

SEWERAGE & WATER BOARD OF NEW ORLEANS
OPERATIONS COMMITTEE MEETING

MONDAY, MARCH 2, 2015

8:00 AM

COMMITTEE MEMBERS

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

FINAL AGENDA

ACTION ITEMS

1. Approval of Previous Report (November 3, 2014 & January 5, 2015)
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

PRESENTATION ITEMS

7. Customer Service Results through January 2015
8. Topics for Future Discussions
9. Response to Questions

INFORMATION ITEMS

10. DBE Participation Report
11. 2015 Committee/Board Meeting Schedule
12. Any Other Matters

REFERENCE MATERIALS (In Binders)

- A. Sewerage & Water Board By-Laws
- B. 2015 Operating and Capital Budgets
- C. 2011-2020 Strategic Plan
- D. Commitments to the City Council
- E. Bond Ratings Information



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

Sewerage & Water Board of NEW ORLEANS

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

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

November 3, 2014

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

The Operations Committee of the Sewerage and Water Board of New Orleans met on Monday, November 3, 2014, at 8:15 A.M. in the 2nd Floor Board Room, 625 St. Joseph Street to address the following matters:

ATTENDANCE

PRESENT: Dr. Tamika Duplessis
Ms. Suchitra Satpathi
Mr. Scott Jacobs

ABSENT: Mrs. Kimberly Thomas
Mr. Marion Bracy
Mr. Mark Moody

Also in attendance: Cedric Grant, Executive Director; Robert Miller, Deputy Director; Madeline Fong Goddard, Deputy Superintendent; Nolan Lambert, Legal Counsel; Harold Marchand, Legal Counsel, Veronica Johnson, EDBP; Willie Mingo, Purchasing Department, Robert Jackson, Community and Intergovernmental Relations; Brenda Thornton, Communirep, Inc.; Kathleen LaFrance, 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 Ms. Satpathi and second by Dr. Duplessis.

2) BID RECOMMENDATIONS

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

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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.

The recommendation by staff to reject the bids was moved and accepted by a motion by Dr. Duplessis and seconded by Ms. Satpathi. The motion carried.

3. CONSTRUCTION REVIEW COMMITTEE RECOMMENDATIONS

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

Open Market Contracts

0% DBE Participation, no renewal options

1. Contract #3796	Replacing 2"- 16" VTSG Non-clog Sewerage Pumps at BLVD 'X' Pumping Station
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 Source of funding is Sewer Bond Fund

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2. Contract #5234	Rebuild the Constant Duty Pumps at DPS #6
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 Source of funding is Sewer Bond Fund

15% DBE Participation, no renewal options

3. Contract #8141	Upgrading the A/C chill water unit from 60 tons to 80 tons at the Main Water Purification Plant
Estimated Cost:	\$500,000.00
Suggested Goal:	15%
Areas of Participation:	Inspection and testing Source of funding is Water, Drainage, Sewer Bond Funds

36% DBE Participation, no renewal options

4. Contract #30016*	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
Estimated Cost:	\$4,930,365.00
Suggested Goal:	36%
Areas of Participation:	Replacement, repair and restoration Source of funding is Sewer Bond Fund

**Due to an oversight, Contract 30016, was presented to the Operations Committee incorrectly as Contract 30001. The correction has been made and is listed above.*

The Construction Review Committee's recommendations were approved on a motion by Dr. Duplessis and seconded by Ms. Satpathi. The motion carried.

4. 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.

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.

Furnishing Limestone

Budget Amount:	\$400,000.00
Areas of Participation:	Supply and delivery of product
Funding Source:	S&WB Operating and Maintenance Budget.

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

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.

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.

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

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

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

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The Staff Contract Review Committee's recommendations were approved on a motion by Dr. Duplessis and seconded by Ms. Satpathi. The motion carried.

5) RENEWAL CONSTRUCTION CONTRACTS WITH DBE PARTICIPATION

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.

Renewal of the Construction Contract recommendation was approved on a motion by Dr. Duplessis and seconded by Ms. Satpathi. The motion carried.

6) FINAL ACCEPTANCE ON 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%.

Final Acceptance Contract recommendation was approved on a motion by Dr. Duplessis and seconded by Ms. Satpathi. The motion carried.

PRESENTATION ITEMS

Committee Responsibilities

Mr. Cedric S. Grant, Executive Director, proposed by-law changes to the Operations Committee responsibilities suggesting more oversight to Customer Service and Strategic Communications. The recommended by-laws included continue oversight of the Economical Disadvantaged Business Program. Suggestions are to be reviewed for 30 days and will be discussed at the December Operations Committee Meeting with hopes to implement in early 2015.

The committee received the recommendations.

Customer Service Results through September 2014

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Mr. Robert Miller, Deputy Director reviewed the customer service results, including key activity updates, and provided a status update on implementation of the Customer Account Management System and Customer Service Improvement plans. Mr. Miller confirmed that a Steering Committee Meeting scheduled for later this month will evaluate the current plan to determine if the timeline can be modified.

Mr. Miller highlighted recent performance measures by the Customer Service Department answering 94% of the bill related calls and 92% of emergency calls (national best average is 95%).

The Committee received the report.

Delinquent Account Processes: Water Help Program and Plumbing Assistance

Mr. Robert Miller, Deputy Director, explained processes of managing delinquent accounts. He identified two areas of improvement; increasing customer awareness and re-evaluating customer eligibility for the Water Help and Plumbing Assistance Programs.

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) Topics for Future Discussions
None
- 2) 2014 Committee/Board Meeting Schedule
No changes request
- 9) Response to Questions
None
- 10) Any Other Matters
None

ADJOURNMENT

There being no further business to come before the Committee, a motion was made by Dr. Duplessis to adjourn the meeting, seconded by Ms. Satpathi. The meeting adjourned at 9:14am.

Very truly yours,

Mr. Scott Jacobs



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January 5, 2015

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, January 5, 2015, at 8:05 A.M. in the 2nd Floor Training Room, 8800 S. Claiborne Avenue at the Carrollton Water Plant to address the following matters:

ATTENDANCE

PRESENT: Mr. Marion Bracy
Mr. Mark Moody
Ms. Suchitra J. Satpathi, Mayor's Representative

ABSENT: Dr. Tamika Duplessis
Mr. Scott Jacobs
Mrs. Kimberly Thomas

Also in attendance: Cedric S. Grant, Executive Director; Robert Miller, Deputy Director; Joseph Becker, General Superintendent; Madeline Fong Goddard, Deputy Superintendent; Nolan Lambert, Legal Counsel; Harold Marchand, Legal Counsel, Willie Mingo, Purchasing Department; Robert Jackson, Community and Intergovernmental Relations; Brenda Thornton, Communirep, Inc.; Kathleen LaFrance, Anita Simmons and Susan Higgenbottom, Executive Director's Office; Veronica J. Christmas, EDBP Dept., Jason Higginbotham, Emergency Management; Randy Smith, Royal Engineers

ACTION ITEMS

1. Approval of Previous Report

Due to a loss of a quorum, no action was taken at the December 1, 2014 Operations Committee meeting. Therefore, staff was directed to bring the November 3, 2014 report to the February 2, 2015 Operations Committee meeting for approval.

2. Bid Recommendations - DBE Participation

Contract # 8143– Katrina-Related Repairs to Garage #2 at Central Yard (Rebid of Contract 8129)

On Friday, December 19, 2014, three (3) bids were received for subject contract. The bid totals are as follows:

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Hamp's Construction, LLC.	\$798,424.00
Industrial & Mechanical Contractors, Inc.	\$845,000.00
C.D.W. Services, LLC.	\$1,031,000.00

The estimated budget is \$ 1,020,455.00

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

The apparent low bidder, Hamp's Construction, LLC, submitted the following subcontractors:

Boines Construction (eligible certified SLDBE) to perform construction and demolition
\$99,180.00 – 11.5%

Paint Pro Depot (eligible certified SLDBE) to provide paint contracting
\$214,850.00 – 24.75%

Certified DBE Participation Totals: **\$314,030.00 — 36.25%**

The apparent second lowest bidder, Industrial & Mechanical Contractors and submitted the following subcontractors:

EFT Diversified, Inc. (eligible certified SLDBE) to perform demolition and construction
\$226,070.00 – 26.75%

Joseph Electric, Inc. (eligible certified SLDBE) to install fixtures and HVAC Units
\$89,230.05 – 10.56%

Certified DBE Participation Totals: **\$345,300.05 — 37.31%**

Based upon analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Hamp's Construction and Industrial & Mechanical Contractors be accepted.

Mr. Moody moved to accept staff recommendations and Ms. Satpathi seconded. The motion carried.

3. Construction Review Committee Recommendations

The Construction Review Committee met, December 19, 2014 and made the following recommendations.

One year contract, no renewal options

1. Contract #1369
Estimated Cost: HMGP Emergency Fuel Storage
\$7,831,371.00
Suggested Goal: 36%
Areas of Participation: Concrete, Earthwork, Electrical Work, and Utilities/Piping/Tank
Source of funding is FEMA Reimbursable
2. Contract #2106
Installation of New Water, Sewer, and Drainage Service Connections
at Various Sites throughout Orleans Parish

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Estimated Cost: \$2,999,450.00
Suggested Goal: 36%
Areas of Participation: Removal, repair and restoration
Source of funding is Water, Sewer, and Drainage System Fund

3. Contract #2111 Water Main Point Repair, Water Service Connection, Water Valve and Hydrant Replacement at Various Sited throughout Orleans Parish
Estimated Cost: \$3,856,450.00
Suggested Goal: 36%
Areas of Participation: Removal, repair and restoration
Source of funding is Water Bond

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

4. Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on December 16, 2014, and made the following recommendations.

