

**Sewerage and Water Board of New Orleans**  
**Summary of Preliminary Financial Results Revised**  
**Through December 31, 2016**

	Water	Sewer	Drainage
<b>Prior Year Variances</b>			
Revenues	1,794,756	5,936,694	(3,419,265)
Operating Expenses	3,938,869	5,652,306	3,148,998
Non-Operating Revenues and Expenses	5,209,209	5,219,445	5,454,092
Income before Capital Contributions	<u>3,065,096</u>	<u>5,503,833</u>	<u>(1,114,171)</u>
<b>Budget Variances</b>			
Revenues	(4,612,271)	(1,785,201)	610,946
Operating Expenses	(389,309)	(2,787,052)	(9,852,986)
Non-Operating Revenues and Expenses	913,259	540,723	1,551,796
Income before Capital Contributions	<u>(3,309,703)</u>	<u>1,542,574</u>	<u>12,015,728</u>
<b>Days of Cash</b>	197.3	383.9	233.7
<b>Projected Debt Service Coverage Times</b>	1.58	2.18	Not Applicable



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

March 13, 2017

Finance and Administration Committee  
Sewerage and Water Board of New Orleans  
New Orleans, Louisiana

### **Re: Revised Unaudited Financial Results through December 2016**

Attached are the revised unaudited *Statement of Net Position and the Statement of Revenues, Expenses, and Changes in Net Position* with budget and prior year comparisons for the water, sewer, drainage, and total systems through December 2016. These revised statements reflect corrections for alignment of revenues for recognition in the proper billing period and reflect additional expenses for invoices processed in the first quarter of 2017 for goods and services received in the last quarter of 2016.

#### **Operating Revenues:**

**Water System Fund** (pages 7 and 8, line 5) for December of \$6,932,080 is \$464,346 or 6.3% less than budgeted and \$890,639 or 11.4% less than December 2015. December YTD operating revenues of \$84,144,841 is \$4,612,271 or 5.2% less than budgeted and \$1,794,756 or 2.2% more than December YTD 2015.

**Sewer System Fund** (pages 13 and 14, line 5) for December of \$8,775,507 is \$36,821 or 0.4% less than budgeted and \$1,243,054 or 12.4% less than December 2015. December YTD operating revenues of \$103,962,736 is \$1,785,201 or 1.7% less than budgeted and \$5,936,694 or 6.1% more than December YTD 2015.

**Drainage System Fund** (pages 19 and 20, line 5) for December of \$2,027 is \$2,027 or 100.0% more than budgeted and \$5,035 or 71.3% less than for December 2015. December YTD operating revenue of \$610,946 is \$610,946 or 100.0% more than budgeted and \$3,419,265 or 84.8% less than for December YTD 2015.

**Total System Funds** (pages 1 and 2, line 5) for December of \$15,709,613 are \$499,141 or 3.1% less than budgeted and \$2,138,729 or 12.0% less than December 2015. December YTD operating revenues of \$188,718,523 is \$5,786,526 or 3.0% less than budgeted and \$4,312,185 or 2.3% more than December YTD 2015.

#### **Operating Expenses:**

**Water System Fund** (pages 7 and 8, line 18) for December of \$10,471,327 is \$2,278,786 or 27.8% more than budgeted and \$2,830,208 or 21.3% less than December 2015. December YTD operating expenses of \$97,921,183 is \$389,309 or 0.4% less than budgeted and \$3,938,869 or 4.2% more than December YTD 2015.

**Sewer System Fund** (pages 13 and 14, line 18) for December of \$8,836,459 is \$2,301,378 or 35.2% more than budgeted and \$2,880,696 or 24.6% less than December



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

2015. December YTD operating expenses of \$75,633,923 are \$2,787,052 or 3.6% less than budgeted and \$5,652,306 or 8.1% more than December YTD 2015.

**Drainage System Fund** (pages 19 and 20, line 18) for December of \$5,005,342 is \$2,453 or approximately equal to budgeted and \$227,007 or 4.3% less than December 2015. December YTD operating expenses of \$50,181,679 is \$9,852,986 or 16.4% less than budgeted and \$3,148,998 or 6.7% more than December YTD 2015.

**Total System Funds** (pages 1 and 2, line 18) for December of \$24,313,128 are \$4,582,617 or 23.2% more than budgeted and \$5,937,911 or 19.6% less than December 2015. December YTD operating expenses of \$223,736,786 are \$13,029,347 or 5.5% less than budgeted and \$12,740,173 or 6.0% more than December YTD 2015.

### Net Non-Operating Revenues:

**Water System Fund** (pages 7 and 8, line 28) for December of \$1,331,800 is \$1,298,425 or 3890.4% more than budgeted and \$5,810,324 or 129.7% more than December 2015. December YTD net non-operating revenues of \$1,313,760 are \$913,259 or 228.0% more than budgeted and \$5,209,209 or 133.7% more than December YTD 2015. MTD and YTD variances to prior year are due to interest expense not yet posted for 2016.

**Sewer System Fund** (pages 13 and 14, line 28) for December of \$1,918,439 is \$1,879,934 or 4882.3% more than budgeted and \$6,472,993 or 142.1% more than December 2015. December YTD net non-operating revenues of \$1,002,784 are \$540,723 or 117.0% more than budgeted and \$5,219,445 or 123.8% more than December YTD 2015. MTD and YTD variances to prior year are due to interest expense not yet posted for 2016.

**Drainage System Fund** (pages 19 and 20, line 28) for December of \$375,240 is \$1,325,270 or 77.9% less than budgeted and \$884,160 or 180.0% more than December 2015. December YTD net non-operating revenues of \$54,357,084 are \$1,551,796 or 2.9% more than budgeted and \$5,454,092 or 11.2% more than December YTD 2015.

**Total System Funds** (pages 1 and 2, line 28) for December of \$3,625,479 is \$1,853,089 or 104.6% more than budgeted and \$13,127,477 or 138.2% more than December 2015. December YTD net non-operating revenues of \$56,673,629 are \$3,005,778 or 5.6% more than budgeted and \$15,882,747 or 38.9% more than December YTD 2015.

### Income Before Contributions in Aid of Construction:

**Water System Fund** (pages 7 and 8, line 29) for December of -\$2,207,447 is \$1,444,707 or 189.4% less than budgeted and \$7,749,893 or 77.8% more than December 2015. December YTD income before capital contributions of -\$12,462,582 is \$3,309,703 or 36.2% less than budgeted and \$3,065,096 or 19.7% more than December YTD 2015.

**Sewer System Fund** (pages 13 and 14, line 29) for December of \$1,857,487 is \$485,265 or 19.8% less than budgeted and \$8,110,634 or 129.7% more than December 2015. December YTD income before capital contributions of \$29,331,597 is \$1,542,574 or



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

5.6% more than budgeted and \$5,219,445 or 123.8% more than December YTD 2015.

**Drainage System Fund** (pages 19 and 20, line 29) for December of -\$4,628,075 is \$1,325,696 or 40.1% less than budgeted and \$1,066,132 or 18.7% more than December 2015. December YTD income before capital contributions of \$4,786,351 is \$12,015,727 or 166.2% more than budgeted and \$1,114,171 or 18.9% less than December YTD 2015.

**Total System Funds** (pages 1 and 2, line 29) for December of -\$4,978,036 is \$3,228,668 or 184.6% less than budgeted and \$16,926,660 or 77.3% more than December 2015. December YTD income before capital contributions of \$21,655,366 is \$10,248,599 or 89.8% more than budgeted and \$7,454,759 or 52.5% more than December YTD 2015.

The days-of-cash at December 31, 2016 were 197.3 for the water system, 233.7 for the sewer system, and 383.9 for the drainage system. These results are above the policy target of 180 days and the bond covenant minimum of 90 days.

The debt service coverage for the year ending December 31, 2016, based upon preliminary unaudited financial results through December 31, 2016, is 1.58 times for the water system and 2.18 times for the sewer system. The results are above the policy target of 1.50 times and the bond covenant minimum of 1.25.

**Certification.** In connection with the accompanying monthly financial report of the Sewerage and Water Board of New Orleans for the period ended December 31, 2016, I hereby certify that, to my knowledge, the information contained in the report fairly presents, in all material respects, the financial condition and results of the Board.

Robert K. Miller  
Deputy Director / Chief Financial Officer

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## ALL SYSTEM FUNDS

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH PRIOR YEAR COMPARISONS

December 2016

	A MTD Actual	B MTD Prior Year	C Variance	D %	E YTD Actual	F YTD Prior Year	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,897,817	7,432,187	(534,370)	-7.2%	81,338,932	78,628,508	2,710,424	3.4% 1
2 Sewerage service charges and del fees	8,710,192	9,852,682	(1,142,490)	-11.6%	103,168,193	97,160,502	6,007,691	6.2% 2
3 Plumbing inspection and license fees	50,340	53,950	(3,610)	-6.7%	638,501	610,768	27,733	4.5% 3
4 Other revenues	51,264	509,523	(458,258)	-89.9%	3,572,897	8,006,560	(4,433,663)	-55.4% 4
<b>5 Total operating revenues</b>	<b>15,709,613</b>	<b>17,848,342</b>	<b>(2,138,729)</b>	<b>-12.0%</b>	<b>188,718,523</b>	<b>184,406,538</b>	<b>4,312,185</b>	<b>2.3% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	129,024	166,187	(37,163)	-22.4%	1,350,806	1,343,578	7,228	0.5% 6
7 Special Counsel	161,734	127,213	34,521	27.1%	1,591,362	1,741,812	(150,450)	-8.6% 7
8 Security	1,909,462	1,512,676	396,786	26.2%	9,909,217	6,715,141	3,194,076	47.6% 8
9 Operations	10,088,363	15,749,264	(5,660,901)	-35.9%	103,803,316	103,535,719	269,598	0.3% 9
10 Engineering	609,352	504,563	104,788	20.8%	5,894,580	5,380,816	513,764	9.5% 10
11 Logistics	906,013	1,288,557	(382,524)	-29.7%	11,117,362	13,124,063	(2,006,701)	-15.3% 11
12 Communications	154,293	111,727	42,477	38.0%	920,989	893,858	27,132	3.0% 12
13 Administration	2,257,570	1,191,864	1,065,706	89.4%	14,938,215	8,443,318	6,494,897	76.9% 13
14 Chief Financial Officer	2,036,914	1,777,229	259,685	14.6%	19,426,911	18,109,794	1,317,117	7.3% 14
15 Continuous Improvement	94,748	-	94,748	0.0%	175,882	-	175,882	0.0% 15
16 Allocation for Overhead	(1,125,000)	(1,118,508)	(6,492)	0.6%	(12,605,718)	(10,650,802)	(1,954,916)	18.4% 16
17 Non-Cash Operating Expenses	7,090,744	8,940,287	(1,849,542)	-20.7%	67,213,383	62,361,316	4,832,547	7.8% 17
<b>18 Total operating expenses</b>	<b>24,313,128</b>	<b>30,251,038</b>	<b>(5,937,911)</b>	<b>-19.6%</b>	<b>223,736,786</b>	<b>210,996,613</b>	<b>12,740,173</b>	<b>6.0% 18</b>
<b>19 Operating income (loss)</b>	<b>(8,603,515)</b>	<b>(12,402,697)</b>	<b>3,799,182</b>	<b>-30.6%</b>	<b>(35,018,263)</b>	<b>(26,590,275)</b>	<b>(8,427,988)</b>	<b>31.7% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	39	2,620	(2,581)	-98.5%	7,526	4,959	2,567	51.8% 20
21 Three-mill tax	72,926	113,818	(40,892)	-35.9%	15,373,454	14,096,458	1,276,996	9.1% 21
22 Six-mill tax	73,750	114,950	(41,200)	-35.8%	15,538,326	14,247,550	1,290,776	9.1% 22
23 Nine-mill tax	110,537	172,192	(61,655)	-35.8%	23,291,247	21,356,099	1,935,148	9.1% 23
24 Interest income	3,072,061	1,668,502	1,403,559	84.1%	1,874,286	2,363,179	(488,893)	-20.7% 24
25 Other Income	296,165	293,109	3,055	1.0%	564,050	581,395	(17,345)	-3.0% 25
26 Interest expense	-	(11,867,190)	11,867,190	-100.0%	-	(11,867,190)	11,867,190	-100.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	24,738	8,431	16,307	192.4% 27
<b>28 Total non-operating revenues</b>	<b>3,625,479</b>	<b>(9,501,998)</b>	<b>13,127,477</b>	<b>-138.2%</b>	<b>56,673,679</b>	<b>40,790,881</b>	<b>15,882,747</b>	<b>38.9% 28</b>
<b>29 Income before capital contributions</b>	<b>(4,978,036)</b>	<b>(21,904,695)</b>	<b>16,926,660</b>	<b>-77.3%</b>	<b>21,655,366</b>	<b>14,200,606</b>	<b>7,454,759</b>	<b>52.5% 29</b>
<b>30 Capital contributions</b>	<b>13,182,480</b>	<b>9,463,806</b>	<b>3,718,674</b>	<b>39.3%</b>	<b>43,823,970</b>	<b>44,825,352</b>	<b>(1,001,382)</b>	<b>-2.2% 30</b>
<b>31 Change in net position</b>	<b>8,204,444</b>	<b>(12,440,889)</b>	<b>20,645,333</b>	<b>-165.9%</b>	<b>65,479,336</b>	<b>59,025,958</b>	<b>6,433,378</b>	<b>10.9% 31</b>
<b>32 Net position, beginning of year</b>								
<b>33 Net position, end of year</b>								

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## ALL SYSTEM FUNDS

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

December 2016

	A MTD Actual	B MTD Budget	C Variance %	D YTD Actual	E YTD Budget	F YTD Budget	G YTD Variance	H YTD %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,897,817	7,108,525	(210,709)	-3.0%	81,338,932	85,302,302	(3,963,370)	-4.6% 1
2 Sewerage service charges and del fees	8,710,192	8,735,378	(25,186)	-0.3%	103,168,193	104,824,535	(1,656,342)	-1.6% 2
3 Plumbing inspection and license fees	50,340	52,151	(1,811)	-3.5%	638,501	625,810	12,691	2.0% 3
4 Other revenues	51,264	312,700	(261,436)	-83.6%	3,572,897	3,752,402	(179,505)	-4.8% 4
5 Total operating revenues	15,709,613	16,208,754	(499,141)	-3.1%	188,718,523	194,505,049	(5,786,526)	-3.0% 5
<b>Operating Expenses:</b>								
6 Executive Director	129,024	116,758	12,266	10.5%	1,350,806	1,401,093	(50,287)	-3.6% 6
7 Special Counsel	161,734	183,298	(21,564)	-11.8%	1,591,362	2,199,572	(608,210)	-27.7% 7
8 Security	1,909,462	911,577	997,885	109.5%	9,909,217	10,938,922	(1,029,705)	-9.4% 8
9 Operations	10,088,363	9,340,503	747,860	8.0%	103,803,316	112,086,038	(8,282,721)	-7.4% 9
10 Engineering	609,352	626,532	(17,280)	-2.8%	5,894,580	7,159,579	(1,624,999)	-21.6% 10
11 Logistics	906,013	1,191,098	(285,085)	-23.9%	11,117,362	14,293,174	(3,175,811)	-22.2% 11
12 Communications	154,203	124,355	29,849	24.0%	920,989	1,492,255	(571,266)	-38.3% 12
13 Administration	2,257,570	806,882	1,450,688	179.8%	14,938,215	9,682,589	5,255,626	54.3% 13
14 Chief Financial Officer	2,036,914	2,035,115	1,799	0.1%	19,426,911	24,421,380	(4,994,468)	-20.5% 14
15 Continuous Improvement	94,748	15,717	79,031	502.8%	175,882	188,607	(12,725)	-6.7% 15
16 Allocation for Overhead	(1,125,000)	(897,301)	(227,499)	25.3%	(12,605,718)	(10,770,010)	(1,835,708)	17.0% 16
17 Non-Cash Operating Expenses	7,090,744	5,276,078	1,814,667	34.4%	67,213,863	63,312,933	3,900,930	6.2% 17
18 Total operating expenses	24,313,128	19,730,511	4,582,617	23.2%	223,736,786	236,766,133	(13,029,347)	-5.5% 18
19 Operating income (loss)	(8,603,515)	(3,521,757)	(5,081,758)	144.3%	(35,018,263)	(42,261,084)	7,242,821	-17.1% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	39	68	(29)	-42.5%	7,526	2,181	5,345	245.1% 20
21 Three-mill tax	72,926	457,839	(384,913)	-84.1%	15,373,454	14,682,380	690,473	4.7% 21
22 Six-mill tax	73,750	462,752	(389,001)	-84.1%	15,538,326	14,840,524	697,803	4.7% 22
23 Nine-mill tax	110,537	693,636	(583,099)	-84.1%	23,291,247	22,245,031	1,046,217	4.7% 23
24 Interest income	3,072,061	5,650	3,046,411	54271.2%	1,874,286	67,802	1,806,484	2664.4% 24
25 Other Income	296,165	152,444	143,720	94.3%	564,050	1,829,333	(1,265,283)	-69.2% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	24,738	-	24,738	0.0% 27
28 Total non-operating revenues	3,625,479	1,772,389	1,853,089	104.6%	56,673,629	53,667,851	3,005,778	5.6% 28
29 Income before capital contributions	(4,978,036)	(1,749,368)	(3,228,668)	184.6%	21,655,366	11,406,767	10,248,599	89.8% 29
30 Capital contributions	13,182,480	-	13,182,480	0.0%	43,823,970	-	43,823,970	0.0% 30
31 Change in net position	8,204,444	(1,749,368)	9,933,812	-569.0%	65,479,336	11,406,767	54,072,569	474.0% 31
32 Net position, beginning of year	-	-	-	-	-	-	-	-
33 Net position, end of year	-	-	-	-	-	-	-	-

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## WATER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH PRIOR YEAR COMPARISONS

December 2016

	A MTD	B MTD Prior Year	C MTD Variance	D %	E Actual	F YTD Prior Year	G YTD Variance	H YTD %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,897,817	7,432,187	(534,370)	-7.2%	81,338,932	78,628,508	2,710,424	3.4% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	4,577	26,975	(22,398)	-83.0%	324,538	305,384	19,154	6.3% 3
4 Other revenues <sup>1</sup>	29,686	363,557	(333,871)	-91.8%	2,181,371	3,416,193	(934,821)	-27.4% 4
<b>5 Total operating revenues</b>	<b>6,922,080</b>	<b>7,822,719</b>	<b>(890,639)</b>	<b>-11.4%</b>	<b>84,144,841</b>	<b>82,350,085</b>	<b>1,794,756</b>	<b>2.2% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	46,556	58,209	(11,652)	-20.0%	484,079	474,201	9,878	2.1% 6
7 Special Counsel	39,730	38,579	1,150	3.0%	477,977	572,668	(94,691)	-16.5% 7
8 Security	726,132	556,198	169,933	30.6%	3,713,800	2,549,537	1,164,263	45.7% 8
9 Operations	4,844,774	7,827,872	(2,983,098)	-38.1%	5,1389,895	52,653,216	(1,263,321)	-2.4% 9
10 Engineering	177,723	168,213	9,510	5.7%	1,995,668	1,789,139	206,529	11.5% 10
11 Logistics	295,415	434,341	(138,926)	-32.0%	3,688,334	4,441,535	(753,201)	-17.0% 11
12 Communications	51,401	37,242	14,159	38.0%	306,996	318,786	(11,790)	-3.7% 12
13 Administration	1,013,902	554,268	459,634	82.9%	6,877,814	3,938,043	2,939,771	74.7% 13
14 Chief Financial Officer	875,332	782,424	92,908	11.9%	8,435,812	7,867,506	568,306	7.2% 14
15 Continuous Improvement	31,583	-	31,583	0.0%	58,627	-	58,627	0.0% 15
16 Allocation for Overhead	(375,000)	(416,250)	41,250	-9.9%	(4,529,541)	(3,958,394)	(571,147)	14.4% 16
17 Non-Cash Operating Expenses	2,743,780	3,260,438	(516,658)	-15.8%	25,021,719	23,336,078	1,685,642	7.2% 17
<b>18 Total operating expenses</b>	<b>10,471,327</b>	<b>13,301,535</b>	<b>(2,830,208)</b>	<b>-21.3%</b>	<b>97,921,183</b>	<b>93,982,314</b>	<b>3,938,869</b>	<b>4.2% 18</b>
<b>19 Operating income (loss)</b>	<b>(3,539,247)</b>	<b>(5,478,816)</b>	<b>1,939,569</b>	<b>-35.4%</b>	<b>(13,776,343)</b>	<b>(11,632,230)</b>	<b>(2,144,113)</b>	<b>18.4% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	1,200,007	520,400	679,607	130.6%	1,038,020	966,756	71,263	7.4% 24
25 Other Income	131,793	130,434	1,360	1.0%	251,002	258,721	(7,718)	-3.0% 25
26 Interest expense	-	(5,129,357)	5,129,357	-100.0%	-	(5,129,357)	5,129,357	-100.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	24,738	8,431	16,307	193.4% 27
<b>28 Total non-operating revenues</b>	<b>1,331,800</b>	<b>(4,478,523)</b>	<b>5,810,324</b>	<b>-129.7%</b>	<b>1,313,760</b>	<b>(3,895,449)</b>	<b>5,209,209</b>	<b>-133.7% 28</b>
<b>29 Income before capital contributions</b>	<b>(2,207,447)</b>	<b>(9,957,340)</b>	<b>7,749,893</b>	<b>-77.8%</b>	<b>(12,462,582)</b>	<b>(15,527,679)</b>	<b>3,065,096</b>	<b>-19.7% 29</b>
<b>30 Capital contributions</b>	<b>6,919,744</b>	<b>4,169,014</b>	<b>2,750,720</b>	<b>66.0%</b>	<b>21,243,494</b>	<b>15,317,443</b>	<b>5,926,051</b>	<b>38.7% 30</b>
<b>31 Change in net position</b>	<b>4,712,298</b>	<b>(5,788,325)</b>	<b>10,500,623</b>	<b>-181.4%</b>	<b>8,780,912</b>	<b>(210,235)</b>	<b>8,991,147</b>	<b>-4276.7% 31</b>
<b>32 Net position, beginning of year</b>	<b>32</b>							
<b>33 Net position, end of year</b>	<b>33</b>							

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## WATER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

