

# ***SEWERAGE & WATER BOARD OF NEW ORLEANS***

## **OPERATIONS COMMITTEE MEETING**

**MONDAY, OCTOBER 6, 2014**

**8:00 AM**

### **COMMITTEE MEMBERS**

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

### **FINAL AGENDA**

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#### **ACTION ITEMS**

1. Approval of Previous Report
2. Bid Recommendations – DBE Participation - **NONE**
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. Customer Service Results through August 2014
8. Water Help and Plumbing Assistance Programs
9. DBE Leadership Summit Meeting

#### **INFORMATION ITEMS**

10. DBE Participation Report
11. 2014 Committee/Board Meeting Schedule
12. Response to Questions
13. Any Other Matters

#### **REFERENCE ITEMS (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

## **Construction Review Committee Recommendations**

The Construction Review Committee met, September 10, 2014 and made the following recommendations.

### **Open Market Contracts**

- |                         |  |
|-------------------------|--|
| 1. Contract #1345       | <b>Replacement of Filter Backwash Equipment at the Main Water Purification Plant</b>   |
| Estimated Cost:         | \$1,800,000.00   |
| Suggested Goal:         | 7%   |
| Areas of Participation: | Demolition, Electrical Installation<br>Source of funding is Water System Fund  |
| 2. Contract #1379       | <b>Painting and Inspection of (4) Four-million Gallon Water Storage Tanks at the MWPP</b>  |
| Estimated Cost:         | \$400,000.00   |
| Suggested Goal:         | 28%  |
| Areas of Participation: | Pressure Washing, and Repairs to Concrete and Rebar<br>Source of funding is Water System Fund  |
| 3. Contract #6245       | <b>Installation of Outdoor Switchgear Near Central Control at the Carrollton Water Plant</b>   |
| Estimated Cost:         | \$200,000.00   |
| Suggested Goal:         | 30%  |
| Areas of Participation: | Concrete work for slab buildup, installation of duct bank, misc. equipment and materials<br>Source of funding is Drainage, Sewer, and Water System Funds   |
| 4. Contract #8138       | <b>Re-Paving Open Cuts in Streets, Driveways, Sidewalks Resulting from the Repair to the Sewerage and Water Board of New Orleans Underground Utilities</b> |
| Estimated Cost:         | \$1,999,185.00   |
| Suggested Goal:         | 36%  |
| Areas of Participation: | Removal, disposal and restoration<br>Source of funding is Sewer and Water System Funds   |

**5. Contract #30007**

**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, Replacement and/or Adjustment of Existing Frames and Covers, Full and Partial Internal Cementitious Lining and Associated Restoration at Various Sites throughout Orleans Parish**

Estimated Cost: \$1,724,915.00

Suggested Goal: 36%

Areas of Participation: Replacement, repair and restoration  
Source of funding is Sewer System Fund

**6. Contract #30014**

**Cleaning and CCTV Inspection of Sanitary Sewer Mains at Scattered Sites within Orleans Parish**

Estimated Cost: \$1,000,000.00

Suggested Goal: 36%

Areas of Participation: CCTV Inspection  
Source of funding is Sewer System Fund

## Staff Contract Review Committee Recommendations (SUPPLEMENTAL)

The Staff Contract Review Committee met on September 16, 2014 and made the following recommendations:

### **Open Market Contracts**

#### **Open Market, 0% SLDBE Participation, one (1) year with two (2), one year renewal options.**

**1. Furnishing Collection Enforcement Services of Delinquent Accounts**

Estimated Cost:	minus twelve percent (-12%) of amount collected
Percentage Goal Justification:	Does not lend itself to SLDBE participation because no company currently certified in area

Funding Source:  
Operating and Maintenance Budget

#### **Open Market, One Time Purchase, 0% SLDBE Participation.**

**2. Furnishing and Delivering Various Construction Equipment and Trailers**

Estimated Cost:	\$200,000.00
Percentage Goal Justification:	Does not lend itself to SLDBE participation because products are single items that is shipped directly from the manufacturer.

Funding Source:  
Operating and Maintenance Budget

**3. Furnishing and Delivering Heavy Duty and Regular Vehicles**

Estimated Cost:	\$400,000.00
Percentage Goal Justification:	Does not lend itself to SLDBE participation because products are single items that is shipped directly from the manufacturer.

Funding Source:  
Operating and Maintenance Budget

### **Renewal Contracts**

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

#### **Second of four (4) renewal options, 50% SLDBE Participation.**

**4. Furnishing 2014 Independent Financial Auditing Service**

Renewal Cost:	\$85,000.00
Prime Contractor:	Postlethwaite and Netterville
SLDBE Subcontractor	Bruno & Tervalon, LLC – CPA's
Area of Participation:	Working as a joint venture team to provide audit planning, capital assets, liabilities, compliance testing and reporting to include tying out financial statements and reviews.

Funding Source:  
Operating and Maintenance Budget

The SLDBE participation goal is 50.00%. The DBE participation achieved is 50.00%.

**First and Final Renewal, 0% DBE Participation.**

**5. Furnishing Sodium Chloride**

Renewal Cost:

\$103,191.75

Prime Contractor:

Morton Salt Incorporated

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

**6. Furnishing Gasoline and Diesel Fuels**

Renewal Cost:

\$1,610,000.00

Prime Contractor:

Lard Oil Company of Denham Springs

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

**7. Furnishing Lubricant and Petroleum Products**

Renewal Cost:

\$100,000.00

Prime Contractor:

Lard Oil Company of Denham Springs

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



# SEWERAGE AND WATER BOARD OF NEW ORLEANS

October 6, 2014

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

Dear Directors:

Subject: Customer Service Results through August 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
<b>I. Provide improved customer account management and billing capabilities</b>	
<b>A. Replace existing CAM system.</b> <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 met for the Kickoff of the CIS implementation on September 15 with a review of the project implementation plan, roles, responsibilities, expectations and timelines.
<b>B. Implement automated meter reading technology.</b> <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.
<b>II. Reduce the volume of calls by increasing the perceived accuracy of the bills.</b>	
<b>A. Continue focus on obtaining readings to avoid estimates.</b> <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 August 2014, meter reading staff maintained a high percentage of actual readings, with a reading on 98.9% of all meters.



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

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



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

<b>issues during the first call.</b>	
<b>A. Re-emphasize and retrain employees on courtesy and accountability.</b>	
<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>	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.
<b>B. Reduce the amount of time spent by customers waiting for assistance.</b>	
<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>	In progress. During the month of August the percentage of calls abandoned decreased from 12.4 % to 12.1%. The average call wait time increased slightly from 1 minute and 46 seconds to 1 minute and 58 seconds. We are in the process of installing an updated recording system, which allows supervisors to listen to calls and review job performance with staff on a regular basis. The current software and hardware is outdated and no longer supported.
<b>C. Provide a more effective appeals process within Sewerage and Water Board.</b>	
<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>	In progress. The Administrative Hearing Procedure Policy has been updated and introduced to the board for approval.
<b>D. Improve coordination between Customer Service and Networks departments.</b>	
<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</i>	In progress. We have proposed to create a Work Order Tracking Unit within Customer Service for the 2015 O&M Budget. This unit will focus solely on customers who have pending repair work orders. The billing system and the work order system are not linked. Therefore, our current





## SEWERAGE AND WATER BOARD OF NEW ORLEANS

<p><i>representatives have reliable information about when repairs will occur or have been completed.</i></p>	<p>process relies on the customer to call us for updates and information. This unit will take a more proactive position by reaching out to those customers with regular updates on the status of their requests and realistic timelines on repair completion dates. We have proposed a staff three CSR's and a supervisor.</p>
<p><b>E. Establish feedback processes for customer.</b></p>	
<p><i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i></p>	<p>In progress. The survey for walk-in customer satisfaction is complete. The results were favorable. We will be expanding the survey to include a more comprehensive study of customer needs and expectations. The survey will be conducted through our partnership with the Hawthorne Agency and Dr. Silas Lee and Associates within the next 90 days.</p>
<p><b>IV. Evaluate possible changes to the leak adjustment policy.</b></p>	
<p><b>A. Examine statutory and policy limitations.</b></p>	
<p><i>Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.</i></p>	<p>On hold. The SWB leak adjustment policy is governed by Louisiana State law. We plan to develop legislative alternatives to allow for greater credits to assist customers with high bills resulting from leaks on their property.</p>