Open Market Contracts

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

1. Furnishing Janitorial Services for 625 Saint Joseph Street, 830 Julia Street and 4021 Behrman Place, Suite M-2

Budget Amount: \$140,000.00
Area of Participation: Janitorial services and supplies

Funding Source:
Operating and Maintenance Budget

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

2. RFQ for Providing Monitoring and Litigation Services for Sewerage & Water Board Employee Pension Trust Fund

Budget Amount: Soft Contingency Fee
Percentage Goal Justification: Does not lend itself to SLDBE participation because once, if any type of class-action settlement is reached no payment comes from S&WB, instead payment comes directly from the courts.

Funding Source:
Pension Trust Fund – 040

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

3. Furnishing and Delivering Automotive Batteries

Budget Amount: \$35,000.00
Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area

Funding Source:
Operating and Maintenance Budget

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4. **Furnishing 5'4" and 5'5" American Darling Complete Fire Hydrants**

Budget Amount: \$1,000,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area of manufacturing of products

Funding Source:

Capital / Water Fund

5. **Furnishing Rebuilding and Installing Automotive Transmissions in Medium and Heavy Duty Trucks**

Budget Amount: \$50,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because no company currently certified in area and specialized warranty issues

Funding Source:

Operating and Maintenance Budget

The Staff Contract Review Committee Recommendations were approved on a motion by Mr. Moody and seconded by Ms. Satpathi. The motion carried.

5. **Renewal Construction Contracts with DBE Participation**

There were no Renewal Construction Contracts with DBE participation.

6. **Final Acceptance Contracts with DBE Participation**

There were no Final Acceptance Contracts with DBE participation.

PRESENTATION ITEMS

Customer Service Results through November 2014

Mr. Robert Miller, Deputy Director presented recent customer service results, including status updates of the Customer Account Management System and Customer Service Improvement plans.

Mr. Miller reviewed key accomplishments in the areas of problem resolutions and abandoned calls rates.

Mr. Bracy suggested a future presentation from Total Community Action

Mr. Moody requested a detailed report on the meter installation and programs.

The Committee received the report.

Topics for Future Discussions

There were no presentations to review.

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Response to Questions

Committee received questions and responses from management.

INFORMATION ITEMS

The following information items were available for review by committee:

- 1) DBE Participation Report
Reviewed by committee
- 2) 2015 Committee/Board Meeting Schedule
No changes request
- 3) Any Other Matters
None

ADJOURNMENT

There being no further presentations to come before the Committee, a motion was made by Mr. Moody to adjourn the meeting, seconded by Ms. Satpathi. The meeting adjourned at 8:35am.

Respectfully yours,

Mr. Marion Bracy, Chair

Construction Review Committee Recommendations

The Construction Review Committee met, February 24, 2015 and made the following recommendations.

AGENDA

Open Market Contracts

One year contract, no renewal options

- | | |
|-------------------------|--|
| 1. Contract #1345 | Replacement of the Filter Backwash Equipment at the Main Water Purification Plant |
| Estimated Cost: | \$1,800,000.00 |
| Suggested Goal: | 7% |
| Areas of Participation: | Demolition, and Electrical installation
Source of funding is Water System Fund |
| 2. Contract #1381 | Furnish and installation of Air Compressors and Associated Equipment at the Main Water Purification Plant |
| Estimated Cost: | \$190,000.00 |
| Suggested Goal: | 30% |
| Areas of Participation: | Removal of Existing Equipment, Electrical Work, New Walkway w/Louvres, and Structural Changes
Source of funding is Water System Fund |
| 3. Contract #1385 | Replacement of the Filter Media at 4 Filters at the Algiers New Filter Gallery at the Algiers Water Treatment Plan |
| Estimated Cost: | \$400,000.00 |
| Suggested Goal: | 35% |
| Areas of Participation: | Removal and disposal of Existing Sand and Anthrite, and purchase of new sand
Source of funding is Water System Fund |
| 4. Contract #3664 | 404 HMGP Replacement of Sewage Pumping Station 8 |
| Estimated Cost: | \$4,032,176.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Demolition, Electrical, HVAC, Earthwork, Building, Miscellaneous Site Work, Structural, and Piling
Source of funding is FEMA Reimbursable |

One year contract, and a one year renewal option

- | | |
|-------------------------|--|
| 5. Contract #8144 | Re-paving of Open Cuts in Streets, Driveways, and Sidewalks Resulting from the Repair to the S&WB Underground Utilities Repairs |
| Estimated Cost: | \$1,960,200.00 |
| Suggested Goal: | 36% |
| Areas of Participation: | Removal, Repair and Restoration
Source of funding is Water, Sewer, and Drainage System Funds |
| | |
| 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: | Cleaning and Inspection of Sanitary Sewer Mains
Source of funding is Sewer System Fund |

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee met on February 24, 2015, 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 Safety Supplies to the Sewerage & Water Board of New Orleans

Budget Amount: \$200,000.00

Areas of Participation: Supply and delivery of product

Funding Source: S&WB

Operating and Maintenance Budget.

2. Furnishing Hand Tools, Hardware Supplies, Paint and Paint Supplies to the Sewerage & Water Board of New Orleans

Budget Amount: \$350,000.00

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 a one (1) year renewal option.

3. Furnishing Hoses and Accessories to the Sewerage & Water Board of New Orleans

Budget Amount: \$150,000.00

Percentage Goal Justification: Does not lend itself to SLDBE participation because products are single items that are shipped directly from the manufacturer.

Funding Source: S&WB

Operating and Maintenance Budget.

Renewal Contracts

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

First and Final Renewal, 20% SLDBE Participation.

4. Furnishing Flashlights & Batteries to the Sewerage & Water Board of New Orleans

Renewal Cost: \$42,222.40

Prime Contractor: General Mill Supplies, Inc.

SLDBE Subcontractor: Assorted Products

Funding Source: S&WB

Operating and Maintenance Budget.

The DBE participation goal is 20.00%. The DBE participation achieved is 20.00%.

First and Final Renewal, 5% SLDBE Participation.

5. Furnishing Fire Extinguisher Services to the Sewerage & Water Board of New Orleans

Renewal Cost:	\$50,456.00
Prime Contractor:	Herbert S. Hiller Corporation
SLDBE Subcontractor:	Assorted Products Paint Pro Depot

Funding Source: S&WB
Operating and Maintenance Budget.

The DBE participation goal is 5%. The DBE participation achieved is 28.72%.

First and Final Renewal, 0% SLDBE Participation.

6. Furnishing Air Conditioning and Heating Maintenance Services for the Carrollton and West Bank Water Treatment Plants

Renewal Cost:	\$61,767.00
Percentage Goal Justification:	Does not lend itself to SLDBE participation because of the specialized services and the warranty issues that are involved.

Funding Source:
Operating and Maintenance Budget

Final Acceptance Contracts with DBE Participation

Contract #3691 – Restoration of Gravity Sanitary Sewer by Point Repair and CIPP Lining of Sewer Mains at Various Sites throughout Orleans Parish

The Prime Contractor is Boh Bros. Construction Co., LLC

The DBE participation goal is 35%. The DBE participation achieved is 26.39%.

According to documentation submitted by the prime contractor, additional tasks were inserted into the project that was not in the initial scope of work. The additional tasks inhibited their ability to meet the SLDBE participation goal because these tasks were either highly technical, or S&WB did not have SLDBE subcontractor certified to perform those scopes of work. The prime contractor makes a point of stating that their SLDBE participation met 39.12% for the original scope of work. These statements have been confirmed by the originating department of S&WB.

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



SEWERAGE AND WATER BOARD OF NEW ORLEANS

March 2, 2015

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

Dear Directors:

Subject: Customer Service Results through January 2015

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

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

Plan	Implementation Status
I. Provide improved customer account management and billing capabilities	
A. Replace existing CAM system. <i>Staff will replace the existing in-house developed billing and collection system with packaged software built upon industry standard best practices.</i>	In Progress. The CIS Project Team continues to work through the data conversion and system configuration phase of the project. The project is moving as scheduled.
B. Implement automated meter reading technology. <i>Staff will move from manual meter reading on a monthly cycle to automated meter reading on a multiple-times-per-day cycle, allowing customers to monitor their usage online and allowing for underground leaks to be more readily identified.</i>	In Progress. We have identified an area in New Orleans East that may be suitable to test 50 remote shut off meters. New metering technology allows the utility to disconnect the water service remotely from a nearby vehicle or from the office. The AMI Project Team will be finalizing these pilot plans and may be ready to install the test meters by the end of May.
II. Reduce the volume of calls by increasing the perceived accuracy of the bills.	
A. Continue focus on obtaining readings to avoid estimates. <i>Staff will maintain the marked improvement achieved over the past 18 months in obtaining meter readings for approximately 98% of all accounts.</i>	Completed. During the month of January 2015, meter reading staff maintained a high percentage of actual readings, with a reading on 98.2% of all meters.
B. Improve accuracy of readings <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>	Completed. 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.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

