

**SEWERAGE & WATER BOARD OF NEW ORLEANS**  
**OPERATIONS COMMITTEE MEETING**  
**MONDAY, NOVEMBER 3, 2014**

**8:00 AM**

**COMMITTEE MEMBERS**

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

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**FINAL AGENDA**

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**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
6. Final Acceptance Contracts with DBE Participation

**PRESENTATION ITEMS**

7. Customer Service Results through September 2014
8. Delinquent Accounts Processes re: Water Help Program and Plumbing Assistance
9. Committee Responsibilities

**INFORMATION ITEMS**

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



**"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"**

# **Sewerage & Water Board OF NEW ORLEANS**

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

**625 ST. JOSEPH STREET**  
**NEW ORLEANS, LA 70185 • 504-529-2837 OR 52W-ATER**  
**www.swbno.org**

October 10, 2014

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

The Operations Committee of the Sewerage and Water Board of New Orleans met on Monday, October 6, 2014, at 8:05 A.M. in the 2nd Floor Board Room, 625 St. Joseph Street to address the following matters:

## **ATTENDANCE**

**PRESENT:** Mr. Marion Bracy, Chair  
Dr. Tamika Duplessis  
Mr. Scott Jacobs  
Mr. Mark Moody

**ABSENT:** Mrs. Kimberly Thomas

Also in attendance: Cedric Grant, Executive Director; Robert Miller, Deputy Director; Madeline Fong Goddard, Deputy Superintendent; Nolan Lambert, Legal Counsel; Brian Ferrara, Legal Counsel; Harold Marchand, Legal Counsel, Veronica Johnson, EDBP; Willie Mingo, Purchasing Department, Robert Jackson, Community and Intergovernmental Relation; Brenda Thornton, Communirep, Inc.; Kathleen LaFrance, Executive Director's Office, Anita Simmons, Executive Director's Office and Susan Higgenbottom, Executive Director's Office

## **ACTION ITEMS**

### **1) APPROVAL OF PREVIOUS REPORT**

The report of the Operations Committee Meeting held on Monday, October 6, 2014 was received and approved by a motion of Mr. Moody and seconded by Mr. Jacobs.

### **2) BID RECOMMENDATIONS**

There were no bid recommendations with DBE participation.

## Operations Committee Report

October 6, 2014

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### 3) CONSTRUCTION REVIEW COMMITTEE RECOMMENDATIONS

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

#### Open Market Contracts

##### 7% DBE Participation, no renewal options

1. Contract #1345      Replacement of Filter Backwash Equipment at the Main Water Purification Plant  
Estimated Cost:      \$1,800,000.00  
Areas of Participation: Demolition, Electrical Installation  
Source of funding is Water System Fund

##### 28% DBE Participation, no renewal options

2. Contract #1379      Painting and Inspection of (4) Four-million Gallon Water Storage Tanks at the MWPP  
Estimated Cost:      \$400,000.00  
Areas of Participation: Pressure Washing, and Repairs to Concrete and Rebar  
Source of funding is Water System Fund

##### 30% DBE Participation, no renewal options

3. Contract #6245      Installation of Outdoor Switchgear Near Central Control at the Carrollton Water Plant  
Estimated Cost:      \$200,000.00  
Areas of Participation: Concrete work for slab buildup, installation of duct bank, misc. equipment and materials  
Source of funding is Drainage, Sewer, and Water System Funds

##### 36% DBE Participation, no renewal options

4. Contract #8138      Re-Paving Open Cuts in Streets, Driveways, Sidewalks Resulting from the Repair to the Sewerage and Water Board of New Orleans Underground Utilities  
Estimated Cost:      \$1,999,185.00  
Areas of Participation: Removal, disposal and restoration  
Source of funding is Sewer and Water System Funds

##### 36% DBE Participation, no renewal options

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

## Operations Committee Report

October 6, 2014

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36% DBE Participation, no renewal options

6. Contract #30014      Cleaning and CCTV Inspection of Sanitary Sewer Mains at Scattered Sites within Orleans Parish  
Estimated Cost:      \$1,000,000.00  
Areas of Participation:      CCTV Inspection  
Source of funding is Sewer System Fund

The Construction Review Committee's recommendations were approved on a motion by Mr. Jacobs and seconded by Mr. Moody. The motion carried.

### 4) STAFF CONTRACT REVIEW COMMITTEE RECOMMENDATIONS

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

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*Members of the Board: ALAN ARNOLD • ROBIN BARNES • MARION BRACY • TAMIKA DUPLESSIS • SCOTT JACOBS • KERRI KANE  
MITCHELL J. LANDRIEU • WM. RAYMOND MANNING • MARK MOODY • JOSEPH PEYCHAUD • KIMBERLY THOMAS  
"An Equal Opportunity Employer"*

## **Operations Committee Report**

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The Staff Contract Review Committee's recommendations were approved by a motion by Mr. Moody and seconded by Mr. Jacobs. The motion carried.

### **5) RENEWAL CONSTRUCTION CONTRACTS WITH DBE PARTICIPATION**

There were no renewal construction contracts with DBE participation.

### **6) FINAL ACCEPTANCE ON CONTRACTS WITH DBE PARTICIPATION**

There were no final acceptances on contracts with DBE participation.

## **PRESENTATION ITEMS**

### **Customer Service Results through August 2014**

Mr. Robert Miller, Deputy Director reviewed the customer service results, including key activity updates, and provided a status update on implementation of the Customer Service Improvement plans. Mr. Miller confirmed the status of the Customer Account Management Systems Implementation Plan, the Customer Services Process Improvement Plan and the revised Customer Service Survey.

The Committee received the report.

### **Water Help and Plumber Help Program Status Reports**

Mr. Robert Miller, Deputy Director, shared the program assessment results, including current use and internal plans to increase awareness to targeted populations.

The Committee received the report.

### **DBE Leadership Summit**

Mr. Cedric Grant, Executive Director, reported preliminary results of the recent DBE Leadership Summit hosted by the Sewerage & Water Board of New Orleans on September 22nd. Strategic plans on aligning administrative services to State and Local DBE Certified firms will be presented to the Board in the future.

The Committee received the report.

## **INFORMATION ITEMS**

The following information items were available for review by committee:

- 1) DBE Participation Report  
Reviewed by committee
- 2) 2014 Committee/Board Meeting Schedule  
No changes request
- 9) Response to Questions  
None
- 10) Any Other Matters  
None

## **Operations Committee Report**

October 6, 2014

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### **ADJOURNMENT**

There being no further business to come before the Committee, a motion was made by Mr. Jacobs, seconded by Mr. Moody, the meeting adjourned at 8:48am.

Very truly yours,

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Mr. Marion Bracy, Chair

**Contract #8129: Katrina Related Repairs to Garage #2 at Central Yard**

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

Hamp's Construction, LLC	\$765,600.00
Industrial & Mechanical Contractors, Inc.	\$884,850.00
Strategic Planning Associates, LLC	\$1,094,541.00

The estimated budget is \$1,020,445.00.

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

The lowest apparent bidder, Hamp's Construction, LLC, initially submitted a SLDBE Participation Summary Sheet with their bid that included Boines Construction (certified SLDBE), but failed to identify requisite negotiated terms such as scope of work, dollar amount of compensation, and percentage. Hamp's Construction also failed to submit requisite correspondence from SLDBE participant(s) confirming negotiated terms. A revised SLDBE Participation was submitted on October 8, 2014, but cannot be accepted per instructions given by SLDBE staff at mandatory pre-bid meeting to all potential bidders.

**Knot Just Flooring** (eligible certified SLDBE) flooring  
\$51,316.00 – 6.7%

**Paint Pro Depot** (eligible certified SLDBE) Paint, Plaster, Coating  
\$67,400.00 – 8.8%

**Boines Construction Co.** (eligible certified SLDBE) Roofing, doors  
\$209,000.00 – 27.3%

Participation Totals: **\$327,716.00 – 42.8%**

The apparent second lowest bidder, Industrial & Mechanical Contractors, Inc., submitted ETI Diversified Inc., (eligible certified SLDBE) to perform demolition, door work (metal, wooden, & overhead), window replacement, wall finishing, and air compressor replacement. Participation Totals: **\$328,050.00 – 37.1%**

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 recommends that the participation submitted by Hamp's Construction, LLC; and Industrial & Mechanical Contractors, Inc., be rejected.



## **Construction Review Committee Recommendations**

The Construction Review Committee met, October 8, 2014 and made the following recommendations.

### **Open Market Contracts**

- |                         |   |
|-------------------------|---|
| 1. Contract #3796       | <b>Replacing 2"- 16" VTSG Non-clog Sewerage Pumps at BLVD 'X' Pumping Station</b>   |
| Estimated Cost:         | \$500,000.00  |
| Suggested Goal:         | 0%  |
| Justification:          | Due to scope and size of the project the purchase and installation of equipment is to be performed by single source<br>Source of funding is Sewer Bond Fund   |
|                         |   |
| 2. Contract #5234       | <b>Rebuild the Constance Duty Pumps at DPS #6</b>   |
| Estimated Cost:         | \$200,000.00  |
| Suggested Goal:         | 0%  |
| Justification:          | Due to scope and size of the project the purchase and installation of equipment is to be performed by single source<br>Source of funding is Sewer Bond Fund   |
|                         |   |
| 3. Contract #8141       | <b>Upgrading the A/C chill water unit from 60 tons to 80 tons at the Main Water Purification Plant</b>  |
| Estimated Cost:         | \$500,000.00  |
| Suggested Goal:         | 15%   |
| Areas of Participation: | Inspection and testing<br>Source of funding is Water, Drainage, Sewer Bond Funds  |
|                         |   |
| 4. Contract #30007      | <b>Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole-to-Manhole, CIPP Lining from Manhole-to-Manhole, CIPP Lining of Service Laterals, Sewer Point Repair and Associated Restoration</b> |
| Estimated Cost:         | \$4,930,365.00  |
| Suggested Goal:         | 36%   |
| Areas of Participation: | Replacement, repair and restoration<br>Source of funding is Sewer Bond Fund   |

## Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on October 21, 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 Janitorial Services for The Carrollton Water Treatment Plant**

Budget Amount: \$120,000.00  
Areas of Participation: Janitorial supplies, services and labor

Funding Source: S&WB  
Operating and Maintenance Budget.

**2. Furnishing Limestone**

Budget Amount: \$400,000.00  
Areas of Participation: Supply and delivery of product

Funding Source: S&WB  
Operating and Maintenance Budget.

#### **Open Market, 0% SLDBE Participation, one (1) year with three (3) one year renewal options.**

**3. RFQ for Forensic Geotechnical Engineering Services**

Budget Amount: \$1,129,163.00  
Percentage Goal Justification: Does not lend itself to SLDBE participation because the interaction of multiple expert witnesses in courtroom litigation might negatively impact testimony.

Funding Source:  
Operating and Maintenance Budget

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

**4. Sale of Junked Automobiles, Pick-up Trucks, Medium Duty Trucks, Trailers, Tractors and Other Equipment**

Budget Amount: Income for S&WB  
Percentage Goal Justification: Does not lend itself to SLDBE participation because the revenue from the sales will result in income for Sewerage & Water Board.

Funding Towards:  
Operating and Maintenance Budget

## **Renewal Contract**

### **First and Final Renewal, 0% SLDBE Participation.**

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

Budget Amount: \$248,364.50  
Prime Contractor: Cimsco, Inc.  
Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source:  
Operating and Maintenance Budget

**6. Furnishing Full Circle Stainless Steel Repair and Tap Clamps; Bronze Service Saddles & Transitional Couplings for Cast Iron, Ductile Iron & Transite Pipe**

Budget Amount: \$23,110.00  
Prime Contractor: HD Supply Waterworks  
Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source:  
Operating and Maintenance Budget

**7. Furnishing Full Circle Stainless Steel Repair and Tap Clamps; Bronze Service Saddles & Transitional Couplings for Cast Iron, Ductile Iron & Transite Pipe**

Budget Amount: \$329,278.10  
Prime Contractor: Louisiana Utilities Supply Company  
Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source:  
Operating and Maintenance Budget

**Renewal Contract with DBE Participation**

**Contract #3696 – Cleaning & CCTV Inspection of Sanitary Sewer Mains at Scattered Sites within Orleans Parish**

The prime contractor is Blue Flash Sewer Services, Inc.