December 2016

	A	B	C	D	E	F	G	H
	MTD	MTD	MTD	%	Actual	YTD	Budget	YTD
	Actual	Budget	Variance		Actual		Budget	Variance
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,897,817	7,108,525	(210,709)	-3.0%	81,338,932	85,302,302	(3,963,370)	-4.6% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	4,577	24,977	(20,400)	-81.7%	324,538	299,729	24,899	8.3% 3
4 Other revenues!	29,686	262,923	(233,237)	-88.7%	2,481,371	3,155,081	(673,710)	-21.4% 4
<b>5 Total operating revenues</b>	<b>6,932,080</b>	<b>7,306,426</b>	<b>(464,346)</b>	<b>-6.3%</b>	<b>84,144,841</b>	<b>88,757,112</b>	<b>(4,612,271)</b>	<b>-5.2% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	46,556	42,213	4,343	10.3%	484,079	506,561	(22,481)	-4.4% 6
7 Special Counsel	39,730	55,196	(15,467)	-28.0%	477,977	662,357	(184,380)	-27.8% 7
8 Security	726,132	337,559	388,572	115.1%	3,713,800	4,050,713	(336,913)	-8.3% 8
9 Operations	4,844,774	4,233,452	611,322	14.4%	51,389,895	50,801,421	588,474	1.2% 9
10 Engineering	177,723	214,613	(36,890)	-17.2%	1,995,668	2,575,353	(579,684)	-22.5% 10
11 Logistics	295,415	391,053	(95,638)	-24.5%	3,688,334	4,692,631	(1,004,297)	-21.4% 11
12 Communications	51,401	44,785	6,616	14.8%	306,996	537,418	(230,422)	-42.9% 12
13 Administration	1,013,902	373,540	640,362	171.4%	6,877,814	4,182,475	2,395,340	53.4% 13
14 Chief Financial Officer	875,332	857,336	17,997	2.1%	8,455,812	10,288,027	(1,852,215)	-18.0% 14
15 Continuous Improvement	31,583	5,239	26,344	502.8%	58,627	62,869	(4,242)	-6.7% 15
16 Allocation for Overhead	(375,000)	(289,250)	(85,750)	29.6%	(4,529,541)	(3,471,000)	(1,058,541)	30.5% 16
17 Non-Cash Operating Expenses	2,743,780	1,926,806	816,974	42.4%	25,021,719	23,121,667	1,900,053	8.2% 17
18 Total operating expenses	10,471,327	8,192,541	2,278,786	27.8%	97,921,183	98,310,493	(389,309)	-0.4% 18
<b>19 Operating income (loss)</b>	<b>(3,539,247)</b>	<b>(796,115)</b>	<b>(2,743,132)</b>	<b>344.6%</b>	<b>(13,776,343)</b>	<b>(9,553,381)</b>	<b>(4,222,962)</b>	<b>44.2% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	1,200,007	-	1,200,007	0.0%	1,038,020	-	1,038,020	0.0% 24
25 Other Income	131,793	33,375	98,418	294.9%	251,002	400,501	(149,499)	-37.3% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	24,738	-	24,738	0.0% 27
28 Total non-operating revenues	1,331,800	33,375	1,298,425	3890.4%	1,313,760	400,501	913,259	228.0% 28
29 Income before capital contributions	(2,207,447)	(762,740)	(1,444,707)	189.4%	(12,462,582)	(9,152,879)	(3,309,703)	36.2% 29
30 Capital contributions	6,919,744	-	6,919,744	0.0%	21,243,494	-	21,243,494	0.0% 30
31 Change in net position	4,712,298	(762,740)	5,475,037	-717.8%	8,780,912	-	-	31
32 Net position, beginning of year					318,792,375	317,835,814	956,561	0.3% 32
33 Net position, end of year					327,573,287	317,835,814	9,737,473	3.1% 33

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## SEWER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH PRIOR YEAR COMPARISONS

December 2016

	A MTD Actual	B MTD Prior Year	C Variance	D %	E YTD Actual	F YTD Prior Year	G YTD Variance	H % Variance
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	8,710,192	9,852,682	(1,142,490)	-11.6%	103,168,193	97,160,502	6,007,691	6.2% 2
3 Plumbing inspection and license fees	45,763	26,975	18,788	69.6%	313,963	305,384	8,579	2.8% 3
4 Other revenues	19,551	138,904	(119,353)	-85.9%	480,580	560,156	(79,576)	-14.2% 4
<b>5 Total operating revenues</b>	<b>8,775,507</b>	<b>10,018,561</b>	<b>(1,243,054)</b>	<b>-12.4%</b>	<b>103,962,736</b>	<b>98,026,042</b>	<b>5,936,694</b>	<b>6.1% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	42,709	55,159	(12,449)	-22.6%	447,420	445,640	1,780	0.4% 6
7 Special Counsel	39,729	45,579	(5,850)	-12.8%	477,876	512,704	(34,828)	-6.8% 7
8 Security	615,262	491,915	123,347	25.1%	3,225,285	2,194,457	1,030,828	47.0% 8
9 Operations	3,744,348	5,881,829	(2,137,481)	-36.3%	35,610,998	33,571,575	2,039,423	6.1% 9
10 Engineering	248,663	187,671	60,992	32.5%	2,166,096	1,905,923	260,174	13.7% 10
11 Logistics	291,931	431,878	(139,947)	-32.4%	3,639,506	4,391,014	(751,508)	-17.1% 11
12 Communications	51,401	37,242	14,159	38.0%	306,997	318,786	(11,789)	-3.7% 12
13 Administration	701,695	355,232	346,463	97.5%	4,491,930	2,513,046	1,978,884	78.7% 13
14 Chief Financial Officer	839,787	739,643	100,144	13.5%	8,093,908	7,487,275	606,633	8.1% 14
15 Continuous Improvement	31,583	-	31,583	0.0%	58,627	-	58,627	0.0% 15
16 Allocation for Overhead	(375,000)	(397,945)	22,945	-5.8%	(4,228,970)	(3,806,815)	(622,156)	16.3% 16
17 Non-Cash Operating Expenses	2,604,351	3,888,932	(1,284,601)	-33.0%	21,544,250	20,448,012	1,096,238	5.4% 17
18 Total operating expenses	8,836,459	11,717,155	(2,887,696)	-24.6%	75,633,923	69,981,618	5,652,306	8.1% 18
<b>19 Operating income (loss)</b>	<b>(60,932)</b>	<b>(1,698,594)</b>	<b>1,637,641</b>	<b>-96.4%</b>	<b>28,328,813</b>	<b>28,044,424</b>	<b>284,389</b>	<b>1.0% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	1,754,068	1,163,965	590,103	50.7%	689,736	1,341,839	(652,123)	-48.6% 24
25 Other Income	164,371	162,676	1,696	1.0%	313,048	322,674	(9,626)	-3.0% 25
26 Interest expense	-	(5,881,195)	5,881,195	-100.0%	-	(5,881,195)	5,881,195	-100.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
<b>28 Total non-operating revenues</b>	<b>1,918,439</b>	<b>(4,554,354)</b>	<b>6,472,993</b>	<b>-142.1%</b>	<b>1,002,784</b>	<b>(4,216,661)</b>	<b>5,219,445</b>	<b>-123.8% 28</b>
<b>29 Income before capital contributions</b>	<b>1,857,487</b>	<b>(6,253,148)</b>	<b>8,110,634</b>	<b>-129.7%</b>	<b>29,331,597</b>	<b>23,827,763</b>	<b>5,503,834</b>	<b>23.1% 29</b>
<b>30 Capital contributions</b>	<b>2,871,892</b>	<b>3,457,045</b>	<b>(583,153)</b>	<b>-16.9%</b>	<b>10,607,632</b>	<b>20,698,375</b>	<b>(10,090,743)</b>	<b>-48.8% 30</b>
<b>31 Change in net position</b>	<b>4,729,379</b>	<b>(2,796,103)</b>	<b>7,525,482</b>	<b>-269.1%</b>	<b>39,939,229</b>	<b>44,526,138</b>	<b>(4,586,909)</b>	<b>-10.3% 31</b>
<b>32 Net position, beginning of year</b>	<b>763,119,641</b>				<b>732,566,915</b>	<b>30,552,726</b>	<b>4,2%</b>	<b>32</b>
<b>33 Net position, end of year</b>					<b>803,058,870</b>	<b>777,093,053</b>	<b>25,965,817</b>	<b>3.3% 33</b>

SEWERAGE AND WATER BOARD OF NEW ORLEANS

SEWER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

December 2016

	A MTD Actual	B MTD Budget	C Variance	D %	E YTD Actual	F YTD Budget	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	8,710,192	8,735,378	(25,186)	-0.3%	103,168,193	104,824,535	(1,656,342)	-1.6% 2
3 Plumbing inspection and license fees	45,763	27,173	18,590	68.4%	313,963	326,081	(12,118)	-3.7% 3
4 Other revenues	19,551	49,777	(30,225)	-60.7%	480,380	597,321	(116,741)	-19.5% 4
5 Total operating revenues	8,775,507	8,812,328	(36,821)	-0.4%	103,962,736	105,747,937	(1,785,201)	-1.7% 5
<b>Operating Expenses:</b>								
6 Executive Director	42,709	38,642	4,067	10.5%	447,420	463,703	(16,283)	-3.5% 6
7 Special Counsel	39,729	55,196	(15,467)	-28.0%	477,876	662,357	(184,481)	-27.9% 7
8 Security	615,262	297,884	317,378	106.5%	3,225,285	3,574,606	(349,321)	-9.8% 8
9 Operations	3,741,348	3,088,275	656,073	21.2%	35,610,998	37,059,301	(1,448,303)	-3.9% 9
10 Engineering	248,663	233,071	15,592	6.7%	2,166,996	2,796,847	(630,750)	-22.6% 10
11 Logistics	291,931	387,019	(95,087)	-24.6%	3,639,506	4,644,222	(1,004,716)	-21.6% 11
12 Communications	51,401	44,785	6,616	14.8%	306,997	537,418	(230,422)	-42.9% 12
13 Administration	701,695	240,992	460,702	191.2%	4,491,930	2,891,909	1,600,021	55.3% 13
14 Chief Financial Officer	839,787	830,364	9,423	1.1%	8,093,908	9,964,367	(1,870,459)	-18.8% 14
15 Continuous Improvement	31,583	5,239	26,344	502.8%	58,627	62,869	(4,242)	-6.7% 15
16 Allocation for Overhead	(375,000)	(323,751)	(49,249)	15.1%	(4,428,970)	(3,909,010)	(519,960)	13.3% 16
17 Non-Cash Operating Expenses	2,604,331	1,639,365	964,986	58.9%	21,544,250	19,672,386	1,871,864	9.5% 17
18 Total operating expenses	8,836,459	6,535,081	2,301,378	35.2%	75,633,923	78,420,976	(2,787,052)	-3.6% 18
19 Operating income (loss)	(60,952)	2,277,247	(2,338,199)	-102.7%	28,328,813	27,326,961	1,001,851	3.7% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	1,754,068	-	1,754,068	0.0%	689,736	-	689,736	0.0% 24
25 Other Income	164,371	38,505	125,866	326.9%	313,048	462,061	(149,013)	-32.2% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	1,918,439	38,505	1,879,934	4882.3%	1,002,784	462,061	540,723	117.0% 28
29 Income before capital contributions	1,857,487	2,315,752	(458,265)	-19.8%	29,331,597	27,789,023	1,542,574	5.6% 29
30 Capital contributions	2,871,892	-	2,871,892	0.0%	10,607,632	-	10,607,632	0.0% 30
31 Change in net position	4,729,379	2,315,752	2,413,627	104.2%	39,939,229	-	-	31
32 Net position, beginning of year	-	-	-	-	-	-	-	-
33 Net position, end of year	-	-	-	-	-	-	-	-

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## DRAINAGE SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH PRIOR YEAR COMPARISONS

December 2016

	A MTD Actual	B MTD Prior Year	C Variance	D %	E Actual	F YTD Prior Year	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0% 3
4 Other revenues	2,027	7,062	(5,035)	-71.3%	610,946	4,030,211	(3,419,265)	-84.8% 4
<b>5 Total operating revenues</b>	<b>2,027</b>	<b>7,062</b>	<b>(5,035)</b>	<b>-71.3%</b>	<b>610,946</b>	<b>4,030,211</b>	<b>(3,419,265)</b>	<b>-84.8% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	39,759	52,820	(13,061)	-24.7%	419,307	423,737	(4,430)	-1.0% 6
7 Special Counsel	82,275	43,055	39,220	91.1%	635,509	656,440	(20,922)	-3.2% 7
8 Security	568,068	464,563	103,506	22.3%	2,970,132	1,971,147	998,985	50.7% 8
9 Operations	1,499,241	2,039,563	(540,322)	-26.5%	16,802,223	17,308,927	(506,504)	-2.9% 9
10 Engineering	182,966	148,680	34,287	23.1%	1,732,815	1,685,754	47,061	2.8% 10
11 Logistics	318,667	422,317	(103,650)	-24.5%	3,789,522	4,291,514	(501,992)	-11.7% 11
12 Communications	51,401	37,242	14,159	38.0%	306,996	256,286	50,710	19.8% 12
13 Administration	541,973	282,364	259,609	91.9%	3,568,470	1,992,229	1,576,242	79.1% 13
14 Chief Financial Officer	321,795	255,162	66,633	26.1%	2,891,191	2,755,013	142,178	5.2% 14
15 Continuous Improvement	31,583	-	31,583	0.0%	58,627	-	58,627	0.0% 15
16 Allocation for Overhead	(375,000)	(304,313)	(70,687)	23.2%	(3,647,206)	(2,885,593)	(761,613)	26.4% 16
17 Non-Cash Operating Expenses	1,742,613	1,790,897	(48,283)	-2.7%	20,647,894	18,577,226	2,070,667	11.1% 17
18 Total operating expenses	5,005,342	5,232,349	(227,007)	-4.3%	50,181,679	47,032,680	3,148,998	6.7% 18
<b>19 Operating income (loss)</b>	<b>(5,003,315)</b>	<b>(5,225,287)</b>	<b>221,972</b>	<b>-4.2%</b>	<b>(49,570,733)</b>	<b>(43,002,469)</b>	<b>(6,568,264)</b>	<b>15.3% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	39	2,620	(2,581)	-98.5%	7,526	4,959	2,567	51.8% 20
21 Three-mill tax	72,926	113,818	(40,892)	-35.9%	15,373,454	14,096,458	1,276,996	9.1% 21
22 Six-mill tax	73,750	114,950	(41,200)	-35.8%	15,538,326	14,247,550	1,290,776	9.1% 22
23 Nine-mill tax	110,537	172,192	(61,655)	-35.8%	23,291,247	21,356,099	1,935,148	9.1% 23
24 Interest income	117,986	(15,863)	133,849	-843.8%	146,530	54,564	91,966	168.5% 24
25 Other Income	-	-	-	0.0%	-	-	-	0.0% 25
26 Interest expense	-	(856,638)	856,638	-100.0%	-	(856,638)	856,638	-100.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	375,240	(468,921)	844,160	+180.0%	54,357,084	48,902,992	5,454,092	11.2% 28
29 Income before capital contributions	(4,628,075)	(5,694,208)	1,066,132	-18.7%	4,786,351	5,900,522	(1,114,171)	-18.9% 29
30 Capital contributions	3,390,843	1,837,747	1,553,097	84.5%	11,972,845	8,809,534	3,163,311	35.9% 30
31 Change in net position	(1,237,232)	(3,856,461)	2,619,229	-67.9%	16,759,195	14,710,056	2,049,139	13.9% 31
32 Net position, beginning of year	-	-	-	-	1,000,776,299	918,396,632	82,379,667	9.0% 32
33 Net position, end of year	-	-	-	-	1,017,555,494	933,106,688	84,428,806	9.0% 33

**SEWERAGE AND WATER BOARD OF NEW ORLEANS**  
**DRAINAGE SYSTEM FUND**  
**STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION**  
**WITH BUDGET COMPARISONS**

December 2016

	A MTD Actual	B MTD Budget	C Variance	D %	E YTD Actual	F YTD Budget	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0% 3
4 Other revenues	2,027	-	2,027	0.0%	610,946	-	610,946	0.0% 4
5 Total operating revenues	2,027	-	2,027	0.0%	610,946	-	610,946	0.0% 5
<b>Operating Expenses:</b>								
6 Executive Director	39,759	35,902	3,856	10.7%	419,307	430,829	(11,523)	-2.7% 6
7 Special Counsel	82,275	72,905	9,370	12.9%	635,509	874,857	(239,349)	-27.4% 7
8 Security	568,068	276,134	291,935	105.7%	2,970,132	3,313,603	(343,471)	-10.4% 8
9 Operations	1,499,241	2,018,776	(519,535)	-25.7%	16,802,423	24,225,316	(7,422,893)	-30.6% 9
10 Engineering	182,966	178,948	4,018	2.2%	1,732,815	2,147,380	(414,565)	-19.3% 10
11 Logistics	318,667	413,027	(94,360)	-22.8%	3,789,522	4,956,320	(1,166,799)	-23.5% 11
12 Communications	51,401	34,785	16,616	47.8%	306,996	417,418	(110,422)	-26.5% 12
13 Administration	541,973	192,350	349,623	181.8%	3,568,470	2,308,205	1,260,265	54.6% 13
14 Chief Financial Officer	321,795	347,415	(25,620)	-7.4%	2,897,191	4,168,985	(1,271,794)	-30.5% 14
15 Continuous Improvement	31,583	5,239	26,344	502.8%	58,627	62,869	(4,242)	-6.7% 15
16 Allocation for Overhead	(375,000)	(282,500)	(92,500)	32.7%	(3,647,206)	(3,390,000)	(257,206)	7.6% 16
17 Non-Cash Operating Expenses	1,742,613	1,709,907	32,707	1.9%	20,647,894	20,518,881	(129,013)	0.6% 17
18 Total operating expenses	5,005,342	5,002,889	2,453	0.0%	50,181,679	60,034,664	(9,852,986)	-16.4% 18
19 Operating income (loss)	(5,003,315)	(5,002,889)	(426)	0.0%	(49,570,733)	(60,034,664)	10,463,931	-17.4% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	39	68	(29)	-42.5%	7,526	2,181	5,345	245.1% 20
21 Three-mill tax	72,926	457,839	(384,913)	-84.1%	15,373,554	14,632,980	690,473	4.7% 21
22 Six-mill tax	73,750	462,752	(389,001)	-84.1%	15,538,326	14,840,524	697,803	4.7% 22
23 Nine-mill tax	110,537	693,636	(583,099)	-84.1%	23,291,247	22,245,031	1,046,217	4.7% 23
24 Interest income	117,986	5,650	112,336	1988.2%	146,330	67,802	78,728	116.1% 24
25 Other Income	-	80,564	(80,564)	-100.0%	-	966,770	(966,770)	-100.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	375,240	1,700,509	(1,325,270)	-77.9%	54,357,084	52,805,288	1,551,796	2.9% 28
29 Income before capital contributions	(4,628,075)	(3,302,380)	(1,325,696)	40.1%	4,786,351	(7,229,376)	12,015,727	-166.2% 29
30 Capital contributions	3,390,843	-	3,390,843	0.0%	11,972,845	-	11,972,845	0.0% 30
31 Change in net position	(1,237,232)	(3,302,380)	2,065,147	-62.5%	16,759,195	(7,229,376)	23,988,572	-331.8% 31
32 Net position, beginning of year	-	-	-	-	-	-	-	-
33 Net position, end of year	-	-	-	-	-	-	-	-



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

March 13, 2017

Finance and Administration Committee  
Sewerage and Water Board of New Orleans  
New Orleans, Louisiana

### **Re: Financial Results through January 2017**

Attached are the *Statement of Revenues, Expenses, and Changes in Net Position* with budget and prior year comparisons for the water, sewer, drainage and total systems through January 2017. The Variance Indicators for Financial Results through January 2017 is also attached. The *Statement of Net Assets* and the *Statement of Cash Flows* will be provided after the completion of the 2016 audit.

#### **Operating Revenues:**

**Water System Fund** (pages 7 and 8, line 5) for January of \$6,203,085 is \$2,056,757 or 24.9% less than budgeted and \$115,490 or 1.9% more than January 2016.

**Sewer System Fund** (pages 13 and 14, line 5) for January of \$8,646,878 is \$912,847 or 9.5% less than budgeted and \$1,799,832 or 26.3% more than January 2016.

**Drainage System Fund** (pages 19 and 20, line 5) for January of \$1,806 is \$1,806 or 100.0% more than budgeted and \$2,753 or 60.4% less than for January 2016.

**Total System Funds** (pages 1 and 2, line 5) for January of \$14,851,769 are \$2,967,798 or 16.7% less than budgeted and \$1,912,569 or 14.8% more than January 2016.

#### **Operating Expenses:**

**Water System Fund** (pages 7 and 8, line 18) for January of \$6,069,619 is \$3,888,107 or 39.0% less than budgeted and \$3,043,473 or 33.4% less than January 2016.

**Sewer System Fund** (pages 13 and 14, line 18) for January of \$5,244,247 is \$2,535,368 or 32.6% less than budgeted and \$2,133,195 or 28.9% less than January 2016.

**Drainage System Fund** (pages 19 and 20, line 18) for January of \$3,924,778 is \$1,100,234 or 21.9% less than budgeted and \$1,510,237 or 27.8% less than January 2016.

**Total System Funds** (pages 1 and 2, line 18) for January of \$15,238,644 are \$7,523,710 or 33.1% less than budgeted and \$6,686,905 or 30.5% less than January 2016.

#### **Net Non-Operating Revenues:**

**Water System Fund** (pages 7 and 8, line 28) for January of \$0 is \$61,725 or 100.0% less than budgeted and \$79,757 or 100.0% less than January 2016.

**Sewer System Fund** (pages 13 and 14, line 28) for January of \$0 is \$92,175 or 100.0% less than budgeted and \$56,362 or 100.0% less than January 2016.

**Drainage System Fund** (pages 19 and 20, line 28) for January of \$1,170,351 is \$3,438,927 or 74.6% less than budgeted and \$877,407 or 299.5% more January 2016.

**Total System Funds** (pages 1 and 2, line 28) for January of \$1,170,351 is \$3,592,827 or 75.4% less than budgeted and \$741,288 or 172.8% more than January 2016.



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

### Income Before Contributions in Aid of Construction:

**Water System Fund** (pages 7 and 8, line 29) for January of \$133,466 is \$1,769,626 or 108.2% more than budgeted and \$3,079,206 or 104.5% more than January 2016.

**Sewer System Fund** (pages 13 and 14, line 29) for January of \$3,402,632 is \$1,530,347 or 81.7% more than budgeted and \$3,876,665 or 817.8% more than January 2016.

**Drainage System Fund** (pages 19 and 20, line 29) for January of -\$2,752,621 is \$2,336,887 or 562.1% less than budgeted and \$2,384,891 or 46.4% more than January 2016.

**Total System Funds** (pages 1 and 2, line 29) for January of \$783,477 is \$963,085 or 536.2% more than budgeted and \$9,340,762 or 109.2% more than January 2016.

The balances of funds from the Series 2014 bond proceeds available for capital construction as of January 31, 2017 are:

	Water	Sewer	Total
<b>Original Balance</b>	\$1,017,254.11	-	\$1,017,254.11
<b>Less Disbursements</b>	-	-	-
<b>Plus Reimbursements</b>	689,777.94	-	689,777.94
<b>Plus Income</b>	1,246.67	-	1,246.67
<b>Ending Balance</b>	\$1,708,278.72	-	\$1,708,278.72

The balances of funds from the Series 2015 bond proceeds available for capital construction as of December 31, 2016 are:

	Water	Sewer	Total
<b>Original Balance</b>	\$95,252,279.97	53,790,042.95	\$149,042,322.92
<b>Less Disbursements</b>	(4,500,000.00)	(5,000,000.00)	(9,500,000.00)
<b>Plus Reimbursements</b>	30,200.50	108,316.84	138,517.34
<b>Plus Income</b>	59,363.33	26,304.46	85,667.79
<b>Ending Balance</b>	\$90,841,843.80	\$48,924,664.25	\$139,766,508.05

The days-of-cash at January 31, 2017 were 196.2 for the water system, 287.5 for the sewer system, and 209.5 for the drainage system. These results are well ahead of their minimum policy target of 180 days.