C. Ensure meter reading and billing edits are worked diligently.	
<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>Completed. Billing staff has finalized the flowcharts of the bill review and bill adjustment processes. The finalized flowchart document will be of great value in establishing improved business practices as we implement the new billing system.</p>
D. Retrain billing clerks on proper review of meter reading and billing edits.	
<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>
E. Re-staff Analyst Level Positions	
<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>
III. Improve the customer service experience when questioning a bill and resolve more issues during the first call.	
A. Re-emphasize and retrain employees on courtesy and accountability.	
<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>Completed. All Revenue & Customer Service staff members have participated in the Business Training Skills series. The classes were conducted by Debra Gould & Associates and Cathy Harris Consulting and Training.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

B. Reduce the amount of time spent by customers waiting for assistance.	
<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 January the percentage of abandoned calls saw an increase from 8.1 % to 14.1%. The average call wait time also increased slightly from 1 minute and 45 seconds to 2 minute and 4 seconds.</p>
C. Provide a more effective appeals process within Sewerage and Water Board.	
<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 implemented. Office space for the separate Hearing Unit is still being planned.</p>
D. Improve coordination between Customer Service and Networks departments.	
<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 will create a Work Order Tracking Unit within Customer Service in 2015. 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 dates. The staff will be composed of three CSR's and a supervisor.</p>
E. Establish feedback processes for customer.	
<i>Staff will develop a feedback process for every walk-in and telephone customer contact to provide a method for immediate feedback to management about the customer experience. Staff will also develop a comprehensive survey instrument for customers who may not have had occasion to contact the Board.</i>	<p>In progress. The Hawthorne Agency and Dr. Silas Lee and Associates have completed the comprehensive customer satisfaction study. The results will be reported during upcoming committee meetings.</p>



SEWERAGE AND WATER BOARD OF NEW ORLEANS

IV. Evaluate possible changes to the leak adjustment policy.	
A. Examine statutory and policy limitations.	
<i>Customers experiencing high bills are frequently dismayed that water lost through leaks on their service lines is billed without adjustment to volume or rate, while water main and hydrant leaks are allowed to remain unrepaired for long periods of time. The leak adjustment policy of Sewerage and Water Board is less "forgiving" than that of many other large metropolitan water agencies. Staff proposes to study the statutory and policy limitations and alternatives for consideration by the Board.</i>	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
Customer Service Report
Indicators of Metric Results
January 2015**

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

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

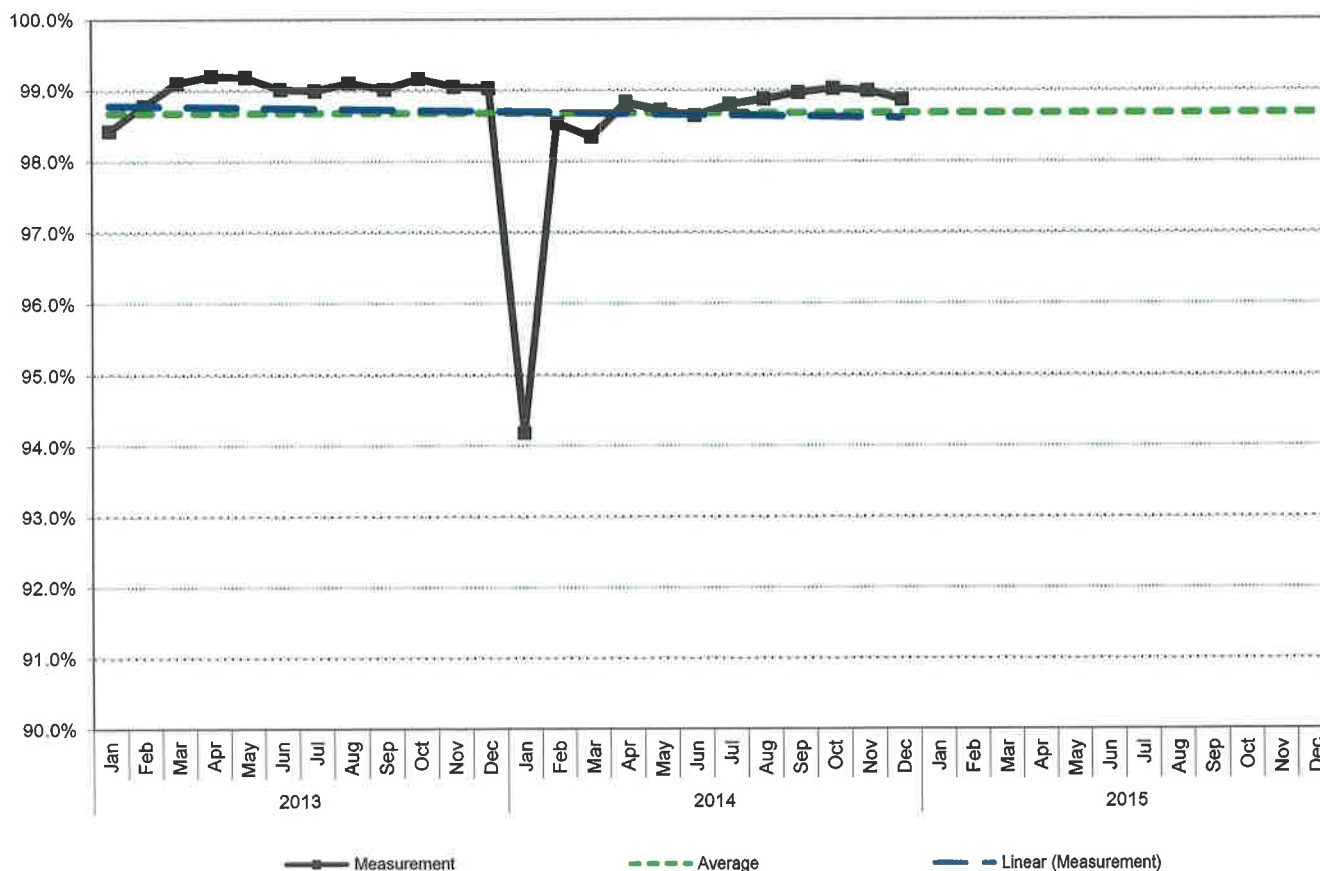
Trend: Level

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

[illegible]

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

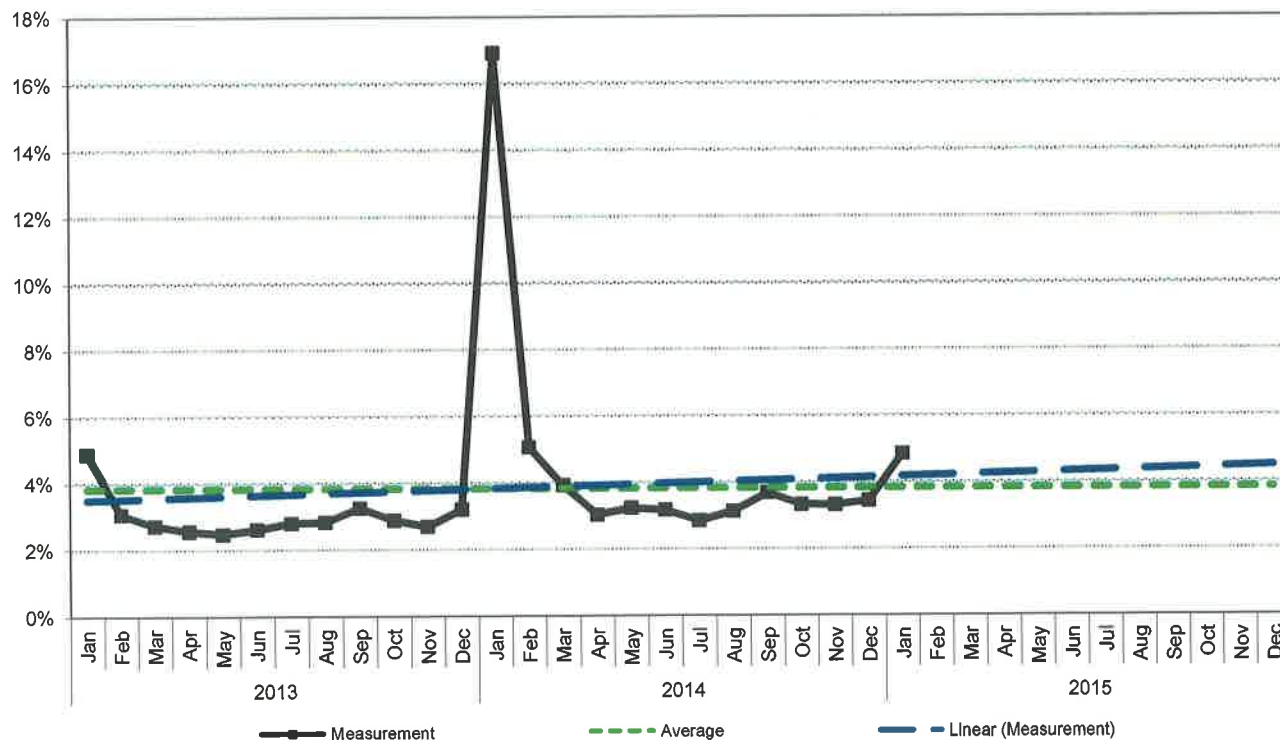
Trend: Level

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

[illegible]