The DBE Participation Goal is 36%. The DBE participation achieved from May 31, 2012 to March 31, 2013 was 31%

During the course of the project, the lone SLDBE subcontractor that was qualified to participate on the subject project failed to acquire the equipment to perform the agreed scope of work. At that point the DBE participation achieved was 0%

Since that time, a qualified and equipped SLDBE has become certified and has contracted with the prime contractor to meet the 36% participation goal.

Therefore, the Economically Disadvantaged Business Program recommends that subject contract be renewed.

**Final Acceptance Contracts with DBE Participation**

**Contract #3698 – Restoration of Existing Gravity Sewer mains by Excavation and Replacement from Manhole-to-Manhole at Various Sites throughout the City of New Orleans**

The Prime Contractor is Wallace C. Drennan, Inc.

The DBE participation goal is 36%. The DBE participation achieved is 41.67%.

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



# SEWERAGE AND WATER BOARD OF NEW ORLEANS

November 3, 2014

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

Dear Directors:

Subject: Customer Service Results through September 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.

**CIS Project Timeline.** During previous meeting of the Operations Committee, board members expressed concern about the planned implementation timeline for replacing the Customer Account Management system. Staff approached the Project Team about the possibility of reducing the 18 month timeline for project implementation. It is the opinion of both our Project Leads that it is too early in the process to commit to shortening the timeline. We have not yet reached any major critical milestones and it would be premature to make any changes to the schedule at this point. Once the Steering Committee meets later in November, we will have a better idea if it will be feasible to modify the schedule.

**Increase in High Bill Complaints & Bill Adjustments.** During the past several months, the percentage of bill complaints and bill adjustments has increased. The most frequent reasons for bill adjustments are inaccurate readings and repairs to service lines. These needs for adjustments will be reduced with the planned investment in automated meter reading technology. Staff intends to move forward with the implementation of AMI (Advanced Metering Infrastructure) once the CIS project is complete. The AMI system will provide frequent collection and transmittal of meter readings and water consumption information. This meter data will be available through a web portal and will enable us to detect leaks and eliminate inaccurate readings well before a bill is generated. Our customers will have online access to their meter information as well.

## **Customer Service Improvement Plan Implementation Status.**

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 CIS Project Team meets 4 days a week and is working through the discovery phase of the project. In this phase, current business processes are reviewed with team input and agreement on how each process will transition into the new system. The project Steering Committee will meet later this month for a status update.
<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.



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

<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>	<p>Completed. During the month of September 2014, meter reading staff maintained a high percentage of actual readings, with a reading on 99.0% of all meters.</p>
<b>B. Improve accuracy of readings</b> <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>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>
<b>C. Ensure meter reading and billing edits are worked diligently.</b>	
<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>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>
<b>D. Retrain billing clerks on proper review of meter reading and billing edits.</b>	
<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>In progress. Each supervisor is evaluating staff's performance and providing individual training as needed.</p>
<b>E. Re-staff Analyst Level Positions</b>	
<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>Completed. The new team member began working on July 1, 2013.</p>



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

<b>III. Improve the customer service experience when questioning a bill and resolve more 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>	<p>In progress. All Revenue &amp; Customer Service staff members are currently participating in the Business Training Skills series. The classes are being conducted by Debra Gould &amp; Associates and Cathy Harris Consulting and Training.</p>
<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>	<p>In progress. During the month of September the percentage of abandoned calls decreased from 12.1 % to 11.7%. The average call wait time remained the same at 1 minute and 54 seconds. The updated call recording system has been installed and training is scheduled for the staff.</p>
<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>	<p>In progress. The Administrative Hearing Procedure Policy has been approved and will be implemented within the next 60 to 90 days. Staff will propose the creation of a separate Hearing Unit, with adequate staffing and office space within the Saint Joseph Street facility.</p>
<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 representatives have reliable information about when repairs will occur or have been completed.</i>	<p>In progress. We have proposed to create a Work Order Tracking Unit within Customer Service for the 2015 O&amp;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 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</p>





## SEWERAGE AND WATER BOARD OF NEW ORLEANS

	dates. We have proposed a staff three CSR's and a supervisor in the 2015 Operating Budget.
<b>E. Establish feedback processes for customer.</b>	
<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 Hawthorne Agency and Dr. Silas Lee and Associates have begun the comprehensive customer satisfaction study. Residential and Commercial customers will be contacted via phone. The survey instrument 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 during the first quarter of 2015.
<b>IV. Evaluate possible changes to the leak adjustment policy.</b>	
<b>A. Examine statutory and policy limitations.</b>	
<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>	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.

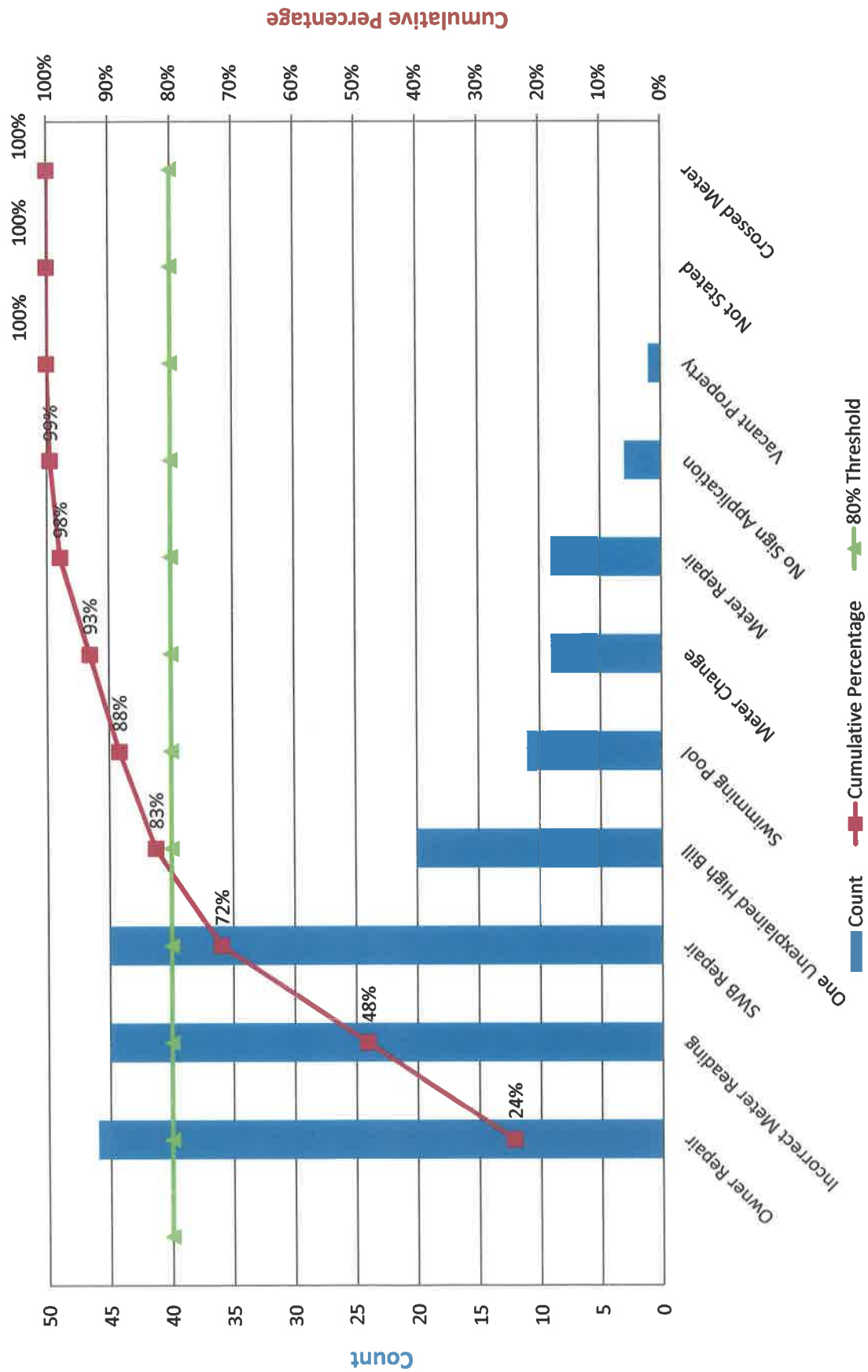
Staff will provide ongoing status updates on the implementation of the Customer Service Improvement Plan at upcoming Operations Committee meetings.

Robert K. Miller  
Deputy Director

# Sewerage and Water Board of New Orleans

## Types of Adjustments

### September 2014



**Sewerage and Water Board of New Orleans  
Customer Service Report  
Indicators of Metric Results  
September 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	Red	Red
	Adjusted Bills	Green	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	Green	Green	Green
	Water System Leaks	Green	Green	Green
	Sewer System Leaks	Green	Green	Green
<b>Collections Effectiveness</b>				
	Accounts Off for Non-Payment	Green	Green	Green
	Receivables 30 to 120 Days Old	Green	Green	Yellow
	Receivables 120 Days and Older	Green	Green	Green

Green = Favorable Variance  
Yellow = Minimal Variance / No Action Recommended  
Red = Unfavorable Variance / Action Recommended

# Sewerage and Water Board of New Orleans

## Meters Read as a Percentage of Total Meters

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Read 98% or  
more of meters each  
month

