

SEWERAGE & WATER BOARD OF N.C.
OPERATIONS COMMITTEE MEETING
MONDAY, AUGUST 4, 2014
9:00 AM

COMMITTEE MEMBERS
Mr. Marion Bracy, Chair • Dr. Tamika Duplessis • Mr. Scott Jacobs • Mr. Mark Moody • Mrs.

ACTION ITEMS

FINAL AGENDA

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee - **NONE**
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 June 2014
8. DBE Participation Report
9. 2014 Committee/Board Meeting Schedule
10. Any Other Matters
11. 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
12. 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

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NEW ORLEANS, LA 70165 • 504-529-2837 OR 52W-ATER
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February 3, 2014

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, February 3, 2014, at 9:00 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 January 6, 2014 was received and approved on a motion of Mrs. Schornstein and seconded by Mr. Bracy. The motion carried.

BID RECOMMENDATIONS – DBE PARTICIPATION

Emergency Letter Bid; Reconstruction of the Existing Florida Ave. Canal between Spain St., and Music St.

On Friday, January 17, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

Cajun Construction, Inc.	\$ 2,216,000.00
Boh Bros. Construction Co., LLC	\$ 2,440,375.00
Cycle Construction Co.	\$ 2,498,375.00

Twenty percent (20%) SLDBE participation was estimated by Sewerage & Water Board of New Orleans' engineers on this contract.

The apparent lowest bidder, Cajun Construction, Inc., submitted the following subcontractors:

Palmisano Trucking, Inc. (eligible certified SLDBE) to perform trucking
\$18,295.00 — 0.83%

Baker Ready Mix, LLC (eligible certified SLDBE) to provide concrete ready mix
\$104,510.00 — 4.72%

PJM Safety Supplies, LLC (eligible certified SLDBE) to provide safety supplies
\$2,196.00 — 0.1%

Three C's Properties, Inc. (eligible certified SLDBE) to provide fencing
\$4,200.00 — 0.19%

Pierce Foundations, Inc. (eligible certified SLDBE) to perform pile driving
\$358,060.00 — 16.16%

SLDBE Participation totals: **\$487,261.00 — 21.99%**

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

Baker Ready Mix, LLC (eligible certified SLDBE) to provide concrete batch plant/ready mix
\$127,895.00 — 5.24%

B&S Equipment Co., Inc. (eligible certified SLDBE) to perform demolition and pumping
\$536,654.00 — 21.99%

Prince Dump Truck Service (eligible certified SLDBE) to provide hauling and aggregate materials
\$34,924.00 — 1.43%

Participation totals: **\$699,473.00 — 28.66%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program confirms that the SLDBE participation submitted by Cajun Construction, Inc., and Boh Bros. Construction Co., have met the Sewerage & Water Board's engineers' SLDBE participation estimate.

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

Request For Proposals for the Customer Information System Solution

On Monday, January 13, 2013, two (2) proposals were received for subject contract. The submittals received are as follows:

Advanced Utility Systems, (A Division of North Harris Computer Corporation)
Cogsdale Corporation, Inc.

Sixteen-percent (16%) SLDBE participation goal was requested on this proposal.

Advanced Utility Systems submitted the following subcontractors:

Luther Speight & Company, LLC (eligible SLDBE company) to provide administrative business management consulting and general management consulting \$259,000.00 – 6.34%

Major Services, Inc. (eligible SLDBE company) to provide computer processing, data preparation and processing and computer programming website design \$414,000.00 – 10.13%

Participation totals: \$673,000 – 16.47%

Cogsdale Corporation, Inc. submitted the following subcontractors:

Debra Gould & Associates, Inc. (eligible SLDBE company) to provide business planning, which consist of change management, training and executive coaching \$170,775.00 – 4.35%

Luther Speight & Company, LLC (eligible SLDBE company) to provide business consulting, which consist of administrative business management and general management consulting \$225,844.00 – 5.75%

Major Services, Inc. (eligible SLDBE company) to provide computer services which consist of data conversion and computer support services \$252,821.00 – 6.44%

Participation totals: \$649,440.00 – 16.54%

Based on analysis of the SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by **Advanced Utility Systems** and **Cogsdale Corporation, Inc.** be approved.

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

CONSTRUCTION REVIEW COMMITTEE

Construction projects were not submitted to the Construction Review Committee for the month of January 2014, therefore the Construction Review Committee meeting was not held.

STAFF CONTRACT REVIEW COMMITTEE

The Staff Contract Review Committee met on January 21, 2014 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, 40% SLDBE Participation.

1. Furnishing Office Supplies

Renewal Cost:	\$19,458.16
Prime Contractor:	New Orleans Office Supplies, Inc.
SLDBE Sub-contractor:	Corporate Business Supplies, Inc.
Funding Source:	Operating and Maintenance Budget

The SLDBE participation goal is 40.00%. The SLDBE participation achieved is 48.00%.

First of Two (2) renewal options, 35% SLDBE Participation.

2. Preparation of the Report on Operations for 2013

Renewal Cost:	\$101,000.00
Prime Contractor:	Black & Veatch Corporation
SLDBE Sub-contractors:	Bruno & Tervalon, LLP Julien Engineering & Consulting Services, Inc.
Funding Source:	Operating and Maintenance Budget

The SLDBE participation goal is 35.00%. The SLDBE participation achieved is 48.51%.

First and Final Renewal, 0% SLDBE Participation.

3. Furnishing Air Conditioning and Heating Services

Renewal Cost:	\$58,799.00
Prime Contractor:	Siemens Industry, Inc.
Participation goal Justification	There is 0% SLDBE participation because this project cannot be subdivided into areas that will include certified SLDBE subcontracting opportunities because of the warranty requirements.
Funding Source:	Operating and Maintenance Budget

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

CONSTRUCTION RENEWAL CONTRACT WITH DBE PARTICIPATION

There were no construction renewal contracts with DBE participation.

FINAL ACCEPTANCE ON CONSTRUCTION CONTRACTS WITH DBE PARTICIPATION

Contract #8140 – Hurricane Katrina Related Repairs at the Carrollton Water Plant & Intake #1

The Prime Contractor is MST Enterprises, LLC.

The DBE participation goal is 36%. The DBE participation achieved is 37.35%.

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

The above referenced final acceptance on subject contract with DBE participation was approved by a motion of Mr. Bracy and seconded by Dr. Wright. The motion carried.

INFORMATION ITEMS

Customer Account Management System Replacement

Mr. Robert Miller, Interim Executive Director provided an update of the *New Customer Information System*. The Customer Account Management System (CAM) selection team reviewed and evaluated the RFP's from Cogsdale Corporation and Advanced Utilities and determined that the proposal from Cogsdale Corporation was the preferred choice based upon usability, project approach, and additional available modules. Mr. Miller provided an overview of Enterprise Solution and Best of Breed Solution and the difference between a Tier 1 and a Tier 2 Solution as it pertains to the system meeting the needs of Sewerage & Water Board of New Orleans. Mr. Miller is recommending a Best-of-Breed Solution and Tier 2 Solution which represents the highest confidence, success and value for the funds spent.

Dr. Wright inquired if there were any local companies that replied to the RFP. Mrs. Schornstein inquired about the location of the clients. Mr. Miller replied they are located in Canada. Mr. Bracy inquired about the DBE participation percentage. Mr. Miller advised both companies were meeting the DBE percentage in the RFP. Mr. Bracy inquired about a diversity statement. Mr. Miller advised we have not asked about a diversity statement. Mr. Bracy inquired if other cities have utilized these companies. Mr. Miller stated the two companies are industry leaders.

Staff is recommending that the Interim Executive Director be authorized to enter into contract negotiations to establish final terms and conditions for a contract to be considered for award to Cogsdale Corporation for the new *Customer Information System*.

The Committee received the report.

Customer Service Results Through November 2013

Mr. Robert Miller, **Interim Executive Director** provided an update on the Customer Service Results. Mrs. Schornstein inquired if the call center positions are minimum wage positions. Mr. Miller replied they are not. However, they are the lowest wage positions besides laborers. Ms. Schornstein indicated that the low wages accounts for the high turnover. Mr. Moody inquired what is the solution to lowering the high turnover. Mr. Miller indicated that by reducing the number of occasions to call, give customers technology alternatives other than talking to representative, authorize SWB to hire more staff and consider if it's just pay or quality of life issues. Members of the board are requesting staff to review job descriptions and look into a possible upgrade for the position and rewrite job description for call center representatives to include other duties and responsibilities. Mr. Miller is requesting to add as an additional section to the Customer Service Improvement Plan.

The Committee received the report.

DBE Participation Report

The Committee received the report. Dr. Wright inquired what are the areas of contracts we do not have SLDBE vendors certified. Mr. Miller requested that Mr. Porter, Interim EDBP Director provide a list of contracts with 0% SLDBE participation.

- Diversity Statement Within Language of Contracts Re: DBE Program
- Evaluation Performance History Re: DBE Contractors

Members of the board clarified that Sewerage & Water Board of New Orleans would need to go to the state level to amend the law in reference to requesting a diversity statement within Language of Contracts.

The Committee received the reports.

2014 Committee/Board Meeting Schedule

The Committee received the report.

Any Other Matters

None

ADJOURNMENT

The meeting adjourned at 9:56 AM with a motion by Mrs. Schornstein and seconded by Dr. Wright. The motion carried.

ATTENDANCE

PRESENT: Mr. Mark Moody, Chair
Dr. Beverly Wright
Mr. Marion B. Bracy
Mrs. Florence Schornstein

ABSENT: Ms. Loyce Wright

Also in attendance were the Interim Executive Director; General Superintendent; Deputy Superintendent; Attorney IV; EDBP Interim Director; EDBP Certification Supervisor; Purchasing Director; Community and Intergovernmental Relations Director; Jason Higginbotham, Jacqueline Shine, SWB; Carol Rocque, Damon Rocque Securities.

Very truly yours,

Mr. Mark Moody, Chair

MMM/vjc

Contract #1378: Hurricane Related Repairs to Boilers/Duct/Elevator at Main Purification Plant Power Complex

On Friday, July 18, 2014, two (2) bids were received for subject contract. The bid totals are as follows:

Plant-N-Power Services, LLP	\$ 15,928,241.00
Lou-Con, Inc.	\$ 19,898,200.00

The estimated budget is \$ 16,000,000.00.

