

SEWERAGE & WATER BOARD OF NEW ORLEANS

OPERATIONS COMMITTEE MEETING

MONDAY, SEPTEMBER 8, 2014

8:00 AM

COMMITTEE MEMBERS

Mr. Marion Bracy, Chair • Dr. Tamika Duplessis • Mr. Scott Jacobs • Mr. Mark Moody • Mrs. Kimberly Thomas

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation
3. Construction Review Committee
4. Staff Contract Review Committee
5. Renewal Construction Contracts with DBE Participation - NONE
6. Final Acceptance Contracts with DBE Participation - NONE

PRESENTATION ITEMS

7. Topics for Future Discussions
8. Customer Service Results through July 2014
9. Customer Service Management Software Capabilities
10. Customer Satisfaction Survey Results

INFORMATION ITEMS

11. DBE Participation Report
12. Topics for Future Discussions
13. 2014 Committee/Board Meeting Schedule
14. Response to Questions
15. Any Other Matters

REFERENCE MATERIALS (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

Contract #3986: Lower Ninth Ward Area Sewer Rehabilitation-Sewer Rehabilitation #5

On Friday, August 15, 2014, five (5) bids were received for subject contract. The bid totals are as follows:

BLD Services, LLC	\$ 6,683,179.00
Wallace C. Drennan, Inc.	\$ 7,866,070.00
Fleming Construction, Co., LLC	\$ 8,433,997.50
Durr Heavy Construction, LLC	\$ 10,558,031.52
Boh Bros. Construction, Co., LLC	\$ 10,830,580.00

The estimated budget is \$ 9,540,000.00.

Twenty-eight percent (28%) SLDBE participation was requested on this contract.

The apparent lowest bidder, BLD Services, LLC, submitted the following subcontractors:

Prince Dump Truck Service (eligible certified SLDBE) to provide trucking and hauling of excavated material and purchase of sand and, rock
\$358,658.00 — 5.37%

Advantage Manhole & Concrete Services, Inc. (eligible certified SLDBE) to perform sanitary sewer repair and restoration
\$834,682.00 — 12.49%

C&M Construction Group, Inc. (eligible certified SLDBE) to perform restoration
\$679,950.00 — 10.17%

SLDBE Participation totals: **\$1,873,290.00 — 28.03%**

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

C&M Construction Group, Inc. (eligible certified SLDBE) to perform Municipal and Public Works Construction and restoration
\$1,172,400.00 — 14.90%

Prince Dump Truck Service (eligible certified SLDBE) to provide trucking and hauling, and material supplies
\$540,410.00 — 6.87%

Choice Supply Solutions, LLC (eligible certified SLDBE) to provide material supplies
\$216,416.00 — 2.75%

Cooper Contracting Group, LLC (eligible certified SLDBE) to perform Municipal and Public Works Construction
\$273,350.00 — 3.48%

SLDBE Participation totals: **\$2,202,576.00 — 28.00%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by BLD Services, LLC; and Wallace C. Drennan, Inc., be accepted.

Furnishing Chemical Control Foliage At Specified Sewerage & Water Board Locations Within The City of New Orleans Y014-0051

On Thursday, August 28, 2014, one (1) bid was received for subject contract. The bid total is as follows:

Louisiana Vegetation Management, Inc.,	\$259,989.84
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The estimated budget is \$300,000.00.

Twenty-percent (20%) DBE participation was requested on this contract.

The lowest bidder, Louisiana Vegetation Management, Inc., submitted Assorted Products, LLC (eligible certified SLDBE) to provide traffic safety equipment \$33,600.00 – 21.4% and Topp Knotch Personnel (eligible certified SLDBE) to provide 1 – 3 Laborers throughout contract \$2000.00 – 1.3%.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the participation submitted by Louisiana Vegetation Management, Inc., be accepted.

**Furnishing Grass Cutting and Debris Pickup of Sewerage and Water Board West Bank Canals REQ
NO. YO 14-0053**

On Thursday, August 21, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

Metro Service Group, Inc.	\$259,989.84
H & O Investments, LLC	\$286,110.00
Ramelli Janitorial Service, Inc.	\$351,135.00
Little Computer Solutions, Inc.	\$446,470.01

The estimated budget is \$500,000.00.

Twenty-percent (20%) dba participation was requested on this contract.

The lowest bidder, Metro Disposal, Inc., submitted Hubb's Properties, LLC (eligible certified SLDBE) to provide management, supervision, equipment and supplies necessary to cut grass \$64,997.46 – 25%.

The apparent second lowest bidder, H & O Investments, LLC submitted Garden Doctors (eligible certified SLDBE) to provide grass cutting \$57,222.00 – 20%.

The apparent third lowest bidder, Ramelli Janitorial Service, Inc. submitted Strategic Planning Associates, LLC (eligible certified SLDBE) to provide consulting in project development and management, quality control and assurance, traffic, landscaping services and risk management \$70,227.00 – 20%. This bidder failed to provide required correspondence from SLDBE participant(s) confirming negotiated terms.

The apparent fourth lowest bidder, Little Computer Solutions, Inc. submitted BAT Management Services, LLC (eligible certified SLDBE) to provide project management, supervision, equipment and supplies necessary for grounds and facility maintenance \$89,294.00 – 20%.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommended that the participation submitted by Metro Service Group, Inc., H & O Investments, LLC and Little Computer Solutions, Inc. be accepted.

**Furnishing Grass Cutting and Debris Pickup of Sewerage and Water Board East Bank Canals REQ
NO. YO 14-0052**

On Thursday, August 21, 2013, three (3) bids were received for subject contract. The bid totals are as follows:

Metro Service Group, Inc.	\$477,789.12
H & O Investments, LLC	\$486,475.92
Ramelli Janitorial Service, Inc.	\$670,145.40

The estimated budget is \$500,000.00.

Twenty-percent (20%) dba participation was requested on this contract.

The apparent lowest bidder, Metro Service Group, Inc. submitted Hubb's Properties, LLC (eligible certified SLDBE) to provide management, supervision, equipment and supplies necessary to cut grass \$119,447.28 – 25%.

The apparent second lowest bidder, H & O Investments, LLC, submitted Garden Doctors eligible certified SLDBE) to provide grass cutting \$97,295.18 – 20%.

The apparent third lowest bidder, Ramelli Janitorial Service, Inc. submitted Strategic Planning Associates, LLC (eligible certified SLDBE) to provide consulting in project development and management, quality control and assurance, traffic, landscaping services and risk management \$134,029.08 – 20%. This bidder failed to provide required correspondence from SLDBE participant(s) confirming negotiated terms.

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommended that the participation submitted by Metro Service Group, Inc., H & O Investments, LLC be accepted.

Construction Review Committee Recommendations

The Construction Review Committee met, August 13, 2014 and made the following recommendations.

Open Market Contracts

36% DBE Participation, no renewal options

1. Contract #30015	Sewer Point Repair and CIPP Lining
Estimated Cost:	\$2,456,425.00
Areas of Participation:	Removal, repair, and restoration Source of funding is FEMA Reimbursable

21% DBE Participation, no renewal options

2. Contract #3794	Rehabilitation of Bio-Train #1 at the East Bank Waste Water Treatment Plant
Estimated Cost:	\$1,350,000.00
Areas of Participation:	Trucking Source of funding is Sewer System Fund

15% DBE Participation, no renewal options

3. Contract #3737	Mistletoe Street 18" Sewer Line Replacement
Estimated Cost:	\$487,230.00
Areas of Participation:	Internal Manhole Repairs, External Manhole Repairs, Temporary, Interim & Final Restoration Source of funding is Sewer System Fund

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on August 19, 2014, and made the following recommendations:

Open Market Contracts

Open Market, 30% SLDBE Participation, one (1) year with a one (1) year renewal option.

1. Furnishing Rubber (PVC) Hip and Knee Boots

Budget Amount: \$200,000.00

Area of Participation: Supply and delivery of products.

Funding Source:

Operating and Maintenance Budget

2. Furnishing Janitorial Services for the Sewerage & Water Board of New Orleans Central Yard Located at 2900 Peoples Ave and 2901 Eads Street to Include Central Yard Warehouse and the Annex Building and to Exclude the Body Shop and Garage I and II

Budget Amount: \$60,000.00

Area of Participation: Provide janitorial related services and product.

Funding Source:

Operating and Maintenance Budget

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

3. Furnishing RFP for Security Management and Consulting Services for Sewerage & Water Board Operations

Budget Amount: \$55,600.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because of the size and scope of the project.

Funding Source:

Executive Director Office Budget
(Fund Code 010)

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

4. Furnishing Ferric Sulfate to the Algiers and Carrollton Water Treatment Plants

Budget Amount: \$1,650,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because of the nature of the manufacturing process and transportation equipment.

Funding Source:

Operating and Maintenance Budget

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

5. Refurbishment of Combustion Turbine/Generator No. 5 Inspection

Estimated Cost: \$800,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because of the nature of the project, it is a single item being procured.

Funding Source:

Capital Budget

Renewal Contracts

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

First and Final Renewal, 33% DBE Participation.