**Currently Meeting  
Goal:** Yes

**Process Operating  
Within Control Limits:**  
Yes

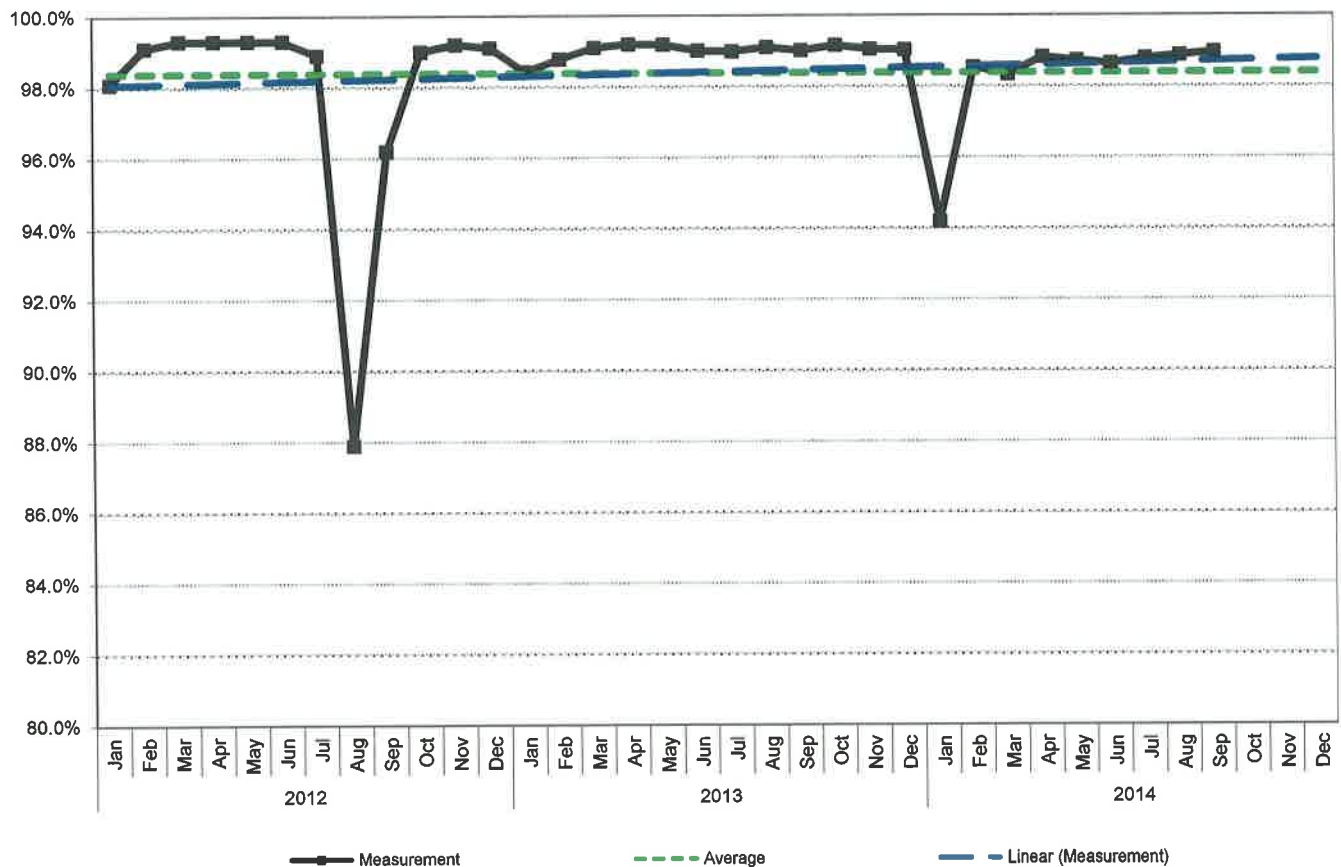
**Trend:** Favorable

### Analysis

The purpose of the customer billing and collection processes is to collect revenues from customer accounts that are billed according to the service rules and are based upon accurate metered consumption. Obtaining an accurate reading is the first step in that process. Staff has maintained a reading rate near or above the goal since 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	Rate 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%	99.0%			

# 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

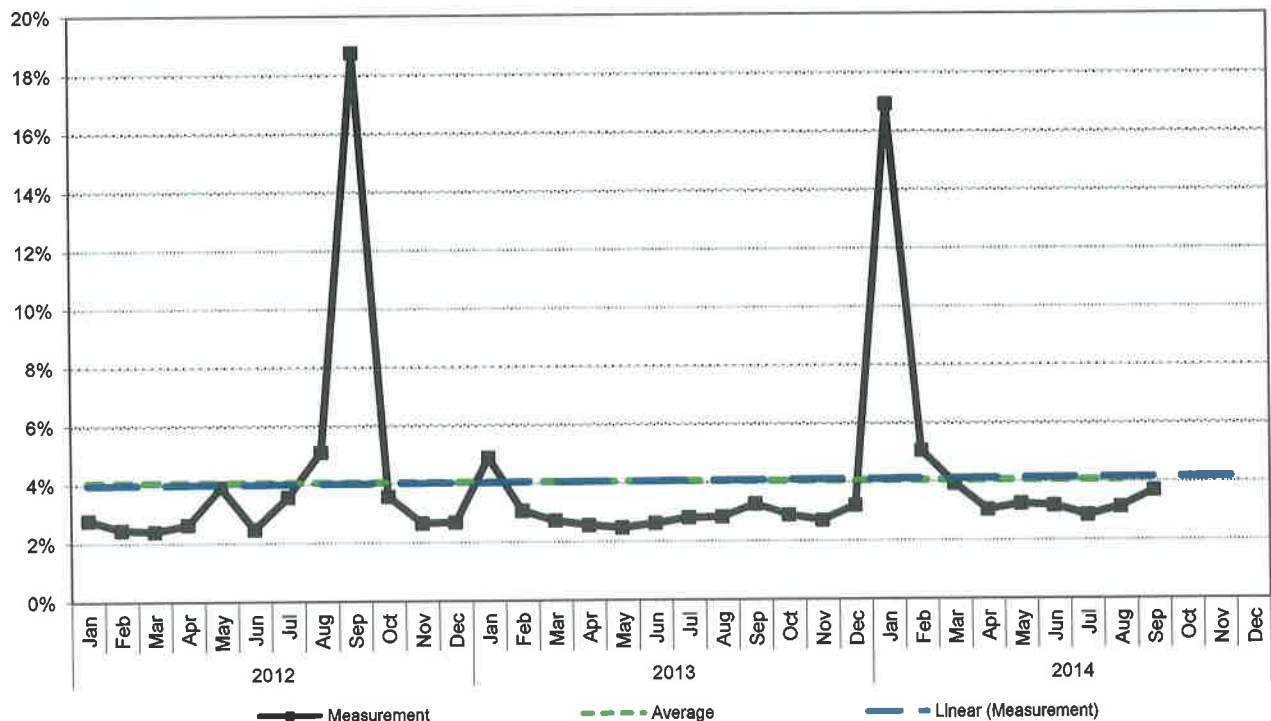
**Trend:** Level

### 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%	2.6%	2.8%	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%	3.7%			