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

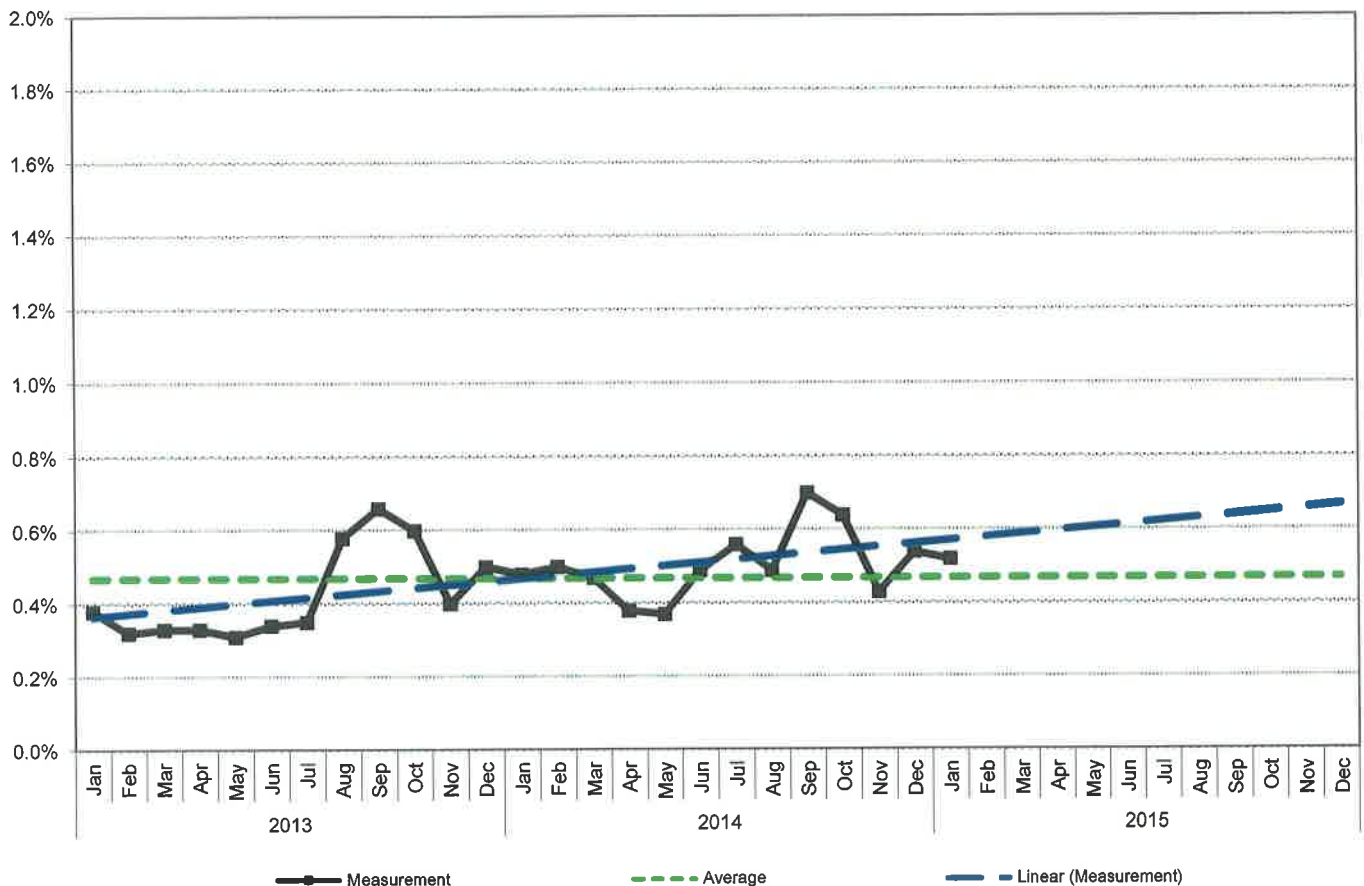
Trend: **Unfavorable**

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.



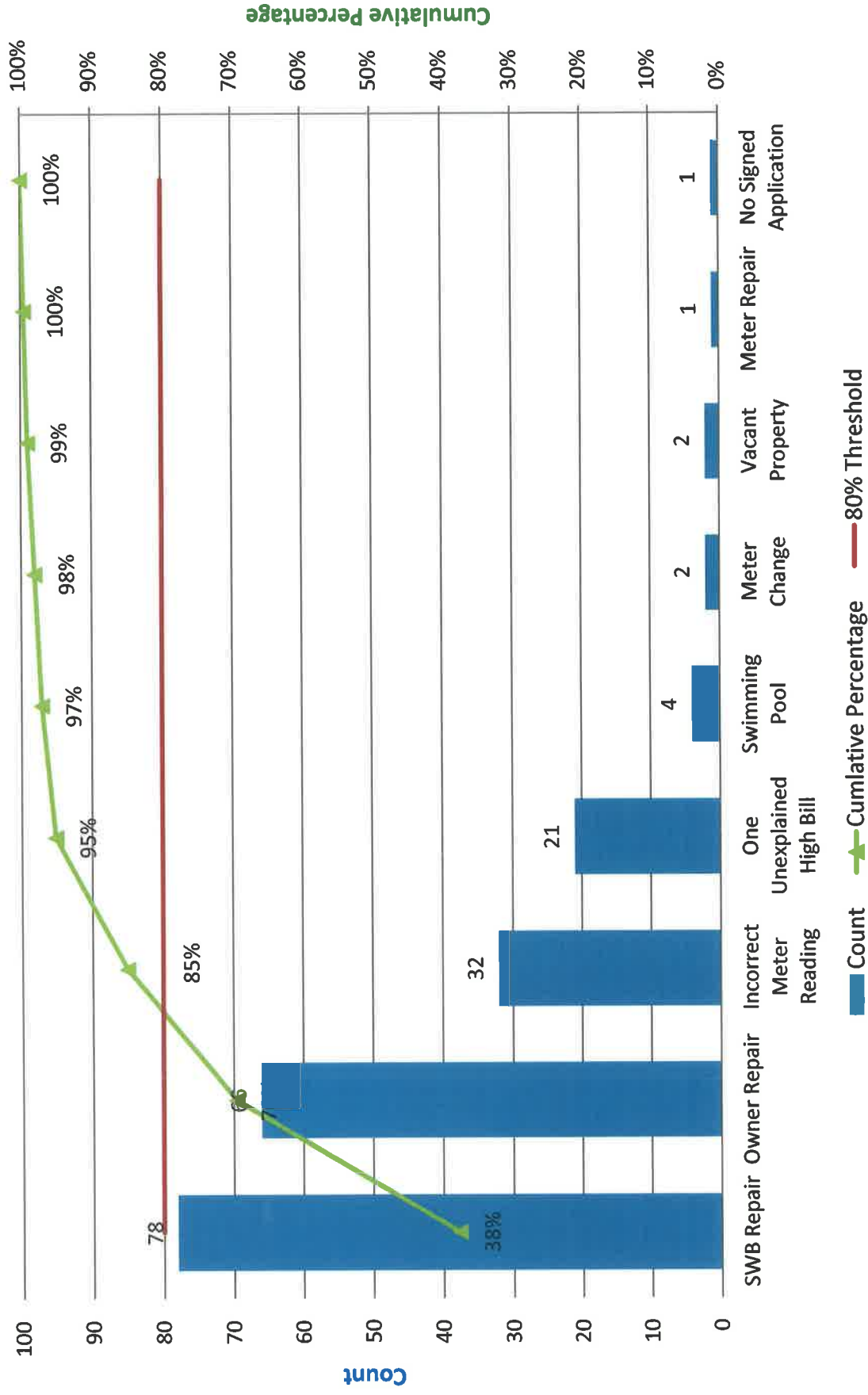
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
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%	0.6%	0.4%	0.5%

Sewerage and Water Board of New Orleans

Chart of Reasons for Adjustments

January 2015



[illegible]