6. Furnishing Pest Control Services for the Sewerage & Water Board of New Orleans

Renewal Cost: \$28,912.00

Prime Contractor: Imperial Pest Control

SLDBE Subcontractor: Inspector 12

Funding Source:

Operating and Maintenance Budget

The DBE participation goal is 33%. The DBE participation achieved is 33.33%.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

September 8, 2014

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

Dear Directors:

Subject: Customer Service Results through July 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. The Project Team Kickoff Meeting is scheduled for the week of September 15. Additional information on the capabilities of the system is included on this committee's agenda for September 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 98.8% of all meters.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

B. Improve accuracy of readings	
<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>
C. Ensure meter reading and billing edits are worked diligently.	
<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>
D. Retrain billing clerks on proper review of meter reading and billing edits.	
<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>
E. Re-staff Analyst Level Positions	
<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>
III. Improve the customer service experience	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p>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>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>
<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 June the percentage of calls abandoned increased from 10.1 % to 12.4%. The average call wait time decreased slightly from 1 minute and 58 seconds to 1 minute and 46 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>
<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 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>
<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</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</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

<i>when repairs will occur or have been completed.</i>	agents know exactly what to say. We are also 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 recent survey for walk-in customer satisfaction is complete. The results are quite favorable and included on this committee's agenda for September 2014.
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>	Delayed. Staff developed changes to the leak adjustment policy to improve customer fairness and while minimizing utility revenue impact, recommending that water and sewer charges for leakage be charged at fifty percent of the regular rate for one occasion of leakage lasting not more than two regular billing periods every two years. However, it has been conclusively determined that this approach, as well as all other alternatives considered, would not be in compliance with existing legislation and interpretation by the state attorney general.

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
July 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		Green		Red
	Adjusted Bills					
Problem Resolution						
	Customer Contacts	Yellow		Green		Yellow
	Call Wait Time	Green		Green		
	Abandoned Calls	Yellow		Green		Green
	Emergency Abandoned Calls					Yellow
	Low Water Pressure	Green		Green		Green
	Water System Leaks					
	Sewer System Leaks					
Collections Effectiveness						
	Accounts Off for Non-Payment			Green		Green
	Receivables 30 to 120 Days Old					Yellow
	Receivables 120 Days and Older					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

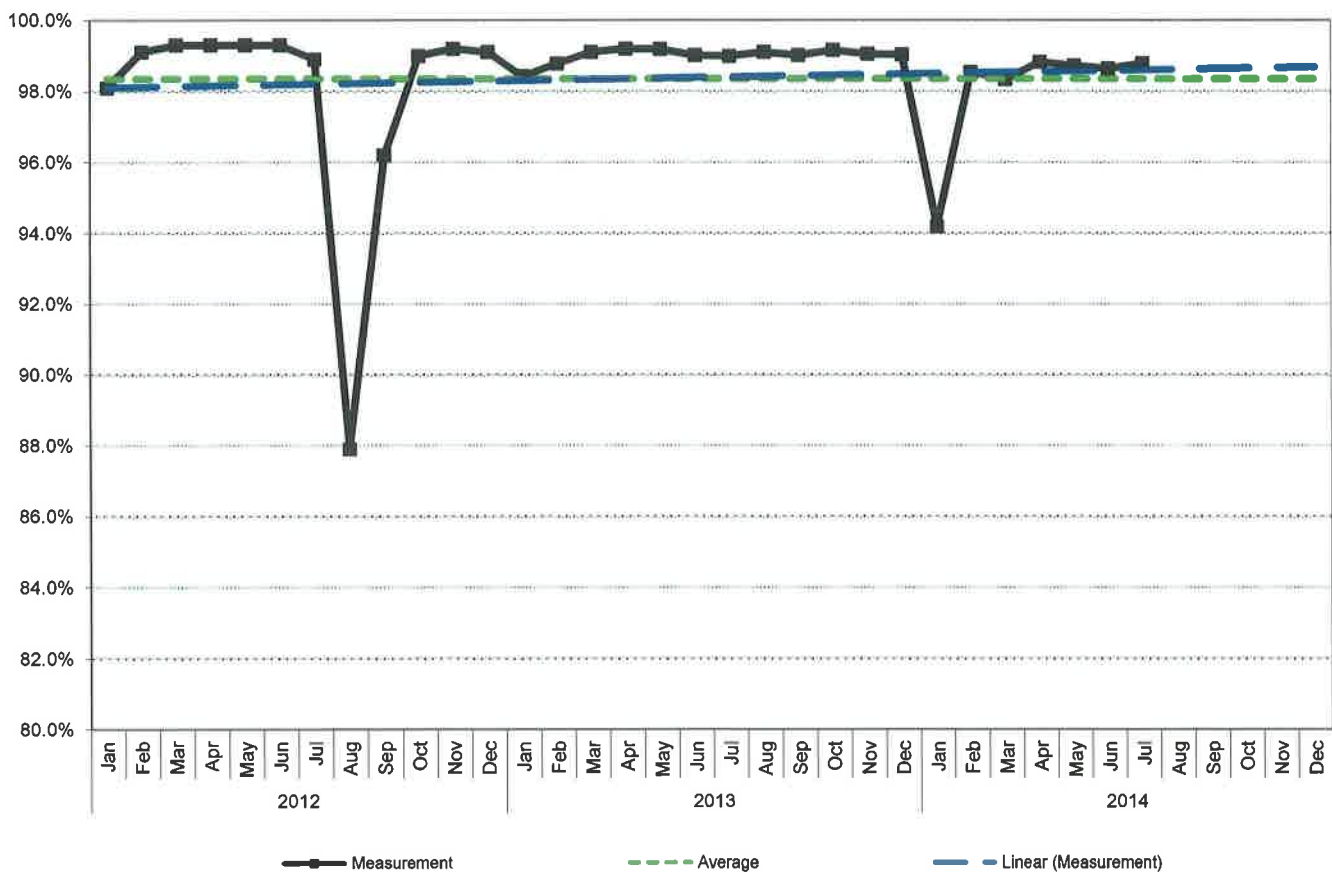
Trend: Favorable

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 in August 2012 and a winter freeze in January 2014.

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	ate Bills	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%	99.0%
2014	94.2%	98.5%	98.3%	98.8%	98.7%	98.6%	98.8%					