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  
August 2014**

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

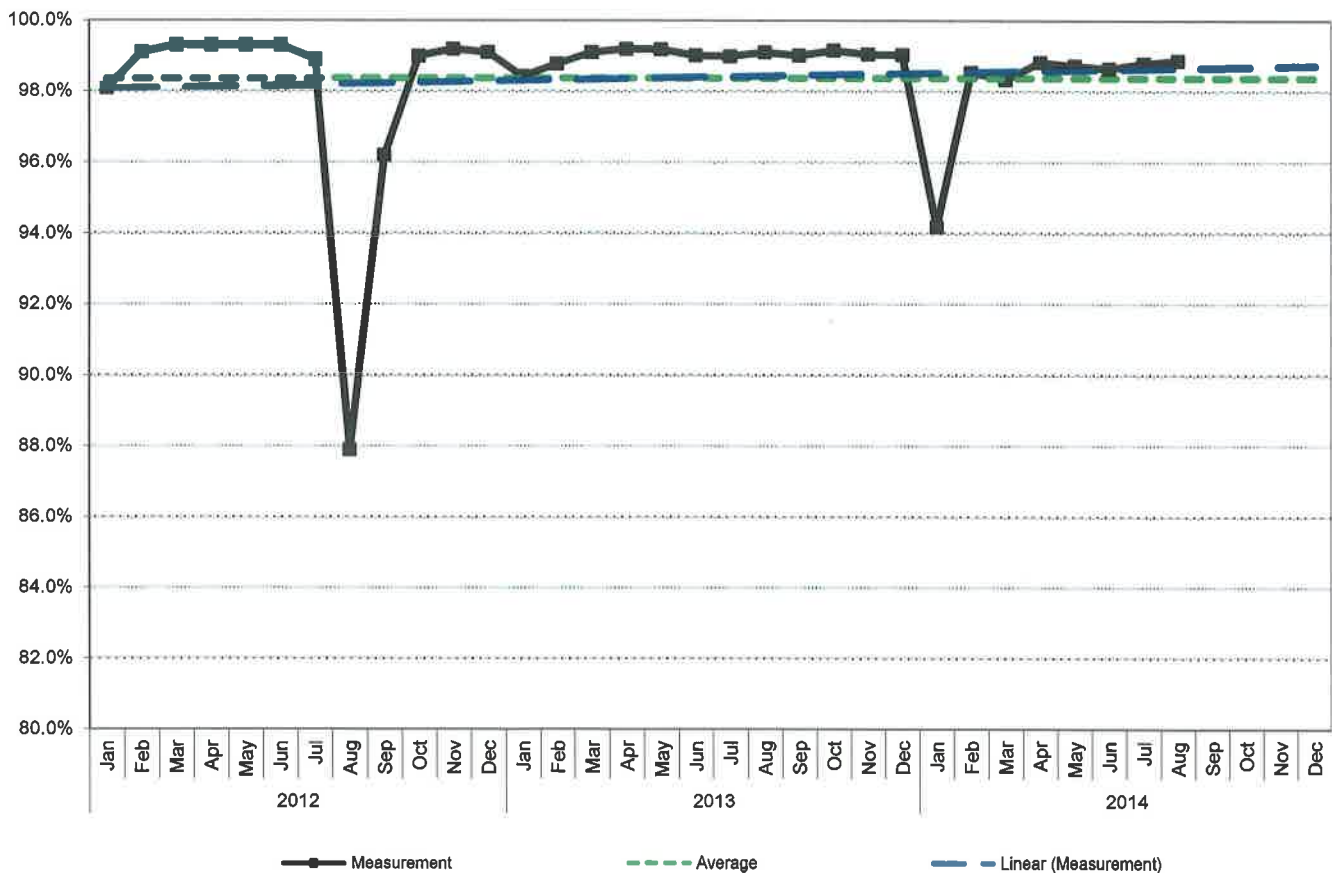
**Trend:** Favorable

### 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 in 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%	98.9%				

# 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

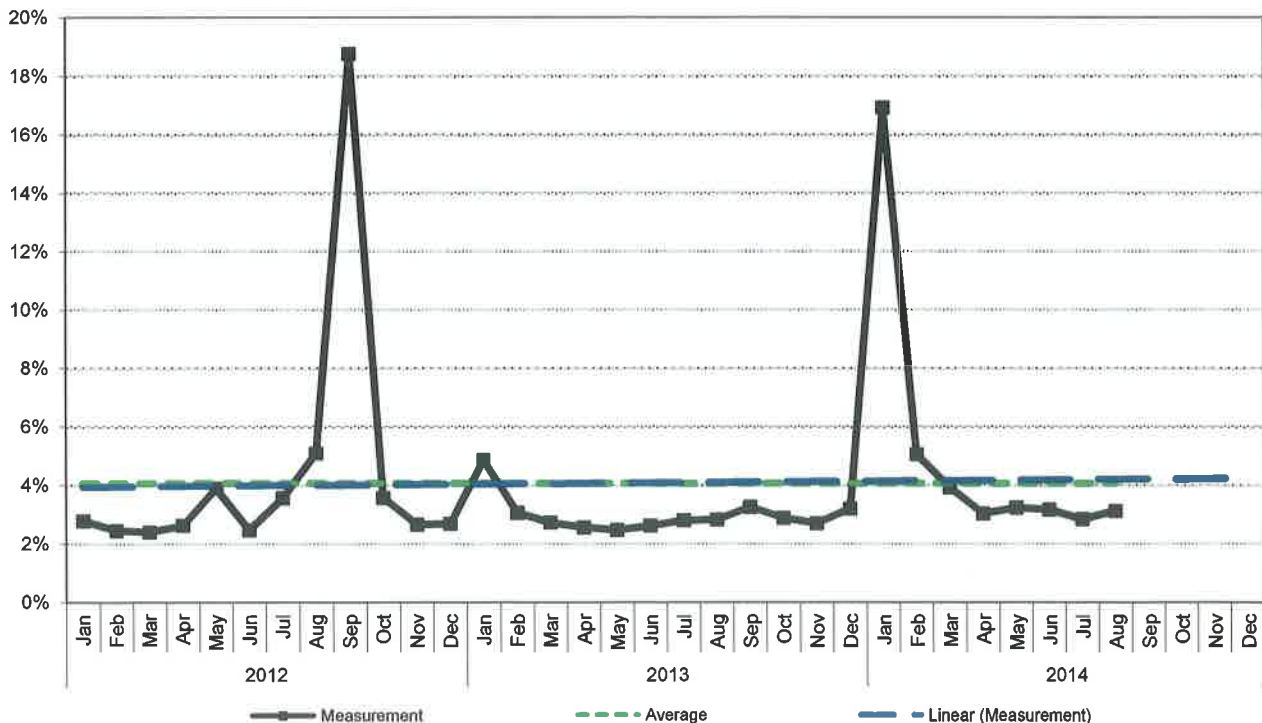
**Trend:** Level

### 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%	3.1%				

# 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

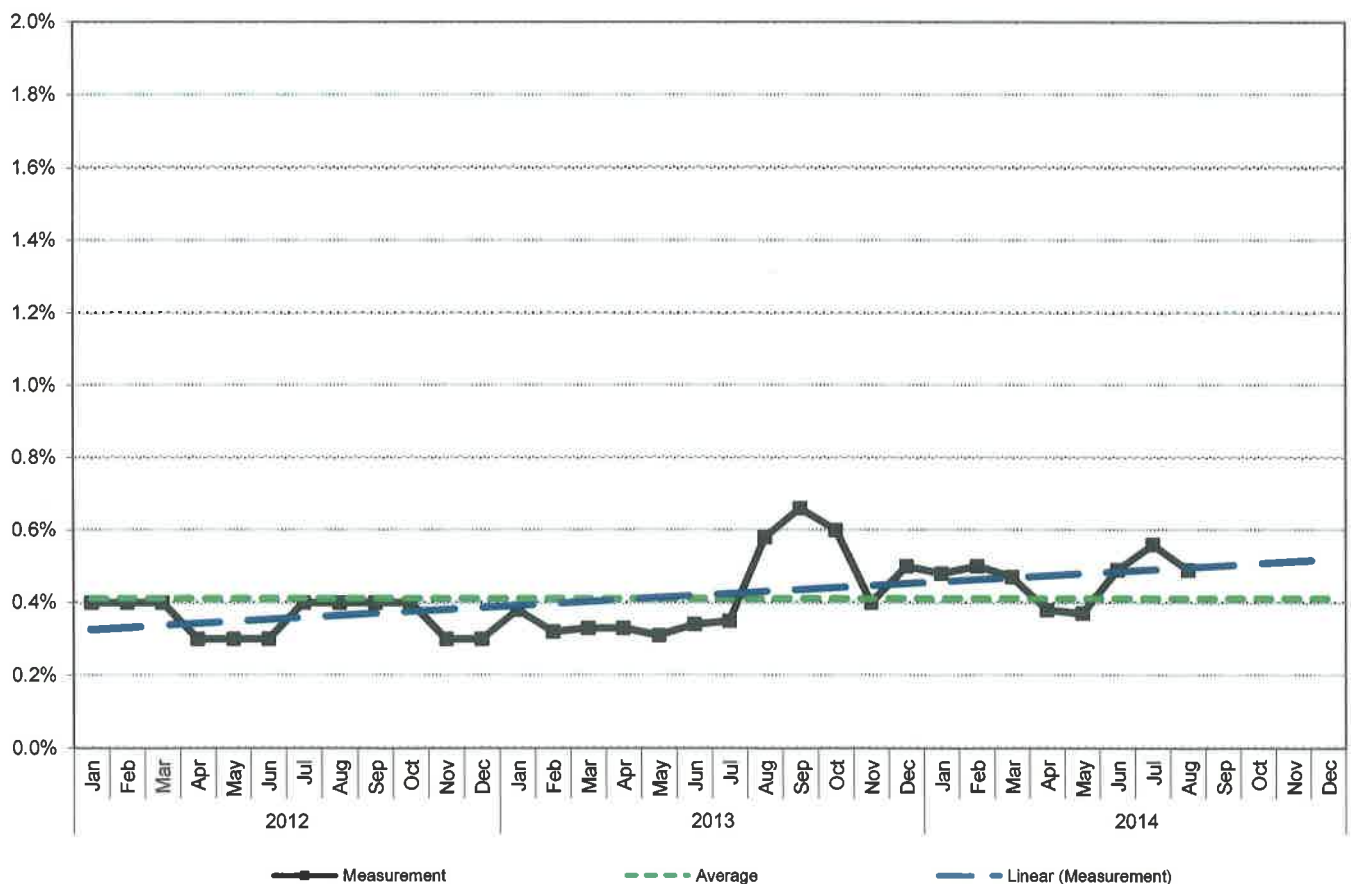
**Trend:** Unfavorable

### 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%	0.3%	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%	0.5%				