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

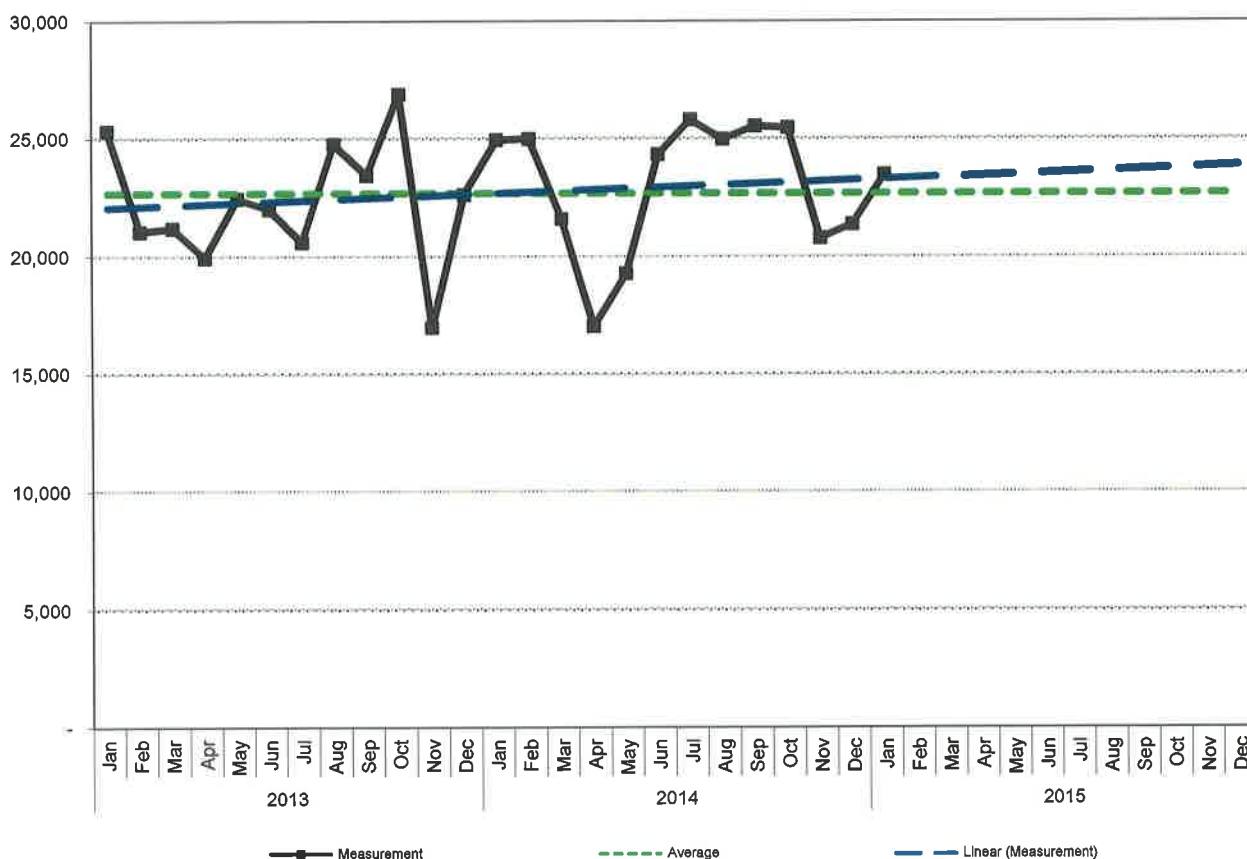
Trend: Close

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.



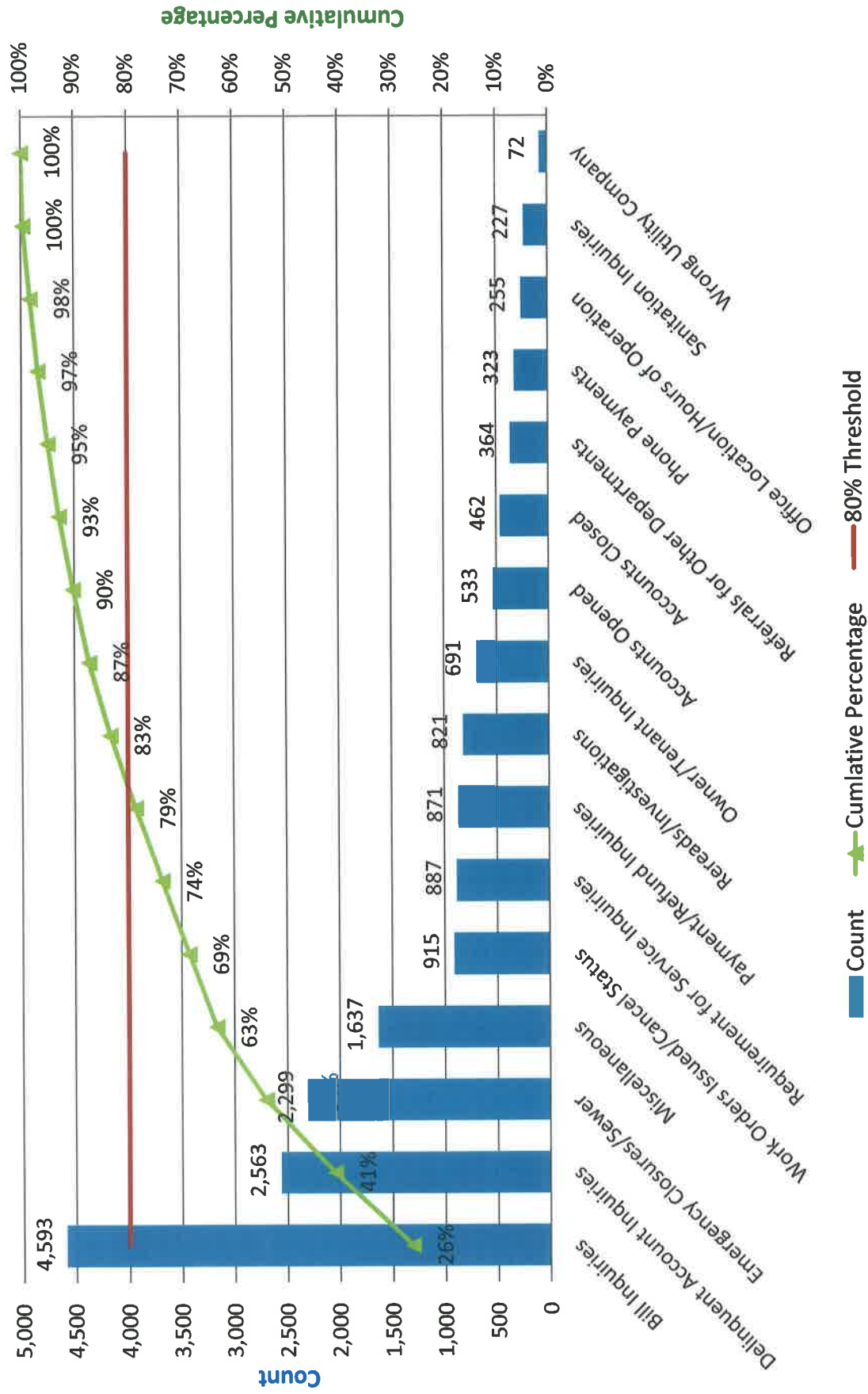
Data Table

[illegible]

Sewerage and Water Board of New Orleans

Chart of Types of Customer Calls

January 2015



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

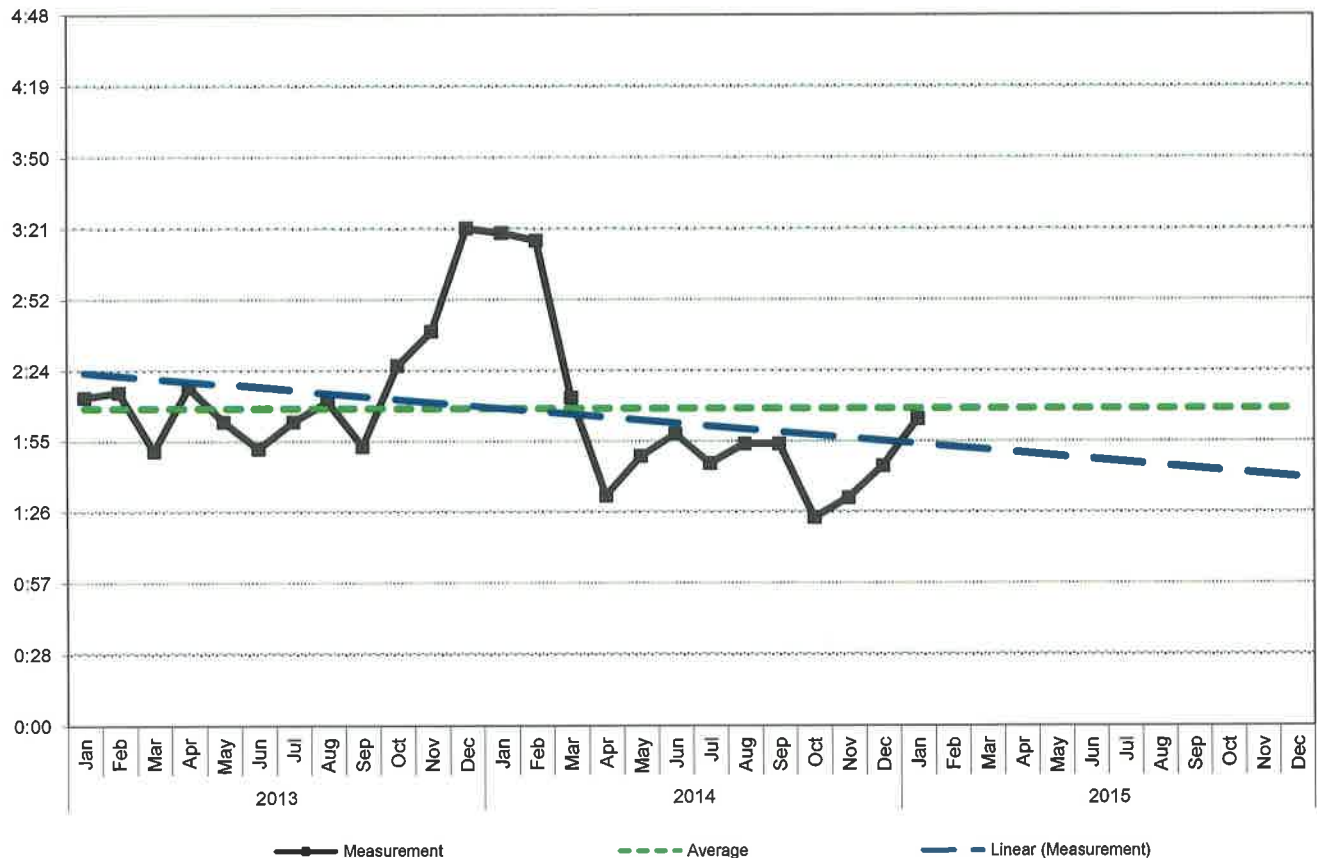
Trend: Favorable

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

[illegible]