Thirty-six percent (20%) SLDBE participation was requested on this contract.

The apparent lowest bidder, Plant-N-Power Services, LLP, submitted the following subcontractors:

Jesus is Lord Plumbing (eligible certified SLDBE) to replace tank in basement and miscellaneous plumbing
\$50,000.00 — 0.31%

Cole Construction (certified SLDBE) excavate area and install foundation for Grey H₂O System (eligible), perform road excavating (eligible), and provide personnel (non-eligible)
\$672,000.00 — 4.22% (eligible participation)
\$160,000.00 — 1.00% (non-eligible participation)

Affordable Trucking Contractors, LLC (eligible certified SLDBE) Asbestos removal and disposal
\$500,000.00 — 3.14%

Delta Personnel (eligible certified SLDBE) to provide labor personnel
\$250,000.00 — 1.57%

Choice Supply Co., (eligible certified SLDBE) to provide boiler tubes for boilers and condensers
\$1,800,000.00 — 11.30%

SLDBE Participation totals: **\$3,272,000.00 — 20.54%**

The apparent second lowest bidder, Lou-Con, Inc., failed to meet the 20% SLDBE Participation goal, or submit a documented Good Faith Effort with a notarized affidavit.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Lou-Con, Inc., be rejected, and that the SLDBE participation submitted Plant-N-Power Services, LLP be accepted.

Construction Review Committee Recommendations

No new construction projects were submitted to the Construction Review Committee for the month of July 2014.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on July 15, 2014, and made the following recommendations:

Open Market Contracts

Open Market, 0% SLDBE Participation, three (3) years with two (2) one year renewal options.

1. RFP Utility Advisory Service for Daily Operations of Sewerage & Water Board of New Orleans

Estimated Cost Range:

Between \$2,000.00 to \$24,000.00

Percentage Goal Justification:

Does not lend itself to SLDBE participation because it is not fiscally wise or practical to require an executive advisor to subcontract the uniqueness of the specialized services.

Funding Source:

Operating and Maintenance Budget

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

2. Furnishing Brass Water Service Fittings

Budget Amount:

\$400,000.00

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer.

Funding Source:

Operating and Maintenance Budget

3. Furnishing Meter Boxes and Meter Box Parts

Budget Amount:

\$500,000.00

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer.

Funding Source:

Operating and Maintenance Budget

Open Market, 0% SLDBE Participation, no renewal options.

4. RFQ for Engineering for Survey Support Staffing and Geotechnical Services

Estimated Cost Range:

Between \$5,000.00 to \$20,000.00

Percentage Goal Justification:

Does not lend itself to SLDBE participation because of the sometimes small quantity of work and the uniqueness of the specialized services

Funding Source:

Operating and Maintenance Budget

Renewal Contracts

First and Final Renewal, 0% DBE Participation.

5. Furnishing Hot Mix Asphalt

Renewal Cost:

\$326,250.00

Prime Contractor:

Barriere Construction

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that cannot be subdivided.

Funding Source:

Operating and Maintenance Budget

6. Furnishing Fluorosilicic Acid

Renewal Cost:

\$367,200.00

Prime Contractor:

Mosaic Company

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer in specialized containers.

Funding Source:

Operating and Maintenance Budget

7. Furnishing Sodium Hypochlorite

Renewal Cost:

\$1,171,820.00

Prime Contractor:

Brenntag Southwest, Inc.

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer in specialized containers.

Funding Source:

Operating and Maintenance Budget

8. Furnishing Liquid Polyphosphate

Renewal Cost:

\$328,000.00

Prime Contractor:

Carus Corporation

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer in specialized containers.

Funding Source:

Operating and Maintenance Budget

9. Furnishing Anhydrous Ammonia

Renewal Cost:

\$382,250.00

Prime Contractor:

Tanner Industries, Inc.

Percentage Goal Justification:

Does not lend itself to SLDBE participation because product is a single item that is shipped directly from the manufacturer in specialized containers.

Funding Source:

Operating and Maintenance Budget

Final Acceptance Contracts with DBE Participation

Contract #3657 – Installation of New Water, Sewer, and Drain Service Connections at Scattered Sites Throughout the City of New Orleans

The Prime Contractor is Fleming Construction Co., LLC.

The DBE participation goal is 36%. The DBE participation achieved is 36.43%.

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



SEWERAGE AND WATER BOARD OF NEW ORLEANS

August 4, 2014

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

Dear Directors:

Subject: Customer Service Results through June 2014

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. Contract negotiations with Cogsdale Corporation have been finalized. The furniture and equipment for the Julia Street building have been installed. Implementation will begin during the Third Quarter of 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. New automated meters are being installed as part of routine meter replacement. A request for proposals for automated meter reading software will be drafted later once the CAM system replacement project is underway.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates.	
<i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i>	Completed. During the month of June 2014, meter reading staff maintained a high percentage of actual readings, with a reading on 98.6% of all meters.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<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>Complete. The re-sequencing of residential meter reading routes is complete. This process has helped in ensuring that no meter is skipped and the Meter Reader is at the correct address reading the correct meter.</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>Complete. Billing staff has finalized the flowcharts of the bill review and bill adjustment processes. The finalized flowchart document will be of great value in establishing improved business practices as we implement the new billing system.</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. Each supervisor is evaluating staff's performance and providing individual training as needed.</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. Requisitions for one analyst positions will be submitted shortly and they will be among the first trained at the training center.</i></p>	<p>Completed. The new team member began working on July 1, 2013.</p>
<p>III. Improve the customer service experience when questioning a bill and resolve more</p>	



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issues during the first call.	
A. Re-emphasize and retrain employees on courtesy and accountability.	
<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>In progress. All Revenue & Customer Service staff members are currently participating in the Business Training Skills series. The classes are being conducted by Debra Gould & Associates and Cathy Harris Consulting and Training.</p>
B. Reduce the amount of time spent by customers waiting for assistance.	
<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 June the percentage of calls abandoned increased slightly from 10.0% to 10.1%. The average call wait time also increased slightly from 1 minute and 49 seconds to 1 minute and 58 seconds. We will be considering hiring part-time employees and dual rating current employees from other departments to staff the call center during busier times.</p>
C. Provide a more effective appeals process within Sewerage and Water Board.	
<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 will ensure that the Special Accounts Sections will be consistently used for customer calls to elected officials and board members.</i></p>	<p>In progress. We are developing updated internal control procedures for our appeals process to safeguard against any opportunities for fraud and to make it easier for customers to be granted an appeal. Our goal is to address all complaints before it gets to the level of a customer hearing.</p>
D. Improve coordination between Customer Service and Networks departments.	
<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. The script has helped call center agents improve their responses to difficult inquiries. Also, as we add new programs and change procedures, having a script ensures our agents know exactly what to say. We are also</p>



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	working together to update letters sent to customers from the Networks Department to ensure that the information is customer-friendly and easy-to-understand.
E. Establish feedback processes for customer.	
<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>	In progress. The survey for walk-in customer satisfaction is complete and we are compiling those results for next month's report.
IV. Evaluate possible changes to the leak adjustment policy.	
A. Examine statutory and policy limitations.	
<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>	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.

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

Robert K. Miller
Interim Executive Director

**Sewerage and Water Board of New Orleans
Customer Service Report
Indicators of Metric Results
June 2014**

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

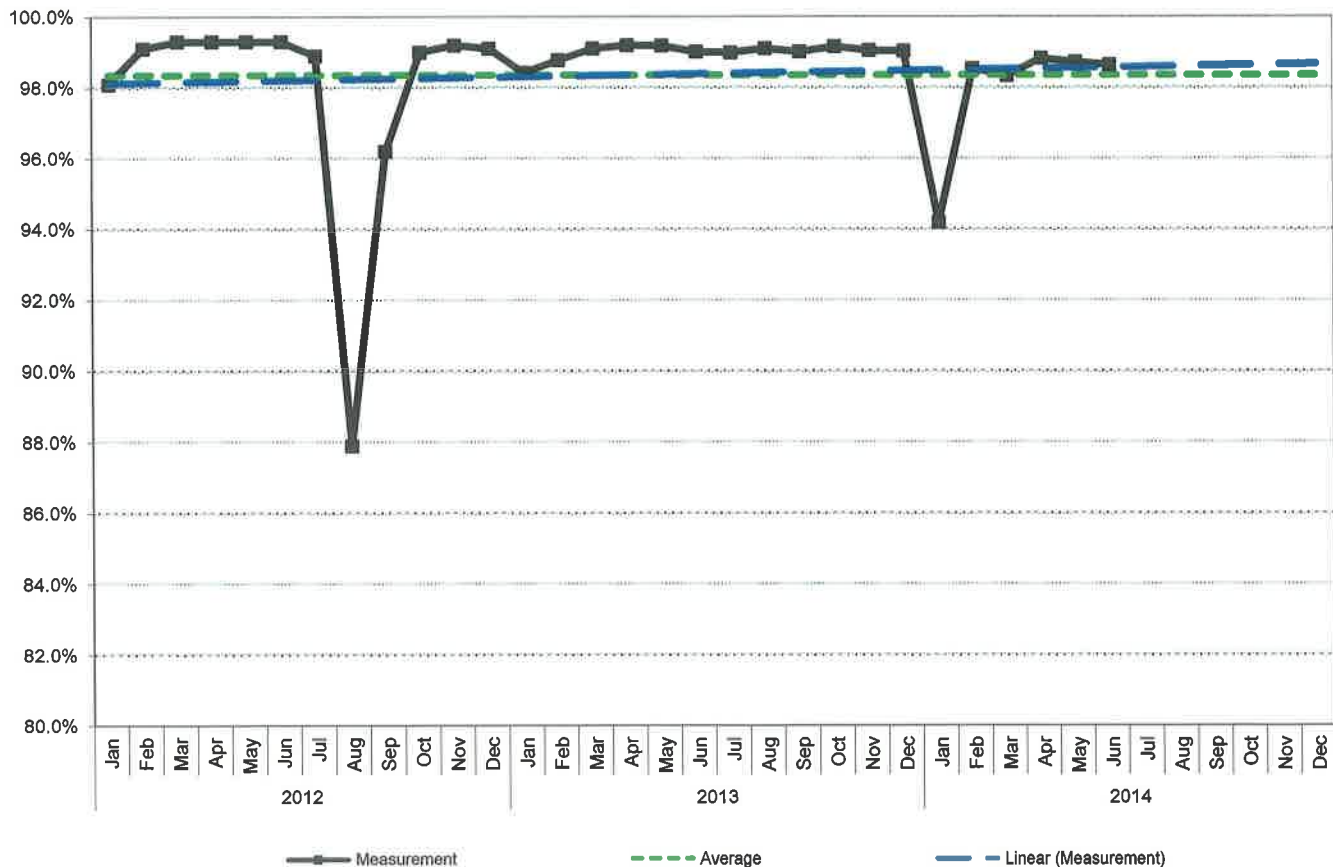
Trend: Favorable

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
2012	98.1%	98.4%	98.8%	98.8%	98.8%	98.8%	98.8%	88.0%	96.2%	99.3%	99.3%	99.3%
2013	98.4%	98.8%	99.1%	99.2%	99.2%	99.0%	99.0%	99.1%	99.0%	99.2%	99.1%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%						