# Sewerage and Water Board of New Orleans

## Investigations from High Bill Complaints as a Percentage of Total Bills

**Constituency:**  
Customer Ratepayers

**Objective:** Provide  
Accurate Bills

**Goal:** Reduce  
percentage over time

**Currently Meeting**  
**Goal:** No

**Process Operating**  
**Within Control Limits:**  
No

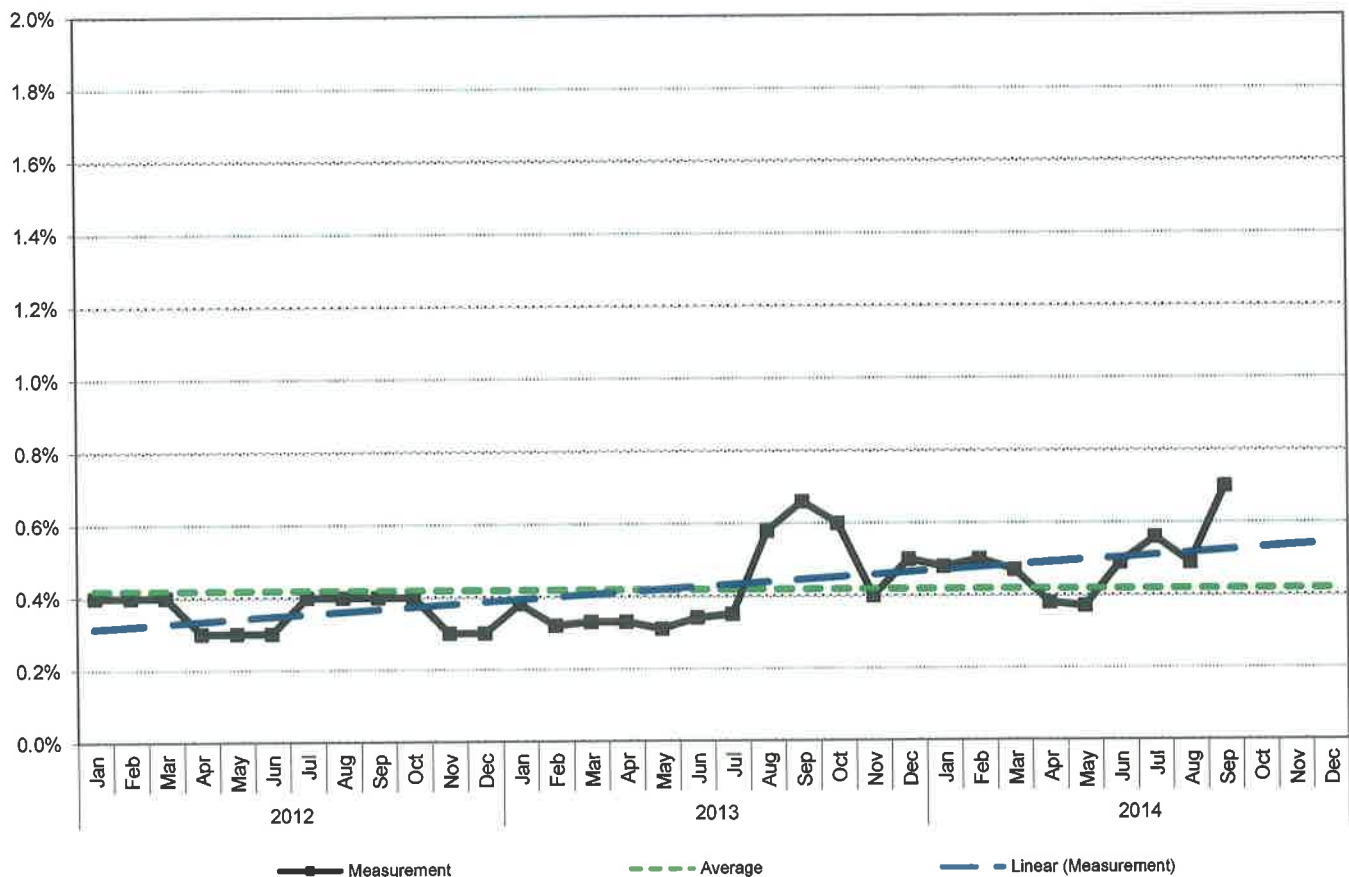
**Trend:** Unfavorable

### Analysis

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

### Plans for Improvement

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



**Data Table**

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



# 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

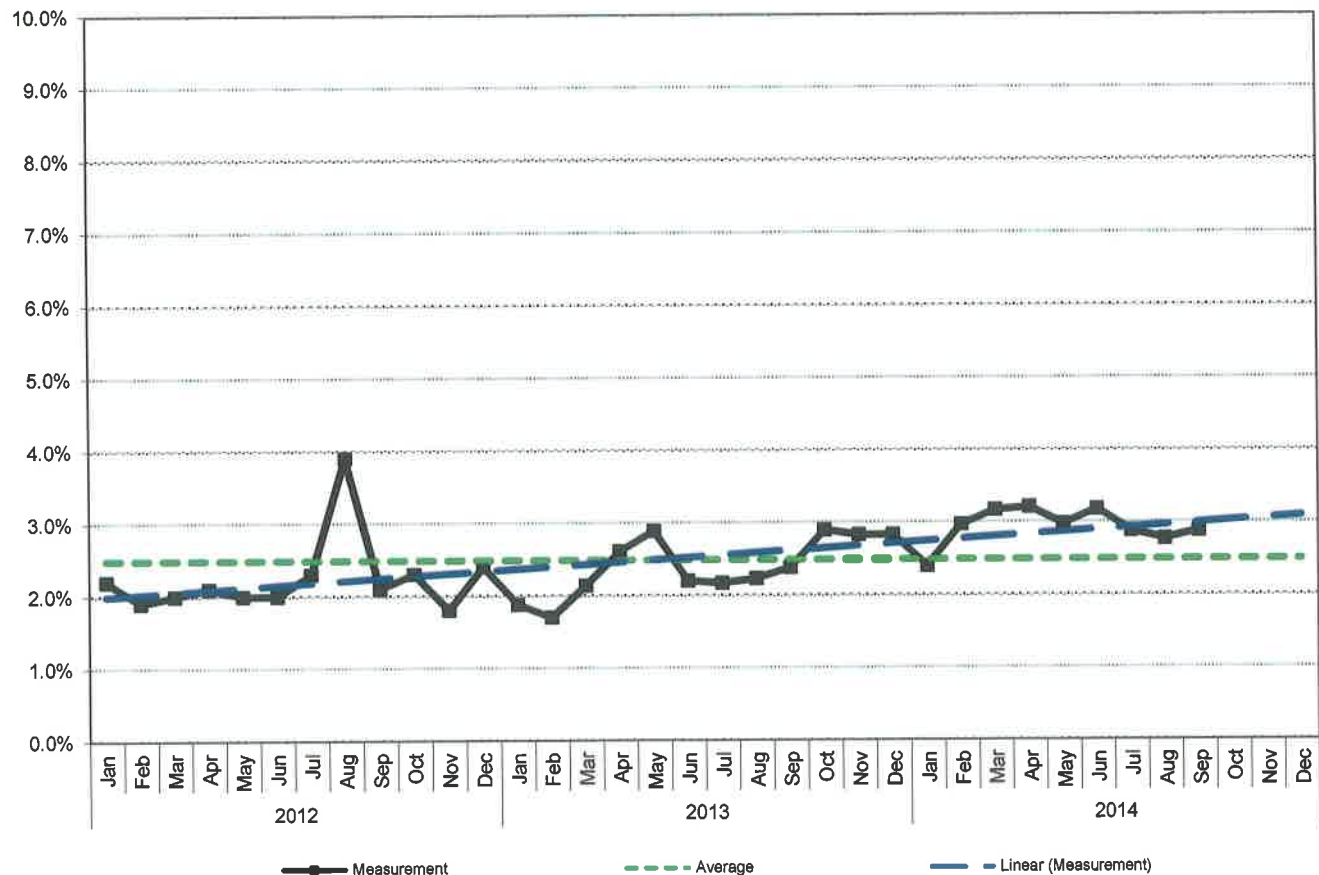
**Trend:** Unfavorable

### 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%	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

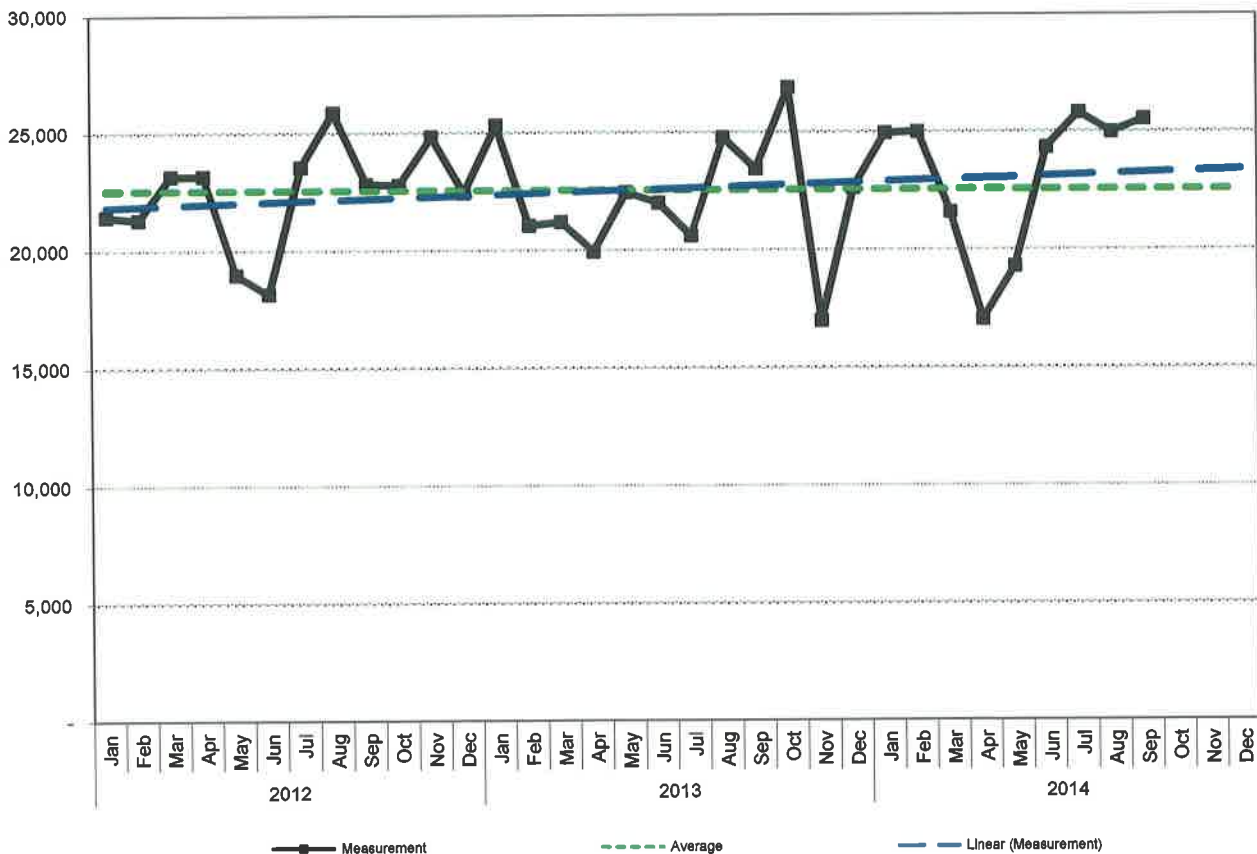
**Trend:** Close

### Analysis

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

### Plans for Improvement

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



**Data Table**

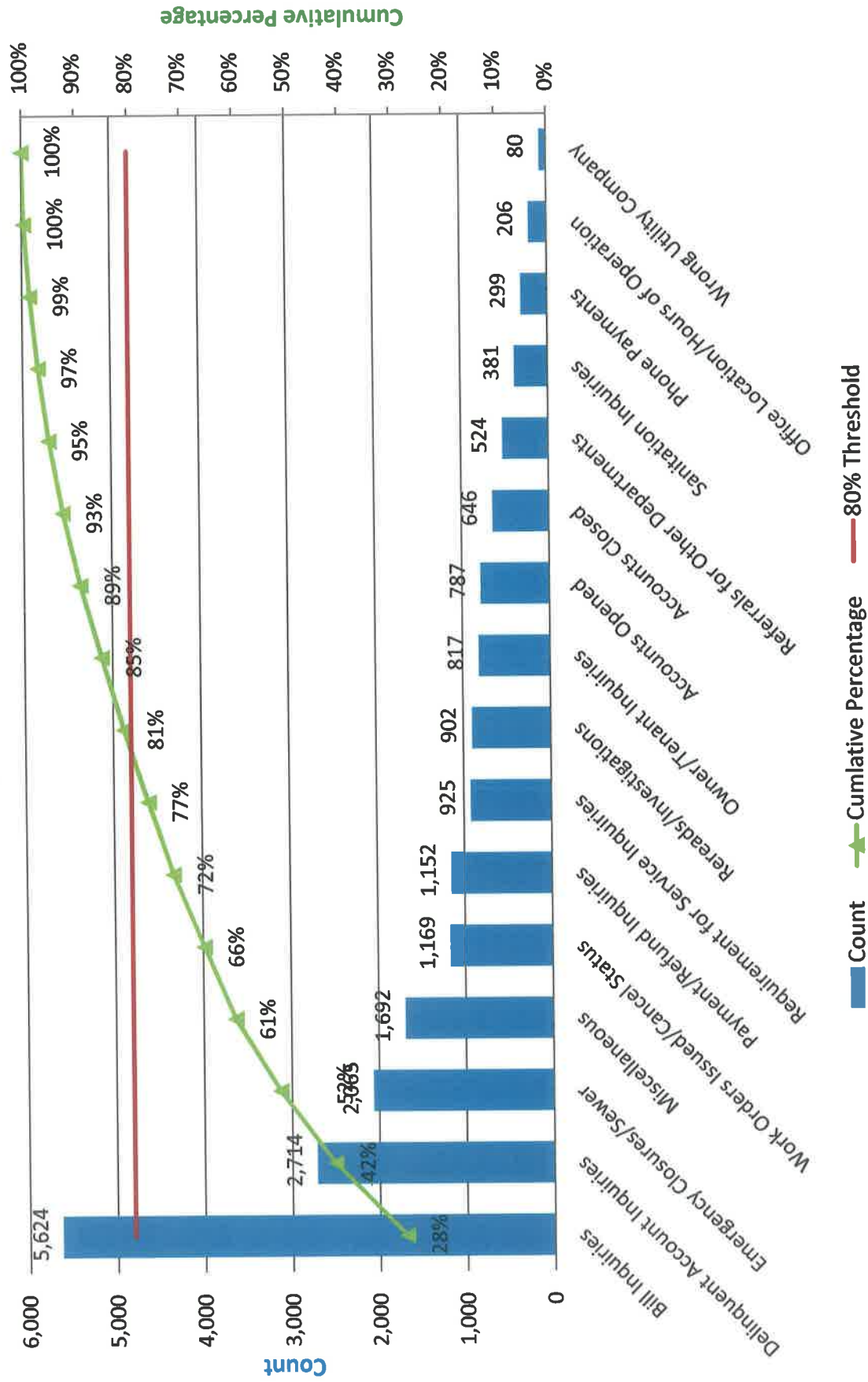
	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2012	21,447	21,313	23,164	23,164	18,977	18,149	23,545	25,870	22,818	22,773	24,842	22,438
2013	25,331	21,051	21,194	19,937	22,446	21,994	20,602	24,764	23,439	26,892	16,980	22,610
2014	24,945	24,992	21,579	17,032	19,276	24,315	25,800	24,967	25,532			