[illegible]

[illegible]

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer Ratepayers

Objective: Provide Timely Information and Respond Promptly to Requests

Goal: Reduce Number of Service Requests

Currently Meeting
Goal: Yes

Process Operating Within Control Limits: Yes

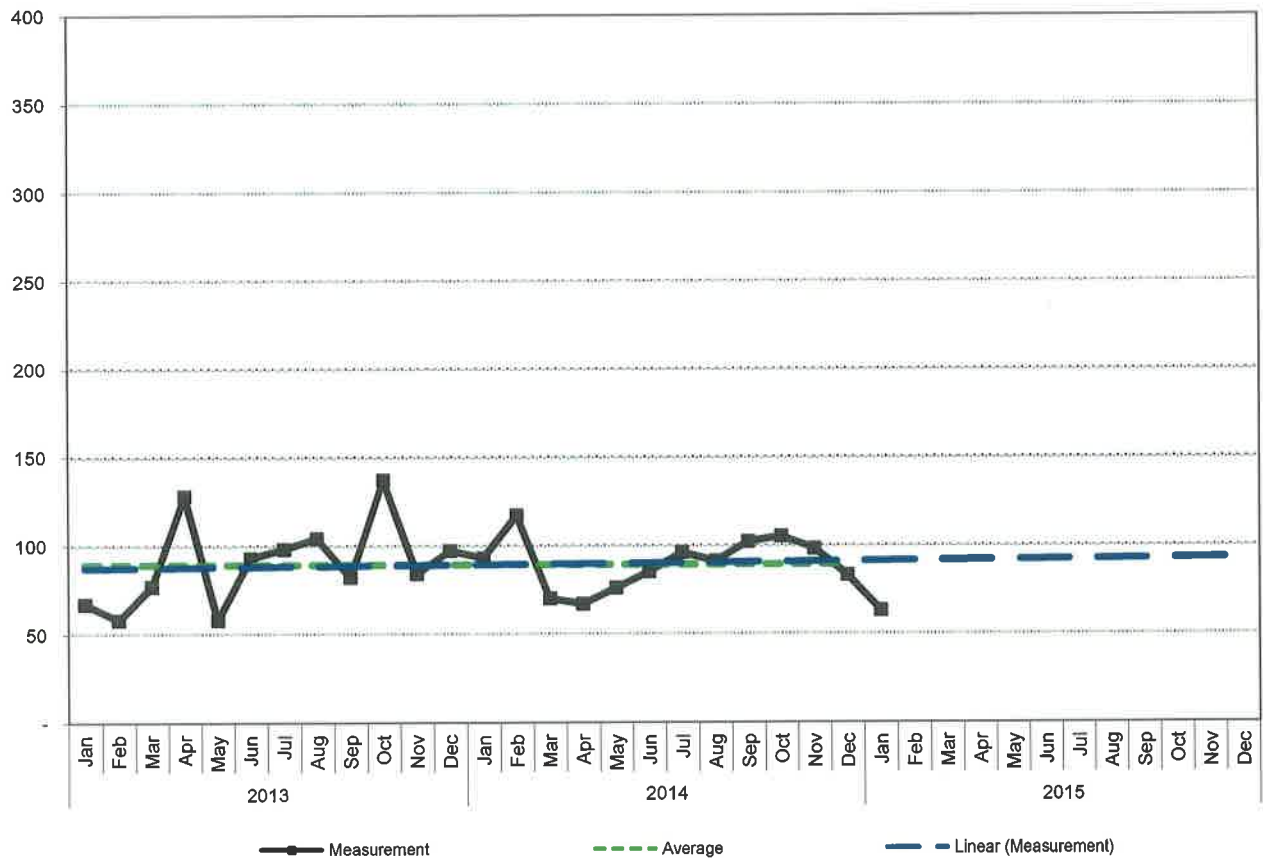
Trend: Level

Analysis

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

Plans for Improvement

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



Data Table

[illegible]

[illegible]

[illegible]

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

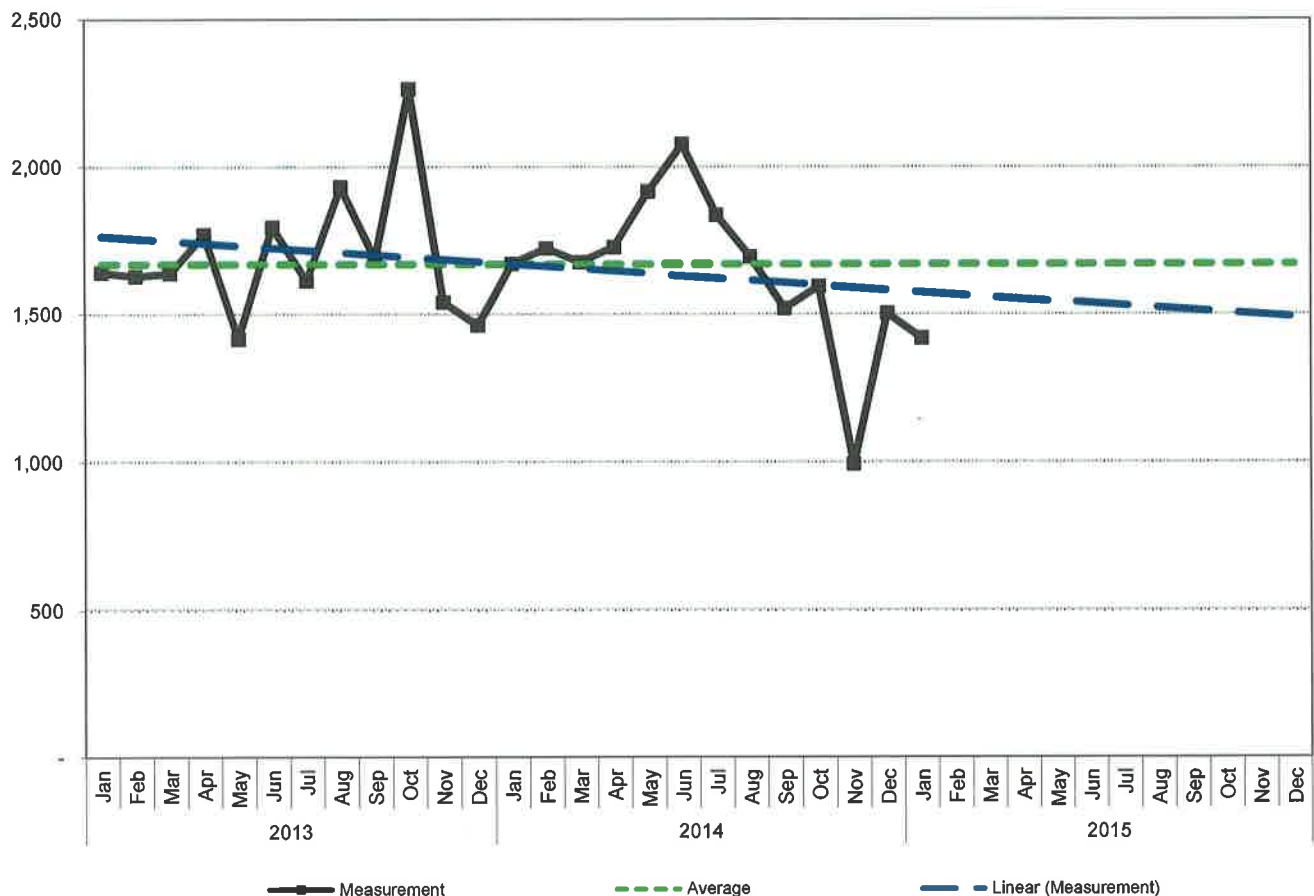
Trend: Favorable

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
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	1,594	993	1,502

