the Board. The President Pro Tem has the right to vote at any meeting of the Board or any of the Board's committees. When both the President and President Pro Tem are in attendance at any committee or Board meeting and the President is presiding, the President Pro Tem shall have the same right to vote as any other member of the Board. The President Pro Tem shall serve for a two (2) year period with an option for the Board to re-elect him for another two (2) year term should the Board so desire, it being the intention of this section that the above reference to terms shall constitute a full, complete and consecutive term and should any President Pro Tem who is removed as such by his removal from the Board through causes beyond his control, who returns to the Board and is reinstated to the position of President Pro Tem, he shall be entitled to serve, if elected by the Board, two (2) full and consecutive two (2) year terms.

**ARTICLE V - DUTIES OF EXECUTIVE DIRECTOR/
DEPUTY DIRECTOR**

Section 1:

The Board shall elect an Executive Director whose salary shall be fixed by the Board. The Executive Director shall hold office at the pleasure of the Board. The election or removal of the Executive Director, and the amount of his salary, shall be determined by a majority vote of the entire Board at one of its regular monthly meetings. The duties of the Executive Director shall be fixed by the Board.

Section 2:

The Executive Director shall be present at all meetings of the Board and its Committees. He shall keep full and accurate written records of the proceedings at all such meetings. However, the Deputy Director may act in his absence.

Section 3:

The Executive Director shall be custodian and hold in safekeeping all records and papers belonging to the Board.

Section 4:

All motions and resolutions passed by the Board shall be recorded by the Executive Director in a book or books to be kept for that purpose. He shall attend to the publication of motions and resolutions and other notices as required.

**ARTICLE V - DUTIES OF EXECUTIVE DIRECTOR/
DEPUTY DIRECTOR (CONT'D)**

Section 5:

The Executive Director shall keep all the accounts of the Board, relating to the receipt and disbursement of funds. He shall keep an inventory of all property acquired or disposed of by the Board, and he is required to make written report at each regular meeting of all transactions named in this section.

The Executive Director shall submit a written annual report for the Board to present to the City Council in accordance with R.S. 33:4091. The report shall be prepared in a timely fashion so that it may be submitted to the City Council on or prior to the first day of May of each year. At least one day in advance of its regular monthly meeting or of any committee meetings, the Executive Director shall place in the hands of each member of the Board or Committee the meeting notice, agenda, and copies of all reports, including the General Superintendent's Recommendations, being presented to the Board or Committee.

Section 6:

The Executive Director shall also perform such other duties germane to his office, as may be required of him by direction of the Board. The Sewerage and Water Board employees indemnity bond is considered as satisfying the statutory requirement for the Executive Director's indemnity bond.

Section 7:

Neither the Executive Director, nor the Deputy Director, nor the General Superintendent shall engage in any other occupation or employment that would interfere or conflict with their Sewerage and Water Board duties. The Deputy Director and the General Superintendent shall not engage in any other occupation or employment unless certified by the Executive Director as not

**ARTICLE V - DUTIES OF EXECUTIVE DIRECTOR/
DEPUTY DIRECTOR (CONT'D)**

interfering or in conflict with their Sewerage and Water Board duties. The Executive Director shall receive such certification from the President Pro Tem before engaging in any other occupation or employment as described above.

Section 8:

The Deputy Director shall act in the absence of the Executive Director in carrying out the duties prescribed by these By-Laws, as well as any other duties that are assigned by the Executive Director or by the Board.

ARTICLE VI - COMMITTEES

Section 1:

There shall be four (4) standing Committees, to be named respectively: the Executive Committee, the Finance Committee, the Operations Committee, and the Committee on Infrastructure and Operating Systems.

In addition, a Pension Committee is established in accordance with the "Rules and Regulations of the Employees Retirement System of the Sewerage and Water Board of New Orleans."

A Plumbing Conference Committee is established in accordance with the Plumbing Code of the City of New Orleans.

Other Ad Hoc Committees may be formed by the Board or by the President of the Board.

The President of the Board shall appoint the Chairpersons and all members of the foregoing Committees. The President of the Board may appoint the Vice Chairpersons of the three (3) standing Committees. The make up of the Committees may be re-examined periodically and new appointments made so that all members of the Board may participate in all phases of Sewerage and Water Board operations and administration. Each Board member must be assigned to serve on at least one (1) Committee.

Section 2:

The Executive Committee shall consist of five (5) members made up as follows: the President Pro Tem, who shall Chair the Executive Committee, and the Chairpersons of the other three (3) standing Committees, and the Chairperson of the Plumbing Conference Committee.

ARTICLE VI - COMMITTEES (CONT'D)

Section 3:

Each of the other standing committees shall consist of five (5) members of the Board, to be appointed by the President. Three (3) members of any standing committee shall constitute a quorum.