# 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

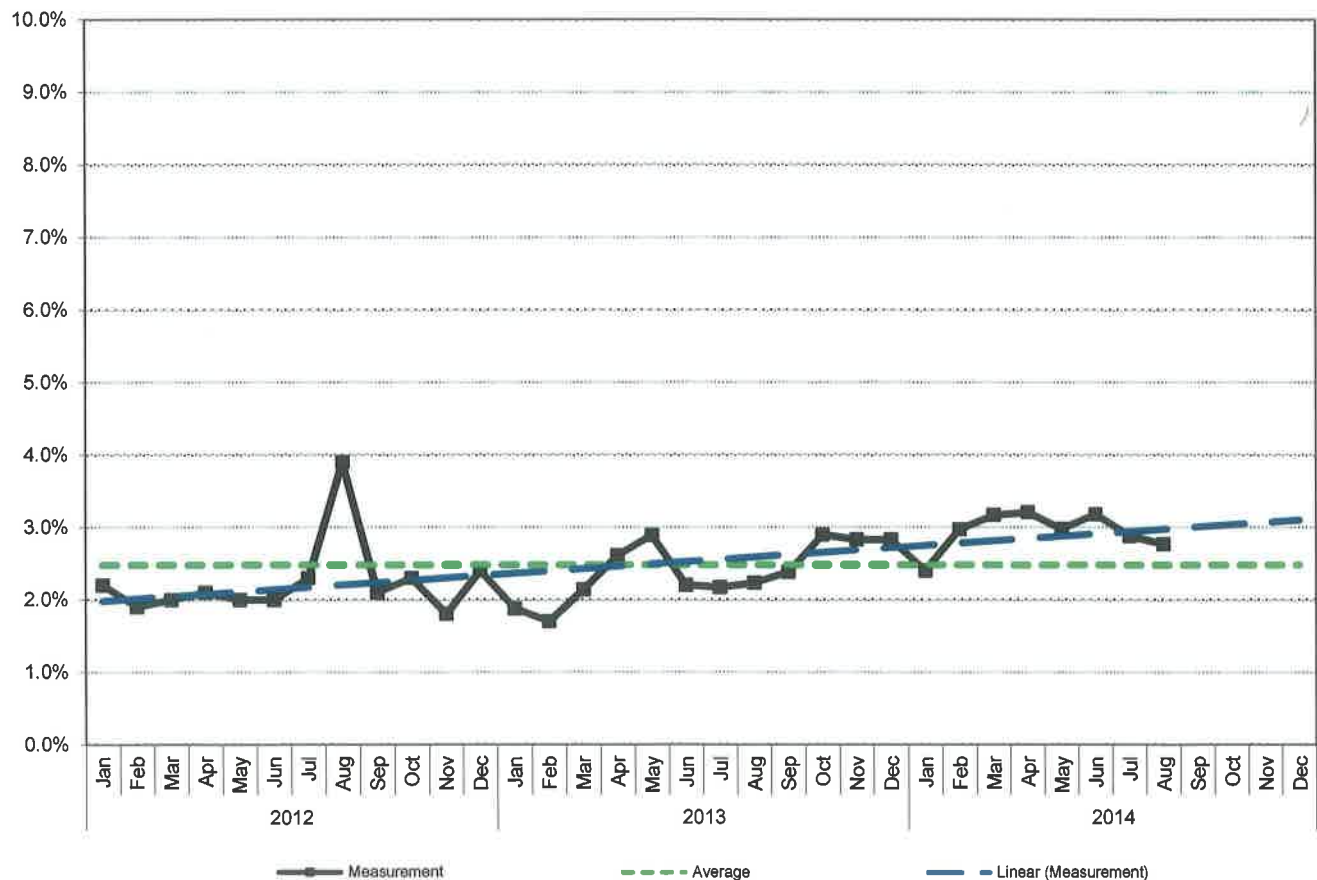
**Trend: Unfavorable**

### 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%	2.8%				



# 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

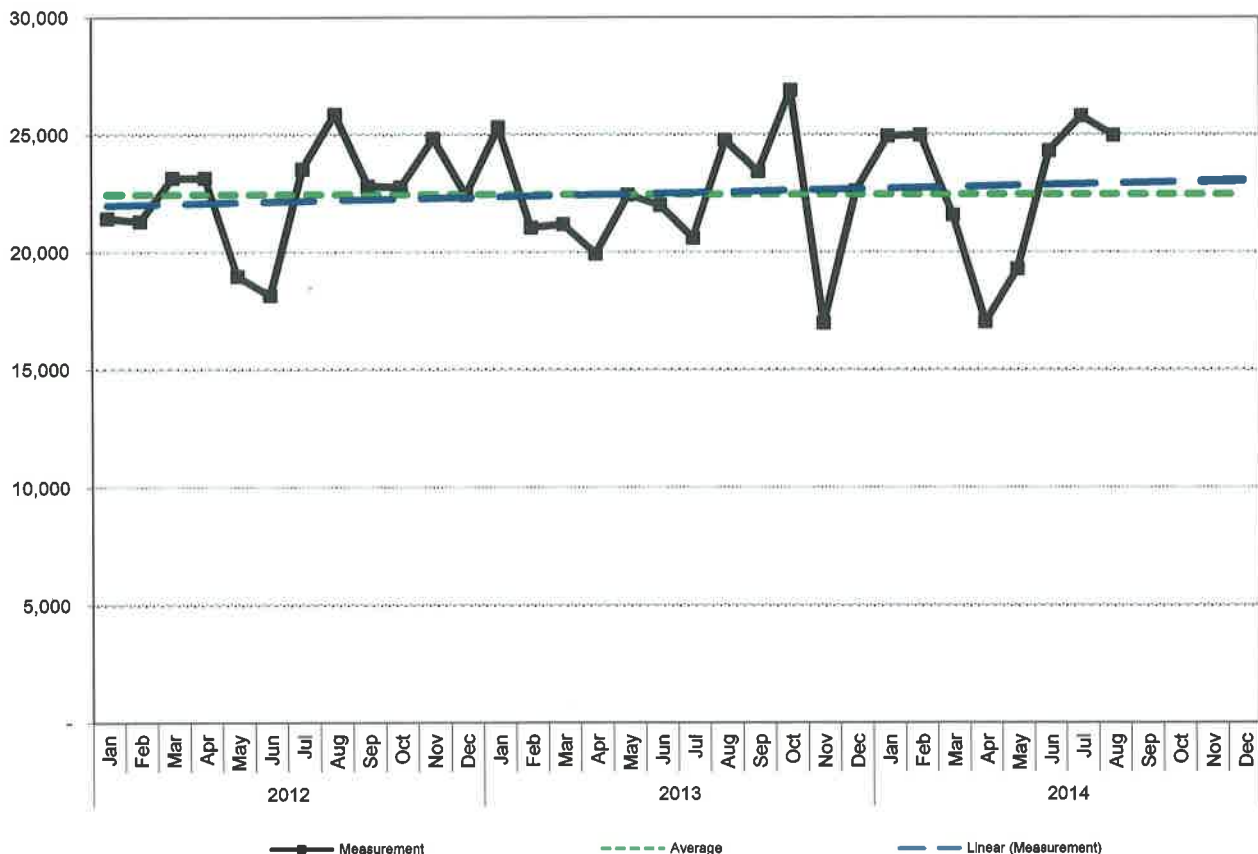
**Trend:** Level

### 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.



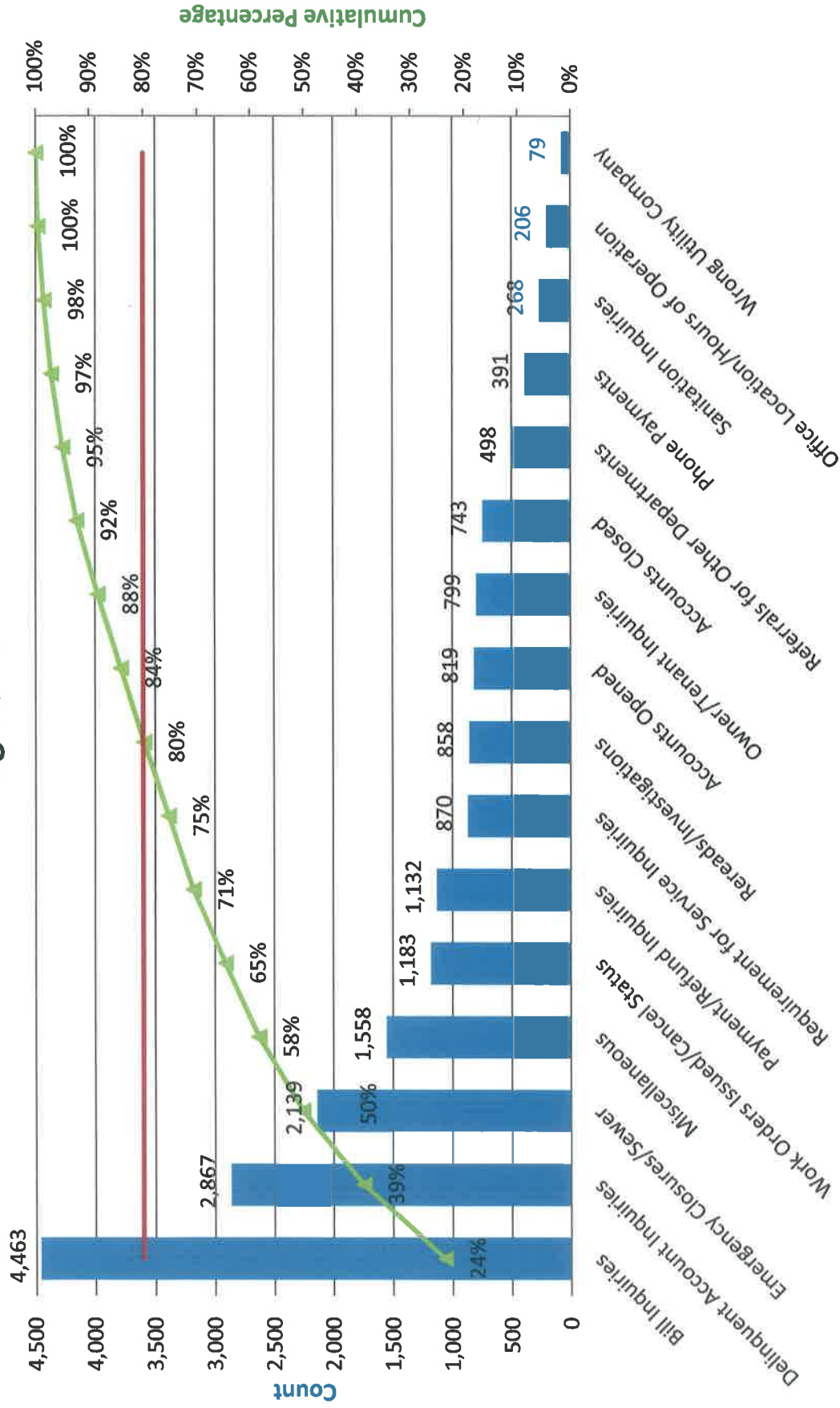
**Data Table**

	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	24,967				