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

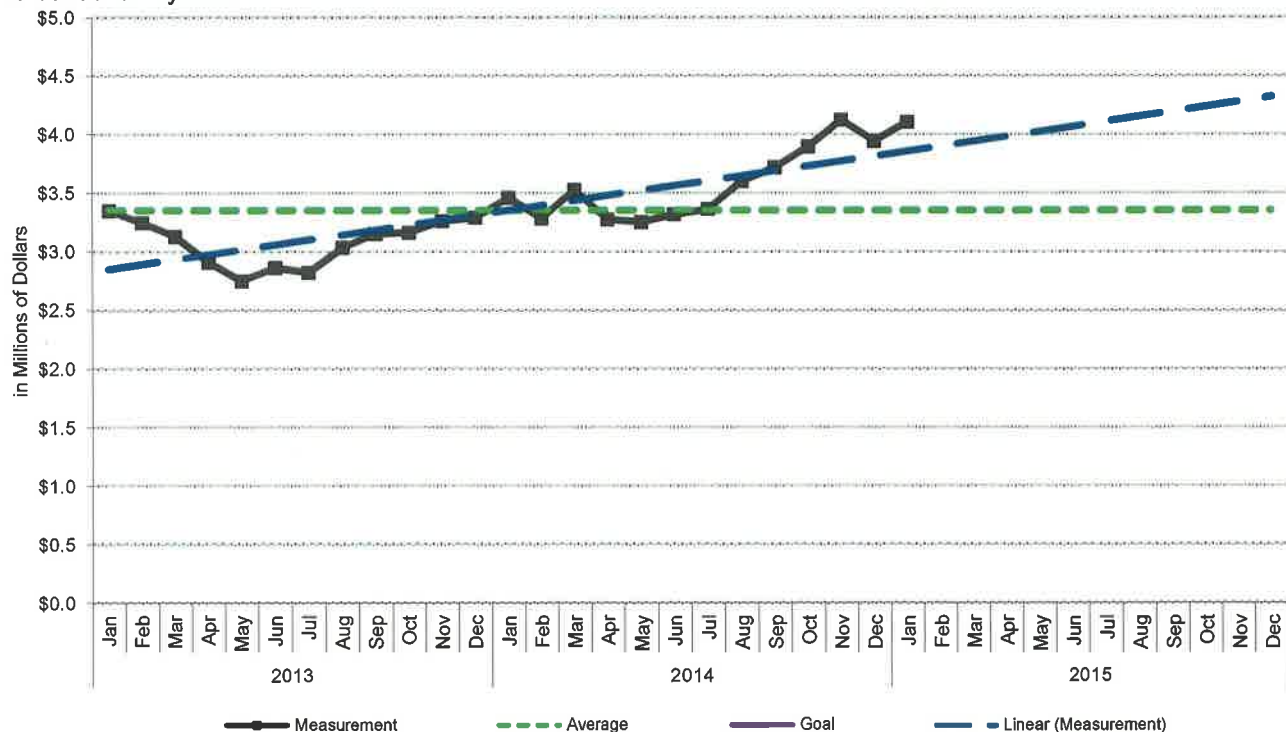
Trend: Level, when adjusted for rate increases.

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

[illegible]

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

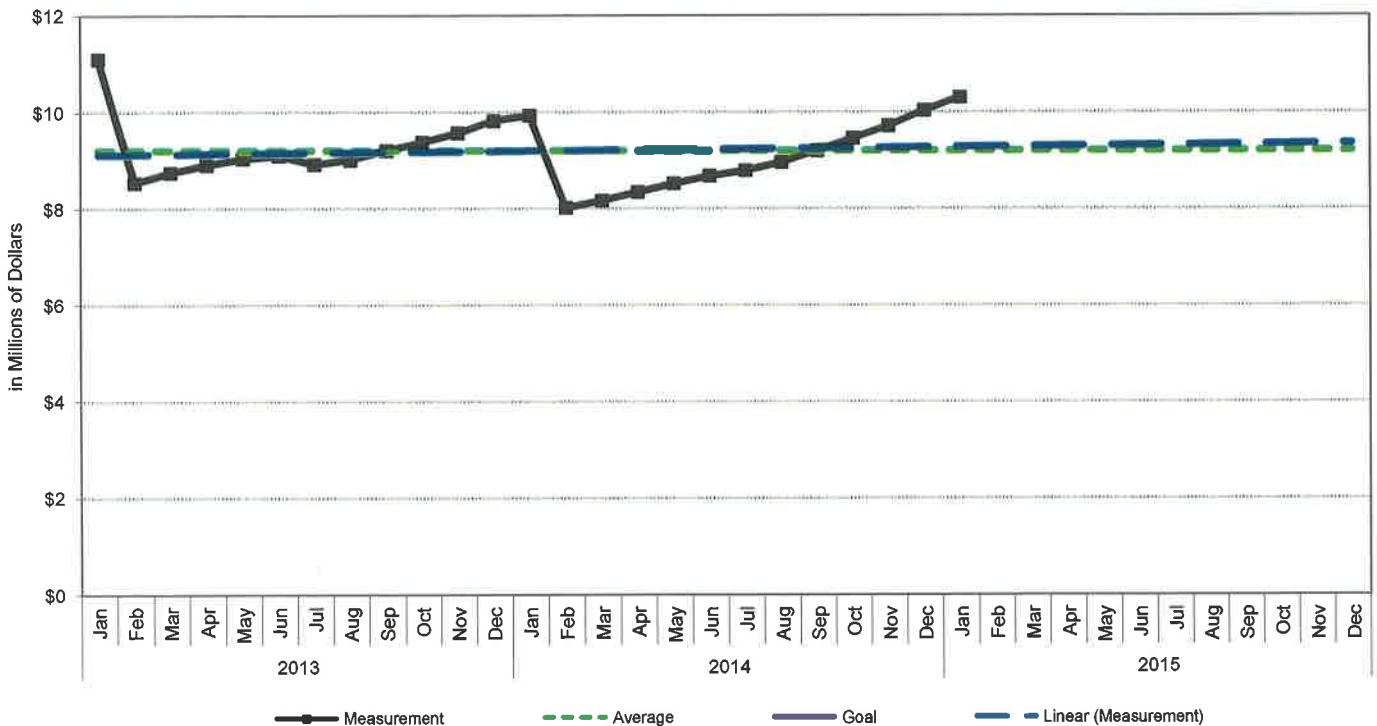
Trend: Level

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

[illegible]



SEWERAGE AND WATER BOARD OF NEW ORLEANS

January 5, 2015

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

Dear Directors:

Subject: Questions Raised by Board Member Alan Arnold

Attached are questions raised by Mr. Alan Arnold for consideration by the Operations Committee. Included are also management responses to these questions. Staff will be prepared to discuss these questions at the January 2015 committee meeting.

A handwritten signature in blue ink that reads "Cedric S. Grant".

Cedric S. Grant
Executive Director

Presented for your careful consideration by Board Member Alan Arnold

(Management responses shown in bold below. October 2014)

In the Black & Veatch report it states that S&WB staff estimate there are 129,000 meters in the system. The total number of customers reported in Official Statement is 120,591. Is water shut off to 8409 meters or Is there a large category of units that receive metered water but are not considered customers?

No.

How many units are inhabitable?

Sewerage and Water Board does not currently keep records on inhabitable versus uninhabitable properties.

Of the total how many units have had the water shut off for failure to pay?

There were 20,385 accounts turned off for non-payment in 2013. However, the number of units turned off will be less than that total due to some accounts being turned off more than one time during 2013.

If the water is turned off how long is a resident allowed to occupy the unit if a payment plan is not established?

Sewerage and Water Board does not determine how long a resident may occupy a property after water service has been turned off.

At what point does the health department or other city agency get involved?

No other city agencies are involved in the delinquent account or service turn-off process.

The foregoing may be inaccurate but it helps to more correctly describes the market served than the present description. This distinction is important because it has a bearing on Board policy and creates a more complete description of the customer accounts receivables including the aged accounts that will be written off.

Recognizing that the collection rate is an excellent 98% at present, problems could be developing with the price increases for the next 10 years and the proration of partial collections with sanitation.

There was a 25% increase in 2013 for provision for doubtful accounts.

The Board's stated policy is to write off as uncollectable customer receivables when 3 years is reached.

The finance committee should be closely monitoring that report. I think the report becomes more valuable if the Single Family units that are rental are properly identified. There needs to be special attention given to the accounts of the low income residents in our community for both humanitarian and business reasons.

It is more probable that payment difficulties will occur with renters that we classify as single family residents.

If an account goes into a payment plan, how long does the customer have to repay the outstanding bills?

The typical payment plan is for three to six months. However, each customer's circumstances are evaluated separately and may be extended in certain cases for up to thirty-six months.

How are delinquent fees handled in a payment plan?

Delinquent fees incurred prior to the payment plan are included in the plan. There are no delinquent fees incurred while the customer makes the scheduled payments during the plan. However, if the customer does not make the payments according the schedule, the service is turned off immediately without further notice.

Until the customer begins paying (not inc int) the customer eventually needs to pay MORE THAN the normal monthly bill or the outstanding balance will continue to increase. Can a payment plan continue indefinitely?

No.

If a customer on a payment plan vacates the premise
what recourse does the Board have to collect the balance?

Sewerage and Water Board has the same actions available for collection of delinquent accounts for customers who vacate their resident prior to completion of a payment plan as for customers who vacate their resident without signing a payment plan.

Is the debt reported to credit agencies?

The collection agency retained by Sewerage and Water Board reports delinquent accounts to credit agencies.

Is there any formal collection procedure for bad debts?

Yes. The Service Rules and Regulations govern the process for collection of accounts receivable.

Why wait 3 years to write it off?

The debt remains collectable for up to three years following when the account was last billed.

What percentage of our bad debts come from the Payment program caused by residents who vacate the premise?

Management has not computed statistics on what percentage of bad debts come from customers on payment plans who vacate their residence prior to completion of the payment plan.

The Boards official policy states that it administers its Water Assistance Program for qualifying customers in need of assistance. There are presently 1,400 participants in the program. It is limited to single family residents only. Does that include renters as well as owner occupied residents?

Yes, the Water Help program is available to renters and owner-occupied residents. However, there are not currently 1,400 participants in the program. There have been 384 accounts provided with assistance through this program during January through September 2014.

The Board should be furnished a description of the assistance program and the payment plan details. Additionally, an aged receivables account should be furnished and reviewed periodically by the appropriate committee. I request a copy of those reports.