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: Close

Process Operating Within Control Limits:
Yes

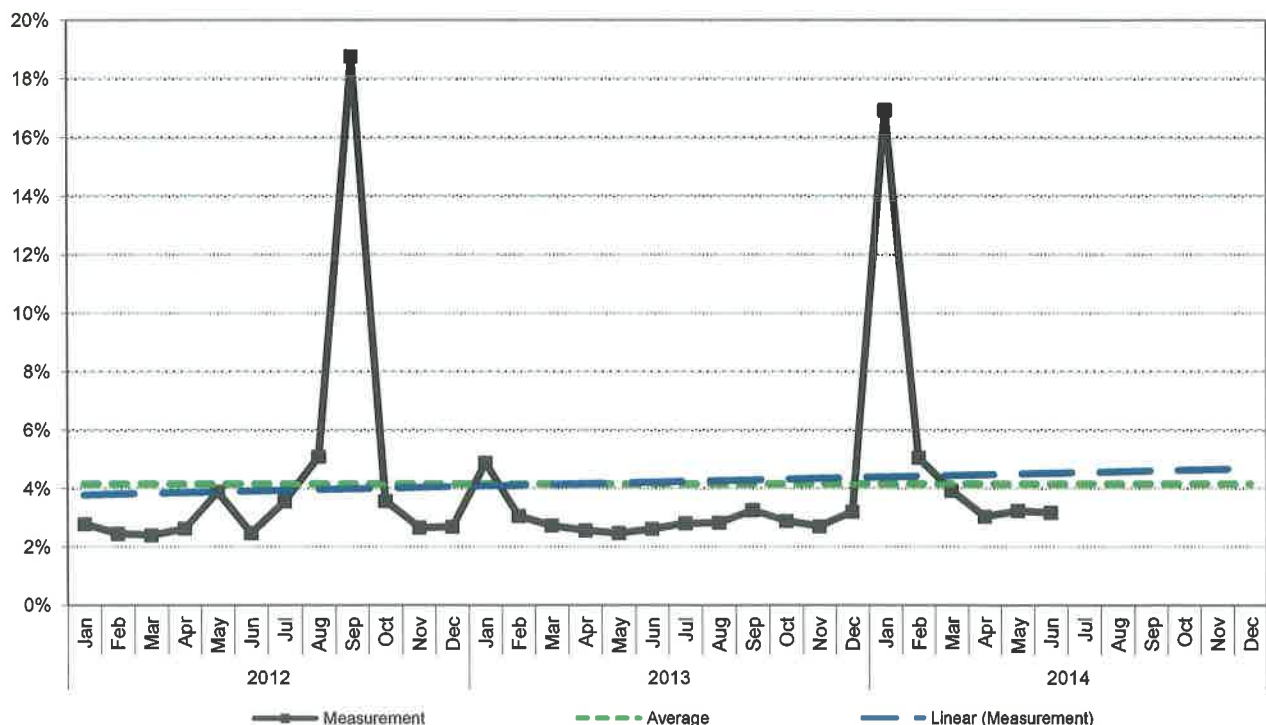
Trend: Close

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
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%	3.2%
2014	16.9%	5.1%	3.9%	3.0%	3.2%	3.2%						

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: No

Process Operating
Within Control Limits:
No

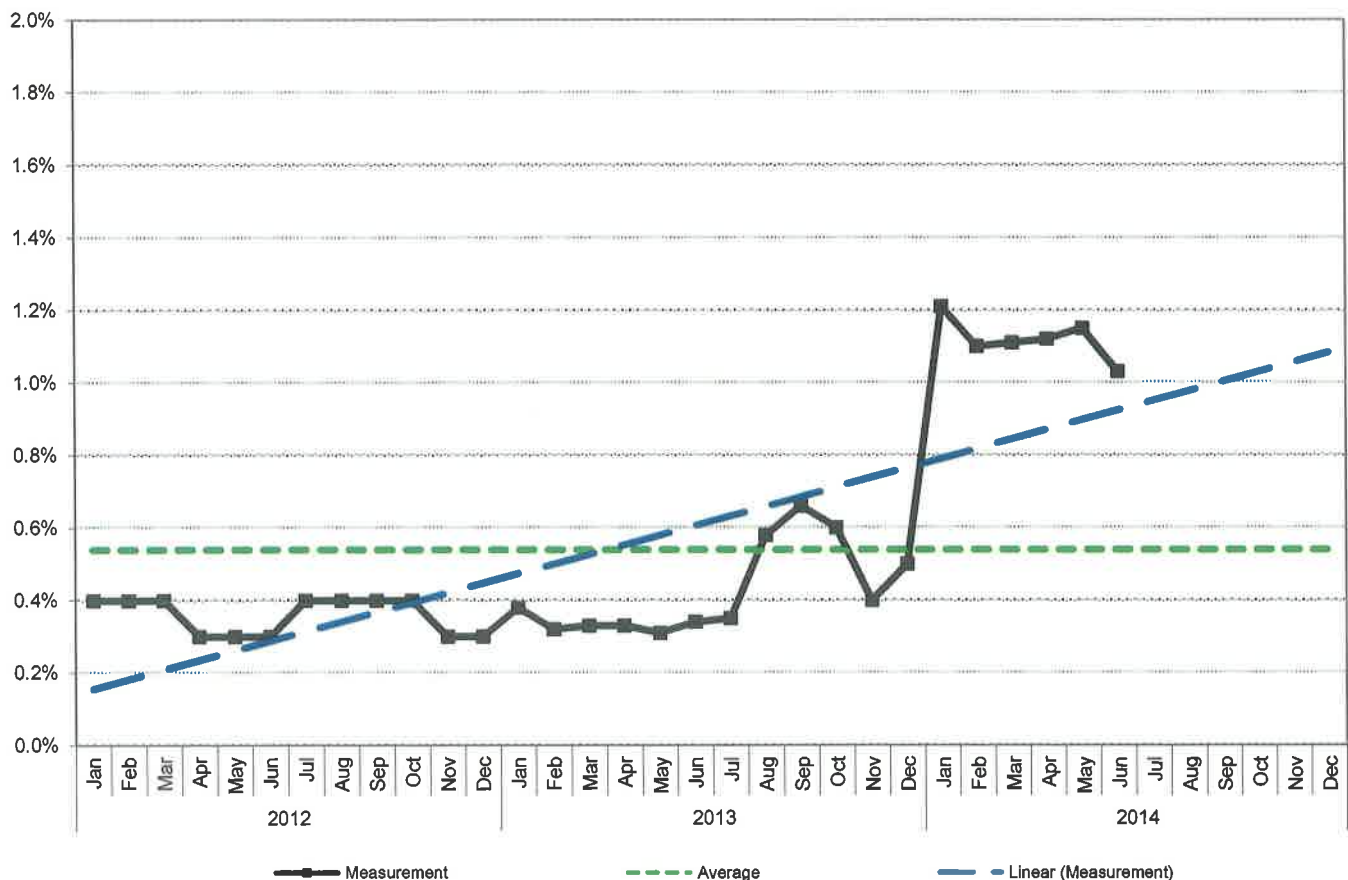
Trend: Unfavorable

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
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%	0.4%	0.7%	0.6%	0.4%	0.5%
2014	1.2%	1.1%	1.1%	1.1%	1.2%	1.0%						