**Certification.** In connection with the accompanying monthly financial report of the Sewerage and Water Board of New Orleans for the period ended January 31, 2017, I hereby certify that, to my knowledge, the information contained in the report fairly presents, in all material respects, the financial condition and results of the Board.

Robert K. Miller  
Deputy Director / Chief Financial Officer

# **Sewerage and Water Board of New Orleans**

## **Water System Unrestricted Cash and Cash Equivalents**

### **in Days of O&M Expenses at Month End**

### **EUM Attribute: Financial Viability**

**Description:** Establish and maintain an effective balance between long-term debt, assets values, operations and maintenance expenditures, and operating revenues.

## **Constituency: Suppliers and Bondholders**

**Objective:** Provide adequate cash to pay invoices on a timely basis

**Goal: Cash balance of at least 180 days of O&M expenses.**

**Currently Meeting  
Goal: No**

## **Process Operating Within Control Limits: Yes**

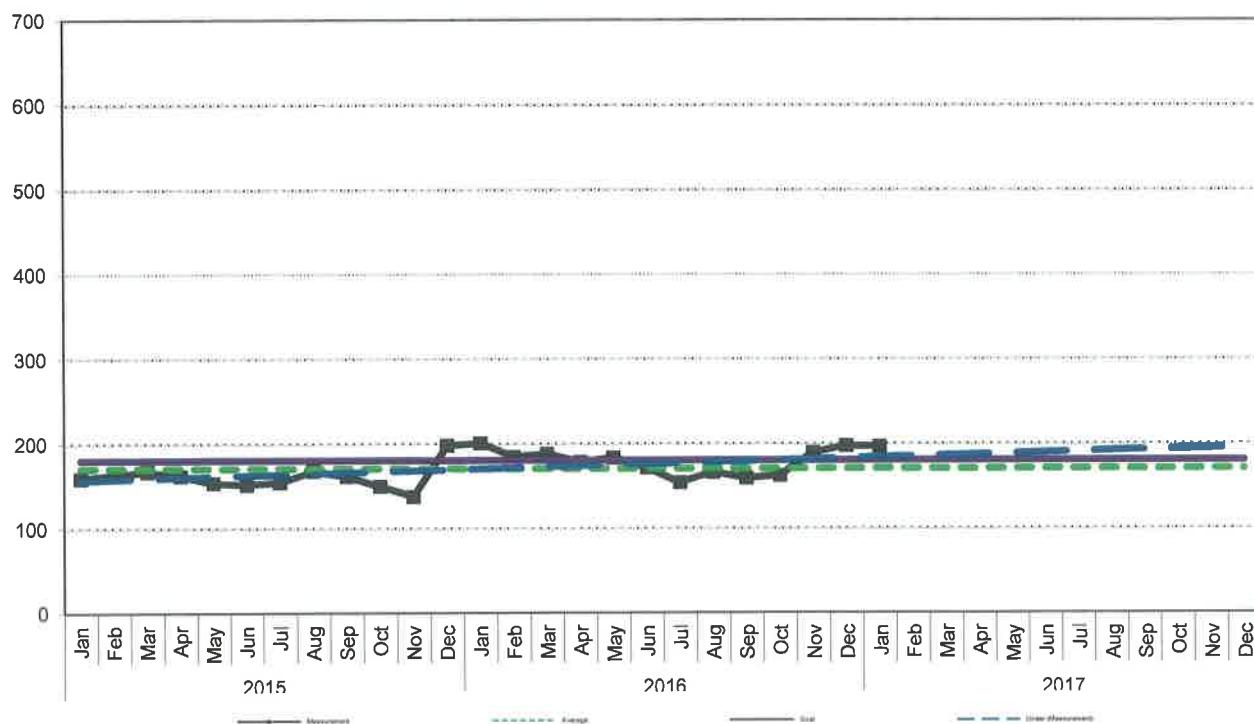
### Trend: Unfavorable

### **Analysis**

Monthly cash balances have remained stable except for repayment of previous inter-system loans. Note: Reclassification of certain current assets from restricted to unrestricted in October 2013 resulted in higher unrestricted balances.

### **Plans for Improvement**

Utilize revenues generated from operations to increase cash balances according to 2011-2020 Financial Plan.



## Data Table

# **Sewerage and Water Board of New Orleans**

## **Sewer System Unrestricted Cash and Cash Equivalents**

### **in Days of O&M Expenses at Month End**

## **EUM Attribute: Financial Viability**

**Description:** Establish and maintain an effective balance between long-term debt, assets values, operations and maintenance expenditures, and operating revenues.

## **Constituency: Suppliers and Bondholders**

**Objective:** Provide adequate cash to pay invoices on a timely basis

**Goal: Cash balance of at least 180 days of O&M expenses.**

## **Currently Meeting Goal: Yes**

## **Process Operating Within Control Limits: Yes**

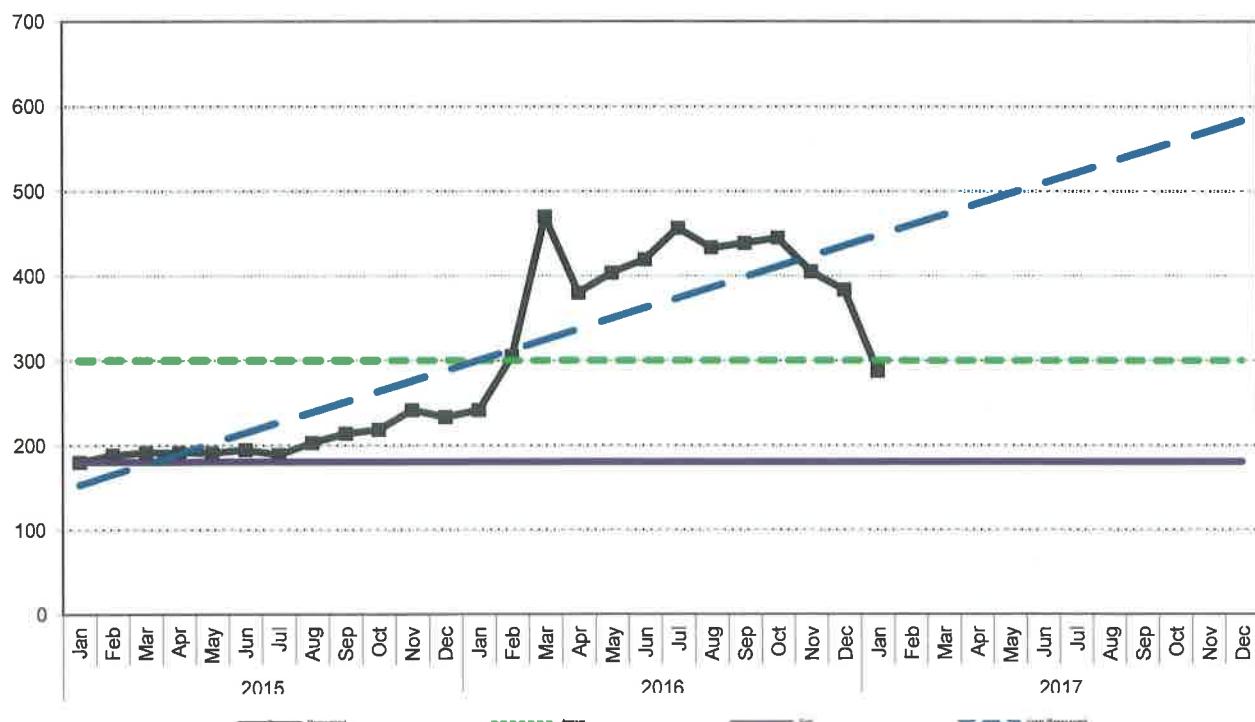
## Trend: Unfavorable

## Analysis

Monthly cash balances have remained stable except for repayment of previous inter-system loans. Note: Reclassification of certain current assets from restricted to unrestricted in October 2013 resulted in higher unrestricted balances.

#### **Plans for Improvement**

Utilize revenues generated from operations to increase cash balances according to 2011-2020 Financial Plan.



## Data Table

# **Sewerage and Water Board of New Orleans**

## **Drainage System Unrestricted Cash and Cash Equivalents**

### **in Days of O&M Expenses at Month End**

## **EUM Attribute: Financial Viability**

**Description:** Establish and maintain an effective balance between long-term debt, assets values, operations and maintenance expenditures, and operating revenues.

## **Constituency: Suppliers and Bondholders**

**Objective:** Provide adequate cash to pay invoices on a timely basis

**Goal: Cash balance  
of at least 180 days of  
O&M expenses.**

## **Currently Meeting Goal: Yes**

## **Process Operating Within Control Limits:**

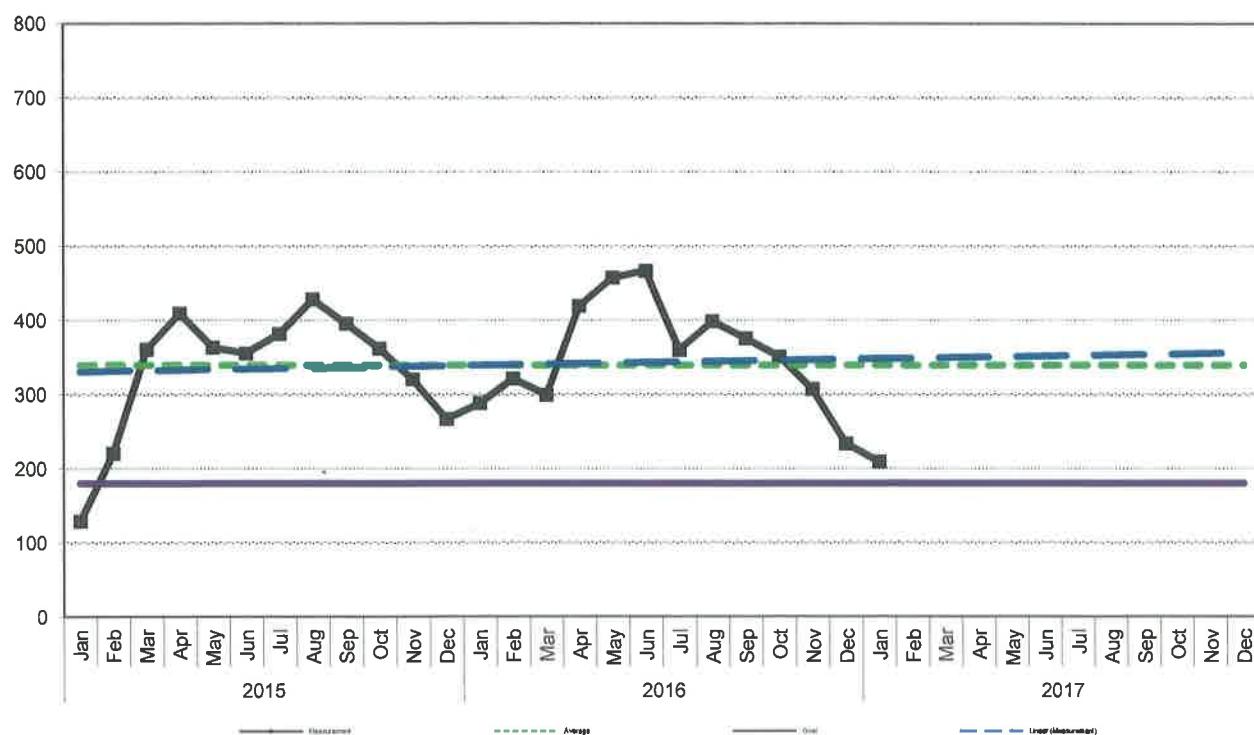
## Trend: Unfavorable

### **Analysis**

Monthly cash balances typically increase during the first quarter from property tax collections and then decrease for the remainder of the year. The long-term goal will not be met until a new revenue stream for the drainage system is created and implemented.

### **Plans for Improvement**

Utilize revenues generated from operations to increase cash balances according to 2011-2020 Financial Plan.



## Data Table

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

**ALL SYSTEM FUNDS**  
**STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION**  
**WITH PRIOR YEAR COMPARISONS**

January 2017

	A MTD Actual	B MTD Prior Year	C Variance	D %	E YTD Actual	F YTD Prior Year	G Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,108,780	5,813,376	295,405	5.1%	6,108,780	5,813,376	295,405	5.1% 1
2 Sewerage service charges and del fees	8,643,147	6,802,537	1,840,610	27.1%	8,643,147	6,802,537	1,840,610	27.1% 2
3 Plumbing inspection and license fees	68,020	38,100	29,920	78.5%	68,020	38,100	29,920	78.5% 3
4 Other revenues	31,822	285,187	(253,365)	-88.8%	31,822	285,187	(253,365)	-88.8% 4
<b>5 Total operating revenues</b>	<b>14,851,769</b>	<b>12,939,200</b>	<b>1,912,569</b>	<b>14.8%</b>	<b>14,851,769</b>	<b>12,939,200</b>	<b>1,912,569</b>	<b>14.8% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	87,038	190,936	(103,898)	-54.4%	87,038	190,936	(103,898)	-54.4% 6
7 Special Counsel	82,076	98,048	(15,972)	-16.3%	82,076	98,048	(15,972)	-16.3% 7
8 Security	873,874	274,907	598,967	217.9%	873,874	274,907	598,967	217.9% 8
9 Operations	4,930,255	7,541,950	(2,611,695)	-34.6%	4,930,255	7,541,950	(2,611,695)	-34.6% 9
10 Engineering	440,002	375,607	64,395	17.1%	440,002	375,607	64,395	17.1% 10
11 Logistics	745,396	1,081,444	(336,048)	-31.1%	745,396	1,081,444	(336,048)	-31.1% 11
12 Communications	17,866	-	17,866	0.0%	17,866	-	17,866	0.0% 12
13 Administration	306,662	1,722,654	(1,415,992)	-82.2%	306,662	1,722,654	(1,415,992)	-82.2% 13
14 Chief Financial Officer	1,358,886	1,150,682	208,204	18.1%	1,358,886	1,150,682	208,204	18.1% 14
15 Continuous Improvement	10,097	-	10,097	0.0%	10,097	-	10,097	0.0% 15
16 Allocation for Overhead	(867,485)	(892,859)	25,374	-2.8%	(867,485)	(892,859)	25,374	-2.8% 16
17 Non-Cash Operating Expenses	5,519,007	10,382,181	(4,863,173)	-46.8%	5,519,007	10,382,181	(4,863,173)	-46.8% 17
18 Total operating expenses	13,503,673	21,925,549	(8,421,876)	-38.4%	13,503,673	21,925,549	(8,421,876)	-38.4% 18
<b>19 Operating income (loss)</b>	<b>1,348,096</b>	<b>(8,986,349)</b>	<b>10,334,445</b>	<b>-115.0%</b>	<b>1,348,096</b>	<b>(8,986,349)</b>	<b>10,334,445</b>	<b>-115.0% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	5,692	(5,692)	-100.0%	-	5,692	(5,692)	-100.0% 20
21 Three-mill tax	48,866	80,202	(31,336)	-39.1%	48,866	80,202	(31,336)	-39.1% 21
22 Six-mill tax	448,786	81,129	367,656	453.2%	448,786	81,129	367,656	453.2% 22
23 Nine-mill tax	672,700	121,584	551,116	453.3%	672,700	121,584	551,116	453.3% 23
24 Interest income	-	140,456	(140,456)	-100.0%	-	140,456	(140,456)	-100.0% 24
25 Other Income	-	-	-	0.0%	-	-	-	0.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	1,170,351	429,064	741,283	172.8%	1,170,351	429,064	741,283	172.8% 28
29 Income before capital contributions	2,518,448	(8,557,285)	11,075,733	-129.4%	2,518,448	(8,557,285)	11,075,733	-129.4% 29
30 Capital contributions	99,702	229,621	(129,919)	-56.6%	99,702	229,621	(129,919)	-56.6% 30
31 Change in net position	2,618,150	(8,327,664)	10,945,813	-131.4%	2,618,150	(8,327,664)	10,945,813	-131.4% 31
32 Net position, beginning of year	-	-	-	-	-	-	-	-
33 Net position, end of year	-	-	-	-	-	-	-	-

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## ALL SYSTEM FUNDS

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

January 2017

	A MTD Actual	B MTD Budget	C Variance	D %	E YTD Actual	F YTD Budget	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,108,780	7,872,192	(1,763,411)	-22.4%	6,108,780	7,872,192	(1,763,411)	-22.4% 1
2 Sewerage service charges and del fees	8,643,147	9,482,775	(839,628)	-8.9%	8,643,147	9,482,775	(839,628)	-8.9% 2
3 Plumbing inspection and license fees	68,020	52,150	15,870	30.4%	68,020	52,150	15,870	30.4% 3
4 Other revenues	31,822	412,450	(380,628)	-92.3%	31,822	412,450	(380,628)	-92.3% 4
<b>5 Total operating revenues</b>	<b>14,851,769</b>	<b>17,819,567</b>	<b>(2,967,798)</b>	<b>-16.7%</b>	<b>14,851,769</b>	<b>17,819,567</b>	<b>(2,967,798)</b>	<b>-16.7% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	87,038	107,970	(20,932)	-19.4%	87,038	107,970	(20,932)	-19.4% 6
7 Special Counsel	82,076	197,552	(115,875)	-58.5%	82,076	197,552	(115,875)	-58.5% 7
8 Security	873,874	906,381	(32,507)	-3.6%	873,874	906,381	(32,507)	-3.6% 8
9 Operations	4,930,255	8,308,491	(3,378,236)	-40.7%	4,930,255	8,308,491	(3,378,236)	-40.7% 9
10 Engineering	440,002	857,048	(417,046)	-48.7%	440,002	857,048	(417,046)	-48.7% 10
11 Logistics	745,396	1,182,834	(437,438)	-37.0%	745,396	1,182,834	(437,438)	-37.0% 11
12 Communications	17,866	85,908	(68,042)	-79.2%	17,866	85,908	(68,042)	-79.2% 12
13 Administration	306,662	3,601,141	(3,294,779)	-91.5%	306,662	3,601,441	(3,294,779)	-91.5% 13
14 Chief Financial Officer	1,358,886	1,917,265	(558,379)	-29.1%	1,358,886	1,917,265	(558,379)	-29.1% 14
15 Continuous Improvement	10,097	35,892	(25,795)	-71.9%	10,097	35,892	(25,795)	-71.9% 15
16 Allocation for Overhead	(867,485)	(1,112,810)	245,325	-22.0%	(867,485)	(1,112,810)	245,325	-22.0% 16
17 Non-Cash Operating Expenses	5,519,007	6,673,983	(1,154,975)	-17.3%	5,519,007	6,673,983	(1,154,975)	-17.3% 17
18 Total operating expenses	13,503,673	22,762,353	(9,258,680)	-40.7%	13,503,673	22,762,353	(9,258,680)	-40.7% 18
<b>19 Operating income (loss)</b>	<b>1,348,096</b>	<b>(4,942,787)</b>	<b>6,290,883</b>	<b>-127.3%</b>	<b>1,348,096</b>	<b>(4,942,787)</b>	<b>6,290,883</b>	<b>-127.3% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	48,866	1,235,828	(1,186,962)	-96.0%	48,866	1,235,828	(1,186,962)	-96.0% 21
22 Six-mill tax	448,786	1,305,101	(856,315)	-65.6%	448,786	1,305,101	(856,315)	-65.6% 22
23 Nine-mill tax	672,700	1,956,266	(1,233,566)	-65.6%	672,700	1,956,266	(1,233,566)	-65.6% 23
24 Interest income	-	112,517	(112,517)	-100.0%	-	112,517	(112,517)	+100.0% 24
25 Other Income	-	153,467	(153,467)	-100.0%	-	153,467	(153,467)	+100.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	1,170,351	4,763,178	(3,592,827)	-75.4%	1,170,351	4,763,178	(3,592,827)	-75.4% 28
29 Income before capital contributions	2,518,448	(179,608)	2,698,056	-1502.2%	2,518,448	(179,608)	2,698,056	-1502.2% 29
30 Capital contributions	99,702	365,845	(266,142)	-72.7%	99,702	365,845	(266,142)	-72.7% 30
31 Change in net position	2,618,150	186,236	2,431,914	1305.8%	2,618,150	186,236	2,431,914	1305.8% 31
32 Net position, beginning of year								
33 Net position, end of year								

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## WATER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH PRIOR YEAR COMPARISONS

January 2017

	A MTD Actual	B MTD Prior Year	C MTD Variance	D %	E YTD Actual	F YTD Prior Year	G YTD Variance	H YTD %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,108,780	5,813,376	295,405	5.1%	6,108,780	5,813,376	295,405	5.1% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	68,020	19,050	48,970	257.1%	68,020	19,050	48,970	257.1% 3
4 Other revenues <sup>1</sup>	26,285	255,169	(228,885)	-89.7%	26,285	255,169	(228,885)	-89.7% 4
<b>5 Total operating revenues</b>	<b>6,203,085</b>	<b>6,087,955</b>	<b>115,490</b>	<b>1.9%</b>	<b>6,203,085</b>	<b>6,087,595</b>	<b>115,490</b>	<b>1.9% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	31,596	65,688	(34,092)	-51.9%	31,596	65,688	(34,092)	-51.9% 6
7 Special Counsel	29,658	33,665	(4,007)	-11.9%	29,658	33,665	(4,007)	-11.9% 7
8 Security	316,379	117,402	198,977	169.5%	316,379	117,402	198,977	169.5% 8
9 Operations	2,206,672	3,548,027	(1,341,355)	-37.8%	2,206,672	3,548,027	(1,341,355)	-37.8% 9
10 Engineering	158,768	126,073	32,694	25.9%	158,768	126,073	32,694	25.9% 10
11 Logistics	237,799	375,706	(137,907)	-36.7%	237,799	375,706	(137,907)	-36.7% 11
12 Communications	5,955	-	5,955	0.0%	5,955	-	5,955	0.0% 12
13 Administration	137,994	802,775	(664,781)	-82.8%	137,994	802,775	(664,781)	-82.8% 13
14 Chief Financial Officer	578,194	496,026	82,168	16.6%	578,194	496,026	82,168	16.6% 14
15 Continuous Improvement	3,366	-	3,366	0.0%	3,366	-	3,366	0.0% 15
16 Allocation for Overhead	(320,087)	(327,538)	7,451	-2.3%	(320,087)	(327,538)	7,451	-2.3% 16
17 Non-Cash Operating Expenses	2,043,152	3,875,268	(1,832,116)	-47.3%	2,043,152	3,875,268	(1,832,116)	-47.3% 17
18 Total operating expenses	5,429,445	9,113,092	(3,683,647)	-40.4%	5,429,445	9,113,092	(3,683,647)	-40.4% 18
<b>19 Operating income (loss)</b>	<b>773,640</b>	<b>(3,025,497)</b>	<b>3,799,137</b>	<b>-125.6%</b>	<b>773,640</b>	<b>(3,025,497)</b>	<b>3,799,137</b>	<b>-125.6% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	-	79,757	(79,757)	-100.0%	-	79,757	(79,757)	-100.0% 24
25 Other Income	-	-	-	0.0%	-	-	-	0.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	-	79,757	(79,757)	-100.0%	-	79,757	(79,757)	-100.0% 28
<b>29 Income before capital contributions</b>	<b>773,640</b>	<b>(2,945,740)</b>	<b>3,719,379</b>	<b>-126.3%</b>	<b>773,640</b>	<b>(2,945,740)</b>	<b>3,719,379</b>	<b>-126.3% 29</b>
<b>30 Capital contributions</b>	<b>92,214</b>	<b>215,463</b>	<b>(123,249)</b>	<b>-57.2%</b>	<b>92,214</b>	<b>215,463</b>	<b>(123,249)</b>	<b>-57.2% 30</b>
<b>31 Change in net position</b>	<b>865,854</b>	<b>(2,730,276)</b>	<b>3,596,130</b>	<b>-131.7%</b>	<b>865,854</b>	<b>(2,730,276)</b>	<b>3,596,130</b>	<b>-131.7% 31</b>
<b>32 Net position, beginning of year</b>								
<b>33 Net position, end of year</b>								