Section 4:

In the absence of the Committee Chairperson and the Vice Chairperson at any meeting of a committee, the committee may elect a Chairperson Pro Tem.

Section 5:

The Executive Committee shall act in a deliberative and advisory capacity and to it may be referred any business of the Board for consideration and report, preceding official action by the Board. The following matters are illustrative of those brought before the Executive Committee for consideration: pay plans and policies, personnel matters, including but not limited to Equal Employment Opportunity, Affirmative Action, EEO Reports, and Discrimination Complaints, leases, and in general, matters affecting all utilities (sewerage, water and drainage).

Section 6:

The Finance Committee shall be in charge of the financial affairs of the Board, subordinate to the Board's direction.

The following matters are illustrative of those brought before the Finance Committee for consideration: Capital and Operating Budget recommendation and review, banking, bond issues, review and recommendation for award of all

ARTICLE VI - COMMITTEES (CONT'D)

contracts, all bid appeals, internal and external audit reports, or other matters of a financial nature.

Section 7:

The Committee on Infrastructure and Operating Systems shall have charge of the affairs of the Board relating respectively to each of the Board's systems of sewerage, water, drainage, power generation and power distribution, and shall act and advise on affairs of these systems, subject to the direction and ruling of the Board. Matters pertaining to sewerage, water, drainage, power generation and power distribution shall be brought before this committee for its consideration.

Section 8:

The Operations Committee shall have charge of the affairs of the Board relating to the Economically Disadvantaged Business Program, which shall include but is not limited to a review and recommendation of DBE participation goals for advertisement, award of contracts and bid appeals relating to matters of interpretation and application of the Rules and Regulations relative to the Board's EDB Program and overall operational aspects of the Board.

The Operations Committee may take up matters relating to Customer Relations Policies and Procedures, which shall include but not limited to customer billing and collections, meter reading, installation and removal, customer inquiries, work order management and technology upgrades.

ARTICLE VI - COMMITTEES (CONT'D)

Section 9:

The Pension Committee is established by Section (3) of the "Rules and Regulations of the Employee Retirement System of the Sewerage and Water Board of New Orleans." This Committee consists of: Chairperson - President Pro Tem; Four (4) members appointed by the President, at least one of which shall be a member of the Finance Committee; Three (3) employee members elected by the employees and one (1) retiree representative elected by Board retirees. Five members shall constitute a quorum. The Committee shall be in charge of matters relating to the management of the Employee Retirement System, including establishment of the rules and regulations and management of the pension fund.

Section 10:

A. The Board of Trustees, as defined in the Rules and Regulations of the Employee's Retirement System of the Sewerage and Water Board of New Orleans, shall have full and final authority to make all decisions concerning the investment of assets of said retirement system, to include recommendations of the Pension Committee made to the Board, and which involve the exercise of the Trustees' Investment Authority, as set forth in Section 8.6 of the Rules and Regulations of the Retirement System. These matters shall include, but not limited to, the following:

- a. Selection, hiring and termination of various investment managers, custodial banks and financial consulting firms.
- b. The establishment of an Investment Policy, Asset Allocation Policy and Rebalancing Policy.
- c. Deciding what portion of the Retirement System assets a particular investment manager shall invest.

ARTICLE VI - COMMITTEES (CONT'D)

- d. Evaluating the performance of a particular investment manager, including placing that investment manager on probation.
- e. Receipt and review of actuarial reports and annual investment reports prepared by the investment consultant.

| B. Because the Pension Committee will be called upon to review matters which the Board of Trustees of the Employees' Retirement System will be required to approve in order to be effective:

- a. The Pension Committee, in making its written report to the Board of Directors of the Sewerage and Water Board of New Orleans, shall designate three (3) types of agendas for consideration by the Board of Directors. These three (3) agendas shall consist of consent items, non-consent items and items to be considered by the full Board of Trustees.
- b. At the time that the Pension Committee report is received by the Board of Directors, and such report has on its agenda 'Board of Trustees Items,' the four (4) employee-elected Trustees, if present, shall be invited by the chairperson to join the Board of Directors' Trustees in considering the specific items of that agenda. A roll call shall be made by the Secretary to establish a quorum of the Board of Trustees, which quorum shall be no less than ~~nine-eight~~(98) Trustees. At this time, it is recognized that this is an official meeting of the Board of Trustees of the Employees' Retirement System of the Sewerage and Water Board of New Orleans and all Trustees present shall have the right to make motions, enter into discussions, vote and otherwise fully participate in the matters at hand. Each Trustee shall have one vote. All actions of the Trustees shall be by voice vote, unless a roll call is requested and a majority of all Trustees present shall prevail.