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:** **No**

**Process Operating
Within Control Limits:**
Yes

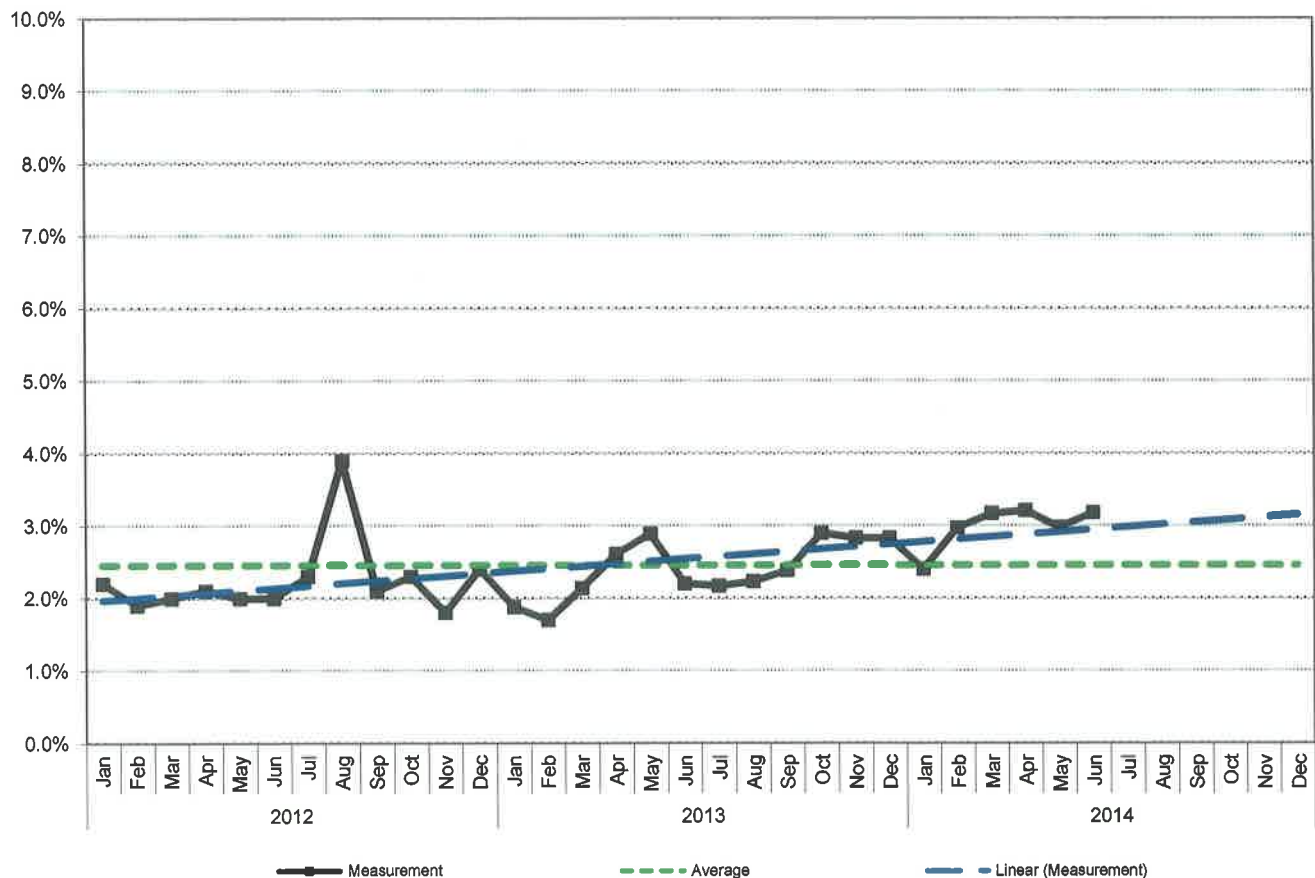
Trend: **Unfavorable**

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
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%	2.8%	2.8%
2014	2.4%	3.0%	3.2%	3.2%	3.0%	3.2%						

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:** Close

**Process Operating
Within Control**
Limits: Yes

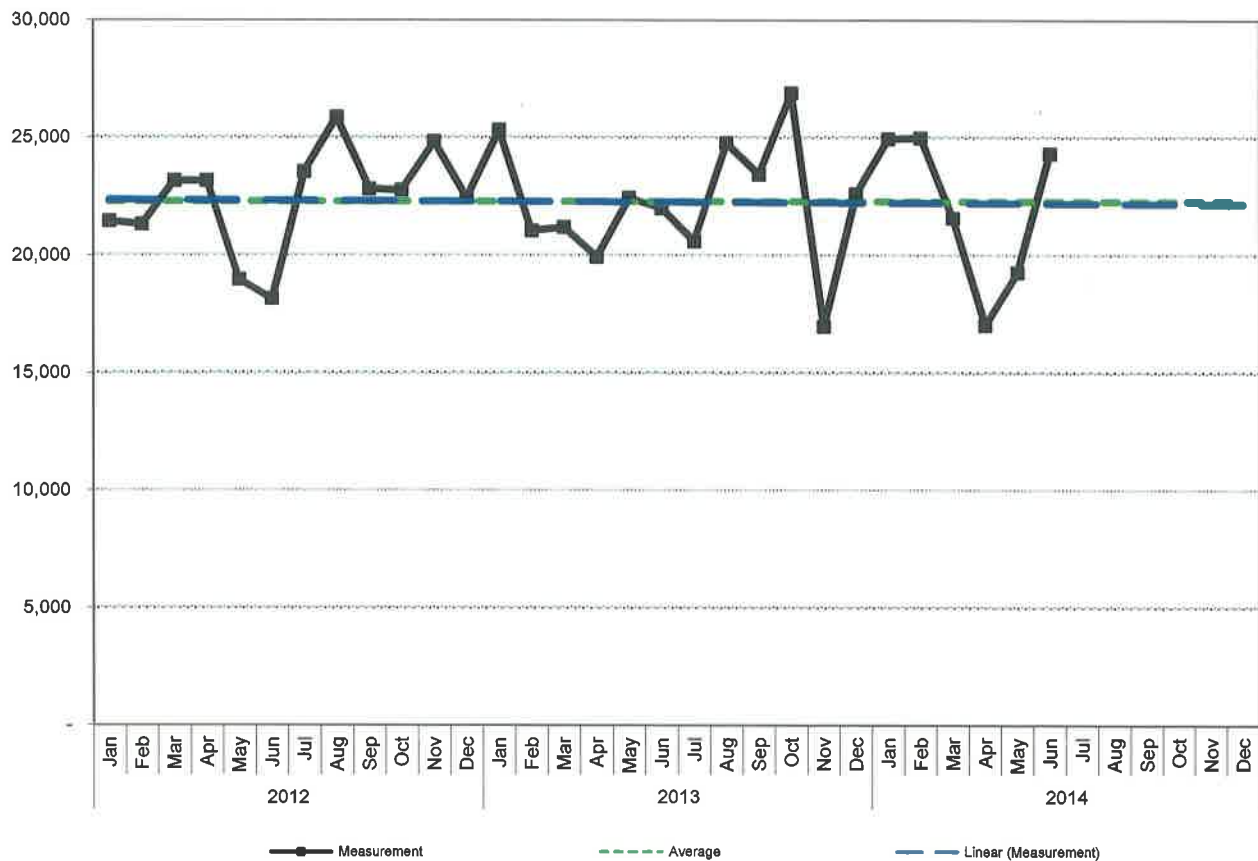
Trend: Close

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.