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

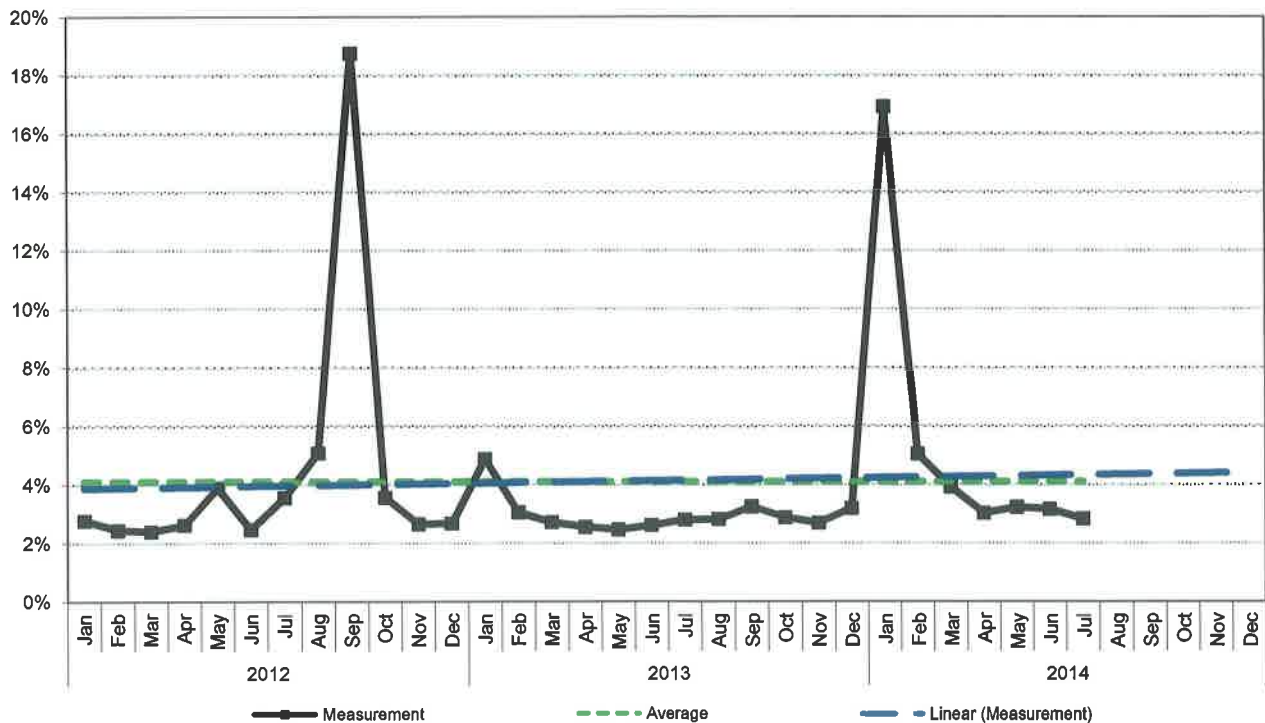
Trend: Level

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%	2.8%					

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:
Yes

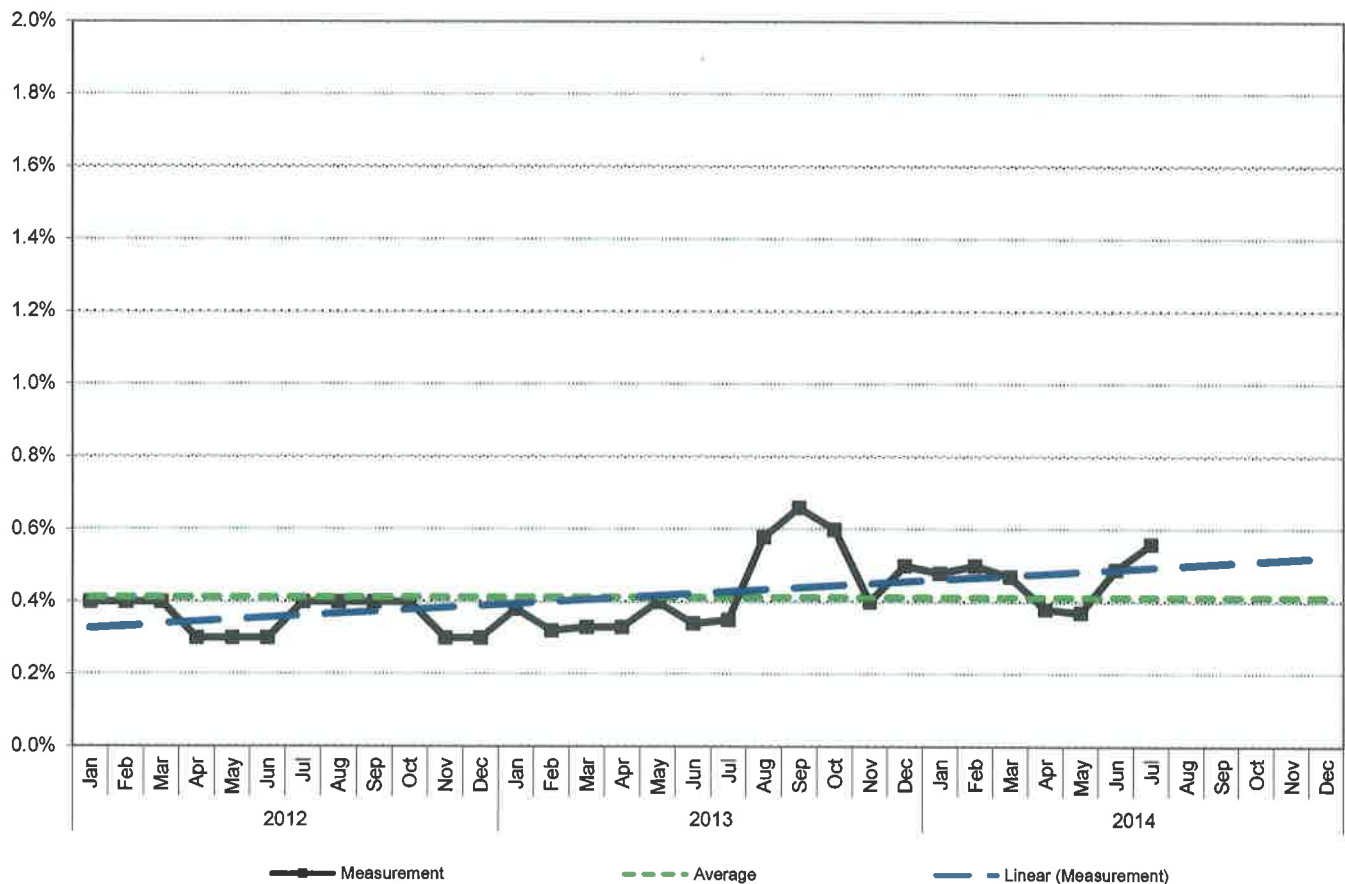
Trend: Unfavorable

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%	0.4%	0.3%	0.4%	0.6%	0.7%	0.6%	0.4%	0.5%
2014	0.5%	0.5%	0.5%	0.4%	0.4%	0.5%	0.6%					

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

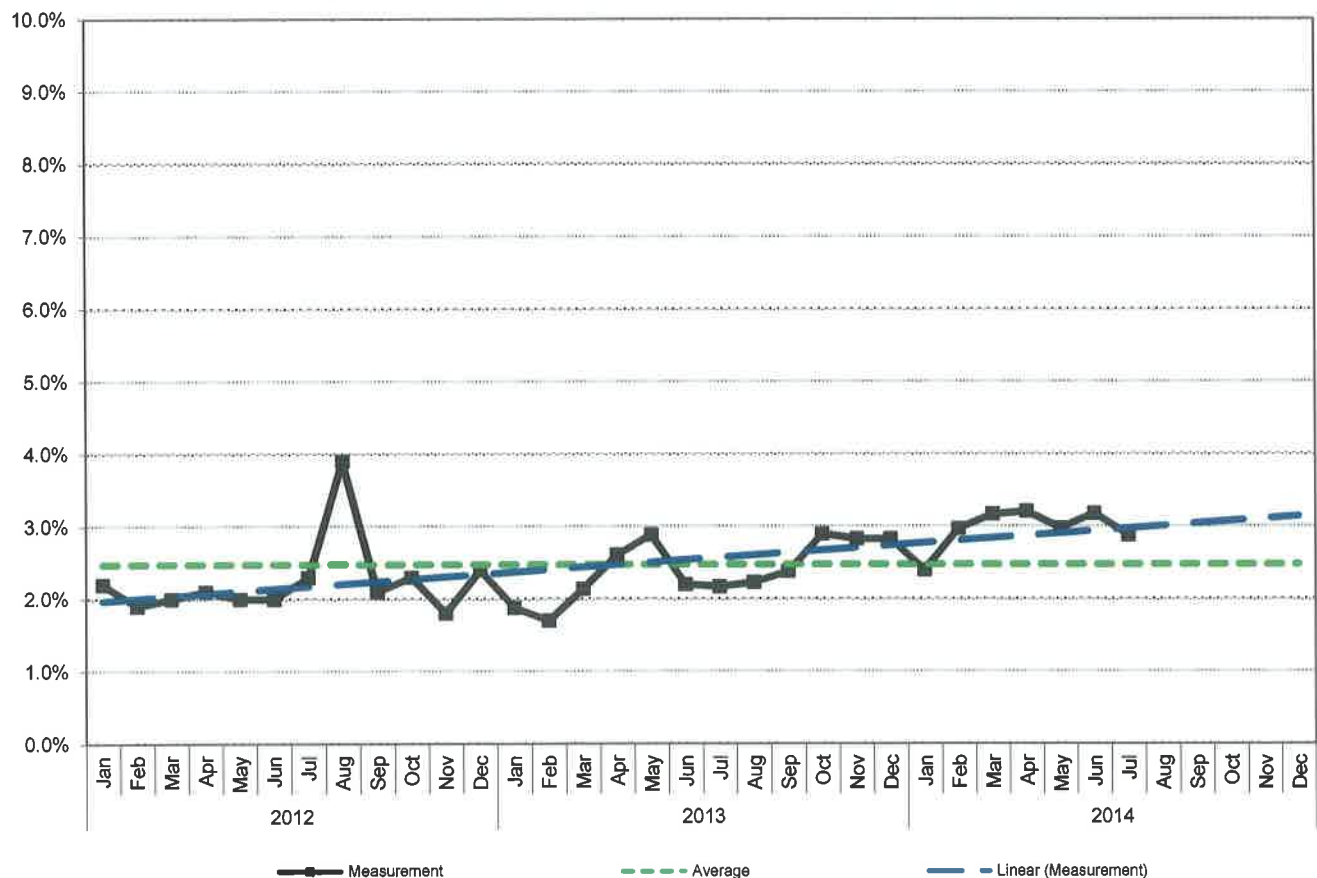
Trend: Unfavorable

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%	2.9%					

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

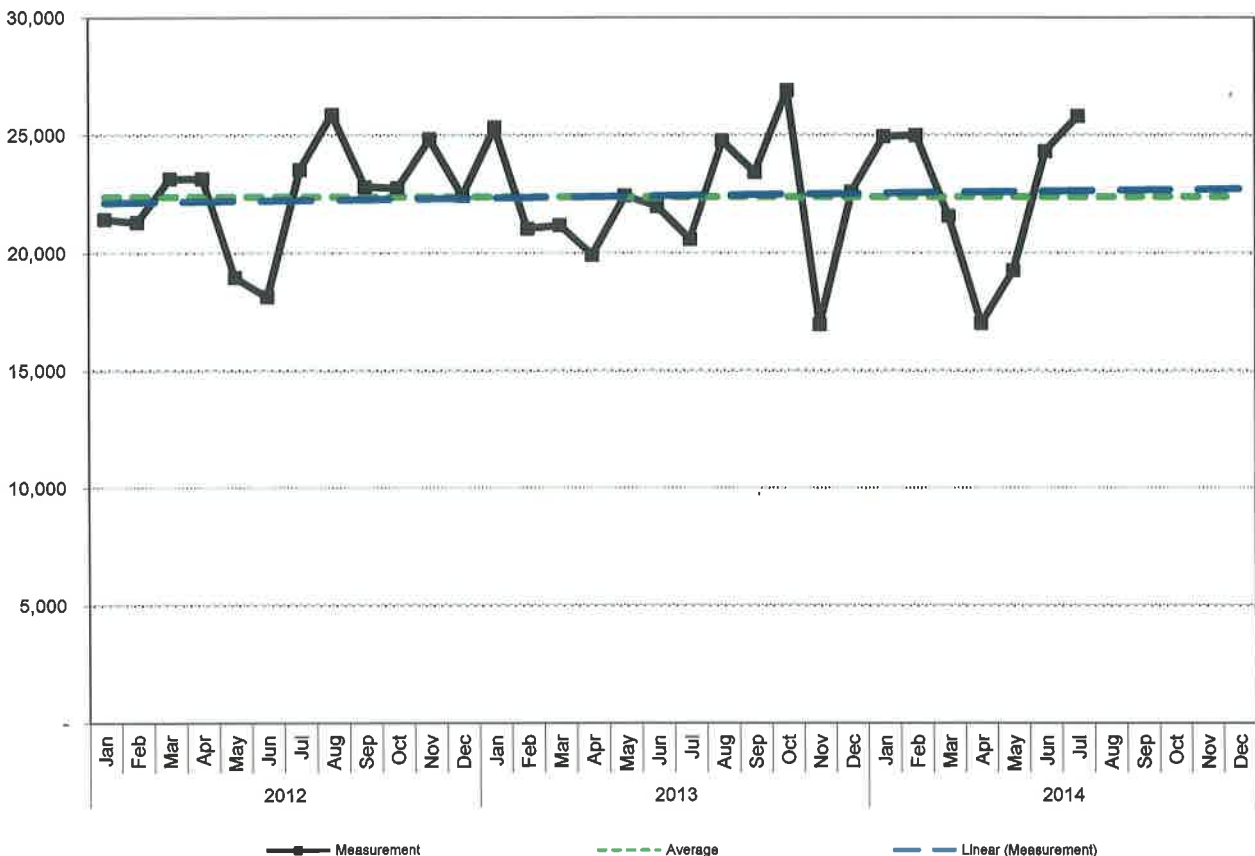
Trend: Level

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.