**SEWERAGE AND WATER BOARD OF NEW ORLEANS**  
**WATER SYSTEM FUND**  
**STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION**  
**WITH BUDGET COMPARISONS**

January 2017

	A	B	C	D	E	F	G	H
	MTD	MTD	MTD	Actual	YTD	YTD	Variance	%
	Actual	Budget	Variance	%	Actual	Budget		
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	6,108,780	7,872,192	(1,763,411)	-22.4%	6,108,780	7,872,192	(1,763,411)	-22.4% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	68,020	24,975	43,045	172.4%	68,020	24,975	43,045	172.4% 3
4 Other revenues	26,285	362,675	(336,390)	-92.8%	26,285	362,675	(336,390)	-92.8% 4
<b>5 Total operating revenues</b>	<b>6,233,085</b>	<b>8,259,842</b>	<b>(2,056,757)</b>	<b>-24.9%</b>	<b>6,203,085</b>	<b>8,259,842</b>	<b>(2,056,757)</b>	<b>-24.9% 5</b>
<b>Operating Expenses:</b>								
6 Executive Director	31,596	39,795	(8,200)	-20.6%	31,596	39,795	(8,200)	-20.6% 6
7 Special Counsel	29,658	62,563	(32,905)	-52.6%	29,658	62,563	(32,905)	-52.6% 7
8 Security	316,379	334,742	(18,363)	-5.5%	316,379	334,742	(18,363)	-5.5% 8
9 Operations	2,206,672	3,996,904	(1,790,232)	-44.8%	2,206,672	3,996,904	(1,790,232)	-44.8% 9
10 Engineering	158,768	270,980	(112,213)	-41.4%	158,768	270,980	(112,213)	-41.4% 10
11 Logistics	237,799	398,061	(160,262)	-40.3%	237,799	398,061	(160,262)	-40.3% 11
12 Communications	5,955	28,633	(22,678)	-79.2%	5,955	28,633	(22,678)	-79.2% 12
13 Administration	137,994	1,611,592	(1,473,598)	-91.4%	137,994	1,611,592	(1,473,598)	-91.4% 13
14 Chief Financial Officer	578,194	820,990	(242,796)	-29.6%	578,194	820,990	(242,796)	-29.6% 14
15 Continuous Improvement	3,366	11,963	(8,597)	-71.9%	3,366	11,963	(8,597)	-71.9% 15
16 Allocation for Overhead	(320,087)	(412,653)	92,566	-22.4%	(320,087)	(412,653)	92,566	-22.4% 16
17 Non-Cash Operating Expenses	2,043,152	2,794,156	(751,004)	-26.9%	2,043,152	2,794,156	(751,004)	-26.9% 17
18 Total operating expenses	5,429,445	9,957,726	(4,528,281)	-45.5%	5,429,445	9,957,726	(4,528,281)	-45.5% 18
<b>19 Operating income (loss)</b>	<b>773,640</b>	<b>(1,697,884)</b>	<b>2,471,524</b>	<b>-145.6%</b>	<b>773,640</b>	<b>(1,697,884)</b>	<b>2,471,524</b>	<b>-145.6% 19</b>
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	-	28,350	(28,350)	-100.0%	-	28,350	(28,350)	-100.0% 24
25 Other Income	-	33,375	(33,375)	-100.0%	-	33,375	(33,375)	-100.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	-	61,725	(61,725)	-100.0%	-	61,725	(61,725)	-100.0% 28
<b>29 Income before capital contributions</b>	<b>773,640</b>	<b>(1,636,159)</b>	<b>2,409,799</b>	<b>-147.3%</b>	<b>773,640</b>	<b>(1,636,159)</b>	<b>2,409,799</b>	<b>-147.3% 29</b>
30 Capital contributions	92,214	182,922	(90,708)	-49.6%	92,214	182,922	(90,708)	-49.6% 30
31 Change in net position	805,854	(1,453,237)	2,319,091	-159.6%	865,854			
32 Net position, beginning of year								
33 Net position, end of year								

**SEWERAGE AND WATER BOARD OF NEW ORLEANS**  
**SEWER SYSTEM FUND**  
**STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION**  
**WITH PRIOR YEAR COMPARISONS**

January 2017

	A MTD Actual	B MTD Prior Year	C Variance	D %	E YTD Actual	F YTD Prior Year	G YTD Variance	H % Variance
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees				0.0%				0.0% 1
2 Sewerage service charges and del fees	8,643,147	6,802,537	1,840,610	27.1%	8,643,147	6,802,537	1,840,610	27.1% 2
3 Plumbing inspection and license fees		19,050	(19,050)	-100.0%		19,050	(19,050)	-100.0% 3
4 Other revenues	3,732	25,460	(21,728)	-85.3%	3,732	25,460	(21,728)	-85.3% 4
5 Total operating revenues	8,646,878	6,847,047	1,799,832	26.3%	8,646,878	6,847,047	1,799,832	26.3% 5
<b>Operating Expenses:</b>								
6 Executive Director	28,795	63,473	(34,678)	-54.6%	28,795	63,473	(34,678)	-54.6% 6
7 Special Counsel	26,670	33,565	(6,895)	-20.5%	26,670	33,565	(6,895)	-20.5% 7
8 Security	285,403	88,970	196,433	220.8%	285,403	88,970	196,433	220.8% 8
9 Operations	1,810,301	2,770,250	(959,950)	-34.7%	1,810,301	2,770,250	(959,950)	-34.7% 9
10 Engineering	155,969	138,863	17,106	12.3%	155,969	138,863	17,106	12.3% 10
11 Logistics	234,402	371,744	(137,342)	-36.9%	234,402	371,744	(137,342)	-36.9% 11
12 Communications	5,955	-	5,955	0.0%	5,955	-	5,955	0.0% 12
13 Administration	92,638	512,268	(420,330)	-81.9%	92,638	512,268	(420,330)	-81.9% 13
14 Chief Financial Officer	554,834	475,743	79,091	16.6%	554,834	475,743	79,091	16.6% 14
15 Continuous Improvement	3,366	-	3,366	0.0%	3,366	-	3,366	0.0% 15
16 Allocation for Overhead	(306,355)	(322,596)	16,242	-5.0%	(306,355)	(322,596)	16,242	-5.0% 16
17 Non-Cash Operating Expenses	1,739,559	3,244,460	(1,504,901)	-46.4%	1,739,559	3,244,460	(1,504,901)	-46.4% 17
18 Total operating expenses	4,631,538	7,377,442	(2,745,904)	-37.2%	4,631,538	7,377,442	(2,745,904)	-37.2% 18
19 Operating income (loss)	4,015,341	(530,395)	4,545,736	-857.0%	4,015,341	(530,395)	4,545,736	-857.0% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax				0.0%				0.0% 20
21 Three-mill tax				0.0%				0.0% 21
22 Six-mill tax				0.0%				0.0% 22
23 Nine-mill tax				0.0%				0.0% 23
24 Interest income		56,362	(56,362)	-100.0%		56,362	(56,362)	-100.0% 24
25 Other income				0.0%				0.0% 25
26 Interest expense				0.0%				0.0% 26
27 Operating and maintenance grants				0.0%				0.0% 27
28 Total non-operating revenues		56,362	(56,362)	-100.0%		56,362	(56,362)	-100.0% 28
29 Income before capital contributions	4,015,341	(474,933)	4,489,374	-947.1%	4,015,341	(474,933)	4,489,374	-947.1% 29
30 Capital contributions		-		0.0%		-		0.0% 30
31 Change in net position	4,015,341	(474,933)	4,489,374	-947.1%	4,015,341	(474,933)	4,489,374	-947.1% 31
32 Net position, beginning of year								
33 Net position, end of year								

SEWERAGE AND WATER BOARD OF NEW ORLEANS

SEWER SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

January 2017

	A MTD Actual	B MTD Budget	C Variance	D %	E YTD Actual	F YTD Budget	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	8,643,147	9,482,775	(839,628)	-8.9%	8,643,147	9,482,775	(839,628)	-8.9% 2
3 Plumbing inspection and license fees	-	27,175	(27,175)	-100.0%	-	27,175	(27,175)	-100.0% 3
4 Other revenues	3,732	49,775	(46,043)	-92.5%	3,732	49,775	(46,043)	-92.5% 4
5 Total operating revenues	8,646,878	9,559,725	(912,847)	-9.5%	8,646,878	9,559,725	(912,847)	-9.5% 5
<b>Operating Expenses:</b>								
6 Executive Director	28,795	35,674	(6,879)	-19.3%	28,795	35,674	(6,879)	-19.3% 6
7 Special Counsel	26,670	50,659	(23,989)	-47.4%	26,670	50,659	(23,989)	-47.4% 7
8 Security	285,403	296,311	(10,908)	-3.7%	285,403	296,311	(10,908)	-3.7% 8
9 Operations	1,810,301	2,781,157	(970,857)	-34.9%	1,810,301	2,781,157	(970,857)	-34.9% 9
10 Engineering	155,969	331,276	(175,307)	-52.9%	155,969	331,276	(175,307)	-52.9% 10
11 Logistics	234,402	387,211	(152,809)	-39.5%	234,402	387,211	(152,809)	-39.5% 11
12 Communications	5,955	28,642	(22,686)	-79.2%	5,955	28,642	(22,686)	-79.2% 12
13 Administration	92,638	1,149,201	(1,056,564)	-91.9%	92,638	1,149,201	(1,056,564)	-91.9% 13
14 Chief Financial Officer	554,834	789,310	(234,475)	-29.7%	554,834	789,310	(234,475)	-29.7% 14
15 Continuous Improvement	2,366	11,966	(8,601)	-71.9%	3,266	11,966	(8,601)	-71.9% 15
16 Allocation for Overhead	(306,555)	(397,453)	91,098	-22.9%	(306,555)	(397,453)	91,098	-22.9% 16
17 Non-Cash Operating Expenses	1,739,559	2,315,660	(576,101)	-24.9%	1,739,559	2,315,660	(576,101)	-24.9% 17
18 Total operating expenses	4,631,538	7,779,615	(3,148,077)	-40.5%	4,631,538	7,779,615	(3,148,077)	-40.5% 18
19 Operating income (loss)	4,015,341	1,780,110	2,235,231	125.6%	4,015,341	1,780,110	2,235,231	125.6% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0% 21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0% 22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0% 23
24 Interest income	-	53,667	(53,667)	-100.0%	-	53,667	(53,667)	-100.0% 24
25 Other Income	-	38,508	(38,508)	-100.0%	-	38,508	(38,508)	-100.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	-	92,175	(92,175)	-100.0%	-	92,175	(92,175)	-100.0% 28
29 Income before capital contributions	4,015,341	1,872,285	2,143,056	114.5%	4,015,341	1,872,285	2,143,056	114.5% 29
30 Capital contributions	-	182,922	(182,922)	-100.0%	-	182,922	(182,922)	-100.0% 30
31 Change in net position	4,015,341	2,035,207	1,960,134	95.4%	4,015,341	-	-	-
32 Net position, beginning of year	-	-	-	-	763,119,641	732,566,915	30,552,726	4.2% 32
33 Net position, end of year	-	-	-	-	767,134,982	732,566,915	34,568,067	4.7% 33

**SEWERAGE AND WATER BOARD OF NEW ORLEANS**  
**DRAINAGE SYSTEM FUND**  
**STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION**  
**WITH PRIOR YEAR COMPARISONS**

January 2017

	A MTD Actual	B MTD Prior Year	C Variance	D %	E Actual	F YTD Prior Year	G YTD Variance	H %
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0% 3
4 Other revenues	1,806	4,558	(2,753)	-60.4%	1,806	4,558	(2,752)	-60.4% 4
5 Total operating revenues	1,806	4,558	(2,753)	-60.4%	1,806	4,558	(2,752)	-60.4% 5
<b>Operating Expenses:</b>								
6 Executive Director	26,648	61,775	(35,128)	-56.9%	26,648	61,775	(35,128)	-56.9% 6
7 Special Counsel	25,748	30,818	(5,070)	-16.5%	25,748	30,818	(5,070)	-16.5% 7
8 Security	272,052	68,535	203,557	297.0%	272,092	68,535	203,557	297.0% 8
9 Operations	913,282	1,223,673	(310,391)	-25.4%	913,282	1,223,673	(310,391)	-25.4% 9
10 Engineering	125,265	110,670	14,595	13.2%	125,265	110,670	14,595	13.2% 10
11 Logistics	273,195	333,994	(60,799)	-18.2%	273,195	333,994	(60,799)	-18.2% 11
12 Communications	5,955	-	5,955	0.0%	5,955	-	5,955	0.0% 12
13 Administration	76,050	406,911	(330,881)	-81.3%	76,030	406,911	(330,881)	-81.3% 13
14 Chief Financial Officer	225,858	178,912	46,945	26.2%	225,858	178,912	46,945	26.2% 14
15 Continuous Improvement	3,356	-	3,356	0.0%	3,356	-	3,356	0.0% 15
16 Allocation for Overhead	(241,044)	(242,725)	1,681	-0.7%	(241,044)	(242,725)	1,681	-0.7% 16
17 Non-Cash Operating Expenses	1,736,297	3,262,453	(1,526,156)	-46.8%	1,736,297	3,262,453	(1,526,156)	-46.8% 17
18 Total operating expenses	3,442,690	5,435,015	(1,992,325)	-36.7%	3,442,690	5,435,015	(1,992,325)	-36.7% 18
19 Operating income (loss)	(3,440,884)	(5,430,456)	1,989,572	-36.6%	(3,440,884)	(5,430,457)	1,989,573	-36.6% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	5,692	(5,692)	-100.0%	-	5,692	(5,692)	-100.0% 20
21 Three-mill tax	48,866	80,202	(31,336)	-39.1%	48,866	80,202	(31,336)	-39.1% 21
22 Six-mill tax	448,786	81,129	367,656	453.2%	448,786	81,129	367,656	453.2% 22
23 Nine-mill tax	672,700	121,584	551,116	453.3%	672,700	121,584	551,116	453.3% 23
24 Interest income	4,337	(4,337)	-100.0%	-	4,337	(4,337)	-100.0%	- 24
25 Other Income	-	-	0.0%	-	-	-	0.0%	25
26 Interest expense	-	-	0.0%	-	-	-	0.0%	26
27 Operating and maintenance grants	-	-	0.0%	-	-	-	0.0%	27
28 Total non-operating revenues	1,170,351	292,944	877,407	299.5%	1,170,351	292,944	877,407	299.5% 28
29 Income before capital contributions	(2,270,533)	(5,137,512)	2,866,980	-55.8%	(2,270,533)	(5,137,513)	2,866,980	-55.8% 29
30 Capital contributions	7,488	14,158	(6,670)	-47.1%	7,488	14,158	(6,670)	-47.1% 30
31 Change in net position	(2,263,045)	(5,123,554)	2,860,309	-55.8%	(2,263,045)	(5,123,355)	2,860,310	-55.8% 31
32 Net position, beginning of year	-	-	-	-	-	-	-	32
33 Net position, end of year	-	-	-	-	-	-	-	33

## SEWERAGE AND WATER BOARD OF NEW ORLEANS

## DRAINAGE SYSTEM FUND

STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION  
WITH BUDGET COMPARISONS

January 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Budget	Variance	%	YTD Actual	YTD Budget	YTD Variance	%
<b>Operating revenues:</b>								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0% 1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0% 2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0% 3
4 Other revenues	1,806	-	1,806	0.0%	1,806	-	1,806	0.0% 4
5 Total operating revenues	1,806	-	1,806	0.0%	1,806	-	1,806	0.0% 5
<b>Operating Expenses:</b>								
6 Executive Director	26,648	32,501	(5,853)	-18.0%	26,648	32,501	(5,853)	-18.0% 6
7 Special Counsel	25,748	84,730	(58,982)	-69.6%	25,748	84,730	(58,982)	-69.6% 7
8 Security	272,092	275,328	(3,236)	-1.2%	272,092	275,328	(3,236)	-1.2% 8
9 Operations	913,282	1,530,430	(617,147)	-40.3%	913,282	1,530,430	(617,147)	-40.3% 9
10 Engineering	125,265	254,792	(129,527)	-50.8%	125,265	254,792	(129,527)	-50.8% 10
11 Logistics	273,195	397,561	(124,366)	-31.3%	273,195	397,561	(124,366)	-31.3% 11
12 Communications	5,955	28,633	(22,678)	-79.2%	5,955	28,633	(22,678)	-79.2% 12
13 Administration	76,030	840,647	(764,617)	-91.0%	76,030	840,647	(764,617)	-91.0% 13
14 Chief Financial Officer	225,858	306,966	(81,109)	-26.4%	225,858	306,966	(81,109)	-26.4% 14
15 Continuous Improvement	3,366	11,963	(8,597)	-71.9%	3,366	11,963	(8,597)	-71.9% 15
16 Allocation for Overhead	(241,044)	(302,705)	61,661	-20.4%	(241,044)	(302,705)	61,661	-20.4% 16
17 Non-Cash Operating Expenses	1,736,297	1,564,167	172,130	11.0%	1,736,297	1,564,167	172,130	11.0% 17
18 Total operating expenses	3,442,690	5,025,012	(1,582,322)	-31.5%	3,442,690	5,025,012	(1,582,322)	-31.5% 18
19 Operating income (loss)	(3,440,884)	(5,025,012)	1,584,128	-31.5%	(3,440,384)	(5,025,012)	1,584,128	-31.5% 19
<b>Non-operating revenues (expense):</b>								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0% 20
21 Three-mill tax	48,866	1,235,828	(1,186,962)	-96.0%	48,866	1,235,828	(1,186,962)	-96.0% 21
22 Six-mill tax	448,786	1,305,101	(856,315)	-65.8%	448,786	1,305,101	(856,315)	-65.8% 22
23 Nine-mill tax	672,700	1,956,266	(1,283,566)	-65.8%	672,700	1,956,266	(1,283,566)	-65.8% 23
24 Interest income	-	30,500	(30,500)	-100.0%	-	30,500	(30,500)	-100.0% 24
25 Other Income	-	81,583	(81,583)	-100.0%	-	81,583	(81,583)	-100.0% 25
26 Interest expense	-	-	-	0.0%	-	-	-	0.0% 26
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0% 27
28 Total non-operating revenues	1,170,351	4,609,278	(3,438,927)	-74.6%	1,170,351	4,609,278	(3,438,927)	-74.6% 28
29 Income before capital contributions	(2,270,533)	(415,734)	(1,854,799)	446.2%	(2,270,333)	(415,734)	(1,854,799)	446.2% 29
30 Capital contributions	7,488	-	7,488	0.0%	7,488	-	7,488	0.0% 30
31 Change in net position	(2,263,045)	(415,734)	(1,847,311)	444.3%	(2,263,045)	(415,734)	(1,847,311)	444.3% 31
32 Net position, beginning of year					1,000,776,299	918,396,632	82,379,667	9.0% 32
33 Net position, end of year					998,513,254	917,980,898	80,332,356	8.8% 33



## SEWERAGE AND WATER BOARD OF NEW ORLEANS

March 7, 2017

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

Subject: Monthly Human Resources Activity Report for the Period February 1 – February 28, 2017

Dear Directors:

Please find below an account of various Board human resources activities for the period February 1- February 28, 2017. This monthly snapshot is presented to keep you abreast of the progress and challenges related to the Board's ability to hire and retain the best qualified candidates to perform the Board's important work.