# Sewerage and Water Board of New Orleans

## Chart of Types of Customer Calls

September 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

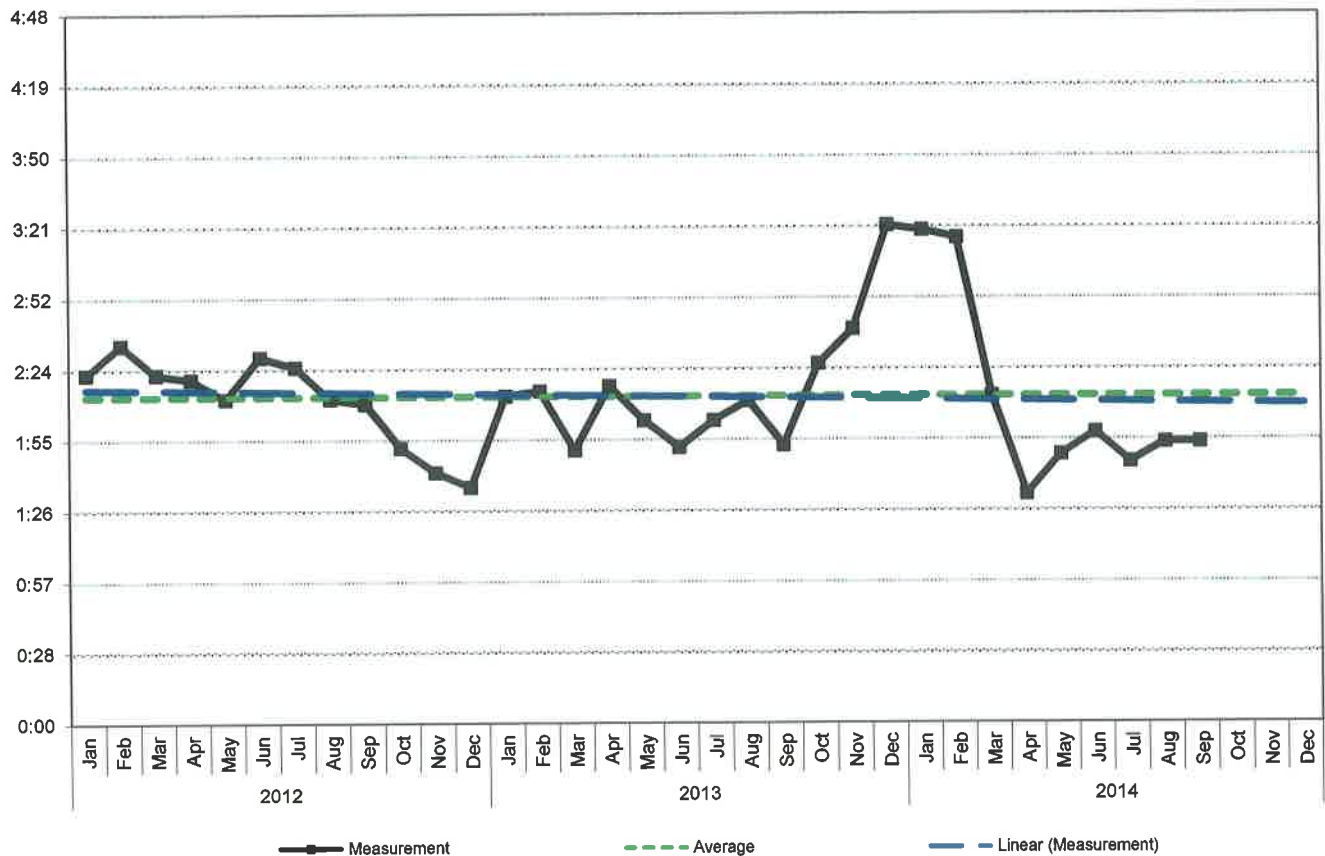
**Trend:** Favorable

### 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	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

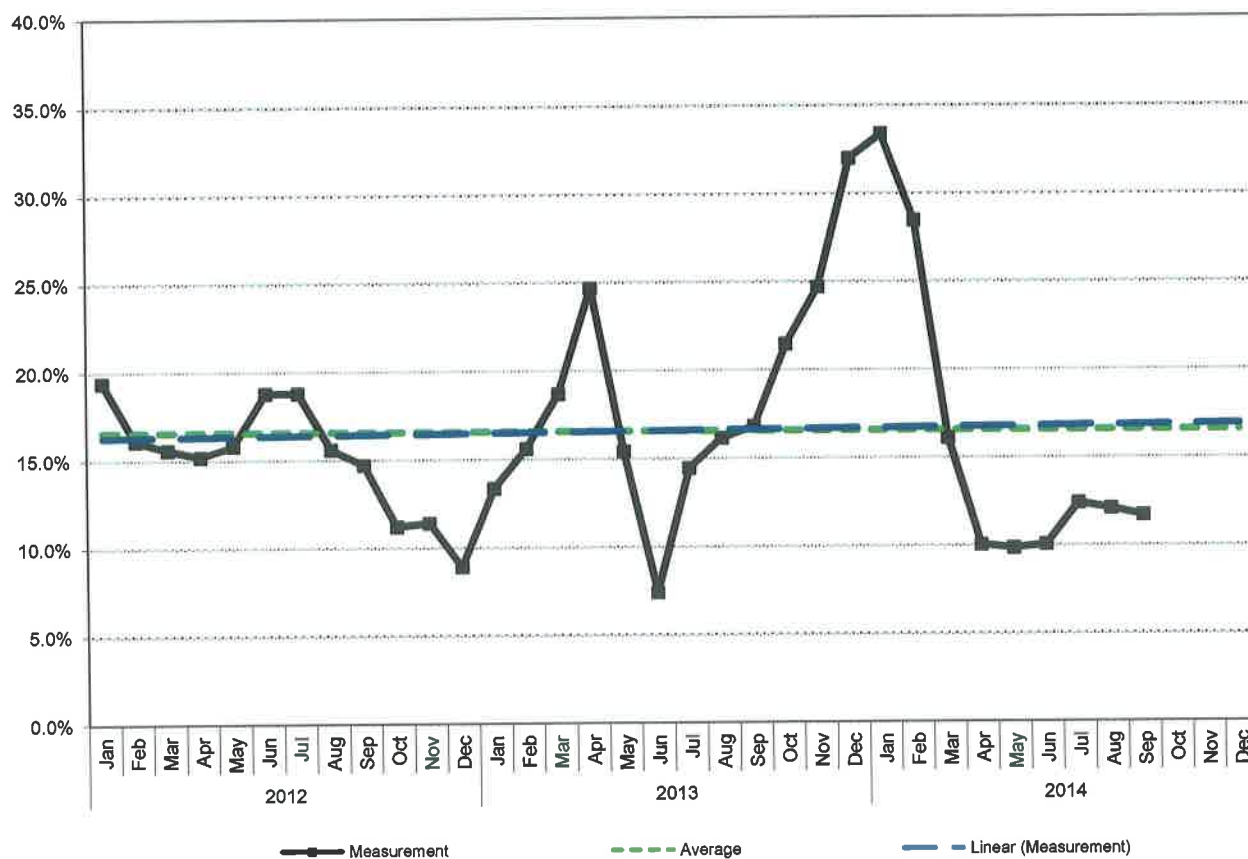
**Trend:** Favorable

### 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%	11.7%			

# 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

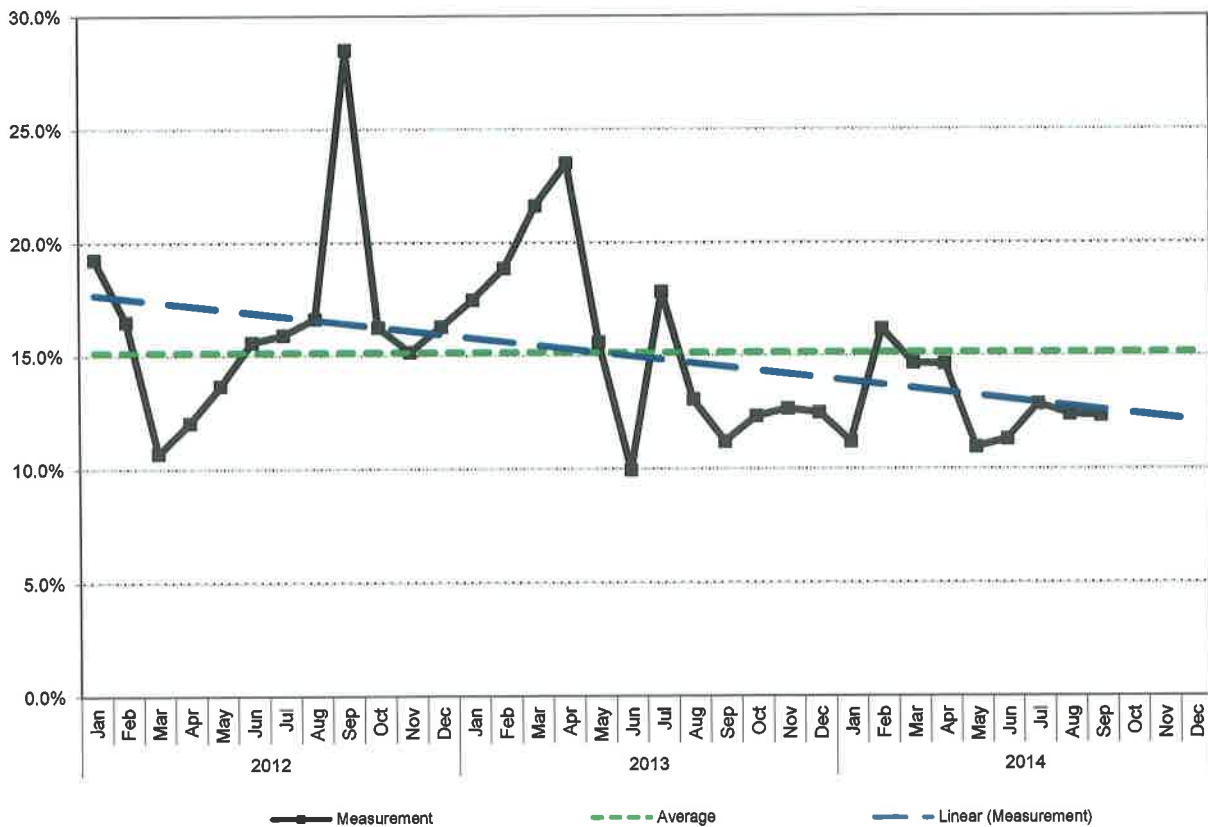
**Trend:** Favorable

### 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%	12.3%			

# Sewerage and Water Board of New Orleans

## Total Service Requests about Low Water Pressure

**Constituency:**  
Customer Ratepayers

**Objective:** Provide Timely  
Information and Respond  