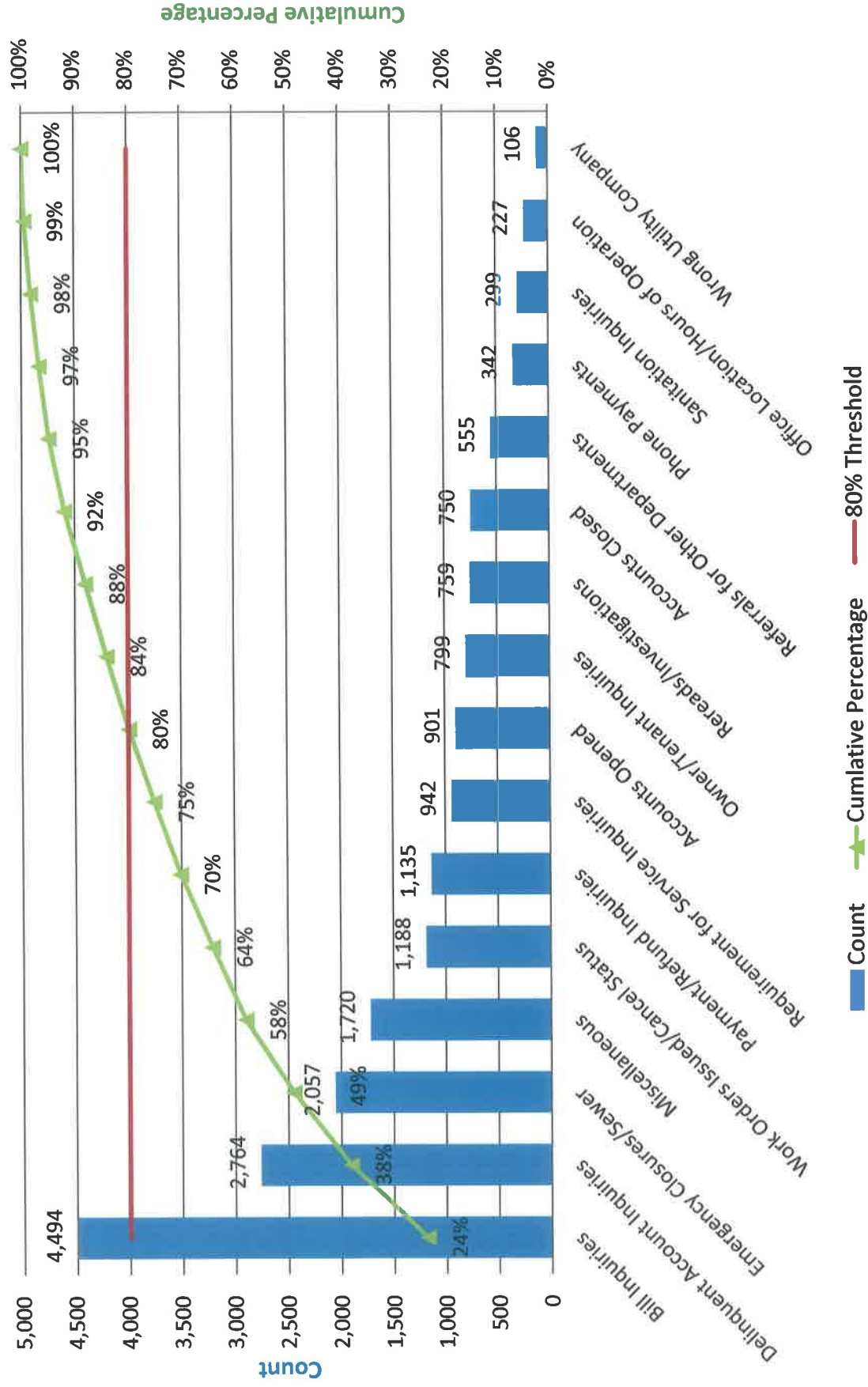
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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	25,800					

Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

July 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

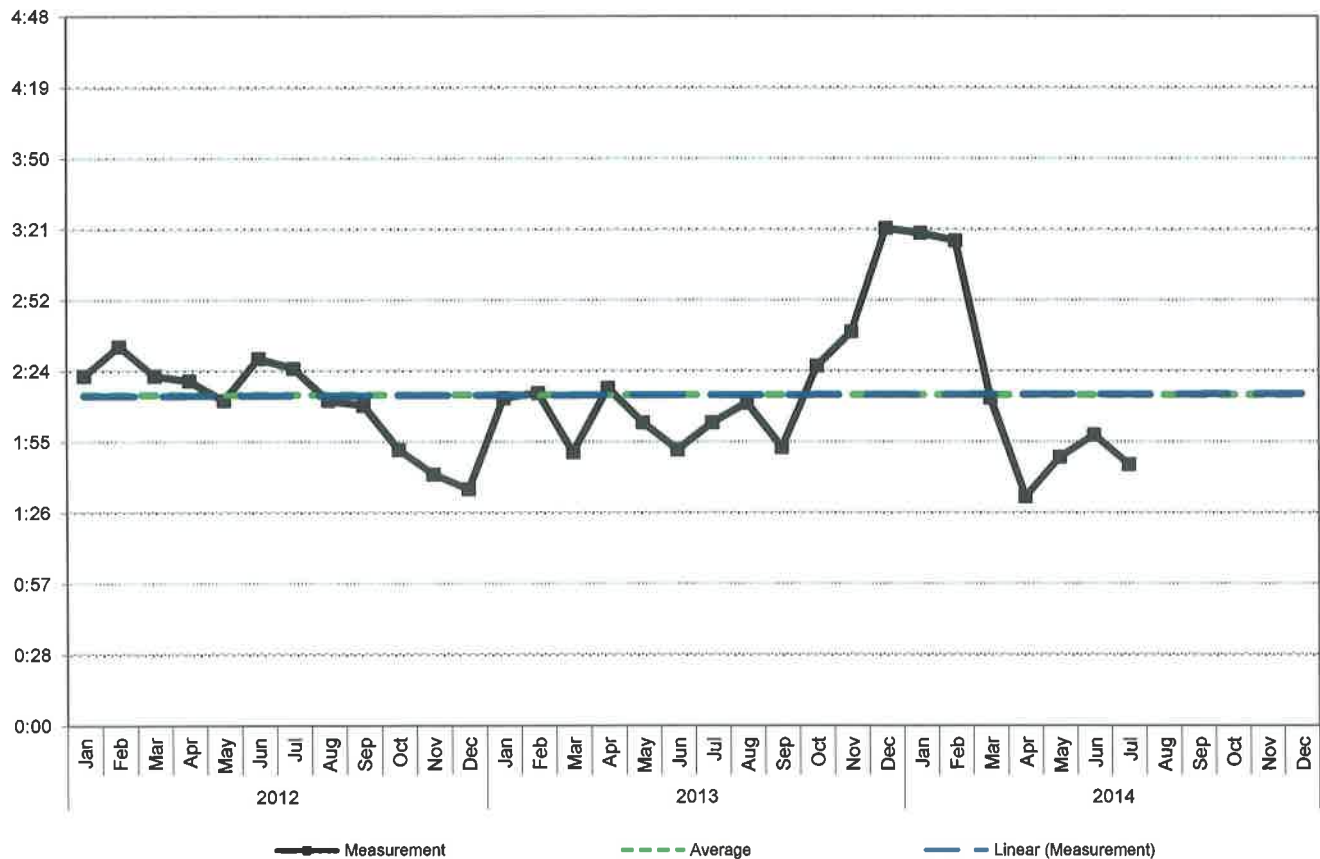
Trend: Level

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
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	1:46					