### **Human Resources Activities**

Beginning Vacant Positions: 326

Ending Vacant Positions: 326

New Hires: 14

Resignations: 8

Retirement: 1

DROP Program Participants: 122

- Beginning Balance: 123
- New Member(s): 3
- Member(s) Removed: 3

Promotions: 8

Disciplinary Actions: 7

- Reprimands: 1
- Suspensions: 4
- Terminations: 2



Sharon Judkins  
Deputy Director-Administration

Cc: Attachments  
Monthly Activity Report  
Resignation Analysis  
Drop Summary

## February Monthly Activity Report

DATE	ACTION	JOB TITLE	REASON
<b>New Hires:</b>			
2/13/2017		Attorney I	
2/20/2017		Document Control Lead	
2/13/2017		Environmental Enforcement Technician I	
2/6/2017		Laborer	
2/13/2017		Laborer	
2/20/2017		Laborer	
2/27/2017		Laborer	
2/6/2017		Office Assistant II	
2/13/2017		Office Assistant II	
2/27/2017		Office Assistant II	
2/27/2017		Office Assistant II	
2/27/2017		Office Assistant II	
2/27/2017		Office Assistant II	
Total	14		
<b>Resignations:</b>			
2/7/2017	Resignation	Laborer	Accepted employment outside of Civil Service
2/7/2017	Resignation	Networks Maintenance Technician I	Accepted employment outside of Civil Service
2/13/2017	Resignation	Networks Maintenance Technician I	Accepted employment outside of Civil Service
2/17/2017	Resignation	Office Assistant II	Accepted employment outside of Civil Service
2/22/2017	Resignation	Pumping Plant Operator	Accepted employment outside of Civil Service
2/1/2017	Resignation	Networks Maintenance Technician I	Avoid disciplinary action
2/1/2017	Resignation	Senior Office Support Specialist	Ill health
Total	8	Utility Plant Worker	Returned to school

**Retirements:**

2/15/2017		Water Purification Operator II	
Total	1		
<b>DROP:</b>			
Started DROP			
2/4/2017		Buyer II	Enter DROP
2/13/2017		Field Service Supervisor	Enter DROP
2/28/2017		Administrative Support Supervisor I	Enter DROP
Total	3		
Ended DROP			
2/1/2017		Senior Office Support Specialist	End DROP
2/3/2017		Water Purification Operator II	End DROP
2/20/2017		Field Service Supervisor	End DROP
Total	3		
<b>Promotions:</b>			
2/13/2017		Office Assistant II	
1/31/2017		Office Assistant III	
2/1/2017		Office Assistant III	
2/3/2017		Office Assistant IV	
2/3/2017		Office Support Specialist	
1/31/2017		Office Support Specialist	
1/31/2017		Senior Office Support Specialist	
2/1/2017		Senior Office Support Specialist	
Total	8		
<b>Disciplinary Actions:</b>			
2/1/2017	Reprimand	Utilities Maintenance Technician II	
2/27/2017	Suspension	Pumping Station Supervisor	
2/7/2017	Suspension	Networks Maintenance Technician II	
2/6/2017	Suspension	Water Service Inspector I	
2/7/2017	Suspension	Water Service Inspector II	
2/22/2017	Termination	Networks Maintenance Technician I	
2/20/2017	Termination	Water Service Inspector I	
Total	7		

## Resignations for February 2017

Date	Reason	Job Title
2/7/2017	Accepted Employment Outside of Civil Service	Laborer
2/7/2017	Accepted Employment Outside of Civil Service	Networks Maintenance Technician I
2/13/2017	Accepted Employment Outside of Civil Service	Networks Maintenance Technician I
2/17/2017	Accepted Employment Outside of Civil Service	Office Assistant II
2/22/2017	Accepted Employment Outside of Civil Service	Pumping Plant Operator
2/1/2017	Avoid Disciplinary Action	Networks Maintenance Technician I
2/1/2017	Ill Health	Senior Office Support Specialist
2/16/2017	Returned to School	Utility Plant Worker

Reason	# of Resignations	% of Total Resignations
Accept Employment Outside of City Civil Service	5	62.5%
Avoid Disciplinary Action	1	12.5%
Continue Education		
Ill Health	1	12.5%
Left City		
Other Reasons		
Returned to School	1	12.5%
Transfer and/or Promotion to the City		
<b>Total</b>	<b>8</b>	<b>100%</b>

**DROP SUMMARY REPORT**

TITLE	START	END	TIME	Avg Time	Total
			Remaining	Remaining	Employees On Drop
FACILITIES ENGINEERING SPCL	3/14/2012	3/14/2017	0.12	2.73	122
POWER DISPATCHER 3	4/1/2012	4/1/2017	0.16		
SENIOR PRINCIPAL ENGINEER	4/1/2012	4/1/2017	0.16		
SR. OFFICE SUPPORT SPECIALIST	4/9/2012	4/9/2017	0.19		
CHIEF ACCOUNTANT	4/30/2012	4/30/2017	0.24		
WATER SERVICE INSPECTOR 3	4/30/2012	4/30/2017	0.24		
UTIL MAINT MASTER SPECIALIST 2	5/1/2012	5/1/2017	0.25		
PUMPING STATIONS SUPV	5/1/2012	5/1/2017	0.25		
UTILITY SERVICES ADMINISTRATOR	5/1/2012	5/1/2017	0.25		
ATTORNEY 4	5/1/2012	5/1/2017	0.25		
ENGINEERING TECHNICIAN	6/1/2012	6/1/2017	0.33		
AUTOMOTIVE SECTION SUPERVISOR	6/1/2012	6/1/2017	0.33		
PUBLIC WORKS SUPERVISOR 3	6/17/2012	6/17/2017	0.38		
WATER PURIFICATION OPERATOR 4	7/1/2012	7/1/2017	0.41		
FIELD SERVICE SUPERVISOR	9/1/2012	9/1/2017	0.58		
NETWORKS ZONE MANAGER 1	9/8/2012	9/8/2017	0.60		
NET SENIOR MAINTENANCE TECH 2	10/7/2012	10/7/2017	0.68		
WAREHOUSE & SUPPLIES MGR	1/3/2013	1/3/2018	0.92		
NET SENIOR MAINTENANCE TECH 1	1/21/2013	1/21/2018	0.97		
<b>Employees within 1 year:</b>			<b>19</b>		
NET SENIOR MAINTENANCE TECH 2	3/1/2013	3/1/2018	1.08		
EQUIPMENT OPERATOR 3	3/1/2013	3/1/2018	1.08		
PUMPING STATIONS SUPV ASST	3/1/2013	3/1/2018	1.08		
UTIL MAINT MASTER SPECIALIST 2	4/1/2013	4/1/2018	1.16		
OFFICE SUPPORT SPECIALIST	5/1/2013	5/1/2018	1.25		
UTILITIES MAINT SUPERVISOR	5/1/2013	5/1/2018	1.25		
OFFICE SUPPORT SPECIALIST	5/1/2013	5/1/2018	1.25		
NET SENIOR MAINTENANCE TECH 2	5/31/2013	5/31/2018	1.33		
NET SENIOR MAINTENANCE TECH 1	6/1/2013	6/1/2018	1.33		
DEPUTY SPECIAL COUNSEL	6/1/2013	6/1/2018	1.33		
NET MASTER MAINTENANCE TECH 2	6/1/2013	6/1/2018	1.33		
OFFICE ASSISTANT 3	6/3/2013	6/3/2018	1.34		
PUMPING STATIONS SUPV	7/31/2013	7/31/2018	1.50		
OFFICE ASSISTANT 3	8/1/2013	8/1/2018	1.50		
OFFICE ASSISTANT 3	8/1/2013	8/1/2018	1.50		
NET MASTER MAINTENANCE TECH 2	8/12/2013	8/12/2018	1.53		
PUMPING PLANT OPERATOR	9/1/2013	9/1/2018	1.58		
ENGINEERING SPECIALIST	10/1/2013	10/1/2018	1.67		
NET QUALITY ASSUR & SFTY INSPC	11/1/2013	11/1/2018	1.75		
FLEET SERVICES SUPERVISOR	11/1/2013	11/1/2018	1.75		
MANAGEMNT DEVELOPMNT SPECLST 2	12/1/2013	12/1/2018	1.83		
STEAM PLANT ENGINEER 2	12/2/2013	12/2/2018	1.84		
UTIL MAINT MASTER SUPERVISOR	1/3/2014	1/3/2019	1.92		

**DROP SUMMARY REPORT**

LEGAL ADMINISTRATIVE ASSISTANT	1/3/2014	1/3/2019	1.92
PUBLIC WORKS MAINTENANCE SUPT	1/3/2014	1/3/2019	1.92
NETWORKS MAINTENANCE TECH 2	1/27/2014	1/27/2019	1.99
WATER PURIFICATION OPERATOR 2	2/1/2014	2/1/2019	2.00
PUMPING AND POWER PLANT OPR	2/1/2014	2/1/2019	2.00
	<b>Employees within 2 years:</b>	<b>28</b>	
NET MASTER MAINTENANCE TECH 2	2/13/2014	2/13/2019	2.04
PUMPING AND POWER PLANT OPR	3/1/2014	3/1/2019	2.08
PUMPING STATIONS SUPV ASST	3/1/2014	3/1/2019	2.08
WATER PURIFICATION OPERATOR 3	6/4/2014	6/4/2019	2.34
SR. OFFICE SUPPORT SPECIALIST	6/6/2014	6/6/2019	2.35
EQUIPMENT OPERATOR 2	9/1/2014	9/1/2019	2.58
OFFICE ASSISTANT 3	10/1/2014	10/1/2019	2.67
NETWORKS MAINTENANCE TECH 1	10/30/2014	10/30/2019	2.75
NET SENIOR MAINTENANCE TECH 1	10/31/2014	10/31/2019	2.75
UTILITY SENIOR SERVICES MGR	10/31/2014	10/31/2019	2.75
MANAGEMNT DEVELOPMNT SPECLST 2	11/1/2014	11/1/2019	2.75
PUMPING PLANT OPERATOR	11/1/2014	11/1/2019	2.75
WATER PURIFICATION OPERATOR 1	11/20/2014	11/20/2019	2.80
MANAGEMNT DEVELOPMNT SPECLST 2	11/30/2014	11/30/2019	2.83
AUTOMOTIVE MAINT. TECHNICIAN	12/1/2014	12/1/2019	2.83
ADMIN. SUPPORT SUPERVISOR 3	12/15/2014	12/15/2019	2.87
NET SENIOR MAINTENANCE TECH 2	12/19/2014	12/19/2019	2.88
PUMPING STATIONS SUPV ASST	12/31/2014	12/31/2019	2.92
NET MASTER MAINTENANCE TECH 1	12/31/2014	12/31/2019	2.92
STEAM PLANT ENGINEER 2	1/24/2015	1/24/2020	2.98
	<b>Employees within 3 years:</b>	<b>20</b>	
PUMPING STATIONS SUPV ASST	2/1/2015	2/1/2020	3.00
UTILITY SERVICES ADMINISTRATOR	3/1/2015	3/1/2020	3.08
FIELD SERVICE SUPERVISOR	3/15/2015	3/15/2020	3.12
OFFICE SUPPORT SPECIALIST	3/28/2015	3/28/2020	3.16
STEAM PLANT ENGINEER 1	3/31/2015	3/31/2020	3.16
OFFICE ASSISTANT 4	4/1/2015	4/1/2020	3.17
PUMPING AND POWER PLANT OPR	8/1/2015	8/1/2020	3.50
FLEET SERVICES MANAGER	8/7/2015	8/7/2020	3.52
STEAM PLANT ENGINEER 4	9/22/2015	9/22/2020	3.64
POWER DISPATCHER 4	9/22/2015	9/22/2020	3.64
FIELD SERVICE SUPERVISOR	10/1/2015	10/1/2020	3.67
NET SENIOR MAINTENANCE TECH 1	11/1/2015	11/1/2020	3.75
FIELD SERVICE SUPERVISOR	11/1/2015	11/1/2020	3.75
NET SENIOR MAINTENANCE TECH 1	11/1/2015	11/1/2020	3.75
ADMIN. SUPPORT SUPERVISOR 3	11/26/2015	11/26/2020	3.82
CHIEF ACCOUNTANT	11/28/2015	11/28/2020	3.83
PUBLIC WORKS SUPERVISOR 2	12/2/2015	12/2/2020	3.84
ENGINEER INTERN 2	12/21/2015	12/21/2020	3.89
NET SENIOR MAINTENANCE TECH 2	12/30/2015	12/30/2020	3.92
NET MASTER MAINTENANCE TECH 1	12/30/2015	12/30/2020	3.92
SR. OFFICE SUPPORT SPECIALIST	1/1/2016	1/1/2021	3.92

**DROP SUMMARY REPORT**

AUTOMOTIVE SERVICES SUPERVISOR	1/8/2016	1/8/2021	3.94
UTIL MAINT MASTER SUPERVISOR	1/8/2016	1/8/2021	3.94
UTIL MAINT MASTER SUPERVISOR	1/8/2016	1/8/2021	3.94
UTIL MAINT MASTER SUPERVISOR	1/11/2016	1/11/2021	3.95
<b>Employees within 4 years:</b>			<b>25</b>
NET SENIOR MAINTENANCE TECH 1	2/1/2016	2/1/2021	4.01
NET SENIOR MAINTENANCE TECH 2	2/29/2016	3/1/2021	4.08
NET MASTER MAINTENANCE TECH 1	4/1/2016	4/1/2021	4.17
POWER DISPATCHER 3	4/1/2016	4/1/2021	4.17
OFFICE ASSISTANT 4	4/1/2016	4/1/2021	4.17
PUBLIC WORKS MAINTENANCE WKR 1	6/1/2016	6/1/2021	4.33
NET SENIOR MAINTENANCE TECH 2	6/1/2016	6/1/2021	4.33
PUBLIC WORKS MAINTENANCE WKR 1	6/4/2016	6/4/2021	4.34
LABORATORY TECHNICIAN 3	7/1/2016	7/1/2021	4.42
PUMPING STATIONS SUPV	8/1/2016	8/1/2021	4.50
PUMPING AND POWER PLANT OPR	8/1/2016	8/1/2021	4.50
UTILITY SERVICES ADMINISTRATOR	9/1/2016	9/1/2021	4.59
FACILITIES ENGINEERING SPCL	9/7/2016	9/7/2021	4.60
ADMIN. SUPPORT SUPERVISOR 3	10/8/2016	10/8/2021	4.69
PUMPING PLANT OPERATOR	11/1/2016	11/1/2021	4.75
NET SENIOR MAINTENANCE TECH 1	11/1/2016	11/1/2021	4.75
PUBLIC WORKS MAINTENANCE WKR 2	11/1/2016	11/1/2021	4.75
ENGINEER INTERN 2	12/1/2016	12/1/2021	4.84
SR. OFFICE SUPPORT SPECIALIST	12/1/2016	12/1/2021	4.84
OFFICE SUPPORT SPECIALIST	12/1/2016	12/1/2021	4.84
NET MASTER MAINTENANCE TECH 1	12/28/2016	12/28/2021	4.91
PUMPING AND POWER PLANT OPR	12/31/2016	12/31/2021	4.92
ENGINEERING DIVISION MANAGER	1/1/2017	1/1/2022	4.92
SR. OFFICE SUPPORT SPECIALIST	1/2/2017	1/2/2022	4.92
WATER PURIFICATION OPERATOR 4	1/2/2017	1/2/2022	4.92
PUMPING AND POWER PLANT OPR	1/3/2017	1/3/2022	4.93
WATER PURIFICATION OPERATOR 2	1/5/2017	1/5/2022	4.93
POWER DISPATCHER 2	1/8/2017	1/8/2022	4.94
BUYER 2	2/4/2017	2/4/2022	5.01
FIELD SERVICE SUPERVISOR	2/13/2017	2/13/2022	5.04
<b>Employees within 5 years:</b>			<b>30</b>

**DROP SUMMARY REPORT**

**FEBRUARY SUMMARY**

TITLE	EFFECTIVE DATE	ACTION
SR. OFFICE SUPPORT SPECIALIST	2/1/2017	DELETION
WATER PURIFICATION OPERATOR 2	2/3/2017	DELETION
BUYER 2	2/4/2017	ADDITION
FIELD SERVICE SUPERVISOR	2/13/2017	ADDITION
FIELD SERVICE SUPERVISOR	2/20/2017	DELETION
UTILITY SERVICES ADMINISTRATOR	2/25/2017	DELETION
ADMIN SUPPORT SUPERVISOR 1	2/28/2017	ADDITION



## SEWERAGE AND WATER BOARD

### Inter-Office Memorandum

Date: March 3, 2017

From: Willie Mingo, Director of Procurement  
Purchasing Department

Thru: Valerie Rivers, Deputy Director  
Sewerage and Water Board New Orleans - Logistics

To: Sharon Judkins, Deputy Director  
Sewerage and Water Board New Orleans- Administration

Re: **Executive Director's Approval of Contracts of \$1,000,000.00 or less**

1. A.Y. McDonald Mfg. Co.  
4800 Chavenelle Rd. Dubuque, IA 52002
  - Purchase of Meter Boxes and Meter Box Parts
  - Start date: 4/1/17 one (1) year with one (1) year renewal option
  - \$537,830.00 annually (The Board may not expend the total amount bid).
2. A.Y. McDonald Mfg. Co.  
4800 Chavenelle Rd., Dubuque, IA 52002
  - Purchase of Brass Water Service Fittings
  - Start date: 4/1/17 one (1) year with one (1) year renewal option
  - \$533,694.50 annually (The Board may not expend the total amount bid).
3. Louisiana Utilities Supply Co.  
901 S Labarre Rd. Ste 206, Metairie, LA. 70001
  - Purchase of Brass Water Service Fittings
  - Start date: 4/1/17 one (1) year with one (1) year renewal option
  - \$38,875.00 annually

4. Technology International  
1349 South International Pkwy Ste 2411, Lake Mary, FL 32746

- Purchase of a Laboratory Steam Sterilizer
- One (1) time purchase
- \$51,850.00

5. Trucking Innovation, LLC  
5623 N. Villere St, New Orleans, LA 70117

- Purchase of River Sand and Mason Sand
- Start date: 4/1/17 one (1) year with one (1) year renewal
- \$295,540.00 annually

- Upon request, complete contract available for review in Procurement office.

Cc: Kathleen LaFrance



# SEWERAGE AND WATER BOARD

## Inter-Office Memorandum

**Date:** February 27, 2017

**To:** Valerie Rivers, Deputy Director - Logistics  
Sharon Judkins, Deputy Director - Human Resources

**From:** Veronica Johnson-Christmas, EDBP

**Re: EDBP Contract/Certification Summary - February 2017**

### **Analyses conducted by EDBP**

For the month of February 2017, EDBP Department reviewed one (1) Goods and Services contract. There were no Construction Contracts to review.

#### **Goods and Services Contract:**

Furnishing River Sand and Mason Sand to the Sewerage & Water Board of New Orleans - (Requisition Number - (YW17-0010)

The EDBP compliance team received three (3) bids on Thursday, February 23, 2017 for subject contract. The estimated budget is \$250,000.00. Thirty-percent (30%) DBE participation was requested on subject contract.

Bid totals are as follows:

Trucking Innovations, LLC	\$295,540.00
Mic-Jett Trucking, LLC	\$408,400.00
Metro Service Group, Inc.	\$480,000.00

The apparent lowest bidder, Trucking Innovations, LLC submitted Blakely AA Trucking, LLC (eligible certified SLDBE) to provide trucking and hauling services for \$88,662.00 for 30%.

The second lowest bidder, Mic-Jett Trucking, LLC submitted DET Trucking Services, LLC (eligible certified SLDBE) to provide dump truck hauling services for \$122,520.00 for 30%.

The third lowest bidder, Metro Service Group, Inc. submitted MST Enterprises, LLC (eligible certified SLDBE) to provide hauling and supply of materials for \$144,000.00 for 30%.

Based upon the analysis of SLDBE participation, the Economically Disadvantaged Business Program recommends that the SLDBE participation submitted by Trucking Innovations, LLC; Mic-Jett Trucking, LLC; and Metro Service Group, Inc. be accepted and approved.

### **Construction Review Committee Recommendations**

The Construction Review Committee was not convened for the month of February 2017, because there were no new construction projects submitted for review.

### **Staff Contract Review Committee Recommendations**

The Staff Contract Review Committee met on February 8, 2017 and made the following recommendations:

#### **OPEN MARKET CONTRACTS**

##### **1. Furnishing Safety Supplies**

*Thirty percent (30%) SLDBE Participation, one (1) year with a one (1) year renewal option*

Estimated cost: \$1,000,000.00  
Areas of Participation: Supply and delivery of product(s)

##### **2. Furnishing Collection Enforcement Services of Delinquent Accounts**

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

Estimated Cost: \$12% of the total amount collected  
Percentage Goal Justification: There are no SLDBE companies certified in the area of collections.

##### **3. Furnishing Solid Wall Polyvinylchloride (PVC) Pipe - SDR 26" & 35", and C900 Pipe for the Water Distribution System to the Sewerage and Water Board**

*0% SLDBE Participation, one (1) year with a one (1) year renewal option*

Estimated Cost: \$75,000.00  
Percentage Goal Justification: Does not lend itself to SLDBE participation because the pipes are purchased on an as needed basis and does not provide any area of subcontracting.

##### **4. Furnishing and Delivering Heavy Duty Equipment to the Sewerage and Water Board**

*One Time Purchase Only, 0% SLDBE Participation, no renewal options*

Estimated Cost: \$1,187,326.00  
Percentage Goal Justification: Does not lend itself to SLDBE participation because there are no SLDBE companies that sell heavy equipment.

### RENEWAL CONTRACTS

**5. Furnishing Reclaimed Asphaltic Pavement (RAP)**  
*First and Final Renewal, 30% SLDBe Participation*

Estimated Cost:	\$225,000.00
Prime Contractor:	Hamp's Enterprises, Inc.
DBE Subcontractor:	Boines Construction
Areas of participation:	Supply and delivery of product
DBE participation goal:	30%
DBE participation achieved:	<b>30.75%</b>

**6. Professional Services Contract - Emergency Response Services for the Cleanup of Oil and Chemical Spills**

*Fifth and final of five (5) one (1) year renewal options, 0% SLDBe participation*

Estimated Cost:	Final \$15,970.00 of \$100,000.00
Prime Contractor:	OMI Environmental Solutions
Percentage Goal Justification:	Does not lend itself to SLDBe participation because of the specialized nature of the work for which there are no SLDBe firms.

**Items seven (7) through nine (9) are First and Final Renewals, 0% SLDBe Participation:**

**7. Furnishing Polyelectrolyte for the Algiers and Carrollton Water Treatment Plants**

Estimated Cost:	\$495,000.00
Prime Contractor:	SNF Polydyne, Inc.
Percentage Goal Justification:	Does not lend itself to SLDBe participation because there are no SLDBe companies certified in the area of chemicals; the product is shipped directly from the manufacturer in specialized pneumatic-bed lined trucks.

**8. Furnishing Anhydrous Ammonia for the Algiers and Carrollton Water Treatment Plants**

Estimated Cost:	\$358,050.00
Prime Contractor:	Tanner Industries, Inc.
Percentage Goal Justification:	Does not lend itself to SLDBe participation because there are no SLDBe companies certified in the area of chemicals; the product is shipped directly from the manufacturer in specialized pneumatic-bed lined trucks.

**9. Furnishing Liquid Polyphosphate for the Carrollton Water Treatment Plant**

Estimated Cost:	\$287,600.00
Prime Contractor:	Sterling Water Technologies, LLC
Percentage Goal Justification:	Does not lend itself to SLDBe participation because there are no SLDBe companies certified in the area of chemicals; the product is shipped directly from the manufacturer in specialized pneumatic-bed lined trucks.