Promptly to Requests

**Goal:** Reduce  
Number of Service  
Requests

**Currently Meeting  
Goal:** Close

**Process Operating  
Within Control  
Limits:** Yes

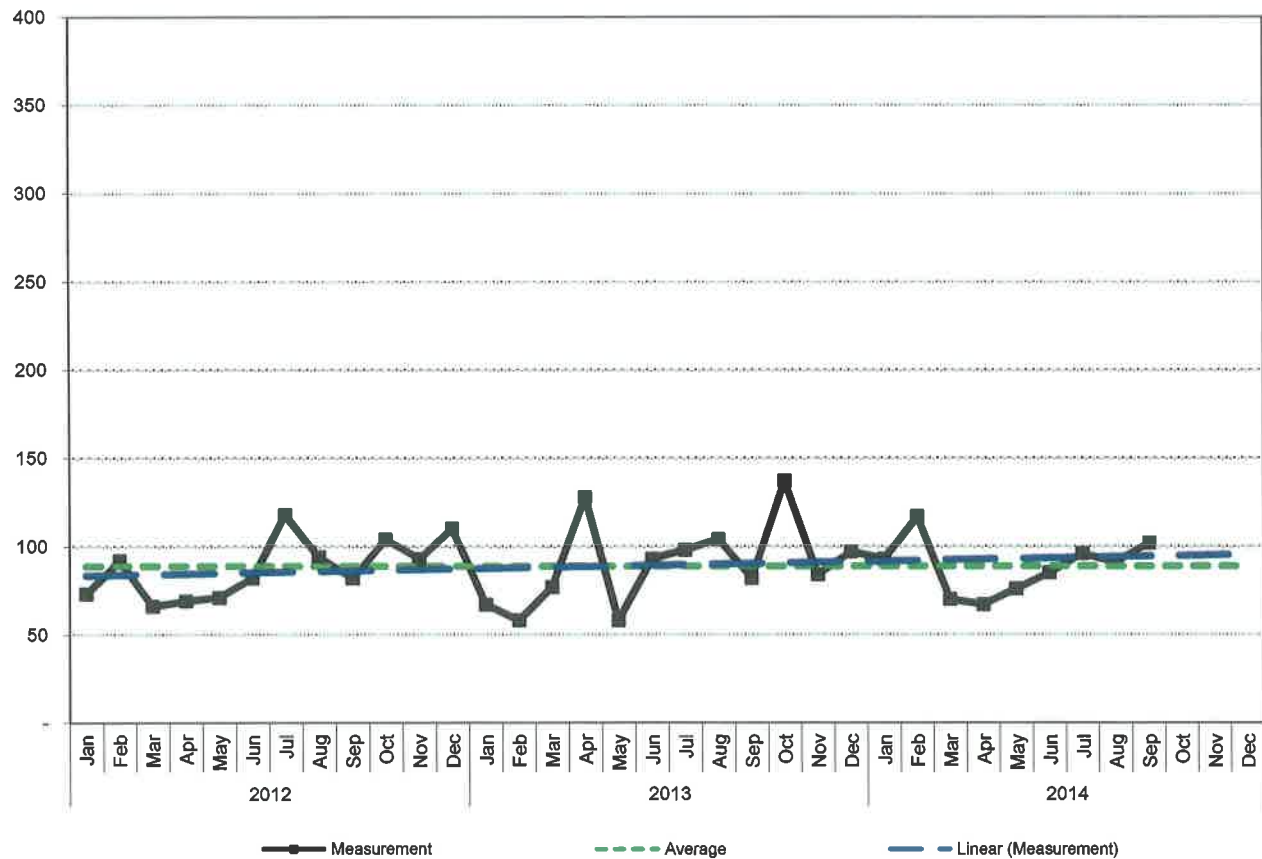
**Trend:** Level

### 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	102			



# 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

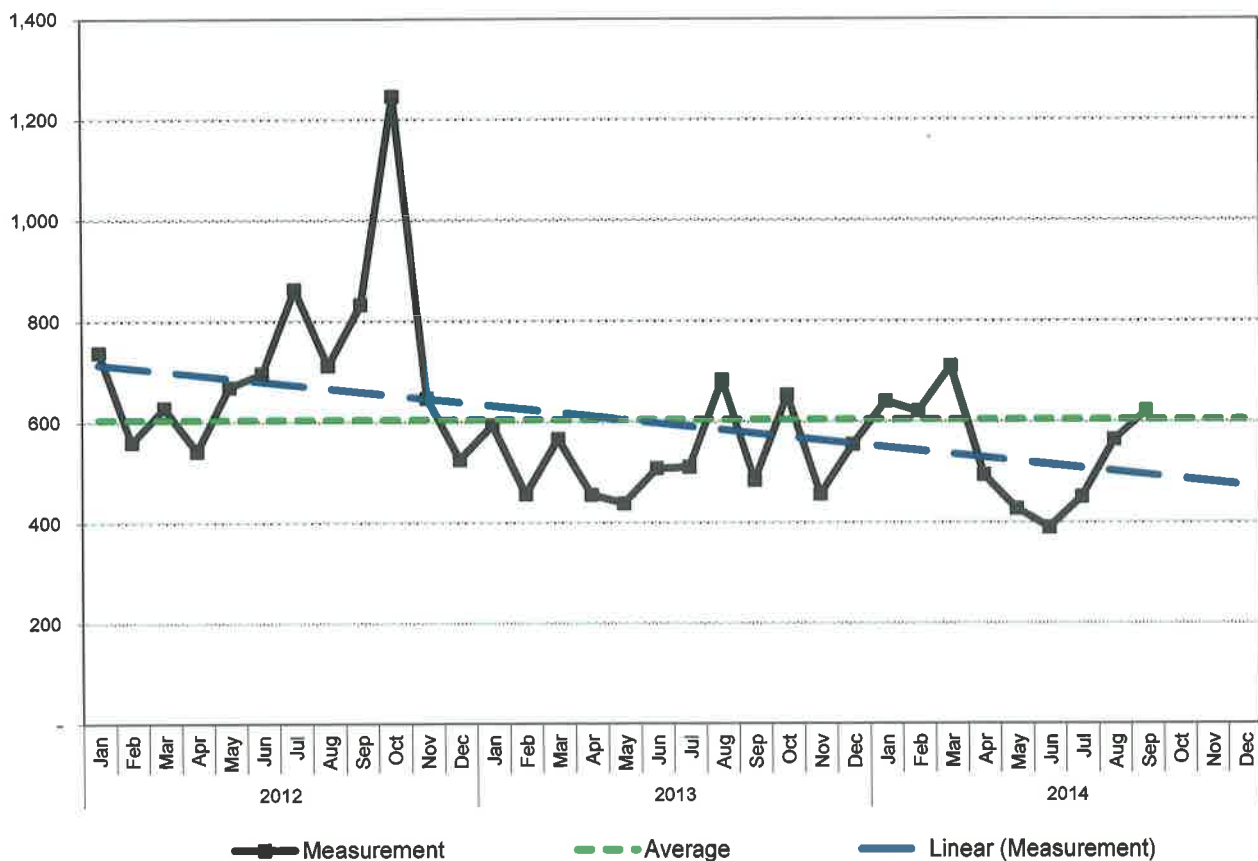
**Trend:** Favorable

### 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	621			

# 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

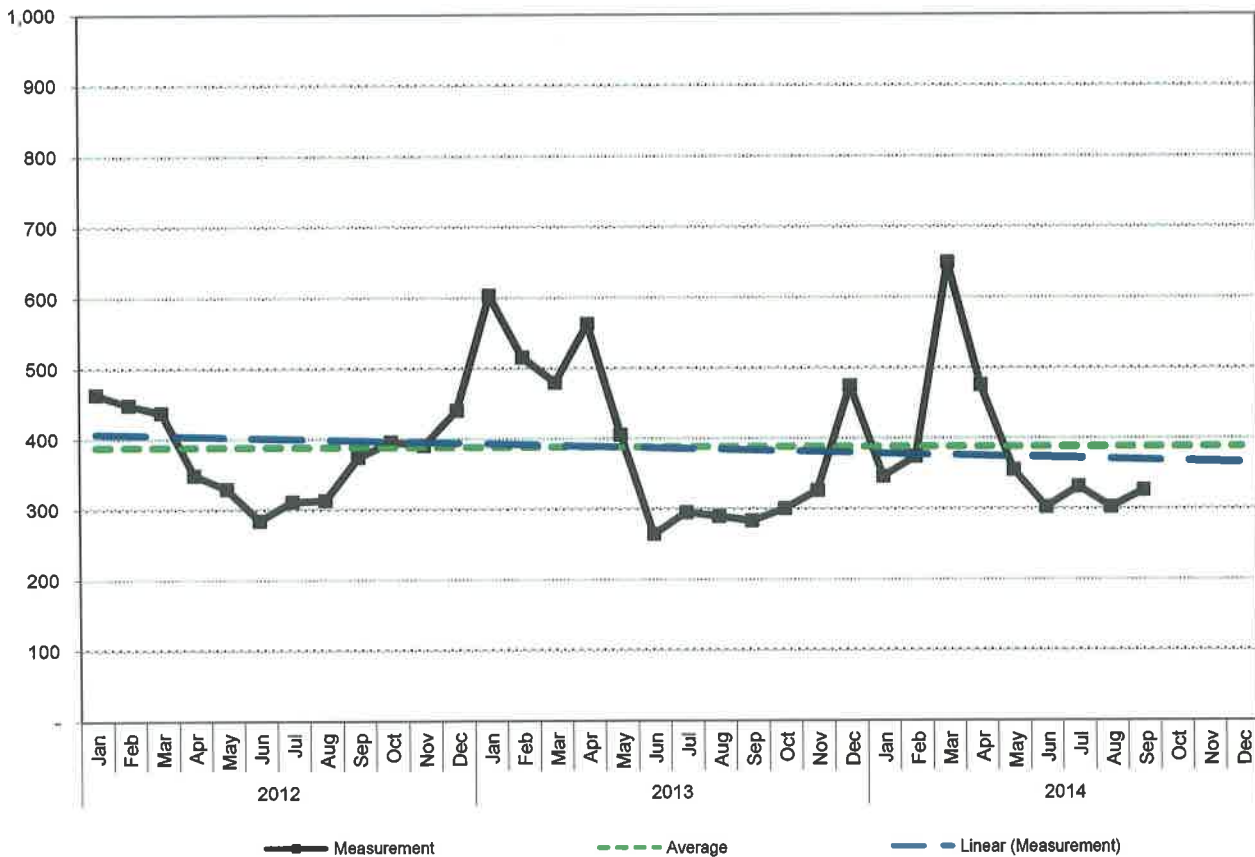
**Trend:** Favorable

### 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

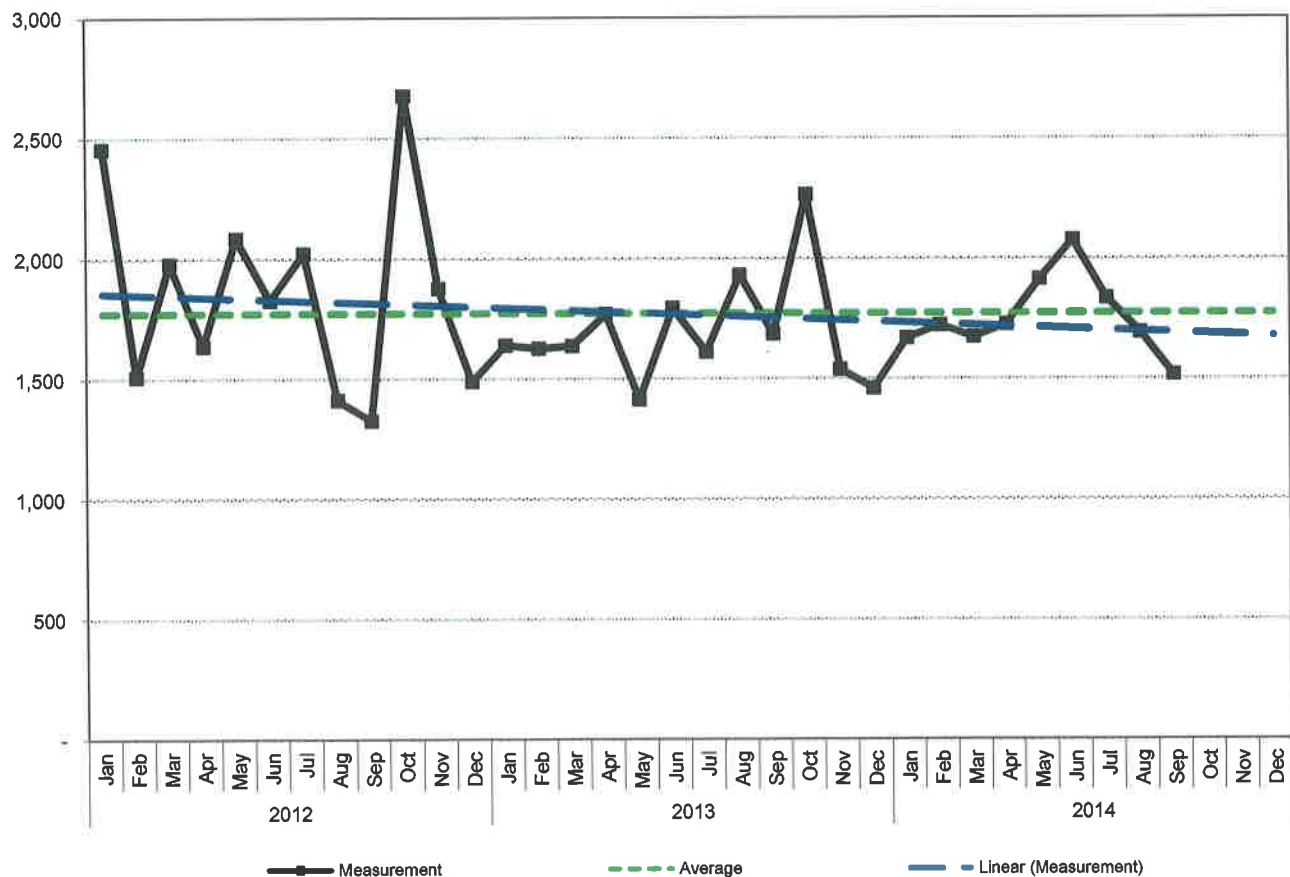
**Trend:** Favorable

### 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
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	1,694	1,518			