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: Close**

**Process Operating
Within Control Limits:**
Yes

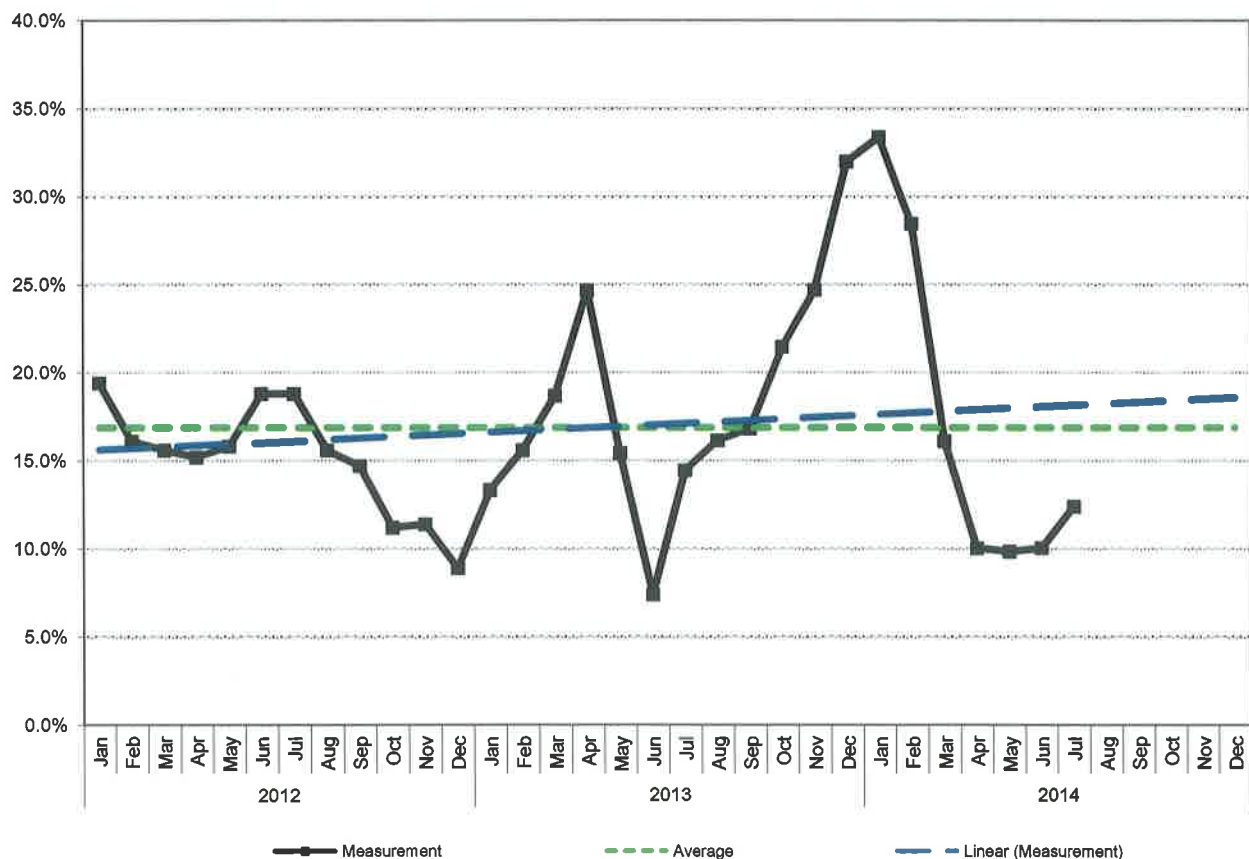
Trend: Close

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%	12.4%					

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

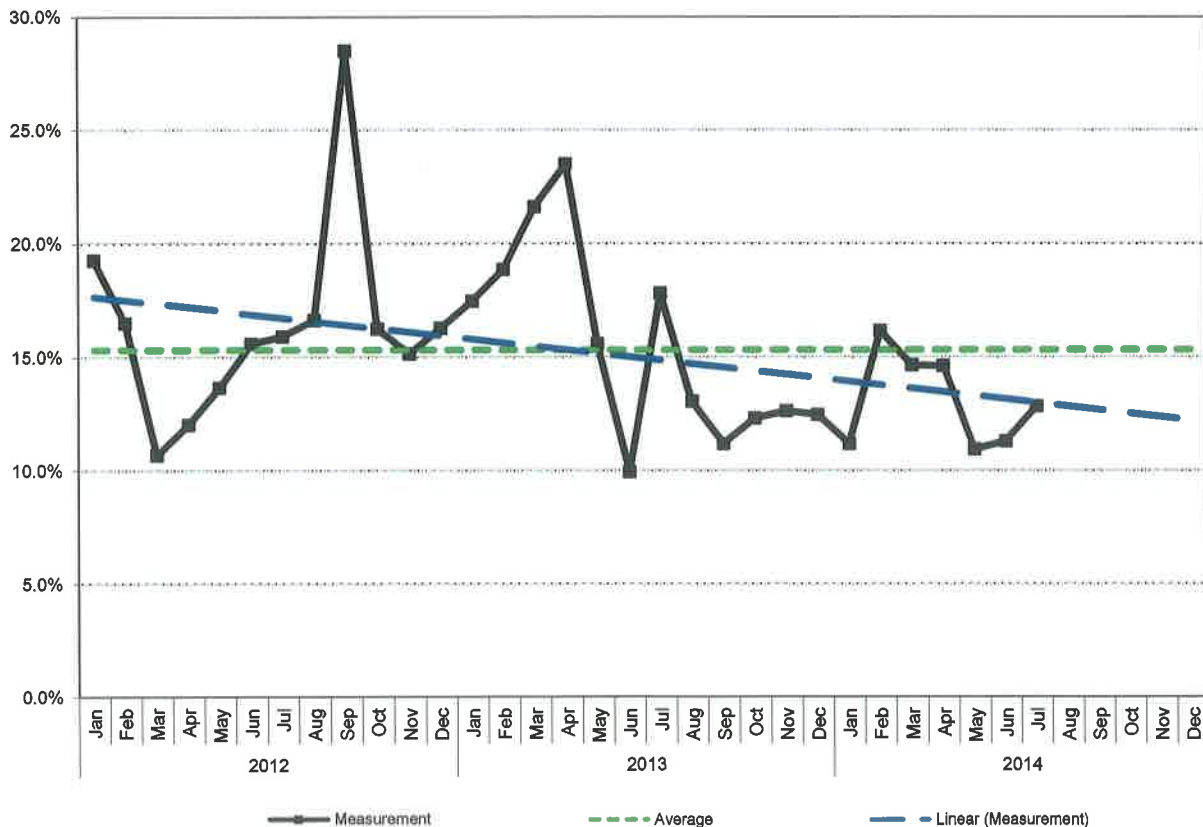
Trend: Favorable

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.

Plans for Improvement

In order to resolve the significant increase in abandoned calls, additional employees were hired and trained. Call rollover time was reduced from 3 minutes to 20 seconds. Scripts were created for more efficient handling of 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%	12.9%					

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

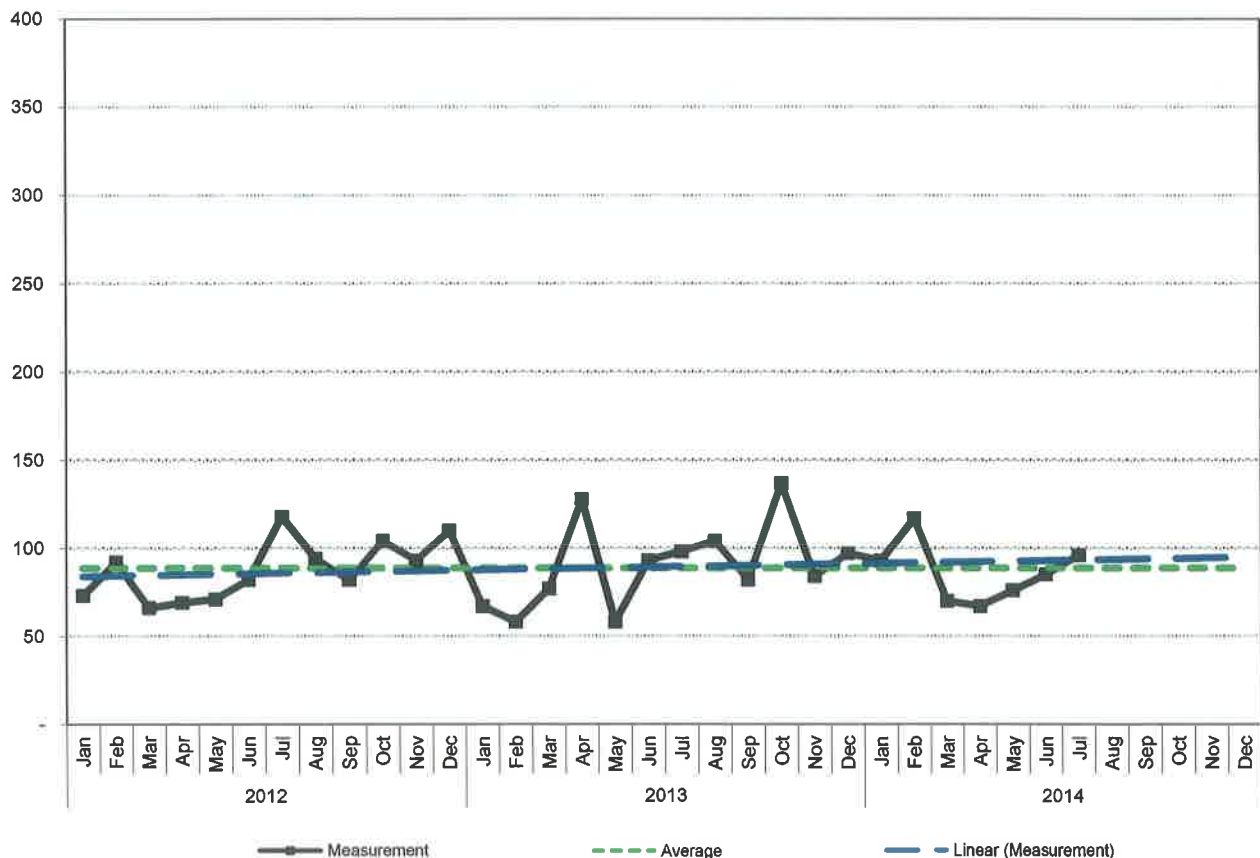
Trend: Level

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
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	96					