**Sewerage & Water Board of New Orleans Contracts with DBE Participation January through February 2017.**

**Sewerage and Water Board of New Orleans**  
**Customer Service Report**  
**Indicators of Metric Results**  
**February 2017**

	Goal	Goal Met		Within Control Limits		Trend
<b>Billing Accuracy / Reasonable</b>						
	Meters Read	Yellow	White	Yellow	White	Yellow
	Estimated Bills	Green	Green	Green	Green	Green
	High Bill Complaints	Yellow	Yellow	Yellow	Yellow	Yellow
	Adjusted Bills	Green	Green	Green	Green	Green
<b>Problem Resolution</b>						
	Customer Contacts	Green	Green	Green	Green	Green
	Call Wait Time Answered	Yellow	Yellow	Yellow	Yellow	Yellow
	Call Wait Time Abandoned	Red	Red	Yellow	Yellow	Yellow
	Abandoned Calls	Green	Green	Green	Green	Green
	Emergency Abandoned Calls	Green	Green	Green	Green	Green
	Low Water Pressure	Yellow	Yellow	Yellow	Yellow	Yellow
	Water System Leaks	Green	Green	Green	Green	Green
	Sewer System Leaks	Yellow	Yellow	Yellow	Yellow	Yellow
<b>Collections Effectiveness</b>						
	Accounts Off for Non-Payment	White	White	Green	Green	Yellow
	Receivables 30 to 120 Days Old	White	White	Green	Green	Yellow
	Receivables 120 Days and Older	White	White	Green	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: No**

## **Process Operating Within Control Limits: Close**

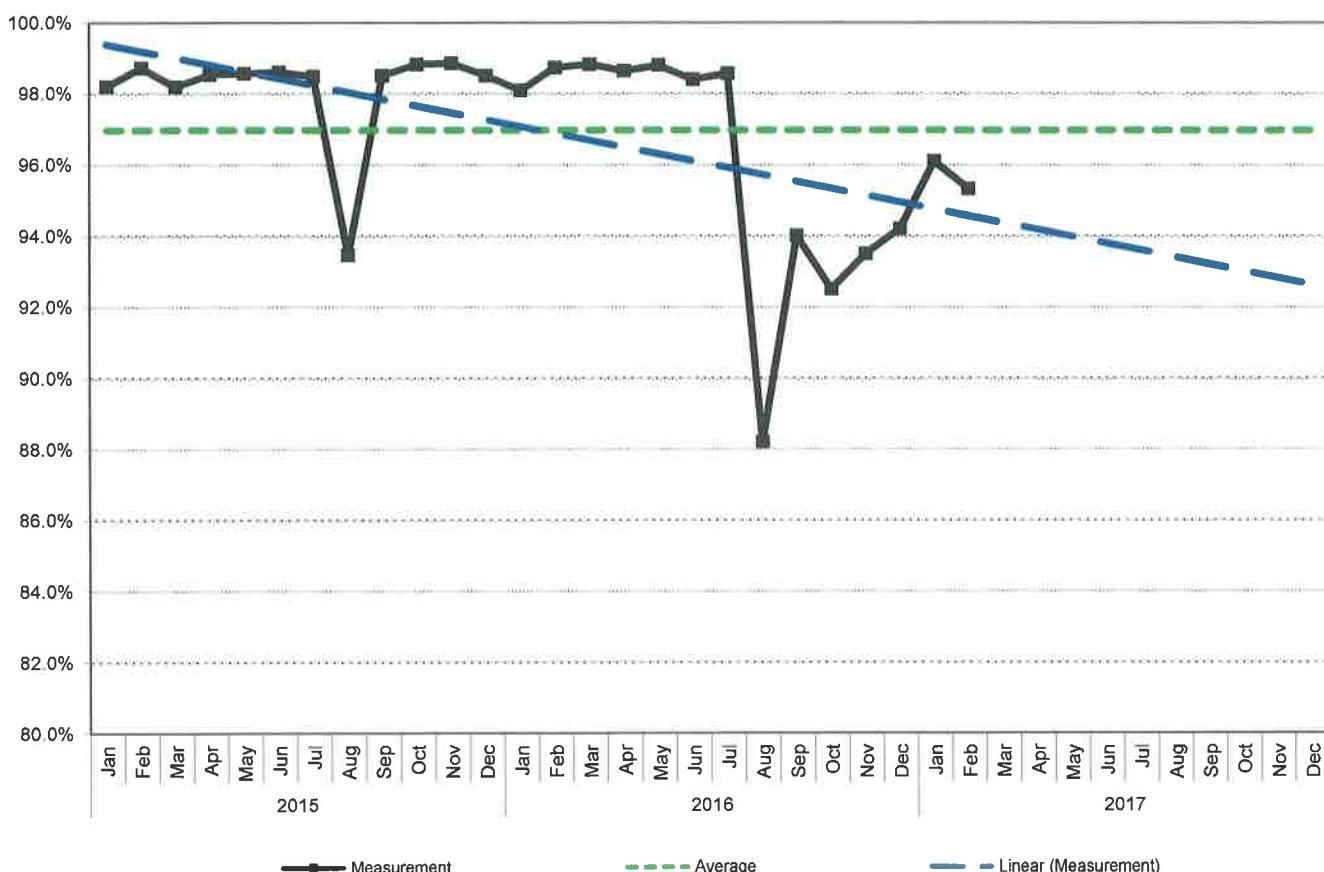
### Trend: Unfavorable

## 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 had maintained a reading rate near or above the goal since April 2010 except for three months affected by weather events. Recent reductions in overtime have resulted in an increased number of occasions when entire routes are estimated.

### **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

## **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:**

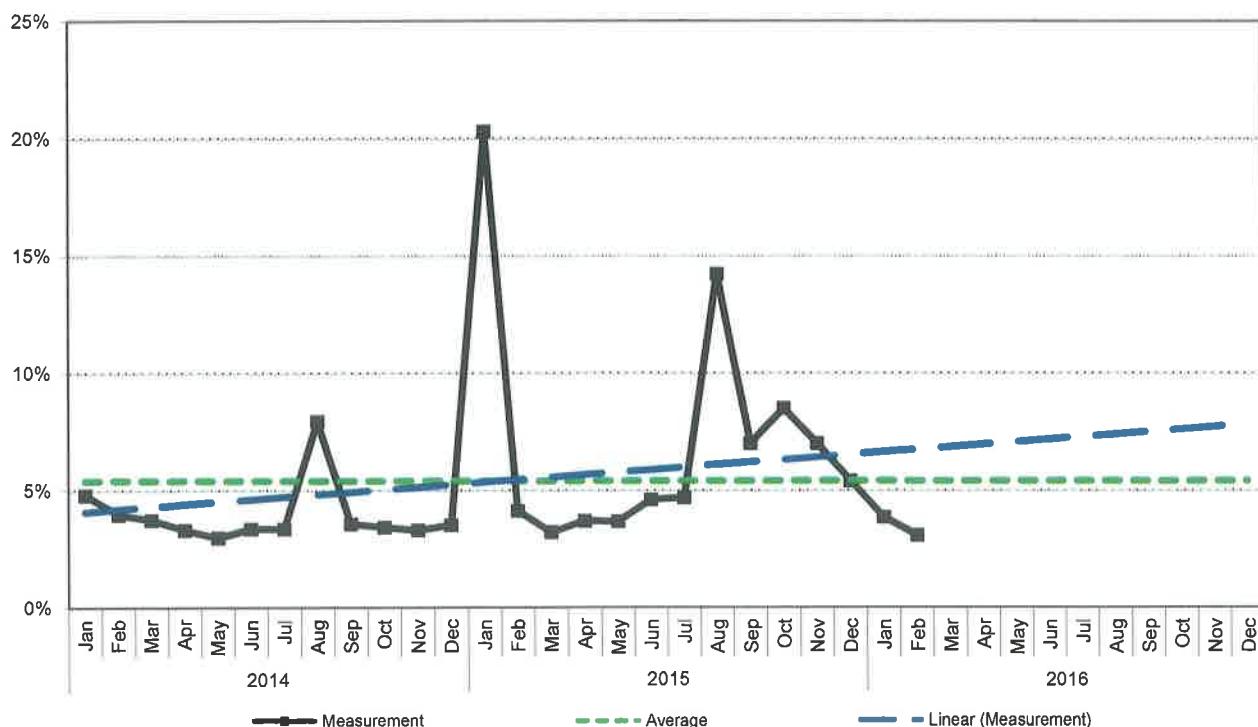
#### Trend: Favorable

### **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

# **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: Close**

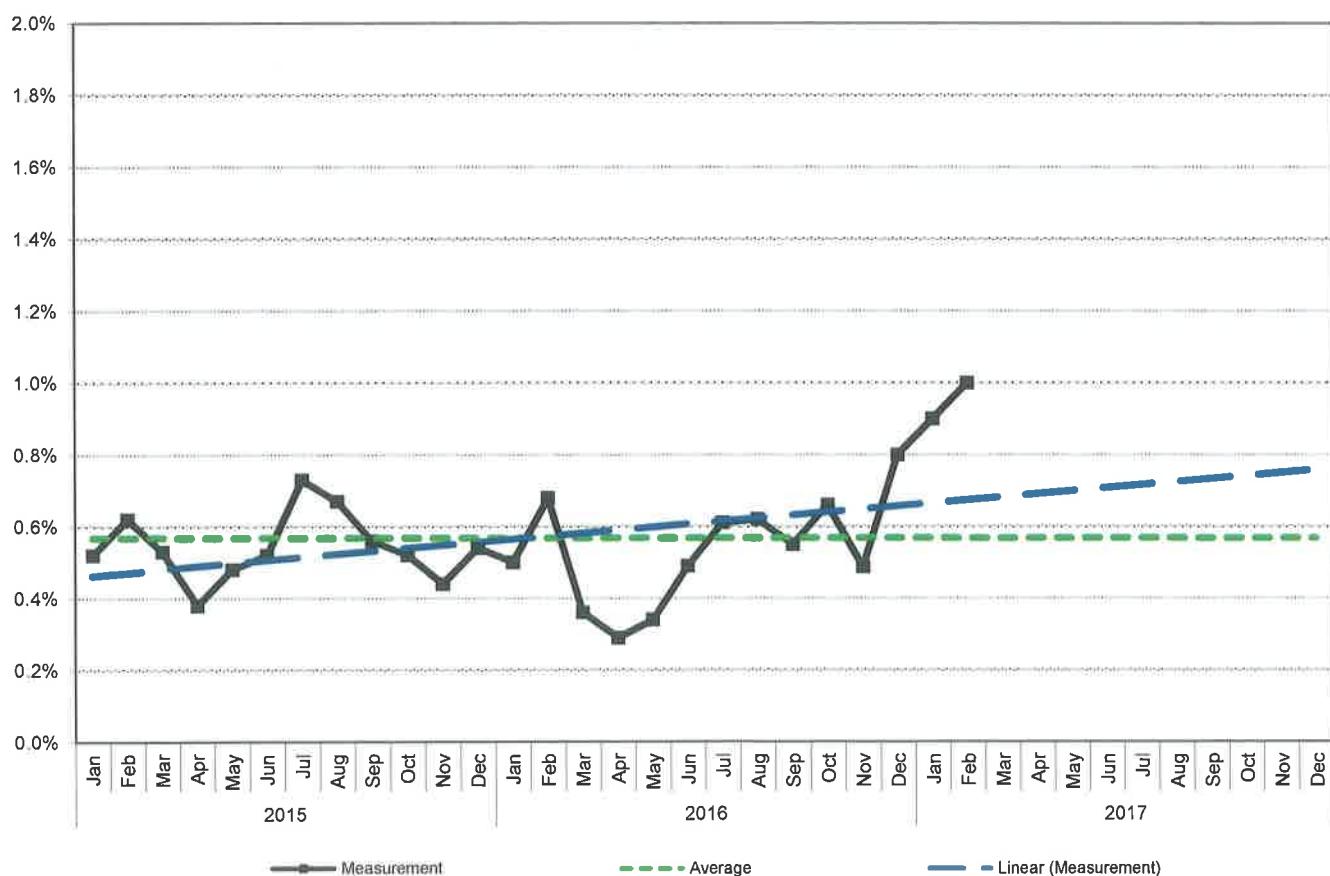
## Trend: Unfavorable

### **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

# **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: Yes

## **Process Operating Within Control Limits:**

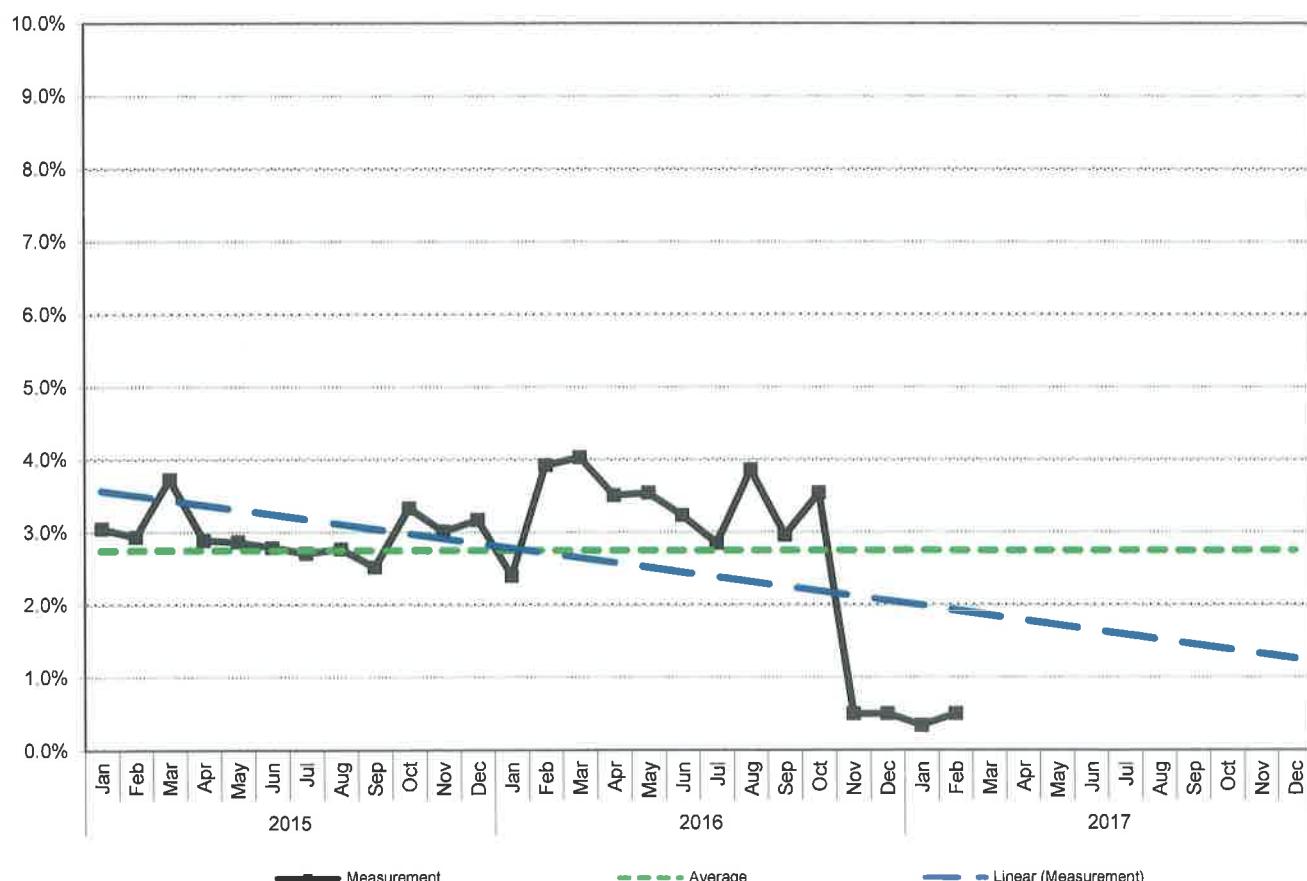
## Trend: Favorable

### **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.

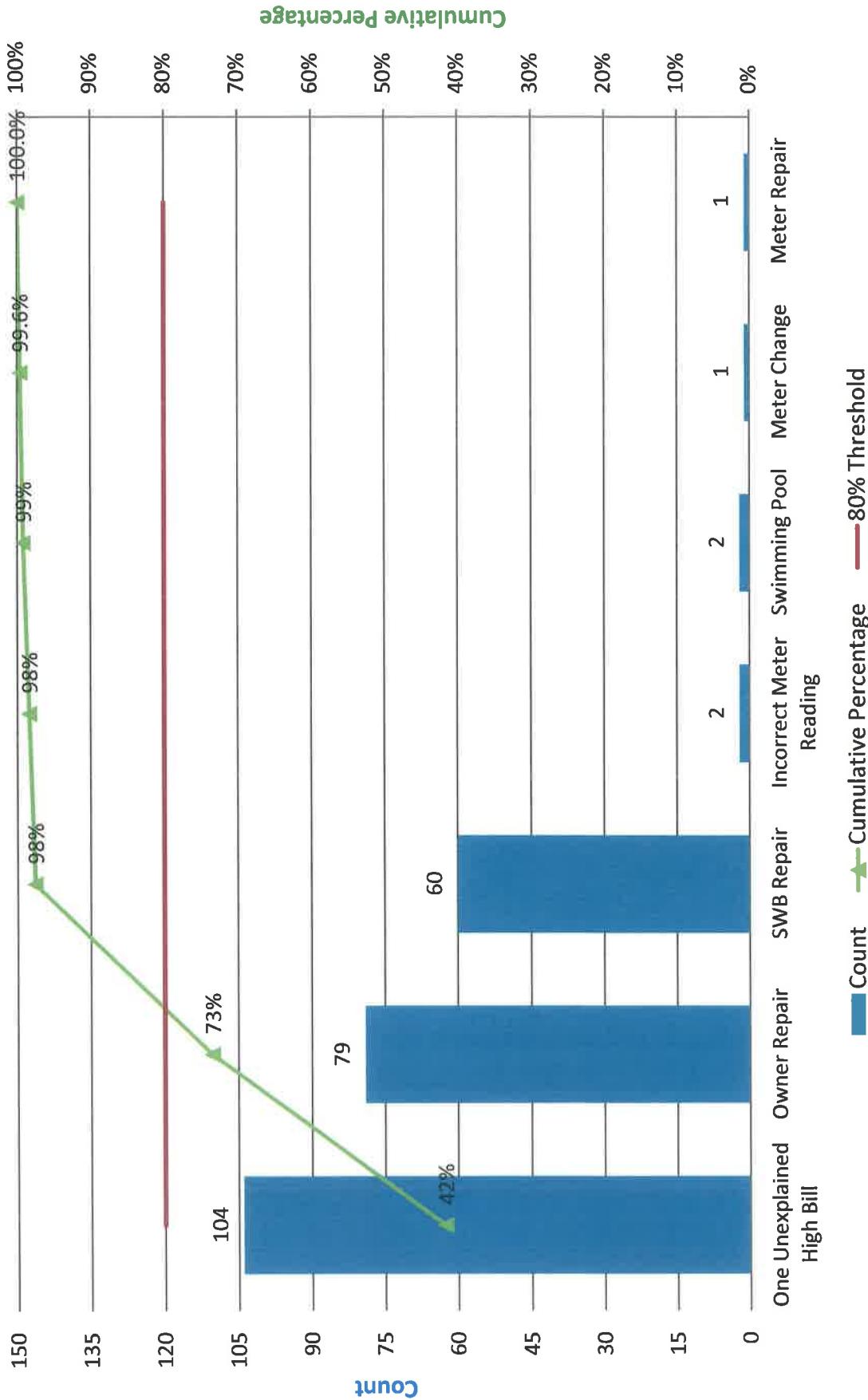
## Plans for Improvement

Adjustments have reduced sharply following implementation of the new billing system as a result of the ability to correct a bill by cancelling and rebilling rather than by adjustment.



## Data Table

## Sewerage and Water Board of New Orleans Reasons for Adjustments February 2017



# Sewerage and Water Board of New Orleans

## Total Inbound Customer Contacts

## **Constituency: Customer Ratepayers**

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

## Goal: Reduce Triggers of Customer Calls

**Currently Meeting  
Goal: Close**

## **Process Operating Within Control Limits: Yes**

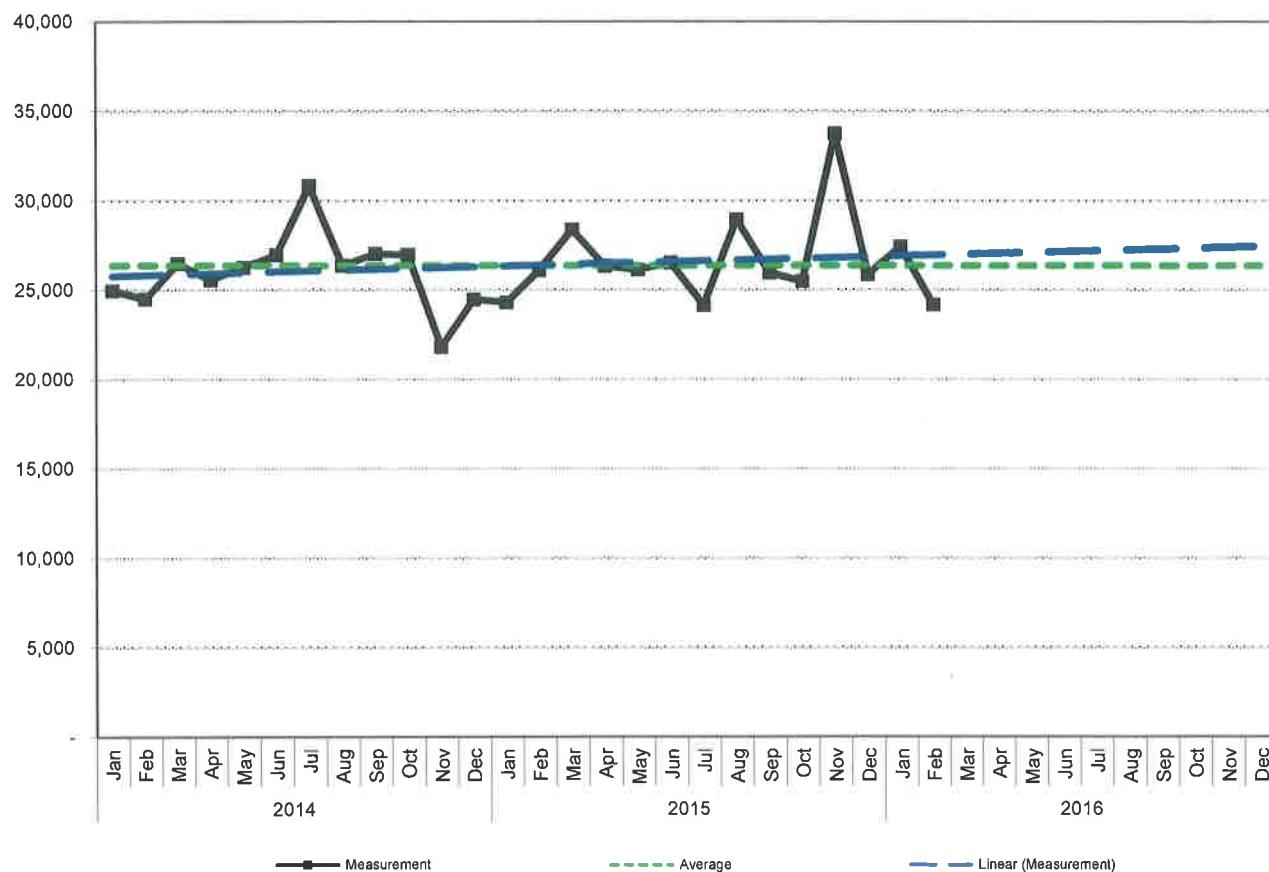
#### Trend: Level

### **Analysis**

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

### **Plans for Improvement**

Engage a consultant to re-engineer the call center processes for receiving and handling calls.