# 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

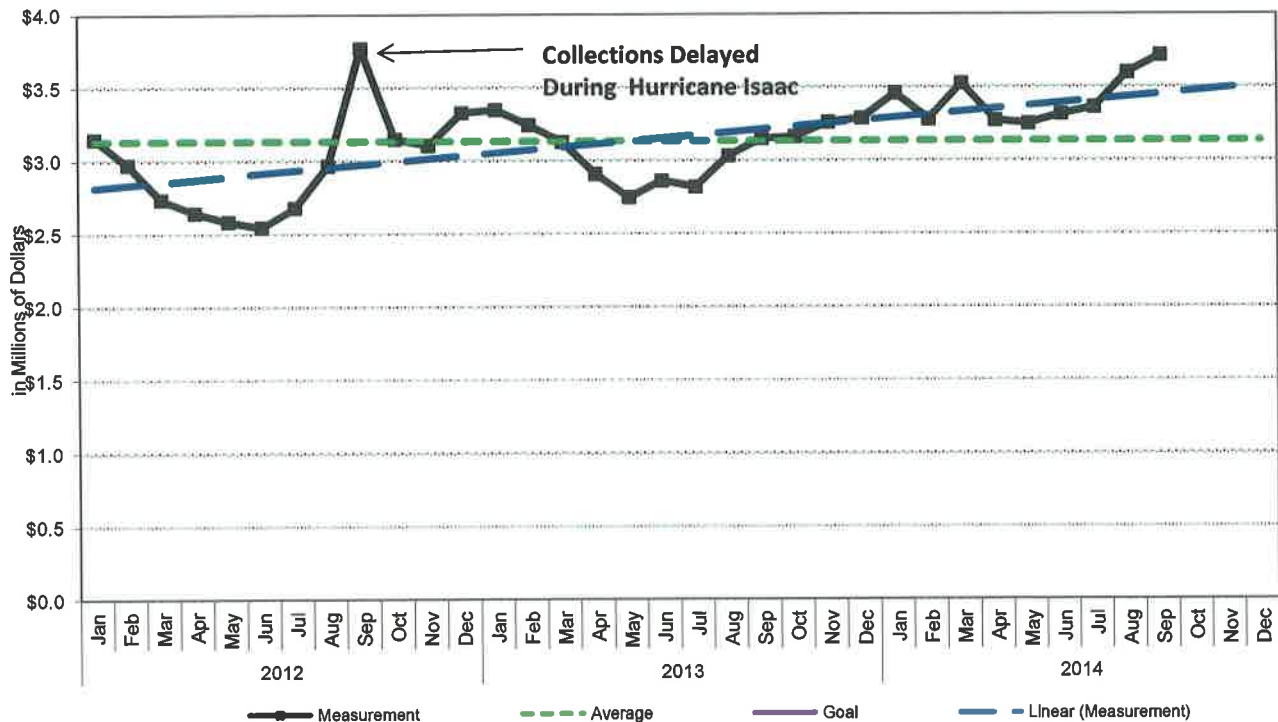
**Trend:** Level, when adjusted for rate increases.

### 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	\$3.715			

# 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

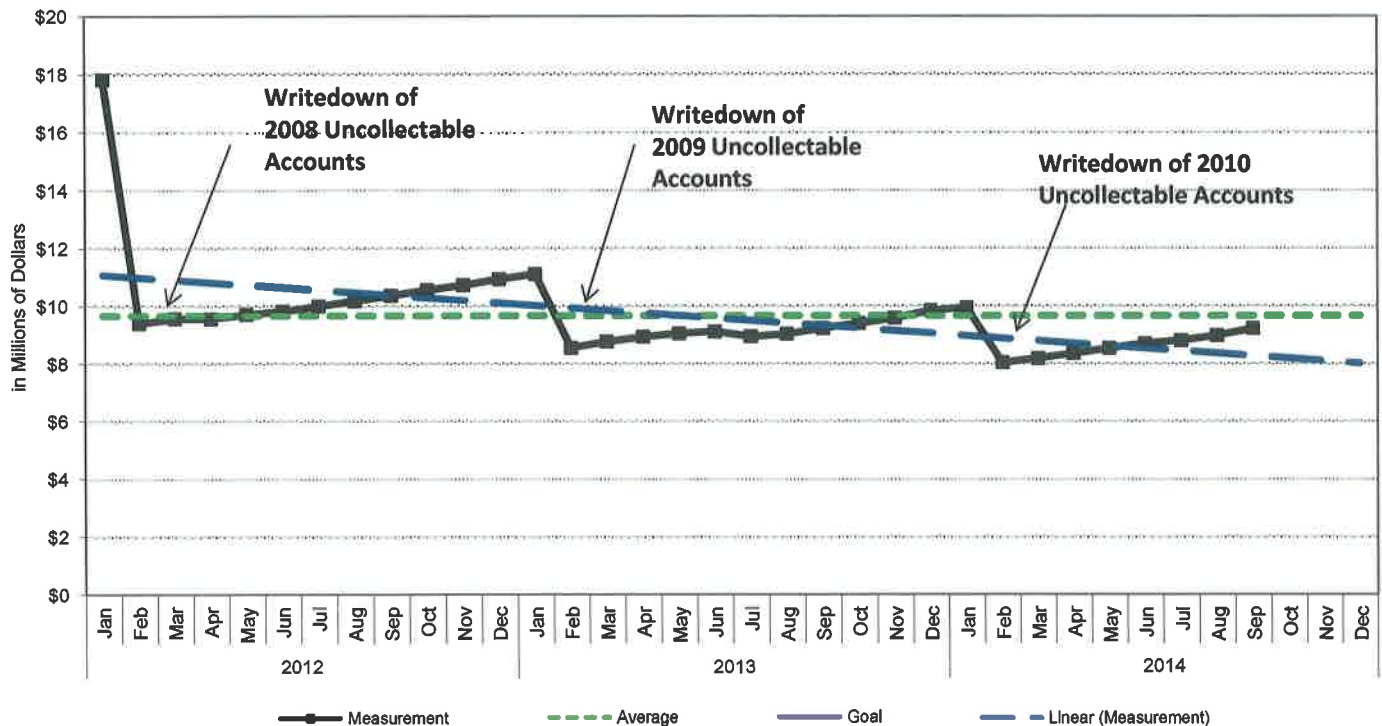
**Trend:** Favorable

### 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	\$ 9.218			



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

November 3, 2014

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

Dear Directors:

Subject: Delinquent Accounts Processes

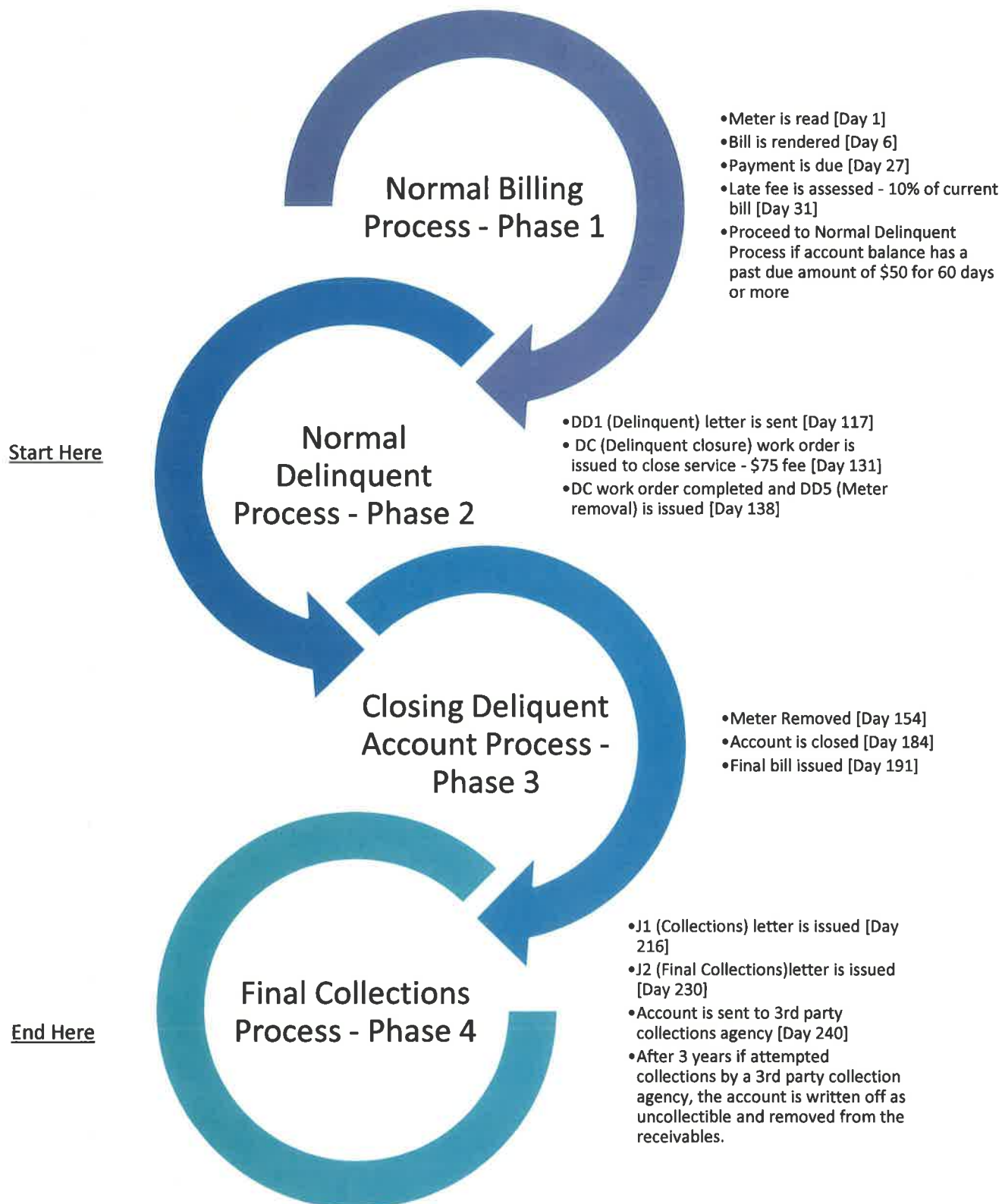
During the October 2014 meeting of the Executive Committee, staff was directed to prepare a brief summary of the Delinquent Accounts Process and the Water Help Program Process. Attached are high-level flowcharts of each of these processes.

In summary, Sewerage and Water Board bills nearly 145,000 accounts each month for a total of approximately \$6.7 million in water charges and \$7.8 million in sewer charges. Of these billed accounts, approximately 1,775 or approximately 1.2% are turned off each month for non-payment each month. And of these billed revenues, based upon write-offs in 2014 for billings in 2010, approximately 98.5% are collected and approximately 1.5% are eventually written off as uncollectable.

Staff will be prepared to review and discuss these processes at the November 2014 meeting of the Operations Committee.