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

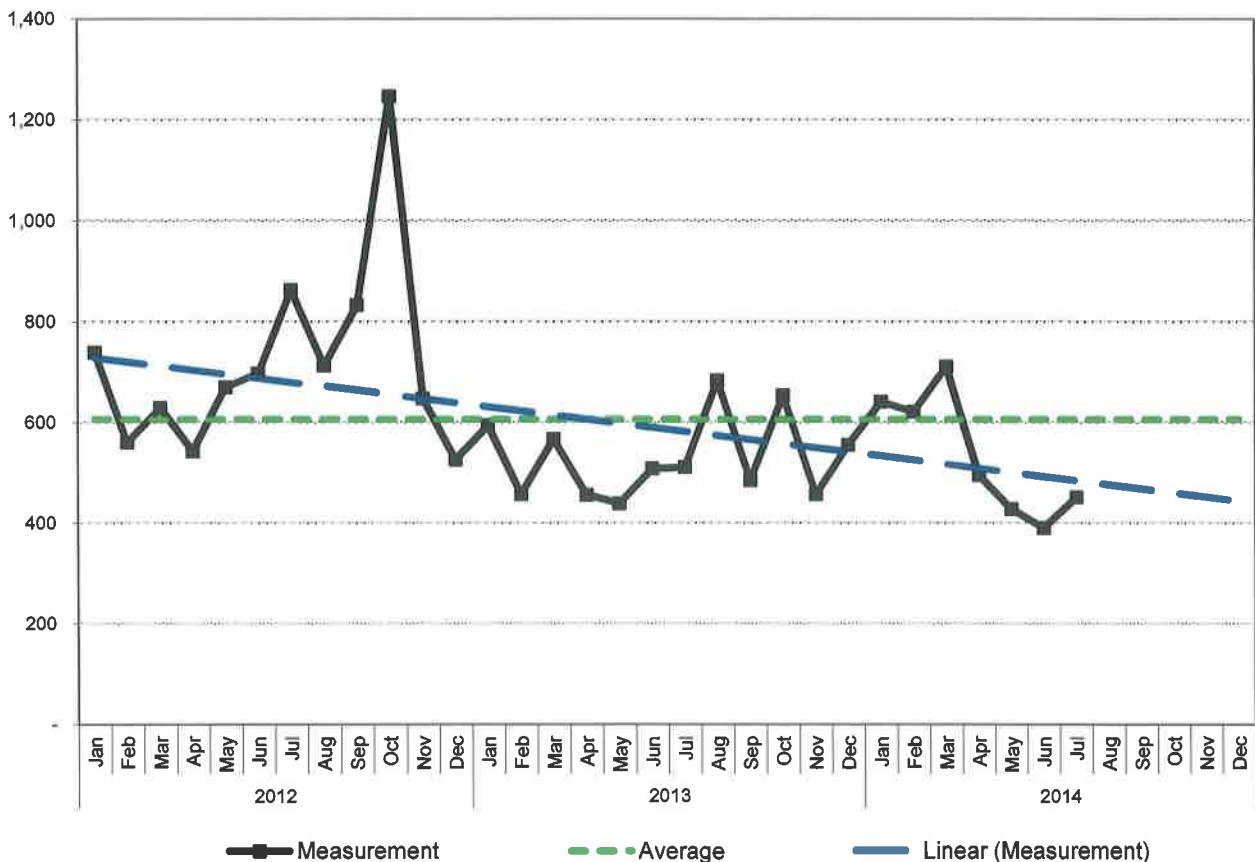
Trend: Favorable

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
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	451					

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

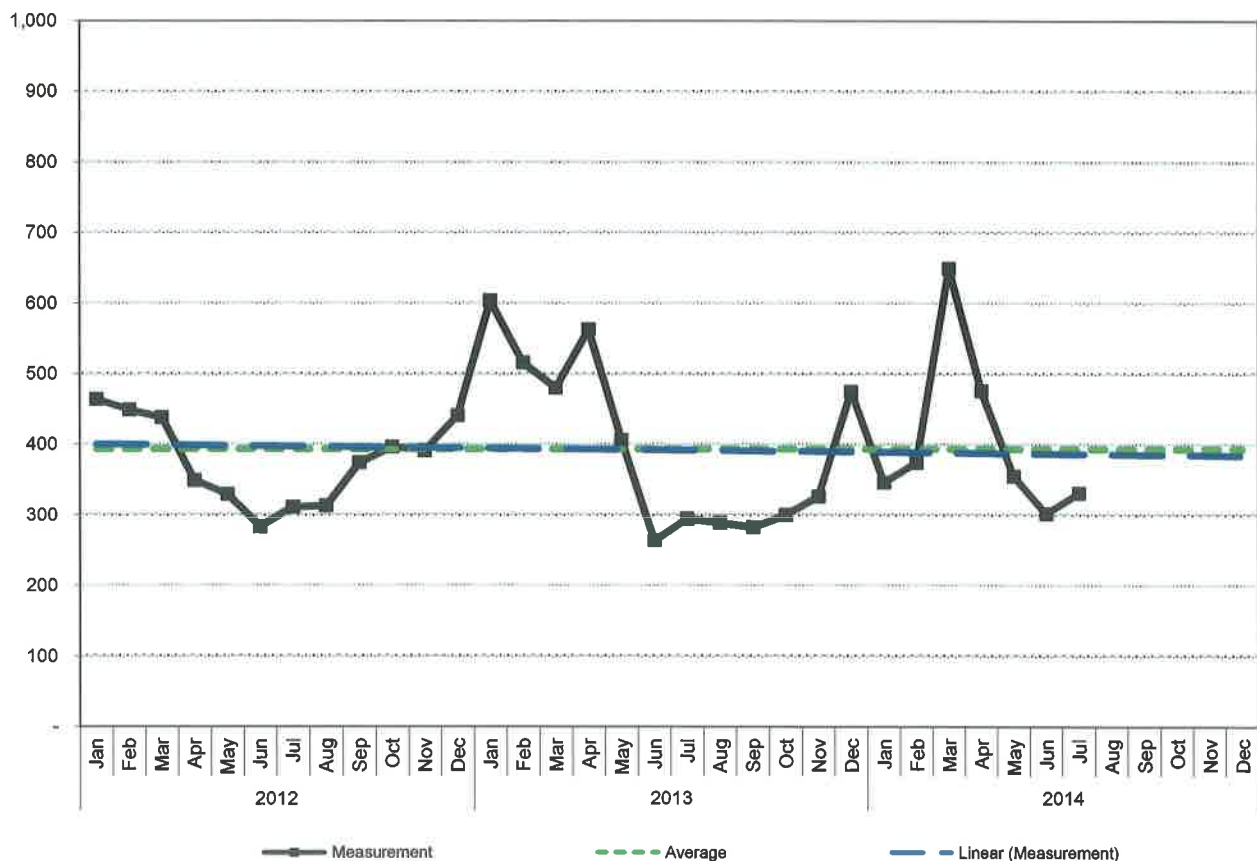
Trend: Favorable

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
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	331					

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

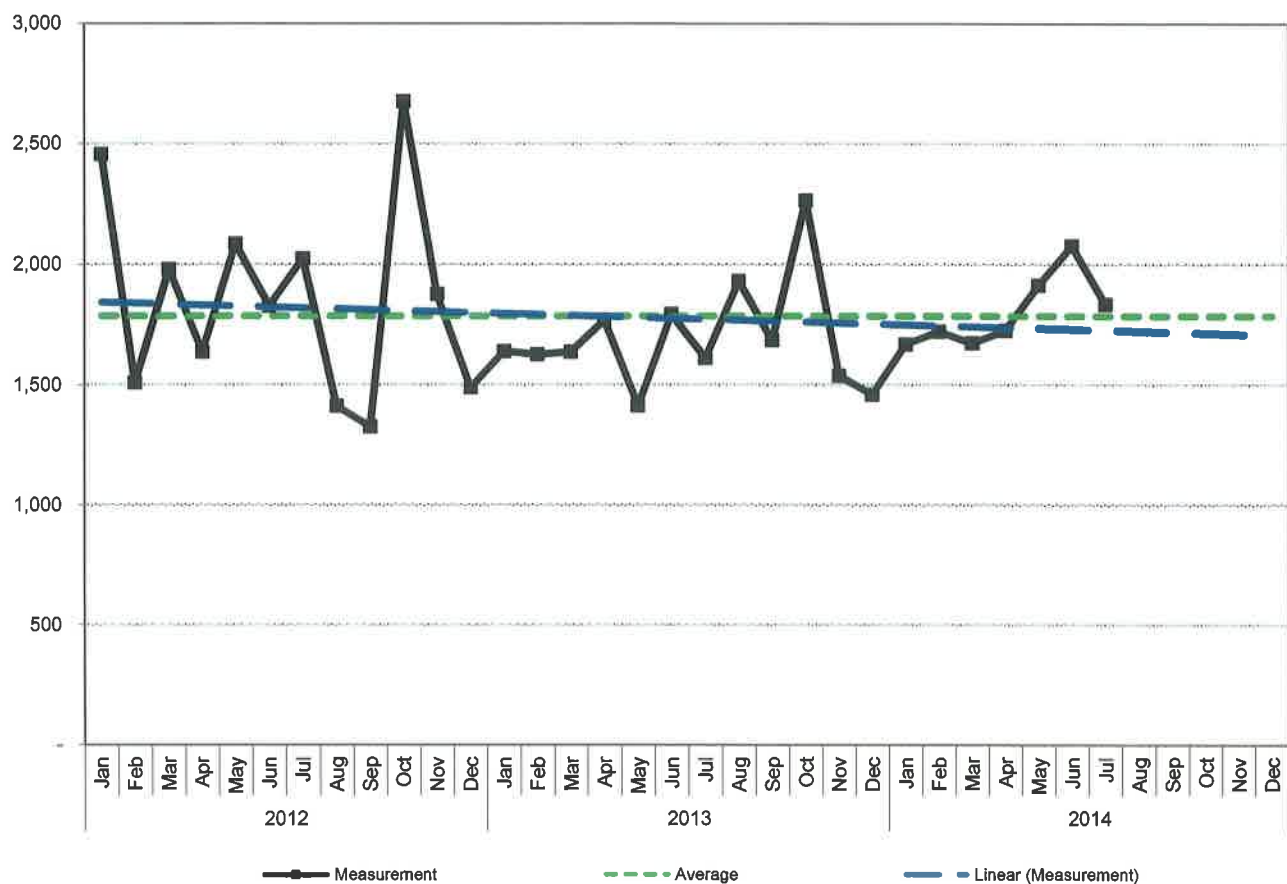
Trend: Favorable

Analysis

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due.