ARTICLE VI - COMMITTEES (CONT'D)

Upon conclusion of the specific items of the Board of Trustees agenda, to include that specified on the agenda of the Pension Committee, the chairman shall call for a motion to end the Board of Trustees meeting. Upon such affirmative vote to end, the employee-elected Trustees shall withdraw and the Board of Directors shall continue its regular business

Section 11:

The Plumbing Conference Committee is established by the Plumbing Code of the City of New Orleans. Matters relating to the Plumbing Code shall be brought before the Plumbing Conference Committee for consideration. This Committee consists of: the General Superintendent, the Supervisor of Plumbing; four members of the Sewerage and Water Board appointed by the President, one licensed master plumber, one licensed journeyman plumber, and one member of any allied plumbing or engineering trade or profession. Except for the first two above, all shall be appointed to two (2) year terms by the President of the Board. Five members constitute a quorum.

Section 12:

Any of the Committees may meet upon regular call of the Chairperson and shall meet upon ruling to that effect by the Board.

Section 13:

All reports of Committees for submission at the regular meeting of the Board shall be in writing and action thereon may be deferred to the subsequent regular meeting of the Board.

ARTICLE VI - COMMITTEES (CONT'D)

Section 14:

Both the President of the Board and the President Pro Tem shall be ex-officio members of each and all committees, both with the right to vote the same as any other member of said committees. Both the President of the Board, and the President Pro Tem, when acting as ex-officio members of a Committee in accordance with the foregoing, shall be true members in every sense and shall be counted towards the establishment of a quorum for the meeting.

Section 15:

Action taken by a Committee of the Board shall be by a majority of those present.

Section 16:

Except in instances where the Board shall declare a matter to be an emergency, all matters to be brought before the Board shall first be considered by a Committee of the Board.

Matters that appear before the Board under its consideration of "New Business" shall be assigned by the President or in his absence the President Pro Tem to the appropriate Committee of the Board.

Section 17:

Whenever there is an absence of a quorum required for a Committee of the Board to meet, the Executive Director shall reschedule the Committee Meeting to the next available date and time at which a quorum can be reasonably anticipated. Absent a quorum, there shall be no meeting of the Committee, however, the members present may, if they so desire, receive information or reports pertaining to matters on the agenda for such meeting.

ARTICLE VI - COMMITTEES (CONT'D)

Section 18:

Items not acted upon by the Committee to which they were originally assigned, due to that Committee not meeting because of a lack of a quorum, may, at the discretion of the President or President Pro Tem be placed temporarily upon the agenda of the Executive Committee. If there is no final action taken on the item by the Board, or if the entire matter addressed thereat is not disposed of, any further action regarding the item shall be considered by the Committee to which the item was originally assigned.

ARTICLE VII - DISBURSEMENTS

Section 1:

All warrants for payment of money administered by the Board of Liquidation, City Debt, for account of the Sewerage and Water Board of New Orleans, shall be drawn as provided in Article XIV of the Constitution of 1921, as amended by Sections 23.1 through 23.12 and 23.28 through 23.43 and all said warrants except those for contracts require two (2) signatures, one of which must be provided by the Executive Director, Deputy Director, or Management Services Director. The second signature must be provided by either the Utility Financial Administrator, Public Utility Comptroller, Public Utility Comptroller Assistant, or by an Accountant designated by resolution of the Board. Said warrants shall be listed on audit sheet(s), setting forth the number of the warrant, date of warrant, and number of appropriation; and said audit sheet or sheets require the same signatory authorization, as stated above.

All checks for transfer of money for clearing accounts (i.e., payroll, voucher, etc.) of the Sewerage and Water Board of New Orleans, shall be drawn on the master accounts of the Board and require two (2) signatures, one of which must be provided by the Executive Director, Deputy Director, or Management Services Director. The second signature must be provided by either the Utility Financial Administrator, Public Utility Comptroller, Public Utility Comptroller Assistant, or by an Accountant designated by resolution of the Board. Said checks shall be listed on audit sheet(s), and said audit sheet or sheets require the same signatory authorization, as stated above.

All checks for payment of construction contracts shall be handled in the same manner, as stated above.

Section 2:

There shall be no disbursement of the monies of this Board without the direct order of resolution of the Board, made and entered of record at a meeting thereof, except as provided in R.S. 33:4084.

ARTICLE VIII - EMPLOYEES

Section 1:

The appointment, suspension and removal of employees shall be in accordance with the provisions of R.S. 33:4076 of Louisiana Revised Statutes. All payment of wage or salaries shall cease on dismissal of employees.

ARTICLE IX - DEPOSITORY

Section 1:

All funds of the Sewerage and Water Board of New Orleans, subject to its control, shall be deposited with any bank or banks located in the City of New Orleans, selected by the Board. Such banks shall furnish acceptable collateral in accordance with applicable law.