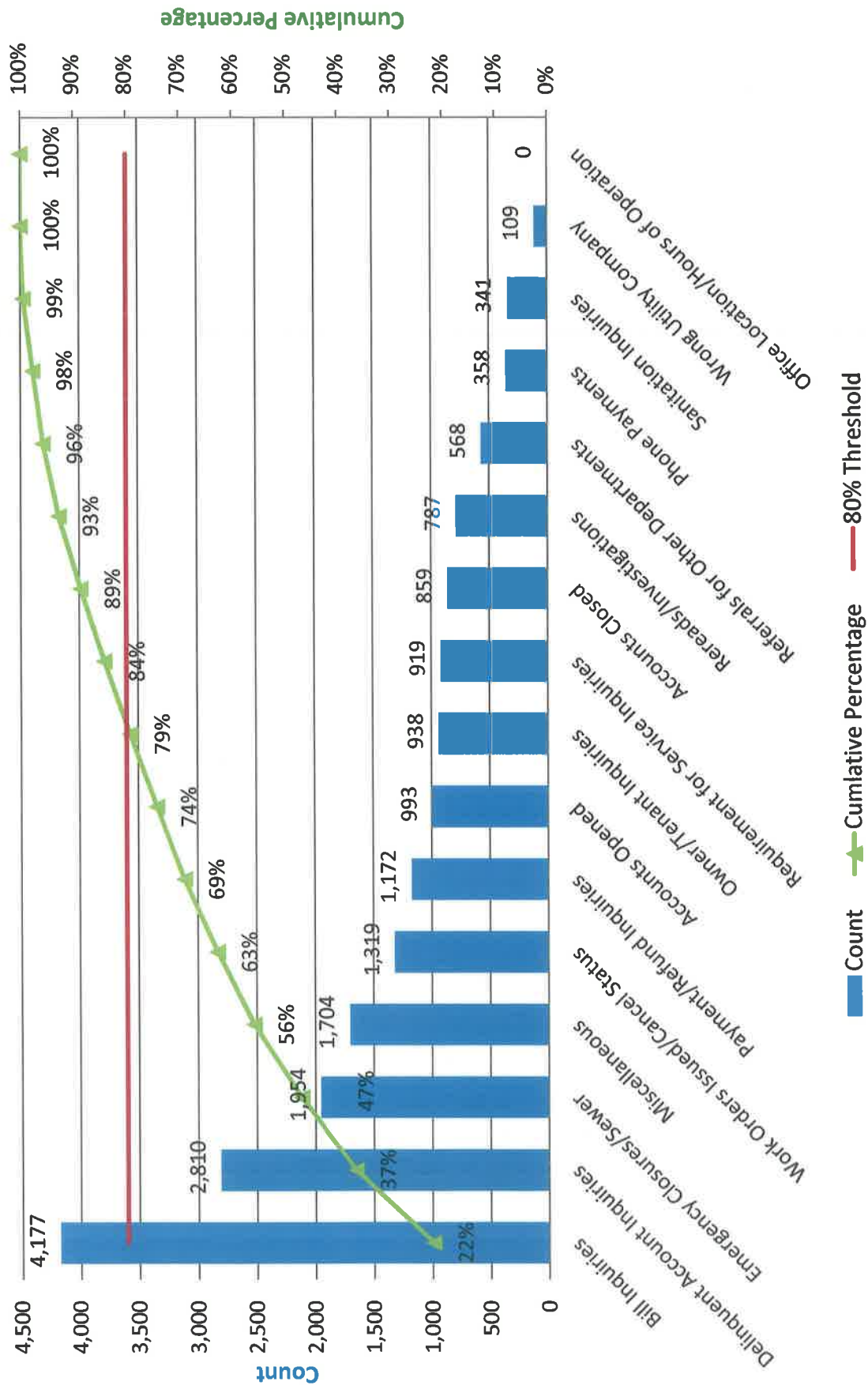


	Data Table											
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315						

Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

June 2014



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:** Yes

**Process Operating
Within Control Limits:**
Yes

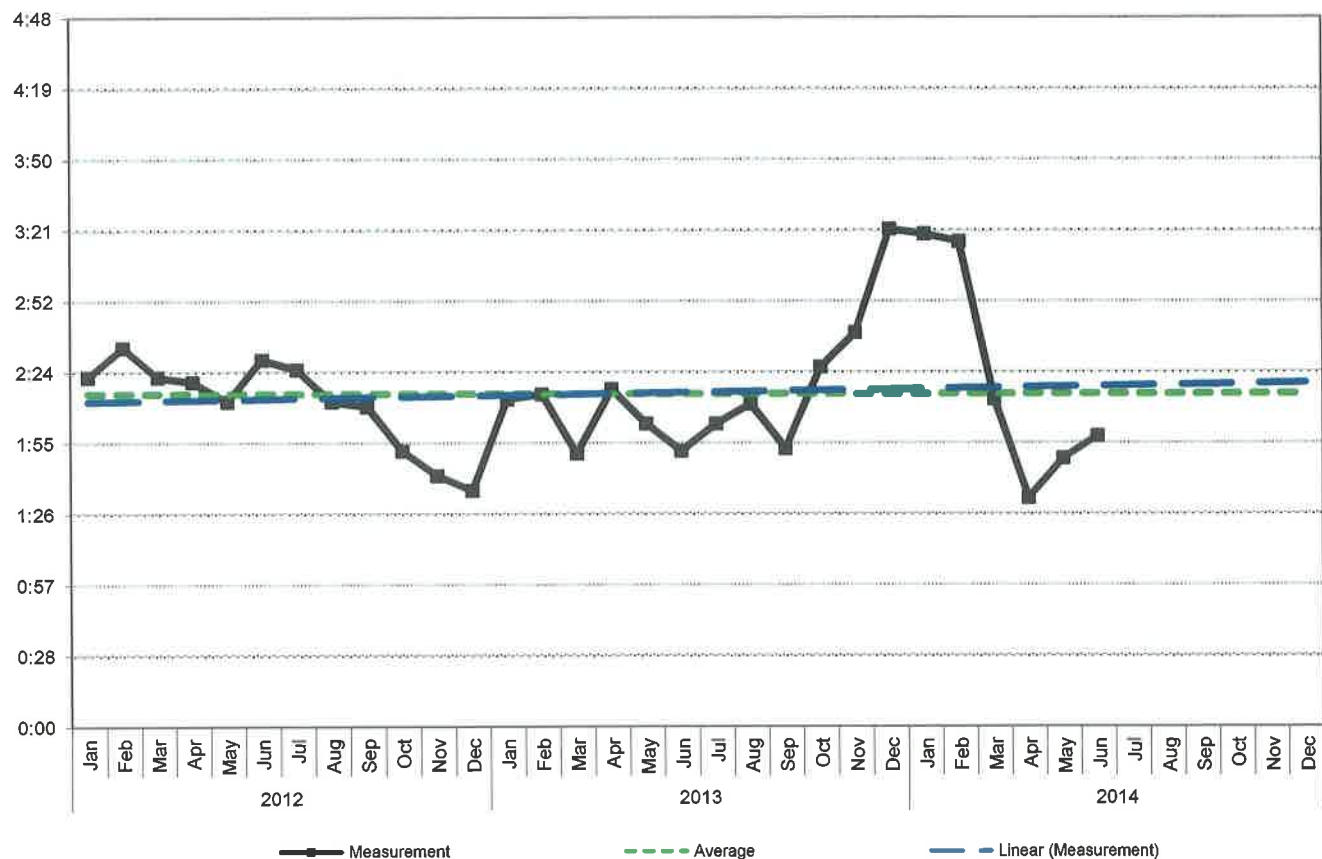
Trend: Close

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
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	3:22
2014	3:20	3:17	2:13	1:33	1:49	1:58						

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 10%
abandoned

**Currently Meeting
Goal:** Yes

**Process Operating
Within Control Limits:**
Yes

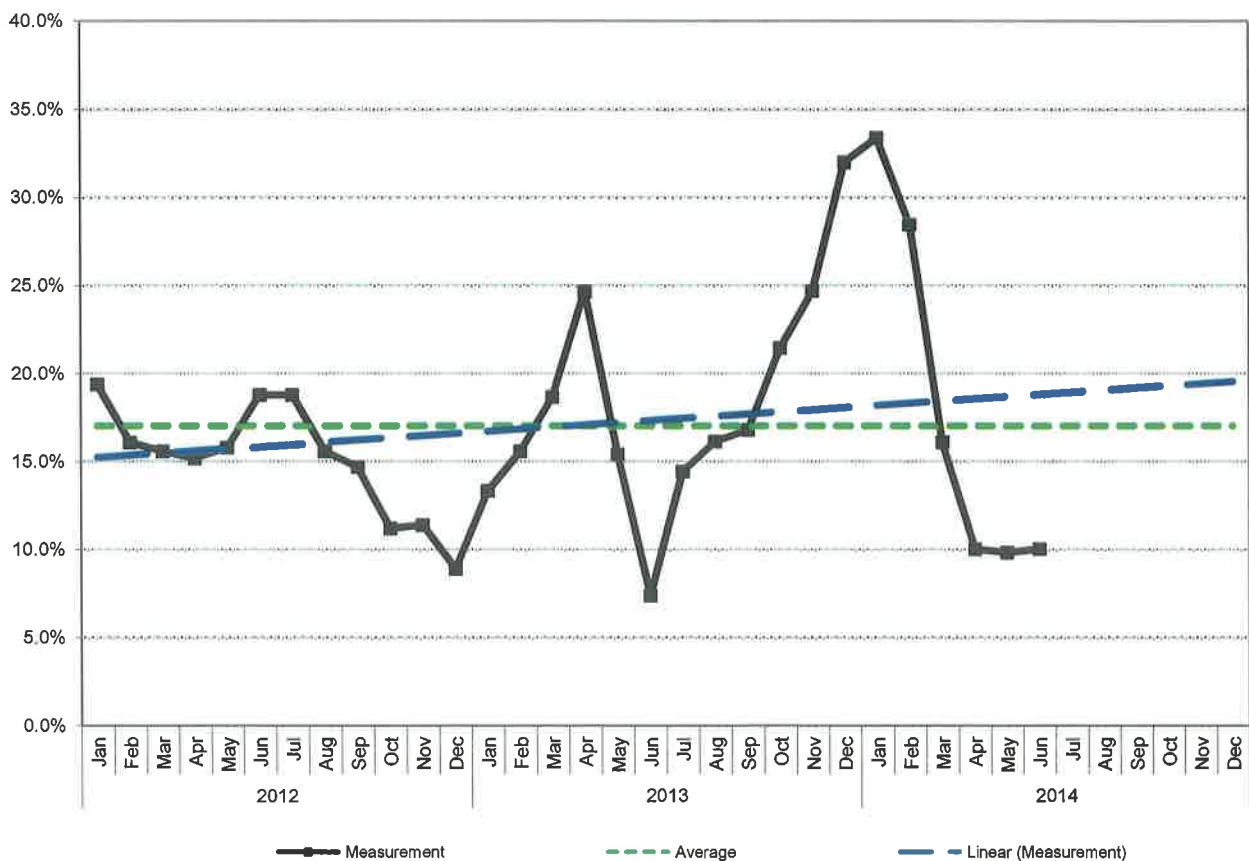
Trend: Favorable

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.

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
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%	32.0%
2014	33.4%	28.5%	16.1%	10.0%	9.8%	10.1%						

Sewerage and Water Board of New Orleans

Emergency Calls Abandoned by Customers as a Percentage of Total Emergency Calls

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Respond to calls with less than 10% abandoned

Currently Meeting Goal: Close

Process Operating Within Control Limits:
Yes

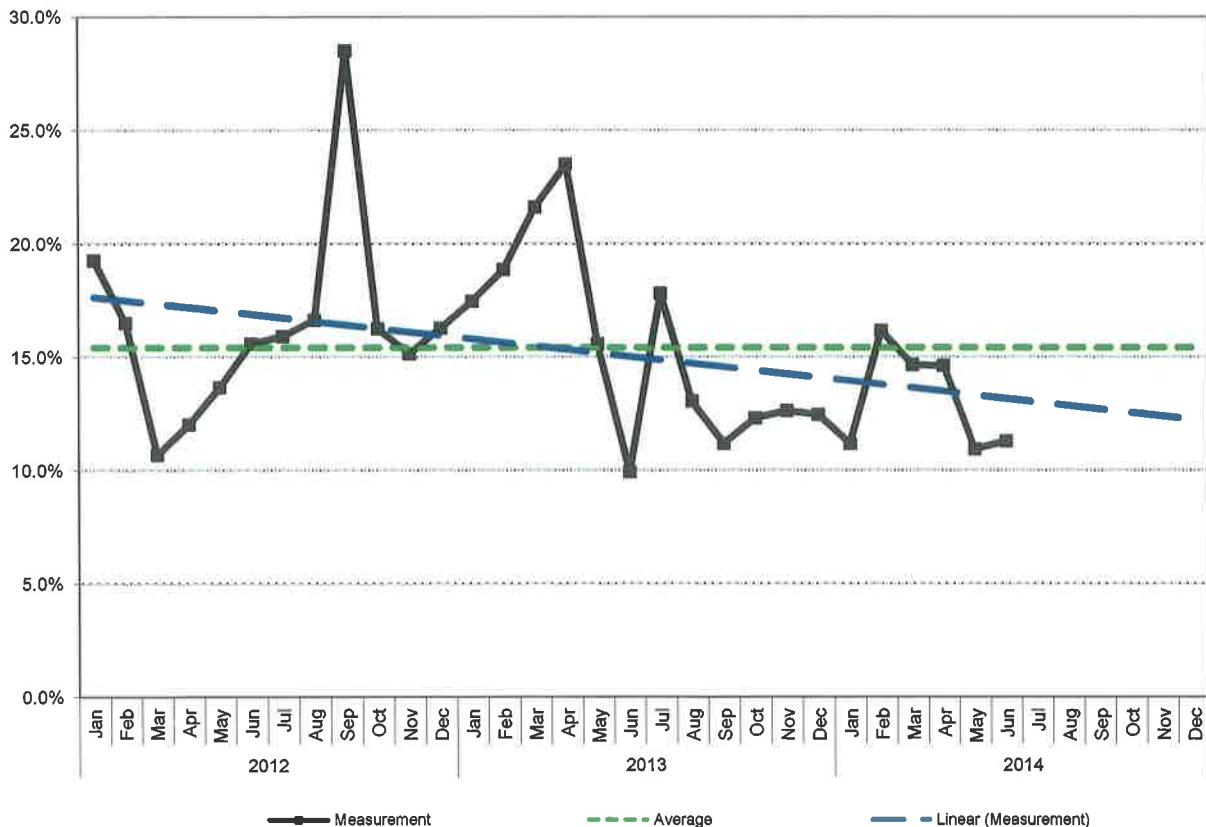
Trend: Favorable

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
2012	19.3%	16.5%	10.7%	12.0%	13.7%	15.6%	15.9%	16.6%	28.5%	16.3%	15.2%	16.3%
2013	17.5%	18.9%	21.6%	23.5%	15.6%	10.0%	17.8%	13.1%	11.2%	12.3%	12.7%	12.5%
2014	11.2%	16.2%	14.7%	14.6%	11.0%	11.3%						