Extensive information on the Water Help program has been provided to the Operations Committee during 2013 and 2014. Information on accounts receivable balances between 30 and 120 days old and more than 120 days old is provided to the Operations Committee each month.

Has the Board ever done a cost benefit analysis between incurring bad debts among the poorest among us vs increasing the amount of support in the Water Assistance Program?

There has not yet been an adequate length of time since the increased funding of Water Help to determine if it has resulted in a corresponding decrease in bad debts. The increase to Water Help occurred in January 2013 and the delinquent accounts for 2013 will not be written off until January 2016.

Sewerage & Water Board Contracts with SLDBE Participation January - February 2015

Category	Category Dollar Amount	SLDBE Dollar Value
Goods and Services Contracts	\$ 148,778	\$ 52,072
Construction Contracts	798,424	314,030
Professional Services Contracts	<u>1,815,295</u>	<u>428,351</u>
Grand Total	\$ 2,762,497	\$ 794,453

Sewerage and Water Board Contracts with SLDBE Participation January - February 2015

<u>Contract</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
<u>Goods & Services Contracts</u>				
<u>YW15-0003 Furnishing Limestone</u>	SAV Trucking Services, LLC	Blue Ribbon Resources	35%	\$ 52,072
<u>Construction Contracts</u>				
<u>#8143 - Katrina Related Repairs to Garage 2 at Cen. Yard</u>	Hamp's Construction, LLC	Boines Construction Paint Pro Depot	12.42% 26.91% 39.33%	\$ 99,180 214,850 314,030
<u>Professional Services Contracts</u>				
Construction Management Services for Capital Projects	Meyer Engineers	Infinity Engineers	35%	N/A
Design and Engineering Services for the Carrollton Water Treatment Plant	CDM Smith	MSMM Engineers	35%	194,447
Sludge Line to the River				
ARC Flash Assessment for Analysis for the Carrollton Water Treatment Plant	URS Corporation	Infinity Engineers	35%	90,959
Design and Engineering Services for the East Bank Wastewater Treatment Plant Effluent Pump Station	AECOM Technical Services, Inc.	Bonton Associates	35%	104,907
Provide Design and Engineering Services for HVAC System Improvements at the St. Joseph Street Building	Infinity Engineers	GreenPoint Engineering Trigon Associates, LLC WDG Architects	35%	14,350

Sewerage and Water Board Contracts with SLDBE Participation January - February 2015

<u>Contract</u>	<u>Prime Contractor</u>	<u>SLDBE Sub-Contractor</u>	<u>SLDBE %</u>	<u>Dollar Amount</u>
Design and Engineering Services for Kansas Street and Jourdan Road Sewer Force Mains	Royal Engineers & Consultants, LLC.	Circular Consulting GreenPoint Engineering MSMM Engineers	35%	23,688

Sewerage & Water Board of New Orleans Contracts with SLDBE Participation January - February 2015							
Goods & Services Contracts							
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Subcontractor	SLDBE %	Awarded SLDBE Dollar Value	Award Date	
YW15-0003	148,778	SAV Trucking Services, LLC	Blue Ribbon Resources	35%	52,072		
Total Goods & Services Contracts	148,778				52,072		

Sewerage & Water Board Contracts with SLDBE Participation January - February 2015									
Construction Contracts									
Contract Description	Contract Dollar Amount	Prime Contractor	SLDBE Sub-Contractor	Awarded SLSLDBE %		Awarded SLDDBE Dollar Value	Award Date		
#8143 - Katrina Related Repairs to Garage #2 at Central Yard	798,424	Hamp's Construction, LLC	Boines Construction	12.42%		99,180			
			Paint Pro Depot	26.91%		214,850			
			Total	39.33%		314,030	1/21/15		
Total Construction Contracts	798,424					314,030			

Sewerage & Water Board Contracts withSLDBE Participation from January - February 2015							
Professional Service Contracts							
Contract Description	Contract Dollar Amount Fixed Hourly Rates (upon request)	Prime Contractor	SLDBE Sub-Contractor	SLDBE %	Awarded SLDBE Value	Award Date	
Construction Management Services for Capital Projects		Meyer Engineers	Infinity Engineers	35%	N/A	1/21/2015	
Design and Engineering Services for the Carrollton Water Treatment Plant Sludge Line to the River	555,564	CDM Smith	MSMM Engineering, LLC	35%	194,447	1/25/2015	
ARC Flash Assessment for Analysis for the Carrollton Water Treatment Plant	259,884	URS Corporation	Infinity Engineers	35%	90,959	1/25/2015	
Design and Engineering Services for the East Bank Wastewater Treatment Plan Effluent Pump Station	299,737	AECOM Technical Services, Inc.	Borton Associates GreenPoint Engineering Trigon Associates, LLC	35%	104,907	2/18/2015	
Provide Design and Engineering Services for HVAC System Improvements at the St. Joseph Street Building	41,000	Infinity Engineers	WDG Architects Engineers	35%	14,350	2/18/2015	
Design and Engineering Services for Kansas Street and Jourdan Road Sewer Force Mains	659,110	Royal Engineers & Consultants, LLC.	Circular Consulting GreenPoint Engineering MSMM Engineering, LLC.	35%	23,688	2/18/2015	
Total Professional Service Contracts	\$ 1,815,295				\$ 428,351		

Sewerage & Water Board of New Orleans Committee & Board of Director's Meeting Schedule

2015

MONDAY	MARCH 2, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	MARCH 3, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	MARCH 4, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MARCH 4, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	MARCH 6, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MARCH 18, 2015	9:00 AM	BOARD OF DIRECTOR'S
WEDNESDAY	APRIL 1, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	APRIL 1, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	APRIL 3, 2015	HOLIDAY	GOOD FRIDAY / OFFICE CLOSED
MONDAY	APRIL 6, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	APRIL 7, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	APRIL 10, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	APRIL 15, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MAY 4, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	MAY 5, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	MAY 6, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	MAY 6, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	MAY 8, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	MAY 20, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	MAY 25, 2015	HOLIDAY	MEMORIAL DAY / OFFICE CLOSED
MONDAY	JUNE 1, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JUNE 2, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	JUNE 3, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JUNE 3, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JUNE 5, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JUNE 17, 2015	9:00 AM	BOARD OF DIRECTOR'S
WEDNESDAY	JULY 1, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	JULY 1, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	JULY 3, 2015	HOLIDAY	INDEPENDENCE DAY/OFFICE CLOSED
MONDAY	JULY 6, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	JULY 7, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	JULY 10, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	JULY 15, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	AUGUST 3, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	AUGUST 4, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	AUGUST 5, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	AUGUST 5, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	AUGUST 7, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	AUGUST 19, 2015	9:00 AM	BOARD OF DIRECTOR'S

Sewerage & Water Board of New Orleans Committee & Board of Director's Meeting Schedule

2015

TUESDAY	SEPTEMBER 1, 2015	8:00 AM	OPERATIONS/ FINANCE COMMITTEE
WEDNESDAY	SEPTEMBER 2, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	SEPTEMBER 2, 2015	10:30 AM	PENSION
FRIDAY	SEPTEMBER 4, 2015	9:00 AM	EXECUTIVE COMMITTEE
MONDAY	SEPTEMBER 7, 2015	HOLIDAY	LABOR DAY / OFFICE CLOSED
WEDNESDAY	SEPTEMBER 16, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	OCTOBER 5, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	OCTOBER 6, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	OCTOBER 7, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	OCTOBER 7, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	OCTOBER 9, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	OCTOBER 21, 2015	9:00 AM	BOARD OF DIRECTOR'S
MONDAY	NOVEMBER 2, 2015	8:00 AM	OPERATION COMMITTEE
TUESDAY	NOVEMBER 3, 2015	8:00 AM	FINANCE COMMITTEE
WEDNESDAY	NOVEMBER 4, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	NOVEMBER 4, 2015	10:30 AM	PENSION COMMITTEE
FRIDAY	NOVEMBER 6, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	NOVEMBER 18, 2015	9:00 AM	BOARD OF DIRECTOR'S
THURSDAY	NOVEMBER 26, 2015	HOLIDAY	THANKSGIVING / OFFICE CLOSED
FRIDAY	NOVEMBER 27, 2015	HOLIDAY	VETERANS DAY / OFFICE CLOSED
WEDNESDAY	DECEMBER 2, 2015	9:00 AM	COMMITTEE ON INFRASTRUCTURE
WEDNESDAY	DECEMBER 2, 2015	10:30 AM	PENSION COMMITTEE
MONDAY	DECEMBER 7, 2015	8:00 AM	OPERATIONS COMMITTEE
TUESDAY	DECEMBER 8, 2015	8:00 AM	FINANCE COMMITTEE
FRIDAY	DECEMBER 11, 2015	9:00 AM	EXECUTIVE COMMITTEE
WEDNESDAY	DECEMBER 16, 2015	9:00 AM	BOARD OF DIRECTOR'S
FRIDAY	DECEMBER 25, 2015	HOLIDAY	CHRISTMAS DAY / OFFICE CLOSED

NOTE: DUE TO THE LABOR DAY HOLIDAY IN SEPTEMBER, WE ARE ATTEMPTING TO HOLD THE OPERATIONS AND FINANCE COMMITTEES AS A JOINT MEETING.