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.



Data Table

	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	1,836					

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

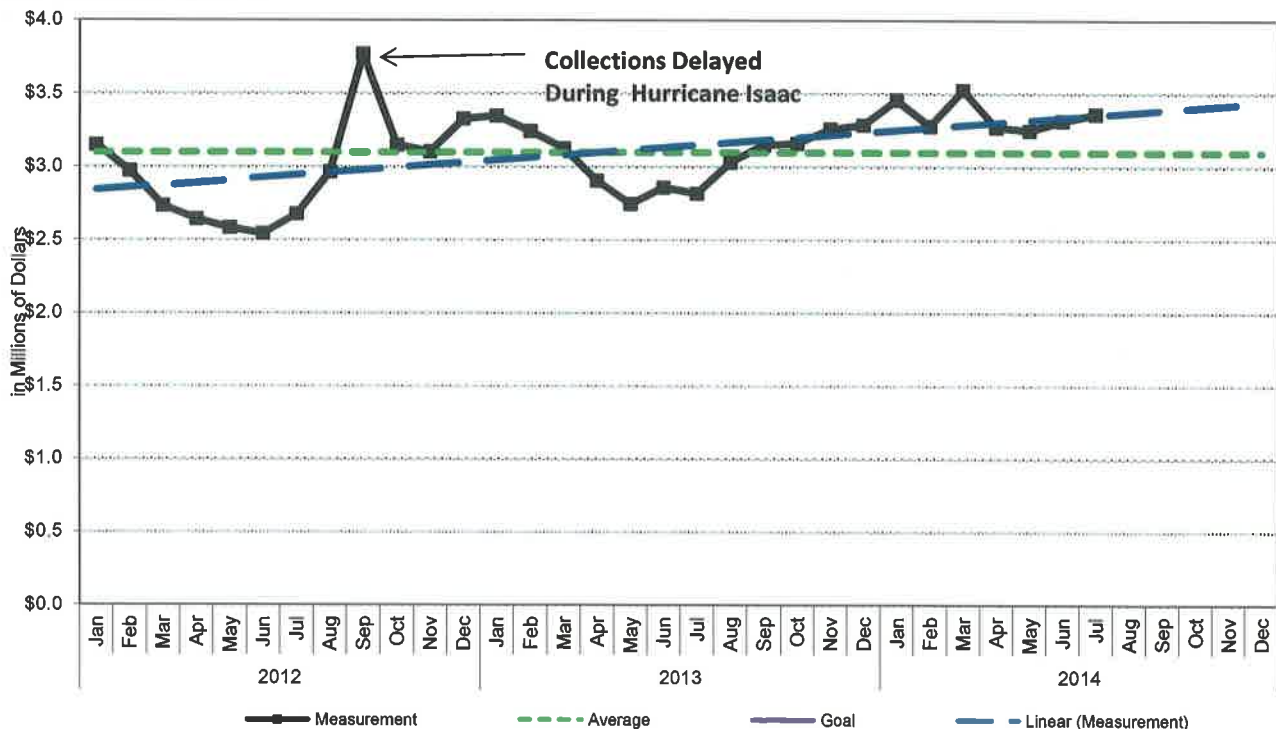
Trend: Level, when adjusted for rate increases.

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	\$3.314	\$3.361					

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

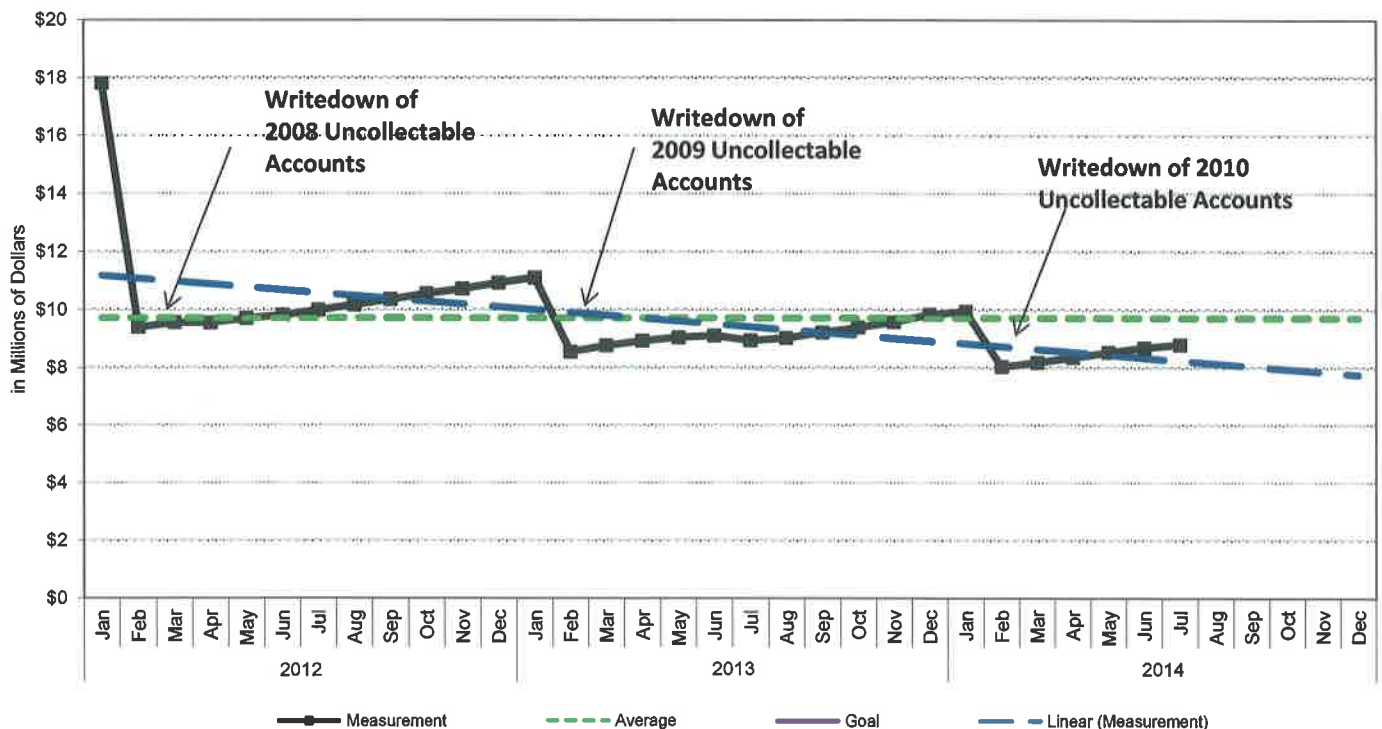
Trend: Favorable

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	\$ 8.694	\$ 8.807					



Sewerage and Water Board of New Orleans

September 8, 2014

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

Dear Directors:

Subject: Customer Service Management Software Capabilities

The CAM (Customer Account Management) Replacement Project Team is excited to share information on the Customer Service Management solution we chose by Cogsdale Corporation. We are confident that Cogsdale's software meets the needs of our customers as well as our staff members. We are moving from a mainframe-based system of COBOL applications that has served us well for the past 27 years to a new server-based system that will provide our customer with many modern services they have come to expect. The new system will consolidate all meters at a single location into a single bill; in addition, customers will be able to request consolidated bills for multiple properties. Our old system defines an account as a single meter, and does not have the ability to consolidate bills.

The Cogsdale Customer Service Management solution provides the basic functionality of storing customer information, calculating bills, etc. as our CAM system does. However, there are expanded benefits that are not available with our current system.

Customer Information

Cogsdale's Account screen allows customer service representatives to view everything about the customer in one place. As with our current system, CSR's can also:

- Drill down to more detailed information
- Schedule service orders
- Create payment schedules
- View payment history
- View active connections

IVR – Interactive Voice Response

Customers will have the ability to access account information, make a payment using debit or credit cards, request a payment extension, make payment arrangements, sign up for e-bills, report a repair problem, by using their own phone. We will still maintain our 24 hour call center, but expect a significant decrease in the number of agent assisted calls.

In addition to the IVR benefits for the customer, the Board will be able to use the IVR system to call customers whose payments are overdue and allow them to pay their bills when they answer

the call. We will also be able to use the IVR system to notify customers about impending water outages, boil water notifications, and other important information by linking the new billing system data to the Board's GIS data to identify affected areas.

Cogsdale Customer Web Portal

The Cogsdale Customer Web will interface directly to the SWB billing and customer information system, providing our customers with many capabilities that are not available with our current system. The website will be designed to look like our current website. So our customers will not see a difference when they access their account information. Customers will be able to create service orders, make payments, change addresses or enter meter readings on line, in an efficient, secure environment. The new system will identify customers through stored login information, provide request for password processing, and "forgot password" processing. On the new web portal, customer will have access to:

- General Account Information – the number of locations per customer, customer contact information, total balance for all locations, payment term information, and change of address request.
- Service Location Specific Information – 12 months of billing history, list of all services, equipment, and rates, meter readings in graph form, and consumption.
- Bill Presentment – contact information, beginning balance and payments, and detailed bill calculations.