# Sewerage and Water Board of New Orleans

## Chart of Types of Customer Calls

August 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

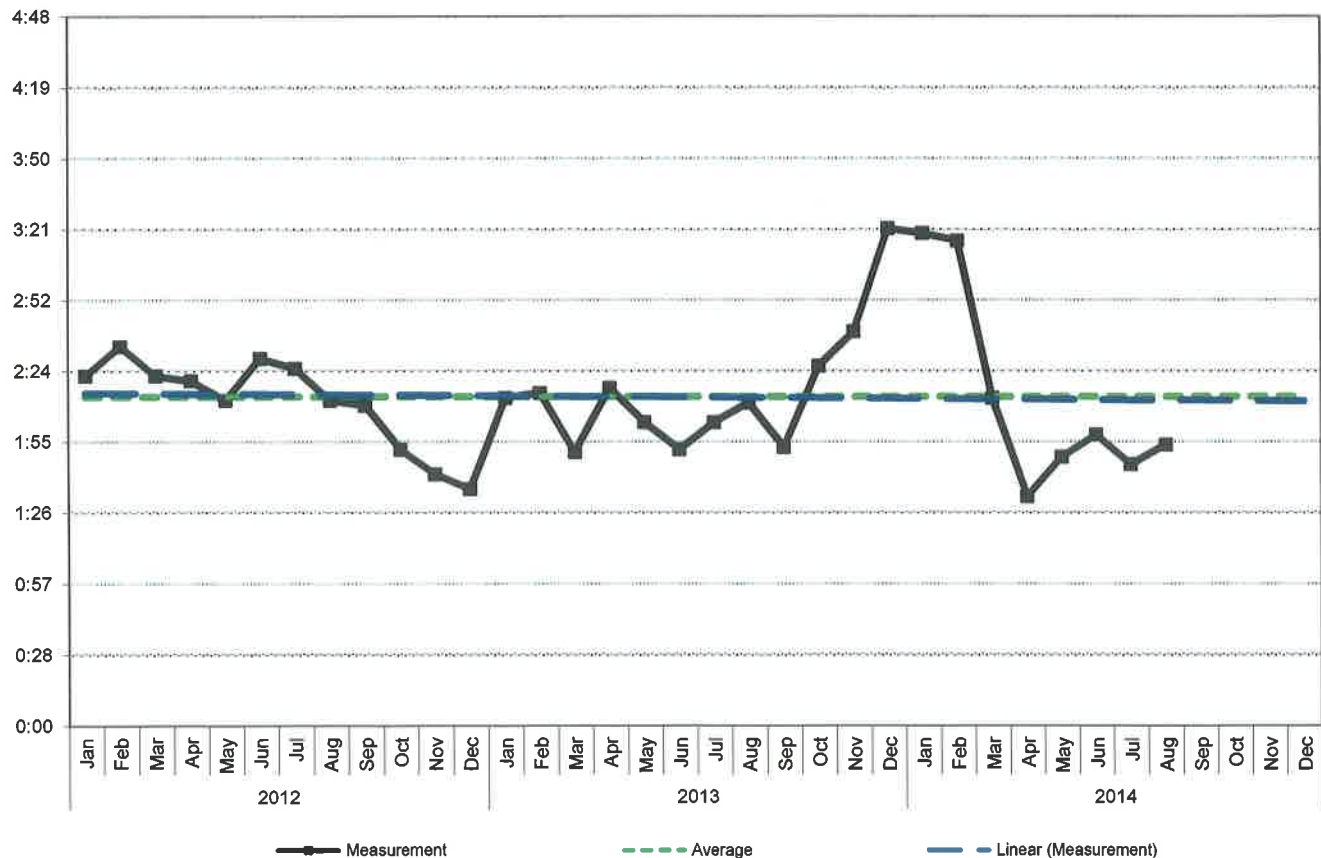
**Trend:** Favorable

### 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	1:54				

# 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**

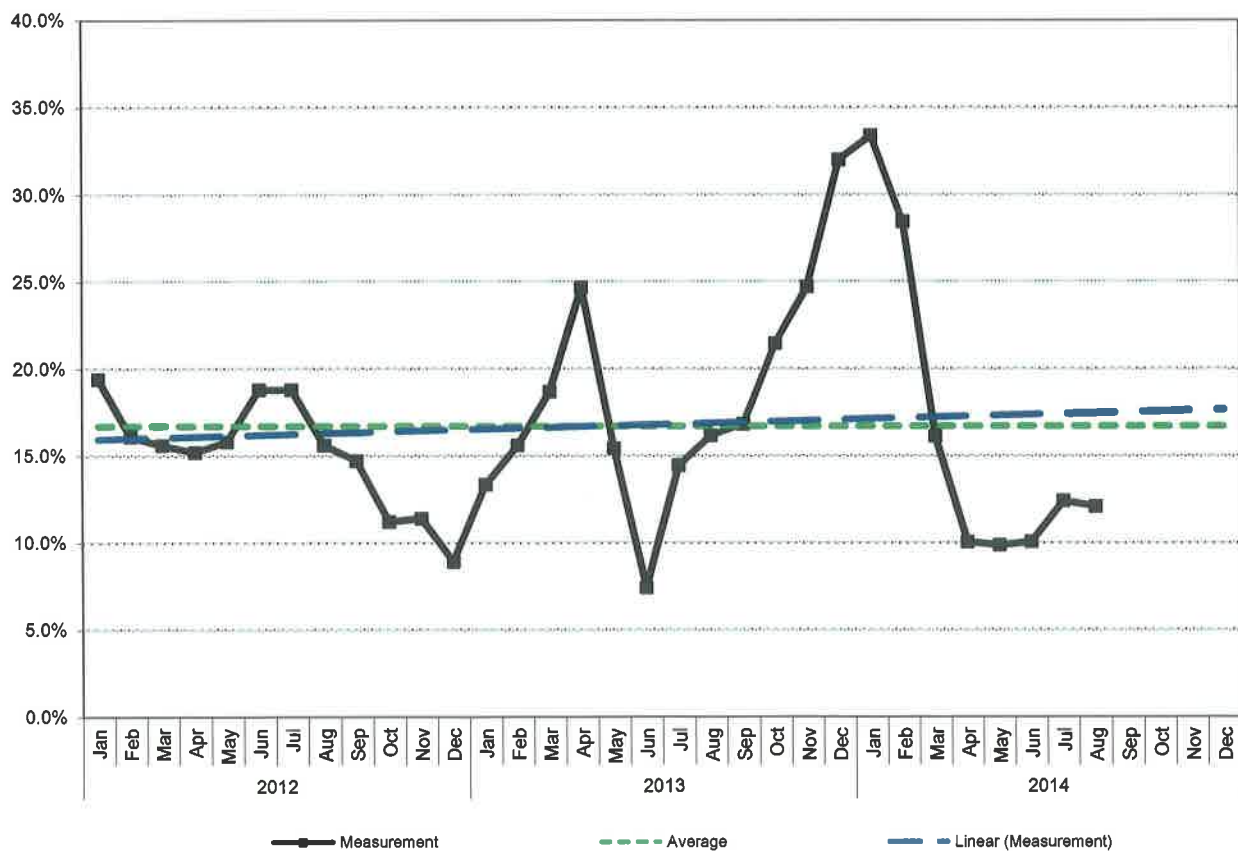
**Trend:** **Favorable** with  
past six months below  
thirty-two month  
average.