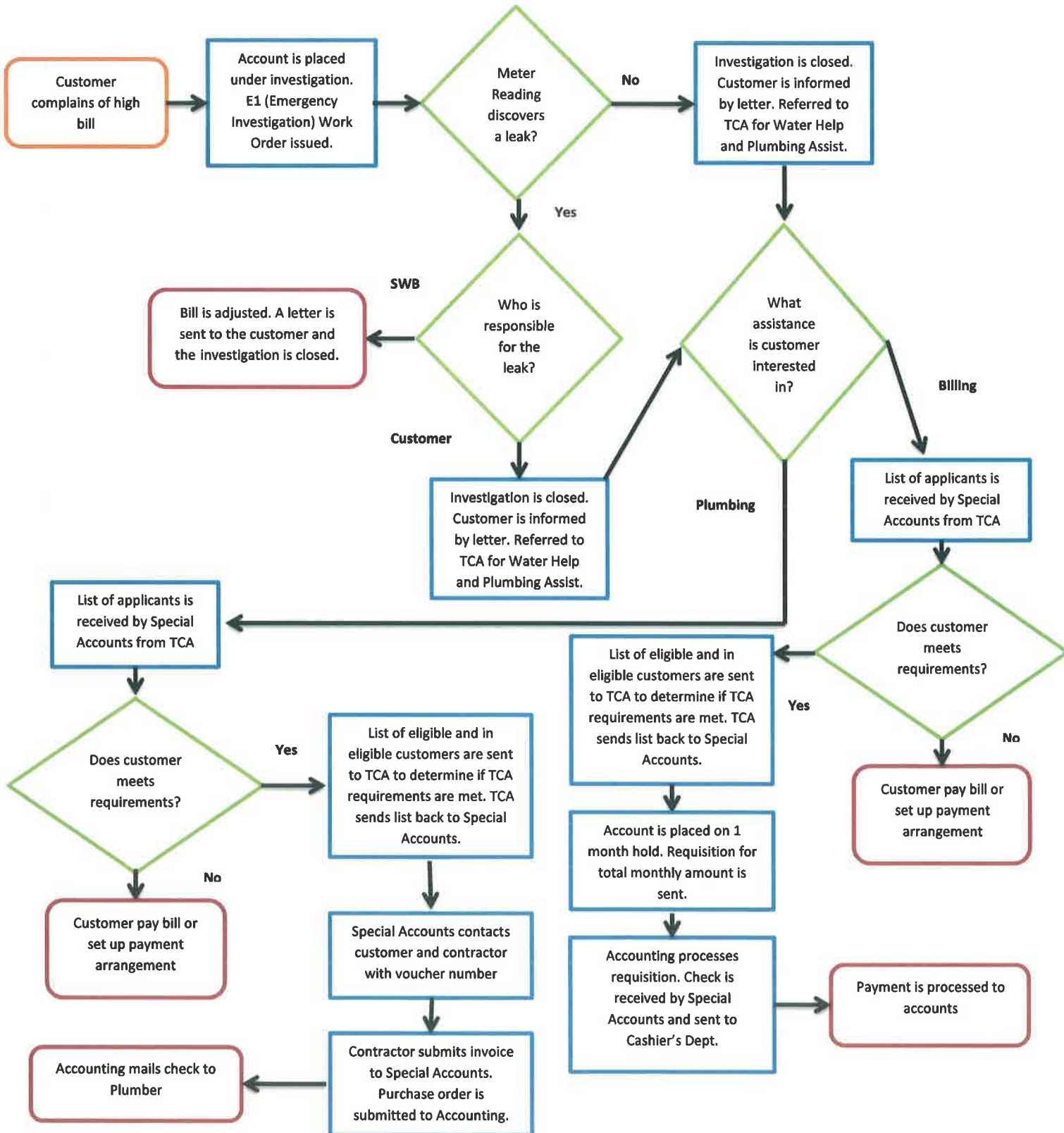
Robert K. Miller  
Deputy Director

## Sewerage and Water Board Bill and Delinquent Account Schedule



# Sewerage and Water Board's Water Help Program

## Billing and Plumbing Assistance Flowchart





## SEWERAGE AND WATER BOARD OF NEW ORLEANS

November 3, 2014

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

Dear Directors:

Subject: Recommended Changes to Bylaws Article VI Section 8 Operations Committee

The rules associated with Committees of the Board of Directors of Sewerage and Water Board of New Orleans are defined in Article VI of the Bylaws. Sections 1 through 4 and 12 through 18 are common to all Committees. Section 8 defines the role of the Operations Committee.

There are key issues that may be added in order to clarify that defined role: customer service capabilities and results; strategic communications; and organizational performance metrics.

I recommend that the bylaws related to the Operations Committee be modified to specifically address these responsibilities as shown on the attached proposed update to Article VI Section 8.

Cedric S. Grant  
Executive Director



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

## **ARTICLE VI – COMMITTEES**

### **OPERATIONS COMMITTEE**

#### **Section 8:**

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

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

# BYLAWS OF SEWERAGE & WATER BOARD OF NEW ORLEANS

## ARTICLE VI – COMMITTEES

### ALL COMMITTEES

#### Section 1:

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

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

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

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

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

#### Section 2:

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



Section 3:

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

Section 4:

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

Section 12:

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

Section 13:

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

Section 14:

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

Section 15:

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

Section 16:

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

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

Section 17:

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

Section 18:

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

# **Sewerage & Water Board Contracts with SLDDBE Participation January 2013 - October 2014**

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

# Sewerage and Water Board Contracts with SLD BE Participation January 2013 - October 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% 20.00% 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% 6.93% 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% 6.93% 26.73%	\$ 13,500

# **Sewerage and Water Board Contracts with SLD BE Participation January 2013 - October 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 - October 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% <b>36.00%</b>	\$ 1,229,739 35,876 <u>189,625</u> 1,455,240
#30003 - Restoration of Existing Gravity Sewer Mains Damaged by Hurricane Katrina by Excavation and Replacement from Manhole to Manhole, CIPP Lining from Manhole to Manhole and Point Repairs at Various Sites Throughout Orleans Parish	Hebert's Trucking & Equipment Services Advantage Manhole & Concrete Services, Inc Prince Dump Truck Service	29.84% 0.98% 5.18% <b>36.00%</b>	\$ 1,276,914 41,986 <u>221,468</u> 1,540,368
#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% <b>28.03%</b>	\$ 358,658 834,682 <u>679,950</u> 1,873,290
<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 SLD BE Participation January 2013 - October 2014**

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

# Sewerage and Water Board Contracts with SLDBE Participation January 2013 - October 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% <u>6.30%</u> <b>37.60%</b>	\$ 879,035 607,400 <u>300,000</u> 1,786,435
<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 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> <b>36.04%</b>	\$ 500,000 300,000 200,000 <u>700,000</u> 1,700,000
<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> <b>42.01%</b>	\$ 346,000 <u>160,000</u> 506,000
#3668 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Victoria Sewage Pumping	Dieudonne Enterprises, Inc. Trigon Associates, LLC	21.51% <u>18.07%</u> <b>39.58%</b>	\$ 263,446 <u>221,358</u> 484,804
#3669 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Sewage Pumping Station #6	JL Construction Group Joseph Electric Dieudonne Enterprises	18.02% 14.17% <u>4.38%</u> <b>36.57%</b>	\$ 522,819 411,200 <u>127,080</u> 1,061,099
<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> <b>38.28%</b>	\$ 509,000 5,000 <u>20,000</u> 534,000
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	Gulf State Constructors Assorted Products EBE Fence Co.	36.45% 0.14% <u>1.43%</u> <b>38.02%</b>	\$ 509,000 2,000 <u>20,000</u> 531,000



# Sewerage and Water Board Contracts with SLDBE Participation January 2013 - October 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% 1.41% <u>37.56%</u>	\$ 509,000 2,000 20,000 531,000
#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% 11.30% <u>20.54%</u>	\$ 50,000 672,000 500,000 250,000 1,800,000 3,272,000
<b>TKTMJ, Inc.</b> #3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Doldt Sewage Pumping Station	Choice Supply Solutions Dillon Bros. Concrete Gulf State Constructors	16.38% 2.17% 17.46% <u>36.01%</u>	\$ 226,000 30,000 241,000 497,000
#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% 24.51% <u>36.05%</u>	\$ 100,000 30,000 276,000 406,000
<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% 7.55% <u>36.02%</u>	\$ 310,000 185,000 350,000 224,000 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% 12.24% <u>36.02%</u>	\$ 705,000 225,000 206,000 585,000 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 - October 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 - October 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> <b>36.11%</b>	\$ 500,000 290,000 100,000 225,000 <u>450,000</u> \$ 1,565,000
<b><u>Professional Services Contracts</u></b>			
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> <b>35.00%</b>	\$ 1,499,730 <u>2,874,483</u> \$ 4,374,213

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January 2013 - October 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 - October 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
			Assorted Products	13%	33,600	
Furnishing Chemical Control Foliage at Specified Sewerage and Water Board Locations within the City of New Orleans	259,990	Louisiana Vegetation Management	Topp Knotch Personnel	1%	2,000	
			<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 - October 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	6,699,595	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>	

Sewerage & Water Board Contracts with SLD BE Participation January 2013 - October 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLD BE Sub-Contractor	Awarded SLD BE %	Awarded SLD BE 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	1,395,000	Lou-Con, Inc.	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>	
			Gulf State Constructors	36.45%	509,000	
#3670 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lawrence Sewage Pumping Station	1,396,500	Lou-Con, Inc.	Assorted Products	0.14%	2,000	7/17/13
			EBE Fence Co.	1.43%	20,000	
			<b>Total</b>	<b>38.02%</b>	<b>531,000</b>	
			Choice Supply Solutions	16.38%	226,000	
			Dillon Bros. Concrete	2.17%	30,000	
#3665 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Dodd Sewage Pumping Station	1,379,991	TKTMJ, Inc.	Gulf State Constructors	17.46%	241,000	8/21/13
			<b>Total</b>	<b>36.01%</b>	<b>497,000</b>	
			Gulf State Constructors	36.00%	510,000	
			Assorted Products	0.14%	2,000	
			EBE Fence Co.	1.41%	20,000	
#3666 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Lake Forest Sewage Pumping Station	1,416,500	Lou-Con, Inc.	<b>Total</b>	<b>37.56%</b>	<b>532,000</b>	8/21/13
			Choice Supply Solutions	8.88%	100,000	
			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>	
#3667 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Pumping Station	1,126,180	TKTMJ, 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>	
			Dieudonne Enterprises, Inc.	9.83%	136,500	
			JL Construction	28.09%	389,943	
#3788 - Hurricane Katrina Related 404 Hazard Mitigation Grant Program Replacement of Burke Sewage Pumping Station	1,388,183	Industrial & Mechanical Contractors, Inc.	<b>Total</b>	<b>37.92%</b>	<b>526,443</b>	11/20/13
			Dieudonne Enterprises, Inc.	9.83%	136,500	
			JL Construction	28.09%	389,943	
			<b>Total</b>	<b>37.92%</b>	<b>526,443</b>	
			Dieudonne Enterprises, Inc.	9.83%	136,500	

Sewerage & Water Board Contracts with SLDBE Participation January 2013 - October 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.	Augillard Construction	11.54%	500,000	
			C&M Construction Group, Inc.	6.69%	290,000	
			Choice Supply Solutions, LLC	2.31%	100,000	
			Cooper Contracting	5.19%	225,000	
			Prince Dump Truck Service	10.38%	450,000	
			<b>Total</b>	<b>36.11%</b>	<b>1,565,000</b>	<b>1/20/14</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	Augillard Construction	18.47%	879,035	
			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>	<b>1/20/14</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	
			Joseph Electric, Inc.	13.28%	160,000	
			<b>Total</b>	<b>42.01%</b>	<b>506,000</b>	<b>2/21/14</b>
#30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole to Manhole at Various Sites throughout Orleans Parish	2,088,008	Wallace C. Drennan, Inc.	C&M Construction Group, Inc.	23.95%	500,000	
			Prince Dump Truck Service	8.62%	180,000	
			Choice Supply Solutions, LLC	3.83%	80,000	
			<b>Total</b>	<b>36.40%</b>	<b>760,000</b>	<b>5/21/14</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	
			Joseph Electric, Inc.	14.17%	411,200	
			Dieudonne Enterprises, Inc.	4.38%	127,080	
			<b>Total</b>	<b>36.58%</b>	<b>1,061,099</b>	<b>6/2/14</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	
			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>	<b>8/20/14</b>



Sewerage & Water Board Contracts with SLDBE Participation January 2013 - October 2014						
Construction Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLDBE %	Awarded SLDBE Dollar Value	Award Date
#3986 - Lower Ninth Ward Ave Sewer Rehabilitation-Sewer Rehabilitation #5	6,683,179	BLD Services, LLC	Prince Dump Truck Service	5.37%	358,658	
			Advantage Manhole & Concrete Services, Inc	12.49%	834,682	
			C&M Construction Group, Inc.	10.17%	679,950	
			<b>Total</b>	<b>28.03%</b>	<b>1,873,290</b>	
<b>Total Construction Contracts</b>	<b>75,093,174</b>				<b>24,802,554</b>	9/17/14

Sewerage & Water Board Contracts with SLDDBE Participation from January 2013 - October 2014						
Professional Service Contracts						
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	SLDBE %	Awarded SLDDBE 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	
			<b>Total</b>	<b>35%</b>	<b>4,374,213</b>	
<b>Total Professional Service Contracts</b>	<b>\$ 12,497,750</b>				<b>\$ 4,374,213</b>	

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

## **2014 Calendar of Events**

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	9:30 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:**

**NOTE: NOVEMBER – THE PENSION COMMITTEE MEETING HAS BEEN MOVED BACK TO 9:30 AM THIS MONTH**