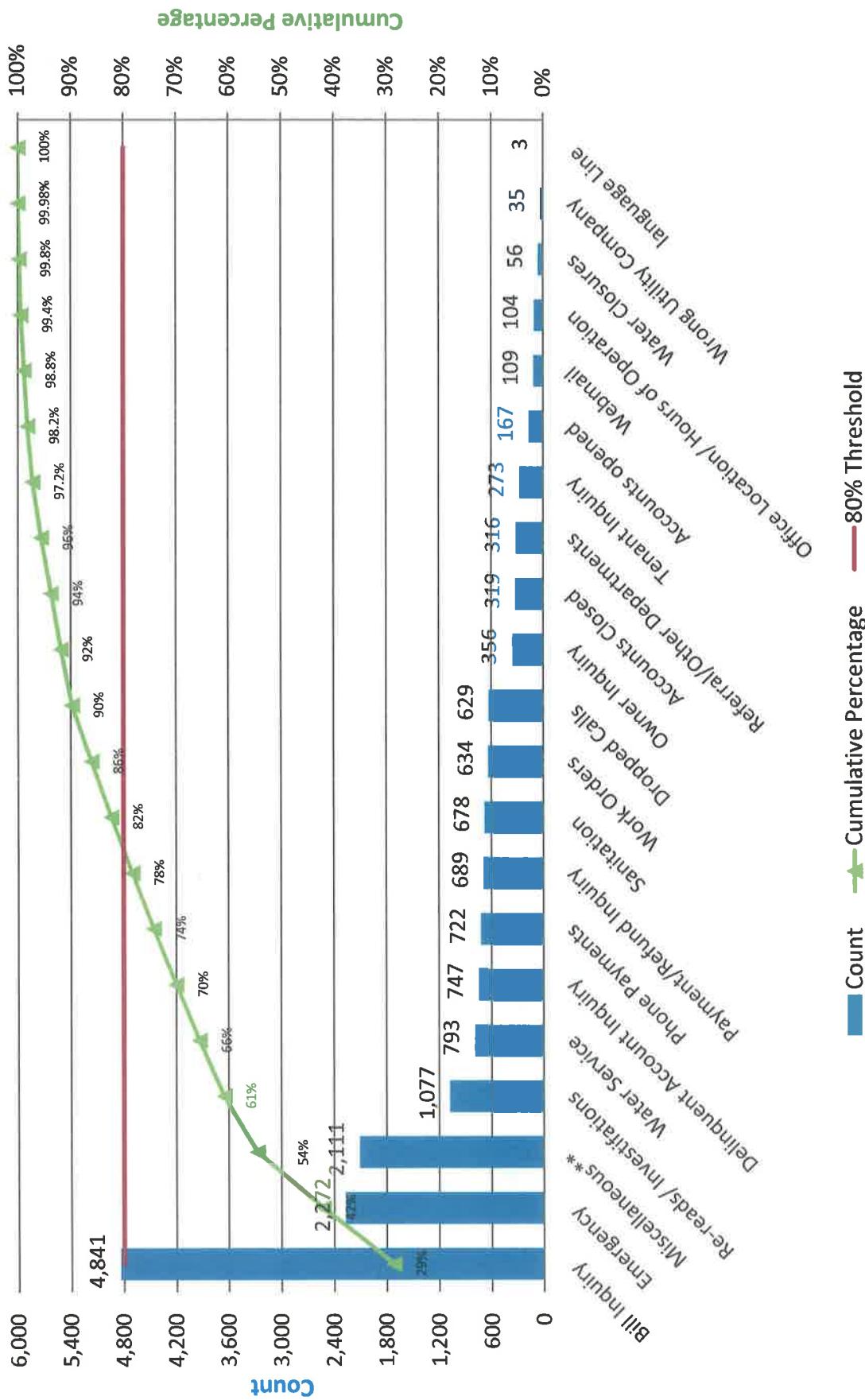


## Data Table

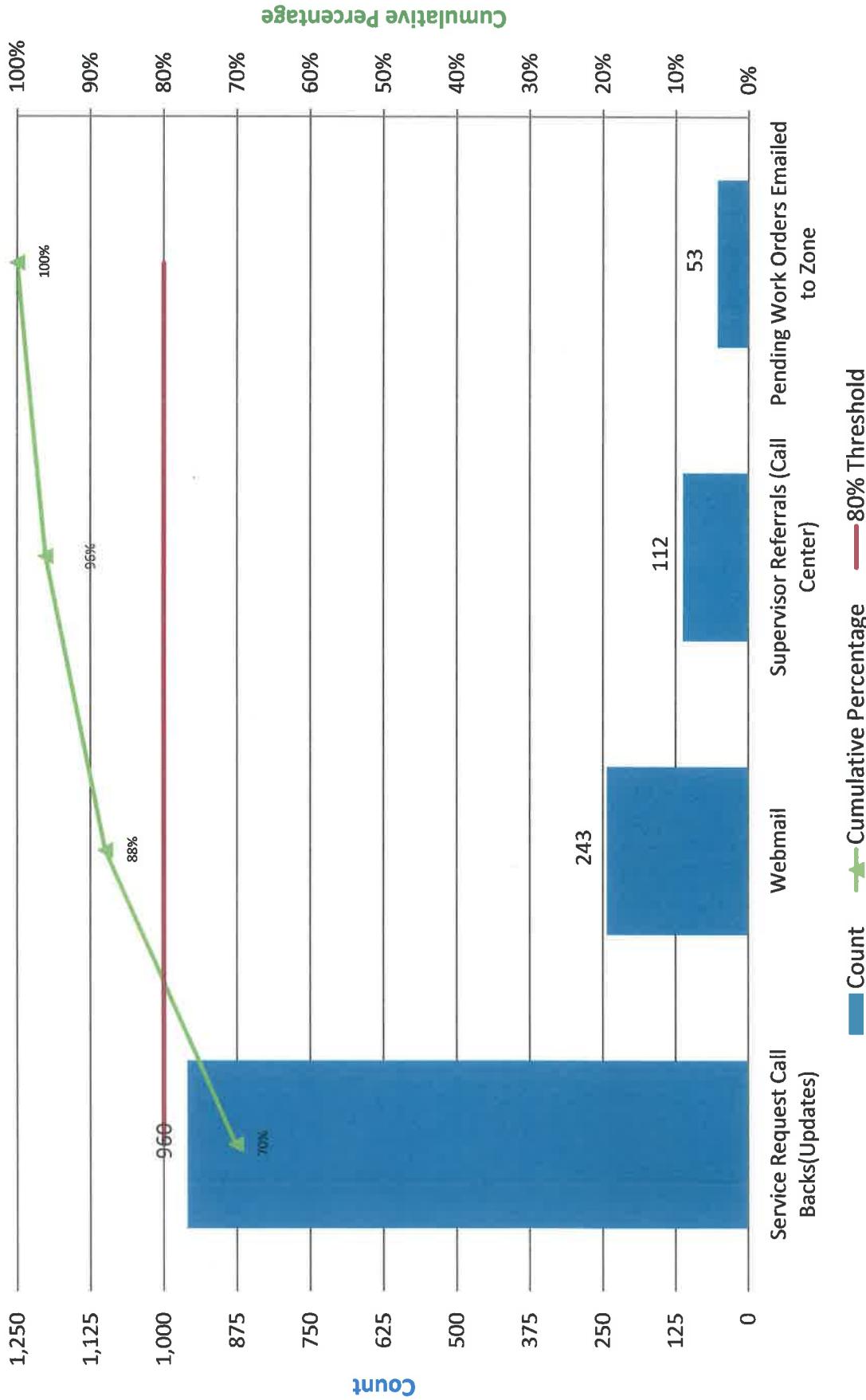
# Sewerage and Water Board of New Orleans

## Types of Customer Calls

### February 2017



# Sewerage and Water Board of New Orleans Types of Service Request Contact Center Calls February 2017



# Sewerage and Water Board of New Orleans

## Average Call Wait Time for Calls Answered

**Constituency:**  
**Customer Ratepayers**

**Objective:** Provide  
Accurate Bills

**Goal: Reduce over time**

## Currently Meeting Goal: No

## **Process Operating Within Control Limits: Yes**

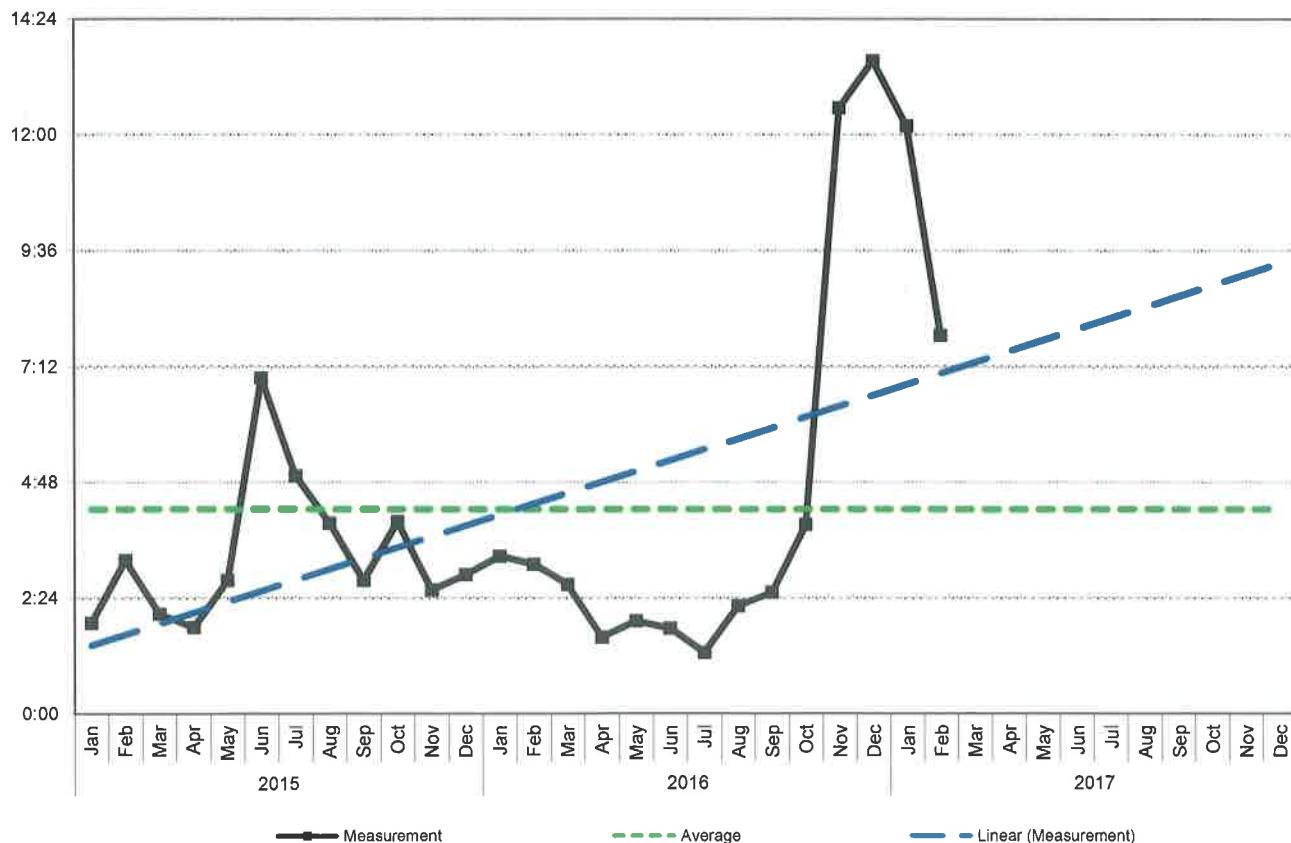
## Trend: Unfavorable

### **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. Call wait times have increased sharply while training and implementation for the new billing system occurs.

### **Plans for Improvement**

Interactive voice response capabilities were implemented in October 2016 with the intent to reduce the volume of calls requiring Call Center assistance. We have provided customers with the opportunity to leave their contact information at a link on our website so that we can call them back during non-peak times. We anticipate that call wait times will continue to reduce in March 2017.



## Data Table

# Sewerage and Water Board of New Orleans

## Average Call Wait Time for Calls Abandoned

## **Constituency: Customer Ratepayers**

**Objective: Provide  
Accurate Bills**

**Goal: Reduce over time**

## Currently Meeting Goal: No

## Process Operating Within Control Limits:

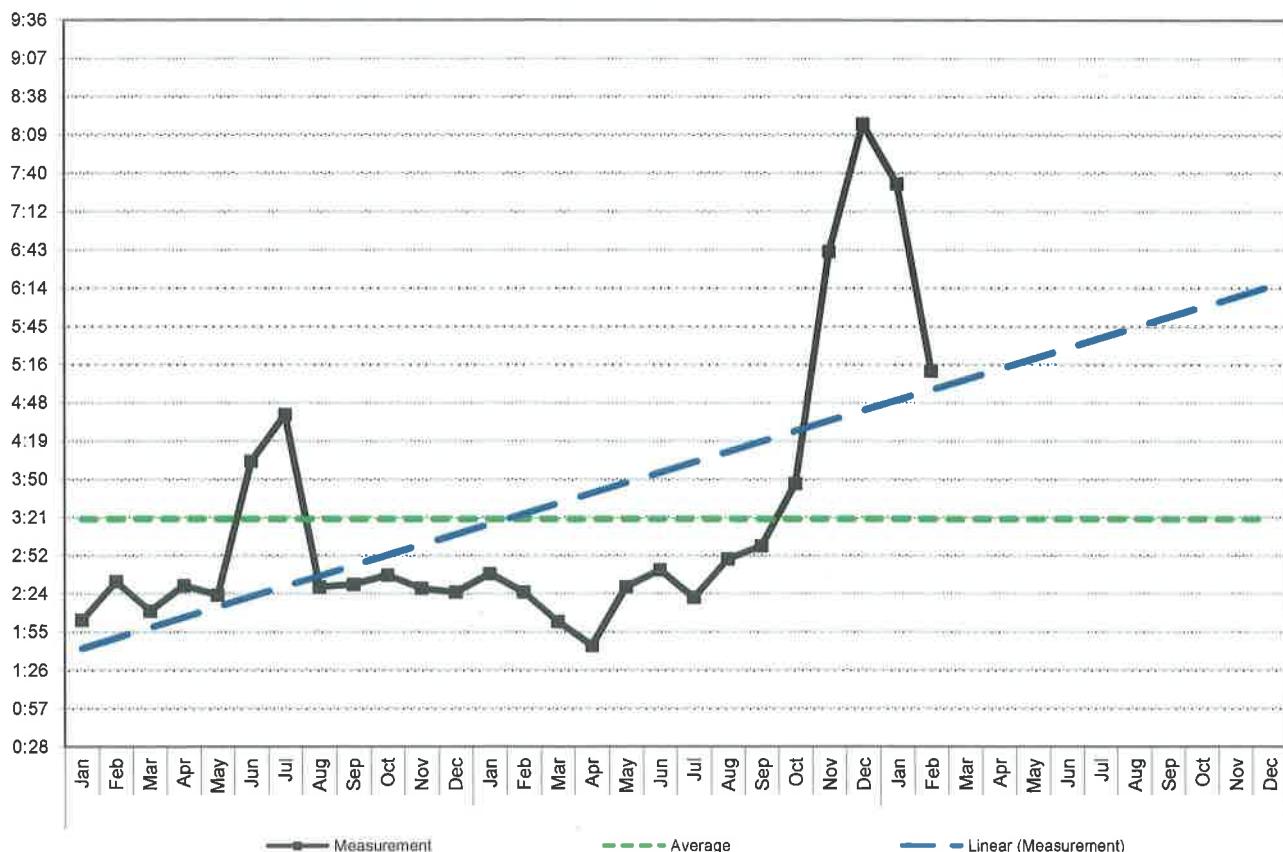
## Trend: Unfavorable

## 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. Call wait times have increased sharply while training and implementation for the new billing system occurs.

### **Plans for Improvement**

Interactive voice response capabilities were implemented in October 2016 with the intent to reduce the volume of calls requiring Call Center assistance. We have provided customers with the opportunity to leave their contact information at a link on our website so that we can call them back during non-peak times. We anticipate that call wait times will continue to reduce in March 2017.



### Data Table

## **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: No**

## **Process Operating Within Control Limits: Yes**

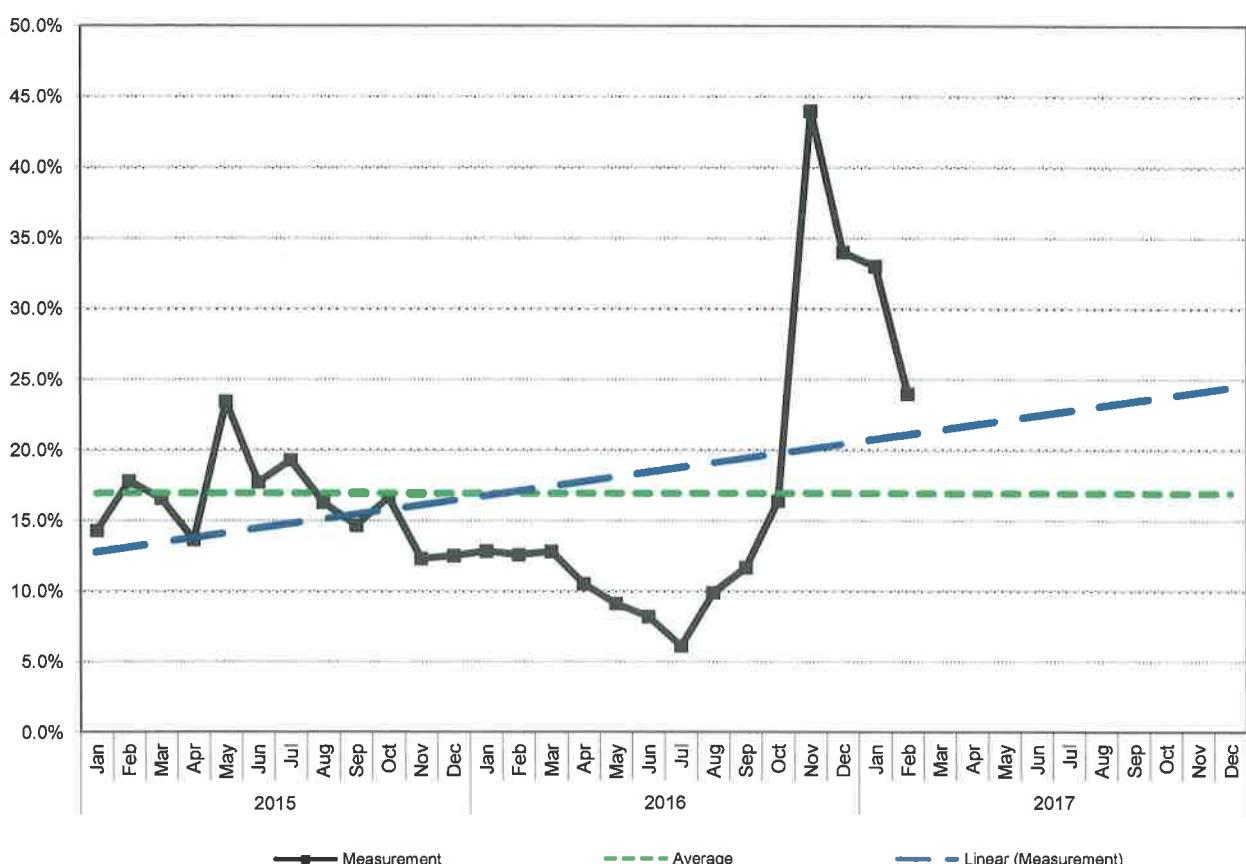
## Trend: Unfavorable

## Analysis

Customers abandon their calls 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. Abandoned calls increased sharply following go-live of the new system.

### **Plans for Improvement**

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained. We anticipate that call abandonment rates will continue to reduce in March 2017.



## Data Table

# 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**

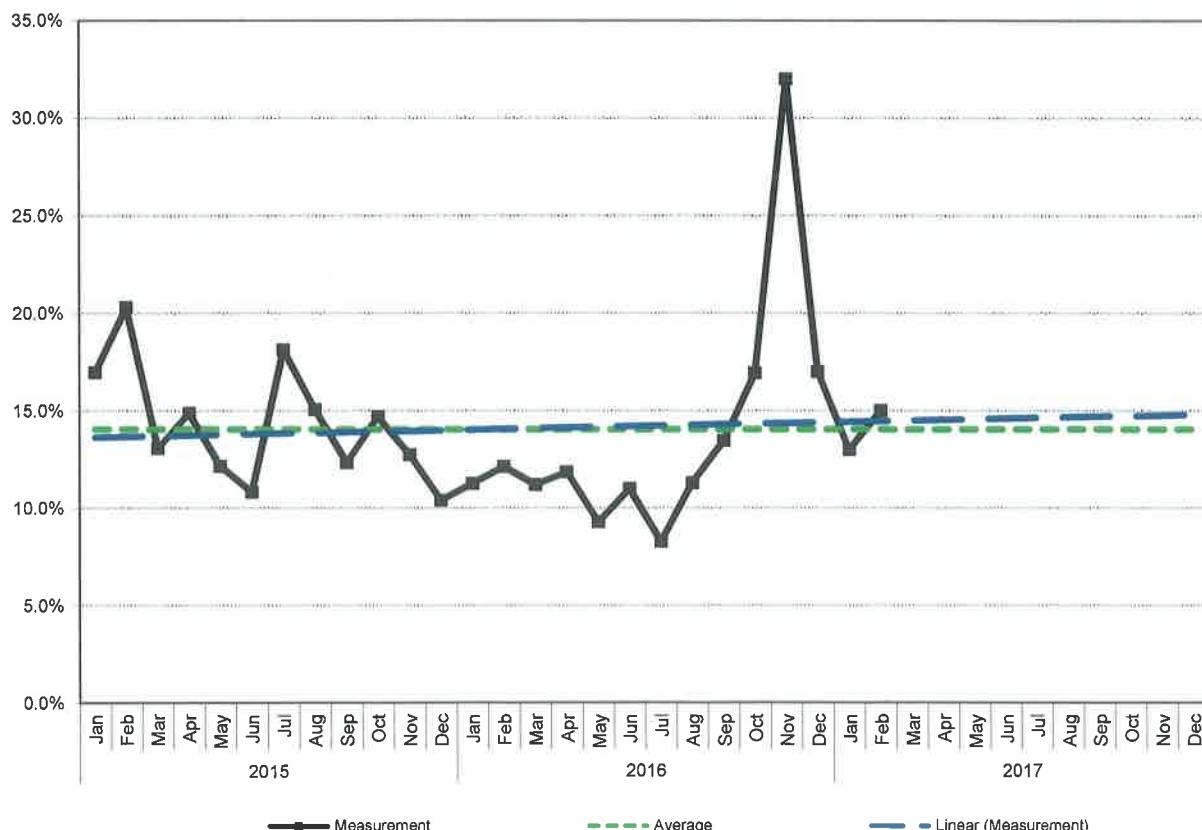
#### Trend: Level

### **Analysis**

Customers abandon their calls after waiting for an amount of time considered inconvenient, which varies from customer to customer. Many customers used the emergency line to obtain assistance on billing matters following go-live on the new system. 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.

### **Plans for Improvement**

In order to resolve the significant increase in abandoned calls, additional employees have been hired and are being trained.



## Data Table

# 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

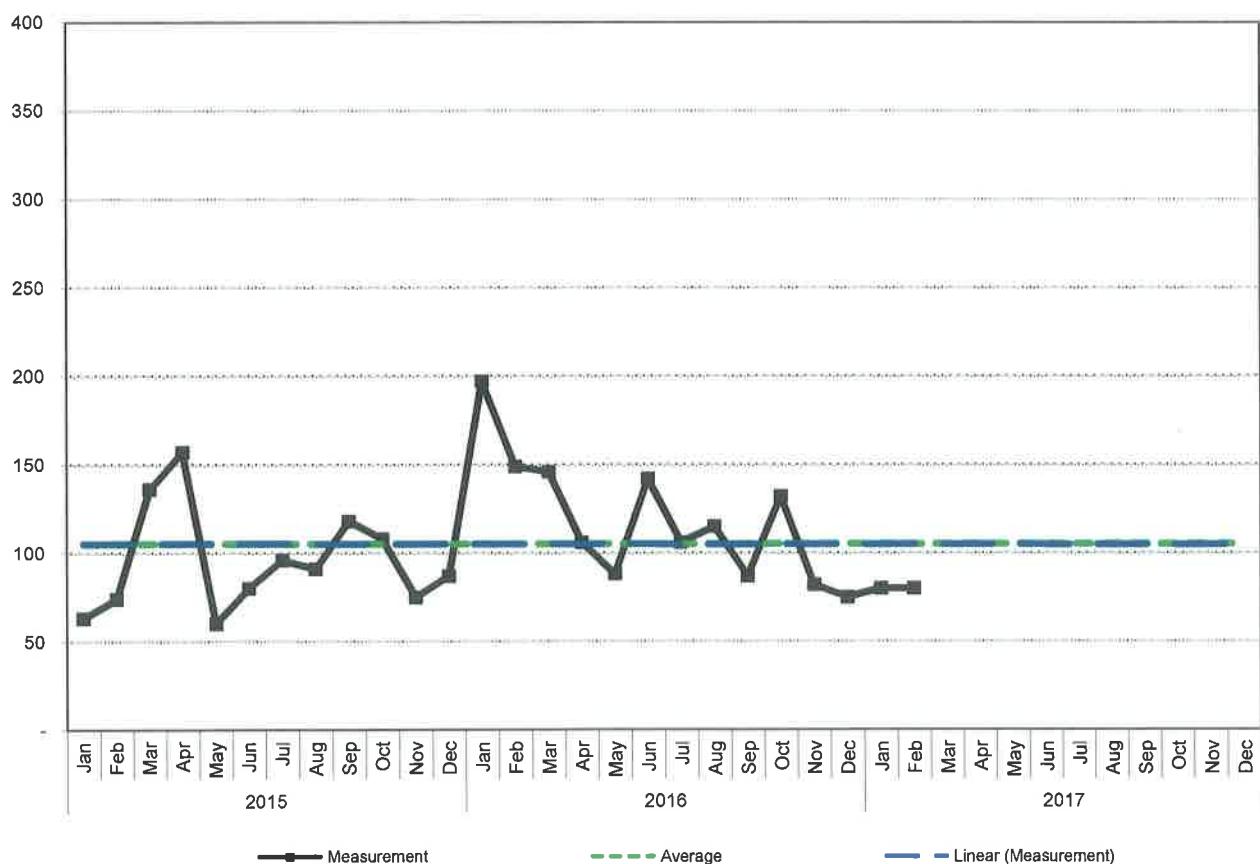
### Trend: Level

### 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

# 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: Close**

## **Process Operating Within Control Limits: Yes**

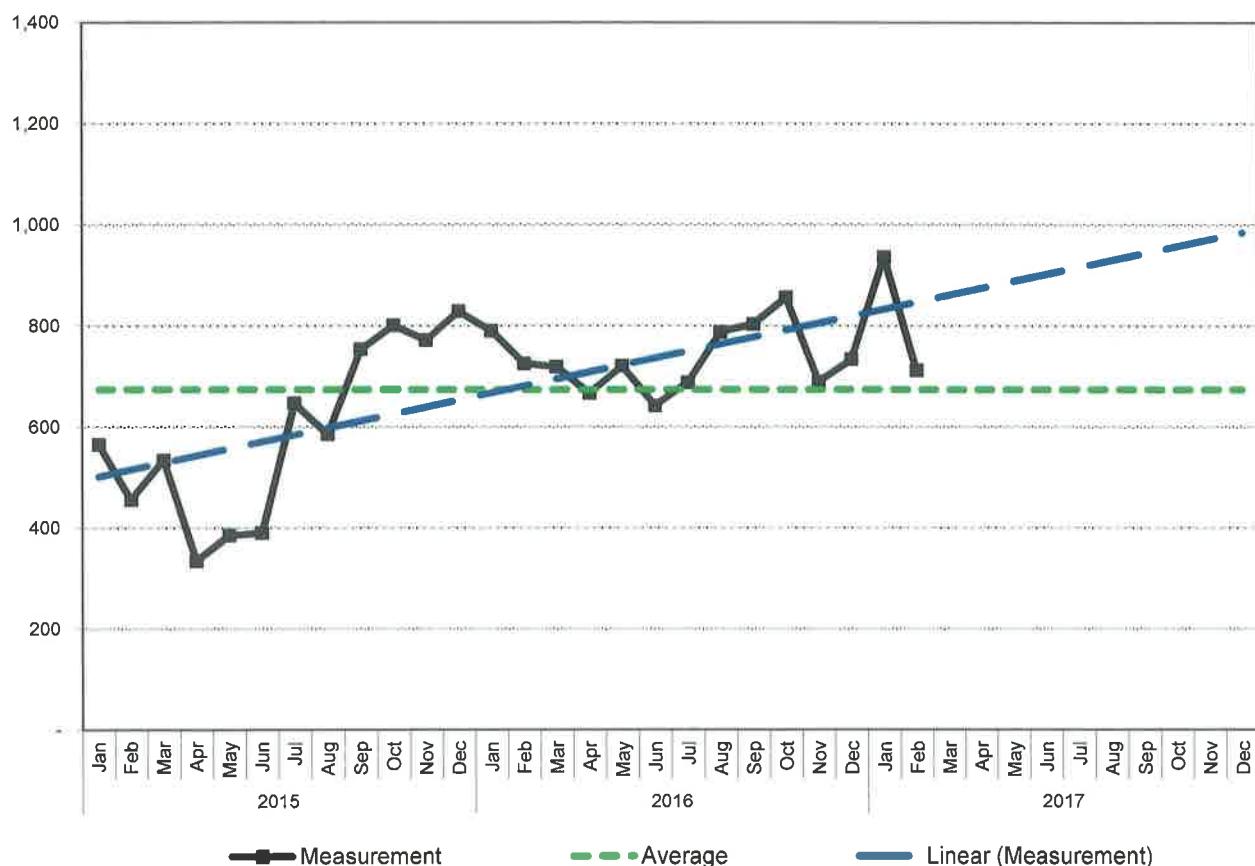
## Trend: Level

### Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking mains, services and fire hydrants.

### **Plans for Improvement**

Water mains with high frequency of failure are replaced as part of FEMA settlement.



## Data Table

# Sewerage and Water Board of New Orleans

## Total Service Requests for Sewer System Leaks

## **Constituency: Customer Ratepayers**

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

## **Goal: Reduce Number of Service Requests**

## Currently Meeting Goal: Yes

## Process Operating Within Control Limits: Yes

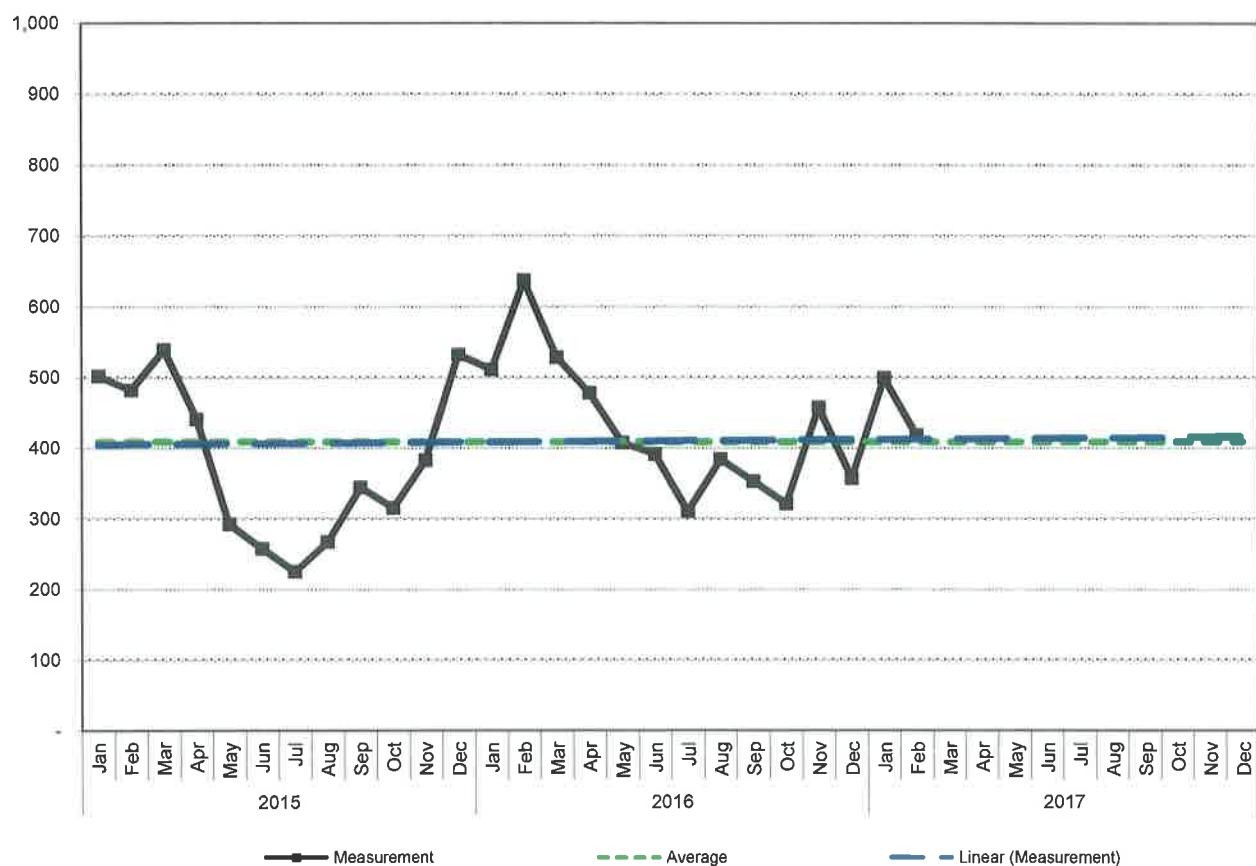
### Trend: Level

## Analysis

Customers contact the Sewerage and Water Board to request repairs to leaking sewer collection mains and service lines.

## **Plans for Improvement**

**Staff performs repairs as part of routine maintenance of the sewage collection system.**



## Data Table

# **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**

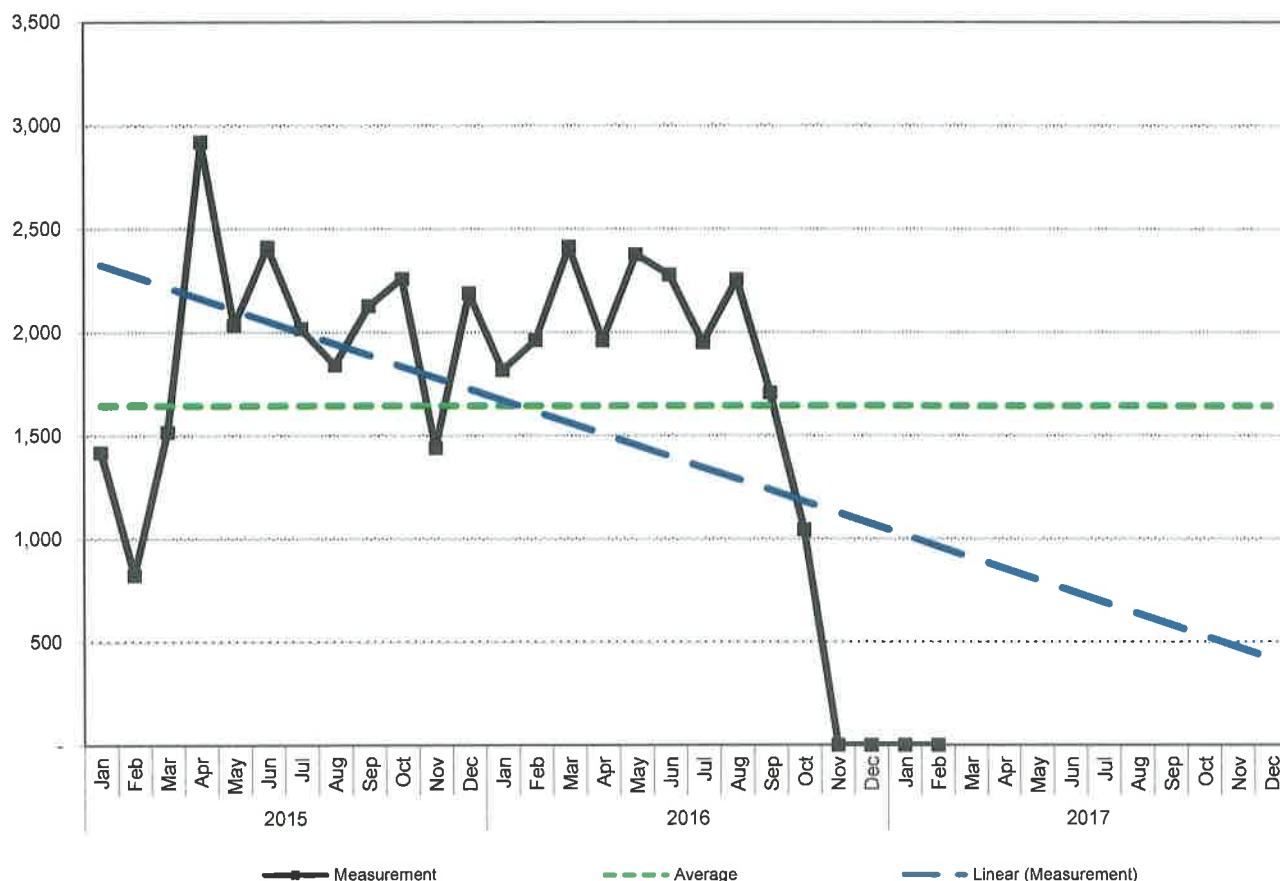
## Trend: Stable

### **Analysis**

Customers accounts are turned-off for non-payment for balances more than \$50 and over sixty days past due. Turn-offs were temporarily suspended following go-live on the new system, but will be resumed in March 2017.

### **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

# **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

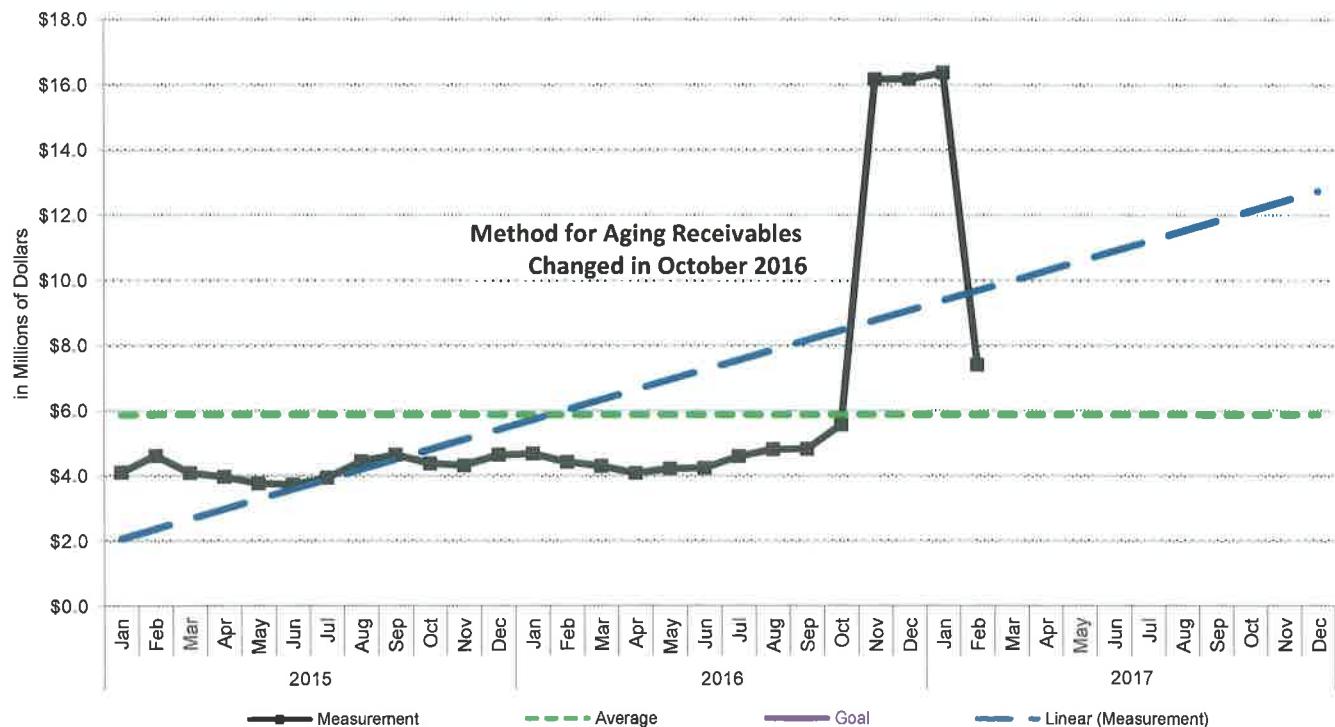
## Trend: Method for Aging Receivables Changed in October 2016

### **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.

### **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

**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

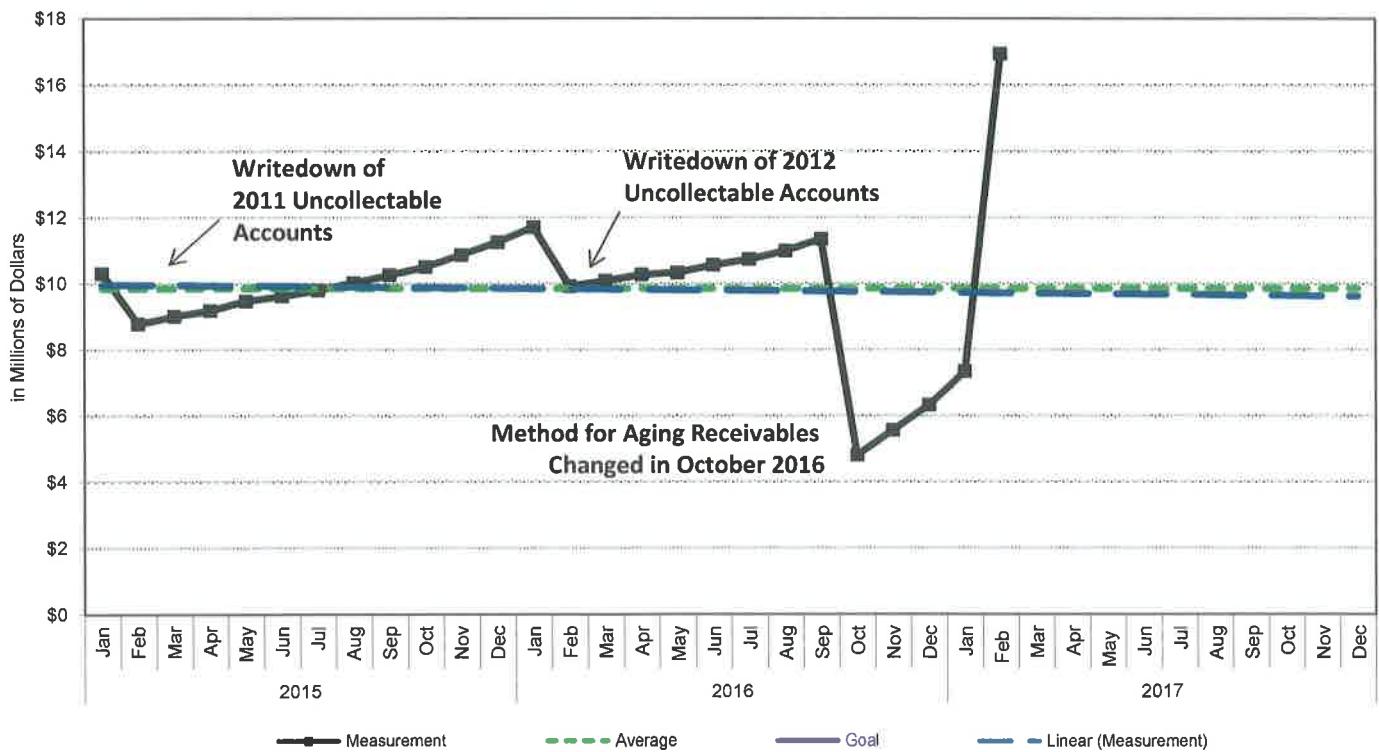
## **Trend: Method for Aging Receivables Changed in October 2016**

## 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.

## **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

**Sewerage and Water Board of New Orleans**  
**FEMA Project Update as of 3-01-2017**

<u>Hurricane Katrina Public Assistance</u>		# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
St. Joseph Headquarters		20	\$ 1,290,767.64	\$ 538,461.48	42%	16	\$ 712,098.53	13	80%	65%	3	\$ 335,991.38
Central Yard		42	\$ 28,542,612.65	\$ 21,109,367.27	74%	19	\$ 63,588,048.16	17	45%	40%	2	\$ 56,000.00
Wastewater Treatment Plant		128	\$ 90,721,247.38	\$ 75,212,611.97	83%	123	\$ 49,678,528.10	117	91%	91%	6	\$ 3,087,335.71
Canalion Water Plant		54	\$ 75,009,614.87	\$ 56,677,262.85	76%	40	\$ 5,910,406.11	34	74%	63%	6	\$ 5,465,001.72
Distribution Network		82	\$ 524,911,847.13	\$ 181,307,411.96	32%	12	\$ 14,353,028.00	11	15%	13%	1	\$ 139,057.99
Pump Stations		167	\$ 82,712,439.73	\$ 66,819,253.98	81%	128	\$ 44,791,108.45	122	73%	73%	6	\$ 6,448,378.43
Total		493	\$ 803,190,529.40	\$ 401,684,399.51	50%	338	\$ 122,033,217.35	314	69%	64%	24	\$ 15,429,765.23
<u>Hurricane Gustav Public Assistance</u>		# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
Total		9	\$ 748,709.57	\$ 668,689.06	89%	9	\$ 673,838.62	7	100%	78%	2	\$ 265,537.84
<u>Hurricane Isaac Public Assistance</u>		# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
Total		8	\$ 2,073,033.34	\$ 922,831.53	45%	1	\$ 4,540.20	1	13%	0%	0	\$ -
<u>Hurricane Katrina Hazard Mitigation</u>		# of PWs	Obligations	FEMA Revenue	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
Retrofit of Power House		1	\$ 62,328,529.00	\$ 38,381,518.63	62%	0	\$ -	0	0%	0%	0	\$ -
Flood Mitigation of 9 SIS		1	\$ 19,987,722.00	\$ 12,679,399.35	60%	0	\$ -	0	0%	0%	0	\$ -
Total		2	\$ 82,316,251.00	\$ 50,460,917.98	61%	0	\$ -	0	0%	0%	0	\$ -
<u>Hurricane Rita Hazard Mitigation</u>		# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
Total		1	\$ 40,742.00	\$ 43,200.00	106%	1	\$ 43,200.00	1	100%	100%	0	\$ -
<u>Hurricane Ike Hazard Mitigation</u>		# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	# PWs Not Closed	% Submitted but Not Closed	Total \$ Value Submitted
Total		1	\$ 988,659,00	\$ -	0%	0	\$ -	0	0%	0%	0	\$ -

Sewerage and Water Board of New Orleans  
FEMA Project Update as of 3-01-2017

<u>Hurricane Katrina High-Level Projects</u>					
PW#	No.	Obligations	FEMA Revenue Received	Estimated Verison Request	Reason PW is High-Level
St. Joseph Street Office Building	4116	\$ 96,879.98	\$ 4,221.04	\$ 1,619,234.13	This PW is a High-Level project because the a version request is over \$1 million
Management of Interim Housing	14650	\$ 194,466.00	\$ 171,064.91	\$ 1,700,000.00	This PW is a High-Level project because the a version request is over \$1 million
New Orleans Sewer & Water	2	\$ 291,345.98	\$ 175,285.95	\$ 3,319,234.13	
<b>Total</b>					