### 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%	12.1%				

# 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

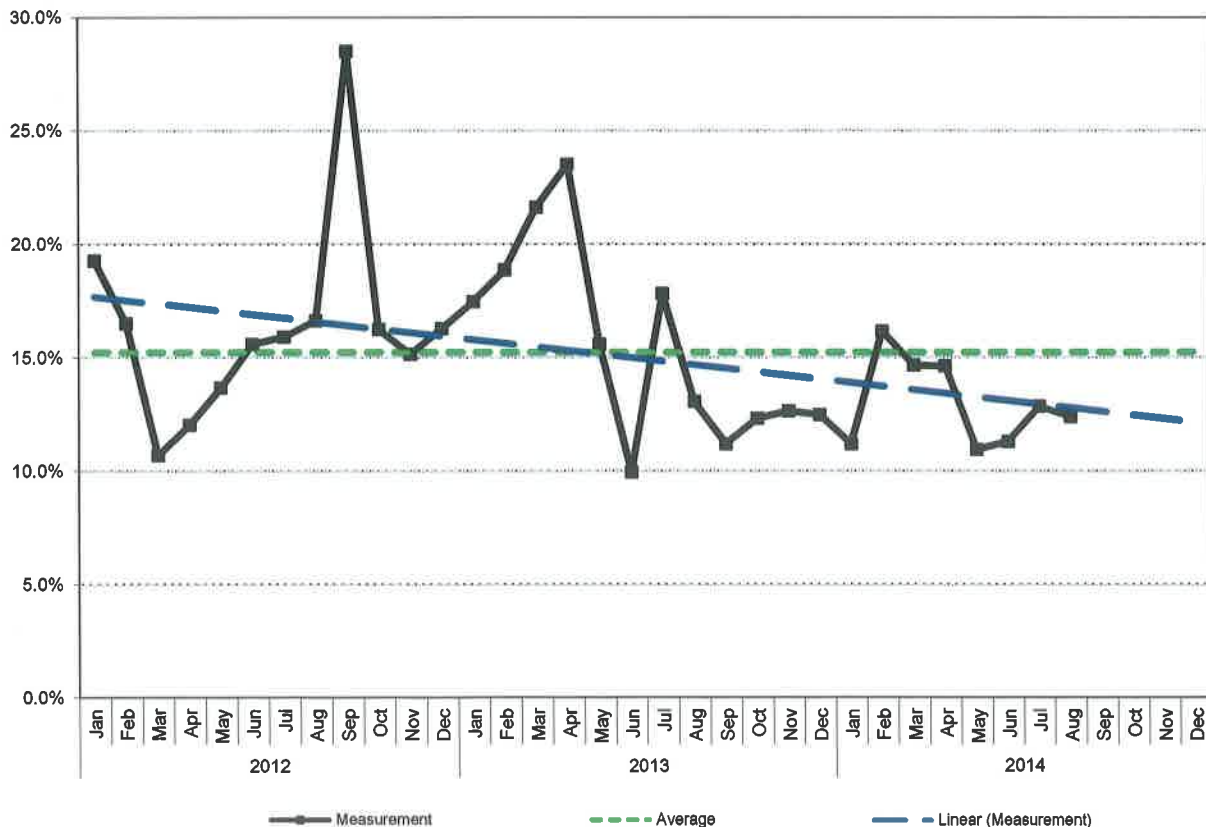
**Trend:** Favorable

### 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.

### 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%	12.4%				

# 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

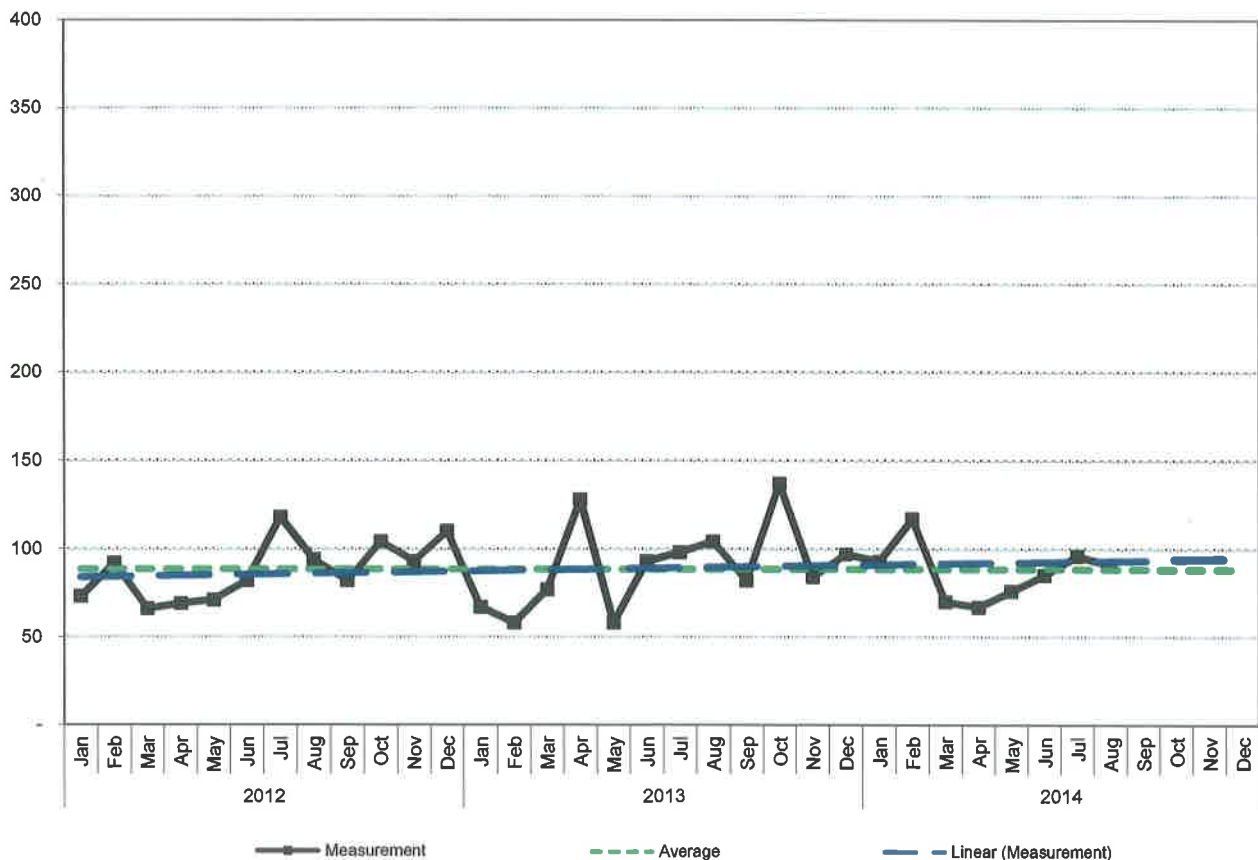
**Trend:** Level

### 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	91				

# 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

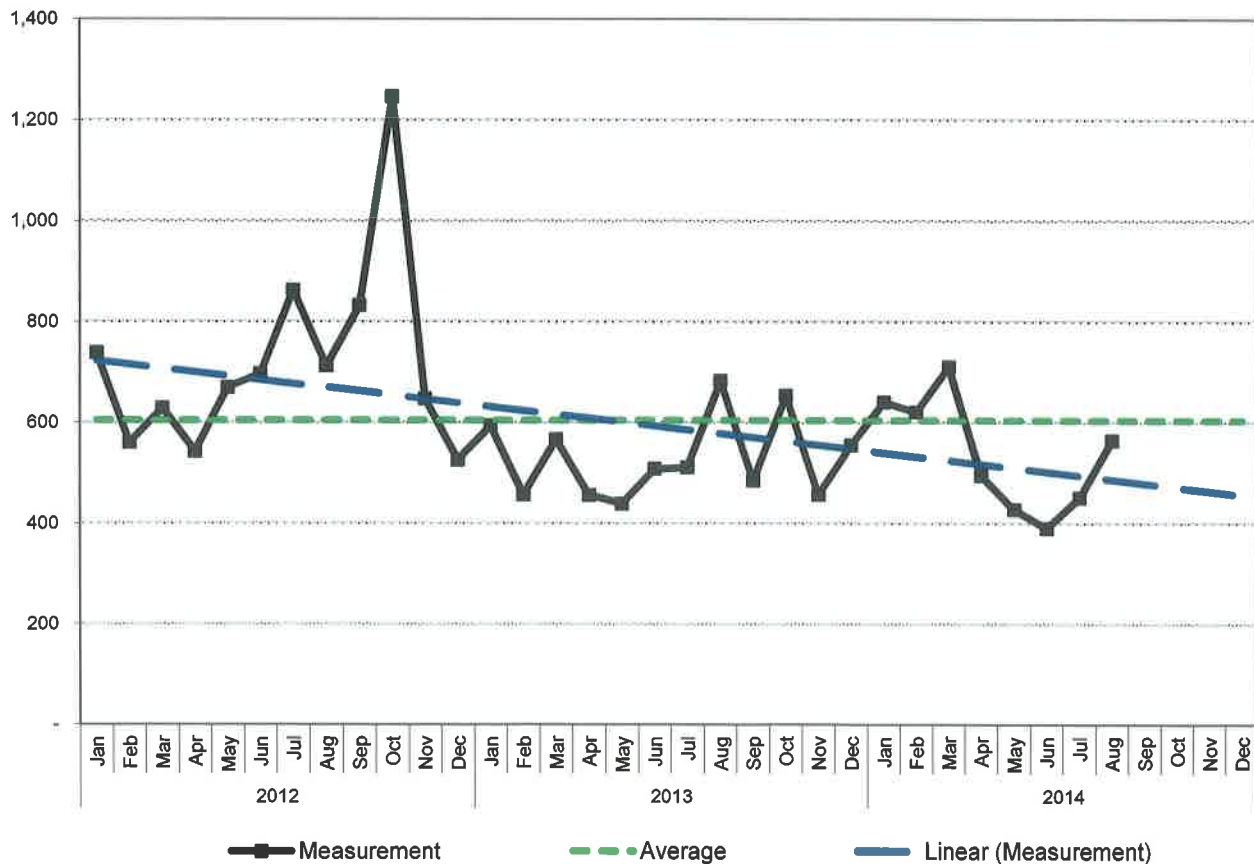
**Trend:** Favorable

### 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	565				

# 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

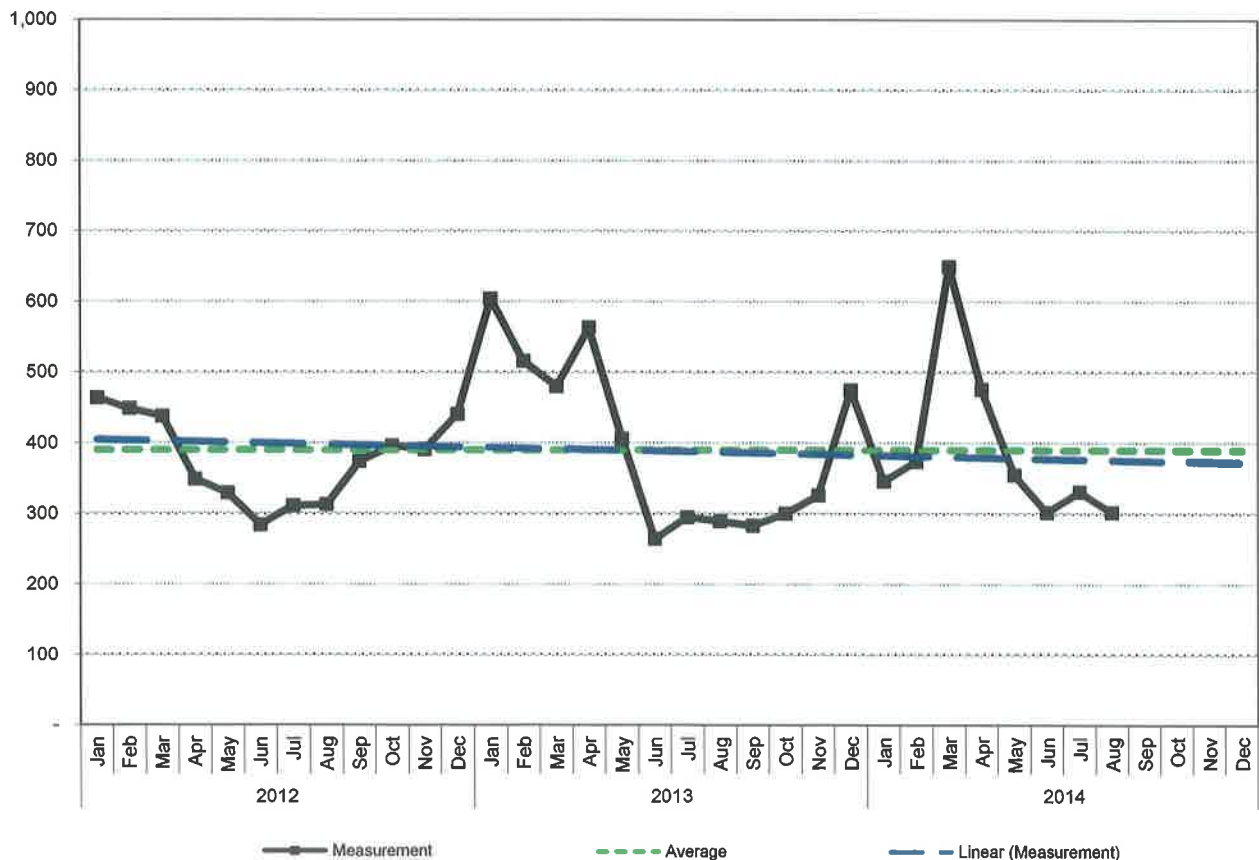
**Trend:** Favorable

### 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	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

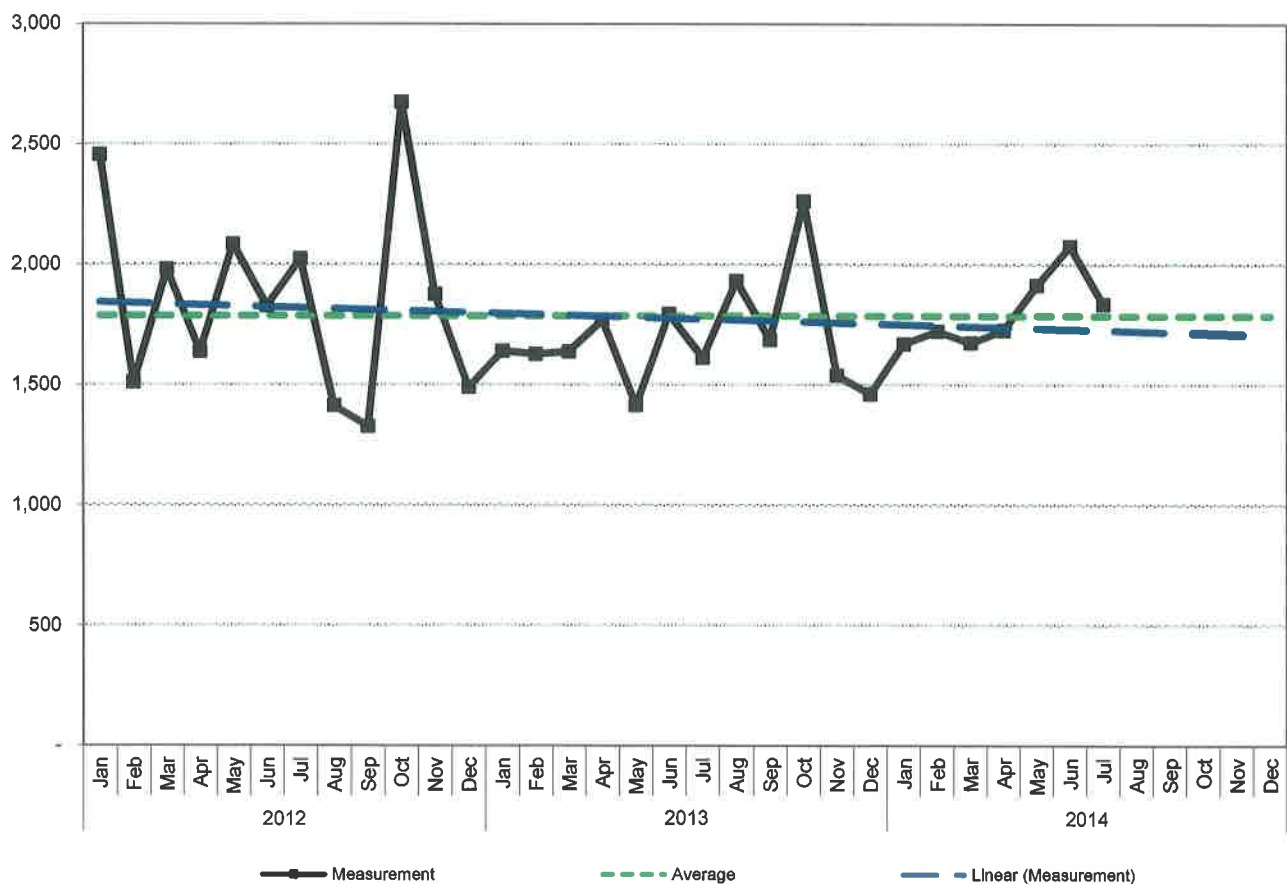
**Trend:** Favorable

### 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
<b>2012</b>	2,456	1,511	1,980	1,638	2,085	1,829	2,024	1,413	1,327	2,676	1,877	1,490
<b>2013</b>	1,641	1,628	1,638	1,770	1,415	1,795	1,613	1,932	1,687	2,265	1,540	1,461
<b>2014</b>	1,670	1,723	1,675	1,727	1,915	2,077	1,836	1,694				

# 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

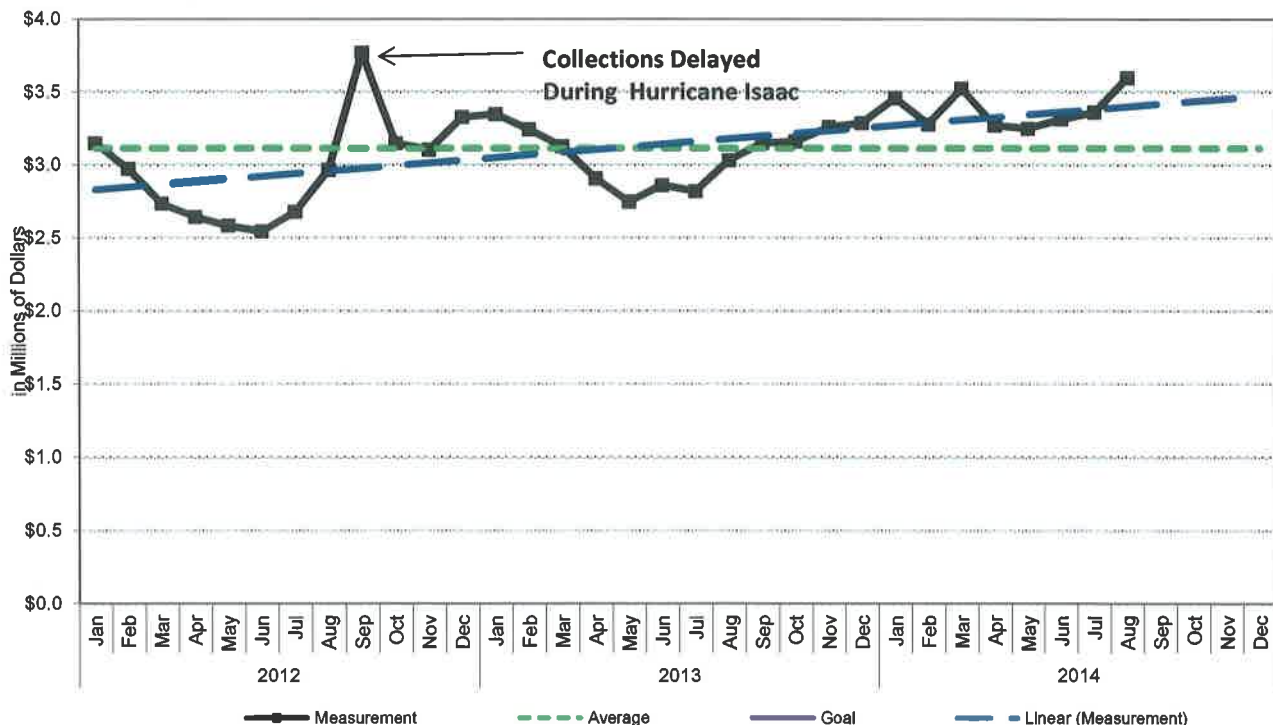
**Trend:** Level, when adjusted for rate increases.

### 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	\$3.598				



# 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

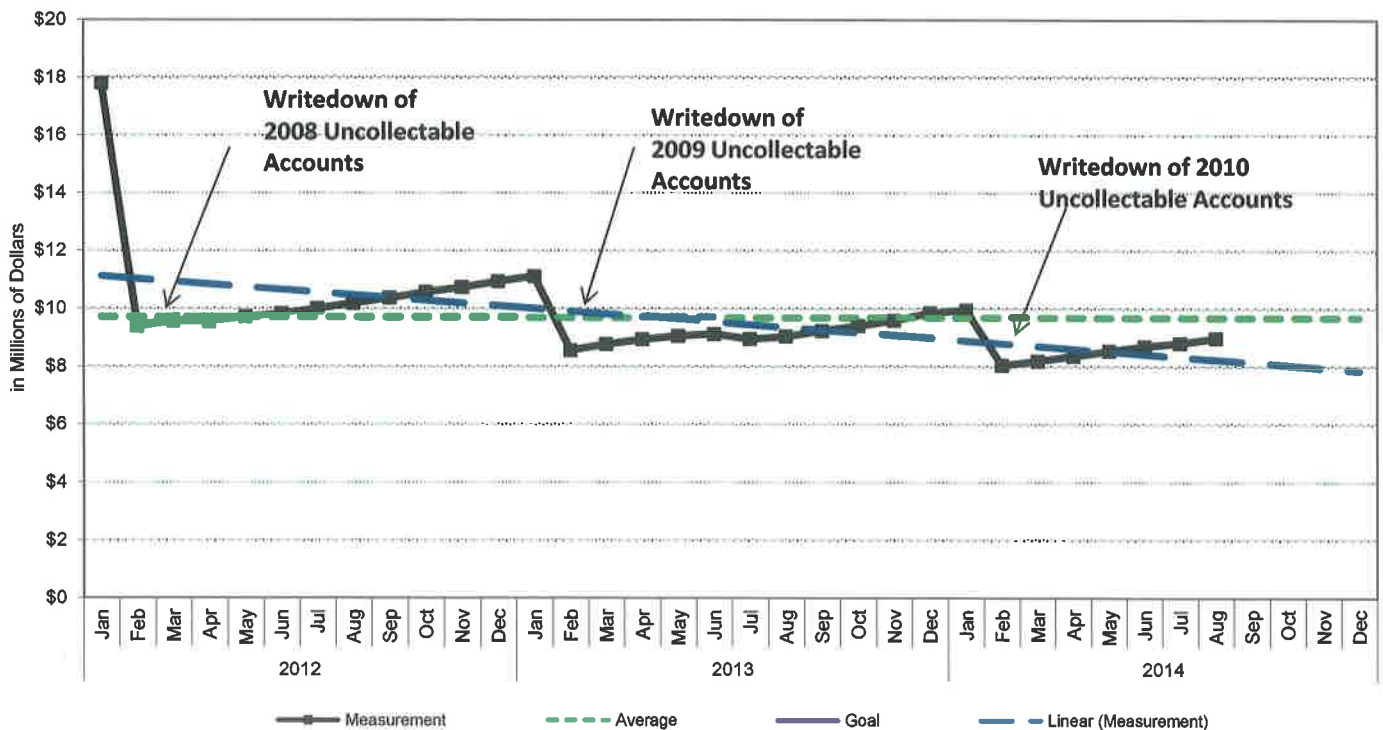
**Trend:** Favorable

### 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	\$ 8.977				

## COMMUNITY OUTREACH SUMMARY

### Green Infrastructure

- SWBNO Green Infrastructure Grants
  - The unveiling of the SWBNO GI Grants was held September 25, 2014 at Propeller. The program allowed the grantees, water quality professionals and SWBNO employees to network prior to the GI presentations from organizations receiving grants from the Board. Organizations making presentations included LA Urban Stormwater Coalition, Ripple Effect, Ground Work NO and Land Trust of LA, Hanging Garden.
- Conrad Park/WEFTEC Project
  - General Superintendent Office, Networks, Environmental Affairs, Support Services and Community Relations assisted in this three day project.
  - Coordinating for the project includes:
    - Educational event at Bethune School on September 25, 2014.

Employees of the General Superintendent Office, Community Relations and Environmental Affairs, City of New Orleans and WEFTEC coordinated and participated in the 90 minute program presented to the student body. The student body, approximately 175 students, played an active role by performing the water cycle song, skit about SWBNO and a poem written by a student. The stage was decorated by art work from students. Scott Finney, Environmental Affairs Storm Water Manager, announced a storm drain marker art contest. The design selected as the winner will be used on storm drain markers to educate the public about reporting illicit discharges to the Environmental Affairs Department. Charles Allen, City of New Orleans, Michael Quamme, Water Environment Federation and Madeline Goddard, Deputy Superintendent, made presentations during the program. Each student was given a bag filled with educational material and a rain gauge from SWBNO.

- Education event for Water Palooza for Lusher School on September 26, 2014.

Lusher Charter School – Lower School, Kindergarten to Fifth Grade. SWBNO participated in the event by having two interactive educational booths to educate 459 students participating in Water Palooza. The Environmental Affairs Department demonstrated an enviroscape model to discuss nonpoint source pollution and what students and their parents could do to reduce pollutants such as litter, oil, fertilizer, herbicides and pesticides from entering the storm drain through storm water runoff. The Environmental Affairs Department assisted Global Green with rain barrel painting and down spout disconnect demonstration.

- Parkway Partners Green Keepers held workshops in September:
  - September 9, 2014, Introduction to GI and Plants for GI
  - September 10, 2014, Vertical and Rooftop Gardens, Concrete and Permeability
  - September 13, 2014, GI at Urban Farms and Community Gardens
  - September 17, 2014, Bioswales and Rain Gardens
  - September 20, 2014, Small Scale and Large Scale Water Catchments

These workshops were funded by a SWBNO GI Grant. The workshops were offered to the public free of charge. Attendance was limited to forty attendees. The attendees were required to attend all five workshops. Environmental Affairs Department personnel attended all five workshops and interacted with attendees, answered questions during presentations and documented the workshops by taking photos. The workshops will be repeated in 2015.

### **Fats, Oil and Grease Outreach**

The Pretreatment Section of the Environmental Affairs Department performs community outreach for the FOG program.

- At the City of New Orleans Neighborhood meetings, Peter Brown, Environmental Affairs Department, distributed information to the public on the Fats, Oil and Grease Program.
- At the SWBNO main office and Algiers office, Peter Brown, Walter Berard and Sean Weber of the Environmental Affairs Department distributed FOG information to customers.
- On September 8, 2014, Ann Wilson and Peter Brown, Environmental Affairs Department, made a FOG presentation to LSU Ag Center employees assigned to Orleans Parish.



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

October 6, 2014

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

Dear Directors:

Subject: Water Help Program Status Update

Attached is the report of distributions on behalf of customers through the Water Help program through August 2014. We have provided assistance with water bill payments to 363 customers for \$63,711.81 in eight months this year as compared to 336 customers and \$51,686.47 for twelve months last year.

The assistance provided to customers through our new Plumbing Help program continues to lag behind expected levels, with only four customers assisted for repairs totaling \$850.55. It appears that unfamiliarity with the program, combined with a reluctance to use a plumber selected by Sewerage and Water Board, has caused low utilization, but we anticipate that the numbers will increase as we continue our community outreach in making customers aware of both programs.

Robert K. Miller  
Deputy Director



# Sewerage and Water Board of New Orleans

## Water Help Report 2012 - 2014

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Totals
No. of Recipients													
2012	24	23	37	19	38	23	22	28	29	47	33	14	337
	3,570.79	3,036.19	5,011.60	2,867.67	5,675.92	3,213.11	3,162.11	4,067.15	4,633.48	7,357.36	5,037.72	2,325.34	\$ 49,958.44
No. of Recipients													
2013	N/C	29	19	29	34	25	35	19	38	69	39 N/C		336
	4,434.48	2,838.52	4,418.96	4,815.75	3,588.36	5,471.14	3,091.42	5,955.91	10,816.97	6,254.96		\$	51,686.47
No. of Recipients													
2014	N/C	31	28	51	44	57	87	65					363
	4,532.24	4,952.13	8,590.05	8,049.05	10,433.90	15,521.09	11,633.35					\$	63,711.81

# **Sewerage & Water Board Contracts with SLD BE Participation January 2013 - September 2014**

<b>Category</b>	<b>Category Dollar Amount</b>	<b>SLDBE Dollar Value</b>
<b>Goods and Services Contracts</b>	<b>\$ 1,966,487</b>	<b>\$ 77,621</b>
<b>Construction Contracts</b>	<b>75,093,174</b>	<b>24,802,554</b>
<b>Professional Services Contracts</b>	<b><u>12,497,750</u></b>	<b><u>4,374,213</u></b>
<b>Grand Total</b>	<b>\$ 89,557,411</b>	<b>\$ 29,254,387</b>

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

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<b><u>Goods &amp; Services Contracts</u></b>			
<b>Arc Enterprises</b>			
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
<b>Assorted Products</b>			
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
<b>Blue Ribbon Resources, LLC</b>			
Furnishing River Sand, Mason Sand and Washed Gravel	Qualified Transportation, LLC	30.00%	\$ 67,538
<b>General Mills Supplies, Inc.</b>			
Furnishing Flashlights and Flashlight Batteries	Assorted Products	21.00%	\$ 8,867
<b>Herbert S. Hiller</b>			
Furnishing Fire Extinguishers Service	Assorted Products Paint Pro Depot	19.80% <u>6.93%</u> 26.73%	\$ 13,500
<b>KSM Janitorial &amp; Cleaning Service, LLC</b>			
Furnishing Janitorial Services for Central Yard and 2901 Eads St. Trailer	RASI Janitorial Services, LLC	31.00%	\$ 10,378
<b>Louisiana Vegetation Management, Inc.</b>			
Furnishing Chemical Control Foliage at Specified Sewerage & Water Board Locations within the City of New Orleans	Assorted Products Topp Knotch Personnel	19.80% <u>6.93%</u> 26.73%	\$ 13,500

# **Sewerage and Water Board Contracts with SLD BE Participation January 2013 - September 2014**

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Southeast Safety & Supply Furnishing Safety Supplies	Assorted Products	30.00%	\$ 42,751



# **Sewerage and Water Board Contracts with SLDBE Participation January 2013 - September 2014**

<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<b>Twin Commerical Tires, LLC</b> Furnishing and Delivering Complete Fleet Tire Service	Vern Keeler & Associates	20.00%	\$ 69,140
<b>Westbank Paper and Janitorial Supply</b> Furnishing Paper Products and Janitorial Sanitary Supplies	Assorted Products	30.00%	\$ 28,441
<b><u>Construction Contracts</u></b>			
<b>BLD Services, LLC</b> #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% <u>36.00%</u>	\$ 1,229,739 35,876 189,625 <u>1,455,240</u>
#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% <u>36.00%</u>	\$ 1,276,914 41,986 221,468 <u>1,540,368</u>
#3986 - Lower Ninth Ward Are Sewer Rehabilitation - Sewer Rehabilitation #5	Prince Dump Truck Service Advantage Manhole & Concrete Services, C&M Construction Group, Inc.	5.37% 12.49% 10.17% <u>28.03%</u>	\$ 358,658 834,682 679,950 <u>1,873,290</u>
<b>Boh Bros.</b> #2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New	Auguillard Construction MS & Sons Bricklaying, LLC Baker Ready Mix Prince Dump Truck Service	21.90% 4.35% 2.21% <u>7.55%</u>	\$ 1,467,000 291,375 147,750 <u>505,750</u>

**Sewerage and Water Board Contracts with SLDDBE Participation January 2013 - September 2014**

<u>Prime Contractor</u>	<u>SLDDBE Sub-Contractor</u>	<u>SLDDBE %</u>	<u>Dollar Amount</u>
Orleans		36.01%	\$ 2,411,875

# **Sewerage and Water Board Contracts with SLDBE Participation January 2013 - September 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>
<b>Fleming Construction Co., LLC</b> #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 <u>700,000</u> <u>1,700,000</u>
<b>Industrial &amp; Mechanical Contractors, Inc.</b> #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> <u>506,000</u>
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% 18.07% <u>39.58%</u>	\$ 263,446 <u>221,358</u> <u>484,804</u>
#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> <u>1,061,099</u>
<b>Lou-Con, Inc.</b> #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> <u>534,000</u>
#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> <u>531,000</u>

# **Sewerage and Water Board Contracts with SLDBE Participation January 2013 - September 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> <b>37.56%</b>	\$ 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> <b>20.54%</b>	\$ 50,000 672,000 500,000 250,000 <u>1,800,000</u> \$ 3,272,000
<b>TKTMJ, Inc.</b>			
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dold Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% <u>17.46%</u> <b>36.01%</b>	\$ 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> <b>36.05%</b>	\$ 100,000 30,000 <u>276,000</u> \$ 406,000
<b>Wallace C. Drennan, Inc.</b>			
# 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> <b>36.02%</b>	\$ 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> <b>36.02%</b>	\$ 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 - September 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 - September 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	11.50%	\$ 500,000
	C & M Construction	6.70%	290,000
	Choice Supply Solutions, LLC	2.31%	100,000
	Cooper Contracting	5.20%	225,000
	Prince Dump Truck Service	<u>10.40%</u>	<u>450,000</u>
		<b>36.11%</b>	<b>\$ 1,565,000</b>
<b><u>Professional Services Contracts</u></b>			
<b>CH2M Hill, Inc.</b> Retrofit Power Plant Hazard Mitigation Grant Project at the Carrollton Water Treatment Plant	ILSI Engineering	12.00%	\$ 1,499,730
	Trigon Associates, LLC	<u>23.00%</u>	<u>2,874,483</u>
		<b>35.00%</b>	<b>\$ 4,374,213</b>

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - September 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 - September 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	
			<b>Total</b>	<b>27%</b>	<b>13,500</b>	<b>10/16/13</b>
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
Furnishing Chemical Control Foliage at Specified Sewerage and Water Board Locations within the City of New Orleans			Assorted Products	13%	33,600	
			Topp Knotch Personnel	1%	2,000	
	259,990	Louisiana Vegetation Management	<b>Total</b>	<b>14%</b>	<b>35,600</b>	<b>9/17/14</b>
<b>Total Goods &amp; Services Contracts</b>	<b>1,966,487</b>				<b>77,621</b>	



Sewerage & Water Board Contracts with SLDBE Participation January 2013 - September 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.	Auguillard Construction	10.45%	310,000	2/20/13
			C & M Construction	6.23%	185,000	
			Cooper Contracting	11.79%	350,000	
			Prince Dump Truck Service	7.55%	224,000	
			<b>Total</b>	<b>36.02%</b>	<b>1,069,000</b>	
#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	2/20/13
			C & M Construction	4.71%	225,000	
			Cooper Contracting	4.31%	206,000	
			Prince Dump Truck Service	12.24%	585,000	
			<b>Total</b>	<b>36.02%</b>	<b>1,721,000</b>	
#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	2/20/13
			C & M Construction	12.68%	200,000	
			Cooper Contracting	7.48%	118,000	
			Prince Dump Truck Service	8.56%	135,000	
			<b>Total</b>	<b>36.14%</b>	<b>570,000</b>	
#2105 - Replacement of Water Lines Damaged by Hurricane Katrina within Various Roadways in Different Neighborhoods throughout the City of New Orleans	6,899,595	Boh Brothers Construction Co., LLC	Auguillard Construction	21.90%	1,467,000	5/15/13
			MS & Sons Bricklaying, LLC	4.35%	291,375	
			Baker Ready Mix	2.21%	147,750	
			Prince Dump Truck Service	7.55%	505,750	
			<b>Total</b>	<b>36.00%</b>	<b>2,411,875</b>	
#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	5/15/13
			Advantage Manhole & Concrete Services, Inc	0.89%	35,876	
			Prince Dump Truck Service	4.69%	189,625	
			<b>Total</b>	<b>36.00%</b>	<b>1,455,240</b>	
			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	5/15/13
			Prince Dump Truck Service	5.18%	221,468	
			<b>Total</b>	<b>36.00%</b>	<b>1,540,368</b>	
			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 - September 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	5/15/13
			Cooper Contracting	6.36%	300,000	
			Dieudonne Enterprises, Inc.	4.24%	200,000	
			Auguillard Construction	14.84%	700,000	
			<b>Total</b>	<b>36.04%</b>	<b>1,700,000</b>	
#3663 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Bullard Sewage Pumping Station			RLH Investments, LLC	36.49%	509,000	7/17/13
			Assorted Products	0.36%	5,000	
			EBE Fence Co.	1.43%	20,000	
			<b>Total</b>	<b>38.28%</b>	<b>534,000</b>	
#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	7/17/13
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.43%	20,000	
			<b>Total</b>	<b>38.02%</b>	<b>531,000</b>	
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodd Sewage Pumping Station	1,379,991	TKTMI, Inc.	Choice Supply Solutions	16.38%	226,000	8/21/13
			Dillon Bros. Concrete	2.17%	30,000	
			Gulf State Constructors	17.46%	241,000	
			<b>Total</b>	<b>36.01%</b>	<b>497,000</b>	
#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	8/21/13
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.41%	20,000	
			<b>Total</b>	<b>37.55%</b>	<b>532,000</b>	
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMI, Inc.	Choice Supply Solutions	8.88%	100,000	8/21/13
			Dillon Bros. Concrete	2.66%	30,000	
			Gulf State Constructors	24.51%	276,000	
			<b>Total</b>	<b>36.05%</b>	<b>406,000</b>	
#3688 - 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	8/21/13
			JL Construction	18.07%	221,358	
			<b>Total</b>	<b>39.58%</b>	<b>484,804</b>	
#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	11/20/13
			JL Construction	28.09%	389,943	
			<b>Total</b>	<b>37.92%</b>	<b>526,443</b>	

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - September 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	1/20/14
			C&M Construction Group, Inc.	6.89%	290,000	
			Choice Supply Solutions, LLC	2.31%	100,000	
			Cooper Contracting	5.19%	225,000	
			Prince Dump Truck Service	10.38%	450,000	
<b>Total</b>	<b>4,333,769</b>			<b>36.11%</b>	<b>1,565,000</b>	
#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	
			<b>Total</b>	<b>37.54%</b>	<b>1,786,435</b>	
#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	
			<b>Total</b>	<b>42.01%</b>	<b>506,000</b>	
#30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole to Manhole at Various Sites throughout Orleans Parish	2,068,008	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	
			<b>Total</b>	<b>36.40%</b>	<b>760,000</b>	
#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	
			Dieudonne Enterprises, Inc.	4.38%	127,080	
			<b>Total</b>	<b>36.55%</b>	<b>1,061,099</b>	
			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	
			<b>Total</b>	<b>20.54%</b>	<b>3,272,000</b>	

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - September 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDDBE %	Awarded SLDBE Dollar Value	Award Date
#3986 - Lower Ninth Ward Are Sewer Rehabilitation-Sewer Rehabilitation #5	6,663,179	BLD Services, LLC	Prince Dump Truck Service	5.37%	358,658	9/17/14
			Advantage Manhole & Concrete Services, Inc	12.49%	834,682	
			C&M Construction Group, Inc.	10.17%	679,950	
			Total	28.03%	1,873,290	
Total Construction Contracts	75,093,174				24,802,554	

Sewerage & Water Board Contracts withSLDBE Participation from January 2013 - September 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 & Water Board Contracts withSLDBE Participation from January 2013 - September 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	3/20/2013	
			Trigon Associates, LLC	23%	2,874,483		
			Total	35%	4,374,213		
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	OCTOBER 1, 2014	8:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	OCTOBER 1, 2014	10:30 AM	PENSION COMMITTEE
MONDAY	OCTOBER 6, 2014	8:00 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	8:00 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	8:00 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: RECOMMENDATIONS:

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