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: Close

Process Operating
Within Control
Limits: Yes

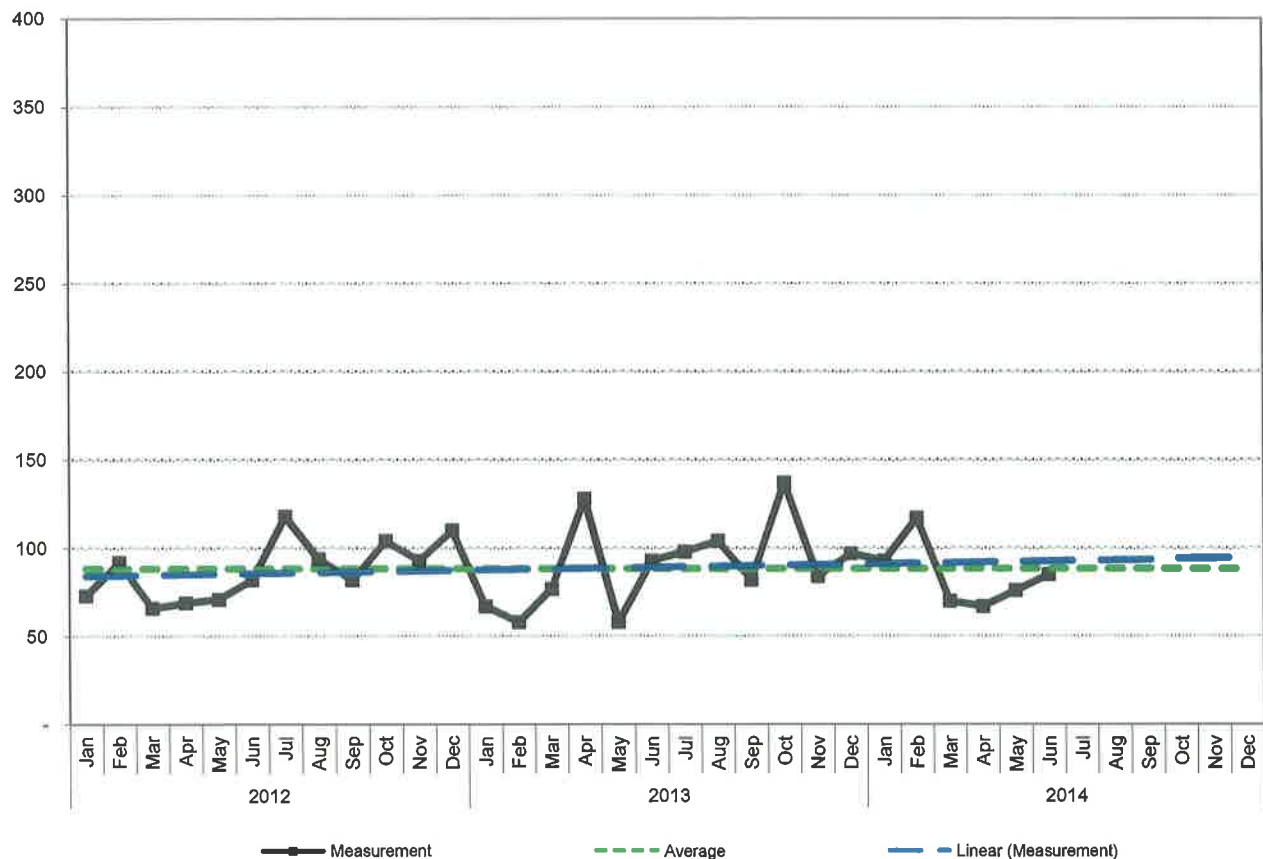
Trend: Close

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
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	97
2014	93	117	70	67	76	85						

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

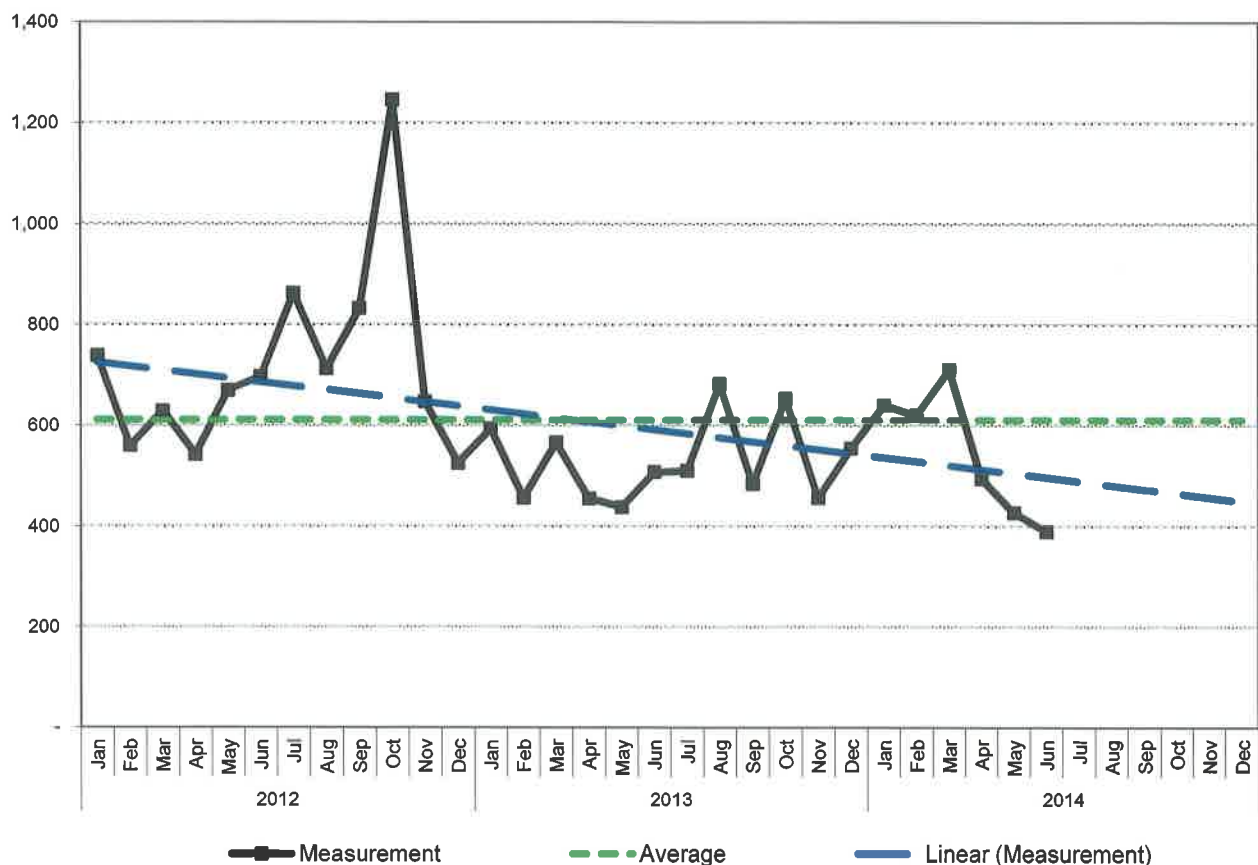
Trend: Favorable

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	556
2014	641	621	711	495	428	390						

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

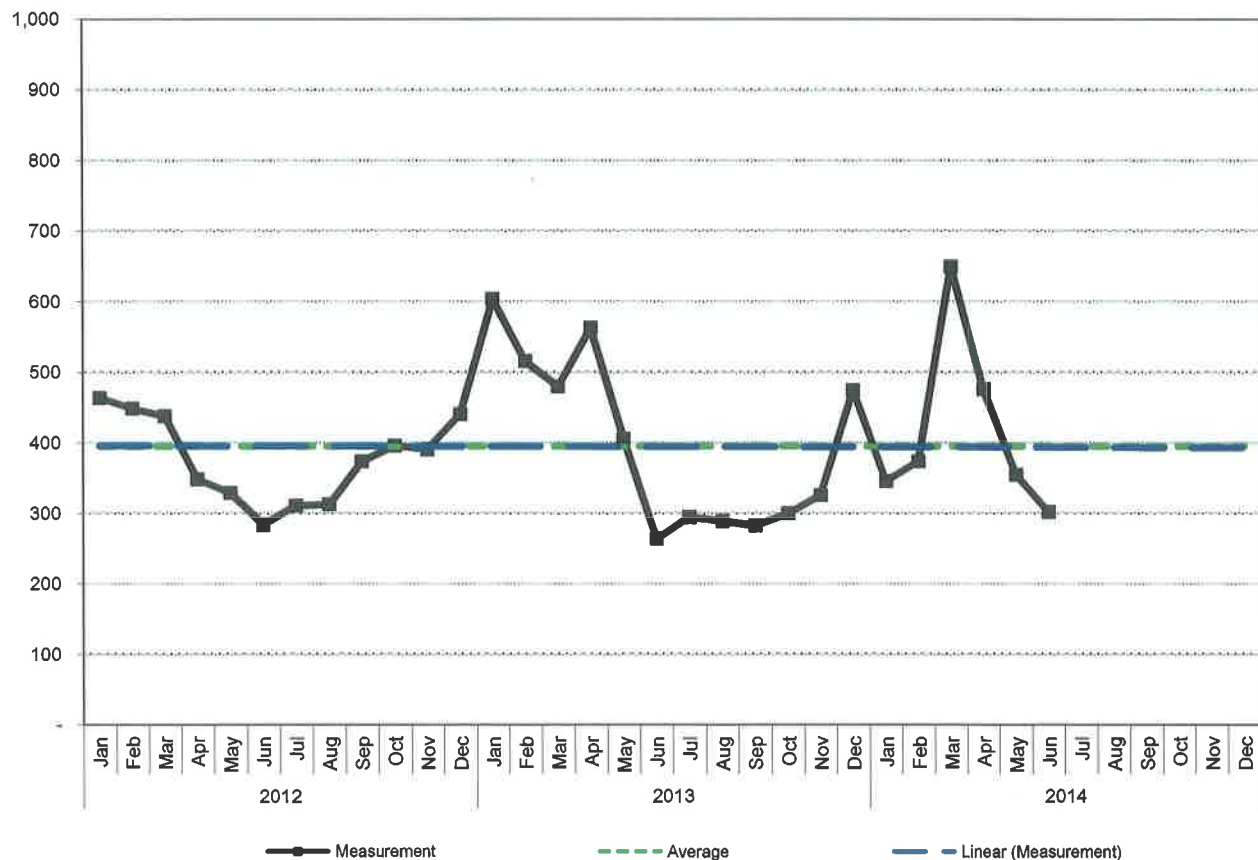
Trend: Level

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
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	475
2014	346	374	650	476	355	302						

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

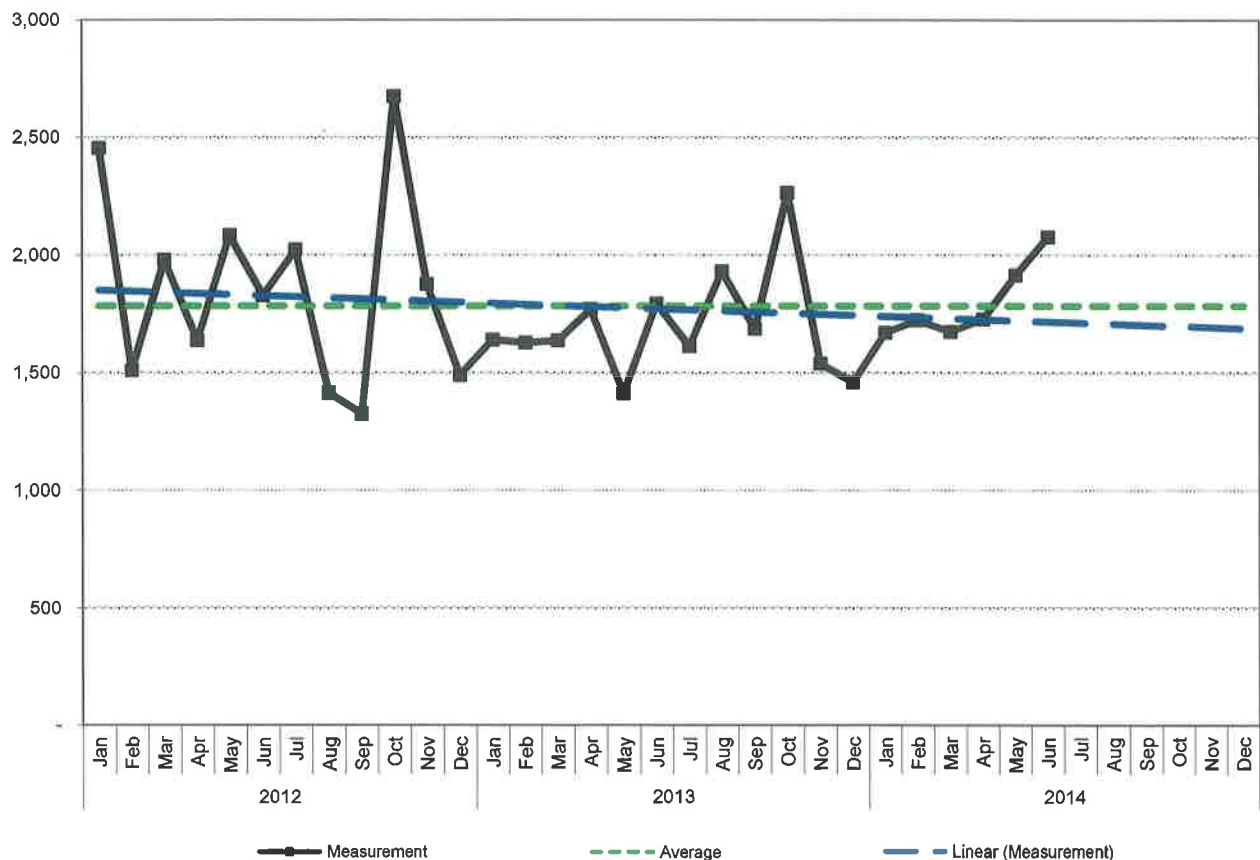
Trend: Level

Analysis

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.



	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
2013	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
2014	1,670	1,723	1,675	1,727	1,915	2,077						

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

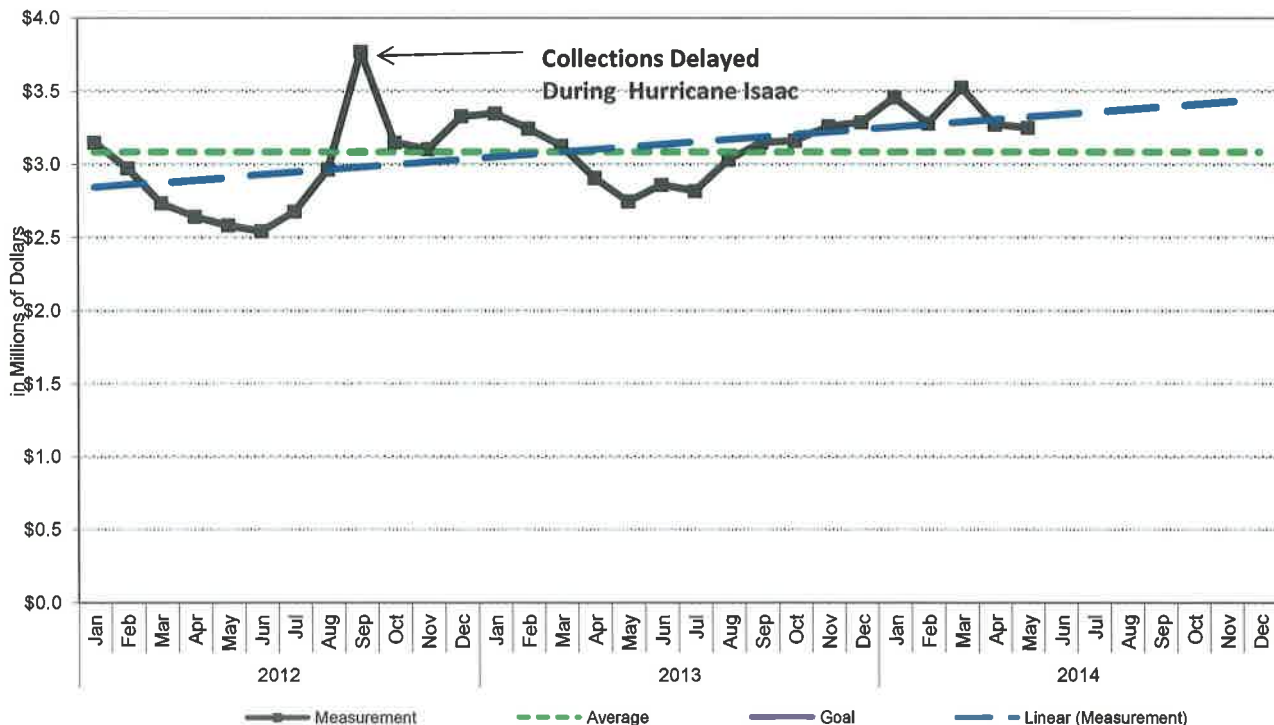
Trend: Favorable

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
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	\$3.287
2014	\$3.458	\$3.280	\$3.524	\$3.271	\$3.249							

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

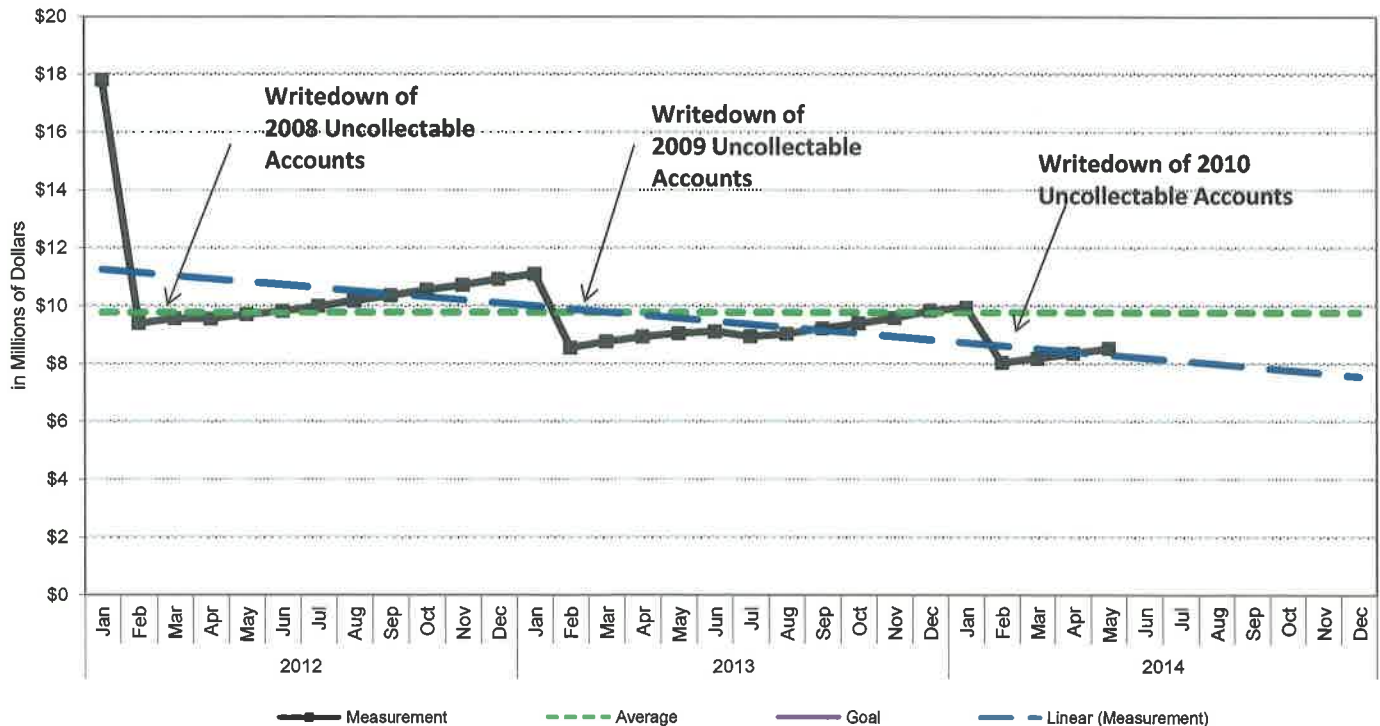
Trend: Favorable

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
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	\$ 9.398	\$ 9.585	\$ 9.839
2014	\$ 9.946	\$ 8.032	\$ 8.185	\$ 8.360	\$ 8.536							

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - July 2014

Category	Category Dollar Amount	SLDBE 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 - July 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>			
Arc Enterprises			
Furnishing Janitorial Services for S&WB Main Office and Gen. DeGaulle Annex Building	Ricard's Paper Assorted Products Cleaning Concierge, LLC	5.00% 5.00% <u>20.00%</u> 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
Blue Ribbon Resources, LLC			
Furnishing River Sand, Mason Sand and Washed Gravel	Qualified Transportation, LLC	30.00%	\$ 67,538
General Mills Supplies, Inc.			
Furnishing Flashlights and Flashlight Batteries	Assorted Products	21.00%	\$ 8,867
Herbert S. Hiller			
Furnishing Fire Extinguishers Service	Assorted Products Paint Pro Depot	19.80% <u>6.93%</u> 26.73%	\$ 13,500
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

Sewerage and Water Board Contracts with SLD BE Participation January 2013 - July 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Twin Commerical Tires, LLC Furnishing and Delivering Complete Fleet Tire Service	Vern Keeler & Associates	20.00%	\$ 69,140
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 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	30.42% 0.89% 4.69% 36.00%	\$ 1,229,739 35,876 189,625 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 41,986 221,468 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%	\$ 1,467,000 291,375 147,750 505,750 2,411,875

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - July 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
#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	Auguillard Construction Standard Cement Materials, Inc. Prince Dump Truck Service	18.50% 12.80% 6.30% <u>37.60%</u>	\$ 879,035 607,400 300,000 <u>1,786,435</u>
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> <u>36.04%</u>	\$ 500,000 300,000 200,000 700,000 <u>1,700,000</u>
Industrial & Mechanical Contractors, Inc. #8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard	RLH Investments Joseph Electric, Inc.	28.73% <u>13.28%</u> <u>42.01%</u>	\$ 346,000 <u>160,000</u> \$ 506,000
#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> <u>39.58%</u>	\$ 263,446 <u>221,358</u> \$ 484,804
#3669 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #6	JL Construction Group Joseph Electric Dieudonne Enterprises	18.02% 14.17% <u>4.38%</u> <u>36.57%</u>	\$ 522,819 411,200 <u>127,080</u> \$ 1,061,099
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> <u>38.28%</u>	\$ 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> <u>38.02%</u>	\$ 509,000 2,000 <u>20,000</u> \$ 531,000

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - July 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
#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 Doldt 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

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - July 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
#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	Auguillard Construction C & M Construction Choice Supply Solutions, LLC Cooper Contracting Prince Dump Truck Service	11.50% 6.70% 2.31% 5.20% <u>10.40%</u> 36.11%	\$ 500,000 290,000 100,000 225,000 <u>450,000</u> \$ 1,565,000
<u>Professional Services Contracts</u>			
CH2M Hill, Inc.			
Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	ILSI Engineering Trigon Associates, LLC	12.00% <u>23.00%</u> 35.00%	\$ 1,499,730 <u>2,874,483</u> \$ 4,374,213

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - July 2014						
Goods & Services Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Subcontractor	SLDBE %	Awarded SLDBE 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	
	99,775	Arc Enterprises	Total	30%	28,521	10/16/13

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - July 2014							
Goods & Services Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Subcontractor	SLDBE %	Awarded SLDBE Dollar Value	Award Date	
Furnishing Flashlight and Flashlight Batteries	42,222	General Mills Supplies, Inc.	Assorted Products	21%	8,867	4/16/14	
			Assorted Products	20%	10,000		
			Paint Pro Depot	7%	3,500		
			Total	27%	13,500	10/16/13	
Furnishing Fire Extinguishers Service	50,496	Herbert S. Hiller	Qualified				
Furnishing River Sand, Mason Sand and Washed Gravel - YW14-0010	225,125	Blue Ribbon Resources, LLC	Transportation, LLC	30%	67,538	6/2/14	
Furnishing and Delivering Complete Fleet Tire Service - YG14-0061	344,200	Twin Commercial Tires, LLC	Vern Keeler & Associates	20%	69,140	6/2/14	
Total Goods & Services Contracts	1,706,497				42,021		

Sewerage & Water Board Contracts with SLD BE Participation January 2013 - July 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLD BE %	Awarded SLD BE Dollar Value	Award Date
#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
#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	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
#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 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
#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
#30002 - 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	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
			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 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
			Hebert's Trucking & Equipment Services	29.84%	1,276,914	
			Advantage Manhole & Concrete Services, Inc	0.98%	41,986	

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - July 2014

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLDBE %	Awarded SLDBE Dollar Value	Award Date
#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 Repairs at Various	4,717,448	Fleming Construction Co., LLC	Hebert's Trucking & Equipment Services	10.60%	500,000	
			Cooper Contracting	6.36%	300,000	
			Dieudonne Enterprises, Inc.	4.24%	200,000	
			Auguillard Construction	14.84%	700,000	
			Total	36.04%	1,700,000	5/15/13
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station			RLH Investments, LLC	36.49%	509,000	
			Assorted Products	0.36%	5,000	
			EBE Fence Co.	1.43%	20,000	
			Total	38.28%	534,000	7/17/13
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,395,000	Lou-Con, Inc.	Gulf State Constructors	36.45%	509,000	
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.43%	20,000	
			Total	38.02%	531,000	7/17/13
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodd Sewage Pumping Station	1,379,991	TKTMJ, Inc.	Choice Supply Solutions	16.38%	226,000	
			Dillon Bros. Concrete	2.17%	30,000	
			Gulf State Constructors	17.46%	241,000	
			Total	36.01%	497,000	8/21/13
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station	1,416,500	Lou-Con, Inc.	Gulf State Constructors	36.00%	510,000	
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.41%	20,000	
			Total	37.56%	532,000	8/21/13
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMJ, Inc.	Choice Supply Solutions	8.88%	100,000	
			Dillon Bros. Concrete	2.66%	30,000	
			Gulf State Constructors	24.51%	276,000	
			Total	36.05%	406,000	8/21/13
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping Station	1,224,990	Industrial & Mechanical Contractors, Inc.	Dieudonne Enterprises, Inc.	21.51%	263,446	
			JL Construction	18.07%	221,358	
			Total	39.58%	484,804	8/21/13
#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

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - July 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLDBE %	Awarded SLDBE Dollar Value	Award Date
#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	4,333,769	Wallace C. Drennan, Inc.	Auguillard Construction	11.54%	500,000	
			C&M Construction Group, Inc.	6.69%	290,000	
			Choice Supply Solutions, LLC	2.31%	100,000	
			Cooper Contracting	5.19%	225,000	
			Prince Dump Truck Service	10.38%	450,000	
			Total	36.11%	1,565,000	1/20/14
#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	4,759,309	Boh Bros. Construction Co., LLC	Auguillard Construction	18.47%	879,095	
			Standard Cement Materials, Inc.	12.76%	607,400	
			Prince Dump Truck Service	6.30%	300,000	
			Total	37.54%	1,786,435	1/20/14
#8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard	1,204,500	Industrial & Mechanical Contractors, Inc.	RLH Investments, LLC	28.73%	346,000	
			Joseph Electric, Inc.	13.28%	160,000	
			Total	42.01%	506,000	2/21/14
#30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole to Manhole at Various Sites throughout Orleans Parish	2,088,008	Wallace C. Drennan, Inc.	C&M Construction Group, Inc.	23.95%	500,000	
			Prince Dump Truck Service	8.62%	180,000	
			Choice Supply Solutions, LLC	3.83%	80,000	
			Total	36.40%	760,000	5/21/14
#3669 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #6	2,900,900	Industrial & Mechanical Contractors, Inc.	JL Construction Group	18.02%	522,819	
			Joseph Electric, Inc.	14.17%	411,200	
			Dieudonne Enterprises, Inc.	4.38%	127,080	
			Total	36.58%	1,061,099	6/2/14
Total Construction Contracts	49,580,854				18,596,165	

Sewerage & Water Board Contracts withSLDBE Participation from January 2013 - July 2014							
Professional Service Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	SLDBE %		Awarded SLDBE 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		
			Trigon Associates, LLC	23%	2,874,483		
			Total	35%		4,374,213	3/20/2013
Total Professional Service Contracts	\$ 12,497,750					\$ 4,374,213	

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

2014 Calendar of Events

MONDAY	AUGUST 4, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	AUGUST 5, 2014	8:00 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	8:00 AM	FINANCE COMMITTEE
FRIDAY	SEPTEMBER 12, 2014	9:00 AM	EXECUTIVE COMMITTEE
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	8:00 AM	FINANCE COMMITTEE
FRIDAY	OCTOBER 10, 2014	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	OCTOBER 15, 2014	9:00 AM	REGULAR BOARD
WEDNESDAY	NOVEMBER 3, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	NOVEMBER 4, 2014	8:00 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	8:00 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: RECOMMENDATIONS:

NOTE: TIME CHANGE OF THE FINANCE COMMITTEE HAS BEEN MOVED TO 8:00 AM, AS INDICATED ON THE CALENDAR

SEPTEMBER – MOVED TO SECOND WEEK DUE TO HOW THE DAYS FALL DURING FIRST WEEK (LABOR DAY 9/1/2014)

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