Cogsdale Mobile Application

The Cogsdale solution provides our customers with an optional mobile application to view account information, make payments, receive outage information, connect to social media for updates and information, and receive notice about upcoming/overdue bills and any other emergency information they select to receive.

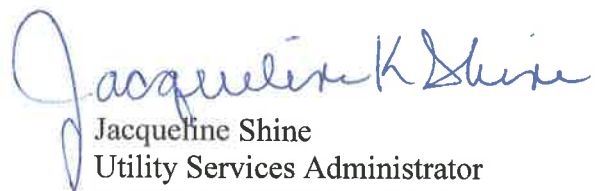
Cogsdale Mobile Workforce

The Cogsdale mobile workforce solution will allow field personnel assigned to turn off water for non-payment to be notified if a customer pays after they have already been dispatched. This will greatly improve the efficiency of our crews.

The project to implement this new software will begin this in September 2018 and will continue for approximately eighteen months. Staff will provide regular updates on the project status.



Melinda Nelson
Utility Services Administrator
Information Systems



Jacqueline Shine
Utility Services Administrator
Revenue & Customer Services



SEWERAGE AND WATER BOARD OF NEW ORLEANS

September 8, 2014

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

Dear Directors:

Subject: Customer Satisfaction Survey Instruments

Sewerage and Water Board of New Orleans intends to use two survey instruments to measure customer satisfaction.

The first instrument is in-place and is based upon a comment card distributed to customers receiving service from the walk-in stations at the St. Joseph Street Office and the Algiers Office. The comment card measures eight attributes of the customer experience plus an overall rating. Staff recently conducted this survey during June 16 through July 25. A total of 509 surveys were completed, with 350 at St. Joseph Street and 159 at the Algiers' office. Customers were asked to rate their satisfaction on nine items using a scale of (4) Excellent, (3) Good, (2) Fair, and (1) Poor:

1. My problem was resolved to my satisfaction.
2. The staff member was knowledgeable and helpful.
3. The staff member was courteous and friendly.
4. The explanations were clear.
5. The wait time was reasonable.
6. The atmosphere was businesslike and professional.
7. Parking was convenient.
8. The lobby was comfortable.
9. Overall rating of my experience today.

The survey also identified the employee who provided the service. The results showed that satisfaction remains high for each item:

	St. Joseph Street	Algiers
Problem resolved to satisfaction	3.86	3.84
Knowledgeable and Helpful	3.94	3.82
Courteous and Friendly	3.94	3.83
Clear Explanations	3.90	3.88
Reasonable Wait Time	3.92	3.86
Businesslike Atmosphere	3.91	3.84
Convenient Parking	3.33	3.58
Lobby Comfortable	3.82	3.80
Overall Experience	3.80	3.89

The second instrument will be a telephone survey to contact residential and commercial customers who have requested specific assistance from Sewerage and Water Board as well as customers who have only



SEWERAGE AND WATER BOARD OF NEW ORLEANS

received a bill and requested no additional assistance. This survey instrument is being developed in conjunction with a Dr. Silas Lee and the Hawthorne Agency and will measure and monitor customer expectations, perceptions and satisfaction using a random and representative sample of customers, with results from 2014 to be used as a baseline. The survey will also track changes in customer perceptions and satisfaction over time, detect significant differences between key demographic groups, and identify the driving factors behind overall satisfaction. Staff anticipates that this survey instrument will be available at the beginning of the second quarter of 2015.

The information from these survey instruments will be used to evaluate organizational performance as well as to focus customer service improvement efforts.

Robert K. Miller
Deputy Director

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

Category	Category Dollar Amount	SLDBE Dollar Value
Goods and Services Contracts	\$ 1,706,497	\$ 42,021
Construction Contracts	68,409,995	22,929,264
Professional Services Contracts	<u>12,497,750</u>	<u>4,374,213</u>
Grand Total	\$ 82,614,242	\$ 27,345,497

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

<u>Goods & Services Contracts</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</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% 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
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% 6.93% 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 SLDBE Participation January 2013 - August 2014

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Twin Commercial 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
Construction Contracts			
BLD Services, LLC			
#30002 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining 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 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 - August 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% 37.60%	\$ 879,035 607,400 300,000 1,786,435
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% 14.84% 36.04%	\$ 500,000 300,000 200,000 700,000 1,700,000
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% 13.28% 42.01%	\$ 346,000 160,000 506,000
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% 18.07% 39.58%	\$ 263,446 221,358 484,804
#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% 4.38% 36.57%	\$ 522,819 411,200 127,080 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% 1.43% 38.28%	\$ 509,000 5,000 20,000 534,000
#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% 1.43% 38.02%	\$ 509,000 2,000 20,000 531,000

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - August 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
#1378 - Hurricane Related Repairs to Boilers/Duct/Elevators at Main Purification Plant Power Complex	Jesus is Lord Plumbing Cole Construction Affordable Trucking Contractors, LLC Delta Personnel Choice Supply Co.	0.31% 4.22% 3.14% 1.57% <u>11.30%</u> 20.54%	\$ 50,000 672,000 500,000 250,000 <u>1,800,000</u> 3,272,000
TKTMJ, Inc. #3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dood 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	Auguillard Construction C & M Construction	7.42% 12.68%	\$ 117,000 200,000

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

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point	Cooper Contracting Prince Dump Truck Service	7.48% 8.56% 36.14%	118,000 135,000 570,000

Sewerage and Water Board Contracts with SLDBE Participation January 2013 - August 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 - August 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		Arc Enterprises	Ricard's Paper	5%	4,754	
			Assorted Products	5%	4,754	
			Cleaning Concierge, LLC	20%	19,014	
	99,775		Total	30%	28,521	10/16/13

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - August 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 SLDBE Participation January 2013 - August 2014

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	Awarded SLDBE 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.	Augillard 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.	Augillard 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.	Augillard 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	Augillard 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	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%	189,825	
			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	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

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

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	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 Cooper Contracting Dieudonne Enterprises, Inc. Auguillard Construction Total	10.60% 6.36% 4.24% 14.84% 36.04%	500,000 300,000 200,000 700,000 1,700,000	5/15/13
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station	1,395,000	Lou-Con, Inc.	RLH Investments, LLC Assorted Products EBE Fence Co. Total	36.49% 0.36% 1.43% 38.28%	509,000 5,000 20,000 534,000	7/17/13
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,396,500	Lou-Con, Inc.	Gulf State Constructors Assorted Products EBE Fence Co. Total	36.45% 0.14% 1.43% 38.02%	509,000 2,000 20,000 531,000	7/17/13
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dott Sewage Pumping Station	1,379,991	TKTMI, Inc.	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors Total	16.38% 2.17% 17.46% 36.01%	226,000 30,000 241,000 497,000	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 Assorted Products EBE Fence Co. Total	36.00% 0.14% 1.41% 37.56%	510,000 2,000 20,000 532,000	8/21/13
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMI, Inc.	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors Total	8.88% 2.66% 24.51% 36.05%	100,000 30,000 276,000 406,000	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. JL Construction Total	21.51% 18.07% 39.58%	263,446 221,358 484,804	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. JL Construction Total	9.83% 28.09% 37.92%	136,500 389,943 526,443	11/20/13

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

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	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	1/20/14
			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	
#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%	879,035	1/20/14
			Standard Cement Materials, Inc.	12.76%	607,400	
			Prince Dump Truck Service	6.30%	300,000	
			Total	37.54%	1,786,435	
#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	2/21/14
			Joseph Electric, Inc.	13.28%	160,000	
			Total	42.01%	506,000	
#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	5/21/14
			Prince Dump Truck Service	8.62%	180,000	
			Choice Supply Solutions, LLC	3.83%	80,000	
			Total	36.40%	760,000	
#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	6/2/14
			Joseph Electric, Inc.	14.17%	411,200	
			Diendonne Enterprises, Inc.	4.36%	127,080	
			Total	36.56%	1,061,099	
			Jesus is Lord Plumbing	0.31%	50,000	
#1378 - Hurricane Katrina Related Repairs to Boiler/Duct/Elevator at Main Purification Plant Power Complex	15,928,241	Plant-N-Power Services, LLP	Cole Construction	4.22%	672,000	8/20/14
			Affordable Trucking Contractors, LLC	3.14%	500,000	
			Delta Personnel	1.57%	250,000	
			Choice Supply Co.	11.30%	1,800,000	
			Total	20.56%	3,272,000	

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

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	Awarded SLDBE Dollar Value	Award Date
Total Construction Contracts	68,409,995				22,929,264	

Sewerage & Water Board Contracts withSLDBE Participation from January 2013 - August 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	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 Committee & Regular Board Meeting Schedule

2014 Calendar of Events

WEDNESDAY	SEPTEMBER 3, 2014	8:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	SEPTEMBER 3, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	SEPTEMBER 8, 2014	8:00 AM	OPERATIONS COMMITTEE
TUESDAY	SEPTEMBER 9, 2014	8:00 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	8:00 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
MONDAY	NOVEMBER 3, 2014	9:00 AM	OPERATIONS COMMITTEE
TUESDAY	NOVEMBER 4, 2014	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	NOVEMBER 5, 2014	8:00 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	8:00 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**

NOTE: TIME CHANGE OF THE COMMITTEE ON INFRASTRUCTURE, OPERATIONS COMMITTEE AND 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 9/1/14)

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