ARTICLE X - AMENDMENTS

Section 1:

~~These by-laws may be amended at any regular monthly meeting of the Board by a vote of nineeight (98) members, in favor of same~~Any amendments or changes to these by-laws shall be adopted only after approved by a quorum of the board (R.S. 33:4071E), provided~~ing~~ that notice of the proposed amendment shall be given at a regular monthly meeting preceding final action upon such amendment. The amendment to be filed in writing at this meeting and entered upon the Minutes of the Board; further providing that the Executive Director of the Board shall have filed a copy of the amendment with a notice of the meeting for final action, upon every member of the Board not less than a week prior to said meeting.

ARTICLE XI - ORDER OF BUSINESS

Section 1:

Executive Director shall distribute an agenda for the regular monthly meeting of the Board at least 24 hours in advance of the meeting with an Order of Business. Contained within the Order of Business may be a consent agenda which can be adopted at the Board meeting in globo by voice vote of the majority members present. Only matters receiving a unanimous vote of the members present at a meeting of the Committee before which it has been brought shall be placed upon a consent agenda for consideration by the Board at its regular or special meeting. Should any Board member at the Board meeting object to any item(s) contained in the consent agenda, that item(s) shall be removed, not voted upon as part of the consent agenda and the item(s) placed appropriately in the Order of Business for discussion.

The Board may, by a vote of two-thirds (2/3) of the members present at a meeting, alter the order of business for that meeting.

Section 2:

The General Superintendent's monthly report shall be presented to the Finance Committee for its review and recommendations to the Board for action by the Board at its Regular Monthly Meeting.

ARTICLE XII – PUBLIC COMMENT

Section 1:

In accordance with the provisions of R.S. 42:5(D), the public is invited to attend and give comment on any matter listed on the agenda of a regular or special meeting of the Board or any of its committees. The time and length of such comments shall be determined by the Chair of the meeting.

Sewerage and Water Board of New Orleans Committee & Regular Board Meeting Schedule

2014 Calendar of Events

MONDAY	JANUARY 6, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	JANUARY 7, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	JANUARY 8, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JANUARY 8, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	JANUARY 10, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JANUARY 15, 2014	9:00 AM	REGULAR BOARD
MONDAY	FEBRUARY 3, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	FEBRUARY 4, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	FEBRUARY 5, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	FEBRUARY 5, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	FEBRUARY 7, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	FEBRUARY 19, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	MARCH 5, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MARCH 5, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	MARCH 10, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	MARCH 11, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	MARCH 14, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MARCH 19, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	APRIL 2, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	APRIL 2, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	APRIL 7, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	APRIL 8, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	APRIL 11, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	APRIL 16, 2014	9:00 AM	REGULAR BOARD
MONDAY	MAY 5, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	MAY 6, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	MAY 7, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MAY 7, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	MAY 9, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MAY 21, 2014	9:00 AM	REGULAR BOARD
MONDAY	JUNE 2, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	JUNE 3, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	JUNE 4, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JUNE 4, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	JUNE 6, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JUNE 18, 2014	9:00 AM	REGULAR BOARD

WEDNESDAY	JULY 2, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JULY 2, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	JULY 7, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	JULY 8, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	JULY 11, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JULY 16, 2014	9:00 AM	REGULAR BOARD
MONDAY	AUGUST 4, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	AUGUST 5, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	AUGUST 6, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	AUGUST 6, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	AUGUST 8, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	AUGUST 20, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	SEPTEMBER 3, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	SEPTEMBER 3, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	SEPTEMBER 8, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	SEPTEMBER 9, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	SEPTEMBER 12, 2014	9:00 AM	EXECUTIVE DIRECTOR
WEDNESDAY	SEPTEMBER 17, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	OCTOBER 1, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	OCTOBER 1, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	OCTOBER 6, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	OCTOBER 7, 2014	9:00 AM	FINANCE COMMITTEE
FRIDAY	OCTOBER 10, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	OCTOBER 15, 2014	9:00 AM	REGULAR BOARD
MONDAY	NOVEMBER 3, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	NOVEMBER 4, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	NOVEMBER 5, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	NOVEMBER 5, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	NOVEMBER 7, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	NOVEMBER 19, 2014	9:00 AM	REGULAR BOARD
MONDAY	DECEMBER 1, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	DECEMBER 2, 2014	9:00 AM	FINANCE COMMITTEE
WEDNESDAY	DECEMBER 3, 2014	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	DECEMBER 3, 2014	10:30 AM	PENSION COMMITTEE
FRIDAY	DECEMBER 5, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	DECEMBER 17, 2014	9:00 AM	REGULAR BOARD

****NOTE: SUGGESTED RECOMMENDATIONS**

JANUARY – RESCHEDULED TO SECOND WEEK DUE TO NEW YEARS’ HOLIDAY IN FIRST WEEK

MARCH – MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK (MARDI GRAS 3/4/14)

APRIL - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK

JULY - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK

SEPTEMBER - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK (LABOR DAY 9/1/14)

OCTOBER - MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK