

**GENERAL SUPERINTENDENT RECOMMENDATIONS
FOR THE OCTOBER 18, 2017 MEETING**

- A. BIDS.** A listing of the bids received during the month of September is included in the following report. A brief summary is attached for your review.

Item 1 - R-123-2017 - CONTRACT 1389 - ALGIERS WATER
PURIFICATION PLANT IMPROVEMENTS
PROJECT

Item 2 - R-139-2017 - CONTRACT 1401 - REQUISITION AND
DELIVERY OF TWO NEW PUMPS AND ONE
MOTOR AT NEW RIVER PUMPING STATION

B. CONTRACT RENEWAL

Item 3 - R-124-2017 - FIRST AND FINAL RENEWAL OF
CONTRACT FOR FURNISHING LIQUID FERRIC
SULFATE TO THE ALGIERS WATER PLANT AND
THE CARROLLTON WATER PLANT

C. CONTRACT FINAL ACCEPTANCE

Item 4 - R-125-2017 - CONTRACT 1345 - REPLACEMENT OF FILTER
BACKWASH EQUIPMENT AT THE MAIN WATER
PURIFICATION PLANT

- R-126-2017 - CONTRACT 5203 - DRAINAGE PUMPING
STATION NO. 14 - TRASH SCREEN AND
CLEANER REPLACEMENT

- R-127-2017 - Contract 8132 - KATRINA RELATED
REPAIRS GARAGE NO. 1 AND THE GENERATOR
BUILDING AT CENTRAY YARD IN THE CITY
OF NEW ORLEANS, LA

**GENERAL SUPERINTENDENT RECOMMENDATIONS
REPORT OF FINAL ACCEPTANCE TO BE
CONSIDERED BY THE FINANCE AND ADMINISTRATION COMMITTEE
AND THE BOARD'S MEETING OF OCTOBER 18, 2017**

During September 2017 bids were received and evaluated (as per attached tabulations) on various items as follows:

1. **CONTRACT 1389 - ALGIERS WATER PURIFICATION PLANT
IMPROVEMENTS PROJECT**

Three (3) bids were received on September 8, 2017 for performing work under Contract 1389. All bids were over the estimated amount by 37%. It is, therefore, recommended that all bids be reject and this contract be rebid.

2. **CONTRACT 1401 REQUISITION AND DELIVERY OF TWO NEW PUMPS AND
ONE MOTOR AT NEW RIVER PUMPING STATION**

One (1) bid was received on September 28, 2017 for performing work under Contract 1401. This bid is 34% over the estimated amount due to additional performance test requirements, motor instrumentation and controls optional items being changed to required items during advertisement. It is, therefore, recommended that the bid of **Fluid Process & Pumps, LLC** in the total amount of **\$1,877,600.00** be accepted based upon the technical review of the proposals.

The estimated amount for this project is \$1,400,000.00.

There is no DBE participation.

Funds for this project are budgeted under Capital Program 110 (Normal Extensions and Replacements).

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

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3.

**FIRST AND FINAL RENEWAL OF CONTRACT FOR
FURNISHING LIQUID FERRIC SULFATE
TO THE ALGIERS WATER PLANT AND THE
CARROLLTON WATER PLANT**

PROPOSAL:

The contractor, **Altivia Chemicals, LLC**, has requested that the Board renew their current contract effective December 1, 2017, as allowed under this contract with no increase in cost and with no change in terms and conditions of their original contract, with the totals being **\$128,400.00** (Item I - Algiers Water Plant) and **\$1,284,000.00** (Item II - Carrollton Water Plant).

EVALUATION:

The original contract for Furnishing Liquid Ferric Sulfate to the Algiers Water Plant and the Carrollton Water Plant was awarded to Altivia Chemicals, LLC by the Board at its meeting on December 21, 2016 in the total amounts of **\$128,400.00** (Item I - Algiers Water Plant) and **\$1,284,000.00** (Item II - Carrollton Water Plant). If approved, this would be the first and final renewal as allowed under the terms of the contract. There is no DBE participation. Funds for this project are budgeted under Account Codes 3244 (Chemicals-Algiers Water Plant) and 3224 (Chemicals-New Orleans) and Object Codes 4780 (Ferric Chloride) and 4760 (Iron Sulfate).

RECOMMENDATION:

It is recommended that the Board approve this first and final renewal to **Altivia Chemicals, LLC** in the total amount of **\$128,400.00** (Item I - Algiers Water Plant) and **\$1,284,000.00** (Item II - Carrollton Water Plant).

GENERAL SUPERINTENDENT RECOMMENDATIONS (CONT'D)

October 18, 2017

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4.

REPORT OF FINAL ACCEPTANCE

PROPOSAL:

Contracts 1345 and 5203 be considered for acceptance.

EVALUATION:

Contract 1345 - **Industrial & Mechanical Contractors, Inc.** - Replacement of Filter Backwash Equipment at the Main Water Purification Plant. Total Contract Bid \$1,373,000.00. Total Contract Expenditure \$1,504,532.38. Date Work Order Issued March 28, 2016. Date Work Accepted May 1, 2017. The DBE Participation Goal is 7%. The DBE participation Achieved is 14%.

Contract 5203 - **F.H. Paschen, S.N. Nielsen & Associates** - Drainage Pumping Station No. 14 - Trash Screen and Cleaner Replacement. Total Contract Bid \$5,279,000.00. Total Contract Expenditure \$5,406,290.55. Date Work Order Issued April 1, 2011. Date Work Accepted August 17, 2012. The DBE Participation Goal is 36%.

Contract 8132 - **Industrial & Mechanical Contractors, Inc.** - Katrina Related Repairs Garage No. 1 and the Generator Building at Central Yard in the City of New Orleans. Total Contract Bid \$1,204,500.00. Total Contract Expenditure \$2,068,904.36. Date Work Order Issued July 14, 2014. Date Work Accepted April 28, 2017. The DBE Participation Goal is 36%. The DBE participation Achieved is 30%.

RECOMMENDATION:

The above contracts are recommended for acceptance.

**CONTRACT 1389 - ALGIERS WATER PURIFICATION PLANT IMPROVEMENTS
PROJECT**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that three (3) bids were received on September 8, 2017 after advertising according to the Public Bid Law, for performing work under Contract 1389. All bids were over the estimated amount by 37%. **It is recommended that this bid be rejected and this item be rebid.**

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

FIRST AND FINAL RENEWAL OF CONTRACT FOR FURNISHING LIQUID FERRIC SULFATE TO THE ALGIERS WATER PLANT AND THE CARROLLTON WATER PLANT

WHEREAS, under the provisions of the contract, the Board, with the contractor's concurrence, reserves the right to renew the contract with no increase in the cost of services and no change in terms and conditions; and

WHEREAS, the contractor, **Altivia Chemicals, LLC**, desires to exercise its renewal option as allowed under this contract with the totals being **\$128,400.00** (Item I - Algiers Water Plant) and **\$1,284,000.00 (Item II - Carrollton Water Plant)** for Furnishing Liquid Ferric Sulfate to the Algiers Water Plant and the Carrollton Water Plant).

NOW, THEREFORE, BE IT RESOLVED, that the request of **Altivia Chemicals, LLC** for this first and final renewal, effective December 1, 2017, is hereby approved.

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FINAL ACCEPTANCE AND CLOSE OUT TO CONTRACT 1345 - ALGIERS WATER
PURIFICATION PLANT IMPROVEMENTS PROJECT**

WHEREAS, Contract 1345 - Algiers Water Purification Plant Improvements Project is ready for Final Acceptance by the Sewerage & Water Board of New Orleans; and

WHEREAS, the General Superintendent in his report has recommended that this contract receive final acceptance and be closed out.

NOW, THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the recommendation of the General Superintendent to authorize final acceptance and to close out Contract by **Industrial & Mechanical Contractors, Inc.** for Algiers Water Purification Plant Improvements Project, is hereby approved.

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FINAL ACCEPTANCE AND CLOSE OUT TO CONTRACT 5203 - DRAINAGE
PUMPING STATION NO. 14 - TRASH SCREEN AND CLEANER REPLACEMENT**

WHEREAS, Contract 5203 - Drainage Pumping Station No. 14 - Trash Screen and Cleaner Replacement is ready for Final Acceptance by the Sewerage & Water Board of New Orleans; and

WHEREAS, the Deputy General Superintendent in his report has recommended that this contract receive final acceptance and be closed out.

NOW, THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the recommendation of the Deputy General Superintendent to authorize final acceptance and to close out Contract by **F.H. Paschen, S.N. Nielsen & Associates** for Drainage Pumping Station No. 14 - Trash Screen and Cleaner Replacement, is hereby approved.

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**FINAL ACCEPTANCE AND CLOSE OUT TO CONTRACT 8132 - KATRINA
RELATED REPAIRS GARAGE NO. 1 AND THE GENERATOR BUILDING AT
CENTRAL YARD IN THE CITY OF NEW ORLEANS, LA**

WHEREAS, Contract 8132 - Katrina Related Repairs Garage No. 1 and the Generator Building at Central Yard in the City of New Orleans, La is ready for Final Acceptance by the Sewerage & Water Board of New Orleans; and

WHEREAS, the Deputy General Superintendent in his report has recommended that this contract receive final acceptance and be closed out.

NOW, THEREFORE, BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the recommendation of the Deputy General Superintendent to authorize final acceptance and to close out Contract by **Industrial & Mechanical Contractors, Inc.** for Katrina Related Repairs Garage No. 1 and the Generator Building at Central Yard in the City of New Orleans, La, is hereby approved.

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**CONTRACT 1401 - REQUISITION AND DELIVERY OF TWO NEW PUMPS AND
ONE MOTOR AT NEW RIVER PUMPING STATION**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that one (1) bid was received on September 28, 2017 after advertising according to the Public Bid Law, for performing work under Contract 1401. The bid was hereby accepted and contract awarded therefore to **Fluid Process & Pumps, LLC** for the total amount of **\$1,877,600.00**.

I, Robert K. Miller, Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**AWARD OF CONTRACT TO PROVIDE DESIGN AND ENGINEERING SERVICES FOR
REPAIRS TO RIVER INTAKE FENDER SYSTEMS**

WHEREAS, at the October 15, 2014 Board Meeting, the Sewerage and Water Board of New Orleans (Board) approved a list of engineering and consulting firms for the replacement and rehabilitation of Sewerage & Water Board of New Orleans facilities and directed staff to enter into negotiations for project(s) with the most qualified candidate based upon the firm's ability to perform the work for the project's size and complexity; and

WHEREAS, the staff has reviewed the list and recommended Neel-Schaffer, Inc. to provide project administration and management, preliminary engineering analysis, preliminary and final design, bidding and construction phase services for repairs to river intake fender systems; and

WHEREAS, Neel-Schaffer, Inc. is providing a phased approach in accordance with project requirements; and

WHEREAS, Neel-Schaffer, Inc plans to comply with the DBE participation goal to meet or exceed the participation goal of 35% with (list of companies)

NOW THEREFORE BE IT RESOLVED, by the Sewerage and Water Board of New Orleans that the President or President Pro-Tem is hereby authorized to enter into an agreement on behalf of the Sewerage and Water Board of New Orleans with Neel-Schaffer, Inc. to provide project administration and management, preliminary engineering analysis, preliminary and final design, bidding and construction phase services for repairs to river intake fender systems.

I, Robert K Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT K. MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 10, 2017

From: Bruce H. Adams, P.E.
Director of Engineering and Construction

To: Robert K. Miller
Interim Executive Director

Re: **Contract – Engineering Services for Repairs to Mississippi River Intake Fender Systems for Neel-Schaffer, Inc.**

On February 2, 2016, the crude oil tanker Nordbay struck first the new river intake and then the old river intake and continued downriver. The intakes remained operational, but the fender systems that protect the intakes sustained substantial damage. Expedient protection was arranged by temporarily mooring two spud barges at the intakes. These barges remain in place today. The fender systems need to be reconstructed, and an engineering firm was selected in the fall of 2016. That firm subsequently withdrew from the project.

Design services will be accomplished in four Phases. Phase I comprises the field investigation, analysis to determine the protection capacity of the existing system, and the concept and cost to re-establish a fender system of comparable protection capacity. This first phase will include, marine surveys, diver investigation, and geotechnical investigation in the River. Phase II will further develop the fender system concept to achieve additional protection capacity. Phase III will develop more robust protection measures. Phase IV will provide the final design, and construction documents for the protection system deemed most advantageous to the Board. This last Phase will also include the permitting process, the bidding process, and construction administration.

The SWB staff solicited and, in October 2014, the Board approved a list of vendors to provide engineering services on SWB projects. From that list, the staff recommends the approval of Neel-Schaffer, Inc. for such services, as they are known to possess highly-experienced staff with these credentials, and they are among the Board's current list of pre-qualified consultants. Neel-Schaffer, Inc. has committed to meet our 35% goal for Disadvantaged Business Enterprises Program.

I would appreciate you forwarding this request to the attention of the appropriate committees of the Board for their consideration and approval.

Bruce H. Adams, P.E.
Director of Engineering and Construction

Cc: M. Ron Spooner, Chief of Engineering
Leonard Hirsch, Project Manager
Alvin Porter, EDB Director

**EMERGENCY PROCURMENT FOR EMERGENCY CONTRACT ME 17-0023
PROVISION OF ACCELERATION OF THE SCOPE OF WORK TO CONTRACT
6259 INSTALLATION OF PERMANENT GENERATORS AT 5 UNDERPASS
STATIONS**

BE IT RESOLVED by the Sewerage and Water Board of New Orleans that a proposal to accelerate the scope of work associated with **CONTRACT 6259 INSTALLATION OF PERMANENT GENERATORS AT 5 UNDERPASS STATIONS**. The proposal was hereby accepted and contract awarded therefore to **Industrial & Mechanical Contractors Inc.**, in the total amount of **\$392,113.42**.

I, Robert K. Miller, Chief
Financial Officer, Sewerage and
Water Board of New Orleans, do
hereby certify that the above and
foregoing is a true and correct
copy of a resolution adopted at
the Regular Meeting of the said
Board, duly called and held,
according to law, on September 20,
2017.

ROBERT K. MILLER
CHIEF FINANCIAL OFFICER
SEWERAGE AND WATER BOARD OF NEW ORLEANS




SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: 10/11/2017

To: Bruce Adams, P.E.
Deputy Director of Construction and Engineering

From: M. Ron Spooner P.E. 
Chief of Engineering

Re: Emergency Contract (ME 17-0023) to accelerate the scope of work associated with Contract 6259 – Installation of Permanent Generators at 5 Underpass Drainage Pumping Stations.

In accordance with direction resulting from the August 5, 2017 flooding event IMC, Inc. was requested to submit a proposal to expedite construction of contract.

Engineering received proposal dated August 23, 2017 from IMC outlining work associated with accelerating their existing contract, Contract 6259 – Installation of Permanent Generators at 5 Underpass Drainage Pumping Stations. The proposal included pricing for entire scope of work and estimated completion time is documented in the schedule, also submitted August 25, 2017.

Based on our review, Engineering is recommending that this emergency contract be awarded to Industrial and Mechanical Contractors, Inc. amount of \$392,113.42.

I concur with the above recommendation:



Bruce H. Adams, P.E.
Deputy Director of Engineering and
Construction

cc: Robert Miller, Interim Executive Director
Willie Mingo, Procurement
Rosita Thomas, Finance
Vincent Fouchi, Chief of Operations
Nolan Lambert, Special Counsel
Alvin Porter, EDBP
Owen Monconguit
Kevin Braxton, Network Engineering

**RATIFICATION OF CHANGE ORDER NO. 2 FOR CONTRACT 1395– WATER HAMMER
HAZARD MITIGATION– ELVATED STORAGE TANKS**

WHEREAS, the Sewerage and Water Board entered into Contract 1395 with B&K Construction Co. for the FEMA funded construction of Water Hammer Hazard Mitigation Elevated Storage Tanks in the bid amount of \$33,570,152.00, and

WHEREAS, additional work was removed from a future construction contract and added to this contract due to unforeseen conditions including, but not limited to, adding required manholes and additional communication hand holes for feeders exposed during excavation for valve vault installation, temporarily and permanently rerouting power, adding a line stop to a 36" abandoned line and fill with flow-able fill, and modifying the specifications for the two tank pedestals to waterproof and minimize maintenance; and

WHEREAS, this Change Order, in the amount of \$1,151.980.76 is 3.4% of the original Contract value, and

NOW THEREFORE BE IT RESOLVED, that approval of Change Order No. 1 for Contract 1395 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

CEDRIC S. GRANT, EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



Sewerage & Water Board

Inter-Office Memorandum

Date: October 9, 2017

From: Bruce Adams, P.E.
Deputy Director – Engineering and Construction

To: Robert K. Miller
Interim Executive Director

Bruce A. Adams 10/12/2017

Re: Contract Number 1395 - Water Hammer Elevated Storage Tanks Change Order 2

Enclosed please find a recommendation for approval of Change Order No. 2 for the subject contract. The original contract amount was \$33,570,152.00 and work began on November 7, 2016 with a contract duration of 730 days. The Contract Review Committee approved Contract 1395 with a DBE Goal of 5%.

Change Order No. 1 was ratified by the Board of Directors on May 17, 2017 in the amount of \$2,873,564.38, 8.6% of the original contract amount and added 185 days to the contract duration. It largely comprised of a scope of work that had been removed from a future Water Hammer Hazard Mitigation Construction Project, Contract 1376. This work, additional piping, valves, a new vault vault, and associated electrical work, allowed for the Panola Water Tower to stay in operation during the construction of Contract 1376.

This Change Order is in the amount of \$1,151,980.76 which represents 3.4% of the original bid amount and the cumulative Change Order amount is \$4,025,545.14, 12% of the original bid amount. Change Order No. 2 will extend the length of the Contract by 82 days.

This change order consists of 19 field changes to the contract as follows:

- Field Change Order 15: During the original design, it was believed that a 36" pipe could be isolated for demolition then capped. During construction it was found that a full seal could not be achieved, so a line stop was determined to be necessary.
- Field Change Order 16: An omission in the plans led to the addition of an additional pipe support during construction. This is a direct quantity change to the contract.
- Field Change Order 17: Due to the Turbine outages, SWB was not able to lock out feeders to the contractor, leading to contract delays.
- Field Change Order 18: SWB requested to install ground wires in each duct bank.
- Field Change Order 19: SWB requested upsized electrical cables for this contract.

- Field Change Order 20: The Claiborne area electrical design needed to be redesigned due to unforeseen underground conditions. This FCO is the credit for the original work.
- Field Change Order 21: SWB directed contractor to modify the side parking lot of the Engineering Building. This work is not FEMA reimbursable.
- Field Change Order 22: Due to unforeseen conditions underground, the recirculation line from the Claiborne Water Tower to the distribution line underneath Claiborne Ave. had to be modified along with the valve vault.
- Field Change Order 23: A communication line not identified in SWB site plans was found and needed to be relocated for this work.
- Field Change Order 24: SWB requested minor design modifications to the pressure relief vault slabs.
- Field Change Order 25: SWB requested the requirement to utilize polyethylene tape on buried pipes.
- Field Change Order 26: SWB requested that the water tower concrete pedestals be painted.
- Field Change Order 27: SWB modified the design of the cross vault at Panola, requiring two additional manhole covers.
- Field Change Order 28: Unforeseen conditions underground required the contractor to reroute feeders on the SWB site at the Claiborne Water Tower.
- Field Change Order 29: Related to FCO 28, while rerouting the feeders, SWB Electrical requested new electrical manholes. This work is not FEMA reimbursable.
- Field Change Order 30: The design modifications of the cross vault at Panola required an existing cable to be rerouted.
- Field Change Order 31: Related to FCO 15, the abandoned line was requested to be filled with grout to avoid any future confusion on whether the line was abandoned.
- Field Change Order 32: During construction, expansion joints were added to the pipes at both towers extend the life of the riser pipes.
- Field Change Order 33: The water tower concrete pedestals have taper tie holes in them for construction. The original plans dictate that these holes be plugged with plastic white caps. Engineering has requested that these caps be replaced with grout colored similarly to the existing concrete. It was also determined that the paint coating being applied would not adhere as well to the caps.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for consideration and approval.

cc: Ron Spooner, Chief of Engineering
Christopher Bergeron, Mechanical Engineering
Alvin Porter, EDBP
Dexter Joseph, Budget
Nolan Lambert, Legal
Willie Mingo, Purchasing
Rosita Thomas, Finance



Sewerage & Water Board

Inter-Office Memorandum

Date: 9-Oct-17

From: M. Ron Spooner, P.E.
Chief of Engineering

To: Bruce Adams, P.E.
Deputy General Superintendent

Re: Contract Number 1395- Water hammer Elevated Storage Tanks

CHANGE ORDER NO. 2

This change order consist of changes to the contract due to unforeseen conditions. Including, but not limited to, adding required electrical manholes, and additional communication/ handholes for feeders exposed during excavation for valve vault installation. Changes also include temporary and permanent rerouting power for Panola lift station #3, adjacent to the Panola cross vault. Also adding Line Stops ,and flowable fill to abandon 36" Cast iron pipe and modification to tank pedestals to ensure water proofing and minimize maintenance.

Original Contract Bid Price:	\$33,570,152.00
Previously Approved Change Orders:	\$2,873,564.38
This Change Order Amount:	\$1,151,980.76
Total Change Orders (% of Original Contract)	12.0%
Total Dollar Change Order Amount:	\$4,025,545.14
Days Added by this CO	82
Contract DBE Participation	5%
Forecasted DBE Participation	7%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:
Bruce Adams, P.E.
Deputy General Superintendent

Date: 10/12/2017

cc: Alvin Porter, EDBP
Dexter Joseph, Budget
Nolan Lambert, Special Council
Chris Bergeron, Mechanical Engineering

Vincent Fouchi, Chief of Operations
Rosita Thomas, Finance
Willie Mingo, Procurement

SCOPE OF CHANGES No. 2
Contract 1395
(Change Order No. 2)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	RCO#	Detailed Description	Units	Unit Price	Quantity	Amount	Days	Comments
1	15	Install line stop and brick both ends of existing 36" Cast Iron Pipe at Panola site	1	\$55,251.37	1	\$55,251.37	2	FEMA Eligible
2	16	Add one 55" pipe support at STA 11+75.69 at Claiborne Site	1	\$23,200.00	1	\$23,200.00	2	FEMA Eligible
3	17	Delays for outages with feeder relocation work	1	\$8,199.49	1	\$8,199.49	7	FEMA Eligible
4	18	Provide and install ground wire in each feeder duct at Panola	1	\$19,147.79	1	\$19,147.79	1	FEMA Eligible
5	19	Provide & install 1000 MCM in lieu of 750 MCM for Sycamore feeder	1	\$154,710.90	1	\$154,710.90	5	FEMA Eligible
6	20	Credit for original SOW for electrical relocation at Claiborne	1	-\$8,043.59	1	-\$8,043.59	0	FEMA Eligible
7	21	Improvements to side parking lot at Engineering building	1	\$91,204.98	1	\$91,204.98	2	NON FEMA
8	22	14" recirculation line changes and tapping vault expansion for Claiborne tank	1	\$192,288.52	1	\$192,288.52	7	FEMA Eligible
9	23	Temp. reroute & final install of communication line at Panola	1	\$16,925.07	1	\$16,925.07	3	FEMA Eligible
10	24	Changes to pressure relief vault top slab opening at both sites	1	\$5,514.48	1	\$5,514.48	0	FEMA Eligible
11	25	Add polyethylene tape to exterior of buried piping on project	1	\$58,247.18	1	\$58,247.18	7	FEMA Eligible
12	26	Coat pedestals at both sites with THOROCOAT	1	\$193,836.43	1	\$193,836.43	10	FEMA Eligible
13	27	Install 2 new manholes at New Cross at Panola	1	\$13,376.39	1	\$13,376.39	3	FEMA Eligible
14	28	T&M to reroute feeders 1308 and CPA and install 2 EMH	1	\$69,360.30	1	\$69,360.30	15	FEMA Eligible
15	29	T&M to reroute feeders 1309 and CPA and install 2 EMH	1	\$69,871.90	1	\$69,871.90	7	NON FEMA
16	30	Reroute cable at new cross vault at Panola	1	\$3,677.16	1	\$3,677.16	1	FEMA Eligible
17	31	Grout fill of existing 36" line to be abandoned at Panola	1	\$11,032.16	1	\$11,032.16	1	FEMA Eligible
18	32	Odd rubber expansion joints for 54" & 30" pipe at both water tanks	1	\$95,425.23	1	\$95,425.23	2	FEMA Eligible
19	33	Grout plug the exterior tie holes in lieu of plastic plugs for both tanks	1	\$78,755.00	1	\$78,755.00	7	FEMA Eligible
						\$1,151,980.76	82	

Original	\$ 33,570,152.00
Amount of previous Change Orders	\$ 2,873,564.38
Amount this Change Order	\$1,151,980.76
Change Orders to date	\$ 4,025,545.14
REVISED CONTRACT AMOUNT	\$ 37,595,697.14
REVISED CONTRACT DAYS	997

Original	\$ 33,570,152.00
Amount of previous Change Orders	\$ 2,873,564.38
Amount this Change Order	\$1,151,980.76
Change Orders to date	\$ 4,025,545.14
REVISED CONTRACT AMOUNT	\$ 37,595,697.14
REVISED CONTRACT DAYS	997

% OF ORIGINAL CONTRACT AMOUNT	
This Change Order	3.4%
Previous Change Order	8.6%
TOTAL TO DATE	12.0%

Work Order Date	11/7/2016
Work Completion Milestone Date	8/1/2019

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price. This Change Order includes all OH and Profit fees associated with the work. No additional fees shall be awarded after acceptance of this Change Order.

Proposed By:

W. Beasly
 Blake Andrews
 B&K Construction Company, LLC

Date

Recommended By:

Chris Bergeron
 Chris Bergeron
 S&WB Project Manager

Approved By:

Melvin R. Spooner
 Melvin R. Spooner
 Chief of Engineering

Date

**RATIFICATION OF CHANGE ORDER NO. 11 FOR CONTRACT 1352 -
HURRICANE RELATED REPLACEMENT OF THE PUMP PACKAGE AT THE
CARROLLTON WATER PURIFICATION PLANT – POWER COMPLEX**

WHEREAS, the Sewerage and Water Board entered into Contract 1352 with Industrial & Mechanical Contractors, Inc. in the amount of \$2,721,890.00 for the FEMA funded Replacement of the Pump Package at the Carrollton Water Purification Plan – Power Complex and

WHEREAS, following negotiations between the Sewerage and Water Board of New Orleans and Industrial Mechanical Contractors, a settlement agreement was reached in the amount of \$431,555.29 for extended overhead for additional days that were added to this Contract. The Contractor was informed during discussions/negotiations that the Sewerage and Water Board of New Orleans would not acknowledge the lack of efficiency/lost productivity claim. This Change order is not eligible for FEMA reimbursement and

WHEREAS, this Change Order, in the amount of \$431,555.29, brings the accumulated Contract change order total to \$1,611,247.09 or 59.2% of the original Contract value.

NOW THEREFORE BE IT RESOLVED, the approval of Change Order No. 11 for Contract 1352 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on _____.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 2, 2017

From: Bruce H. Adams
Deputy Director of Engineering and Construction

To: Robert K. Miller
Interim Executive Director

Re: Contract 1352 – Hurricane Katrina Related Replacement of the Pump Package at the Carrollton Water Purification Plant – Power Complex

Enclosed please find a recommendation for approval of Change Order No. 11 for the above captioned contract. The awarded construction cost for this contract was \$2,721,890 and construction commenced upon the date of the 9/17/12 work order. The total cost of this change order is \$431,555.29. This change order is not eligible for reimbursement from FEMA and brings the cumulative change order amount to \$1,611,247.09 or 59.2% of the original bid amount of the Contract.

The original contract duration was 300 days and a total of 1499 additional days have been awarded prior to this Change Order. This Change order does not grant additional Contract days. The revised Substantial Completion Date of 8/21/17, but the Contractor can't finish their work until the power system at Carrollton has been stabilized.

This Change Order was generated following negotiations between the Sewerage and Water Board of New Orleans and Industrial Mechanical Contractors. A settlement agreement was reached in the amount of \$431,555.29 for extended overhead for additional days that were added to this Contract. The Contractor was informed at the meeting that the Sewerage and Water Board of New Orleans would not acknowledge the lack of efficiency/lost productivity claim.

The current attained DBE % is 26.6%. The required DBE participation goal on this contract is 26% percent and will remain unchanged through this approved change order.

I would appreciate you forwarding this change order to the attention of the appropriate committees of the Board for their consideration and approval.

Bruce H. Adams
Deputy Director of Engineering and Construction

Cc: M. Ron Spooner
Reid L. Dennis
Alvin Porter
Jason Higginbotham
Rosita Thomas

Nolan Lambert
Jason P. Higginbotham
Phil Kutz (CH2M)
Dexter Joseph
Willie Mingo



Sewerage & Water Board

Inter-Office Memorandum

Date: September 26, 2017

From: M. Ron Spooner, P.E.
Chief of Engineering

To: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Re: Contract Number 1352

CHANGE ORDER NO. 11

Description of Change Order: Following negotiations between the Sewerage and Water Board of New Orleans and Industrial Mechanical Contractors, a settlement agreement was reached in the amount of \$431,555.29 for extended overhead for additional days that were added to this Contract.

Original Contract Bid Price:	\$2,721,890.00
Previously Approved Change Orders:	\$1,179,691.80
This Change Order Amount:	\$431,555.29
Total Change Orders (% of Original Contract)	59.2%
Total Dollar Change Order Amount:	\$1,611,247.09
Days Added by this CO	0
Current Attained DBE%	26.6%
Contract DBE Participation	26%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur: Bruce H. Adams
Bruce Adams, P.E.
Deputy Director of Engineering and Construction

Date: 10/12/2017

cc: Alvin Porter
Dexter Joseph
Nolan Lambert
Reid L. Dennis
Phil Kutz (CH2M)

Vincent Fouchi
Jason Higginbotham
Joseph R. Becker
Rosita Thomas
Willie Mingo

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

REVISED CONTRACT AMOUNT \$	4,333,137.09	REVISED CONTRACT DAYS	1799
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It is mutually agreed to perform and accept the above services in accordance with the original contract and applicable specifications for the above price. This Change Order includes all OH and Profit fees associated with the work. No additional fee shall be levied after acceptance of this Change Order. This Change Order constitutes a full and complete settlement of the matters set forth herein specifically for the scope of this change order. This settlement also is bound to this FCO's scope of work and applies to any claims arising out of or as a result of the matters described and set forth in this agreement. Contractor specifically renounces all rights and is not asserting any claims which exist now or in the future for increases in labor costs, material costs, overhead costs, and/or any other increases in contractor project costs due to delays and extended duration of the Project which are not part of this Change Order. It is further agreed that the DOE representative shall be sent and maintained through this change order.

Approved By: Melvin Spooner Date 10/8/17
M. Ron Spooner
Chief of Engineering

Construction Management Change Order Detail
(Change Order No. 11)
Lou-Con Industrial Contractors

Item #	FCO#	Description of Work	Reason For Work	FEMA Eligible	Effect on Critical Path
1	18	Lack of Efficiency Claim	Following negotiations between the Sewerage and Water Board of New Orleans and Industrial Mechanical Contractors, a settlement agreement was reached in the amount of \$431,555.29 for extended overhead for additional days that were added to this Contract. The Contractor was informed at the meeting that the Sewerage and Water Board of New Orleans would not acknowledge the lack of efficiency/lost productivity claim.	no	N/A

**RATIFICATION OF CHANGE ORDER NO. 7 AND FINAL ACCEPTANCE AND
CLOSEOUT OF CONTRACT 8143 - HURRICANE KATRINA RELATED REPAIRS TO
CENTRAL YARD GARAGE #2**

WHEREAS, the Sewerage and Water Board entered into Contract 8143 with Hamp's Construction, LLC in the amount of \$802,620.00 for FEMA funded repairs to Central Yard Garage #2

WHEREAS, the Contractor was directed to install two (2) recessed water coolers and removal/replacement of drywall, and was granted a total of 60 additional Contract days due to delays associated with installation of electrical components in Garage 2 as part of Contract 6254, and

WHEREAS, this Change Order, in the amount of \$23,074.17, brings the accumulated Contract change order total to \$527,229.76 or 65.69% of the original Contract value, and

NOW THEREFORE BE IT RESOLVED, that approval of Change Order No. 7 for Contract 8143 is ratified and the recommendation of the General Superintendent to authorize final acceptance and to close out Contract by Hamp's Construction, LLC., for Contract 6245, is hereby approved.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT K MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 3, 2017

From: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

To: Robert K. Miller
Executive Director

Re: Contract 8143 – Katrina Related Repairs to Garage #2 at Central Yard

Enclosed please find a recommendation for approval of Change Order No. 7 for the above captioned contract. The awarded construction cost for this contract was \$802,620 and construction commenced upon the date of the 6/29/15 work order. The total cost of this change order is \$23,074.17. This change order has been reviewed by SWBN staff and \$8,147.01 is expected to be eligible for reimbursement from FEMA. The cumulative change order amount is \$527,229.76 or 65.69% of the original bid amount of the Contract.

The original contract duration was 200 days and a total of 523 additional days have been awarded prior to this Change Order. The contractor was granted an additional 60 Contract days in part to coordination issues with Contract 6254 for total contract duration of 783 days resulting in a Substantial Completion Date of 8/20/17. The Contractor met the Substantial Completion date and this contract can be closed out.

The current attained DBE % is 22%. The required DBE participation goal on this contract is 36% percent. The Contractors forecasted DBE % is 26%. The Contractor has submitted written documentation to the Economically Disadvantaged Business Department explaining why they will not be able to meet their goal.

This Change Order includes 4 separate Field Change Orders (FCO).

- FCO 29 and 30 - add 60 days (6/21/17 through 8/20/17) and overhead costs to Contract 8143 due to delays associated with installation of electrical components in Garage 2 as part of Contract 6254.
- FCO 31 – Install two recessed water coolers not included as part of the original FEMA PW.
- FCO 32 – remove and replace 2 layers of 1/2 drywall in hall 114. The FEMA PW assumed the drywall ceiling did not need to be replaced. Upon closer inspection after the contract was awarded mold was discovered requiring removal and replacement.

I would appreciate you forwarding this change order to the attention of the appropriate committees of the Board for their consideration and approval.

A handwritten signature in dark ink, appearing to read "Bruce H. Adams". The signature is fluid and cursive, with the first name "Bruce" being the most prominent.

Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Cc: M. Ron Spooner
Reid L. Dennis
Alvin Porter
Jason P. Higginbotham
Rosita Thomas
Nolan Lambert

Jason P. Higginbotham
Phil Kutz (CH2M)
Dexter Joseph
Willie Mingo



Sewerage & Water Board

Date: October 2, 2017

From: M. Ron Spooner, P.E.
Chief of Engineering

To: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Re: Contract Number 8143 - Katrina Related Repairs to Garage #2 at Central Yard
Hamp's Construction LLC

CHANGE ORDER No. 7

This additional work is for installing two (2) recessed water coolers and removal/replacement of drywall. The Contractor was granted a total of 60 additional Contract days due to delays associated with installation of electrical components in Garage 2 as part of Contract 6254. A total of 60 days and administrative costs due to delays caused by Contract 6254 have also been added. See Scope of Change for additional information.

Original Contract Bid Price:	\$802,620.00
Previously Approved Change Orders:	\$504,155.59
This Change Order Amount:	\$23,074.17
Total Change Orders (% of Original Contract)	65.69%
Total Dollar Change Order Amount:	\$527,229.76
Days Added by this CO	60
Current Contract DBE %	22.0%
Forecasted Contract DBE %	26.0%
Contract DBE Participation Goal	36%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:

Bruce Adams, P.E.
Deputy Director of Engineering and Construction

Date:

10/12/2017

cc:

Alvin Porter
Dexter Joseph
Nolan Lambert
Reid Dennis
Phil Kutz (CH2M)

Vincent Fouchi
Rosita Thomas
Jason Higginbotham
Joseph R. Becker
Willie Mingo

SCOPE OF CHANGES FORM

Contract 8143, Central Yard Garage 2

(Change Order No. 7)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	FCO#	Description	Units	Unit Price	Quantity	Amount	Days	Comments
1	29	30 Additional Days with over head costs.	LS	\$7,458.07	1	\$7,458.07	30	NOT ELIGIBLE
2	30	30 Additional Days with over head costs.	LS	\$7,469.09	1	\$7,469.09	30	NOT ELIGIBLE
3	31	Water Cookers.	LS	\$5,752.04	1	\$5,752.04	0	ELIGIBLE
4	32	Double layer sheet rock.	LS	\$2,394.97	1	\$2,394.97	0	ELIGIBLE
						\$23,074.17	60	

\$14,927.16 INELIGIBLE
\$8,147.01 ELIGIBLE

Contract DBE %

Contract DBE %	36%
Current DBE %	22%
Forecasted DBE %	26%

Contract Amount

Original	\$	802,620.00
Amount of previous Change Orders	\$	504,155.59
Amount this Change Order	\$	\$23,074.17
Change Orders to date	\$	527,229.76

Contract Days

Original Contract Days	200
Days Previously Added	523
Days this Change Order	60
Days Added to date	583

% of Original Contract Amount

This Change Order	2.9%
Previous Change Order	62.8%
TOTAL TO DATE	65.69%

REVISED CONTRACT AMOUNT \$ 1,329,849.76

REVISED CONTRACT DAYS 783

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price. This Change Order includes all OH and Profit fees associated with the work. No additional fees shall be awarded after acceptance of this Change Order. This Change Order constitutes a full and complete settlement of the matters set forth herein; including all direct and indirect costs for equipment, manpower, overhead, profit and delay. This settlement also is limited to and applies to any claims arising out of or in account of the matters described and set forth in this agreement.

Proposed By:

Charles Hays
Hamp's Construction, LLC
Contractor

Recommended By:

Reid L. Dennis
Reid L. Dennis
S&WB Project Manager

Approved By:

M. Ron Spooner
M. Ron Spooner
Chief of Engineering

10/11/17
Date

Construction Change Order Detail
(Change Order No. 7)
Hamp's Construction, LLC

Item #	ECOM	Description of Work	Reason For Work	FEMA Eligible	Effect on Critical Path?
1	29	30 Additional Days with over head costs (6/21/17 - 7/20/17)	This change order adds 30 days (6/21/17 through 7/20/17) and overhead costs to Contract 8143 due to delays associated with installation of electrical components in Garage 2 as part of Contract 6254 .	NOT ELIGIBLE	Y
2	30	30 Additional Days with over head costs, (7/21/17 - 8/20/17)	This change order adds 30 days (7/21/17 through 8/20/17) and overhead costs to Contract 8143 due to delays associated with installation of electrical components in Garage 2 as part of Contract 6254 .	NOT ELIGIBLE	Y
3	31	Water Coolers.	Additional work to provide and install two (2) recessed water coolers not included as part of the original FEMA PW.	ELIGIBLE	n
4	32	Double layer sheet rock.	The original FEMA PW did not include replacing the drywall hall 114. Mold was discovered in the drywall upon further inspection after the contract was awarded. 2 layers of 1/2 drywall were demolished and installed to match existing conditions.	ELIGIBLE	n

RATIFICATION OF CHANGE ORDER NO. 2 FOR CONTRACT 6254 - REPAIRS TO GARAGE 2 ELECTRICAL AND EQUIPMENT CENTRAL YARD

WHEREAS, the Sewerage and Water Board entered into Contract 6254 with Walter J. Barnes Electrical in the amount of \$1,114,000. for FEMA funded repairs to Central Yard Garage #2

WHEREAS, the costs associated with seven (7) extra work items and one hundred and thirty (30) Additional Contract Days is addressed herein, and

WHEREAS, this Change Order, in the amount of \$77,461.39, brings the accumulated Contract change order total to \$217,866.43 or 19.56% of the original Contract value, and

NOW THEREFORE BE IT RESOLVED, that approval of Change Order No. 2 for Contract 6254 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT K. MILLER, EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 4, 2017

From: Bruce H. Adams, Deputy Director of Engineering and Construction

Bruce H. Adams 10/12/2017

To: Robert K. Miller, Interim Executive Director

Re: Contract 6254 – Katrina Related Repairs to Garage 2 Electrical and Equipment Central Yard

Enclosed please find a recommendation from the Chief of Engineering for approval of Change Order No. 2 for the above contract. The awarded construction cost for this contract was \$1,114,000.00 and construction commenced upon the date of the 7/5/16 work order. This Change Order is in the amount of \$77,461.39 represents 6.95% of the original bid amount, and brings the cumulative total Change Orders to \$217,866.43 which is 19.56% of the original bid amount. This Change Order has been reviewed by SWBNO staff and \$12,844.94 (17%) is expected to be eligible for reimbursement by FEMA. The remaining \$64,666.45 (83%) will be paid out of system funds.

The original contract duration was 365 days and a total of 40 additional days have been awarded prior to this Change Order. The Contractor was awarded an additional 30 days to install new exterior lights for a total contract duration of 435 days. The revised Substantial Completion Date is 9/13/17. The Contractor Walter J. Barnes is the electrical subcontractor for all of the work at the Carrollton Power Plant. Additional days are due the Contractor on this contract as they can't finish their work at Central Yard until the power system at Carrollton has been stabilized.

The current attained DBE % is 28%. The required DBE participation goal on this contract is 36% percent. The Contractor is forecasting to meet 36%.

Description of Change Order. This change order is comprised of 7 Field Change Orders (FCO). The following FCO's was required because the work was not shown on the contract drawings by the design engineer:

- FCO 15 - Provide Circuits/Receptacles. Provide circuits and receptacles from Panel CP1 in Rooms 104, 105, 106 & 108.
- FCO 16 - Add wire guards. Add wire guards to 62-FC1, 70-FC2, and 19-FC3 fixtures.

The following FCO's were requested by the SWB Staff:

- FCO 17 - Procure and install Owner preferred tele data equipment to support security and telecommunication system.
- FCO 18 - Provide LED light fixtures. Provide 76 owner-preferred LED lighting fixtures to replace high-bay fixtures in building for a brighter work area.
- FCO 19 - Provide new exterior lighting for the Main Power Room. Install 4 new exterior LED fixtures (Type FW) to replace existing.

- FCO 20 – Relocate 2 existing outlets in the kitchen. Relocate 2 existing outlets to accommodate new kitchen cabinet layout and new range rough in.
- FCO 21 – Premium time to install feeders. The Contractor was given permission to utilize premium time to install feeders for 8 hours on Saturdays 3/11, 3/18, 4/22 & 5/13 to minimize delays during daily operations of their normal work week.

I would appreciate you forwarding this change order to the attention of the appropriate committees of the Board for their consideration and approval.

 10/12/2017

Bruce H. Adams

Deputy Director of Engineering and Construction

Cc:	M. Ron Spooner	Reid L. Dennis
	Jason P. Higginbotham	Alvin Porter
	Phil Kutz (CH2M)	Dexter Joseph
	Rosita Thomas	Willie Mingo
	Nolan Lambert	



Sewerage & Water Board

Date: October 4, 2017

From: M. Ron Spooner, P.E.
Chief of Engineering

To: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Re: Contract Number 6254

CHANGE ORDER NO. 2

This Change Order is comprised of 7 Field Change Orders.

The following field change orders were necessary because the work was needed but not shown on the Contract drawings: FCO 15 - Provide circuits and receptacles from Panel CP1 in Rooms 104, 105, 106 & 108, FCO 16 - Add wire guards to 62-FC1, 70-FC2, and 19-FC3 fixtures.

The following work was performed at the request of the Owner: FCO 17 - Procure and install Owner preferred tele data equipment per submittal SUL-00005, FCO 18 - Provide 76 owner-preferred LED lighting fixtures to replace high-bay fixtures in building FCO 19 - Provide and install 4 new exterior LED fixtures (Type FW) to replace existing at Main Power Room, FCO 20 - Relocate 2 existing outlets to accommodate new kitchen cabinet layout and new range rough in requirement in Room 209, FCO 21 - The Contractor was given permission to utilize premium time to install feeders for 8 hours on Saturdays 3/11, 3/18, 4/22 & 5/13. The Owner requested this in an effort to minimize delays during daily operations of their normal work week.

Original Contract Bid Price:	\$1,114,000.00
Previously Approved Change Orders:	\$140,405.04
This Change Order Amount:	\$77,461.39
Total Change Orders (% of Original Contract)	19.56%
Total Dollar Change Order Amount:	\$217,866.43
Days Added by this CO	30
Current Attained DBE %	28.0%
Contract DBE Participation Goal	36%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:

Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Date:

10/12/2017

cc: Alvin Porter
Dexter Joseph
Nolan Lambert
Reid L. Dennis
Phil Kutz (CH2M)
Willie Mingo

Vincent Fouchi
Rosita Thomas
Jason Higginbotham

SCOPE OF CHANGES FORM
Contract 6254 Repairs to Garage 2 Electrical and Equipment Central Yard
(Change Order No.2)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	FCO#	Detailed Description	Units	Unit Price	Quantity	Amount	Days	Comments
1	15	Circuits/Receptacles COR-3	LS	\$7,962.13	1	\$7,962.13	0	Eligible
2	16	Add wire guards/COR-15	LS	\$4,882.81	1	\$4,882.81	0	Eligible
3	17	Owner preferred teledata equip/COR-16	LS	\$2,811.55	1	\$2,811.55	0	NOT Eligible
4	18	LED Fixtures/COR-23	LS	\$52,572.40	1	\$52,572.40	0	NOT Eligible
5	19	Exterior Lights Main Power Rm/COR-22	LS	\$1,910.90	1	\$1,910.90	30	NOT Eligible
6	20	Relocate 2 existing devices COR-20	LS	\$1,190.76	1	\$1,190.76	0	NOT Eligible
7	21	Premium Time Install Feeders/COR-19	LS	\$6,130.84	1	\$6,130.84	0	NOT Eligible
						\$77,461.39	30	

Total Eligible cost = \$12,844.94 (17%)
Total Ineligible cost = \$64,616.45 (83%)

Contract DBE %	36.0%
Current DBE %	28.0%
Forecasted DBE %	36.0%

Original	\$1,114,000.00
Amount of previous Change Orders	\$ 140,405.04
Amount this Change Order	\$77,461.39
Change Orders to date	\$ 217,866.43

Original Contract Days	BASE
Days Previously Added	365
Days this Change Order	40
Days Added to date	30
	70

REVISED CONTRACT AMOUNT \$ 1,331,866.43

REVISED CONTRACT DAYS 435

% OF ORIGINAL CONTRACT AMOUNT

This Change Order	6.95%
Previous Change Order	12.60%
TOTAL TO DATE	19.56%

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price. This Change Order includes all OH and Profit fees associated with the work. No additional fees shall be awarded after acceptance of this Change Order. This Field Change Order constitutes a full and complete settlement of the matters set forth herein, including all direct and indirect costs for equipment, manpower, overhead, profit and delay. This settlement also is limited to and applies to any claims arising out of or in account of the matters described and set forth in this agreement.

Proposed By: Walter J. Barney 9/6/17 Date
Walter J. Barney Electrical
Contractor

Recommended By: Reid L. Dennis 10/4/17 Date
Reid L. Dennis
S&WB Project Manager

Approved By: M. Ron Spooner 10/9/17 Date
M. Ron Spooner
Chief of Engineering

Construction Management Change Order Detail
(Change Order No.2)
Walter J. Barnes Electrical

Item #	FCO#	Description of Work	Reason For Work	FEMA Eligible	Effect on Critical Path
1	15	Provide Circuits/Receptacles	SWB staff directed the Contractor to provide circuits and receptacles from Panel CP1 in Rooms 104, 105, 106 & 108. These circuits and devices were not noted in the contract documents.	Eligible	NO
2	16	Add wire guards	SWB staff directed the Contractor to add wire guards to 62-FC1, 70-FC2, and 19-FC3 fixtures which were not indicated in fixture schedule.	Eligible	NO
3	17	provide Owner preferred teledata equip	SWB staff directed the Contractor to procure and install Owner preferred tele data equipment.	NOT Eligible	NO
4	18	provide LED Fixtures	SWB staff directed the Contractor to provide 76 owner-preferred LED lighting fixtures to replace high-bay fixtures in building.	NOT Eligible	NO
5	19	provide Exterior Lights Main Power Rm	SWB staff directed the Contractor to provide and install 4 new exterior LED fixtures(Type FW) to replace existing at Main Power Room.	NOT Eligible	YES
6	20	Relocate 2 existing outlets in the kitchen	SWB staff directed the Contractor to relocate 2 existing devices to accommodate new kitchen cabinet layout and new range rough in requirements.	NOT Eligible	NO
7	21	Premium Time to Install Feeders	SWB staff allowed the Contractor to utilize premium time to install feeders for 8 hours on Saturdays 3/11, 3/18, 4/22 & 5/13 to minimize delays to daily operations during the work week.	NOT Eligible	NO

RATIFICATION OF CHANGE ORDER NO. 4 FOR CONTRACT 1378 - HURRICANE KATRINA RELATED REPAIRS TO BOILERS, DUCT & ELEVATORS AT THE CARROLLTON WATER PURIFICATION PLANT POWER COMPLEX

WHEREAS, the Sewerage and Water Board entered into Contract 1378 with Plant N Power Services, LLC in the amount of \$15,928,241. for FEMA funded repairs to the Boilers, Duct & Elevators at the Carrollton Water Purification Plant Power Complex, and

WHEREAS, the following work was performed: Grey Water System Modifications, relocation of the CEM System, relocate power to 120V solenoid valve for bound draft damper 131, boil out procedures on boilers 5, 6, 3 and 1 after the re-tube, extra work on Boiler 2 to get it running to full capacity and independently controlled, demolition and repairs inside the clear, and procuring five extra sets of pressure relief valves for the boiler.

WHEREAS, this Change Order, in the amount of \$720,350.50, brings the accumulated Contract change order total to \$804,585.40, or 5.1% of the original Contract value of \$15,928,241., and

NOW THEREFORE BE IT RESOLVED, that approval of Change Order No. 4 for Contract 1378 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on_____.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



Sewerage & Water Board

Inter-Office Memorandum

Date: October 3, 2017

From: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

To: Robert K. Miller
Interim Executive Director

Bruce H. Adams
10/12/2017

Re: Contract Number 1378 - Hurricane Katrina Related Repairs to Elevators, Duct and Boilers at the Carrollton Water Purification Plant Power Complex.

Enclosed please find a recommendation from the Chief of Engineering for approval of Change Order No. 4 for the above contract. The awarded construction cost for this contract was \$15,928,241.00 and construction commenced upon the date of the 12/15/14 work order. This Change Order is in the amount of \$720,350.50 represents 4.5% of the original bid amount, and brings the cumulative total Change Orders to \$804,585.40 which is 5.1% of the original bid amount. This Change Order has been reviewed by SWBNO staff and \$82,010.77 is expected to be eligible for reimbursement by FEMA. The remaining \$720,350.50 will be paid out of system funds.

The original contract duration was 730 days and a total of 153 additional days have been awarded prior to this Change Order. The Contractor was awarded an additional 110 days to address the grey water system for a total contract duration of 993 days. The revised Substantial Completion Date is 9/3/17. Additional days are due the Contractor as they can't finish their work until the power system at Carrollton has been stabilized.

The required DBE participation on this Contract is 20% and the current participation is 15.34%. The Contractor is forecasted to meet a 19.47% DBE participation and has submitted written documentation to the Economically Disadvantaged Business Department explaining why they will not be able to meet their goal.

Description of Change Order: There were 5 Contracts Awarded to make repairs to the Power Complex at Carrollton as part of the Hurricane Katrina Water Restoration Program (1350,1351,1352, and 1387). This contract was the last contract awarded, and the Scope of Work for this Contract was developed to capture work not addressed in the previous 4 contracts – i.e. is effectively a catch all to make repairs in the Boiler area, ducts, elevators and anything else not captured in the previous contracts. The Power Complex was and continues to be seriously understaffed, and the SWB staff did not identify the following 10 separate Field Change Orders (FCO) until after this contract was awarded.

FCO 23 - Grey Water System Modifications. The SWB Staff directed the Contractor to demolish and rebuild the grey water system to better facilitate Boiler operations. The Grey Water system was not evaluated until after the contract was awarded.

FCO 24 - Insulate Exterior Boiler Piping. The SWB Staff directed the Contractor to insulate the external tubes for Boiler #1 & #3 for safety reasons. A total of 10 tubes will be insulated.

FCO 25 - Additional Insulation of exterior boiler piping. The SWB Staff directed the Contractor to insulate additional external pipes for B2 and B3 not identified as part of FCO 24 for safety reasons. This work includes 192 linear feet of extra insulation.

FCO 26 - Additional Electrical Work CEM System. The SWB Staff directed the Contractor to change the location of the CEM System to better facilitate Boiler operations.

FCO 27 - Relocation of Power to Solenoid. The SWB Staff directed the Contractor to provide power to 120v solenoid valve for bound draft damper #131 to better facilitate Boiler operations.

FCO 28 - Boil Out Boilers 3, 5 & 6. The SWB Staff directed the Contractor to execute boil out procedures on boilers #5, #6 and #3 after the re-tube process to remove oils and grease from the new tubes.

FCO 29 - Boiler 2 Upgrades. The SWB Staff directed the Contractor to perform additional work on Boiler #2 to expeditiously get it running to full capacity & independently controlled.

FCO 30 - Demo and repair of clear well piping. The SWB Staff directed the Contractor to demolish and make repairs to piping inside the clear well. The pipes were considerably corroded due to the presence of flood water immediately following Katrina.

FCO 31 - Boil out Boiler 1. The SWB Staff directed the Contractor to execute boil out procedures on boiler # 1 after the retube process to remove oils and grease from the new tubes.

FCO 32 - 5 Pressure relief valves. The SWB Staff directed the Contractor to procure an extra set of pressure relief valves for the boiler to better facilitate boiler operations.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for consideration and approval.

Cc:	Bruce Adams	M. Ron Spooner
	Reid Dennis	Alvin Porter
	Jason Higginbotham	Dexter Joseph
	Rosita Thomas	Willie Mingo
	Nolan Lambert	Phil Kutz



Sewerage & Water Board

Inter-Office Memorandum

Date: October 3, 2017

From: M. Ron Spooner, P.E.
Chief of Engineering

To: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Re: Contract Number 1378

CHANGE ORDER NO. 4

The Contractor was directed to performed work to complete Grey Water System Modifications, insulating Exterior Boiler Piping, relocated the CEM System, relocate power to 120v solenoid valve for bound draft damper #131, perform a boil out procedure on boilers #5, #6, #3 and #1 to remove oils and grease from the new tubes after the re-tube process was completed, perform extra work to Boiler #2 to get it independently controlled and running to full capacity, perform demo and repairs inside the clear well, and procure 5 extra sets of pressure relief valves. Further details can be found in the Scope of Changes document.

Original Contract Bid Price:	\$15,928,241.00
Previously Approved Change Orders:	\$84,234.90
This Change Order Amount:	\$720,350.50
Total Change Orders (% of Original Contract)	5.1%
Total Dollar Change Order Amount:	\$804,585.40
Days Added by this CO	0
Current Contract DBE % Participation	15.34%
Contract DBE Participation Goal	20%
Forecasted Contract DBE Participation	19.47%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur:

Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Date:

10/12/2017

cc: Alvin Porter
Dexter Joseph
Nolan Lambert
Reid L. Dennis
Phil Kutz, CH2M

Vincent Fouchi
Rosita Thomas
Jason Higginbotham
Willie Mingo

SCOPE OF CHANGES
Contract 1378 Water Program
(Change Order No. 4)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	FCO#	Detailed Description	Units	Unit Price	Quantity	NOT ELIGIBLE	ELIGIBLE	Amount	Days	Comments
1	23	Grey Water System Modifications	LS	\$239,701.38	1	\$239,701.38		\$239,701.38	110	NOT Eligible
2	24	Insulate Exterior Boiler Piping	LS	\$16,797.00	1	\$16,797.00		\$16,797.00	0	NOT Eligible
3	25	Additional Insulation of exterior boiler piping	LS	\$16,189.47	1	\$16,189.47		\$16,189.47	0	NOT Eligible
4	26	Additional Electrical Work CEM System	LS	\$63,942.78	1	\$63,942.78		\$63,942.78	0	NOT Eligible
5	27	Relocation of Power to Solenoid	LS	\$17,078.94	1	\$17,078.94		\$17,078.94	0	NOT Eligible
6	28	Boil Out Boilers 3, 5 & 6	LS	\$50,538.25	1	\$50,538.25		\$50,538.25	0	NOT Eligible
7	29	Boiler 2 Upgrades	LS	\$201,773.20	1	\$201,773.20		\$201,773.20	0	NOT Eligible
8	30	Demo and repair of clear well piping	LS	\$29,965.16	1	\$29,965.16		\$29,965.16	0	Eligible
9	31	Boil out Boiler 1	LS	\$30,318.71	1	\$30,318.71		\$30,318.71	0	NOT Eligible
10	32	5 Pressure relief valves	LS	\$52,045.61	1	\$52,045.61		\$52,045.61	0	Eligible
						\$638,339.73	\$82,010.77	\$720,350.50	110	

Contract DBE %	20.00%
Current DBE %	15.34%
Forecasted DBE %	19.47%

% OF ORIGINAL CONTRACT AMOUNT	
This Change Order	4.5%
Previous Change Order	0.5%
TOTAL TO DATE	5.1%

Original	\$ 15,928,241.80
Amount of previous Change Orders	\$84,234.90
Amount this Change Order	\$720,350.50
Change Orders to date	\$ 804,585.40

REVISED CONTRACT AMOUNT \$ 16,732,836.40

BASE	
Original Contract Days	730
Days Previously Added	153
Days this Change Order	110
Days Added to date	263

REVISED CONTRACT DAYS 993

This proposal must be prepared and signed by the contractor and submitted to the owner for review. The owner's review and approval of this proposal does not constitute an agreement by the owner to fund the project. The owner's review and approval of this proposal does not constitute an agreement by the owner to fund the project. The owner's review and approval of this proposal does not constitute an agreement by the owner to fund the project.

Proposed By:

 Plant N Power
 Contractor

Date:
 10/2/17

Recommended By:

 Reid J. Dennis
 S&WB Project Manager

Date:
 10/3/17

Approved By:

 M. Jon Spenser
 Chief of Engineering

Date:
 10/11/17

Construction Management Change Order Detail
(Change Order No. 4)
Plant N Power Services, LLC

Item #	PCO#	Description of Work	Reason For Work	FEMA Eligible	Effect on Critical Path
1	23	Grey Water System Modifications	The SWB Staff directed the Contractor to demolish and rebuild the grey water system to better facilitate Boiler operations. The Grey Water system was not evaluated until after the contract was awarded.	NOT Eligible	YES
2	24	Insulate Exterior Boiler Piping	The SWB Staff directed the Contractor to insulate the external tubes for Boiler #1 & #3 for safety reasons. A total of 10 tubes will be insulated.	NOT Eligible	NO
3	25	Additional Insulation of exterior boiler piping	The SWB Staff directed the Contractor to insulate additional external pipes for B2 and B3 not identified as part of PCO 24 for safety reasons. This work includes 192 linear feet of extra insulation.	NOT Eligible	NO
4	26	Additional Electrical Work CEM System	The SWB Staff directed the Contractor to change the location of the CEM System from a new building on the roof near the Boiler #2 stack to the High Lift Building walkway deck to better facilitate Boiler operations.	NOT Eligible	YES
5	27	Relocation of Power to Solenoid	The SWB Staff directed the Contractor to provide power to 120v solenoid valve for bound draft damper #131 to better facilitate Boiler operations..	NOT Eligible	NO
6	28	Boil Out Boilers 3, 5 & 6	The SWB Staff directed the Contractor to execute boil out procedures on boilers #5, #6 and #3 after the re-tube process to remove oils and grease from the new tubes.	NOT Eligible	NO
7	29	Boiler 2 Upgrades	The SWB Staff directed the Contractor to perform additional work on Boiler #2 to expeditiously get it running to full capacity & independently controlled.	NOT Eligible	NO
8	30	Demo and repair of clear well piping	The SWB Staff directed the Contractor to demolish and make repairs to piping inside the clear well. The pipes were considerably corroded due to the presence of flood water immediately following Katrina.	Eligible	YES
9	31	Boil out Boiler 1	The SWB Staff directed the Contractor to execute boil out procedures on boiler # 1 after the retube process to remove oils and grease from the new tubes.	NOT Eligible	NO
10	32	5 Pressure relief valves	The SWB Staff directed the Contractor to procure an extra set of pressure relief valves for the boiler to better facilitate boiler operations.	Eligible	YES

**RATIFICATION OF CHANGE ORDER 5 FOR CONTRACT 2105-
LINE REPLACEMENT OF MAINS DAMAGED BY HURRICANE KATRINA
WITHIN THE CENTRAL BUSINESS DISTRICT AND FRENCH QUARTER**

WHEREAS, the Sewerage and Water Board entered into Contract 2105 with Boh Brothers Construction Company in the amount of \$6,699,595.00 for FEMA funded replacement of damaged water mains in Central Business District and the French Quarter, and

WHEREAS, due to sensitive nature of the area in question, the Contractor was required to frequently mobilize and demobilize for special events, and was required to perform work during early morning hours to minimize inconvenience to residents and businesses within the area, and

WHEREAS, this change order includes additional days for coordination with special events, additional time and compensation for resolution of unknown obstructions as they were identified, and additional work identified as required during the course of installation as it was performed.

WHEREAS, the contract shall be extended by an additional 456 days to complete the work and the required DBE participation on this contract is 36% which will remain unchanged through this approved change order.

WHEREAS, this change orders, in the amount of \$1,199,210.64, brings the accumulated contract change order total to \$3,403,159.59 or 50.8% of the original Contract value.

NOW THEREFORE BE IT RESOLVED, that approval of Change Order No. 5 for Contract 2105 is ratified by the Sewerage and Water Board of New Orleans.

I, Robert Miller, Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a Resolution adopted at the Regular Monthly meeting of said Board, duly called and held, according to law, on October 18, 2017

ROBERT K MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 10, 2017

From: Bruce H. Adams, P.E.
Deputy Director of Engineering and Construction

Bruce H. Adams
10/12/2017

To: Robert K. Miller
Interim Executive Director

Re: Contract 2105 – Water Line Replacement Damaged by Hurricane Katrina throughout the City of New Orleans (CBD/FQ)

Enclosed please find a recommendation for approval of Change Order No. 5 for the above captioned contract. The awarded construction cost for this contract was \$6,699,595.00 and construction commenced upon the date of the 8/20/13 work order. The total cost of this change order is \$1,199,210.64. This change order has been reviewed by SWBNO staff and \$781,910.90 is expected to be eligible for reimbursement from FEMA. The cumulative change order amount is \$3,403,159.59 or 50.80% of the original bid amount of the Contract.

The original contract duration was 365 days and a total of 604 additional days have been awarded prior to this Change Order. The contractor was granted an additional 456 Contract days in part to coordination issues with Contract 2105 for total contract duration of 1060 days.

The current attained DBE participation is 27.32% and the Contractors forecasted DBE participation is 27.56%. The required DBE participation goal on this contract is 36% percent and the Contractor has submitted written documentation to explaining why they will not be able to meet their goal.

This Change Order includes 40 separate Field Change Orders (FCO) as follows:

FCO 24 – The contractor installed Inserta Valve on Exchange Place.

8" Inserta valve installed near Iberville to void massive water shut down as a water valve closure, by S&WB, could not be achieved to shut down water just to this particular block.

FCO 31 –Furnish, install and Repairs Cobblestone for Magazine Street at St Joseph Street. The bid documents did not include a bid item for cobble stone, thus it was required to be added back to the contract.

FCO 33- The contractor Jack and Bore 12" Steel Casing Pipe.

During construction, it was discovered that three (3) 6 inch service lines would need to be incased as cross the RTA tracks.

FCO 47 – The Contractor was delayed at S. Claiborne and Gravier due to 24" Drain Conflict Delays were incurred while existing mains were cut and removed to allow the installation of the drain line siphon.

FCO 56 - 4 Inch Water Service Offsets on Peniston Street, and Perdido St.
During construction obstructions were discovered requiring 4" water service offsets for Peniston St. and Perdido St. The offsets allowed the installation of the service lines.

FCO 57 – Contractor was delayed.
Crews attempted a tie in on night of 10-28-2015 and morning of 10-29-2015; at 1300 S&WB valve crew broke the 12" valve coming off the 20" main while trying to shut off water required for the tie in. Therefore, contractor was not able to perform tie in.

FCO 64 Contractor was delayed due to various underground utility conflicts.

FCO 68 – The contractor performed Drain Line Point Repair on Orleans Ave.
On 924 Orleans Ave., a drain line point repair was required in order not to delay placement of final asphalt pavement on the street.

FCO 70 – Additional Rental Days for 20" and 30" Linestops on 400 BLK S. Claiborne Ave.

FCO 71 – Additional Cost for 50" Line Stop Work.
These are additional costs incurred as the line stop operators had to reschedule the installation due to project delays and the mechanism had to be left in place longer than the original contracted time (RFC #63) for the device.

FCO 72 – S. Claiborne - 20 Inch Valve and Pipe Installation
The change includes costs associated with a 20" water valve and 20" pipe installation.

FCO 73 -Temporary Restoration and De-Mobilization Due to High River
Delays due to high river levels (+11.0 on Carrollton Gage). The USACE will not allow ground disturbing activities within 1500 LF from the levee when the river is higher than +11.00 on the Carrollton Gage.

FCO 74 – Water Services Repairs at 500 Dumaine St as directed by SWB.
This change was due to emergency work required to connect new water services. The USACE does not allow ground disturbing activities within 1500 LF of the levee when the Carrollton gage is at a height of +11.0 or greater.

FCO 75 – Clean and video Drain Line for assessment at 500 Dumaine Street.
As directed by the S&WB, Boh Bros completed cleaning and videoing of an existing 18" drain line on Dumaine Street from Decatur to Chartres.

FCO 76 - Panola - 50 Inch Line Stop Work
A closure could not be made on the existing 50 inch water main to complete required repairs. Therefore a 50 inch line stops for Panola Pumping Station and Joliet were installed.

FCO 77 – 400 S.Claiborne - 24 Inch Drain Line Siphon.
This change is the actual construction of the drain line and its corresponding siphon.

FCO 78 – Delays due to High River Levels.

Delays due to high river levels (+11.0 on Carrollton Gage). The USACE will not allow ground disturbing activities within 1500 LF from the levee when the river is higher than +11.00 on the Carrollton Gage.

FCO 79 –Exploratory Excavation Phase 1 on 300 Picayune Place.

Exploratory excavations by vacuum truck to locate utilities not part of the survey scope.

FCO 80 – Extra Rental Days for 20" and 30" Line Stops.

Extra rental days for 20" and 30" line stops to leave in place while work took place.

FCO 81 – Contractor performed a 10" drain point repair on S. Claiborne and Panola Pumping Station. As directed by the S&WB, Boh Bros completed a 10" Drain line point repair on a leaking drain discovered while installing a new water main.

FCO 83 –The contractor performed an Exploratory Excavation on 300 Picayune Place.

Exploratory excavations by vacuum truck to locate utilities not part of the survey scope.

FCO 85- Exploratory Excavation & Trench Sheathing/Shoring on 6600 Franklin Ave

FCO 86- 12 Inch Water Main Point Repair on 6600 Franklin Ave

The price is for a point repair on existing water line that causing low water pressure on Franklin and Leon C. Simon as directed by S&WB.

FCO 87- Marriott Hotel Meter Vault Repair on 100 Chartres Street.

Repair water meter vault to the Marriott. 4-7-16-Rebuilding valve top that had to be removed to make tie in for the Marriott Hotel.

FCO 88- Delays Due To Unmarked Utilities on Gravier Street.

FCO 89- Sewer Cleaning and Video on 100 Picayune Place

Picayune St. will require full street reconstruction as multiple potholing operations has revealed a street full of utilities both known and unknown.

FCO 90- Expose and Investigate Unmarked Utilities on 900 Gravier Street

FCO 92- Emergency Water Services Tie-ins.

This change was due to emergency work required 2" taps on an existing 6" water main to supply the new 8" water main prior to the official tie in.

FCO 97- Clean and Video Drain Lines on Gov. Nicholls

Per direction of S&WB an existing 30 feet drain lines were cleaned and video taped. The section that was sinking at the street surface was then patched with cold asphalt. Backup includes time and invoices.

FCO 99- CCTV Drain Line

Per direction of S&WB the existing drain lines were cleaned and videotaped.

FCO 84 Rev3 – 100 Chartres - Re-excavate backfill due to high river levels and hand digging for tie-ins. USACE shut down the site due to high river levels

FCO 93 – Picayune Place - Waterline and drain line installations (May 2016)

T&M work as the line had to be redesigned due to unknown obstructions discovered during construction.

FCO 95 Rev 1- 900 Gravier St. - Manhole repairs, 4" water service offset and pipe protection
Rebuilding of manholes, offsetting a water service line over obstructions and protective measures over shallow water lines

FCO 96 Rev 2 – Dumaine St. - Re-excavate backfill due to High River levels, temporary tie-ins and restoration. USACE shut down the site due to high river levels

FCO 100 - Picayune Place - Waterline and drain line installation (June 2016)

T&M work as the line had to be redesigned due to unknown obstructions discovered during construction

FCO 101 – S. Claiborne Ave - Excessive asphalt thickness

Additional costs due to thicker than normal pavements

FCO 102- Panola - Unknown pipe removal

Removal of a pipe for placement of a waterline

FCO 103 – 900 Gravier St. - Drainage point repair

Repair a break in a drain line which was causing issues in the area

FCO 105 Rev 2 – Gov. Nicholls St. - Water valve removal and temp restoration

Removal of a valve and temporary pavement restoration

I would appreciate you forwarding this change order to the attention of the appropriate committees of the Board for their consideration and approval.

Cc: Bruce Adams, P.E.
 Khalid Saleh, Ph.D
 Valerie Rivers, EDB Director
 Willie Mingo, Purchasing
 Rosita Thomas, Finance

M. Ron Spooner, P.E.
Jason P. Higginbotham, EDB Director
Dexter Joseph, Budget
Nolan Lambert, Special Council



Sewerage & Water Board

Inter-Office Memorandum

Date: 10-Oct-17

From: Melvin R. Spooner, P.E.
Chief of Engineering

To: Bruce, Adams, P.E.
Deputy Director of Engineering and Construction


Re: Contract Number 2105- Water Line Replacement (CBD/FQ)

CHANGE ORDER NO. 5

This Change Order is Composed of (40) approved Field Change Orders (RFC). The work within this contract involves the FEMA funded line replacement at multiple locations within the areas of the Central Business District and the French Quarter. Due to the sensitive nature of the area for tourism, for special events as well as due to the age of the original installation within this area, there were numerous unforeseen obstructions and coordination challenges encountered on regular basis. This change order include additional days for coordination with special events, additional time and compensation for resolution of unknown obstructions as they were identified, and additional work identified as required during the course of the installation as it was performed.

Original Contract Bid Price:	\$6,699,595.00
Previously Approved Change Orders:	\$2,203,948.95
This Change Order Amount:	\$1,199,210.64
Total Change Orders (% of Original Contract)	50.8%
Total Dollar Change Order Amount:	\$3,403,159.59
Days Added by this CO	456
Contract DBE Participation	36%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur: 
Bruce Adams, P.E.
Deputy Director of Engineering and Construction

Date: 10/12/2017

cc: Khalid L. Saleh, Ph.D, PM
Valerie Rivers, EDB Director
Dexter Joseph, Budget
Nolan Lambert, Special Council

Melvin R. Spooner, PE.Chief of Engineering
Rosita Thomas, Finance
Jason Higginbotham, EM Director
Willie Mingo, Purchasing

SCOPE OF CHANGES No. 5
Contract 2105, Water Line Replacement (LBN/FQ)
(Change Order No.5)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	FCOM	Detailed Description	Units	Unit Price	Quantity	Amount	Days	Comments
X-064	24	Exchange Place-Insert Valve	LS	\$12,410.00	1	\$12,410.00	1	FEMA Eligible
X-065	31	Magazine St- Cobblestone Repairs	LS	\$29,959.35	1	\$29,959.35	0	FEMA Eligible
X-066	33	Carondelet 200 - Jack and Bore 12 inch Casing	LS	\$11,100.00	1	\$11,100.00	1	FEMA Eligible
X-067	47	N Claiborne- Delay due to 24 inch Drain	LS	\$60,413.73	1	\$60,413.73	11	NON-FEMA Eligible
X-068	56	Penitence st- 4 inch Water Service Offsets	LS	\$12,309.00	1	\$12,309.00	2	NON-FEMA Eligible
X-069	57	Carries- Delay	LS	\$5,866.25	1	\$5,866.25	3	FEMA Eligible
X-070	64	Chartres- Delay Due to Various Underground Conflicts	LS	\$28,116.34	1	\$28,116.34	9	FEMA Eligible
X-071	68	Orleans- Drain Line Point Repair	LS	\$3,924.07	1	\$3,924.07	1	NON-FEMA Eligible
X-072	69	Perduco- Temporary Asphalt	LS	\$10,808.96	1	\$10,808.96	0	FEMA Eligible
X-073	70	S Claiborne- Line Stop Additional Rental Days	LS	\$121,267.50	1	\$121,267.50	0	FEMA Eligible
X-074	71	Panola- Additional Line Stops Cost	LS	\$90,625.00	1	\$90,625.00	8	S&WB
X-075	72	S Claiborne- 20 inch Valve and Pipe Installation	LS	\$93,246.48	1	\$93,246.48	8	NON-FEMA Eligible
X-076	73	Dumaine- Temporary Asphalt Restoration and De-Mobilization Due to High river	LS	\$14,528.33	1	\$14,528.33	4	FEMA Eligible
X-077	74	Dumaine- Water Service Repairs	LS	\$3,381.82	1	\$3,381.82	1	FEMA Eligible
X-078	75	Dumaine- Clean and Video Drain Line	LS	\$2,597.45	1	\$2,597.45	1	NON-FEMA Eligible
X-079	76	Panola- 30 inch Line Stop Work	LS	\$13,407.48	1	\$13,407.48	1	S&WB
X-080	77	S Claiborne-24 inch Drain Line Siphon	LS	\$40,345.27	1	\$40,345.27	6	NON-FEMA Eligible
X-081	78	Dumaine- Delay Due to High River	LS	\$8,716.44	1	\$8,716.44	4	FEMA Eligible
X-082	79	Picayune Place- Exploratory Excavation Through 3-31-16	LS	\$47,913.74	1	\$47,913.74	11	FEMA Eligible
X-083	80	S Claiborne- Line Stop Rental	LS	\$209,760.00	1	\$209,760.00	0	FEMA Eligible
X-084	81	S Claiborne and Panola- 10 inch Drain Repair	LS	\$2,784.33	1	\$2,784.33	1	NON-FEMA Eligible
X-085	83	Picayune Place- Exploratory Excavation 4-18-16 through 4-28-16	LS	\$45,474.95	1	\$45,474.95	11	FEMA Eligible
X-086	85	Franklin Ave- Exploratory Excavation	LS	\$37,000.00	1	\$37,000.00	3	FEMA Eligible
X-087	86	Franklin Ave- 12 inch Water Main Point Repair	LS	\$5,295.86	1	\$5,295.86	2	FEMA Eligible
X-088	87	Chartres- Mariott Valve Box Repair	LS	\$4,763.73	1	\$4,763.73	3	FEMA Eligible
X-089	88	Gravier- Delay Due to Unmarked Utilities	LS	\$2,375.02	1	\$2,375.02	0.5	FEMA Eligible
X-090	89	Picayune Place- Sewer CCTV	LS	\$1,304.33	1	\$1,304.33	0.5	NON-FEMA Eligible
X-091	90	Gravier- Exploratory	LS	\$8,306.50	1	\$8,306.50	2	FEMA Eligible
X-092	92	Dumaine- Emergency Tie In	LS	\$6,063.14	1	\$6,063.14	2	NON-FEMA Eligible
X-093	97	Guy Nicholls- Clean and Video Drain Line	LS	\$1,129.44	1	\$1,129.44	0	NON-FEMA Eligible
X-094	99	S Claiborne- CCTV Drain Line	LS	\$3,243.11	1	\$3,243.11	1	S&WB
						\$938,428.62	98	

Contract DBE %	27.32%
Current DBE %	27.32%
Forecast	27.32%

Original	\$ 6,699,595.00
Amount of previous Change Orders	\$ 2,203,748.93
Amount this Change Order	\$ 938,428.62
Change Orders to date	\$ 9,841,772.57

Original Contract Days	365
Days Previously Added	238.5
Days this Change Order	98
Days Added to date	336.5

REVISED CONTRACT AMOUNT \$ 9,841,772.57

REVISED CONTRACT DAYS 701.5

% OF ORIGINAL CONTRACT AMOUNT

This Change Order	14.0%
Previous Change Order	32.9%
TOTAL TO DATE	46.9%


Work Order Date	11/11/2017
Work Completion Month	10/1/2018

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price

Recommended By:

 Khalid L. Saleh
 S&WB Project Manager


 Date

Prepared By:

 Melvin R. Spooner
 Chief of Engineering

10-6-17
 Date
 10/11/17
 Date

SCOPE OF CHANGES No. 5A
Contract 2105, Water Line Replacement (CBD/FQ)
(Change Order No. 5A)

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

Item #	FCO#	Detailed Description	Units	Unit Price	Quantity	Amount	Days	Comments
-	-	90 Additional days. There was 83 days between the original NTP and 2nd NTP and 7 more before crews were allowed to begin work due to public notices.	-	-	-	-	90	-
-	-	210 Additional days due additional scope performed on Brooks St., Franklin Ave., Premium St., Girod St. and Gravier St.	-	-	-	-	210	-
X-095	84rev3	Delays due to high river levels (+11.0 on Carrollton Gage) The USACE will not allow ground disturbing activities within 1,500 LF from the levee when the Mississippi River is higher than +11.00 on the Carrollton Gage. The contractor had to stop production and fill the excavated holes. The change is due to re-excavating the previously dug trenches/holes which occurred on 3/7/16, 3/14/16, 3/21/16 and 3/22/16. Crews also had to clean out a meter pit on 3/30/16, 3/4/16 and 3/5/16. The digging was completed via a vac truck due to the obstructions encountered. Costs also include hand digging underground utilities due to a different tie in location as directed by S&WB on 3/22/16 and 3/23/16.	LS	\$14,442.34	1	\$14,442.34	8	FEMA Eligible
X-096	93	Costs are for the water line and drain line revisions required due to an untold amount of obstructions and existing lines.	LS	\$119,495.43	1	\$119,495.43	19	FEMA Eligible
X-097	95rev1	The contractor had to perform a 4" WL offset and repair 3 brick MfHs on 5-18-16. Contractor installed 3 steel plates 3/8"x10' long x 2' wide to protect the new water main due to its shallow depth on 6-3-16. The contractor had to fill in 3 abandoned MfHs with concrete on 6-6-16. Contractor placed 2 steel plates 3/8"x10' long x 2' wide on 6-9-16.	LS	\$7,785.48	1	\$7,785.48	1	FEMA Eligible
X-098	96rev2	The USACE does not allow ground disturbing activities within 1500 LF of the levee when the Carrollton gage is at a height of +11.0 or greater. The contractor had previously filled and made the site safe and secure. Now the contractor had to go back and re-excavate water main at tie-in location and prepare for the tie in on 5/30/16. Continued excavation on 5-31-16, 6-1-16 and 6-6-16. The contractor excavated traffic maintenance aggregate over water meter tie-ins for temporary asphalt placement on 6-21-16. The contractor removed rock and laid temporary asphalt on sidewalk tie-ins on 6-22-16. The contractor excavated sand/rock and placed crushed concrete, and laid asphalt on patches on 6-24-16.	LS	\$15,063.10	1	\$15,063.10	5	FEMA Eligible
X-099	100	Costs are for the drain line revisions required due to an untold amount of obstructions and existing lines. Costs cover the months of June.	LS	\$85,915.91	1	\$85,915.91	21	NON FEMA Eligible
X-100	101	The existing asphalt thickness at S Claiborne and Gravier is thicker than the anticipated 2". Average thickness is approximately 4.5". The cost is to cover expenses associated with providing a transition from the new work to the old. The existing roadway was asphalt on top of brick, brick onto of concrete. The new will be a typical composite street consisting on asphalt over concrete. A sketch is attached to the RFC showing the composition and thickness of materials associated with the transition.	LS	\$3,895.25	1	\$3,895.25	0	FEMA Eligible
X-101	102	A 50" line stop was required to complete the installation of a new 50" WL (costs are in RFC #56 which became plan change #6). During the installation of a line stop, an unknown drain line was discovered in the excavation of the line stop. It was not on the S&WB unit sheets and S&WB could not verify that it was in use. S&WB directed the contractor to remove a section to place the 50" line stop which was completed on 6/17/2016.	LS	\$2,623.54	1	\$2,623.54	1	FEMA Eligible
X-102	103	S&WB directed the contractor to repair a drain line within the working area that was believed to have been collapsed. The contractor broke pavement, excavated and discovered it was not damaged. It turned out that a lateral connecting to the drain line was clogged with mud. The contractor cleaned out the catch basin and removed a hand bag that was blocking the lateral pipe. The excavation was filled, compacted and concrete poured.	LS	\$3,425.21	1	\$3,425.21	1	FEMA Eligible
X-103	105rev2	The contractor removed an existing 8" water valve as directed by the S&WB on 6-23-16 and on 6-24-16 a 4" water valve was removed with a blind flange. The contractor also had to excavate sand and rock in patches including asphalt.	LS	\$8,135.76	1	\$8,135.76	2	FEMA Eligible
						\$260,782.02	358	

Contract DBE %	36.0%
Current DBE %	27.12%
Forecasted DBE %	27.26%

Original	\$ 6,699,595.00
Amount of previous Change Orders	\$ 3,142,377.57
Amount this Change Order	\$260,782.02
Change Orders to date	\$ 3,403,159.59

Original Contract Days	365
Days Previously Added	336.5
Days this Change Order	358
Days Added to date	694.5

REVISED CONTRACT AMOUNT **\$ 10,102,754.59**

REVISED CONTRACT DAYS **1059.5**

% OF ORIGINAL CONTRACT AMOUNT

This Change Order	3.9%
Previous Change Order	46.9%
TOTAL TO DATE	50.8%

Work Order Date	11/11/2013
Work Completion Milestone Date	10/5/2016

It is mutually agreed to perform and accept the above revisions in accordance with the original contract and applicable specifications for the above price.

Recommended By:

Khalid L. Saleh
 Khalid L. Saleh
 S&WB Project Manager

10/10/17
 Date

Proposed By: [Signature]
 Approved By: [Signature]
 Melvin R. Spooner
 Chief of Engineering

10-6-17
 Date
10/11/12
 Date

RESOLUTION OF AMENDMENT NO. 2 TO THE AGREEMENT BETWEEN THE SEWERAGE AND WATER BOARD OF NEW ORLEANS AND G.E.C., Inc. FOR HURRICANE KATRINA RELATED DRAINAGE RESTORATION - BROAD UNDERPASS PUMP STATION DESIGN

WHEREAS, on June 26, 2015 the Sewerage and Water Board of New Orleans (Board) awarded a contract to G.E.C., Inc. in the amount of \$57,000 to perform design and bid support services for Hurricane Katrina Related Water Restoration Project Repairs to Broad Street Underpass Drainage Pumping Station (R-079-2015); and

WHEREAS, G.E.C., Inc. submitted a fee of \$181,488.25 for Contract Amendment No. 1 to provide additional engineering services to perform design, construction management and engineering services for Hurricane Katrina Related Water Restoration Project Repairs to Broad Street Underpass Drainage Pumping Station (R-135-2016); and

WHEREAS, This Contract Amendment No. 2 in the amount of \$8,417.87 is for Additional Engineering Design services to modify the design of the electrical duct bank and assist with obtaining a permit from The U.S Army Corp of Engineers; and

NOW THEREFORE BE IT RESOLVED, that approval of Contract Amendment No. 2 for G.E.C., LLC is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 20, 2017.

ROBERT K. MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 12, 2017

From: Bruce H. Adams, P.E.

Deputy of Engineering & Construction

BH Adams
10/12/2017

To: Robert K. Miller
Interim Executive Director

Re: **Contract Amendment No. 2 - Hurricane Katrina Related Repairs for Drainage Restoration Project Additional Engineering Services for G.E.C., Inc.**
In Support of SWBNO Construction Contract No. 5225
Hurricane Related Water Restoration Program

Attached please find a letter from the Deputy Director of Engineering and Construction recommending approval of the second Contract Amendment for Additional Engineering Services performed by G.E.C., Inc.

The scope of services of this Amendment No. 2 includes additional design services for the modification of the duct bank that will house the electric feeders from Drainage Pumping Station 3 to the Broad Street Underpass Pumping Station. Scope of services also includes assisting The Sewerage and Water Board of New Orleans to obtain a permit from The U.S Army Corp of Engineers to install said duct bank. Amendment No. 1 provided a design for the new duct bank and assistance with obtaining a permit from USACE; however, USACE required design modifications.

This request in the amount of \$8,417.87 is for Additional Engineering Services to complete repairs for the Broad Street Drainage Underpass Station (see attached Scope of Change spreadsheet). This cost is not eligible for FEMA reimbursement. The current DBE% on this contract is 25%, the required DBE% goal is 36% and will remain unchanged through this approved AES request. Previous amendments to this contract totaled \$181,488.25. This Contract Amendment request brings the cumulative total of amendments to \$189,906.12, which is 333.2% of the original bid amount of the Design Contract.

I would appreciate you forwarding this request to the attention of the appropriate committees of the Board for their consideration and approval.

Bruce H. Adams, P.E.
Deputy of Engineering & Construction

Cc: M. Ron Spooner
Randi Jones
Reid L. Dennis
Alvin Porter
Dexter Joseph
Rosita Thomas
Willie Mingo
Nolan Robert
Kevin Braxton
Laney Rivera, GEC



Sewerage & Water Board

Inter-Office Memorandum

Date: 10/12/2017

From: M. Ron Spooner, P.E.
Chief of Engineering

MRJ

To: Bruce Adams, P.E.
Deputy Director of Engineering & Construction

Re: AMENDMENT NO. 2 to the Agreement Between
G.E.C., Inc. and The Sewerage and Water Board of New Orleans
Hurricane Related Water Restoration Program
In Support of SWBNO Construction Contract No. 5225

The original agreement between The Sewerage & Water Board of New Orleans and G.E.C, Inc. was for a scope of work to rehab the Broad Street Underpass Station. The scope of work didn't include a design for a new duct bank between the underpass station and Drainage Pumping Station 3. Subsequent to the ratification of the agreement it was discovered that the existing duct bank needed to be replaced. Amendment No. 1 provided a design for the new duct bank and assistance with obtaining a permit from USACE; however, USACE required design modifications.

The scope of services of this Amendment No. 2 includes additional design services for the modification of the duct bank that will house the electric feeders from Drainage Pumping Station 3 to the Broad Street Underpass Pumping Station. Scope of services also includes assisting The Sewerage and Water Board of New Orleans to obtain a permit from The U.S Army Corp of Engineers to install said duct bank.

Original Contract Award Amount:	\$57,000.00
Previously Approved Contract	\$181,488.25
This Contract Amendment	\$8,417.87
Total Contract Amendment (% of Original Contract)	333.2%
Total Dollar Contract Amendment Amount:	\$189,906.12

Contract DBE Participation Goal	36%
Current DBE Participation	18%
Forecasted DBE Participation	36%

I concur:

Bruce N Adams

Bruce Adams, P.E.
Deputy General Superintendent

Date:

10/12/2017

cc: Alvin Porter
Dexter Joseph
Nolan Lambert
Kevin Braxton
Reid Dennis

Vincent Fouchi
Rosita Thomas
Randi Jones
Robert Miller
Laney Rivera, GEC

Sewerage & Water Board of N.O.

8800 S. Claiborne Avenue
Main Water Purification Plant
New Orleans, LA 70118

Phone: 504-864-0657

Additional Engineering Services
G.E.C., Inc. GEC - AES 3

TITLE: Services During Construction

PROJECT: Contract 5225 - UPS Broad St.

DATE : 9/7/2017
JOB : E0514XXX
CONTRACT NO. : 5225STA

TO: Attn: Phillip K. Meyer
G.E.C., Inc.
3445 N. Causeway Blvd., Ste. 401
Metairie, LA 70002
Phone: 504-838-6009

DESCRIPTION OF CHANGE

This AES task is associated with providing a revised design of the duct bank for going up and over the flood wall at the London Ave Canal, and providing assistance with obtaining permit for said duct bank. See attached backup.

Item	AES Description	Quantity	Measurement	Net Amount
0001	Redesign Duct Bank, Assist with aquiasition of permit with U.S. Army Corps of Engineers	1	LS	\$8,417.87

Total: \$8,417.87

The Original Contract sum was	\$57,000.00
Net Change by Previously Authorized AES tasks	\$181,488.25
The Contract Sum Prior to This Change Order was	\$238,488.25
The Contract Sum Will be Increased	\$8,417.87
The New Contract Sum Including This Change Order	\$246,906.12

ACCEPTED:
Design Firm

By: 
Phillip K. Meyer, P.E.
Vice President

Sewerage & Water Board of N.O.

By: 
Melvin R. Spooner, P.E.
Chief of Engineering

Sewerage & Water Board of N.O.

By: 
Bruce Adams, P.E.
Director of Construction & Engineering



G.E.C., Inc.
3445 N. Causeway Blvd., Ste. 401
Metairie, Louisiana 70002
(504) 838-6009 Fax (504) 218-7229
Robert E. Boagni, P.E., President



May 10, 2017

Mr. Kevin Braxton
Sewerage & Water Board of New Orleans
Network Engineering
8800 S. Claiborne Avenue
New Orleans, LA 70118

RE: AES No. 3 Request – Hurricane Related Repairs to N. Broad Street Drainage Underpass
Pumping Station (Contract No. 5225)

Dear Mr. Braxton:

Please accept this letter as our request for Additional Engineering Service No. 3 (AES No. 3) in regards to the Hurricane Katrina Related Repairs to N. Broad Street Drainage Underpass Pumping Station project for additional work that was outside of our original scope of work. The additional work includes assisting Sewerage & Water Board of New Orleans (SWBNO) with the acquisition of a Section 408 Permit from the US Army Corps of Engineers (USACE) for a new electrical duct bank and conduit penetration through an existing floodwall to be installed between the Underpass Pump Station Building and Pump Station No. 3. The additional work also includes Infinity Engineering, LLC re-design for the change in the conduit penetration to a new conduit detail to go up and over the existing floodwall as requested by USACE and SWBNO.

The total additional cost to date for AES No. 3 is **\$8,417.87**. Please find attached to this letter G.E.C., Inc. and Infinity Engineering, LLC's documentation of hours and labor cost for the AES No. 3. If any additional costs related to this additional work are incurred, we will submit an additional AES at that time. Please feel free to contact me with any questions, or if additional information is required.

Sincerely,

Laney Rivera, P.E.
G.E.C., Inc.

Enclosures

CC: Reid Dennis, SWBNO
Greg Pier, Infinity Engineering, LLC
Breck Plauche, G.E.C., Inc.
Max Nassar, G.E.C., Inc.
Bill Haensel, G.E.C., Inc.
Jeff Lund, G.E.C., Inc.

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BROAD STREET UNDERPASS PUMP STATION - REQUEST FOR REIMBURSEMENT FOR ADDITIONAL ENGINEERING SERVICE NO. 3

Description of Additional Work: Assisting SWBNO with the acquisition of a Section 408 permit from the USACE for new electrical duct bank and conduit penetration through existing floodwall. Re-design for change in conduit floodwall penetration to new conduit detail to go up and over existing floodwall.

COPY OF TIME SHEET ENTRY

GEC

	Hours Spent	Charge Rate to SWBNO	Reimb. Amt Requested
5102 Plauché, Charles 9/14/2016 Review 408 permit information; send suggestions to Laney on preparing requested information	1.00	\$ 282.15	\$ 282.15
5102 Plauché, Charles 9/15/2016 Review emails to/from Laney R, OLD, and USACE. Send additional guidance to Laney R on 408 permit requirements and meeting requests	0.75	\$ 282.15	\$ 211.61
5102 Plauché, Charles 9/30/2016 Review emails from previous week regarding 408 permit meeting; phonecall to Laney R to get update on permit application	0.50	\$ 282.15	\$ 141.08
5102 Plauché, Charles 10/5/2016 Review electrical drawings and send comments to Laney and Greg P	1.25	\$ 282.15	\$ 352.69
5102 Plauché, Charles 10/12/2016 Review 408 permit process emails	0.50	\$ 282.15	\$ 141.08
5102 Plauché, Charles 10/18/2016 Review 408 permit letter to Corps, etc.	0.50	\$ 282.15	\$ 141.08
5102 Plauché, Charles 1/3/2017 Check on status of permit with Laney and correspondence	0.25	\$ 282.15	\$ 70.54
5102 Plauché, Charles 2/2/2017 Review revised letter to Corps and call Laney to discuss changes	0.50	\$ 282.15	\$ 141.08
5102 Plauché, Charles 3/13/2017 Emails and phone calls with Laney P regarding permit status and potential impact on project schedule and cost if contractor is delayed. Help draft warning email to SWBNO	1.25	\$ 282.15	\$ 352.69
5102 Plauché, Charles 3/20/2017 Emails to Laney regarding updating SWBNO on permit status. Review their response and discuss with Laney.	0.50	\$ 282.15	\$ 141.08
5102 Plauché, Charles 3/27/2017 Review emails regarding OLD/Corps permit status. Re: Reid Dennis query, review emails and project notes from 2015 and 2016 on electrical design for options to use existing cables and/or conduits. Participate in conference call with Infinity and assist Laney R in preparing response to SWBNO. Also discuss SWBNO rights to maintain existing facilities, as to whether it would include excavations before permit is obtained.	3.00	\$ 282.15	\$ 846.45
5102 Plauché, Charles 4/5/2017 Review meeting notes regarding Corps permit, temporary electrical power for pumps, etc. and discuss with Laney. Discuss follow up steps.	0.50	\$ 282.15	\$ 141.08
5108 Rivera, Laney 9/14/2016 review Section 408 permit requirements; corresp with OLD for permit and 408 direction; corresp with SWB; prepare Section 408 written request draft	2.50	\$ 93.39	\$ 233.48
5108 Rivera, Laney 9/15/2016 corresp with Brock for Section 408 permit request; corresp with the corps on conduit penetration; phonecall to USACE to discuss conduit penetration to the floodwall; corresp with Infinity to schedule a meeting with USACE	2.00	\$ 93.39	\$ 186.78

BROAD STREET UNDERPASS PUMP STATION - REQUEST FOR REIMBURSEMENT FOR ADDITIONAL ENGINEERING SERVICE NO. 3

Description of Additional Work: Assisting SWBNO with the acquisition of a Section 408 permit from the USACE for new electrical duct bank and conduit penetration through existing floodwall. Re-design for change in conduit floodwall penetration to new conduit detail to go up and over existing floodwall.

COPY OF TIME SHEET ENTRY

	Hours Spent	Charge Rate to SWBNO	Reimb. Amt Requested
5108 Rivera, Laney 9/16/2016 coordinate meeting with USACE to discuss floodwall penetration	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 9/19/2016 coordinate meeting with USACE and Infinity	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 9/20/2016 coordinate meeting with USACE and Infinity; meeting corresp with SWBNO	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 9/21/2016 floodwall penetration meeting corresp with USACE, SWB, Infinity	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 9/27/2016 prepare for OLD/408 permit meeting with USACE and OLD; phonecall from Infinity to discuss details of meeting	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 9/28/2016 408 Permit/OLD Permit meeting at USACE; review OLD endorsement letter/corresp with OLD	3.00	\$ 93.39	\$ 280.17
5108 Rivera, Laney 9/29/2016 revise 408 permission written request; penetration detail corresp with Infinity; review Infinity's detail/provide comments	1.50	\$ 93.39	\$ 140.09
5108 Rivera, Laney 10/3/2016 new cross section detail corresp with Infinity	0.25	\$ 93.39	\$ 23.35
5108 Rivera, Laney 10/5/2016 review Infinity final cross section detail; prepare 408 written request package; corresp with SWB for signature	1.50	\$ 93.39	\$ 140.09
5108 Rivera, Laney 10/11/2016 follow-up with SWB on Section 408 written request letter	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 10/13/2016 received permission from SWB/revise 408 written request/submit to USACE	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 10/14/2016 SWB revised permission letter for 408 permit/corresp with SWB and USACE	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 1/9/2017 408 Permit/permission review status corresp with USACE	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 1/30/2017 review email from USACE regarding 408 permission request/review written request requirements	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 2/2/2017 review email from USACE on 408 permit request; research requirements/discuss with Bruck; review written request letter/corresp with USACE	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 2/7/2017 phonecall from Deborah Abunasser with Orleans Levee District following up on permit status; Follow up with USACE regarding revised 408 written request; prepare CD of drawings/corresp with Robby	1.50	\$ 93.39	\$ 140.09

BROAD STREET UNDERPASS PUMP STATION - REQUEST FOR REIMBURSEMENT FOR ADDITIONAL ENGINEERING SERVICE NO. 3

Description of Additional Work: Assisting SWBNO with the acquisition of a Section 408 permit from the USACE for new electrical duct bank and conduit penetration through existing floodwall. Re-design for change in conduit floodwall penetration to new conduit detail to go up and over existing floodwall.

COPY OF TIME SHEET ENTRY

	Hours Spent	Charge Rate to SWBNO	Reimb. Amt Requested
5108 Rivera, Laney 2/9/2017 corresp with USACE regarding drawings for 408 permit	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 2/10/2017 phonecall from Robby with USACE to discuss project and 408 permit	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 2/14/2017 corresp with USACE regarding 408 permit updates	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 2/27/2017 408 permit corresp with USACE	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 3/6/2017 corresp with Breck regarding 408 permit status/draft email to SWB/discuss possible options	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 3/13/2017 408 Permit/Electrical corresp with Breck and SWB	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 3/16/2017 phonecall from SWB to discuss Section 408 permit from USACE and options to move forward with project	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 3/20/2017 Section 408 permit corresp with SWB	0.50	\$ 93.39	\$ 46.70
5108 Rivera, Laney 3/27/2017 conference call with Infinity to discuss 408 permit status and existing electrical wiring and conduit; corresp with SWB	1.00	\$ 93.39	\$ 93.39
5108 Rivera, Laney 4/17/2017 review new electrical detail from Infinity for the new conduit to go up and over the floodwall instead of penetrating through the floodwall/corresp with Infinity and SWB	0.50	\$ 93.39	\$ 46.70
Infinity			
Burns, Earl (Marc) 9/28/16 Added flood wall penetration detail	1.50	\$ 105.00	\$ 157.50
Burns, Earl (Marc) 9/29/16 Added flood wall penetration detail	1.00	\$ 105.00	\$ 105.00
Lindinger, Gregory 4/17/17 Review flood wall crossing details	1.00	\$ 166.00	\$ 166.00
O'Quinn, Timothy 4/12/17 drew detail sketch of conduit going over floodwall	2.00	\$ 76.00	\$ 152.00

BROAD STREET UNDERPASS PUMP STATION - REQUEST FOR REIMBURSEMENT FOR ADDITIONAL ENGINEERING SERVICE NO. 3

Description of Additional Work: Assisting SWBNO with the acquisition of a Section 408 permit from the USACE for new electrical duct bank and conduit penetration through existing floodwall. Re-design for change in conduit floodwall penetration to new conduit detail to go up and over existing floodwall.

COPY OF TIME SHEET ENTRY

	Hours Spent	Charge Rate to SWBNO	Reimb. Amt Requested
O'Quinn, Timothy 4/17/17 flood wall sketch	0.50	\$ 76.00	\$ 38.00
Pier, Gregory 9/20/16 Discussions with GEC re: floodwall penetration	2.00	\$ 128.00	\$ 256.00
Pier, Gregory 9/21/16 Coordination with GEC re: USACE meeting: floodwall penetration	2.00	\$ 128.00	\$ 256.00
Pier, Gregory 9/28/16 Meeting with USACE; providing new sketch as requested by USACE	6.00	\$ 128.00	\$ 768.00
Pier, Gregory 9/29/16 reviewing sketch, discussing with GEC personnel	2.00	\$ 128.00	\$ 256.00
Pier, Gregory 3/27/17 discuss project coordination regarding levees/floodwall work	3.00	\$ 128.00	\$ 384.00
Pier, Gregory 4/11/17 working on detail for conduit over flood wall	1.00	\$ 128.00	\$ 128.00
Pier, Gregory 4/17/17 preparing detail for crossing levee	3.00	\$ 128.00	\$ 384.00

TOTAL GEC HOURS AND LABOR COSTS REQUESTED FOR THIS AES

\$ 5,367.37

TOTAL INFINITY HOURS AND LABOR COSTS REQUESTED FOR THIS AES

\$ 3,050.50

TOTAL AMOUNT REQUESTED FOR ADDITIONAL ENGINEERING SERVICE NO. 3

\$ 8,417.87

AMENDMENT NO. 10 TO THE AGREEMENT BETWEEN THE SEWERAGE AND WATER BOARD OF NEW ORLEANS AND WALDEMAR S. NELSON AND COMPANY FOR HURRICANE KATRINA RELATED WATER RESTORATION PROJECTS

WHEREAS, on January 14, 2009 the Sewerage and Water Board of New Orleans (Board) awarded a contract to Waldemar S. Nelson and Company in the amount of \$2,377,665.20 to perform design services for Hurricane Katrina Related Water Restoration Project Repairs at the Power Plant – Carrollton Plant (R-013-2009); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$229,771.00 for Contract Amendment No. 1 to complete the repairs of Generator No. 4 at the Power Plant – Carrollton Plant with the repair (R-003-2013); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$272,564.37 for Contract Amendment No. 2 to complete additional services to ensure repairs to Generator No. 4 is returned to operation in coordination with the repairs of Turbine No. 4 in a timely manner (R-167-2013); and

WHEREAS, additional engineering design services in the amount of \$64,035.50 for Contract Amendment No. 3 are required to complete repairs of Generator No. 4, repair of the governor for Turbine No. 1, design for the repair to the pump, switchgear and motor, addition of controls and flow meters and design of the diesel tank (R-204-2013);

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$262,668.50 for Contract Amendment No. 4 to perform additional design and construction inspection services for work related to Turbine No. 4, A&B steam pumps, miscellaneous pump package and Panola Pump Station (R-259-2014); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$592,273.00 for Contract Amendment No. 5 for increased construction costs received for Contract 1378 - Repair of the boilers, ducts, elevators, including installation of a mandatory grey water system located at the Carrollton Water Purification and Power Plant (R-076-2015); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$136,570.00 for Contract Amendment No. 6 for additional design engineering services for change order work related to Turbine No. 4, A&B steam pumps, miscellaneous pump package and Panola Pump Station (R-113-2015); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$171,739.00 for Contract Amendment No. 7 for additional design engineering services for change order work to add a level controller/pressure valve and make design modifications to the seal water system for Turbine No. 4 (R-039-2016); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$231,950.00 for Contract Amendment No. 8 for additional design and construction inspection services for work related to Turbine No. 4, A&B steam pumps, miscellaneous pump package, boiler re-tubing, and Panola Pump Station (R-136-2016); and

WHEREAS, Waldemar S. Nelson and Company submitted a fee of \$3,998,069.31 for Contract Amendment No. 9 for additional design and construction inspection services for interface with construction contractors and their vendors to obtain data required to complete detailed design and alignment of all systems prior to startup and testing, including all commissioning, startup, and operations manuals required for the operation of Steam Turbine/Generator No. 4 at the Power Plant – Carrollton Plant , and

WHEREAS, this Amendment No. 10 in the amount of \$275,000.00 is for Additional Engineering Services associated with the power plant at the Carrollton facility through March 31, 2018 and brings the total authorized contract amount for design services to \$8,612,305.88; and,

NOW THEREFORE BE IT RESOLVED, that approval of Contract Amendment No. 10 for Waldemar S. Nelson and Company is ratified by the Sewerage and Water Board of New Orleans.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true
and correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Inter-Office Memorandum

Date: October 12, 2016

From: Bruce H. Adams
Deputy Director of Engineering and Construction

To: Robert K. Miller
Interim Executive Director

Re: **Contract Amendment No. 10 - Hurricane Katrina Related Repairs for Water Restoration Project Additional Engineering Services for W.S. Nelson and Company**

Attached please find a letter from the Chief of Engineering, recommending approval of the tenth Contract Amendment for Additional Engineering Services performed by W.S. Nelson and Company. The original amount awarded on January 14, 2009 was \$2,377,665.20. The total cost of this Contract Amendment is \$275,000.00 and will be paid out of SWBNO System Funds. The cumulative contract amendment amount is \$6,234,640.683 or 262.2% of the original awarded amount of the Contract.

The current DBE % on this contract is 11.338%, the required DBE participation goal is 36% percent, and the Consultant is working with the Economically Disadvantage Business Program Department to determine how to meet goal due to the complexity of the work being performed.

The Consultant will provide engineering services associated with the following:

- Engineering assistance for commissioning and startup of temporary and permanent generators sets
- Engineering assistance associated with load bank testing of the generator sets
- Engineering assistance associated with power supply from the generator sets to pump stations
- Engineering assistance for the Construction Contractor and the Construction Contactor's subcontractors
- Checking vendor provided data against actual vendor supplied equipment
- Working with the BOARD to provide engineering assistance to upgrade other associated equipment
- Attendance at ongoing planning meetings per BOARD direction

I would appreciate you forwarding this request to the attention of the appropriate committees of the Board for their consideration and approval.

Cc: M. Ron Spooner Randi Jones
Reid L. Dennis Dexter Joseph
Rosita Thomas Willie Mingo
Nolan Lambert



Sewerage & Water Board

Inter-Office Memorandum

Date: October 12, 2017

From: Melvin R. Spooner, P.E.
Chief of Engineering

MRJ

To: Bruce Adams, P.E.
Deputy Director of Engineering and Construction

Re: Waldemar S. Nelson and Company
DESIGN CONTRACT AMENDMENT NO. 10

Description of Amendment No. 10.

Additional design and construction inspection services to interface with construction contractor and their vendors to obtain data required to complete detailed design and alignment of all systems prior to startup and testing, including all commissioning, startup, and operations manuals required for the operation of Steam Turbine/Generator No. 4 at the Power Plant – Carrollton Plant. See attached Scope of Changes Form.

Original Contract Award Amount:	\$2,377,665.20
Previously Approved Design Change Orders:	\$5,959,640.68
This Design Change Order Amount:	\$279,565.55
Total Design Change Orders (% of Original Contract)	262.4%
Total Dollar Design Change Order Amount:	\$6,239,206.23

Contract DBE Participation	36%
Current DBE Participation	11.39%

The Engineering Department has reviewed this proposal and is recommending it for approval.

I concur: *Bruce D Adams*
Bruce Adams, P.E.
Deputy Director of Engineering and Construction

Date: 10/12/2017

cc:
Dexter Joseph, Budget
Nolan Lambert, Special Counsel

Vincent Fouchi, Chief of Operations
Rosita Thomas, Finance
Randi Jones, FEMA Project Delivery
Alvin Strong, EDB Director

AMENDMENT No. 10
HURRICANE RELATED WATER RESTORATION PROGRAM
IN SUPPORT OF CONSTRUCTION CONTRACTS 1350, 1351, 1352, 1378
WALDEMAR S. NELSON AND COMPANY
AMENDMENT No. 10

ADDITIONAL ITEMS TO BE ADDED TO CONTRACT

AES #	CN	Detailed Description	Rec	Funding Source
49		Engineering assistance for commissioning and startup of temporary and permanent generators sets, load bank testing of the generator sets, power supply from the generator sets to pump stations, managing Construction Contractor and the Construction Contractor's subcontractors, checking vendor provided data against actual vendor supplied equipment, working with the BOARD to provide engineering assistance to upgrade other associated equipment and attending ongoing planning meetings per BOARD direction.	\$ 275,000.00	SWBNO System Funds

TOTAL \$ 275,000.00

CONTRACT DBE %	
Contract DBE%	36%
Current DBE%	11.39%

% OF ORIGINAL CONTRACT AMOUNT	
This Contract Amendment	11.6%
Previous Contract Amendments	250.7%
TOTAL TO DATE	262.3%

CONTRACT AMOUNT	
Original Contract Amount	\$ 2,377,665.20
Amount of Previous Amendments	\$ 5,959,640.68
Amount of this Amendment	\$ 275,000.00
Amendments to date	\$ 6,234,640.68

REVISED CONTRACT AMOUNT	\$ 8,612,305.88
--------------------------------	------------------------

It is mutually agreed to perform and accept the above revisions in accordance with the currently amended contract and the applicable specifications for the above price.

Proposed By:


Steve Purnifia
Waldemar S. Nelson and Company

Recommended By:


Reid Dennis
S&WB Project Manager

Approved By:


Melvin R. Spooner
Chief of Engineering

10/12/17
Date

10/12/17
Date

10/12/17
Date

AMENDMENT No. 10
IN SUPPORT OF CONSTRUCTION CONTRACTS 1350, 1351, 1352, 1378
AMENDMENT No. 10
WALDEMAR S. NELSON AND COMPANY

AES #	CN	Description of Work	Reason For Work	FEMA Eligible
49		Engineering assistance for commissioning and startup of temporary and permanent generators sets, load bank testing of the generator sets, power supply from the generator sets to pump stations, managing Construction Contractor and the Construction Contractor's subcontractors, checking vendor provided data against actual vendor supplied equipment, working with the BOARD to provide engineering assistance to upgrade other associated equipment and attending ongoing planning meetings per BOARD direction.	At the request of the Board	



SEWERAGE AND WATER BOARD OF NEW ORLEANS

Networks Department

Date: October 2, 2017

From: Steve Bass 
Chief of Networks

To: Alvin Porter
Director of EDBP

CC: Bruce Adams, Willie Mingo

Re: CONTRACT 2123 RENEWAL FOR CONTRACT EXTENSION

Please place the following Contract for Renewal on the Agenda for the Board Meeting on Wednesday, October 18, 2017.

The Contract for renewal is Contract 2123 for Water Main Line Replacements and Extensions at scattered Locations throughout Orleans Parish for a one-year period. All terms, conditions and pricing will remain the same as in the original contract.

I would appreciate you forwarding this to the attention of the appropriate committees of the Board for their consideration and approval.

**FIRST AND FINAL RENEWAL OF CONTRACT 2123 - WATER MAIN LINE
REPLACEMENT AND EXTENSIONS AT SCATTERED LOCATIONS THROUGHOUT
ORLEANS PARSH**

WHEREAS, under the provisions of the contract, the Board, with the contractor's concurrence, reserves the right to extend their contract; and

WHEREAS, the contractor, **Wallace C. Drennan Construction Co., LLC**, desires to extend its contract facilitating the continuity of its services, in the amount of \$1,777,140,000.00 for Water Main Line Replacements and Extensions at scattered Locations throughout Orleans Parish.

NOW, THEREFORE, BE IT RESOLVED, that the request of **Wallace C. Drennan Construction Co., LLC**, to extend its contract beginning November 1, 2017, is hereby approved.

I, Robert K. Miller Interim Executive Director, Sewerage and Water Board of New Orleans, do hereby certify that the above and foregoing is a true and correct copy of a resolution adopted at the Regular Meeting of the said Board, duly called and held, according to law, on October 18, 2017.

ROBERT K. MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

First and Final Renewal of Contract 2123

PROPOSAL: The Contractor **Wallace C. Drennan Construction Co., LLC** has requested that the Board extend its current Contract 2123 for Water Main Line Replacements and Extensions at scattered Locations throughout Orleans Parish for a one-year period. All terms and conditions, including the bid price agreed upon in the present contract, shall remain unchanged.

EVALUATION: The original Contract 2123 for Installation of New Water, Sewer and Drain Service Connections at Various Sites throughout Orleans Parish was awarded to **Wallace C. Drennan Construction Co., LLC** at the Board's February 17, 2016 Meeting in the total amount of **one million seven hundred seventy-seven thousand one-hundred forty and no/100 (\$1,777,140.00) dollars**. If approved by the Board, this would be the first and final renewal of this contract with thirty-six (36 %) percent DBE participation. It is recommended that the Board approve the request as proposed by the contractor. Funds for this project are budgeted under the Capital Budget from Capital Project # 214-Water Bonds (100%).

RECOMMENDATION: It is recommended that the Board approve this first and final one-year renewal to **Wallace C. Drennan Construction Co., LLC** in the total amount of **one million seven hundred seventy-seven thousand one-hundred forty and no/100 (\$1,777,140.00) dollars** for a period of one-year beginning on November 1, 2017.

The budgeted amount is \$ 1,777,140.00.



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Sewerage & Water Board OF NEW ORLEANS

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NEW ORLEANS, LA 70165 • 504-529-2837 OR 52-WATER
www.swbno.org

October 8, 2017

Interoffice Memorandum

To: Mr. Robert K. Miller, Interim Executive Director

From: Bruce H. Adams, P.E., Deputy Director of Engineering and Construction

Subject: Request for Declaration of Extreme Emergency for the Restoration of Turbine 4

Much of the infrastructure of Sewerage and Water Board of New Orleans ("Board") is powered by self-generated 25 cycle electricity from four (4) turbines – Turbine 1, Turbine 3, Turbine 4 and Turbine 5, (Turbine 2 being de-commissioned years ago). Turbine 4 has been out of service for an extended period of time for extensive maintenance to repair damages sustained during the de-watering effort associated with the flood that followed Hurricane Katrina. Further, on September 6, 2017, Turbine 4 experienced an electrical failure resulting in a fire at the electrical gear, undesirably prolonging the return to service date of this turbine. Turbine 3 has just returned to service following emergency repairs as declared by the General Superintendent on March 9, 2017 and ratified by the Board at its regularly scheduled March board meeting. Turbine 5 is currently out of service for emergency repairs being performed pursuant to the extreme emergency declaration declared by the General Superintendent on July 28, 2017.

With the failure to self-generate 25 cycle power placing the entire operation of the Board's sewerage, water and drainage systems at risk **these** emergency repairs are required to return Turbine 4 to available service as quickly as possible as without the availability of Turbines 4 and 5, the Board is solely dependent upon Turbines 1 and 3 for the production of 25 cycle power, and the combined capacities of Turbines 1 and 3 is 16MW, which is insufficient to independently provide a long-term suitable amount of 25 cycle power during extreme weather events.

In consideration of the above, an **extreme emergency** exists to the extent of placing T4 in service by prudently using emergency procurement to form an expeditious process. This Declaration of Extreme Emergency for the Restoration of Turbine 4, once approved, shall accompany all applicable and necessary extreme emergency procurements to memorialize good faith efforts to expeditiously return Turbine 4 to service.

Inasmuch as the repair of Turbine 4 is necessary to provide the required reliable power to operate the various pumps and machinery of the Board that are used to provide the required potable water services, sanitary sewage services and the storm drainage services upon which the citizens of New Orleans rely, please accept this recommendation to declare an extreme emergency declared pursuant to LSA R.S. 33:4084 (E) authorizing the Executive Director or the General Superintendent of the Board to "purchase the necessary machinery, equipment, and materials and furnish the necessary labor to make all necessary emergency repairs and replacements without the formality of advertising bids".

Recommended:



10/08/2017

Bruce H. Adams, P.E.

cf:

Ron Spooner

DECLARATION OF EXTREME EMERGENCY

WHEREAS, much of the infrastructure of Sewerage and Water Board of New Orleans ("Board") is powered by self-generated 25 cycle electricity from four (4) turbines – Turbine 1, Turbine 3, Turbine 4 and Turbine 5, (Turbine 2 being de-commissioned years ago); and

WHEREAS, Turbine 4 has been out of service for an extended period of time for extensive maintenance to repair damages sustained during the de-watering effort associated with the flood that followed Hurricane Katrina, Turbine 3 has just returned to service following emergency repairs as declared by the General Superintendent on March 9, 2017 and ratified by the Board at its regularly scheduled March board meeting, and Turbine 5 is currently out of service for emergency repairs being performed pursuant to the extreme emergency declaration declared by the General Superintendent on July 28, 2017; and

WHEREAS, the failure to self-generate 25 cycle power places at risk the entire operation of the Board's sewerage, water and drainage systems; and

WHEREAS, emergency repairs are required to return Turbine 4 to available service as quickly as possible; and

WHEREAS, the failure to self-generate 25 cycle power places the entire operation of the Board's sewerage, water and drainage systems at risk. Without the availability of Turbines 4 and 5, the Board is solely dependent upon Turbines 1 and 3 for the production of 25 cycle power. The combined capacity of Turbines 1 and 3 is only 16MW, which is not sufficient to independently provide a long-term suitable amount of 25 cycle power during extreme weather events; and

WHEREAS, in consideration of the above, an extreme emergency exists as a result of Turbine 4 being out of service; and

WHEREAS, the repair of Turbine 4 is necessary to provide the required reliable power to operate the various pumps and machinery of the Board that are used to provide potable water services, sanitary sewage services and storm drainage services upon which the citizens of New Orleans rely; and

WHEREAS, the inability to self-generate a sufficient level of power places the health, safety and welfare of the citizens of New Orleans at risk.

NOW THEREFORE, be it known that the Interim Executive Director of the Sewerage and Water Board of New Orleans, pursuant to LSA R.S. 33:4084 (E), hereby declares that an extreme emergency exists for the above reasons, and that he authorizes the purchase of the necessary machinery, equipment and materials and the furnishing of the necessary labor to make all necessary repairs to Turbine 4 without the formality of advertising for bids.

WITNESS BY MY HAND THIS 8th DAY OF OCTOBER 2017.



ROBERT K. MILLER

INTERIM EXECUTIVE DIRECTOR

SEWERAGE & WATER BOARD OF NEW ORLEANS

AUTHORIZATION TO AMEND AUTOMATED METERING PROJECT ASSESSMENT CONTRACT

WHEREAS, in June 2017, Sewerage and Water Board executed a contract with Utiliworks Consulting, LLC to perform an assessment of readiness to implement automated metering for 184,040; and

WHEREAS, prior to considering the results of the readiness assessment, staff believes that it would be prudent to provide presentations to the Strategy Committee and the Board of Directors on the state of the industry and the strategic potential of this project; and

WHEREAS, staff anticipates that there will be a full complement of recommendations from the readiness assessment for steps needed to be taken by Sewerage and Water Board prior to full project implementation; and

WHEREAS, in order for the Board to continue to make necessary progress on this project while the recommendations are being addressed, it would be appropriate to allow Utiliworks, LLC, upon completion of the readiness assessment, to proceed immediately with development of procurement documents and solicitation; and

WHEREAS, the expanded scopes of work were contemplated as possibilities in the original request for proposal for this project;

NOW, THEREFORE, BE IT RESOLVED that the Interim Executive Director is authorized to amend the agreement with Utiliworks Consulting, LLC for the attached scopes of work for a total increase of \$243,800 through December 2018.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the
Special Meeting of said Board, duly called and held,
according to law, on October 13, 2017.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

October 13, 2017

Board of Directors
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Proposed Amendments to Automated Metering Project Assessment Contract

Summary. Sewerage and Water Board staff recommends that the Automated Metering Project Assessment contract be amended to expand the scope of work to provide presentations to the Strategy Committee in November 2017 and to the Board of Directors in December 2017. Staff also recommends that the contract be amended to expand the scope of work to include Request for Proposal development and solicitations.

Background. In June 2017, Sewerage and Water Board executed a contract with Utiliworks Consulting, LLC to perform an assessment of readiness to implement automated metering. This assessment is scheduled to be complete in December 2017 for presentation at the January 2018 cycle of meetings.

Prior to considering the results of the readiness assessment, staff believes that it would be prudent to provide presentations to the Strategy Committee and the Board of Directors on the state of the industry and the strategic potential of this project. With that in mind, staff recommends expanding the scope of work to provide presentations to the Committee and Board.

Also, staff anticipates that there will be a full complement of recommendations from the readiness assessment for steps needed to be taken by Sewerage and Water Board prior to full project implementation. In order for the Board to continue to make necessary progress on this project while the recommendations are being addressed, it would be appropriate to allow Utiliworks, LLC, upon completion of the readiness assessment, to proceed immediately with development of procurement documents and solicitation.

The expanded scopes of work were contemplated as possibilities in the original request for proposal for this project.

Recommendation. Staff recommends adoption of the attached draft resolution to amend the agreement with Utiliworks Consulting, LLC for the attached scopes of work for a total increase of \$243,800 through December 2018.

Robert K. Miller
Interim Executive Director

Automated Metering Project Assessment Study Change Order 1- Education Presentations

Date : October 4, 2017
To : Robert Miller
Deputy Director
Sewerage and Water Board of New Orleans (SWBNO)

Change Order Scope of Work:

UtiliWorks is providing change order #1 in response to a request from Jackie Shine, the SWBNO automated metering (AMI) project assessment study's project manager, to UtiliWorks Consulting, LLC (UtiliWorks or UWC) on 9/29/17.

UtiliWorks and the Hawthorne Agency (THA) will expand the scope of the communications planning efforts (also called a "Public Awareness Campaign" in the executed agreement) for the AMI Readiness Assessment Project to include a presentation and overview of the project to the SWB Strategy Committee at their regular meeting in November 2017 and a status update to the full board in December 2017.

Assumptions:

- A total of two (2) onsite presentations will be conducted. SWBNO will have key representatives at each.
- SWBNO will provide access to key representatives in the utility to prepare for the presentations.
- Any required state, city, or local government taxes, fees, or business licenses costs will be invoiced to the client at actual cost incurred.
- Travel is not included in the change order pricing below and will be billed additionally at cost.
- This Change Order is expected to begin mid-October 2017 and complete in December 2017.

Change Order Pricing:

A total value of \$15,000 will be charged for the two presentations which include an SWB Strategy Committee presentation (November 2017) and a status update to the full Board (December 2017). The amount includes preparations for the meetings, conducting the presentations and debrief activities after the presentations are completed.

Approvals

Sewerage and Water Board of New Orleans hereby agrees to the above as an additional project cost to be added to the original UtiliWorks Consulting, LLC scope of work for an Automated Metering Project Assessment Study per the Professional Services Agreement effective August 22, 2017.



Delivered by: Dale Pennington
UtiliWorks Consulting, LLC

Date 10/4/17

Approved by: Robert Miller
Sewerage and Water Board of New Orleans

Date _____

Automated Metering Project Assessment Study Change Order 2- AMI, MDM and Meter Installation Procurement

Date : October 5, 2017
To : Robert Miller
Deputy Director
Sewerage and Water Board of New Orleans (SWBNO)

Change Order Scope of Work:

UtiliWorks is providing change order #2 in response to a request from Jackie Shine, the SWBNO automated metering (AMI) project assessment study's project manager, to UtiliWorks Consulting, LLC (UtiliWorks or UWC) on 9/29/17. UtiliWorks and the Hawthorne Agency (THA) will expand the scope of the AMI Readiness Assessment Project to include Request for Proposal (RFP) development and solicitations.

Purpose

The procurement phase takes the deliverables from the assessment phase and uses them as the basis to prepare the Request for Proposal (RFP) documents that are published to solicit proposals for equipment, systems, integrations and services. Evaluation criteria are developed to ensure an objective evaluation of all proposals submitted. UWC conducts the necessary due diligence in order to arrive at a recommended "short list." The short-listed proposers are invited to present their solution. The shortlist candidates are again evaluated, and final vendors/ contractors are selected. Upon selection of the AMI & MDM vendors and installation contractor, UtiliWorks will assist SWBNO with contract support services.

Task 1- Procurement Strategy

UtiliWorks will conduct a procurement strategy meeting. We will discuss different AMI implementation options/scenarios and the critical RFP requirements, including the option to solicit multiple vendors for separate components of the system (meters, registers, reading devices, data collection system, meter data management system and meter installations). The intent of this session is to ensure SWBNO is aware of all the different possible approaches before beginning work on the actual RFP.

Task 2 - Develop Requirements and Specifications

UtiliWorks' approach to the procurement of technology is premised on the need to identify tight, detailed specifications and requirements. UtiliWorks will conduct meetings with the project stakeholders to develop specifications based on SWBNO's business goals, objectives, current situation, and plans for future changes. The following topics and questions will be addressed that will roll up to the RFP document:

- Functional Requirements - What does SWBNO want this new technology to do?
- Tele-Communications Requirements - Does SWBNO have existing structures to mount communications equipment and what backhaul methods are available?
- Business Requirements - What business needs are fulfilled by AMI?

- Integration Requirements - How does SWBNO want this new technology to interface with other systems?
- Performance Requirements - What measures of performance should be specified in the RFP / Scope of Work for the vendor to satisfy the business requirements of SWBNO?
- Reporting Requirements - What types of reports and reporting tools will SWBNO need to optimize the information available with AMI?
- Procurement Requirements - What are the rules SWBNO must follow to procure equipment and professional services?

Task 3 - Preparation of the RFP Draft

UtiliWorks will prepare the RFP with the intent to provide the vendor/ contractor community with the essential information to prepare a robust response that is tailored to SWBNO. UtiliWorks will incorporate the statement of work (SOW) into the SWBNO standard RFP boilerplate and review with the SWBNO team (including purchasing and legal) to ensure that all requirements are accurately reflected. It is anticipated that there will be several iterations for the RFP draft creation and the RFP draft review until we reach to the point where the RFP is complete and acceptable for publication.

UtiliWorks will also compile a comprehensive list of potential proposers that would represent viable options to satisfy the goals and requirements of SWBNO. These are expected to include: AMI, Meters/Materials, MDMS and Installation.

Task 4- RFP Administration

UtiliWorks will assist SWBNO with those tasks that must be managed once the RFP is released including: (a) advertising the RFP; (b) setting the agenda and leading a pre-proposal meeting; (c) receiving and responding to proposer questions; and (d) publishing any necessary addenda.

Task 5 - Response Evaluation

Prior to the receipt of responses, the UtiliWorks Project Manager (PM) will work with the SWBNO PM to organize and schedule the proposal review process. As the responses are received, UtiliWorks team of Subject Matter Experts (SMEs) immediately starts the evaluation process alongside the SWBNO designated Evaluation Team. UtiliWorks will summarize key components of each proposal and analyze each cost proposal. When lining up the cost proposals side-by-side, it is common to discover that each vendor/ installer quote differs in some fashion, making it difficult to perform an apples-to-apples comparison. We minimize this challenge with how we structure the RFP response requirements and our analytical approach to cost normalization.

The outcome of the initial evaluation will be a ranking of the proposals based on the evaluation criteria and, ultimately, a shortlist of recommended candidates. We will work with the SWBNO Evaluation Team to customize the shortlist meeting agenda and outline questions for each vendor interview. Our team will attend the shortlist interviews and ensure that candidates answer questions comprehensively and to SWBNO's satisfaction. UtiliWorks will also assist SWBNO with reference checks, so that SWBNO may obtain useful feedback from the experiences of other water utilities.

At the end of the evaluation process, we will work with SWBNO team to weigh the pros and cons of each shortlist candidate to arrive at a final recommendation.

Task 6- Contract Negotiations

UtiliWorks will provide guidance and support to SWBNO during contract negotiations with the selected vendor/ contractor(s). Our experts will review and provide editorial for the proposed contract and SOW, determine whether the SOW complies with SWBNO requirements and negotiate terms that are as favorable as possible to SWBNO. UtiliWorks will actively participate in discussions / negotiations with the selected vendor/ contractor(s) on behalf of SWBNO.

Task 7- Project Management

UtiliWorks will work with SWBNO to identify the proposal response Evaluation Team, the Core Project Team, and SMEs that will contribute throughout the procurement phase.

UWC will provide structured project management to ensure that all project components are executed in a timely, organized fashion and completed to the project definition and expectations. As communication is a critical success factor, the UWC and THA Project Managers will work to make sure that all designated SWBNO team members are aware of project status and issues.

Project Management activities include: maintaining the overall project schedule; work with all project participants to monitor progress and adjust the work plan as needed to stay on schedule; facilitate regular project progress and other meetings; create project status reports as required with input from SWBNO; and, track project budgets. We will also track this task order to ensure the work stays within scope and initiate change requests for approval by SWBNO if required.

Deliverables:

- AMI, MDM and Meter Installation Requirements
- Request for Proposal (1)
- Vendor/ Contractor(s) Evaluation / Recommendation
- Vendor/ Contractor Contract(s) Ready for Execution

Assumptions:

- A single AMI/MDM/Meter Installation RFP will be produced. It will be permissible for vendors/ contractors to reply to all or part of the RFP.
- Vendor site visits are not included in this scope of work but may be facilitated for an additional fee.
- Approximately 3 shortlist presentations are expected for each AMI and MDM. Shortlist presentations are not anticipated for installation contractors.
- SWBNO will provide lead procurement Subject Matter Expert (SME) with direct access to legal and purchasing personnel that may have input on the final RFP requirements

or RFP structure. Lead Procurement SME will participate in all scheduled meetings (pre-proposal, vendor/ contractor questions).

- SWBNO will be responsible for all terms and conditions to be outlined in the RFP; UWC to provide input on certain terms and conditions as it relates to the materials.
- SWBNO will assign a project manager to participate in regularly scheduled status calls with the UWC project manager to review open issues and remove barriers to progress.
- Work will be performed by UWC resources either on-site or off-site in the completion of task order deliverables.
- SWBNO will provide access to key resources that will be required.
- SWBNO agrees to provide the UWC project team with online, interactive access capability as well as workspace for consultants while on-site.
- Any required state, city, or local government taxes, fees, or business licenses costs will be invoiced to the client at actual cost incurred.
- Travel is not included in the change order pricing below and will be billed additionally at cost.
- This Change Order is expected to begin January/ February 2018 and complete in December 2018.

Change Order Pricing:

The services in this change order scope of work amount to \$228,800 and will be placed on a milestone billing schedule. Each task will be billed based on percent complete.

Tasks	Billing Value
Task 1- Procurement Strategy	\$ 7,040.00
Task 2 - Develop Requirements and Specifications	\$ 21,120.00
Task 3 - Preparation of the RFP Draft	\$ 26,400.00
Task 4- RFP Administration	\$ 35,200.00
Task 5 - Response Evaluation & Selection	\$ 39,600.00
Task 6- Contract Negotiations	\$ 50,160.00
Task 7- Project Management	\$ 49,280.00
Total	\$ 228,800.00

SWBNO can elect to not move forward with tasks 5 and 6 at its discretion. These are predicated upon tasks 1-4 being completed.

Approvals

Sewerage and Water Board of New Orleans hereby agrees to the above as an additional project cost to be added to the original UtiliWorks Consulting, LLC scope of work for an Automated Metering Project Assessment Study per the Professional Services Agreement effective August 22, 2017.



Delivered by: Dale Pennington
UtiliWorks Consulting, LLC

Date 10/5/17

Approved by: Robert Miller
Sewerage and Water Board of New Orleans

Date _____

AUTHORIZATION TO PROCURE CUSTOMER RELATIONSHIP MANAGEMENT SOFTWARE

WHEREAS, in October 2016, Sewerage and Water Board implemented Cogsdale's Customer Service Management software product for customer service and utility billing; and

WHEREAS, this system is powerful and provides an abundance of functions to our user, but also enhanced the opportunity for user error; and

WHEREAS, in an effort to address all of the aforementioned issues, staff initiated the Business Transformation Project to improve customer service and reduce errors by evaluating and revamping our Customer Service business processes and enhancing our software tools; and

WHEREAS, this project is addresses these goals through a redesign of our customer service business processes in accordance with industry best practices and through the implementation of a Customer Relationship Management (CRM) application to simplify and expedite our key customer service processes; and

WHEREAS, Verint is the provider of CRM software used by the City of New Orleans for the 311 Call Center; and

WHEREAS, Sewerage and Water Board wants to utilize the same software in order to provide customers with the same high-quality user experience and to attain the potential benefits of common in-house software support and technology platforms, common cross training of personnel, and possible future integration or consolidation for the "one stop" city wide customer service approach;

NOW, THEREFORE, BE IT RESOLVED that the Interim Executive Director is authorized to enter into a Master Software License, Service, and Support Agreement with Verint in the amount of \$695,775.96.

I, Robert K. Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the
Special Meeting of said Board, duly called and held,
according to law, on October 13, 2017.

ROBERT K. MILLER, INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD OF NEW ORLEANS

October 13, 2017

Board of Directors
Sewerage and Water Board of New Orleans
New Orleans, Louisiana

Dear Directors:

Subject: Proposed Procurement of Customer Relationship Management Software

Summary. Sewerage and Water Board staff recommends procurement of Customer Relationship Management software to supplement the recently implemented Customer Service Management system.

Background. In October 2016, Sewerage and Water Board implemented Cogsdale's Customer Service Management software product for customer service and utility billing, replacing a 30-year old mainframe solution. This software replacement project received national recognition as the Top CIS Implementation of the year for electric, gas, water, and wastewater utilities under with annual revenues less than \$500,000,000 annually.

This system is powerful and provides an abundance of functions to our user. However, this system also enhanced the opportunity for user error. After a thorough analysis, it was determined that these errors are primarily a result of (1) users trying to use old business processes to operate the new system, and (2) the flexibility of the system that allows users the ability to enter incorrect data (e.g., enter a telephone number in a social security field due to the lack of data validation and error trapping). These facts, coupled with customer complaints about outdated business practices and poor customer service, have been the driving force behind the initiation of the Business Transformation Project.

In an effort to address all of the aforementioned issues, staff initiated the Business Transformation Project to improve customer service and reduce errors by evaluating and revamping our Customer Service business processes and enhancing our software tools. The primary goals of this effort are to:

- ✓ Reduce the number of customer service calls each month;
- ✓ Reduce the time required to complete a call;
- ✓ Simplify processes from a customer's perspective;
- ✓ Simplify processes from a customer service representative's perspective;
- ✓ Minimize errors;
- ✓ Provide a consistent customer experience;
- ✓ Provide a convenient customer experience;
- ✓ Provide better management metrics on process effectiveness; and
- ✓ Provide efficient auditing tools.

This project is addressing the above goals in two primary ways: (1) Through a redesign of our customer service business processes in accordance with industry best practices and (2) Through the implementation of a Customer Relationship Management (CRM) application to simplify and expedite our key customer service processes.

An industry wide best practice approach to addressing this problem is through the implementation of a Customer Relationship Management (CRM) application that "front ends" the CIS application utilizing data validation rules, CSR scripting, and a knowledge base to improve customer service performance. Industry documented results from the implementation of a CRM application show; (1) short average call time, (2) short waiting times, (3) increase in the number of first call resolutions, (4) decrease in the number of call abandonments, (5) reduction in user created errors and (6) general improvement in customer satisfaction.

Verint is the provider of CRM software used by the City of New Orleans for the 311 Call Center. Sewerage and Water Board wants to utilize the same software in order to provide customers with the same high-quality user experience and to attain the potential benefits of common in-house software support and technology platforms, common cross training of personnel, and possible future integration or consolidation for the "one stop" city wide customer service approach.

Recommendation. Staff recommends adoption of the attached draft resolution to enter into a Master Software License, Service, and Support Agreement with Verint in the amount of \$695,775.96.



Robert K. Miller
Interim Executive Director



Customer Service Business Transformation

Sewerage & Water Board of New Orleans

Version 1.0

Business Transformation Project

Background

In 2016 the Sewerage & Water Board of New Orleans (SWBNO) implemented the Cogsdale's CSM software product for customer service and utility billing, replacing a 30-year old mainframe solution. This software replacement project was very successful and, in fact, received national recognition as the Top CIS Implementation of the year for utilities under 500,000 customers. This system is very powerful and provides an abundance of functions to our user. However, as we often see with power, also comes the enhanced opportunity for error. After a thorough analysis, it was determined that these errors are primarily a result of (1) users trying to use old business processes to operate the new system, and (2) the flexibility of the system that allows users the ability to enter incorrect data (e.g., enter a telephone number in a social security field due to the lack of data validation and error trapping).

The above facts coupled with a number of SWBNO customer complaints about outdated business practices and poor customer service has been the driving force behind the initiation of this Business Transformation Project. In an effort to address all of the aforementioned issues, SWBNO has initiated the project to improve customer service and reduce errors by evaluating and revamping our Customer Service Business Processes and enhancing our software tools. The primary goals of this effort are to:

- Reduce the number of customer service calls each month;
- Reduce the time required to complete a call;
- Simplify processes from a customer's perspective;
- Simplify processes from a customer service representative's perspective;
- Minimize errors;
- Provide a consistent customer experience;
- Provide a convenient customer experience;
- Provide better management metrics on process effectiveness; and
- Provide efficient auditing tools.

This project is addressing the above goals in two primary ways:

1. Through a redesign of our customer service business processes in accordance with industry best practices
2. Through the implementation of a Customer Relationship Management (CRM) application to simplify and expedite our key customer service processes.

1. Approach to Business Process Improvements

Due to their extensive nationwide utility background and their unparalleled in-depth knowledge of our operation and current CIS application, TMG Consulting (the firm that guided us to a national award for our CIS implementation) was engaged to provide professional consulting services for the Business Transformation Project. Their scope includes a complete review of SWBNO processes, policies, procedures and organization structure for the purposes of:

- Identifying process, policy, and/or practice issues;
- Recommending best practices process and policy improvements;
- Recommending organizational structure improvements;
- Documenting any approved process and policy changes;
- Testing the effectiveness of the process changes;
- Creating training materials for the new processes;
- Training SWBNO staff on the process changes; and
- Recommend any software improvements needed to achieve and/or facilitate all of the above;
- Defining the KPIs and metrics needed to track the effectiveness of the processes.

The effort is led by a full-time TMG Project Manager who is assisted by 3 part-time Senior Business Process Analysts specializing in utility customer service, one part-time CPA/Senior Utility Consultant and a TMG executive sponsor.

To date TMG has identified forty-eight (48) individual key customer service business processes. The SWBNO staff has prioritized those processes into three categories (1=critical high volume, 2=needed, but low volume, 3=occasional). This 9 to 12 month Business Transformation project will focus and address the top twenty-six (26) processes, those identified by SWBNO staff as having the top priority (Priority 1). Fourteen process flows are now complete. These fourteen contain 38 sub-processes. Thirteen additional business processes are currently under review. DBE candidates are being interviewed to fill the technical writer positions needed for completing the project documentation.

Overall, TMG is responsible for the following:

-Project Management

- TMG resource scheduling and task assignment;
- DBE resource scheduling and task assignment;
- Managing any software enhancement efforts and
- Quality control.

-Review of Current Policies

- Determining agreed upon documentation standards; and
- Red lining areas of concern to ensure coverage in the detail stages of the project

-Review As-is Processes

- This will be accomplished as a combination of documentation reviews, staff interviews, and observation of the as-is process in actual use.

-Identify Best Practices Changes/Recommendations to As-is Processes

- Based on the data gathered in the previous step, TMG Consultants will identify areas of improvement and present these as recommendations to SWBNO management for implementation. Recommendations could include changes to:
 - Business processes and procedures;
 - Ordinances;
 - Policies;
 - Software enhancements; and
 - Changes to Organization structure.

Deliverables will include decomposition of business processes to show swim lanes and hand-offs and changes in job responsibilities.

-Document the To-be Processes

- Approved recommendations will be incorporated into (or create) the to-be processes. The documentation effort will be assigned and monitored by TMG and performed by the assigned DBE.

-Review To-be Processes & Red Line Policies & Procedures

- TMG will red line the policies and/or procedure impacted by the above process changes.

-Update Policies & Procedures

-Define KPIs / Metrics

- In order for SWBNO management can monitor the effectiveness of the business processes (even if unchanged), TMG will recommend Key Performance Indicators (KPIs) and metrics.

-User Acceptance Testing of all Process Changes

-Create Training Materials

-Deliver New Process Training

2. Approach to Software Enhancements

During a root cause error analysis of the new CIS system it became apparent that the power and flexibility of the new system provided our users many opportunities for error and inconsistency. An industry wide best practice approach to addressing this problem is through the implementation of a Customer Relationship Management (CRM) application that “front ends” the CIS application utilizing data validation rules, CSR scripting, and a knowledge base to improve customer service performance. In fact it was determined that 14 of the Priority 1 business processes could not be adequately addressed without the implementation of a CRM application. Industry documented results from the implementation of a CRM application show; (1) short average call time, (2) short waiting times, (3) increase in the number of 1st call resolutions, (4) decrease in the number of call abandonments, (5) reduction in user created errors and (6) general improvement in customer satisfaction.

TMG managed the SWBNO review and evaluation of 3 well known CRM products. After product demonstrations, technical evaluations, and pricing, it was determined that the CRM product offered by Verint (the same system in use for 311 by the City of New Orleans) was the best fit for SWBNO. The vendor was then given the opportunity of come onsite for a 2 day “fact finding” activity which involved all the relevant SWBNO staff and TMG staff in a review of SWBNO’s issues and requirements. After the onsite review, Verint confirmed its capabilities to address the desired customer service functions in a manner that will streamline our processes and protect the integrity of our data from user error. As a result of this assessment, Verint offered very aggressive license fee pricing that exceeded the discounts given to the City. It was determined that this investment was necessary to completely address our customer service issues.

So, over the next 9 to 12 months TMG will be managing the revamping of our business processes in accordance with industry best practices as well as managing the Verint enhancement to our new CIS system. The Verint implementation will also include enhancements to our IVR and Web Self-Service functions for our customers.

In summary, the Business Transformation Project is addressing head-on the customer service issues currently facing SWBNO by improving Customer Service Processes, Policies, and Procedures as well as enhancing the software tools our staff has available to do their job in a more consistent and error free manner. This project is critical to the future success of our organization.

We must:

- Simplify tasks
- Standardize across channels and agents
- Be easy to do business with
- Communicate status transparently to our customers



Currency: USD

ORDER: 443066 – 3

Attached to and made a part of the Master Software License, Service and Support Agreement ("Agreement"), between Verint Americas Inc. ("Verint") and Sewerage and Water Board of New Orleans ("Customer") dated _____.

1. SAAS ACCESS RIGHTS AND INITIAL SAAS ACCESS FEES:

Item #	Description – For Seattle, WA	Units	UOM	Sell Price
93-531-0812	Squiz Funnelback Documents Indexed - up to 25,000 – SaaS	1.00	Document	12,999.75
TOTAL INITIAL SAAS ACCESS FEE – 12-MONTH:				12,999.75

The Access Term for the above SaaS Services is for twelve (12) months commencing on the effective date of this Order and is non-cancellable.

The contact information for Verint technical support personnel, support hours applicable to the SaaS Services, and Error type classifications and response times can be found at <http://www.verint.com/corporate/misc/verint-americas-cloud-support.pdf>.

The following definition(s) apply to this Order, and specify the type and manner in which each applicable product above is licensed for use hereunder in accordance with the terms and conditions of the Agreement:

"Document" means anything that is a unique entry in the search index, examples of which may include an HTML web page, PDF document, XLS document, an image (if the image is retrievable as its own search result and not just embedded within a page), a single row in a database or an XML record.

2. PRODUCT AND ANNUAL SUPPORT FEES FOR THE FOLLOWING SYSTEM:

Item #	Description – For New Orleans, LA	List Price	Units	UOM	Sell Price
93-531-0680	Verint Government Engagement Management Employee Desktop	1,242.00	72.00	Named Employee	89,424.00
93-531-0681	Verint Government Employee Desktop Light	310.00	38.00	Named Employee	11,780.00
93-531-1010	Verint Government Engagement Management CTI	50,070.00	1.00	Server	21,029.40
93-531-1018	Verint Government Online Forms	20,790.00	1.00	Server	20,790.00
93-531-1003	Verint Government Engagement Management Production Environment	50,070.00	1.00	Server	21,029.40
93-531-1004	Verint Government Engagement Management Non - Production Environment	12,420.00	2.00	Server	10,432.80
93-531-1005	Verint Government Case Management	25,228.00	1.00	Server	10,595.76
93-531-1008	Verint Government Business Intelligence	50,070.00	1.00	Server	21,029.40
93-531-1009	Verint Government Integration Interface	25,228.00	1.00	Server	10,595.76
93-531-1084	Verint Government Engagement Management – CCVA softphone for CTI	285.00	72.00	Named Employee	20,520.00
93-531-1088	Verint Government Process Management	41,580.00	1.00	Server	41,580.00
89-555-0102	Premium Maintenance Plan 1st Year	6,826.67	12.00	Month	55,761.30
TOTAL PRODUCT AND SUPPORT FEE:					334,567.82

Solely with respect to this Order, Verint may increase the annual Support Fee for the first successive Support Term by no more than five percent (5%) above the 12-month value of the fee paid for the first initial Support Term (which begins upon execution of this Order and runs for twelve (12) months thereafter). The Support terms for Customer's maintenance and support plan can be found at www.verint.com/corporate/misc/support-americas.pdf, as updated by Verint from time to time.

The following definition(s) apply to this Order, and specify the type and manner in which each applicable product above is licensed for use hereunder in accordance with the terms and conditions of the Agreement:

"Named Employee" means any person whose identification is recorded for use by the Software and/or Program for any purpose. A Named Employee license is personal to the individual to which the license is assigned and may not be used by any other individual. Personnel who have reached and/or passed their end date in the system are not considered Named Employees.

"Server" means a physical computer server upon which the Software and/or Product is licensed to be installed and used.

3. FIXED FEE SERVICES FEES:

Item #	Fixed Fee Services Description – For New Orleans, LA	List Price	Units	UOM	Sell Price
89-555-0201	Fixed Fee Services To be delivered in accordance with the attached Statement of Work	348,208.39	1.00	Each	348,208.39
TOTAL FIXED FEE SERVICES FEE:					348,208.39

TIMEFRAME FOR PERFORMANCE OF SERVICES: The Services set forth herein shall be performed within six (6) months after the date Verint executes this Service Order. Customer's failure to make use of such Services within this period will result in Customer forfeiting its right to the Services at the fees referenced herein. **ALL AMOUNTS ARE VERINT CONFIDENTIAL INFORMATION, AND ARE VALID UNTIL APRIL 28, 2018.**

RESCHEDULING/CANCELLATION: Customer shall incur a rescheduling/cancellation fee if Customer reschedules or cancels Services within two (2) weeks prior to the scheduled start date. In addition to such rescheduling/cancellation fee, Customer shall pay all Expenses Verint cannot reasonable recover in connection with the rescheduling/cancellation of the scheduled start date.

NOTE: All fees are exclusive of, and Customer shall be solely responsible for, all taxes, duties, and other costs, including shipping, insurance, and handling, where applicable. Customer is responsible for and shall reimburse Verint for all reasonable out-of-pocket expenses incurred by Verint in the performance of the services relating to this Order.



4. **TOTAL FEES FOR THIS ORDER:** 695,775.96

5. **INVOICE AND PAYMENT TERMS FOR SAAS ACCESS FEES:** Verint will invoice Customer one hundred percent (100%) of the SaaS Access Rights for the entire SaaS Access Term on or soon after the effective date of this Order. Customer shall pay such SaaS Access Terms due Verint hereunder net thirty (30) days.

6. **INVOICE AND PAYMENT TERMS FOR FIXED FEE SERVICES FEES:**

Implementation: With respect to the Fixed Fee Services fees for Implementation set forth in Section 3 above, Verint shall invoice Customer on a milestone basis in the amounts stated in the table below upon receipt of the COS for the applicable milestone. Customer shall pay Verint the milestone payments for fees due Verint hereunder within thirty (30) days of invoice.

Milestone	Cost
Project Initiation (Milestone 1)	\$ 14,084.19
Commissioning of the Development, Test and Production Environments (Milestone 2)	\$ 42,436.71
Completion of the Service Request Discovery Workshops (Milestone 3)	\$ 53,909.92
Completion of Configuration and Build of the Solution (Milestone 4)	\$ 119,222.22
Completion of UAT Confidence Test (Milestone 5)	\$ 64,429.38
Completion of Training (Milestone 6)	\$ 5,077.48
Go Live Complete (Milestone 7)	\$ 13,956.99
Final Acceptance - Post Implementation Support (Milestone 8)	\$ 35,091.50

7. **ADMINISTRATIVE:**

Address Type	Reference	Contact Name	Email	Phone	Address
Install/Billing/Shipping	New Orleans, LA	Robert Miller	rmiller@swbno.org	504-529-2837	625 Saint Joseph St. New Orleans, LA 70165

8. **COMPLIANCE WITH LAWS:**

By placing this Order with Verint, Customer represents and warrants to Verint that: (i) the products and services applicable to this Order are not intended for delivery or use in any countries embargoed or sanctioned under US export or other laws, (ii) the products and/or services will not be used in or to assist in the design, development, constructions, fabrication, testing, operation, stockpiling or use of nuclear weapons, materials or facilities, rocket systems or unmanned air vehicles, or chemical or biological weapons, and (iii) the products provided hereunder will not be used by any military or be put to any military end-use.

9. **ACKNOWLEDGEMENT:**

IF THE ABOVE SYSTEM(S) IS/ARE FOR AN AFFILIATE AS DEFINED IN THE AGREEMENT, THE SIGNATURE BELOW CONSTITUTES SUCH AFFILIATES REPRESENTATION AND WARRANTY TO VERINT THAT AFFILIATE HAS RECEIVED A COPY OF, HAS READ AND UNDERSTANDS THE AGREEMENT, AND AGREES TO ABIDE BY ALL TERMS AND CONDITIONS THEREOF AND THAT NO PURCHASE ORDER IS REQUIRED BY CUSTOMER FOR THE TRANSACTION IDENTIFIED IN THIS ORDER. THE PARTIES HERETO REPRESENT AND WARRANT TO EACH OTHER THAT THE RESPECTIVE PARTYS SIGNATORY BELOW HAS THE AUTHORITY TO BIND THE PARTY.

ACCEPTED:
VERINT AMERICAS INC.

ACCEPTED:
SEWERAGE AND WATER BOARD OF NEW ORLEANS

Authorized Representative

Authorized Representative

Printed Name

Printed Name

Title

Title

Date

Date

THE TERMS, CONDITIONS, AND FEES CONTAINED IN THIS ORDER ARE VALID PROVIDED IT IS EXECUTED BY CUSTOMER/AFFILIATE AND RECEIVED BY VERINT ON OR BEFORE OCTOBER 28, 2017.

Customer Name: Sewage and Water Board of New Orleans

Account Executive: Mike Biros

VP of Services: Stuart Connolly

Services Delivery Manager: Jennifer Saunders

Introduction

This statement of work ("**SOW**") is an attachment to Order No. 443066 ("**Order**") and is entered into by and between Verint Americas Inc. ("**Verint**") and Sewage and Water Board of New Orleans ("**Customer**"). The following attachments are incorporated herein and made a part hereof by reference (the "**Attachments**");

Attachment A: Fixed Fee Services

With respect to this SOW, and regardless how so defined in the Agreement, any reference to "Customer" herein shall be a reference to the entity (other than Verint) that executed the Agreement. With respect to any performance, acknowledgements or other documents that are required under this SOW from Customer for Verint to perform or as a result of Verint's performance, Customer's obligations must be satisfied by Customer, or, in the event Customer is a reseller, must be satisfied either by Customer or Customer's end customer.

Summary of the Services:

Verint will work with the Customer Sewage and Water Board to deploy a new CRM solution based upon Engagement Management Professional (EM Pro) capability framework. This will involve the following services:

- Deployment of the EM Pro solution components on premise in three environments: Development, Test and Production
- Configuration of the following functions – LDAP, Email integration and CTI (Computer Telephony Integration), including real time retrieval of customer data from Cogsdale for screen popping.
- Citizen search capability integrated with Cogsdale SOAP API service for the real time retrieval of customer data
- Discovery and Design workshops to capture requirements to deliver fourteen (14) agreed service requests, as agreed with the Customer, using Verint Online Forms (VOF) integrated with Cogsdale through a published set of APIs.
- Configuration, build and use case testing of the fourteen (14) service requests, integrated to Cogsdale through a published set of APIs using an agile sprint based approach.
- Support for Customer UAT Confidence testing
- Transition to production and post-implementation support
- Self-paced training services for Business Configuration and Scriptflow to enable Customer to configure the solution and create associated scriptflows

- Project management

1. Site Readiness

The purpose of this section is to clearly state that Customer is responsible for preparing their sites pursuant to specific technical requirements prior to commencement by Verint of performance of the services.

- A. Where applicable, Verint has provided Customer information identifying the hardware and non-Verint software necessary for that implementation. Customer is responsible for purchasing, installing and configuring all Customer furnished equipment including necessary server operating systems, network firewalls, cabling, and database management systems which meet Verint's minimum specifications as provided to Customer in writing under this SOW and the Order.
- B. Failure to Prepare – Impacts to Project Schedule. Customer's failure to timely prepare the Site(s) could cause delays in the project and slippage in the project schedule. For Fixed Fee agreements, Verint may, at its option, execute a Change Order for additional time needed to complete the services due to such delays, including travel expenses as applicable.

2. Service Hours

"Normal Business Hours" means 8:00 A.M. to 6:00 P.M., Customer's local time, Monday through Friday, excluding Verint holidays.

"Premium Services" means Services performed by Verint outside of Normal Business Hours, at Customer's request, and not caused by a delay or mistake solely caused by Verint.

This Statement of Work includes zero days of Premium Services. In the event that additional Premium Services are required, Customer and Verint will execute a Change Order Approval Request adding additional Premium Services to this Statement of Work.

3. Travel and Expenses

Service Fees are inclusive of travel and living expenses.

4. Scheduling

During Project Kickoff, Customer and Verint will review the Services to be performed and develop a written project schedule identifying agreed upon dates for performance of the Services. Verint personnel and other resources will be assigned to the project in accordance with the agreed upon project schedule at that time.

5. Customer Responsibilities

Verint's performance of services is strictly dependent on Customer's timely completion of all Customer obligations. In addition to Customer's obligations as set forth in the Attachment(s), Customer must also:

- A. Provide Verint personnel access to network, buildings, facilities and rooms specific to the Services.
- B. Arrange for workspace as needed by on-site Verint personnel.
- C. Provide required resources to participate in the Discovery, Design and Configuration (agile sprints) activities.
- D. Provide all relevant documentation, information and acceptance of deliverables to Verint in a timely manner.
- E. Procure and install Customer environments and third party software according to the schedule.

6. Project Roles

The Verint Project Manager and Customer's Project Lead, as defined below, will identify necessary team roles and assign team personnel during project initiation as appropriate to the services being delivered under this SOW.

A. Verint Team

1. *Delivery Manager*: Overall responsibility for the successful delivery of the Project. Helps with issues and escalations for the project.
2. *Project Manager*: This individual is responsible for managing the implementation process to completion and is the primary contact for the Customer. The Verint Project Manager is the facilitator for all project activities and is responsible for managing project budget, scope, timeline, and scheduling of all Verint resources.
3. *Solution Architect*: Responsible for overall design and architecture for implementing the Verint solution in the Customers environment.
4. *Technical Consultants*: These individuals are responsible for handling environment setup, configurations and aspects of skills transfer training. They will also work with Customer resources to confirm that security and networks settings are in place to allow required system to communicate.

B. Customer Team

1. *Executive Sponsor*: This individual is responsible for the decision to purchase the Verint software and is expected to contribute information about the Customer's goals for the use of the software to the organization.
2. *Customer Project Lead*: This individual is responsible for the overall Project and is the Business owner; helps with issues and escalations for the Project.
3. *Customer Project Manager*: This individual is Customer's single point of contact for Verint and is responsible for onsite project coordination, Customer resource scheduling, and ensuring performance of Customer responsibilities. This individual must be authorized by senior management with the decision-making powers to ensure the success of the implementation or Services engagement.
4. *Business Resources*: These individuals may be called upon to answer questions about policies, people, queues, and other operational information needed for their specific sites.
5. *Technical Resources*: These individuals may be called upon to answer technical questions regarding Lagan and associated interfaces.
6. *Business Users*: These are the primary end users of the Verint software.
7. *Server Administrator*: This individual is responsible for the day-to-day physical care of the Verint software server(s), managing backup and disaster recovery strategies, configuring network addresses, ports, and firewalls.
8. *Database Administrator*: This individual assists with any updates or configurations pertaining to the database.

7. Project Milestones

The table below identifies the key Milestones for this project and the Owner responsible for the Milestone. **Estimated timeline** is provided below and lists the milestones in the anticipated order of completion. Both parties will manage project activities for their responsibilities according to the mutually agreed upon project schedule. This Estimated Timeline assumes that the task "Conduct kick off meeting (Project Initiation)" is scheduled for November 2017 and dates will be modified if this task is rescheduled and mutually agreed upon by both parties.

Milestone	Owner	Estimated Timeline
Project Initiation (Milestone 1)	Verint	November 2017
Deployment of the Development, Test and Production Environments (Milestone 2)	Verint	December 2017
Completion of the Service Request Discovery Workshops (Milestone 3)	Verint - Customer	February 2018
Completion of Configuration and Build of the Solution (Milestone 4)	Verint - Customer	April 2018
Completion of UAT Confidence Test (Milestone 5)	Customer	May 2018
Completion of Training (Milestone 6)	Customer	June 2018

Milestone	Owner	Estimated Timeline
Go Live Complete (Milestone 7)	Customer	July 2018
Final Acceptance - Post Implementation Support (Milestone 8)	Verint - Customer	August 2018

8. Communication and Escalation Process

The Verint Project Manager will maintain ongoing communications and attend and/or participate in meetings during Normal Business Hours at times mutually acceptable to the parties for the duration of the project. At any time, project issues or concerns can be escalated beyond the Verint Project Manager by contacting the Verint Delivery Manager and finally the Services VP.

9. Solution Delivery Assumptions

- Both Customer and Verint will assign project leads to this project and be responsible for managing their respective tasks and personnel according to a mutually agreed schedule.
- Both Customer and Verint will select qualified personnel to perform their respective tasks.
- If a project is placed on hold it creates additional work to stop and then later reengage which may require a change order to restart the project later to add this extra work.
- Both parties recognize their mutual interests in working together to achieve a successful project within budget.
- All identified pre-requisites are met and mutually agreed in advance of Services commencing.
- Verint project management and project activities, including installation and configuration, may be conducted remotely as deemed appropriate for the specific task(s) unless specified in this SOW.
- File transfer access will be made available from the new EM Pro environment for delivery of new software to the Customer environment as well as to facilitating moving files as needed by the Verint Project Team throughout the project.
- Customer is responsible for procuring, installing and configuring all infrastructure, hardware and non-Verint supplied software.
- Customer will provide stable remote access to the new EM Pro environments.
- Customer will consult the Verint System Requirements at the time of deployment to confirm the latest certifications such as operating systems, Java versions or database software.
- Customer will provide access, servers and support during the install and ensure all pre-requisites have been met. Customer will be responsible for providing a stable infrastructure throughout the upgrade project.
- Customer will provide any information required regarding existing servers/environment. This will include user accounts and server or IP information.
- Customer will provide test plans/use cases as requested to allow Verint to complete basic integration validation prior to handover for UAT confidence testing.
- Any scripts or tools which are not part of Verint software or are not outlined in this SOW will be considered out of scope by Verint
- Customer's staff will not make any changes to the environment prior, during or after an install has taken place without first advising Verint. Customer will provide to Verint the schedule for environment backups and regular system maintenance.
- Installation and configuration activities will be performed remotely.
- Customer will manage all 3rd party application vendors to ensure they are aligned with the needs and demands of the project and will provide resources to support the project in a timely fashion
- Customer will ensure that there are non-production versions of all 3rd party applications to enable end to end integration testing to be conducted during the configuration and build stage of the project
- Verint have assumed a train – the – trainer approach and Customer Trainers will provide end user training
- Training attendees are expected to complete the self-paced exercises within 2 days of the delivery of the presentation and demonstration portion of the training courses

21. Verint will not be responsible for delivering additional training sessions if attendees miss presentations and demonstrations, attendees do not meet the pre-requisites for the course, or when attendees fail to complete the self-paced exercises within the allotted period. Requests for additional training will be managed under change control.

10. Non-Solicitation

During the term of the Agreement and for a period of one (1) year thereafter, Customer shall not recruit or solicit for employment or hire, directly or indirectly, any employee of Verint (except as a result of general recruiting strategies such as placement of advertisements and posting of positions on corporate web sites) without the prior written consent of Verint.

11. Change Order Process

Customer may request changes in or additions to the Services being provided hereunder by completing a change control document. If Verint deems the changes feasible, Verint will provide a quote for any increase or decrease in the cost of or time required for performance of the Services as amended. Once parties agree to the modified scope and related fees a representative of each party will sign a change control document. Verint shall not be obligated to perform any revised or additional Services unless and until a change control document is signed by both parties.

Attachment A: Fixed Fee Services

Milestones under this SOW are provided to Customer on a fixed fee basis and for the fixed fee Services Fee set forth in the Order.

Customer will receive a Confirmation of Services document ("COS") to acknowledge that the Service milestones have been rendered in accordance with this SOW. Customer must accept or reject the requested acknowledgment of completion either by signature or by email within 5 days. In the event Customer fails to accept or reject a COS by the end of the 5-day period, the applicable Service will be deemed delivered complete and accepted.

Implementation Activities

This SOW outlines the responsibilities and milestones necessary for the deployment of the Verint CRM solution for the Customer, resulting from onsite workshops and discussions. Further design confirmation workshops are also incorporated in the project implementation plan.

The following activities will be delivered:

- Project Management
- Training
- Design / Build / Test of the solution
- Support go-live and post production support

Any changes to this SOW, which may be required after the effective date of the Order, will be executed solely through the change order process.

Project Initiation (Milestone 1)

Verint will provide project management for the Verint responsibilities in this SOW. This activity is to provide direction and control of the Verint project personnel and to provide a framework for project planning, communications, reporting, procedural, and contractual activity. This activity is comprised of the following tasks to be performed:

Verint Responsibilities:

- Review Order documents
- Collaborate with the Customer Project Manager to document the project schedule with tasks and assignments, associated durations, start and end dates, and predecessors/dependencies
- Collaborate with the Customer Project Manager to prepare the Project Management Plan
 - Assign and schedule Verint resources according to project schedule
 - Establish communication methods, status meetings and status reporting
 - Maintain RAID (Risks, Action Items, Issues, Defects) tracking log
- Confirm server specifications and pre-requisites for the Verint EM PRO environments prior to project initiation
- Schedule Design Workshops

Customer Responsibilities:

- Assign a Customer Project Manager to act as single contact point for Verint who will be responsible for Customer tasks and personnel
- Prepare and confirm customer tasks, schedule, and assignments and collaborate with the Verint Project Manager to prepare the project schedule
- Assign appropriate application and technical design representatives
- Arrange for workspace as needed by on-site Verint personnel
- Communicate to Verint any Customer policies and procedures relating to security access and protocols that Verint needs to follow when accessing the Customer environments
- Provide all hardware and infrastructure components for the new environments (i.e., Development, Test/QA and Production) including the installation and configuration of non-Verint software according to EM PRO System Requirements in the following server configuration:
 - Provide and support access (remote and local) to all new servers, databases and systems as required
 - Administrative user account privileges for all servers and databases
 - File transfer access – this can be either directly or with Customer's assistance
 - Download new EM Pro software from the Verint FTP site to EM Pro environment
 - Provide and support remote access via a VPN to the Customer system environment. Additional user accounts for the VPN and servers may be required for Verint Technical Consultants.

- Enable all required network routes within the Verint EM PRO environment. This includes connectivity from the Verint EM PRO application to third party systems, databases and end user workstations.
- Configure all firewalls and proxy servers and implementation of security methodologies as stipulated by Customer Information Security policies. Verint will review and agree upon port numbers for all services with Customer at the time of deployment.
- Support end user client applications and access.
- Support all infrastructure, hardware and operating system components during the upgrade.
- Implement and manage any server backups or maintenance processes as required. Communicate when these processes are regularly scheduled, and provide timely communication of changes to the schedule for such processes.
- Provide and support SSL certificates as part of configuration of secure protocols (e.g. LDAPS, HTTPS, IMAPS).

Deployment of the Development, Test and Production Environments (Milestone 2)

Verint will install all licensed Verint software and prepare said software to be configured in the Development, Test and Production environments.

Verint Responsibilities:

- Install and Configure in the Customer environments:
 - Verint EM PRO 15.2 Core Software
 - Verint Online Forms
 - Business Intelligence
 - CTI Adaptor
- Deploy and configure Apache Tomcat including updating configuration for connection pooling
- Configure database catalogs

Customer Responsibilities:

- Configure scheduled tasks on the new application servers as required.
- Test infrastructure components, network routes and load balancing and support any infrastructure related performance problems.

Service Request Discovery Workshops (Milestone 3)

Verint Responsibilities

- Conduct Discovery workshops with the customer to identify user stories to deliver the following fourteen (14) processes:
 - Move In, Move Out, Deposits, Complaints, Enrollment, Re-Reads, Meter Shop, Emergency Field Orders, Adjustments, Auto-Pay Enrollments, Auto-Pay Failures, Refund of Overpayments and Refunds.
- Creation of a Product Backlog
 - Prioritization of user stories using MoSCoW approach and identification of dependencies between each
 - Estimate the effort to deliver each user story to understand if the requirements can be met within the current budget
- Process, Scripting and Group Permission Reviews:
 - Identify, review and validate EM Pro Agent and Supervisor group permissions
 - Review and validate scripting requirements for Customer documented business processes. Prepare design documentation for configuration and workshop with Customer subject matter experts.
- Review Integration Requirements to support the agreed user stories for the fourteen (14) processes note above, including:
 - Cogsdale for service request creation and customer search
 - Email
 - CTI
 - LDAP

Customer Responsibilities

- Allocate suitable resource to participate in the Discovery workshops to define the user stories for the fourteen (14) processes
 - Attendees should be empowered to decide on prioritization of requirements
- Allocate a suitable resource to act as product owner empowered to decide on prioritization of requirements across the fourteen (14) processes.

- Allocate suitable resource to participate in the Discovery workshops who have a good understanding of the technical architecture and associated applications and how integrations will be conducted.

Completion of Configuration and Build of the Solution (Milestone 4)

Verint Responsibilities

- Work with the Customer to identify and schedule user stories and test cases.
- Conduct sprint planning of the agreed user stories and test cases to create a schedule of sprints.
- Arrange daily 'stand-up' sessions with the Customer to provide updates on progress during the sprints
- Schedule internal and Customer show and tell sessions to demonstrate the capability that has been achieved
- Review and replicate reported defects that have been validated by the City.

Customer Responsibilities

- Decide on prioritized requirements (user stories) for inclusion within defined sprints
- Perform user story testing activities as detailed in the sprint plan
- Create any business configuration e.g. queues, classifications, and scriptflows needed to support the fourteen (14) agreed processes

LDAP

Verint Responsibilities

- Deployment and configuration of LDAP integration components
- Provide consultation to Customer on the configuration of groups and permissions in Customer's Active Directory
- Configure groups and permissions within EM Pro

Customer Responsibilities

- Configure all users and groups across all environments in Customer's Active Directory
- Manage the Active Directory in terms of users, groups, infrastructure and availability
- Provision of test accounts in Customer Active Directory for Customer users and Verint consultants as required for deployment and testing. User accounts should include a variety of permissions and replicate Customer business functions: Agent, Supervisor, and Administrator. Customer will also provide at least two Verint EM PRO system administrator user accounts with full permissions to all Verint EM PRO groups.
- Configure groups in the Customer Active Directory server to match those that are configured in Verint EM PRO Business Configuration and assign City end users to the appropriate AD group(s)
- Support and implementation of any password validation and expiry settings in Active Directory
- Provide Active Directory configuration information to Verint to facilitate the LDAP integration configuration in EM Pro
- Create and execute test plans for LDAP, if required

EMAIL CONFIGURATION

Verint Responsibilities

- Deploy and configure Email integration

Customer Responsibilities

- Provide email address for email integration
- Test all email handling functionality including inbound and outbound email
- Configure and support Customer's Email server and accounts including the infrastructure and connectivity between Verint EM PRO and the Customer's email servers

TELEPHONY

Verint Responsibilities

- Provide CTI adaptor for Finesse for thin client
- Configure EM PRO for integration with the CTI adapter
- Deploy CTI adapter for thin client
- Provide support during Customer testing for triage and issue resolution

Customer Responsibilities

- Configure Cisco Manager and Contact Center
- Test all telephony integration and functionality
- Mediate with the Customer's telephony provider to troubleshoot and support CTI issues

INTEGRATOR INTRANET COMPONENTS (II COMPONENTS)

Verint Responsibilities

- Configure II Components to connect to the new knowledge search solutions
- Configure II Components to connect to Process Manager
- Provide support during Customer testing for triage and issue resolution

Customer Responsibilities

- Configure network routes and confirm availability between the Verint EM PRO application and any systems configured in the II Components.
- Manage of user groups to ensure users have the correct access permissions to the relevant components.

VERINT ONLINE FORMS

Verint Responsibilities

- Install and configure of Verint Online Forms software
- Test and Verify Verint Online Forms software

Customer Responsibilities

Provide remote access and file transfer access for Verint

- Provide and support infrastructure components or pre-requisites required for the installation of Verint Online Forms (e.g. database, network, servers, OS)
- Configure infrastructure components (e.g. firewalls, reverse proxy) in accordance with local security policies
- Verify pre-requisites to ensure there are no conflicts with other systems or processes

Completion of UAT Confidence Test (Milestone 5)

Verint Responsibilities

- Migrate solution following completion of the Configuration and Build activities from Development to Test for the start of UAT Confidence Test
- Support Customer through UAT (User Acceptance Testing) Confidence test of the overall solution
 - Defect analysis and resolution

Customer Responsibilities

- Document end to end use cases for testing during UAT Confidence Test
- Allocate suitable resources to conduct the UAT Confidence Test
- Record all defects against test cases and report to Verint
- Work in collaboration with Verint on the agreed defects for resolution in order to complete UAT

Completion of Training (Milestone 6)

The following training courses will be provided to Customer during the project as follows:

Course	Comments	Duration
Employee Desktop Pro	Presentation and demonstration of functionality followed by exercises for attendees	Self-Paced – 2 Days
Business Configuration	Presentation and demonstration of functionality followed by exercises for attendees	Self-Paced – 2 Days
Scriptflow	Presentation and demonstration of functionality followed by exercises for attendees	Self-Paced – 2 Days
BI (Business Intelligence – Fundamentals)	Presentation and demonstration of functionality followed by exercises for attendees	Self-Paced – 2 Days

The following assumptions relate to the delivery of training to the City:

- Those attending training should meet the necessary pre requisites. Attendees without these necessary skills may not be able to successfully complete the course.
- Access will be given to the eLearning site which contains the training materials required for each course, please note the materials belong to the trainees attending the course and must not be reproduced.
- The trainer will require remote access to the customers training environment prior to the training start date.

Go Live Complete (Milestone 7)

Verint Responsibilities

- Migrate the solution from Test to Production and conduct regression tests
- Work with the Customer to create the Go Live Plan

Customer Responsibilities

- Work with Verint to create the Go Live Plan
- Facilitate Go-No Go decision
- Conduct Go Live

Final Acceptance and Post Implementation Support (Milestone 8)

Verint Responsibilities

- Transition to Verint Support
 - Work Priority 1 issues reported to Verint Support during the project support period of 30 days after initial go live
 - Work with the City to prioritize all issues reported to Verint Support post-go live and to mutually agree upon issues to be worked by Verint resource within the extended project support period
- Conduct Support Handover at the end of the project support period, unless Priority 1 issues exist
 - This constitutes final acceptance of the project
- Conduct Post Project Review
- Conduct Project Closeout

Customer Responsibilities

- Support Revenue/Customer Service Department personnel
- Conduct triage of issues identified by end users.
 - Resolve issues related to configuration and tasks that are the Customer's responsibility.
 - Starting on the first day of Go Live, report validated issues to Verint Support along with logs, steps to recreate, screenshots and any other information that may assist with the replication of the issue.
 - Apply defect fixes
 - Retest defect fixes
- Transition to Verint Support
 - Work with Verint to prioritize all issues reported to Verint Support post-go live and to mutually agree upon issues to be worked by Verint resource within the extended project support period
- Participate in Support Handover
- Participate in Post Project Review

**EAST BANK WASTEWATER TREATMENT PLANT MUNICIPAL WATER POLLUTION PREVENTION
ENVIRONMENTAL AUDIT**

WHEREAS, on October 18, 2017, the Board's wastewater operator (Veolia Water North America) completed the Louisiana Municipal Water Pollution Prevention report for the East Bank Wastewater Treatment Plant for the period, June 1, 2016 to May 31, 2017; and

WHEREAS, the Board has reviewed the Municipal Water Pollution Prevention Environmental Audit Report, prepared for the Louisiana Department of Environmental Quality, which is attached to this resolution; and

WHEREAS, though no corrective action is needed at this time, the Board will continue to take whatever actions are necessary to maintain permit requirements contained in the Louisiana Water Discharge Permit System (LWPDPS) Number LA0038091.

NOW, THEREFORE BE IT RESOLVED that the Board hereby acknowledges receipt and review of the report and assures performance of any actions necessary to maintain permit requirements.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: October 4, 2017

To: Robert Miller, Interim Executive Director

From: Bruce Adams, Deputy Director of Engineering and Construction
Bruce Adams 10/05/2017

Re: Municipal Water Pollution Prevention Audit (MWPP)
East Bank Wastewater Treatment Plant

Attached please find the East Bank Wastewater Treatment Plant MWPP Audit for the period June 1, 2016 to May 31, 2017. There were no areas of concern found during the self-audit conducted by Veolia Water and SWBNO personnel. The facility's LPDES Permit requires the Board of Directors review this document and pass a resolution to document this review. A draft resolution is included for your review.

Please place this item on the agenda for the October Board meeting.

Robert Miller
Interim Executive Director
Sewerage and Water Board of New Orleans

LOUISIANA



MUNICIPAL WATER POLLUTION PREVENTION

MWPP

Facility Name:	New Orleans East Bank WWTP
LPDES Permit Number:	LA0038091
Agency Interest (AI) Number:	4859
Address:	6501 Florida Ave.
	New Orleans, LA 70117
Parish:	Orleans
(Person Completing Form) Name:	Donald Patterson
Title:	Senior Project Manager
Date Completed:	October 3, 2017

Instructions to the Operator-in-Charge

- 1. Complete only the sections of the Environmental Audit which apply to your wastewater treatment system. Leave sections that do not apply blank and enter a "0" for the point value.**
- 2. Parts 1 through 7 contain questions for which points may be generated. These points are intended to communicate to the department and the governing body or owner what actions will be necessary to prevent effluent violations. Place the point totals from parts 1 through 7 on the Point Calculation page.**
- 3. Add up the point totals.**
- 4. Submit the Environmental Audit to the governing body or owner for their review and approval.**
- 5. The governing body must pass a resolution which contains the following items:**
 - a. The resolution or letter must acknowledge the governing body or owner has reviewed the Environmental Audit.**
 - b. The resolution must indicate specific actions, if any, will be taken to maintain compliance and prevent effluent violations. Proposed actions should address the parts where maximum or close to maximum points were generated in the Environmental Audit.**
 - c. The resolution should provide any other information the governing body deems appropriate.**

PART 1: INFLUENT FLOW/LOADINGS

Part 1: Influent Flow/Loadings (All plants)

- A. List the average monthly volumetric flows and BOD loadings received at your facility during the last reporting year.

	Col. 1 Average Monthly Flow (million gallons per day, MGD)		Col. 2 Average Monthly BOD ₅ Concentration (mg/l)		Col. 3 Average Monthly BOD ₅ Loading (pounds per day)
Jun-16	98.7	X	60	X 8.34 =	49,390
Jul-16	93.0	X	92	X 8.34 =	71,357
Aug-16	107.0	X	83	X 8.34 =	74,068
Sep-16	97.0	X	89	X 8.34 =	71,999
Oct-16	73	X	114	X 8.34 =	69,406
Nov-16	81	X	106	X 8.34 =	71,607
Dec-16	89.2	X	99	X 8.34 =	73,649
Jan-17	106.2	X	86	X 8.34 =	76,171
Feb-17	82.4	X	98	X 8.34 =	67,347
Mar-17	84.2	X	95	X 8.34 =	66,712
Apr-17	90.5	X	88	X 8.34 =	66,420
May-17	104.4	X	70	X 8.34 =	60,949

BOD loading = Average Monthly Flow (in MGD) x Average Monthly BOD concentration (in mg/l) x 8.34.

- B. List the design flow and design BOD loading for your facility in the blanks below. If you are not aware of these design quantities, refer to your Operation and Maintenance Manual (O & M) or contact your consulting engineer.

Design Flow, MGD

122

X 0.90 =

110

Design BOD, lb/day

254,370

X 0.90 =

228,933

- C. How many months did the monthly flow (Col. 1) to the wastewater treatment plant (WWTP) exceed 90% of design flow?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	0	0	0	5	5	5	5	5	5	5	5	points

Write 0 or 5 in the C point total box 0 C Point Total

- D. How many months did the monthly flow (Col. 1) to the WWTP exceed the design flow?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	5	5	10	10	15	15	15	15	15	15	15	15	points

Write 0, 5, 10, or 15 in the D point total box 0 D Point Total

- E. How many months did the monthly BOD loading (Col. 3) to the WWTP exceed 90% of the design loading?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	5	5	5	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the E point total box 0 E Point Total

- F. How many times did the monthly BOD loading (Col. 3) to the WWTP exceed the design loading?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	10	20	30	40	50	50	50	50	50	50	50	50	points

Write 0, 10, 20, 30, 40, or 50 in the F point total box 0 F Point Total

- G. Add together each point total for C through F and place this sum in the box below at the right.

TOTAL POINT VALUE FOR PART 1 0 (max=80)

Also enter this value on the point calculation table on page 16.

PART 2: EFFLUENT QUALITY/PLANT PERFORMANCE

- A. List the monthly average effluent BOD and TSS concentrations produced by your facility during the last reporting year.

Month	Column 1 Avg. Monthly BOD (mg/l)	Column 2 Avg. Monthly TSS (mg/l)
Jun-2016	13	11
Jul-2016	17	10
Aug -2016	13	12
Sep – 2016	12	8
Oct – 2016	16	8
Nov – 2016	20	13
Dec – 2016	22	12
Jan – 2017	13	13
Feb – 2017	16	10
Mar – 2017	14	10
Apr – 2017	12	9
May – 2017	13	9

- B. List the monthly average permit limits for your facility in the blanks below.

	Permit Limit		90% of Permit Limit
BOD, mg/l	30	X 0.90 =	27
TSS, mg/l	30	X 0.90 =	27

C. Continuous Discharge to Surface Water

- i. How many months did the effluent BOD concentration (Col. 1) exceed 90% of permit limits? Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<u>0</u>	1	2	3	4	5	6	7	8	9	10	11	12	months
points	<u>0</u>	0	10	20	30	40	40	40	40	40	40	40	40	points

Write 0, 10, 20, 30 or 40 in the i point total box 0 i Point Total

- ii. How many months did the effluent BOD concentration (Col. 1) exceed permit limits? Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<u>0</u>	1	2	3	4	5	6	7	8	9	10	11	12	months
points	<u>0</u>	5	5	10	10	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the ii point total box 0 ii Point Total

- iii. How many months did the effluent TSS concentration (Col. 2) exceed 90% of permit limits? Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<u>0</u>	1	2	3	4	5	6	7	8	9	10	11	12	months
points	<u>0</u>	0	10	20	30	40	40	40	40	40	40	40	40	points

Write 0, 10, 20, 30, or 40 in the iii point total box 0 iii Point Total

- iv. How many months did the effluent TSS concentration (Col.2) exceed permit limits? Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<u>0</u>	1	2	3	4	5	6	7	8	9	10	11	12	months
points	<u>0</u>	5	5	10	10	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the iv point total box 0 iv Point Total

- v. Add together each point total for i through iv and place this sum in the box below at the right.

TOTAL POINT VALUE FOR PART 2

Also enter this value on the point calculation table on page 16.

0

(max=100)

D. Other Monitoring and Limits

- i. At any time in the past year was there an exceedance of a permit limit for other pollutants such as: ammonia-nitrogen, phosphorus, pH, residual chlorine, or fecal coliform?

* Check one box

☒

Yes

☐

No

If yes, please describe:

The Fecal Coliform daily maximum concentration, 400 colonies/100 ml was exceeded once on June 18, 2016. The cause of the noncompliance is believed to be sampler contamination of the container.

- ii. At any time in the past year was there a "failure" of a Biomonitoring (Whole Effluent Toxicity) test of the effluent?

* Check one box

☐

Yes

☒

No

If yes, please describe:

- iii. At any time in the past year was there an exceedance of a permit limit for a toxic substance?

* Check one box

☒

Yes

☐

No

If yes, please describe:

In the past year the following toxic substances for effluent samples were exceeded:

Substance: **Limit:** **Result:** **Date:**

Lead 5 ug/l 8.5 ug/l 12/08/2016

PART 3: AGE OF THE WASTEWATER TREATMENT FACILITIES

- A. What year was the wastewater treatment plant constructed or last major expansion/improvements completed? 1974

$$\begin{array}{rclcl}
 \text{Current Year} & - & \text{(Answer to A)} & = & \text{Age in years} \\
 \hline
 2017 & - & 1974 & = & 43 \text{ years}
 \end{array}$$

Enter Age in Part C below.

- B. Check the type of treatment facility that is employed:

		Factor
<u>X</u>	Mechanical Treatment Plant (Trickling filter, activated sludge, etc.) Specify Type <u>Activated Sludge</u>	2.5
<u> </u>	Aerated Lagoon	2.0
<u> </u>	Stabilization Pond	1.5
<u> </u>	Other (Specify) <u> </u>	1.0

- C. Multiply the factor listed next to the type of facility your community employs by the age of your facility to determine the total point value of Part 3:

$$\begin{array}{rclcl}
 \text{TOTAL POINT VALUE FOR PART 3} = & 2.5 & \times & 43 & = \\
 & \text{FACTOR} & & \text{AGE} & \boxed{107.5} \text{ (max. = 50)}
 \end{array}$$

Also enter this value or 50, which ever is less, on the point calculation table on page 16.

- D. Please attach a schematic of the treatment plant.

PART 4: OVERFLOWS AND BYPASSES

- A. (1) List the number of times in the last year there was an overflow, bypass, or unpermitted discharge of untreated or incompletely treated wastewater due to heavy rain: 9

(Circle One) 0 = 0 points 1 = 5 points 2 = 10 points
 3 = 15 points 4 = 30 points 5 or more = 50 points

- (2) List the number of bypasses, overflows, or unpermitted discharges shown in A (1) that were within the collection system and the number at the treatment plant.

Collection System 9 Treatment Plant 0

- B. (1) List the number of times in the last year there was a bypass or overflow of untreated or incompletely treated wastewater due to equipment failure, either at the treatment plant or due to pumping problems in the collection system: 17

(Circle One) 0 = 0 points 1 = 5 points 2 = 10 points
 3 = 15 points 4 = 30 points 5 or more = 50 points

- (2) List the number of bypasses or overflows shown in B (1) that were within the collection system and the number at the treatment plant.

Collection System 17 Treatment Plant 0

- C. Specify whether the bypasses came from the city or village sewer system or from contract or tributary communities/sanitary districts, etc.

All of the aforementioned bypasses came from the City's sanitary sewerage system.

- D. Add the point values circled for A and B and place the total in the box below.

TOTAL POINT VALUE FOR PART 4 100 (max=100)

Also enter this value on the point calculation table on page 16.

- E. List the person responsible for reporting overflows, bypasses, or unpermitted discharges to State and Federal authorities:

N.O. S&WB, Cedric Grant, Executive Director and Environmental Affairs Department

Describe the procedure for gathering, compiling, and reporting:

RJN Cassworks Infrastructure Maintenance Management System is used to track overflows by retrieving pertinent information from work orders.

PART 5: SLUDGE STORAGE AND DISPOSAL SITES

A. Sludge Storage

How many months of sludge storage capacity does your wastewater treatment facility have available, either on-site or off-site?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<2	2	3	4 to 5	>6	months
points	50	30	20	10	0	points

Write 0, 10, 20, 30, or 50 in the A point total box 0 A Point Total

B. For how many months does your facility have access to (and approval for) sufficient land disposal sites to provide proper land disposal?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<2	6 to 11	12 to 23	24 to 35	>36	months
points	50	30	20	10	0	points

Write 0, 10, 20, 30, or 50 in the B point total box 0 B Point Total

C. Add together the A and B point values and place this sum in the box below at the right:

TOTAL POINT VALUE FOR PART 5 0 (max=100)

Also enter this value on the point calculation table on page 16.

PART 6: NEW DEVELOPMENT

- A. Please provide the following information for the total of all sewer line extensions which were installed during the last year. N/A

Design Population: _____

Design Flow: _____ MGD

Design BOD₅: _____ mg/l

- B. Has an industry (or other development) moved into the community or expanded production in the past year, such that either flow or pollutant loadings to the sewerage system were significantly increased (5% or greater)?

(Circle One)

☒ No

= 0 points

Yes = 15 points

Describe: _____

List any new pollutants: _____

- C. Is there any development (industrial, commercial, or residential) anticipated in the next 2-3 years, such that either flow or pollutant loadings to the sewerage system could significantly increase?

(Circle One)

☐ No

= 0 points

☒ Yes

= 15 points

Describe: The opening of two new hospitals: The Veterans Administration Hospital and LSU Teaching Hospital.

List any new pollutants that you anticipate: Increased Flow, BOD, and TSS into the POTW.

- D. Add together the point value circled in B and C and place the sum in the blank below.

TOTAL POINT VALUE FOR PART 6

15

(max=30)

Also enter this value on the point calculation table on page 16.

PART 7: OPERATOR CERTIFICATION AND EDUCATION

- A. What was the name of the operator-in-charge for the reporting year? James Porter
- B. What is his/her certification number? #15-607; October 1992
- C. What level of certification is the operator-in-charge required to have to operate the wastewater treatment plant?
Class IV Wastewater Treatment
- D. What is the level of certification of the operator-in-charge? Class IV Wastewater Treatment **Level Certified**
- E. Was the operator-in-charge of the report year certified at least at the grade level required in order to operate this plant?
 * Check one box ☒ yes = 0 points ☐ no = 50 points
 Write 0 or 50 in the E point total box E Point Total
- F. Has the operator-in-charge maintained recertification requirements during the reporting year?
 * Check one box ☒ yes ☐ no
- G. How many hours of continuing education has the operator-in-charge completed over the last two calendar years?
 * Check one box ☒ 12 hours or more = 0 points ☐ Less than 12 hours = 50 points
 Write 0 or 50 in the G point total box G Point Total
- H. Is there a written policy regarding continuing education and training for wastewater treatment plant employees?
 * Check one box ☒ yes ☐ no

Explain:

All personnel maintained at least 16 hours of training every two years. Veolia implements an internal training and safety program that meets all State Operator Certification training requirements. Additionally, 16 hours of cross trainings are provided to each employee.

- I. What percentage of the continuing education expenses of the operator-in-charge were paid for:
 By the permittee? 100% Veolia North America
 By the operator? 0%
- J. Add together the E and G point values and place this sum in the box below at the right:

TOTAL POINT VALUE FOR PART 7 (max=100)

Also enter this value on the point calculation table on page 16.

PART 8: FINANCIAL STATUS

- A. Are User-Charge Revenues sufficient to cover operation and maintenance expenses?

✱ Check one box

☒

Yes

☐

No

If no, how are O & M costs being financed?

Explain:

In 2012, the New Orleans City Council approved eight consecutive annual 10 percent water rate increases beginning January 1, 2013.

Revenue from Plumbing Inspections, License Fees and Other Miscellaneous Revenue

- B. What financial resources do you have available to pay for your wastewater improvements and reconstruction needs?

Revenues in excess of expenses and proceeds from bond issues.

PART 9: SUBJECTIVE EVALUATION

A. Collection System Maintenance

1. Describe what sewer system maintenance work has been done in the last year.

The Board and its contractors inspected 9,351 sewer manholes, completed 934 repairs, and cleaned 1,249,907.00 feet of the sewer system in 2016. Also, the Board and its contractors inspected a cumulative total of 40,254.00 feet of sewer line utilizing CCTV and a cumulative total of 908,633,.80 feet of sewer line utilizing Smoke Testing in 2016. During the first and second halves of 2016, the Board inspected and maintained 68 known air release valves. In addition, 170 of 172 sewer force main isolation valves were inspected and exercised. 22 cathodic protection surveys were conducted and (100%) of the 102 miles of sewer force mains were visually inspected.

2. Describe what lift station work has been done in the last year.

The Board's Operations and Facility Maintenance personnel completed 4,942 sewage pumping station preventive maintenance tasks through December 31, 2016.

3. What collection system improvements does the community have under consideration for the next 5 years?

Collection system improvements are planned in accordance with the Third Modified Consent Decree.

B. If you have ponds, please answer the following questions: N/A

- | | | |
|--|------------------------------|-----------------------------|
| 1. Do you have duckweed buildup in your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Do you mow your dikes regularly (at least monthly), to the waters edge? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. Do you have bushes or trees growing on the dikes or in the ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Do you have excess sludge buildup (>1 foot) on the bottom of any of your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. Do you exercise all of your valves? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. Are your control manholes in good structural shape? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 7. Do you maintain at least three feet of freeboard in all your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. Do you visit your pond system, at least weekly? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

C. Treatment Plants

1. Have the influent and effluent flow meters been calibrated in the last year?

☒ Yes ☐ No

Influent flow meter calibration date(s):

Effluent flow meter calibration date(s):

The most recent calibration of that period -
05/10/2017 – The Flow Meters are calibrated
monthly

The most recent calibration of that period -
05/10/2017 – The Flow Meters are calibrated
monthly

2. What problems, if any, have been experienced over the last year that has threatened treatment?

None

3. Is your community presently involved in formal planning for treatment facility upgrading?

☐ Yes ☒ No If yes, describe:

D. Preventive Maintenance

1. Does your plant have a written plan for preventive maintenance on major equipment items?

☒

Yes

☐

No

If yes, describe:

Current system utilizes a computer generated maintenance work order system for both preventive and emergency repairs on all components in the plants.

Each piece of equipment's O&M manual is closely followed to ensure all factory preventive maintenance recommendations are performed.

2. Does this preventive maintenance program depict frequency of intervals, types of lubrication, and other

preventive maintenance tasks necessary for each piece of equipment?

☒

Yes

☐

No

3. Are these preventive maintenance tasks, as well as equipment problems, being recorded and filed so future maintenance problems can be assessed properly?

☒

Yes

☐

No

E. Sewer Use Ordinance

1. Does your community have a sewer use ordinance that limits or prohibits the discharge of excessive conventional pollutants (BOD, TSS, or pH) or toxic substances to the sewer from industries, commercial users, and residences?

☒

Yes

☐

No

If yes, describe:

E.P.A. approved Pretreatment Program and Section 16 of the Sewerage & Water Board of New Orleans Plumbing Code.

The implementation of a Fats, Oils, and Grease Program, Section 16.5 of the Sewerage & Water Board of New Orleans Plumbing Code, that involves the annual issuance of a Grease Trap Discharge Permit to all Food Service Establishments in Orleans Parish.

2. Has it been necessary to enforce?

☒

Yes

☐

No

If yes, describe:

E.P.A. approved Pretreatment Program requires sampling/monitoring of Significant Industrial Users to demonstrate compliance with applicable Federal, State and Local discharge requirements.

- F. Any additional comments about your treatment plant or collection system? (Attach additional sheet if necessary.)

POINT CALCULATION TABLE

Fill in the values from parts 1 through 7 in the columns below. Add the numbers in the left column to determine the point total that the wastewater system has generated for the previous year.

	Actual Values	Actual Values	Maximum
Part 1:	Influent Flow/Loadings	<u>0</u>	80 Points
Part 2:	Effluent Quality/Plant Performance	<u>0</u>	100 Points
Part 3:	Age of WWTP	<u>50</u>	50 Points
Part 4:	Overflows and Bypasses	<u>100</u>	100 Points
Part 5:	Ultimate Disposition of Sludge	<u>0</u>	100 Points
Part 6:	New Development	<u>0</u>	30 Points
Part 7:	Operator Certification Training	<u>0</u>	100 Points

TOTAL POINTS

150

ATTACHMENT 3**SAMPLE MWPP RESOLUTION**

Resolved that the city/town _____ informs Louisiana Department of
of _____
Environmental Quality that the following actions were taken by
the _____
_____ (governing
body).

1. Reviewed the Municipal Water Pollution Prevention Environmental Audit Report which is attached to this resolution.
2. Set forth the following actions necessary to maintain permit requirements contained in the Louisiana Water Discharge Permit System (LWDPS) number _____.

(Please be specific in listing the actions that will be taken to address the problems identified in the audit report.)

a.

b.

c.

d.

etc.

Passed by a majority/unanimous (circle one) vote of
the _____

on _____

(date).

CLERK

**WEST BANK WASTEWATER TREATMENT PLANT MUNICIPAL WATER POLLUTION
PREVENTION ENVIRONMENTAL AUDIT**

WHEREAS, on October 18, 2017, the Board's wastewater operator (Veolia Water North America) completed the Louisiana Municipal Water Pollution Prevention report for the West Bank Wastewater Treatment Plant for the period September 1, 2016 to August 31, 2017; and

WHEREAS, the Board has reviewed the Municipal Water Pollution Prevention Environmental Audit Report, prepared for the Louisiana Department of Environmental Quality, which is attached to this resolution; and

WHEREAS, though no corrective action is needed at this time, the Board will continue to take whatever actions are necessary to maintain permit requirements contained in the Louisiana Water Discharge Permit System (LWPDPS) Number LA0038105.

NOW, THEREFORE BE IT RESOLVED that the Board hereby acknowledges receipt and review of the report and assures performance of any actions necessary to maintain permit requirements.

I, Robert Miller, Interim Executive Director,
Sewerage and Water Board of New Orleans, do hereby
certify that the above and foregoing is a true and
correct copy of a Resolution adopted at the Regular
Monthly Meeting of said Board, duly called and held,
according to law, on October 18, 2017.

ROBERT MILLER
INTERIM EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: October 4, 2017

To: Robert Miller, Interim Executive Director

From: Bruce Adams, Deputy Director of Engineering and Construction
Bruce D Adams 10/05/2017

Re: Municipal Water Pollution Prevention Audit (MWPP)
West Bank Wastewater Treatment Plant

Attached please find the West Bank Wastewater Treatment Plant MWPP Audit for the period September 1, 2016 to August 31, 2017. There were no areas of concern found during the self-audit conducted by Veolia Water and SWBNO personnel. The facility's LPDES Permit requires the Board of Directors review this document and pass a resolution to document this review. A draft resolution is included for your review.

Please place this item on the agenda for the October Board meeting.

Robert Miller
Interim Executive Director
Sewerage and Water Board of New Orleans

LOUISIANA

MUNICIPAL WATER POLLUTION PREVENTION

MWPP



Facility Name:	New Orleans West Bank WWTP
LPDES Permit Number:	LA0038105
Agency Interest (AI) Number:	4688
Address:	3501 Canal Street
	New Orleans, LA 70131
Parish:	Orleans
(Person Completing Form) Name:	Donald Patterson
Title:	Senior Project Manager
Date Completed:	October 3, 2017

Instructions to the Operator-in-Charge

- 1. Complete only the sections of the Environmental Audit which apply to your wastewater treatment system. Leave sections that do not apply blank and enter a "0" for the point value.**
- 2. Parts 1 through 7 contain questions for which points may be generated. These points are intended to communicate to the department and the governing body or owner what actions will be necessary to prevent effluent violations. Place the point totals from parts 1 through 7 on the Point Calculation page.**
- 3. Add up the point totals.**
- 4. Submit the Environmental Audit to the governing body or owner for their review and approval.**
- 5. The governing body must pass a resolution which contains the following items:**
 - a. The resolution or letter must acknowledge the governing body or owner has reviewed the Environmental Audit.**
 - b. The resolution must indicate specific actions, if any, will be taken to maintain compliance and prevent effluent violations. Proposed actions should address the parts where maximum or close to maximum points were generated in the Environmental Audit.**
 - c. The resolution should provide any other information the governing body deems appropriate.**

PART 1: INFLUENT FLOW/LOADINGS**Part 1: Influent Flow/Loadings (All plants)**

A. List the average monthly volumetric flows and BOD loadings received at your facility during the last reporting year.

Col. 1 Average Monthly Flow (million gallons per day, MGD)		Col. 2 Average Monthly BOD ₅ Concentration (mg/l)		Col. 3 Average Monthly BOD ₅ Loading (pounds per day)	
Sep-16	9.3	X	292	X 8.34 =	22,648
Oct-16	7.0	X	336	X 8.34 =	19,616
Nov-16	7.8	X	351	X 8.34 =	22,833
Dec-16	10.9	X	457	X 8.34 =	41,544
Jan-17	13.7	X	344	X 8.34 =	39,305
Feb-17	9.6	X	100	X 8.34 =	8,006
Mar-17	9.3	X	95	X 8.34 =	7,368
Apr-17	10	X	99	X 8.34 =	8,257
May-17	13.6	X	70	X 8.34 =	7,940
Jun-17	16.1	X	59	X 8.34 =	7,922
Jul-17	12.7	X	68	X 8.34 =	7,202
Aug-17	16.2	X	58	X 8.34 =	7,836

BOD loading = Average Monthly Flow (in MGD) x Average Monthly BOD concentration (in mg/l) x 8.34.

B. List the design flow and design BOD loading for your facility in the blanks below. If you are not aware of these design quantities, refer to your Operation and Maintenance Manual (O & M) or contact your consulting engineer.

Design Flow, MGD

20

X 0.90 =

18

Design BOD, lb/day

14,972

X 0.90 =

13,475

- C. How many months did the monthly flow (Col. 1) to the wastewater treatment plant (WWTP) exceed 90% of design flow?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	0	0	0	5	5	5	5	5	5	5	5	points

Write 0 or 5 in the C point total box C Point Total

- D. How many months did the monthly flow (Col. 1) to the WWTP exceed the design flow?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	5	5	10	10	15	15	15	15	15	15	15	15	points

Write 0, 5, 10, or 15 in the D point total box D Point Total

- E. How many months did the monthly BOD loading (Col. 3) to the WWTP exceed 90% of the design loading?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	5	5	5	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the E point total box E Point Total

- F. How many times did the monthly BOD loading (Col. 3) to the WWTP exceed the design loading?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	10	20	30	40	50	50	50	50	50	50	50	50	points

Write 0, 10, 20, 30, 40, or 50 in the F point total box F Point Total

- G. Add together each point total for C through F and place this sum in the box below at the right.

TOTAL POINT VALUE FOR PART 1 (max=80)

Also enter this value on the point calculation table on page 16.

PART 2: EFFLUENT QUALITY/PLANT PERFORMANCE

A. List the monthly average effluent BOD and TSS concentrations produced by your facility during the last reporting year.

Month	Column 1 Avg. Monthly BOD (mg/l)	Column 2 Avg. Monthly TSS (mg/l)
Sep-16	6	10
Oct-16	7	11
Nov-16	9	11
Dec-16	10	12
Jan-17	10	13
Feb-17	13	11
Mar-17	15	13
Apr-17	13	14
May-17	7	10
Jun-17	7	10
Jul-17	7	9
Aug-17	6	10

B. List the monthly average permit limits for your facility in the blanks below.

	Permit Limit		90% of Permit Limit
BOD, mg/l	30	X 0.90 =	27
TSS, mg/l	30	X 0.90 =	27

C. Continuous Discharge to Surface Water

- i. How many months did the effluent BOD concentration (Col. 1) exceeds 90% of permit limits?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	10	20	30	40	40	40	40	40	40	40	40	points

Write 0, 10, 20, 30 or 40 in the i point total box i Point Total

- ii. How many months did the effluent BOD concentration (Col. 1) exceeds permit limits?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	5	5	10	10	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the ii point total box ii Point Total

- iii. How many months did the effluent TSS concentration (Col. 2) exceed 90% of permit limits?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	0	10	20	30	40	40	40	40	40	40	40	40	points

Write 0, 10, 20, 30, or 40 in the iii point total box iii Point Total

- iv. How many months did the effluent TSS concentration (Col.2) exceed permit limits?
Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	0	1	2	3	4	5	6	7	8	9	10	11	12	months
points	0	5	5	10	10	10	10	10	10	10	10	10	10	points

Write 0, 5, or 10 in the iv point total box iv Point Total

- v. Add together each point total for i through iv and place this sum in the box below at the right.

TOTAL POINT VALUE FOR PART 2

Also enter this value on the point calculation table on page 15.

(max=100)

D. Other Monitoring and Limits

- i. At any time in the past year was there an exceedance of a permit limit for other pollutants such as: ammonia-nitrogen, phosphorus, pH, residual chlorine, or fecal coliform?

* Check one box

☐

Yes

☒

No

If yes, please describe:

- ii. At any time in the past year was there a "failure" of a Biomonitoring (Whole Effluent Toxicity) test of the effluent?

* Check one box

☐

Yes

☒

No

If yes, please describe:

- iii. At any time in the past year was there an exceedance of a permit limit for a toxic substance?

* Check one box

☒

Yes

☐

No

If yes, please describe:

In the past year the following toxic substances for effluent samples were exceeded:

Substance:	Limit:	Result:	Date :
Arsenic (Total)	5 ug/l	7.1 ug/l	10/10-12/2016
Aluminum	2.5 ug/l	77 ug/l	10/11-12/2016
Copper (Total)	3 ug/l	5.2 ug/l	10/11-12/2016
Mercury (Total)	0.00050 ug/l	0.0108 ug/l	10/11-12/2016
Zinc	20 ug/l	46 ug/l	10/11-12/2016
Arsenic (Total)	5 ug/l	6.2 ug/l	02/06-07/2017
Copper (Total)	3 ug/l	4.3 ug/l	02/06-07/2017
Phenols (Total)	5 ug/l	16 ug/l	02/06-07/2017
Mercury (Total)	0.00050 ug/l	0.0111 ug/l	02/06-07/2017

PART 3: AGE OF THE WASTEWATER TREATMENT FACILITIES

- A. What year was the wastewater treatment plant constructed or last major expansion/improvements completed? 1974

$$\begin{array}{rclcl} \text{Current Year} & - & (\text{Answer to A}) & = & \text{Age in years} \\ \hline 2017 & - & 1974 & = & 43 \text{ years} \end{array}$$

Enter Age in Part C below.

- B. Check the type of treatment facility that is employed:

		Factor
<u>X</u>	Mechanical Treatment Plant (Trickling filter, activated sludge, etc.) Specify Type <u>Trickling Filter</u>	2.5
<u> </u>	Aerated Lagoon	2.0
<u> </u>	Stabilization Pond	1.5
<u> </u>	Other (Specify) <u> </u>	1.0

- C. Multiply the factor listed next to the type of facility your community employs by the age of your facility to determine the total point value of Part 3:

$$\text{TOTAL POINT VALUE FOR PART 3} = \frac{2.5}{\text{FACTOR}} \times \frac{43}{\text{AGE}} = \boxed{107.5} \text{ (max. = 50)}$$

Also enter this value or 50, whichever is less, on the point calculation table on page 15.

- D. Please attach a schematic of the treatment plant.

PART 4: OVERFLOWS AND BYPASSES

- A. (1) List the number of times in the last year there was an overflow, bypass, or unpermitted discharge of untreated or incompletely treated wastewater due to heavy rain: 5

(Circle One) 0 = 0 points 1 = 5 points 2 = 10 points
 3 = 15 points 4 = 30 points 5 or more = 50 points

- (2) List the number of bypasses, overflows, or unpermitted discharges shown in A (1) that were within the collection system and the number at the treatment plant.

Collection System 5 Treatment Plant 0

- B. (1) List the number of times in the last year there was a bypass or overflow of untreated or incompletely treated wastewater due to equipment failure, either at the treatment plant or due to pumping problems in the collection system: 3

(Circle One) 0 = 0 points 1 = 5 points 2 = 10 points
3 = 15 points 4 = 30 points 5 or more = 50 points

- (2) List the number of bypasses or overflows shown in B (1) that were within the collection system and the number at the treatment plant.

Collection System 2 Treatment Plant 1

- C. Specify whether the bypasses came from the city or village sewer system or from contract or tributary communities/sanitary districts, etc.
 The collection system bypass came from the city's sewer system and the treatment plant bypass came from an unused 36 inch ancillary pipe.

- D. Add the point values circled for A and B and place the total in the box below.

TOTAL POINT VALUE FOR PART 4 60 (max=100)

Also enter this value on the point calculation table on page 15.

- E. List the person responsible for reporting overflows, bypasses, or unpermitted discharges to State and Federal authorities:

Bypass report is signed by the Executive Director of the SWBNO. The report is submitted to the Department of Environmental Quality.

Describe the procedure for gathering, compiling, and reporting: _____

RJN Cassworks Infrastructure Maintenance Management System is used to track overflows by retrieving pertinent information from work orders.

PART 5: SLUDGE STORAGE AND DISPOSAL SITES**A. Sludge Storage**

How many months of sludge storage capacity does your wastewater treatment facility have available, either on-site or off-site?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<2	2	3	4 to 5	>6	months
points	50	30	20	10	0	points

Write 0, 10, 20, 30, or 50 in the A point total box A Point Total

B. For how many months does your facility have access to (and approval for) sufficient land disposal sites to provide proper land disposal?

Circle the number of months and corresponding point total. Write the point total in the box below at the right.

months	<2	6 to 11	12 to 23	24 to 35	>36	months
points	50	30	20	10	0	points

Write 0, 10, 20, 30, or 50 in the B point total box B Point Total

C. Add together the A and B point values and place this sum in the box below at the right:

TOTAL POINT VALUE FOR PART 5 (max=100)

Also enter this value on the point calculation table on page 15.

PART 6: NEW DEVELOPMENT

- A. Please provide the following information for the total of all sewer line extensions which were installed during the last year. NA

Design Population: _____

Design Flow: _____ MGD

Design BOD₅: _____ mg/l

- B. Has an industry (or other development) moved into the community or expanded production in the past year, such that either flow or pollutant loadings to the sewerage system were significantly increased (5% or greater)?
- (Circle One) No = 0 points Yes = 15 points

Describe: _____

List any new pollutants: _____

- C. Is there any development (industrial, commercial, or residential) anticipated in the next 2-3 years, such that either flow or pollutant loadings to the sewerage system could significantly increase?

(Circle One) No = 0 points Yes = 15 points

Describe: _____

List any new pollutants that you anticipate: _____

- D. Add together the point value circled in B and C and place the sum in the blank below.

TOTAL POINT VALUE FOR PART 6**0****(max=30)**

Also enter this value on the point calculation table on page 15.

PART 7: OPERATOR CERTIFICATION AND EDUCATION

- A. What was the name of the operator-in-charge for the reporting year? Cantrelle Larkins
- B. What is his/her certification number? #15-250 October, 1992
- C. What level of certification is the operator-in-charge required to have to operate the wastewater treatment plant?
Class IV Wastewater Treatment
- D. What is the level of certification of the operator-in-charge? Class IV Wastewater Treatment **Level Certified**
- E. Was the operator-in-charge of the report year certified at least at the grade level required in order to operate this plant?

* Check one box ☒ yes = 0 points ☐ no = 50 points

Write 0 or 50 in the E point total box E Point Total

- F. Has the operator-in-charge maintained recertification requirements during the reporting year?

* Check one box ☒ yes ☐ no

- G. How many hours of continuing education has the operator-in-charge completed over the last two calendar years?

* Check one box ☒ 12 hours or more = 0 points ☐ Less than 12 hours = 50 points

Write 0 or 50 in the G point total box G Point Total

- H. Is there a written policy regarding continuing education and training for wastewater treatment plant employees?

* Check one box ☒ yes ☐ no

Explain:

All personnel maintained at least 16 hours of training every two years for Wastewater Treatment certifications. Veolia implements an internal training and safety program that meets all State Operator Certification training requirements. Additionally, 16 hours of cross training are provided

- I. What percentage of the continuing education expenses of the operator-in-charge were paid for:

By the permittee? _____

By the operator? 100%

Veolia

- J. Add together the E and G point values and place this sum in the box below at the right:

TOTAL POINT VALUE FOR PART 7 (max=100)

Also enter this value on the point calculation table on page 15.

PART 8: FINANCIAL STATUS

A. Are User-Charge Revenues sufficient to cover operation and maintenance expenses?

Check one box

☒

Yes

☐

No

If no, how are O & M costs being financed?

Explain:

In 2012, the New Orleans City Council approved eight consecutive annual 10 percent water rate increases beginning January 1, 2013.

Revenue from Plumbing Inspections, License Fees and Other Miscellaneous Revenue

B. What financial resources do you have available to pay for your wastewater improvements and reconstruction needs?

Revenues in excess of expenses and proceeds from bond issues.

PART 9: SUBJECTIVE EVALUATION

A. Collection System Maintenance

1. Describe what sewer system maintenance work has been done in the last year.

Sewer Line Inspections: 1,789 feet
 Sewer Line Cleanings: 7,216 feet
 Sewer Repairs: 3
 Sewer Man Hole Inspections 625

2. Describe what lift station work has been done in the last year.

1,266 Preventative Maintenance Actions
 111 Corrective Maintenance Actions

3. What collection system improvements does the community have under consideration for the next 5 years?

Even though the West Bank is not mandated to improve the collection system in accordance with the Third Modified Consent Decree, repairs and improvements are made when identified through sewer main inspections, sewer main cleaning and manhole inspections.

B. If you have ponds, please answer the following questions: N/A

- | | | |
|--|------------------------------|-----------------------------|
| 1. Do you have duckweed buildup in your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 2. Do you mow your dikes regularly (at least monthly), to the waters edge? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 3. Do you have bushes or trees growing on the dikes or in the ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 4. Do you have excess sludge buildup (>1 foot) on the bottom of any of your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 5. Do you exercise all of your valves? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 6. Are your control manholes in good structural shape? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 7. Do you maintain at least three feet of freeboard in all your ponds? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| 8. Do you visit your pond system, at least weekly? | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

C. Treatment Plants

1. Have the influent and effluent flow meters been calibrated in the last year? ☒ Yes ☐ No

Influent flow meter calibration date(s):

Effluent flow meter calibration date(s):

August 17, 2017; calibrated monthly

August 17, 2017; calibrated monthly

2. What problems, if any, have been experienced over the last year that has threatened treatment?

None

3. Is your community presently involved in formal planning for treatment facility upgrading?

☐ Yes ☒ No If yes, describe:

D. Preventive Maintenance

1. Does your plant have a written plan for preventive maintenance on major equipment items?

☒ Yes ☐ No If yes, describe:

Current system utilizes a computer generated maintenance work order system for both preventive and emergency repairs on all components in the plants.

Each piece of equipment's O&M manual is closely followed to ensure all factory preventive maintenance recommendations are performed.

2. Does this preventive maintenance program depict frequency of intervals, types of lubrication, and other preventive maintenance tasks necessary for each piece of equipment? ☒ Yes ☐ No
3. Are these preventive maintenance tasks, as well as equipment problems, being recorded and filed so future maintenance problems can be assessed properly? ☒ Yes ☐ No

E. Sewer Use Ordinance

1. Does your community have a sewer use ordinance that limits or prohibits the discharge of excessive conventional pollutants (BOD, TSS, or pH) or toxic substances to the sewer from industries, commercial users, and residences?

☒ Yes ☐ No If yes, describe:

E.P.A. approved Pretreatment Program and Section 16 of the Sewerage & Water Board of New Orleans Plumbing Code.

The implementation of a Fats, Oils, and Grease Program, Section 16.5 of the Sewerage & Water Board of New Orleans Plumbing Code, that involves the annual issuance of a Grease Trap Discharge Permit to all Food Service Establishments in Orleans Parish.

2. Has it been necessary to enforce? ☒ Yes ☐ No If yes, describe:

E.P.A. approved Pretreatment Program requires sampling/monitoring of Significant Industrial Users to demonstrate compliance with applicable Federal, State and Local discharge requirements.

F. Any additional comments about your treatment plant or collection system? (Attach additional sheet if necessary.)

POINT CALCULATION TABLE

Fill in the values from parts 1 through 7 in the columns below. Add the numbers in the left column to determine the point total that the wastewater system has generated for the previous year.

	Actual Values	Actual Values	Maximum
Part 1:	Influent Flow/Loadings	<u>60</u>	80 Points
Part 2:	Effluent Quality/Plant Performance	<u>0</u>	100 Points
Part 3:	Age of WWTP	<u>50</u>	50 Points
Part 4:	Overflows and Bypasses	<u>65</u>	100 Points
Part 5:	Ultimate Disposition of Sludge	<u>0</u>	100 Points
Part 6:	New Development	<u>0</u>	30 Points
Part 7:	Operator Certification Training	<u>0</u>	100 Points

TOTAL POINTS

175

ATTACHMENT 3**SAMPLE MWPP RESOLUTION**

Resolved that the city/town _____ informs Louisiana Department of
of _____
Environmental Quality that the following actions were taken by
the _____

(governing
body).

1. Reviewed the Municipal Water Pollution Prevention Environmental Audit Report which is attached to this resolution.

2. Set forth the following actions necessary to maintain permit requirements contained in the Louisiana Water Discharge Permit System (LWDPS) number _____.

(Please be specific in listing the actions that will be taken to address the problems identified in the audit report.)

a.

b.

c.

d.

etc.

Passed by a majority/unanimous (circle one) vote of
the _____

on _____

(date).

CLERK



SEWERAGE AND WATER BOARD OF NEW ORLEANS

October 13, 2017

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

Re: Financial Results through August 2017

Attached are the *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 August 2017. The Variance Indicators for Financial Results through August 2017 and the *Statement of Cash Flows* are also attached.

Operating Revenues:

Water System Fund (pages 7 and 8, line 5) for August of \$7,515,102 is \$1,306,409 or 14.8% less than budgeted and \$346,069 or 4.8% more than August 2016. August YTD operating revenues of \$60,158,389 is \$5,160,439 or 7.9% less than budgeted and \$2,848,215 or 5.0% more than August YTD 2016.

Sewer System Fund (pages 13 and 14, line 5) for August of \$8,741,866 is \$1,467,921 or 14.4% less than budgeted and \$68,876 or 0.8% more than August 2016. August YTD operating revenues of \$71,934,610 is \$3,663,696 or 4.8% less than budgeted and \$2,020,815 or 2.9% more than August YTD 2016.

Drainage System Fund (pages 19 and 20, line 5) for August of \$4,723 is \$4,723 or 0.0% more than budgeted and \$2,327 or 97.1% more than for August 2016. August YTD operating revenues of \$25,767 is \$25,767 or 0.0% budgeted and \$14,129 or 35.4% less than August YTD 2016.

Total System Funds (pages 1 and 2, line 5) for August of \$16,261,691 are \$2,769,606 or 14.6% less than budgeted and \$417,273 or 2.6% more than August 2016. August YTD operating revenues of \$132,118,765 are \$8,798,368 or 6.2% less than budgeted and \$4,854,901 or 3.8% more than August YTD 2016.

Operating Expenses:

Water System Fund (pages 7 and 8, line 18) for August of \$7,248,888 is \$103,401 or 1.4% more than budgeted and \$664,093 or 8.4% less than August 2016. August YTD operating expenses of \$55,317,791 is \$1,946,471 or 3.4% less than budgeted and \$6,429,414 or 10.4% less than August YTD 2016.

Sewer System Fund (pages 13 and 14, line 18) for August of \$7,173,038 is \$1,160,417 or 13.9% less than budgeted and \$1,243,710 or 21.0% more than August 2016. August YTD operating expenses of \$52,385,324 is \$14,032,365 or 21.1% less than budgeted and \$5,221,650 or 11.1% more than August YTD 2016.

Drainage System Fund (pages 19 and 20, line 18) for August of \$4,897,025 is \$236,557 or 4.6% less than budgeted and \$466,444 or 10.5% more than August 2016. August YTD operating expenses of \$36,349,275 is \$4,089,644 or 10.1% less than budgeted and \$3,702,300 or 11.3% more than August YTD 2016.

Total System Funds (pages 1 and 2, line 18) for August of \$19,318,951 are \$1,293,573 or 6.3% less than budgeted and \$1,046,061 or 5.7% more than August 2016. August YTD operating expenses of



SEWERAGE AND WATER BOARD OF NEW ORLEANS

\$144,052,390 is \$20,068,480 or 12.2% less than budgeted and \$2,494,536 or 1.8% more than August YTD 2016.

Net Non-Operating Revenues:

Water System Fund (pages 7 and 8, line 28) for August of \$169,155 is \$128,188 or 312.9% more than budgeted and \$69,672 or 70.0% more than August 2016. August YTD net non-operating revenues of \$716,377 are \$1,894,609 or 72.6% less than budgeted and \$120,232 or 14.4% less than August YTD 2016.

Sewer System Fund (pages 13 and 14, line 28) for August of \$66,193 is \$47,624 or 256.5% more than budgeted and \$28,569 or 75.9% more than August 2016. August YTD net non-operating revenues of \$529,297 are \$654,160 or 55.3% less than budgeted and \$71,122 or 11.8% less than August YTD 2016.

Drainage System Fund (pages 19 and 20, line 28) for August of \$13,614,461 is \$12,786,746 or 1544.8% more than budgeted and \$11,519,971 or 550.0% more August 2016. August YTD net non-operating revenues of \$52,659,122 are \$93,949 or 0.2% less than budgeted and \$716,015 or 1.3% less than August YTD 2016.

Total System Funds (pages 1 and 2, line 28) for August of \$13,849,809 is \$12,962,558 or 1461.0% more than budgeted and \$11,618,213 or 520.6% more than August 2016. August YTD net non-operating revenues of \$53,904,797 are \$2,642,718 or 4.7% less than budgeted and \$907,369 or 1.7% less than August YTD 2016.

Income Before Contributions in Aid of Construction:

Water System Fund (pages 7 and 8, line 29) for August of \$435,370 is \$1,281,621 or 74.6% less than budgeted and \$1,079,834 or 167.6% more than August 2016. August YTD income before capital contributions of \$5,556,975 is \$5,108,577 or 47.9% less than budgeted and \$9,157,397 or 254.3% more than August YTD 2016.

Sewer System Fund (pages 13 and 14, line 29) for August of \$1,635,020 is \$259,880 or 13.7% less than budgeted and \$1,146,264 or 41.2% less than August 2016. August YTD income before capital contributions of \$20,078,582 is \$9,714,509 or 93.7% more than budgeted and \$3,271,958 or 14.0% less than August YTD 2016.

Drainage System Fund (pages 19 and 20, line 29) for August of \$8,722,159 is \$13,028,026 or 302.6% more than budgeted and \$11,055,855 or 473.7% more than August 2016. August YTD income before capital contributions of \$16,335,614 is \$4,021,462 or 32.7% more than budgeted and \$4,432,444 or 21.3% less than August YTD 2016.

Total System Funds (pages 1 and 2, line 29) for August of \$10,792,549 is \$11,486,524 or 1655.2% more than budgeted and \$10,989,424 or 5581.9% more than August 2016. August YTD income before capital contributions of \$41,971,171 is \$8,627,394 or 25.9% more than budgeted and \$1,452,996 or 3.6% more than August YTD 2016.



SEWERAGE AND WATER BOARD OF NEW ORLEANS

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

	Water	Sewer	Total
Original Balance	\$1,504,703.90	20,925.60	\$1,525,629.50
Less Disbursements	550,075.53	-	550,075.53
Plus Reimbursements	-	-	0.00
Plus Income	1,443.86	-	1,443.86
Ending Balance	\$2,056,223.29	20,925.60	\$2,077,148.89

The balances of funds from the Series 2015 bond proceeds available for capital construction as of August 31, 2017 are:

	Water	Sewer	Total
Original Balance	\$76,698,285.50	\$28,852,960.96	\$105,551,246.46
Less Disbursements	(4,500,000.00)	(7,000,000.00)	(11,500,000.00)
Plus Reimbursements	514,412.82	198,069.32	712,482.14
Plus Income	48,459.51	12,557.47	61,016.98
Ending Balance	\$72,761,157.83	\$22,063,587.75	\$94,824,745.58

The days-of-cash at August 31, 2017 were 198.17 for the water system, 314.57 for the sewer system, and 340.34 for the drainage system. These results are well ahead of their minimum policy target of 180 days for the water, sewerage and drainage systems.

The projected coverage for the year ending December 31, 2017, based upon financial results through August 31, 2017, remains at the budgeted levels of 1.62 times for the water system and 2.13 times for the sewer system. The water results are ahead of the policy target of 1.50 times and the bond covenant minimum of 1.25. The sewerage results are ahead of the policy targets of 1.50 times and the bond covenant minimum of 1.25 times coverage for sewerage systems.

Certification. In connection with the accompanying monthly financial report of the Sewerage and Water Board of New Orleans for the period ended August 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
Interim Executive Director

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS

August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Prior Year	MTD Variance	%	YTD Actual	YTD Prior Year	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	7,294,036	6,875,167	418,869	6.1%	58,942,927	54,976,157	3,966,770	7.2%
2 Sewerage service charges and delinquent fees	8,703,336	8,648,607	54,729	0.6%	71,404,970	69,289,786	2,115,184	3.1%
3 Plumbing inspection and license fees	54,200	46,300	7,900	17.1%	406,500	452,480	(45,980)	-10.2%
4 Other revenues	210,119	274,345	(64,226)	-23.4%	1,364,368	2,545,440	(1,181,072)	-46.4%
5 Total operating revenues	16,261,691	15,844,418	417,273	2.6%	132,118,765	127,263,864	4,854,901	3.8%
Operating Expenses:								
6 Executive Director	274,086	(545,642)	819,728	-150.2%	1,316,476	1,240,637	75,839	6.1%
7 Special Counsel	150,642	116,088	34,553	29.8%	1,254,994	942,895	312,099	33.1%
8 Security	828,388	918,635	(90,247)	-9.8%	7,346,377	5,234,191	2,112,186	40.4%
9 Operations	8,709,092	8,001,616	707,476	8.8%	66,378,422	64,910,820	1,467,602	2.3%
10 Engineering	758,972	572,641	186,330	32.5%	4,992,613	3,841,328	1,151,286	30.0%
11 Logistics	1,125,979	1,151,927	(25,948)	-2.3%	7,145,777	7,395,495	(249,719)	-3.4%
12 Communications	58,396	96,284	(37,888)	-39.4%	331,056	161,043	170,013	105.6%
13 Administration	1,379,478	1,536,151	(156,673)	-10.2%	8,303,900	9,936,197	(1,632,297)	-16.4%
14 Chief Financial Officer	1,797,558	1,812,737	(15,179)	-0.8%	13,885,979	11,863,542	2,022,437	17.0%
15 Continuous Improvement	12,827	-	12,827	0.0%	105,570	12	105,558	879649.3%
16 Overhead and Budget Adjustments	(1,195,387)	(906,554)	(288,833)	31.9%	(9,188,632)	(7,985,655)	(1,202,978)	15.1%
17 Non-Cash Operating Expenses	5,418,921	5,519,007	(100,086)	-1.8%	42,179,859	44,017,349	(1,837,490)	-4.2%
18 Total operating expenses	19,318,951	18,272,890	1,046,061	5.7%	144,052,390	141,557,854	2,494,536	1.8%
19 Operating income (loss)	(3,057,260)	(2,428,472)	(628,788)	25.9%	(11,933,625)	(14,293,990)	2,360,365	-16.5%
Non-operating revenues (expense):								
20 Two-mill tax	641	212	429	202.8%	1,662	7,296	(5,634)	-77.2%
21 Three-mill tax	12,853,008	589,347	12,263,661	2080.9%	13,277,613	15,109,742	(1,832,129)	-12.1%
22 Six-mill tax	288,871	595,677	(306,806)	-51.5%	15,711,953	15,271,754	440,199	2.9%
23 Nine-mill tax	432,986	892,891	(459,905)	-51.5%	23,551,466	22,891,677	659,789	2.9%
24 Interest income	272,824	128,802	144,022	111.8%	1,064,259	1,239,072	(174,813)	-14.1%
25 Other Income	-	-	-	0.0%	296,165	267,886	28,279	10.6%
26 Interest expense	-	-	-	0.0%	-	-	-	0.0%
27 Operating and maintenance grants	1,480	24,667	(23,187)	-94.0%	1,679	24,738	(23,059)	-93.2%
28 Total non-operating revenues	13,849,809	2,231,597	11,618,213	520.6%	53,904,797	54,812,166	(907,369)	-1.7%
29 Income before capital contributions	10,792,549	(196,875)	10,989,424	-5581.9%	41,971,171	40,518,176	1,452,996	3.6%
30 Capital contributions	6,864,515	3,450,013	3,414,502	99.0%	21,148,253	19,123,526	2,024,727	10.6%
31 Change in net position	17,657,064	3,253,138	14,403,926	442.8%	63,119,424	59,641,701	3,477,723	5.8%
32 Net position, beginning of year					2,228,421,948	2,082,688,315	145,733,633	7.0%
33 Net position, end of year					2,291,541,372	2,142,330,016	149,211,356	7.0%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Budget	MTD Variance	%	YTD Actual	YTD Budget	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	7,294,036	8,407,501	(1,113,465)	-13.2%	58,942,927	62,253,292	(3,310,365)	-5.3%
2 Sewerage service charges and delinquent fees	8,703,336	10,127,604	(1,424,268)	-14.1%	71,404,970	74,989,785	(3,584,815)	-4.8%
3 Plumbing inspection and license fees	54,200	55,696	(1,496)	-2.7%	406,500	412,402	(5,902)	-1.4%
4 Other revenues	210,119	440,497	(230,378)	-52.3%	1,364,368	3,261,655	(1,897,287)	-58.2%
5 Total operating revenues	16,261,691	19,031,297	(2,769,606)	-14.6%	132,118,765	140,917,133	(8,798,368)	-6.2%
Operating Expenses:								
6 Executive Director	274,086	119,432	154,654	129.5%	1,316,476	973,451	343,025	35.2%
7 Special Counsel	150,642	199,681	(49,040)	-24.6%	1,254,994	1,627,540	(372,546)	-22.9%
8 Security	828,388	838,705	(10,317)	-1.2%	7,346,377	6,836,019	510,357	7.5%
9 Operations	8,709,092	8,335,809	373,282	4.5%	66,378,422	67,942,554	(1,564,133)	-2.3%
10 Engineering	758,972	959,487	(200,515)	-20.9%	4,992,613	7,820,477	(2,827,863)	-36.2%
11 Logistics	1,125,979	1,239,558	(113,579)	-9.2%	7,145,777	10,103,245	(2,957,469)	-29.3%
12 Communications	58,396	84,906	(26,510)	-31.2%	331,056	692,043	(360,987)	-52.2%
13 Administration	1,379,478	1,162,377	217,101	18.7%	8,303,900	9,474,168	(1,170,267)	-12.4%
14 Chief Financial Officer	1,797,558	2,093,894	(296,336)	-14.2%	13,885,979	17,066,672	(3,180,692)	-18.6%
15 Continuous Improvement	12,827	34,385	(21,558)	-62.7%	105,570	280,263	(174,693)	-62.3%
16 Overhead and Budget Adjustments	(1,195,387)	(1,266,822)	71,435	-5.6%	(9,188,632)	(10,325,466)	1,136,833	-11.0%
17 Non-Cash Operating Expenses	5,418,921	6,811,111	(1,392,190)	-20.4%	42,179,859	51,629,905	(9,450,046)	-18.3%
18 Total operating expenses	19,318,951	20,612,524	(1,293,573)	-6.3%	144,052,390	164,120,870	(20,068,480)	-12.2%
19 Operating income (loss)	(3,057,260)	(1,581,227)	(1,476,034)	93.3%	(11,933,625)	(23,203,737)	11,270,112	-48.6%
Non-operating revenues (expense):								
20 Two-mill tax	641	-	641	0.0%	1,662	-	1,662	0.0%
21 Three-mill tax	12,853,008	222,449	12,630,559	5678.0%	13,277,613	14,177,419	(899,806)	-6.3%
22 Six-mill tax	288,871	234,918	53,953	23.0%	15,711,953	14,972,118	739,835	4.9%
23 Nine-mill tax	432,986	352,128	80,858	23.0%	23,551,466	22,442,282	1,109,184	4.9%
24 Interest income	272,824	20,253	252,571	1247.1%	1,064,259	1,290,791	(226,532)	-17.5%
25 Other income	-	27,624	(27,624)	-100.0%	296,165	1,760,570	(1,464,405)	-83.2%
26 Interest expense	-	(35,972)	35,972	-100.0%	-	(2,292,632)	2,292,632	-100.0%
27 Operating and maintenance grants	1,480	65,852	(64,372)	-97.8%	1,679	4,196,968	(4,195,289)	-100.0%
28 Total non-operating revenues	13,849,809	887,252	12,962,558	1461.0%	53,904,797	56,547,515	(2,642,718)	-4.7%
29 Income before capital contributions	10,792,549	(693,975)	11,486,524	-1655.2%	41,971,171	33,343,778	8,627,394	25.9%
30 Capital contributions	6,864,515	-	6,864,515	0.0%	21,148,253	-	21,148,253	0.0%
31 Change in net position	17,657,064	(693,975)	18,351,039	-2644.3%	63,119,424	33,343,778	29,775,647	89.3%
32 Net position, beginning of year					2,728,421,948	2,082,688,315	145,733,633	7.0%
33 Net position, end of year					2,291,541,372	2,095,002,467	196,538,905	9.4%

August 2017

TOTAL ASSETS AND TOTAL DEFERRED OUTFLOWS

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENTS OF NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

	A	B	C	D	E	F	G
	Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year
NET ASSETS AND LIABILITIES							
Net position							
1 Net investments in capital assets	2,035,633,680	252,278,413	12.4%	2,288,012,093	274,951,716	13.7%	2,013,060,377
2 Restricted for Debt Service	74,527,726	4,456,751	6.0%	78,984,477	48,137,518	156.1%	30,846,959
3 Unrestricted	32,168,611	(107,623,809)	-3.2%	(75,455,198)	(347,218)	0.5%	(75,107,980)
4 Total net position	2,142,330,016	149,211,356	7.0%	2,291,541,372	322,742,016	16.4%	1,968,799,356
Long-term liabilities							
5 Claims payable	2,490,568	(939,873)	-37.7%	1,550,695	(1,043,459)	-40.2%	2,594,154
6 Net pension obligation	80,592,414	3,630,720	4.5%	84,223,134	66,348,074	371.2%	17,875,060
7 Other postretirement benefits liability	71,195,865	5,247,814	7.4%	76,443,679	15,234,934	24.9%	61,208,745
8 Bonds payable (net of current maturities)	502,731,633	(20,423,475)	-4.1%	482,308,158	188,628,254	64.2%	293,679,904
9 Special Community Disaster Loan Payable	-	-	0.0%	-	-	0.0%	-
10 Southeast Louisiana Project liability	115,703,588	48,291,920	41.7%	163,995,508	97,339,532	146.0%	66,655,976
11 Debt Service Assistance Fund Loan payable	57,230,725	(4,627,615)	-8.1%	52,603,110	(9,050,029)	-14.7%	61,653,139
12 Total long-term liabilities	829,944,793	31,179,490	3.8%	861,124,283	357,457,305	71.0%	503,666,978
Current liabilities (payable from current assets)							
13 Accounts payable and other liabilities	14,898,742	876,387	5.9%	15,775,129	(30,954,019)	-66.2%	46,729,148
14 Due to City of New Orleans	518,866	465,634	89.7%	984,500	824,328	514.7%	160,172
15 Disaster Reimbursement Revolving Loan	11,320,531	(804,975)	-7.1%	10,515,556	(7,379,485)	-41.2%	17,895,041
16 Retainers and estimates payable	9,410,709	189,199	2.0%	9,599,908	1,653,633	20.8%	7,946,275
17 Due to other fund	130,534	17,280	13.2%	147,814	(145,856)	-49.7%	293,670
18 Accrued salaries, vacation and sick pay	10,108,361	142,213	1.4%	10,250,574	(929,209)	-8.3%	11,179,783
19 Claims payable	10,682,015	4,972,063	46.5%	15,654,078	5,434,039	53.2%	10,220,039
20 Debt Service Assistance Fund Loan payable	4,422,414	305,202	4.6%	4,727,616	401,724	9.5%	4,225,892
21 Advances from federal government	7,598,043	(1,673,387)	-22.0%	5,924,756	(232,793)	-3.8%	6,157,549
22 Other Liabilities	2,149,781	(1,678,830)	-78.1%	470,951	396,742	534.6%	74,209
23 Total current liabilities (payable from current assets)	71,239,996	2,710,887	3.8%	73,950,883	(30,930,895)	-29.5%	104,881,778
Current liabilities (payable from restricted assets)							
24 Accrued interest	2,768,829	(532,731)	-19.2%	2,236,098	(245,580)	-9.9%	2,481,678
25 Bonds payable	14,827,090	2,800,000	18.9%	17,627,090	4,368,000	32.9%	13,259,000
26 Retainers and estimates payable	658,713	91,068	13.8%	749,781	626,098	506.2%	123,683
27 Customer deposits	11,496,022	669,528	5.8%	12,165,550	1,464,595	13.7%	10,701,855
28 Total current liabilities (payable from restricted assets)	24,751,464	3,027,865	10.2%	32,779,329	6,213,113	23.4%	26,566,216
29 Total current liabilities	100,991,460	5,738,752	5.7%	106,730,212	(24,717,782)	-18.8%	131,447,994
30 Total liabilities	920,936,252	1,111,137	0.1%	967,854,495	332,739,523	52.4%	635,114,972
Deferred inflows or resources:							
31 Unavailable revenue --refunding of bonds	2,924,898	(528,465)	-18.1%	2,396,433	2,396,433	0.0%	-
32 TOTAL DEFERRED INFLOWS OF RESOURCES	2,924,898	(528,465)	-18.1%	2,396,433	2,396,433	0.0%	-
33 Total Net Position, Liabilities and Deferred Inflows of Resources	3,076,191,166	150,322,402	4.9%	3,261,792,300	657,877,972	25.3%	2,603,914,328

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENTS OF CASH FLOWS
August 2017

	A YTD Current Year	B YTD Prior Year	C YTD Variance	D %
Cash flows from operating activities				
1 Cash received from customers	124,219,941	113,145,270	11,074,671	9.8%
2 Cash payments to suppliers for goods and services	(81,214,727)	(72,722,837)	(8,491,889)	11.7%
3 Cash payments to employees for services	(47,280,737)	(45,000,965)	(2,279,772)	5.1%
4 Other revenue	2,010,817	799,641	1,211,176	151.5%
5 Net cash used in operating activities	(2,264,703)	(3,778,891)	1,514,187	-40.1%
Cash flows from noncapital financing activities				
6 Proceeds from property taxes	53,490,524	51,470,225	2,020,299	3.9%
7 Proceeds from federal operating and maintenance grants	-	-	-	0.0%
8 Cash received paid to an other government	-	-	-	0.0%
9 Net cash provided by noncapital financing activities	53,490,524	51,470,225	2,020,299	3.9%
Cash flows from capital and related financing activities				
10 Acquisition and construction of capital assets	(73,524,094)	(47,232,998)	(26,291,096)	55.7%
11 Principal payments on bonds payable	0	-	0	0.0%
12 Proceeds from bonds payable	-	-	-	0.0%
13 Payments for bond issuance costs	-	-	-	0.0%
14 Payment to refunded bond escrow agent	(1)	-	(1)	0.0%
15 Interest paid on bonds payable	357,826	1,914,542	(1,556,716)	-81.3%
16 Proceeds from construction fund, net	(1,273,852)	(2,727,318)	1,453,466	-53.3%
17 Capital contributed by developers and federal grants	17,766,054	21,688,988	(3,922,934)	-18.1%
18 Net cash used in capital and related financing activities	(56,674,066)	(26,356,786)	(30,317,280)	115.0%
Cash flows from investing activities				
19 Payments for purchase of investments	-	-	-	0.0%
20 Proceeds from maturities of investments	(22,010,652)	-	(22,010,652)	0.0%
21 Investment income	280,799	1,185,086	(904,287)	-76.3%
22 Net cash provided by investing activities	(21,729,853)	1,185,086	(22,914,939)	-1933.6%
23 Net increase in cash	(27,178,098)	22,519,634	(49,697,732)	-220.7%
24 Cash at the beginning of the year	338,593,950	386,695,888	(48,101,938)	-12.4%
25 Cash at the end of the period	311,415,852	409,215,522	(97,799,670)	-23.9%
Reconciliation of cash and restricted cash				
26 Current assets - cash	58,437,772	24,526,662	33,911,110	138.3%
27 Current assets - designated	81,712,960	119,357,968	(37,645,008)	-31.5%
28 Restricted assets -cash	171,026,733	265,330,891	(94,304,158)	-35.5%
29 Total cash	311,177,464	409,215,521	(98,038,057)	-24.0%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENTS OF CASH FLOWS
August 2017

	A YTD Current Year	B YTD Prior Year	C YTD Variance	D %
Reconciliation of operating loss to net cash used in operating activities is as follows:				
1 Operating loss	(11,933,625)	(12,719,091)	785,466	-6.2%
Adjustments to reconcile net operating loss to net cash used in operating activities:				
2 Depreciation	34,601,696	32,649,812	1,951,884	6.0%
3 Provision for claims	1,805,535	1,189,840	615,695	51.7%
4 Provision for (revision) doubtful accounts	1,476,560	1,387,825	88,735	6.4%
5 Amortization	-	-	-	0.0%
Change in operating assets and liabilities:				
6 (Increase) decrease in customer and other receivables	(6,717,574)	(2,836,171)	(3,881,403)	136.9%
7 Increase in inventory	(1)	-	(1)	0.0%
8 Increase (decrease) in deferred outflows of resources related to net pension liability	0	-	0	0.0%
9 Increase (decrease) in prepaid expenses and other receivables	(105,099)	(1,732,224)	1,627,126	-93.9%
10 Decrease in net pension asset	-	-	-	0.0%
11 Increase (decrease) in accounts payable	(27,944,384)	(27,516,845)	(427,539)	1.6%
12 Increase (decrease) in accrued salaries, due to pension and accrued vacation and sick pay	1,184,656	(83,764)	1,268,420	-1514.3%
13 Increase in net other postretirement benefits liability	2,863,339	3,315,443	(452,104)	-13.6%
14 Increase (decrease) in net pension obligation	3,473,477	3,322,748	150,729	4.5%
15 Decrease in other liabilities	(969,284)	(756,445)	(212,839)	28.1%
16 Increase (decrease) in deferred inflows of resources related to net pension liability	-	-	-	0.0%
17 Net cash used in operating activities	(2,264,703)	(3,778,873)	1,514,169	-40.1%

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

August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Prior Year	MTD Variance	%	YTD Actual	YTD Prior Year	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	7,294,036	6,875,167	418,869	6.1%	58,942,927	54,976,157	3,966,770	7.2%
2 Sewerage service charges and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
3 Plumbing inspection and license fees	27,100	23,150	3,950	17.1%	207,485	224,830	(17,345)	-7.7%
4 Other revenues	193,966	270,717	(76,750)	-28.4%	1,007,977	2,109,186	(1,101,209)	-52.2%
5 Total operating revenues	7,515,102	7,169,033	346,069	4.8%	60,158,389	57,310,173	2,848,215	5.0%
Operating Expenses:								
6 Executive Director	93,751	(179,977)	273,728	-152.1%	462,088	432,778	29,310	6.8%
7 Special Counsel	42,935	39,845	3,090	7.8%	412,955	313,660	99,295	31.7%
8 Security	324,119	324,797	(678)	-0.2%	2,745,643	1,964,673	780,970	39.8%
9 Operations	3,929,473	3,939,718	(10,245)	-0.3%	31,447,114	32,016,170	(569,057)	-1.8%
10 Engineering	247,740	205,281	42,459	20.7%	1,812,223	1,334,105	478,118	35.8%
11 Logistics	346,492	381,570	(35,078)	-9.2%	2,295,437	2,457,506	(162,069)	-6.6%
12 Communications	19,465	32,095	(12,629)	-39.4%	110,352	53,681	56,671	105.6%
13 Administration	636,391	693,052	(56,661)	-8.2%	3,814,570	4,603,244	(788,674)	-17.1%
14 Chief Financial Officer	796,576	763,686	32,890	4.3%	6,100,614	5,184,049	916,565	17.7%
15 Continuous Improvement	4,276	-	4,276	0.0%	35,190	4	35,186	879649.3%
16 Overhead and Budget Adjustments	(434,780)	(330,239)	(104,542)	31.7%	(3,363,319)	(2,911,614)	(451,705)	15.5%
17 Non-Cash Operating Expenses	1,242,449	2,043,152	(800,703)	-39.2%	9,444,923	16,298,948	(6,854,025)	-42.1%
18 Total operating expenses	7,248,888	7,912,981	(664,093)	-8.4%	55,317,791	61,747,205	(6,429,414)	-10.4%
19 Operating income (loss)	266,215	(743,947)	1,010,162	-135.8%	4,840,598	(4,437,031)	9,277,629	-209.1%
Non-operating revenues (expense):								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%
24 Interest income	167,841	74,817	93,025	124.3%	583,094	692,662	(109,567)	-15.8%
25 Other Income	-	-	-	0.0%	131,793	119,209	12,584	10.6%
26 Interest expense	-	-	-	0.0%	-	-	-	0.0%
27 Operating and maintenance grants	1,314	24,667	(23,353)	-94.7%	1,490	24,738	(23,248)	-94.0%
28 Total non-operating revenues	169,155	99,483	69,672	70.0%	716,377	836,609	(120,232)	-14.4%
29 Income before capital contributions	435,370	(644,464)	1,079,834	-167.6%	5,556,975	(3,600,422)	9,157,397	-254.3%
30 Capital contributions	4,040,103	703,547	3,336,556	474.2%	13,788,812	7,744,340	6,044,472	78.1%
31 Change in net position	4,475,473	59,083	4,416,390	7474.9%	19,345,787	4,143,918	15,201,869	366.8%
32 Net position, beginning of year					337,110,237	318,792,375	18,317,862	5.7%
33 Net position, end of year					356,456,024	322,936,293	33,519,731	10.4%

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

August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Budget	MTD Variance	%	YTD Actual	YTD Budget	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	7,294,036	8,407,501	(1,113,465)	-13.2%	58,942,927	62,253,292	(3,310,365)	-5.3%
2 Sewerage service charges and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
3 Plumbing inspection and license fees	27,100	26,673	427	1.6%	207,485	197,502	9,983	5.1%
4 Other revenues	193,966	387,337	(193,371)	-49.9%	1,007,977	2,868,034	(1,860,057)	-64.9%
5 Total operating revenues	7,515,102	8,821,511	(1,306,409)	-14.8%	60,158,389	65,318,828	(5,160,439)	-7.9%
Operating Expenses:								
6 Executive Director	93,751	44,409	49,342	111.1%	462,088	361,964	100,124	27.7%
7 Special Counsel	42,935	63,567	(20,632)	-32.5%	412,955	518,118	(105,163)	-20.3%
8 Security	324,119	309,733	14,386	4.6%	2,745,643	2,524,537	221,106	8.8%
9 Operations	3,929,473	4,015,815	(86,342)	-2.2%	31,447,114	32,731,644	(1,284,530)	-3.9%
10 Engineering	247,740	305,780	(58,040)	-19.0%	1,812,223	2,492,317	(680,094)	-27.3%
11 Logistics	346,492	413,430	(66,938)	-16.2%	2,295,437	3,369,736	(1,074,299)	-31.9%
12 Communications	19,465	28,302	(8,837)	-31.2%	110,352	230,681	(120,329)	-52.2%
13 Administration	636,391	527,248	109,144	20.7%	3,814,570	4,297,429	(482,858)	-11.2%
14 Chief Financial Officer	796,576	922,448	(125,872)	-13.6%	6,100,614	7,518,584	(1,417,970)	-18.9%
15 Continuous Improvement	4,276	11,462	(7,186)	-62.7%	35,190	93,421	(58,231)	-62.3%
16 Overhead and Budget Adjustments	(434,780)	(1,208,284)	773,503	-64.0%	(3,365,319)	(9,848,339)	6,483,020	-65.8%
17 Non-Cash Operating Expenses	1,242,449	1,711,576	(469,127)	-27.4%	9,444,923	12,974,171	(3,529,248)	-27.2%
18 Total operating expenses	7,248,888	7,145,487	103,401	1.4%	55,317,791	57,264,262	(1,946,471)	-3.4%
19 Operating income (loss)	266,215	1,676,024	(1,409,809)	-84.1%	4,840,598	8,054,566	(3,213,968)	-39.9%
Non-operating revenues (expense):								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%
24 Interest income	167,841	5,103	162,738	3189.1%	583,094	325,231	257,863	79.3%
25 Other income	-	6,008	(6,008)	-100.0%	131,793	382,878	(251,085)	-65.6%
26 Interest expense	-	(3,069)	3,069	-100.0%	-	(195,607)	195,607	-100.0%
27 Operating and maintenance grants	1,314	32,926	(31,612)	-96.0%	1,490	2,098,484	(2,096,994)	-99.9%
28 Total non-operating revenues	169,155	40,967	128,188	312.9%	716,377	2,610,986	(1,894,609)	-72.6%
29 Income before capital contributions	435,370	1,716,992	(1,281,621)	-74.6%	5,556,975	10,665,552	(5,108,577)	-47.9%
30 Capital contributions	4,040,103	-	4,040,103	0.0%	13,788,812	-	13,788,812	0.0%
31 Change in net position	4,475,473	1,716,992	2,758,482	160.7%	19,345,787	-	19,345,787	-
32 Net position, beginning of year	-	-	-	-	337,110,237	318,792,375	18,317,862	5.7%
33 Net position, end of year	-	-	-	-	356,456,024	318,792,375	37,663,649	11.8%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENTS OF NET POSITION
WITH PRIOR YEAR AND BEGINNING OF YEAR COMPARISONS
August 2017

	Assets						
	A	B	C	D	E	F	G
	Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year
Noncurrent assets:							
1 Property, plant and equipment	780,528,454	53,503,775	6.9%	834,032,229	115,986,466	16.2%	718,045,763
2 Less: accumulated depreciation	343,323,273	1,165,521	0.3%	344,486,794	23,255,080	7.2%	321,231,714
3 Property, plant, and equipment, net	437,205,181	52,340,254	12.0%	489,545,435	92,731,386	23.4%	396,814,049
Restricted cash, cash equivalents, and investments							
4 Cash and cash equivalents restricted for capital projects	114,281,405	(31,988,160)	-28.0%	82,293,245	23,866,477	40.8%	58,426,768
5 Debt service reserve	23,415,975	2,187,843	9.3%	25,603,818	15,381,719	150.5%	10,222,099
6 Health insurance reserve	607,785	112,104	18.4%	719,889	60,722	9.2%	659,167
7 Total restricted cash, cash equivalents, and investments	138,305,165	(29,688,213)	-21.5%	108,616,952	39,308,918	56.7%	69,308,034
Designated cash, cash equivalents, and investments							
8 Cash and cash equivalents designated for capital projects	5,175,990	706,282	13.6%	5,882,272	(2,033,980)	-25.7%	7,916,252
9 Customer deposits	11,496,922	669,528	5.8%	12,166,450	1,464,595	13.7%	10,701,855
10 Other	2,950,074	(1,319,895)	-44.7%	1,630,179	(45,581)	-2.7%	1,675,760
11 Total designated cash and cash equivalents, and investments	19,622,986	55,915	0.3%	19,678,901	(614,966)	-3.0%	20,293,867
Current assets:							
Unrestricted and undesignated							
12 Cash and cash equivalents	14,158,147	6,577,434	46.5%	20,735,581	8,531,974	41.1%	12,203,607
Accounts receivable:							
13 Customers (net of allowance for doubtful accounts)	10,280,657	5,966,939	58.0%	16,247,596	7,614,027	46.9%	8,633,569
14 Taxes	-	-	0.0%	-	-	0.0%	-
15 Interest	-	-	0.0%	-	-	0.0%	-
16 Grants	24,811,995	11,487,711	46.3%	36,299,706	18,544,962	104.5%	17,754,744
17 Miscellaneous	575,463	(286,863)	-49.8%	288,600	(384,710)	-57.1%	673,310
18 Due from enterprise fund	(3,388,704)	(12,496,440)	368.8%	(15,885,144)	(7,573,474)	91.1%	(8,311,670)
19 Inventory of supplies	3,536,187	(339,635)	-9.6%	3,196,552	(493,320)	-13.4%	3,689,872
20 Prepaid expenses	640,067	(253,785)	-39.6%	386,282	(94,969)	-19.7%	481,251
21 Total unrestricted current assets	50,613,812	10,655,361	21.1%	61,269,173	26,144,490	74.4%	35,124,683
Other assets:							
22 Bond issue costs	-	-	0.0%	-	-	0.0%	-
23 Deposits	22,950	-	0.0%	22,950	-	0.0%	22,950
24 Total other assets	22,950	-	0.0%	22,950	-	0.0%	22,950
25 TOTAL ASSETS	645,770,094	33,363,317	5.2%	679,133,411	157,569,828	30.2%	521,563,583
Deferred outflows or resources:							
26 Deferred amounts related to net pension liability	6,360,010	(725,164)	-11.4%	5,634,846	5,634,846	0.0%	-
27 Deferred loss on bond refunding	28,356	(4,383)	-15.5%	23,973	(8,746)	-26.7%	32,719
28 TOTAL DEFERRED OUTFLOWS OF RESOURCES	6,388,366	(729,547)	-11.4%	5,658,819	5,626,100	17195.2%	32,719
29 TOTAL ASSETS AND TOTAL DEFERRED OUTFLOWS	652,158,460	32,633,771	-6.3%	684,792,231	163,195,929	17225.4%	521,596,302

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENTS OF NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

NET ASSETS AND LIABILITIES		A	B	C	D	E	F	G
		Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year
Net position								
1	Net investments in capital assets	214,732,818	53,881,037	25.1%	268,633,855	(16,956,011)	-5.9%	285,589,866
2	Restricted for Debt Service	23,415,975	2,187,843	9.3%	25,603,818	15,381,719	150.3%	10,222,099
3	Unrestricted	84,767,500	(22,549,149)	-26.6%	62,218,351	40,194,511	182.5%	22,023,840
4	Total net position	322,916,293	33,519,731	10.4%	356,456,024	38,620,219	12.2%	317,835,805
Long-term liabilities								
5	Claims payable	830,189	(313,291)	-37.7%	516,898	(347,820)	-40.2%	864,718
6	Net pension obligation	26,864,138	1,260,474	4.7%	28,124,612	22,261,416	379.7%	5,863,196
7	Other postretirement benefits liability	26,173,120	1,699,038	6.5%	27,872,158	5,038,077	22.0%	22,844,081
8	Bonds payable (net of current maturities)	223,151,314	(3,606,883)	-1.6%	219,544,431	108,330,248	97.4%	111,224,183
9	Special Community Disaster Loan Payable	-	-	0.0%	-	-	0.0%	-
10	Southeast Louisiana Project liability	-	-	0.0%	-	-	0.0%	-
11	Debt Service Assistance Fund Loan payable	5,028,912	(406,727)	-8.1%	4,622,185	(795,418)	-14.7%	5,417,603
12	Total long-term liabilities	282,047,673	(1,367,389)	-0.5%	280,680,284	134,466,503	92.0%	146,213,781
Current liabilities (payable from current assets)								
13	Accounts payable and other liabilities	5,934,454	(229,353)	-3.9%	5,705,101	(13,109,097)	-69.7%	18,814,198
14	Due to City of New Orleans	518,866	465,634	89.7%	984,500	824,328	514.7%	160,172
15	Disaster Reimbursement Revolving Loan	6,271,137	(803,320)	-12.8%	5,469,817	(2,872,353)	-34.4%	8,342,170
16	Retainers and estimates payable	4,516,234	183,426	4.1%	4,699,660	1,707,966	57.1%	2,991,694
17	Due to other fund	63,962	8,467	13.2%	72,429	(71,109)	-49.5%	143,538
18	Accrued salaries, vacation and sick pay	4,767,724	20,011	0.4%	4,787,735	(518,977)	-9.8%	5,306,712
19	Claims payable	3,793,256	1,126,684	29.7%	4,919,940	1,068,937	27.8%	3,851,003
20	Debt Service Assistance Fund Loan payable	388,691	18,036	4.6%	406,727	35,389	9.5%	371,338
21	Advances from federal government	5,621,738	(1,673,287)	-29.8%	3,948,451	(2,209,098)	-35.9%	6,157,549
22	Other Liabilities	1,627,379	(1,284,833)	-79.0%	342,546	269,916	371.6%	72,630
23	Total current liabilities (payable from current assets)	33,305,441	(2,168,535)	-6.5%	31,336,906	(14,874,098)	-32.2%	46,211,004
Current liabilities (payable from restricted assets)								
24	Accrued interest	743,300	(206,326)	-27.8%	536,974	(17,475)	-3.2%	554,449
25	Bonds payable	325,000	2,215,000	681.5%	2,540,000	2,540,000	0.0%	-
26	Retainers and estimates payable	128,865	147,917	114.8%	276,782	197,374	248.6%	79,408
27	Customer deposits	11,496,922	669,538	5.8%	12,166,460	3,464,595	13.7%	10,701,855
28	Total current liabilities (payable from restricted assets)	12,694,087	2,826,119	22.3%	15,520,206	4,184,494	26.9%	11,335,712
29	TOTAL CURRENT LIABILITIES	46,199,528	657,584	1.4%	46,857,112	(10,689,604)	-18.6%	57,546,716
30	TOTAL LIABILITIES	328,247,201	(709,805)	-0.2%	327,437,396	123,776,809	60.7%	203,760,497
Deferred inflows or resources:								
31	Deferred amounts related to net pension liability	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
32	TOTAL DEFERRED INFLOWS OF RESOURCES	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
33	Total Net Position, Liabilities and Deferred Inflows of Resources	652,158,460	32,869,926	5.0%	684,792,231	163,195,929	31.3%	521,596,302

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A	B	C	D
	YTD	YTD	YTD	%
	Current Year	Prior Year	Variance	
Cash flows from operating activities				
1 Cash received from customers	55,582,181	54,521,583	1,060,598	1.9%
2 Cash payments to suppliers for goods and services	(31,931,778)	(31,643,862)	(287,865)	0.9%
3 Cash payments to employees for services	(17,868,962)	(22,400,112)	4,531,150	-20.2%
4 Other revenue	1,387,567	2,947,746	(1,560,179)	-52.9%
5 Net cash used in operating activities	7,169,059	3,425,372	3,743,687	109.3%
Cash flows from noncapital financing activities				
6 Proceeds from property taxes	583,094	119,209	463,885	389.1%
7 Proceeds from federal operating and maintenance grants	-	-	-	0.0%
8 Cash received paid to an other government	-	-	-	0.0%
9 Net cash provided by noncapital financing activities	583,094	119,209	463,885	389.1%
Cash flows from capital and related financing activities				
10 Acquisition and construction of capital assets	(24,992,106)	(18,427,972)	(6,564,134)	35.6%
11 Principal payments on bonds payable	0	-	0	0.0%
12 Proceeds from bonds payable	-	-	-	0.0%
13 Payments for bond issuance costs	(0)	-	(0)	0.0%
14 Payment to refunded bond escrow agent	268,503	1,541,521	(1,273,018)	-82.6%
15 Interest paid on bonds payable	(263,169)	(711,857)	448,688	-63.0%
16 Proceeds from construction fund, net	8,098,582	5,237,307	2,861,275	54.6%
17 Capital contributed by developers and federal grants	(16,888,190)	(12,361,001)	(4,527,189)	36.6%
18 Net cash used in capital and related financing activities				
Cash flows from investing activities				
19 Payments for purchase of investments	-	-	-	0.0%
20 Proceeds from maturities of investments	(22,010,652)	-	(22,010,652)	0.0%
21 Investment income	-	692,662	(692,662)	-100.0%
22 Net cash provided by investing activities	(22,010,652)	692,662	(22,703,314)	-3277.7%
23 Net increase in cash	(31,146,688)	(8,123,758)	(23,022,931)	283.4%
24 Cash at the beginning of the year	152,217,472	174,260,074	(22,042,602)	-12.6%
25 Cash at the end of the period	121,070,784	166,136,316	(45,065,533)	-27.1%
Reconciliation of cash and restricted cash				
26 Current assets - cash	20,735,608	14,158,147	6,577,461	46.5%
27 Current assets - designated	18,041,948	16,372,986	1,668,962	10.2%
28 Restricted assets -cash	82,293,245	135,605,165	(53,311,920)	-39.3%
29 Total cash	121,070,801	166,136,298	(45,065,497)	-27.1%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A YTD Current Year	B YTD Prior Year	C YTD Variance	D %
Reconciliation of operating loss to net cash used in operating activities is as follows:				
Operating loss	4,840,597	(4,437,031)	9,277,628	-209.1%
Adjustments to reconcile net operating loss to net cash used in operating activities:				
Depreciation	6,675,603	13,164,516	(6,488,913)	-49.3%
Provision for claims	828,113	568,360	259,753	45.7%
Provision for (revision) doubtful accounts	766,672	766,672	-	0.0%
Amortization	-	-	-	0.0%
Change in operating assets and liabilities:				
(Increase) decrease in customer and other receivables	(3,950,364)	(818,679)	(3,131,685)	382.5%
Increase in inventory	(0)	-	(0)	0.0%
Increase (decrease) in deferred outflows of resources related to net pension liability	0	-	0	0.0%
Increase (decrease) in prepaid expenses and other receivables	4,828,900	1,240,657	3,588,243	289.2%
Decrease in net pension asset	-	-	-	0.0%
Increase (decrease) in accounts payable	(8,522,129)	(9,313,559)	791,430	-8.5%
Increase (decrease) in accrued salaries, due to pension and accrued vacation and sick pay	(172,110)	44,774	(216,884)	-484.4%
Increase in net other postretirement benefits liability	904,212	1,205,616	(301,404)	-25.0%
Increase (decrease) in net pension obligation	1,208,059	1,208,283	(224)	0.0%
Decrease in other liabilities	(238,495)	(204,237)	(34,258)	16.8%
Increase (decrease) in deferred inflows of resources related to net pension liability	-	-	-	0.0%
Net cash used in operating activities	7,169,059	3,425,372	3,743,687	109.3%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Prior Year	MTD Variance	%	YTD Actual	YTD Prior Year	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	8,703,336	8,648,607	54,729	0.6%	71,404,970	69,289,786	2,115,184	3.1%
2 Sewerage service charges and delinquent fees	27,100	23,150	3,950	17.1%	199,015	227,650	(28,635)	-12.6%
3 Plumbing inspection and license fees	11,430	1,233	10,197	827.3%	330,625	396,358	(65,734)	-16.6%
4 Other revenues	8,741,866	8,672,989	68,876	0.8%	71,934,610	69,913,794	2,020,815	2.9%
5 Total operating revenues								
Operating Expenses:								
6 Executive Director	91,161	(181,772)	272,932	-150.2%	436,866	412,195	24,671	6.0%
7 Special Counsel	42,935	38,845	4,090	10.5%	409,966	312,559	97,407	31.2%
8 Security	269,783	303,109	(33,326)	-11.0%	2,397,353	1,709,330	688,024	40.3%
9 Operations	3,243,675	2,540,228	703,447	27.7%	23,425,271	21,887,492	1,537,779	7.0%
10 Engineering	292,077	197,703	94,374	47.7%	1,765,946	1,391,245	374,701	26.9%
11 Logistics	329,734	377,056	(47,322)	-12.6%	2,229,484	2,424,931	(195,446)	-8.1%
12 Communications	19,465	32,095	(12,629)	-39.4%	110,352	53,681	56,671	105.6%
13 Administration	412,623	463,436	(50,813)	-11.0%	2,487,818	2,966,066	(478,248)	-16.1%
14 Chief Financial Officer	766,592	739,357	27,235	3.7%	5,845,033	4,954,301	890,732	18.0%
15 Continuous Improvement	4,276	-	4,276	0.0%	35,190	4	35,186	879649.3%
16 Overhead and Budget Adjustments	(419,190)	(320,288)	(98,903)	30.9%	(3,212,955)	(2,819,744)	(393,211)	13.9%
17 Non-Cash Operating Expenses	2,119,908	1,739,559	380,349	21.9%	16,455,000	13,871,615	2,583,385	18.6%
18 Total operating expenses	7,173,038	5,929,328	1,243,710	21.0%	52,385,324	47,163,674	5,221,650	11.1%
19 Operating income (loss)	1,568,828	2,743,661	(1,174,834)	-42.8%	19,549,285	22,750,121	(3,200,835)	-14.1%
Non-operating revenues (expense):								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%
24 Interest income	66,027	37,623	28,403	75.5%	364,736	451,743	(87,006)	-19.3%
25 Other Income	-	-	-	0.0%	164,371	148,677	15,695	10.6%
26 Interest expense	-	-	-	0.0%	-	-	-	0.0%
27 Operating and maintenance grants	166	-	166	0.0%	189	-	189	0.0%
28 Total non-operating revenues	66,193	37,623	28,569	75.9%	529,297	600,419	(71,122)	-11.8%
29 Income before capital contributions	1,635,020	2,781,284	(1,146,264)	-41.2%	20,078,582	23,350,540	(3,271,958)	-14.0%
30 Capital contributions	1,174,769	2,230,683	(1,055,914)	-47.3%	3,446,846	5,500,911	(2,054,065)	-37.3%
31 Change in net position	2,809,789	5,011,968	(2,202,178)	-43.9%	23,525,428	28,851,451	(5,326,023)	-18.5%
32 Net position, beginning of year					792,100,836	763,119,641	28,981,195	3.8%
33 Net position, end of year					815,626,264	791,971,092	23,655,172	3.0%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Budget	MTD Variance	%	YTD Actual	YTD Budget	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	8,703,336	10,127,604	(1,424,268)	0.0%	71,404,970	74,989,785	(3,584,815)	0.0%
2 Sewerage service charges and delinquent fees	27,100	29,023	(1,923)	-14.1%	199,015	214,900	(15,885)	-4.8%
3 Plumbing inspection and license fees	11,430	53,160	(41,730)	-6.6%	330,625	393,621	(62,996)	-7.4%
4 Other revenues	8,741,866	10,209,786	(1,467,921)	-78.5%	71,934,610	75,598,305	(3,663,696)	-16.0%
5 Total operating revenues	8,741,866	10,209,786	(1,467,921)	-14.4%	71,934,610	75,598,305	(3,663,696)	-4.8%
Operating Expenses:								
6 Executive Director	91,161	39,423	51,737	131.2%	436,866	321,328	115,538	36.0%
7 Special Counsel	42,935	53,128	(10,193)	-19.2%	409,966	433,033	(23,067)	-5.3%
8 Security	269,783	274,315	(4,533)	-1.7%	2,397,353	2,235,858	161,496	7.2%
9 Operations	3,243,675	2,725,003	518,672	19.0%	23,425,271	22,210,642	1,214,629	5.5%
10 Engineering	292,077	368,653	(76,576)	-20.8%	1,765,946	3,004,776	(1,238,830)	-41.2%
11 Logistics	329,734	402,721	(72,987)	-18.1%	2,229,484	3,282,456	(1,052,971)	-32.1%
12 Communications	19,465	28,302	(8,837)	-31.2%	110,352	230,681	(120,329)	-52.2%
13 Administration	412,623	350,074	62,548	17.9%	2,487,818	2,853,344	(365,526)	-12.8%
14 Chief Financial Officer	766,592	883,832	(117,241)	-13.3%	5,845,033	7,203,839	(1,358,806)	-18.9%
15 Continuous Improvement	4,276	11,462	(7,186)	-62.7%	35,190	93,421	(58,231)	-62.3%
16 Overhead and Budget Adjustments	(419,190)	557,031	(976,221)	-175.3%	(3,212,955)	4,540,186	(7,753,141)	-170.8%
17 Non-Cash Operating Expenses	2,119,908	2,639,508	(519,600)	-19.7%	16,455,000	20,008,125	(3,553,125)	-17.8%
18 Total operating expenses	7,173,038	8,333,455	(1,160,417)	-13.9%	52,385,324	66,417,689	(14,032,365)	-21.1%
19 Operating income (loss)	1,568,828	1,876,331	(307,504)	-16.4%	19,549,285	9,180,616	10,368,669	112.9%
Non-operating revenues (expense):								
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%
24 Interest income	66,027	9,660	56,367	583.5%	364,736	615,664	(250,928)	-40.8%
25 Other Income	-	6,932	(6,932)	-100.0%	164,371	441,768	(277,396)	-62.8%
26 Interest expense	-	(30,949)	30,949	-100.0%	-	(1,972,458)	1,972,458	-100.0%
27 Operating and maintenance grants	166	32,926	(32,760)	-99.5%	189	2,098,484	(2,098,295)	-100.0%
28 Total non-operating revenues	66,193	18,569	47,624	256.5%	529,297	1,183,457	(654,160)	-55.3%
29 Income before capital contributions	1,635,020	1,894,900	(259,880)	-13.7%	20,078,582	10,364,074	9,714,509	93.7%
30 Capital contributions	1,174,769	-	1,174,769	0.0%	3,446,846	-	3,446,846	0.0%
31 Change in net position	2,809,789	1,894,900	914,889	48.3%	23,525,428	-	-	-
32 Net position, beginning of year	-	-	-	-	792,100,836	763,119,641	28,981,195	3.8%
33 Net position, end of year	-	-	-	-	815,626,264	763,119,641	52,506,623	6.9%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENTS OF NET POSITION
WITH PRIOR YEAR AND BEGINNING OF YEAR COMPARISONS
August 2017

		Assets											
		A	B	C	D	E	F	G					
		Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year					
Noncurrent assets:													
1	Property, plant and equipment	1,213,044,466	61,463,295	5.1%	1,274,507,761	136,979,827	12.0%	1,137,527,934	1				
2	Less: accumulated depreciation	256,157,736	21,890,893	8.5%	278,048,629	51,528,430	22.7%	226,520,199	2				
3	Property, plant, and equipment, net	956,886,730	39,572,402	4.1%	996,459,132	85,451,397	9.4%	911,007,735	3				
Restricted cash, cash equivalents, and investments													
4	Cash and cash equivalents restricted for capital projects	72,830,481	(43,522,490)	-59.8%	29,307,991	(1,219,962)	-4.0%	30,527,953	4				
5	Debt service reserve	48,612,843	2,267,916	4.7%	50,880,759	30,412,953	148.6%	20,467,806	5				
6	Health insurance reserve	626,441	71,400	11.4%	697,841	38,675	5.9%	659,166	6				
7	Total restricted cash, cash equivalents, and investments	122,069,765	(41,183,174)	-33.7%	80,886,591	29,231,666	56.6%	51,654,925	7				
Designated cash, cash equivalents, and investments													
8	Cash and cash equivalents designated for capital projects	56,218,774	(17,411,965)	-31.0%	38,806,809	35,107,500	949.0%	3,699,309	8				
9	Customer deposits	-	-	0.0%	-	-	0.0%	-	9				
10	Other	1,220,925	(65,181)	-5.3%	1,155,744	(26,572)	-2.2%	1,182,316	10				
11	Total designated cash and cash equivalents, and investments	57,439,699	(17,477,146)	-30.4%	39,962,553	35,080,928	718.6%	4,881,625	11				
Current assets:													
Unrestricted and undesignated													
12	Cash and cash equivalents	12,298,656	14,962,409	121.7%	27,261,065	5,405,994	24.7%	21,855,071	12				
Accounts receivable:													
13	Customers (net of allowance for doubtful accounts)	8,634,322	7,146,965	82.8%	15,781,287	8,063,575	104.5%	7,717,712	13				
14	Taxes	-	-	0.0%	-	-	0.0%	-	14				
15	Interest	58	(0)	-0.2%	58	58	0.0%	-	15				
16	Grants	18,848,735	1,000,585	5.3%	19,849,320	305,626	1.6%	19,543,694	16				
17	Miscellaneous	3,935,919	652,603	16.6%	4,588,522	4,237,032	1205.4%	351,490	17				
18	Due from enterprise fund	4,425,773	12,068,155	272.7%	16,493,928	5,430,004	49.1%	11,063,924	18				
19	Inventory of supplies	1,173,098	(107,919)	-9.2%	1,065,179	(105,622)	-9.0%	1,170,801	19				
20	Prepaid expenses	485,485	(253,785)	-52.3%	231,700	(94,969)	-29.1%	326,669	20				
21	Total unrestricted current assets	49,802,046	35,469,014	71.2%	85,271,060	23,241,699	37.5%	62,029,361	21				
Other assets:													
22	Bond issue costs	-	-	0.0%	-	-	0.0%	-	22				
23	Deposits	17,965	-	0.0%	17,965	-	0.0%	17,965	23				
24	Total other assets	17,965	-	0.0%	17,965	-	0.0%	17,965	24				
25	TOTAL ASSETS	1,186,216,205	16,381,096	1.4%	1,202,597,301	173,005,690	16.8%	1,029,591,611	25				
Deferred outflows or resources:													
26	Deferred amounts related to net pension liability	6,360,010	-	0.0%	5,634,846	-	0.0%	-	26				
27	Deferred loss on bond refunding	3,636,958	(294,646)	-8.1%	3,342,312	(589,290)	-15.0%	3,931,602	27				
28	TOTAL DEFERRED OUTFLOWS OF RESOURCES	9,996,968	(1,019,810)	-10.2%	8,977,158	(5,045,556)	-128.3%	3,931,602	28				
29	TOTAL ASSETS AND TOTAL DEFERRED OUTFLOWS	1,196,213,173	15,361,285	-8.8%	1,211,574,458	178,051,245	145.1%	1,033,523,213	29				

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENTS OF NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

	A	B	C	D	E	F	G
	Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year
NET ASSETS AND LIABILITIES							
Net position							
1 Net investments in capital assets	677,874,805	52,549,785	7.8%	730,424,590	261,534	0.0%	730,163,056
2 Restricted for Debt Service	48,612,843	2,267,916	4.7%	50,880,759	30,412,953	148.6%	20,467,806
3 Unrestricted	65,483,444	(31,162,529)	-47.6%	34,320,915	52,384,860	-290.0%	(18,063,945)
4 Total net position	791,971,092	23,655,173	3.0%	815,626,264	83,059,347	11.3%	732,566,917
Long-term liabilities							
5 Claims payable	830,189	(313,291)	-37.7%	516,898	(347,820)	-40.2%	864,718
6 Net pension obligation	26,864,138	1,260,474	4.7%	28,124,612	22,131,470	369.3%	5,993,142
7 Other postretirement benefits liability	23,194,774	1,699,037	7.3%	24,893,811	5,028,078	25.3%	19,865,733
8 Bonds payable (net of current maturities)	268,098,647	(15,019,188)	-5.6%	253,079,459	83,878,780	49.6%	169,200,679
9 Special Community Disaster Loan Payable	-	-	0.0%	-	-	0.0%	-
10 Southeast Louisiana Project liability	-	-	0.0%	-	-	0.0%	-
11 Debt Service Assistance Fund Loan payable	48,999,207	(3,961,768)	-8.1%	45,037,439	(7,747,861)	-14.7%	53,785,300
12 Total long-term liabilities	367,986,955	(16,334,735)	-4.4%	351,652,219	102,942,647	41.4%	248,709,572
Current liabilities (payable from current assets)							
13 Accounts payable and other liabilities	6,307,716	182,308	2.9%	6,490,024	(15,370,291)	-70.3%	21,860,315
14 Due to City of New Orleans	(1,441,753)	5,798,714	-402.2%	4,356,961	1,787,538	69.6%	2,569,423
15 Disaster Reimbursement Revolving Loan	3,165,822	136,989	4.3%	3,302,811	(1,200,079)	-26.7%	4,502,890
16 Retainers and estimates payable	30,023	3,974	13.2%	33,997	(33,308)	-49.5%	67,305
17 Due to other fund	3,077,822	36,240	1.2%	3,114,062	(238,700)	-7.1%	3,352,762
18 Accrued salaries, vacation and sick pay	2,644,608	2,035,804	77.0%	4,680,412	1,909,640	68.9%	2,770,772
19 Claims payable	3,785,093	175,675	4.6%	3,960,768	343,704	9.5%	3,618,064
20 Debt Service Assistance Fund Loan payable	1,976,305	0	0.0%	1,976,305	1,976,305	0.0%	-
21 Advances from federal government	432,845	(325,155)	-75.1%	107,690	106,137	6834.3%	1,553
22 Other liabilities	19,979,481	8,044,549	40.3%	28,024,030	(10,719,054)	-27.7%	38,743,084
23 Total current liabilities (payable from current assets)	43,979,481	8,044,549	40.3%	51,648,769	(10,719,054)	-27.7%	62,362,487
Current liabilities (payable from restricted assets)							
24 Accrued interest	1,918,832	(315,697)	-16.5%	1,603,135	(212,230)	-11.7%	1,815,365
25 Bonds payable	12,852,000	545,000	4.2%	13,397,000	(1,753,000)	-15.1%	11,644,000
26 Retainers and estimates payable	529,848	(56,849)	-10.7%	472,999	(428,724)	-968.3%	44,275
27 Customer deposits	-	-	0.0%	-	-	0.0%	-
28 Total current liabilities (payable from restricted assets)	15,300,680	172,454	1.1%	15,473,134	1,969,494	14.6%	13,503,640
29 TOTAL CURRENT LIABILITIES	59,279,161	8,217,003	21.3%	67,121,903	(8,749,560)	-16.7%	75,866,127
30 TOTAL LIABILITIES	427,266,116	(8,117,732)	-2.0%	419,148,383	94,163,087	31.3%	324,986,296
Deferred inflows or resources:							
31 Deferred amounts related to net pension liability	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
32 TOTAL DEFERRED INFLOWS OF RESOURCES	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
33 Total Net Position, Liabilities and Deferred Inflows of Resources	1,196,213,173	15,537,440	1.3%	1,211,574,458	178,051,245	17.2%	1,033,523,213

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A	B	C	D
	YTD	YTD	YTD	%
	Current Year	Prior Year	Variance	
Cash flows from operating activities				
1 Cash received from customers	68,637,760	58,623,687	10,014,073	17.1%
2 Cash payments to suppliers for goods and services	(33,641,755)	(30,201,312)	(3,440,443)	11.4%
3 Cash payments to employees for services	(18,578,960)	(5,561,343)	(13,017,617)	234.1%
4 Other revenue	535,998	(3,033,570)	3,569,568	-117.7%
5 Net cash used in operating activities	16,953,042	19,827,462	(2,874,420)	-14.5%
Cash flows from noncapital financing activities				
6 Proceeds from property taxes	364,736	148,676	216,060	145.3%
7 Proceeds from federal operating and maintenance grants	-	-	-	0.0%
8 Cash received paid to an other government	-	-	-	0.0%
9 Net cash provided by noncapital financing activities	364,736	148,676	216,060	145.3%
Cash flows from capital and related financing activities				
10 Acquisition and construction of capital assets	(27,380,092)	(12,778,723)	(14,601,369)	114.3%
11 Principal payments on bonds payable	-	-	-	0.0%
12 Proceeds from bonds payable	-	-	-	0.0%
13 Payments for bond issuance costs	-	-	-	0.0%
14 Payment to refunded bond escrow agent	(1)	-	(1)	0.0%
15 Interest paid on bonds payable	89,322	373,021	(283,699)	-76.1%
16 Proceeds from construction fund, net	(288,276)	(1,521,383)	1,233,107	-81.1%
17 Capital contributed by developers and federal grants	3,324,030	10,780,053	(7,456,023)	-69.2%
18 Net cash used in capital and related financing activities	(24,255,017)	(3,147,032)	(21,107,985)	670.7%
Cash flows from investing activities				
19 Payments for purchase of investments	-	-	-	0.0%
20 Proceeds from maturities of investments	164,371	414,119	(249,748)	-60.3%
21 Investment income	164,371	414,119	(249,748)	-60.3%
22 Net cash provided by investing activities	(6,772,867)	17,243,225	(24,016,092)	-139.3%
23 Net increase in cash	154,826,076	177,803,739	(22,977,663)	-12.9%
24 Cash at the beginning of the year	148,053,209	195,046,964	(46,993,755)	-24.1%
25 Cash at the end of the period	27,261,065	7,040,186	20,220,879	287.2%
Reconciliation of cash and restricted cash				
26 Current assets - cash	39,962,553	66,446,112	(26,483,559)	-39.9%
27 Current assets - designated	80,829,591	121,560,666	(40,731,075)	-33.5%
28 Restricted assets -cash	148,053,209	195,046,964	(46,993,755)	-24.1%
29 Total cash				

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A YTD Current Year	B YTD Prior Year	C YTD Variance	D %
1	19,549,286	19,896,830	(347,544)	-1.7%
2	13,703,188	9,443,491	4,259,697	45.1%
3	525,527	331,075	194,452	58.7%
4	709,888	621,153	88,735	14.3%
5	-	-	-	0.0%
6	(2,767,210)	(2,017,492)	(749,718)	37.2%
7	(0)	-	(0)	0.0%
8	-	-	-	0.0%
9	(4,202,897)	3,790,970	(7,993,867)	-210.9%
10	-	-	-	0.0%
11	(12,030,807)	(13,982,485)	1,951,678	-14.0%
12	(120,676)	(37,151)	(83,525)	224.8%
13	904,212	1,054,914	(150,702)	-14.3%
14	1,208,059	1,057,232	150,827	14.3%
15	(525,528)	(331,075)	(194,453)	58.7%
16	-	-	-	0.0%
17	16,953,042	19,827,462	(2,874,420)	-14.5%

Reconciliation of operating loss to net cash used in operating activities is as follows:

Operating loss
Adjustments to reconcile net operating loss to net cash used in operating activities:

Depreciation
Provision for claims
Provision for (revision) doubtful accounts
Amortization

Change in operating assets and liabilities:
(Increase) decrease in customer and other receivables
Increase in inventory

Increase (decrease) in deferred outflows of resources
Increase (decrease) in prepaid expenses
Increase (decrease) in net pension asset
Increase (decrease) in accounts payable
Increase (decrease) in accrued salaries, due to pension and accrued vacation and sick pay
Increase in net other postretirement benefits liability
Increase (decrease) in net pension obligation
Decrease in other liabilities
Increase (decrease) in deferred inflows of resources
Increase (decrease) in net pension liability

Net cash used in operating activities

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

	A	B	C	D	E	F	G	H
	MTD	MTD	MTD	%	YTD	YTD	YTD	%
	Actual	Prior Year	Variance		Actual	Prior Year	Variance	
Operating revenues:								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
2 Sewerage service charges and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0%
4 Other revenues	4,723	2,396	2,327	97.1%	25,767	39,896	(14,129)	-35.4%
5 Total operating revenues	4,723	2,396	2,327	97.1%	25,767	39,896	(14,129)	-35.4%
Operating Expenses:								
6 Executive Director	89,174	(183,894)	273,068	-148.5%	417,522	395,665	21,858	5.5%
7 Special Counsel	64,771	37,398	27,373	73.2%	432,073	316,676	115,397	36.4%
8 Security	234,486	290,729	(56,243)	-19.3%	2,203,380	1,560,188	643,192	41.2%
9 Operations	1,535,943	1,521,669	14,274	0.9%	11,506,037	11,007,158	498,879	4.5%
10 Engineering	219,154	169,657	49,497	29.2%	1,414,444	1,115,977	298,466	26.7%
11 Logistics	449,753	393,302	56,451	14.4%	2,620,855	2,513,058	107,797	4.3%
12 Communications	19,465	32,095	(12,629)	-39.4%	110,352	53,681	56,671	105.6%
13 Administration	330,464	379,663	(49,198)	-13.0%	2,001,512	2,366,887	(365,375)	-15.4%
14 Chief Financial Officer	234,390	309,694	(75,304)	-24.3%	1,940,332	1,725,192	215,140	12.5%
15 Continuous Improvement	4,276	-	4,276	0.0%	35,190	4	35,186	879649.3%
16 Overhead and Budget Adjustments	(341,416)	(256,027)	(85,389)	33.4%	(2,612,358)	(2,254,297)	(358,061)	15.9%
17 Non-Cash Operating Expenses	2,056,564	1,736,297	320,267	18.4%	16,279,936	13,846,787	2,433,150	17.6%
18 Total operating expenses	4,897,025	4,430,581	466,444	10.5%	36,349,275	32,646,975	3,702,300	11.3%
19 Operating income (loss)	(4,892,302)	(4,428,186)	(464,117)	10.5%	(36,323,508)	(32,607,079)	(3,716,429)	11.4%
Non-operating revenues (expense):								
20 Two-mill tax	641	212	429	202.8%	1,662	7,296	(5,634)	-77.2%
21 Three-mill tax	12,853,008	589,347	12,263,661	2080.9%	13,277,613	15,109,742	(1,832,129)	-12.1%
22 Six-mill tax	288,871	595,677	(306,806)	-51.5%	15,711,953	15,271,754	440,199	2.9%
23 Nine-mill tax	432,986	892,891	(459,905)	-51.5%	23,551,466	22,891,677	659,789	2.9%
24 Interest income	38,956	16,363	22,594	138.1%	116,428	94,668	21,760	23.0%
25 Other Income	-	-	-	0.0%	-	-	-	0.0%
26 Interest expense	-	-	-	0.0%	-	-	-	0.0%
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%
28 Total non-operating revenues	13,614,461	2,094,490	11,519,971	550.0%	52,659,122	53,375,137	(716,015)	-1.3%
29 Income before capital contributions	8,722,159	(2,333,696)	11,055,855	-473.7%	16,335,614	20,768,058	(4,432,444)	-21.3%
30 Capital contributions	1,649,643	515,783	1,133,860	219.8%	3,912,595	5,878,275	(1,965,680)	-33.4%
31 Change in net position	10,371,802	(1,817,913)	12,189,715	-670.5%	20,248,209	26,646,333	(6,398,123)	-24.0%
32 Net position, beginning of year					1,099,210,875	1,000,776,299	98,434,576	9.8%
33 Net position, end of year					1,119,459,084	1,027,422,632	92,036,453	9.0%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
August 2017

	A	B	C	D	E	F	G	H
	MTD Actual	MTD Budget	MTD Variance	%	YTD Actual	YTD Budget	YTD Variance	%
Operating revenues:								
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
2 Sewerage service charges and delinquent fees	-	-	-	0.0%	-	-	-	0.0%
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0%
4 Other revenues	4,723	-	4,723	0.0%	25,767	-	25,767	0.0%
5 Total operating revenues	4,723	-	4,723	0.0%	25,767	-	25,767	0.0%
Operating Expenses:								
6 Executive Director	89,174	35,599	53,575	150.5%	417,522	290,159	127,363	43.9%
7 Special Counsel	64,771	82,985	(18,214)	-21.9%	432,073	676,388	(244,315)	-36.1%
8 Security	234,486	254,656	(20,170)	-7.9%	2,203,380	2,075,625	127,755	6.2%
9 Operations	1,535,943	1,594,991	(59,048)	-3.7%	11,506,037	13,000,269	(1,494,232)	-11.5%
10 Engineering	219,154	285,054	(65,900)	-23.1%	1,414,444	2,323,383	(908,940)	-39.1%
11 Logistics	449,753	423,407	26,346	6.2%	2,620,855	3,451,054	(830,199)	-24.1%
12 Communications	19,465	28,302	(8,837)	-31.2%	110,352	230,681	(120,329)	-52.2%
13 Administration	330,464	285,055	45,409	15.9%	2,001,512	2,323,395	(321,883)	-13.9%
14 Chief Financial Officer	234,390	287,614	(53,223)	-18.5%	1,940,332	2,344,248	(403,916)	-17.2%
15 Continuous Improvement	4,276	11,462	(7,186)	-62.7%	35,190	93,421	(58,231)	-62.3%
16 Overhead and Budget Adjustments	(341,416)	(615,570)	274,153	-44.5%	(2,612,358)	(5,017,313)	2,404,955	-47.9%
17 Non-Cash Operating Expenses	2,056,564	2,460,027	(403,463)	-16.4%	16,279,936	18,647,609	(2,367,673)	-12.7%
18 Total operating expenses	4,897,025	5,133,582	(236,557)	-4.6%	36,349,275	40,438,919	(4,089,644)	-10.1%
19 Operating income (loss)	(4,892,302)	(5,133,582)	241,280	-4.7%	(36,323,508)	(40,438,919)	4,115,411	-10.2%
Non-operating revenues (expense):								
20 Two-mill tax	641	-	641	0.0%	1,662	-	1,662	0.0%
21 Three-mill tax	12,853,008	222,449	12,630,559	5678.0%	13,277,613	14,177,419	(899,806)	-6.3%
22 Six-mill tax	288,871	234,918	53,953	23.0%	15,711,953	14,972,118	739,835	4.9%
23 Nine-mill tax	432,986	352,128	80,858	23.0%	23,551,466	22,442,282	1,109,184	4.9%
24 Interest income	38,956	5,490	33,466	609.6%	116,428	349,896	(233,468)	-66.7%
25 Other income	-	14,685	(14,685)	-100.0%	-	935,924	(935,924)	-100.0%
26 Interest expense	-	(1,955)	1,955	-100.0%	-	(124,567)	124,567	-100.0%
27 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%
28 Total non-operating revenues	13,614,461	827,716	12,786,746	1544.8%	52,659,122	52,753,071	(93,949)	-0.2%
29 Income before capital contributions	8,722,159	(4,305,867)	13,028,026	-302.6%	16,335,614	12,314,152	4,021,462	32.7%
30 Capital contributions	1,649,643	-	1,649,643	0.0%	3,912,595	-	3,912,595	0.0%
31 Change in net position	10,371,802	(4,305,867)	14,677,668	-340.9%	20,248,209	12,314,152	7,934,057	64.4%
32 Net position, beginning of year	-	-	-	-	1,099,210,875	1,000,776,299	98,434,576	9.8%
33 Net position, end of year	-	-	-	-	1,119,459,084	1,013,090,451	106,368,633	10.5%

Assets

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SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENTS OF NET POSITION
WITH PRIOR YEAR COMPARISONS
August 2017

	A	B	C	D	E	F	G
	Prior Year	Variance	%	Current Year	Variance	%	Beginning of Year
NET ASSETS AND LIABILITIES							
Net position							
1 Net investments in capital assets	1,143,006,057	145,947,591	12.8%	1,288,953,648	291,646,193	29.2%	997,307,455
2 Restricted for Debt Service	2,498,908	992	0.0%	2,499,900	2,342,846	1491.7%	157,054
3 Unrestricted	(118,082,333)	(53,912,131)	45.7%	(171,994,464)	(92,926,589)	117.5%	(79,067,875)
4 Total net position	1,027,422,632	92,036,452	9.0%	1,119,459,084	201,062,450	21.9%	918,396,634
Long-term liabilities							
5 Claims payable	830,190	(313,291)	-37.7%	516,899	(347,819)	-40.2%	864,718
6 Net pension obligation	26,864,138	1,109,772	4.1%	27,973,910	21,955,188	364.8%	6,018,722
7 Other postretirement benefits liability	21,827,971	1,849,739	8.5%	23,677,710	5,178,779	28.0%	18,498,931
8 Bonds payable (net of current maturities)	11,481,672	(1,797,404)	-15.7%	9,684,268	(3,570,774)	-26.9%	13,255,042
9 Special Community Disaster Loan Payable	-	-	0.0%	-	-	0.0%	-
10 Southeast Louisiana Project liability	115,703,588	48,291,920	41.7%	163,995,508	97,339,532	146.0%	66,655,976
11 Debt Service Assistance Fund Loan payable	3,202,606	(259,121)	-8.1%	2,943,485	(506,751)	-14.7%	3,450,236
12 Total long-term liabilities	179,910,165	48,881,615	27.2%	228,791,780	120,048,155	110.4%	108,743,635
Current liabilities (payable from current assets)							
13 Accounts payable and other liabilities	2,656,572	923,432	34.8%	3,580,004	(2,474,631)	-40.9%	6,054,635
14 Due to City of New Orleans	-	-	0.0%	-	-	0.0%	-
15 Disaster Reimbursement Revolving Loan	6,489,147	(5,800,369)	-89.4%	688,778	(6,294,670)	-90.1%	6,983,448
16 Retainers and estimates payable	1,728,653	(131,216)	-7.6%	1,597,437	1,145,746	253.7%	451,691
17 Due to other fund	36,549	4,839	13.2%	41,388	(41,439)	-30.0%	82,827
18 Accrued salaries, vacation and sick pay	2,262,815	85,962	3.8%	2,348,777	(171,532)	-6.8%	2,520,309
19 Claims payable	4,244,151	1,809,576	42.6%	6,053,727	2,455,463	68.2%	3,598,264
20 Debt Service Assistance Fund Loan payable	247,630	11,491	4.6%	259,121	22,631	9.6%	236,490
21 Advances from federal government	-	-	0.0%	-	-	0.0%	-
22 Other Liabilities	89,557	(68,842)	-76.9%	20,715	20,689	79573.1%	26
23 Total current liabilities (payable from current assets)	17,755,074	(3,165,127)	-17.8%	14,589,947	(5,337,743)	-26.8%	19,927,690
Current liabilities (payable from restricted assets)							
24 Accrued interest	106,697	(10,708)	-10.0%	95,989	(15,875)	-14.2%	111,864
25 Bonds payable	1,650,000	40,000	2.4%	1,690,000	75,000	4.6%	1,615,000
26 Retainers and estimates payable	-	-	0.0%	-	-	0.0%	-
27 Customer deposits	-	-	0.0%	-	-	0.0%	-
28 Total current liabilities (payable from restricted assets)	1,756,697	29,293	1.7%	1,785,989	59,125	3.4%	1,726,864
29 Total current liabilities	19,511,771	(3,135,835)	-16.1%	16,375,936	(5,278,618)	-24.4%	21,654,554
30 Total liabilities	199,421,935	45,745,780	22.9%	245,167,716	114,769,537	88.0%	130,398,179
Deferred inflows or resources:							
31 Deferred amounts related to net pension liability	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
32 TOTAL DEFERRED INFLOWS OF RESOURCES	974,966	(176,155)	-18.1%	798,811	798,811	0.0%	-
33 Total Net Position, Liabilities and Deferred Inflows of Resources	1,227,819,533	137,782,232	11.2%	1,365,425,610	316,630,797	30.2%	1,048,794,813

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A	B	C	D
	YTD	YTD	YTD	%
	Current Year	Prior Year	Variance	
Cash flows from operating activities				
1 Cash received from customers	-	-	-	0.0%
2 Cash payments to suppliers for goods and services	(15,641,243)	(10,877,663)	(4,763,580)	43.8%
3 Cash payments to employees for services	(10,832,815)	(17,039,510)	6,206,695	-36.4%
4 Other revenue	87,252	885,465	(798,213)	-90.1%
5 Net cash used in operating activities	(26,386,804)	(27,031,708)	644,904	-2.4%
Cash flows from noncapital financing activities				
6 Proceeds from property taxes	52,542,694	51,202,340	1,340,354	2.6%
7 Proceeds from federal operating and maintenance grants	-	-	-	0.0%
8 Cash received paid to an other government	-	-	-	0.0%
9 Net cash provided by noncapital financing activities	52,542,694	51,202,340	1,340,354	2.6%
Cash flows from capital and related financing activities				
10 Acquisition and construction of capital assets	(21,151,895)	(16,026,303)	(5,125,592)	32.0%
11 Principal payments on bonds payable	-	-	-	0.0%
12 Proceeds from bonds payable	-	-	-	0.0%
13 Payments for bond issuance costs	-	-	-	0.0%
14 Payment to refunded bond escrow agent	-	-	-	0.0%
15 Interest paid on bonds payable	0	-	0	0.0%
16 Proceeds from construction fund, net	(722,407)	(494,078)	(228,329)	46.2%
17 Capital contributed by developers and federal grants	6,343,442	5,671,628	671,814	11.8%
18 Net cash used in capital and related financing activities	(15,530,860)	(10,848,753)	(4,682,107)	43.2%
Cash flows from investing activities				
19 Payments for purchase of investments	-	-	-	0.0%
20 Proceeds from maturities of investments	-	-	-	0.0%
21 Investment income	116,428	78,305	38,123	48.7%
22 Net cash provided by investing activities	116,428	78,305	38,123	48.7%
23 Net increase (decrease) in cash	10,741,458	13,400,184	(2,658,726)	-19.8%
24 Cash at the beginning of the year	31,550,402	34,632,075	(3,081,673)	-8.9%
25 Cash at the end of the period	42,291,860	48,032,259	(5,740,399)	-12.0%
Reconciliation of cash and restricted cash				
26 Current assets - cash	10,441,099	3,328,329	7,112,770	213.7%
27 Current assets - designated	23,708,459	36,538,870	(12,830,411)	-35.1%
28 Restricted assets -cash	7,903,897	8,165,060	(261,163)	-3.2%
29 Total cash	42,053,455	48,032,259	(5,978,804)	-12.4%

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENTS OF CASH FLOWS
August 2017

	A YTD Current Year	B YTD Prior Year	C YTD Variance	D %
Reconciliation of operating loss to net cash used in operating activities is as follows:				
1 Operating loss	(36,323,508)	(28,178,890)	(8,144,618)	28.9%
Adjustments to reconcile net operating loss to net cash used in operating activities:				
2 Depreciation	14,222,905	10,041,805	4,181,100	41.6%
3 Provision for claims	451,895	290,405	161,490	55.6%
4 Provision for (revision) doubtful accounts	-	-	-	0.0%
5 Amortization	-	-	-	0.0%
Change in operating assets and liabilities:				
6 (Increase) decrease in customer and other receivables	-	-	-	0.0%
7 Increase in inventory	(0)	-	(0)	0.0%
8 Increase (decrease) in deferred outflows of resources related to net pension liability	-	-	-	0.0%
9 Increase (decrease) in prepaid expenses and other receivables	(731,102)	(6,763,850)	6,032,749	-89.2%
10 Decrease in net pension asset	-	-	-	0.0%
11 Increase (decrease) in accounts payable	(7,391,448)	(4,220,801)	(3,170,647)	75.1%
12 Increase (decrease) in accrued salaries, due to pension and accrued vacation and sick pay	1,477,442	(91,387)	1,568,829	-1716.7%
13 Increase in net other postretirement benefits liability	1,054,914	1,054,913	1	0.0%
14 Increase (decrease) in net pension obligation	1,057,358	1,057,233	125	0.0%
15 Decrease in other liabilities	(205,262)	(221,135)	15,873	-7.2%
16 Increase (decrease) in deferred inflows of resources related to net pension liability	-	-	-	0.0%
17 Net cash used in operating activities	(26,386,804)	(27,031,708)	644,903	-2.4%

Sewerage and Water Board of New Orleans
Comparative Variance Indicators for Financial Results
Through August 2017

Statement of Revenues, Expenses, and Changes in Net Position with Prior Year Comparisons	Total	Water	Sewer	Drainage
Revenues				
Operating Expenses				
Non-Operating Revenues and Expenses				
Income before Capital Contributions				
Statement of Revenues, Expenses, and Changes in Net Position with Budget Comparisons	Total	Water	Sewer	Drainage
Revenues				
Operating Expenses				
Non-Operating Revenues and Expenses				
Income before Capital Contributions				
Statement of Net Position with Prior Year Comparisons	Total	Water	Sewer	Drainage
Plant, Property, and Equipment				
Restricted Current Assets				
Unrestricted Designated Current Assets				
Unrestricted Undesignated Current Assets				
Net Position				
Long-Term Liabilities				
Current Liabilities from Unrestricted Assets				
Current Liabilities from Restricted Assets				
Statement of Cash Flows with Prior Year Comparisons	Total	Water	Sewer	Drainage
Operating Activities				
Non-Capital Financing Activities				
Capital and Related Financing Activities				
Investing Activities				
Net Increase in Cash				

Green = Favorable Variance

Yellow = Unfavorable Variance / No Action Recommended

Red = Unfavorable Variance / Action Recommended



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: October 6, 2017

From: Willie Mingo, Director of Procurement
Purchasing Department

Thru: Vicki 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. MST Enterprises
82 Coronado Ave, Kenner, LA 70064
 - Furnishing Limestone
 - Start date 11/1/17 thru 10/31/18 first and final renewal
 - \$82,850.60 annually
2. Lotus Insurance
1615 Poydras St. Suite 927, New Orleans, LA 70122
 - Professional Claims Services for Personal Automotive and Homeowners Property Damage Claims for August 5, 2017 Flood in New Orleans, LA
 - Start date 10/2/17 thru 10/1/18 with (5) 1-year renewals
 - Not to exceed \$90,000.00 annually
3. Aaron and Gianna
210 St. Charles Ave., Suite 3800, New Orleans, LA 70170
 - Outside Counsel to provide advice counsel and representation of the Board in the area of municipal representation
 - Start date 9/25/17 thru 9/24/18 with (5) 1-year renewals
 - Not to exceed \$50,000 annually

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



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: October 3, 2017

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

From: Veronica Johnson-Christmas, EDBP

Re: EDBP Contract/Certification Summary - September 2017

Analyses conducted by EDBP

For the month of September 2017, there were no contracts with SLDBE participation to review.

Construction Review Committee Recommendations

The Construction Review Committee did not convene for the month of September 2017. There were no construction projects submitted for review.

Staff Contract Review Committee Recommendations

The Staff Contract Review Committee convened on Wednesday, September 13, 2017 and made the following recommendations:

OPEN MARKET CONTRACTS

- 1. Gas Chromatograph and Mass Spectrometer Instrument at the Carrollton Water Plant**

Budget Amount:	\$200,000.00
Recommended Percentage Goal:	0%
Justification:	Product is shipped directly from manufacturer
Renewal Option(s):	None
- 2. Request for Proposal for Green Infrastructure Projects**

Budget Amount:	\$500,000.00
Recommended Percentage Goal:	5%
Renewal Option(s):	None

RENEWAL CONTRACT

3. Furnishing Limestone

Renewal Cost:	\$207,538.50
Approved Percentage Goal:	30%
Actual Spent:	\$82,850.60
Prime Contractor:	MST Enterprises, LLC
DBE participation Achieved	3.76%
Justification:	The combination of hauling and material by DBE would have been an attainable goal. The subcontractor provided hauling services and did not pay for material.
Renewal Option:	First and Final Renewal (Approved)

Final Acceptance of Construction Contract(s) with DBE Participation

Contract #1345 - Replacement of Filter Backwash Equipment at the Main Water Purification Plant

DBE Goal:	7%
DBE Participation Achieved:	13.73%
Prime Contractor:	Industrial & Mechanical Contractors, Inc.
Closeout Date:	September 2017

The Economically Disadvantaged Business Program recommends that the participation on subject contract be approved for Final Acceptance.

Contract #8132 - Katrina Related Repairs to Garage #1 and the Generator Building at Central Yard

DBE Goal:	36%
DBE Participation Achieved:	26.97%
Prime Contractor:	Industrial & Mechanical Contractors, Inc.
Closeout Date:	September 2017

Based on review of the prime contractor's written justification of Good Faith Effort, and affirmation by Sewerage and Water Board project manager, the Economically Disadvantaged Business Program recommends that the participation on subject contract be approved for Final Acceptance.

Contract #30009 - Restoration of Existing Gravity Sewer Mains by Excavation and Replacement from Manhole-to-Manhole at Various Sites throughout Orleans Parish

DBE Goal:	36%
DBE Participation Achieved	50.12%
Prime Contractor:	Wallace C. Drennan, Inc.
Closeout Date:	September 2017

The Economically Disadvantaged Business Program recommends that the participation on subject contract be approved for Final Acceptance.

Sewerage & Water Board of New Orleans Contracts with DBE Participation January through September 2017

Sewerage & Water Board Contracts with DBE Participation January 2017 - September 2017

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %	Awarded DBE Dollar Value	Award Date
#1368 - HMGP Oak Street Pump Station Upgrade and Rehabilitation Project	\$23,492,500.00	M.R. Pitmann Group, LLC	The Beta Group JEI Solutions Landrieu Concrete & Cement Inc. C.Watson Group	0.21% 9.70% 0.64% 1.43% 11.98%	\$50,000.00 \$2,279,000.00 \$150,000.00 \$336,000.00 \$2,815,000.00	1/18/17
#6260 - Rewind of Constant Duty Motors #1 and #2 at the DPS #6 and Ammortissuer Winding Replacement and Cleaning of Motor "C" at DPS #6 and DPS #7	\$595,000.00	Bollinger Armature Services, LLC	Next Generation Logistics, LLC	5.07%	\$30,166.00	3/15/17
#6261 - 2017 Rewind of the Sewage Pump Motor at Sewage Pump Station #21	\$93,610.00	Houma Armature Works & Supply, LLC	JEI Solutions	5.02%	\$4,700.00	3/15/17
#2126 - 2017 Water Main Point Repair, Water Service Connection, Water Valve, and Fire Hydrant Point Replacement at Various Sites throughout Orleans Parish	\$2,944,440.00	Wallace C. Drennan, Inc.	Prince Dump Truck Service C&M Construction Group, Inc.	7.68% 28.53%	\$226,000.00 \$840,000.00	
#2127 - Algiers Lock Forebay Waterline Replacement	\$271,375.00	BLD Services, LLC	Choice Supply Solutions	12.25%	\$33,250.00	3/15/17
#30210 - Restoration of Gravity Flow Sanitary Sewers by Point Repair of Sewer Mains at Various Sites throughout the City of New Orleans	\$1,503,700.00	Grady Crawford Construction Co., Inc.	Purnell Construction Co., LLC Hebert's Trucking and Equipment Service, LLC EFT Diversified, Inc. Cooper Contracting Group, LLC	36.24% 2.90% 24.85% 8.28%	\$545,000.00 \$35,000.00 300,000.00 100,000.00	7/19/17
#2128 - Water Main Point Repair, Water Service Connection, Water Valve, and Fire Hydrant Replacement at Various Sites throughout Orleans Parish	\$1,207,050.00	Fleming Construction Co., LLC	EFT Diversified, Inc. APC Construction Co., Inc.	12.84% 13.12%	\$691,845.00 707,162.00	7/19/17
#1384 - Replacement of Backwash Equipment	\$5,387,940.00	Industrial & Mechanical Contractors, Inc.	Total	25.97%	\$1,399,007.00	9/20/17

Sewerage & Water Board Contracts with DBE Participation January 2017 - September 2017

Construction Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	DBE Sub-Contractor	Awarded DBE %	Awarded DBE Dollar Value	Award Date
#6259 - Installation of Permanent Generators at five Drainage Pumping Stations	\$1,438,610.00	Industrial & Mechanical Contractors, Inc.	EFT Diversified, Inc.	38.26%	\$550,401.50	9/20/17
Total Construction Contracts	\$36,934,225.00			18.62%	\$6,878,524.50	

Sewerage & Water Board of New Orleans Contracts with DBE Participation January 2017 - September 2017

Goods & Services Contracts

Contract Description	Contract Dollar Amount	Prime Contractor	DBE Subcontractor	DBE %	DBE Dollar Value	Award Date
YW 17-0005; Furnishing Rubber PVC Hip Boots and Knee Boots	\$199,996.00	Southeast Safety and Supply	Assorted Products	31.00%	\$62,000.00	2/15/2017
YW 17-0010;Furnishing Riversand and Mason Sand to the SWBNO	\$295,540.00	Trucking Innovations, LLC	Blakely AA Trucking LLC	30.00%	\$88,662.00	3/15/2017
YW 17-0013;Furnishing Safety Supplies	\$120,298.85	Southeast Safety and Supply	Assorted Products	31.00%	\$37,293.00	9/20/2017
YW 17-0014;Furnishing Paper Products and Janitorial Supplies	\$70,561.50	Assorted Products	Westbank Paper & Janitorial Supply, Inc.	30.00%	\$21,170.25	9/20/2017
YW 17-0063; Hand Tools, Hardware Supplies, Paint & Paint Supplies	\$316,826.65	Assorted Products	Westbank Paper & Janitorial Supply, Inc.	30.00%	\$95,048.00	9/20/2017
YW 17-0064; Aerosol, Janitorial & Industrial Chemicals	\$240,123.00	Assorted Products	Westbank Paper & Janitorial Supply, Inc.	30.00%	\$72,036.90	9/20/2017
Total Goods & Services Contracts	\$1,243,346.00			30.26%	\$376,210.15	

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

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

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:
No

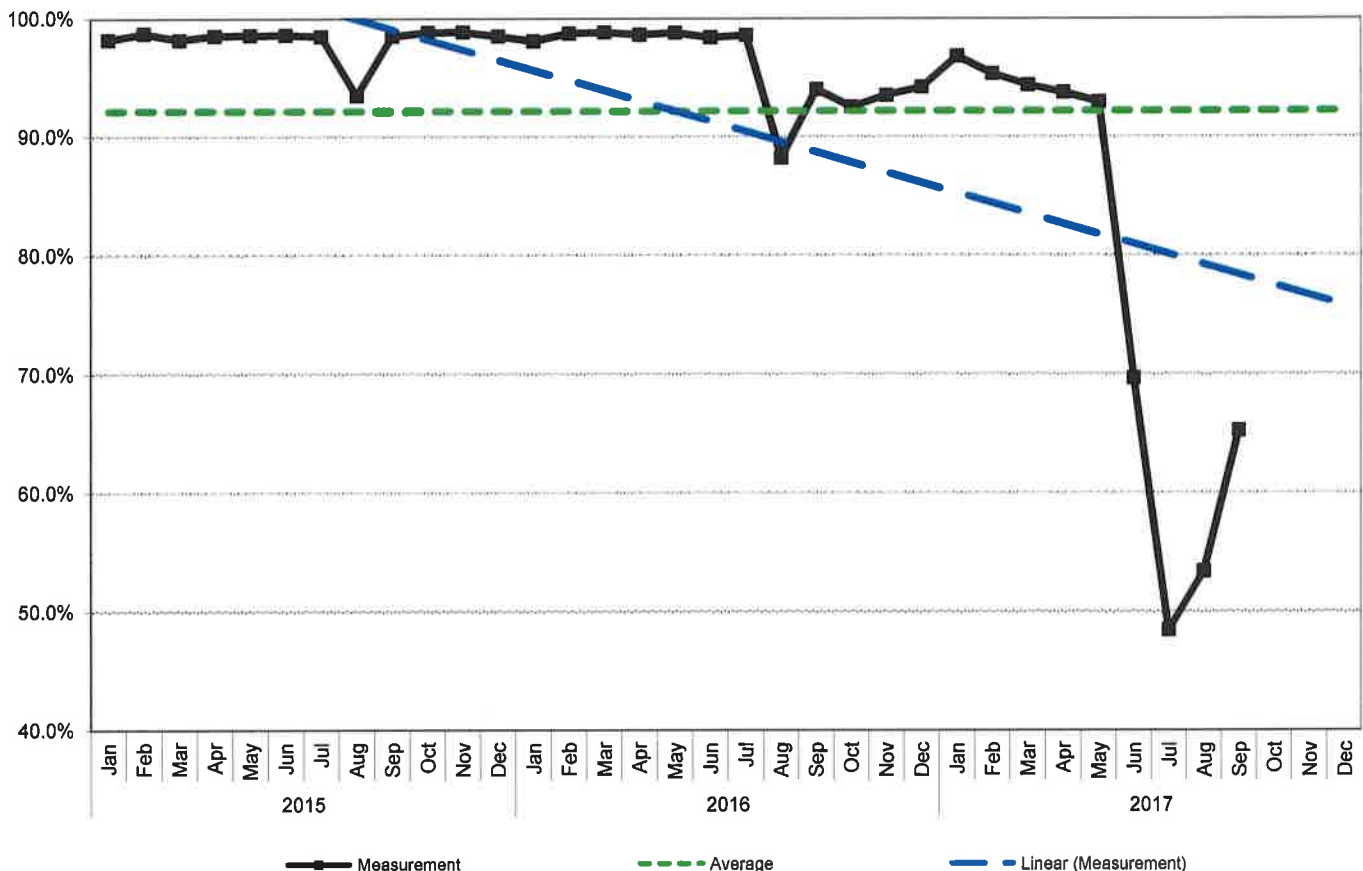
Trend: Unfavorable

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 has 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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	98.2%	98.7%	98.2%	98.5%	98.6%	98.6%	98.5%	93.5%	98.5%	98.8%	98.9%	98.5%
2016	98.1%	98.7%	98.8%	98.6%	98.8%	98.4%	98.6%	88.2%	94.0%	92.5%	93.5%	94.2%
2017	96.8%	95.3%	94.4%	93.7%	93.0%	69.7%	48.5%	53.4%	65.3%			

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: No

Process Operating Within Control Limits:
No

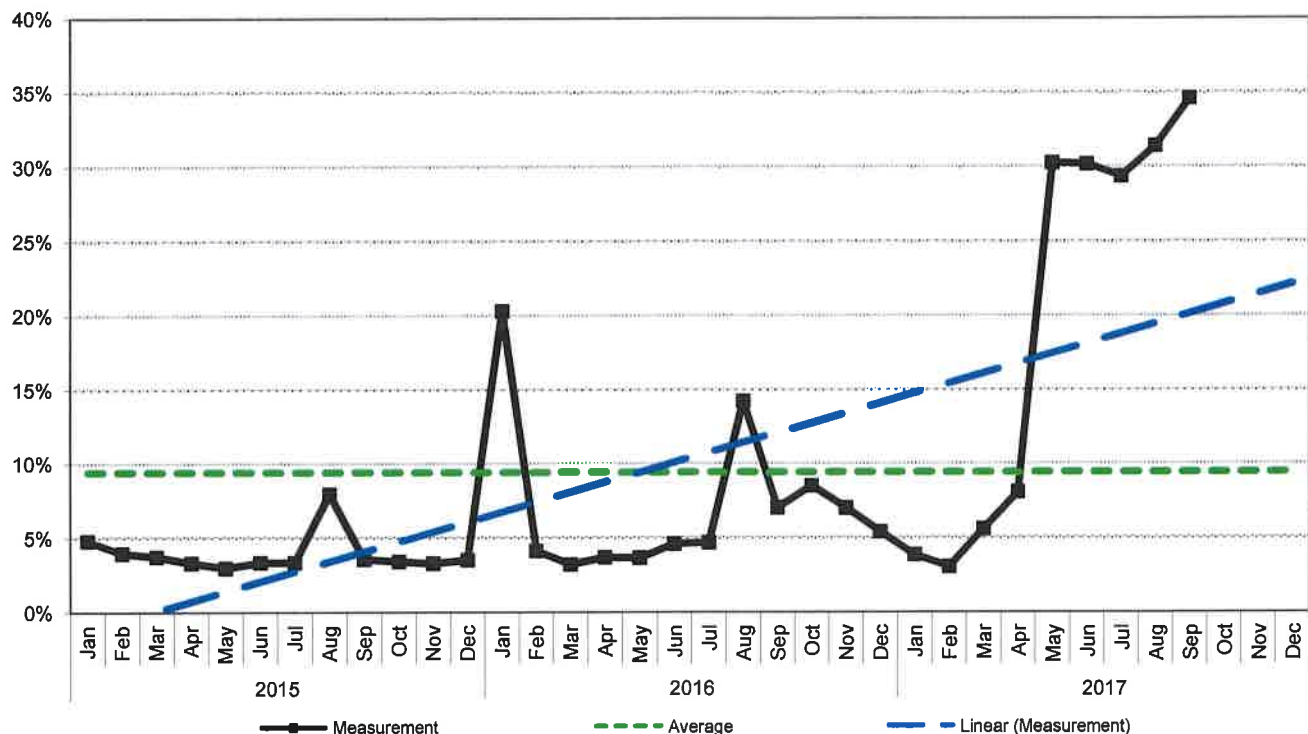
Trend: Unfavorable

Analysis

A bill is estimated if the meter is not read by the designated billing date. Bills are also estimated when a meter is read and the reliability of the reading is doubtful and the account is placed on an exception report. If the reading is not verified by the billing date, the bill will be estimated. Spikes in estimated bills usually occur when the Meter Reading department is unable to read a large section of meters during extreme weather.

Plans for Improvement

Current plans are focused on obtaining readings for accounts each month and verifying the reliability of each reading. Future plans will focus on advanced metering infrastructure that allows for readings to be obtained automatically several times daily.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	4.8%	4.0%	3.7%	3.3%	3.0%	3.4%	3.4%	7.9%	3.6%	3.4%	3.3%	3.5%
2016	20.3%	4.1%	3.2%	3.7%	3.7%	4.6%	4.7%	14.2%	7.0%	8.5%	7.0%	5.4%
2017	3.9%	3.1%	5.6%	8.1%	30.3%	30.2%	29.4%	31.4%	34.6%			

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

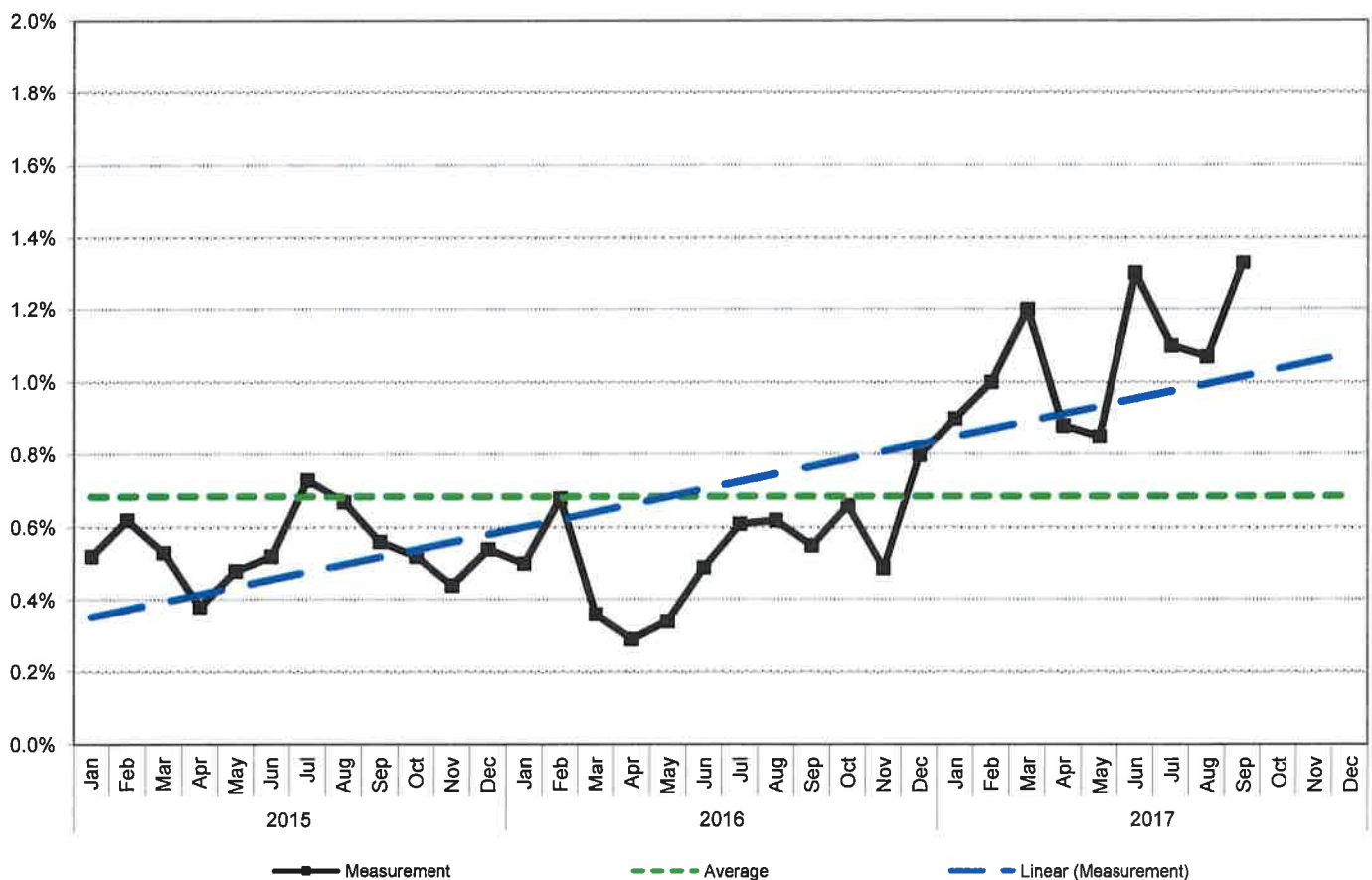
Trend: Unfavorable

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	0.5%	0.6%	0.5%	0.4%	0.5%	0.5%	0.7%	0.7%	0.6%	0.5%	0.4%	0.5%
2016	0.5%	0.7%	0.4%	0.3%	0.3%	0.5%	0.6%	0.6%	0.6%	0.7%	0.5%	0.8%
2017	0.9%	1.0%	1.2%	0.9%	0.9%	1.3%	1.1%	1.1%	1.3%			

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:**
Yes

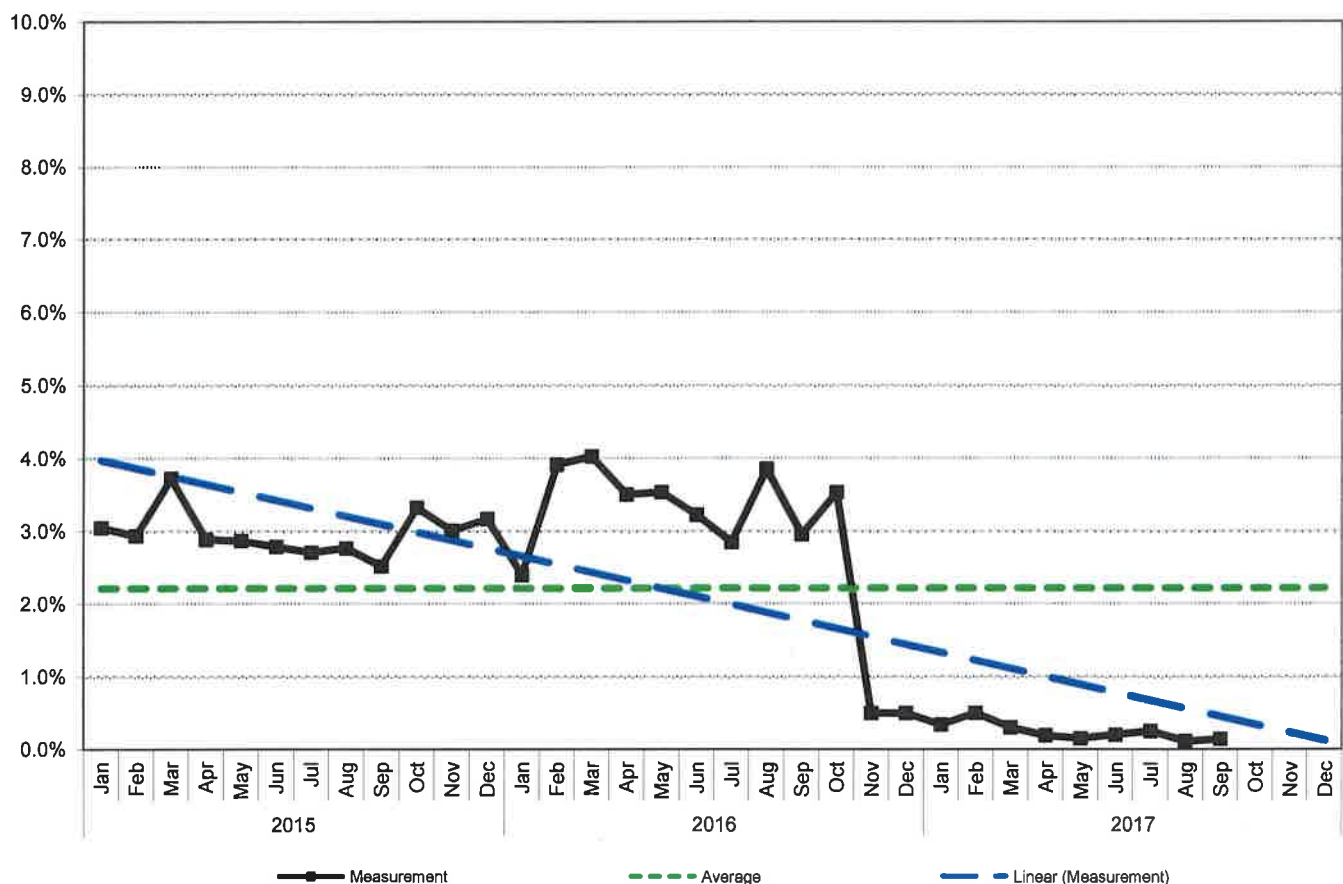
Trend: Favorable

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.



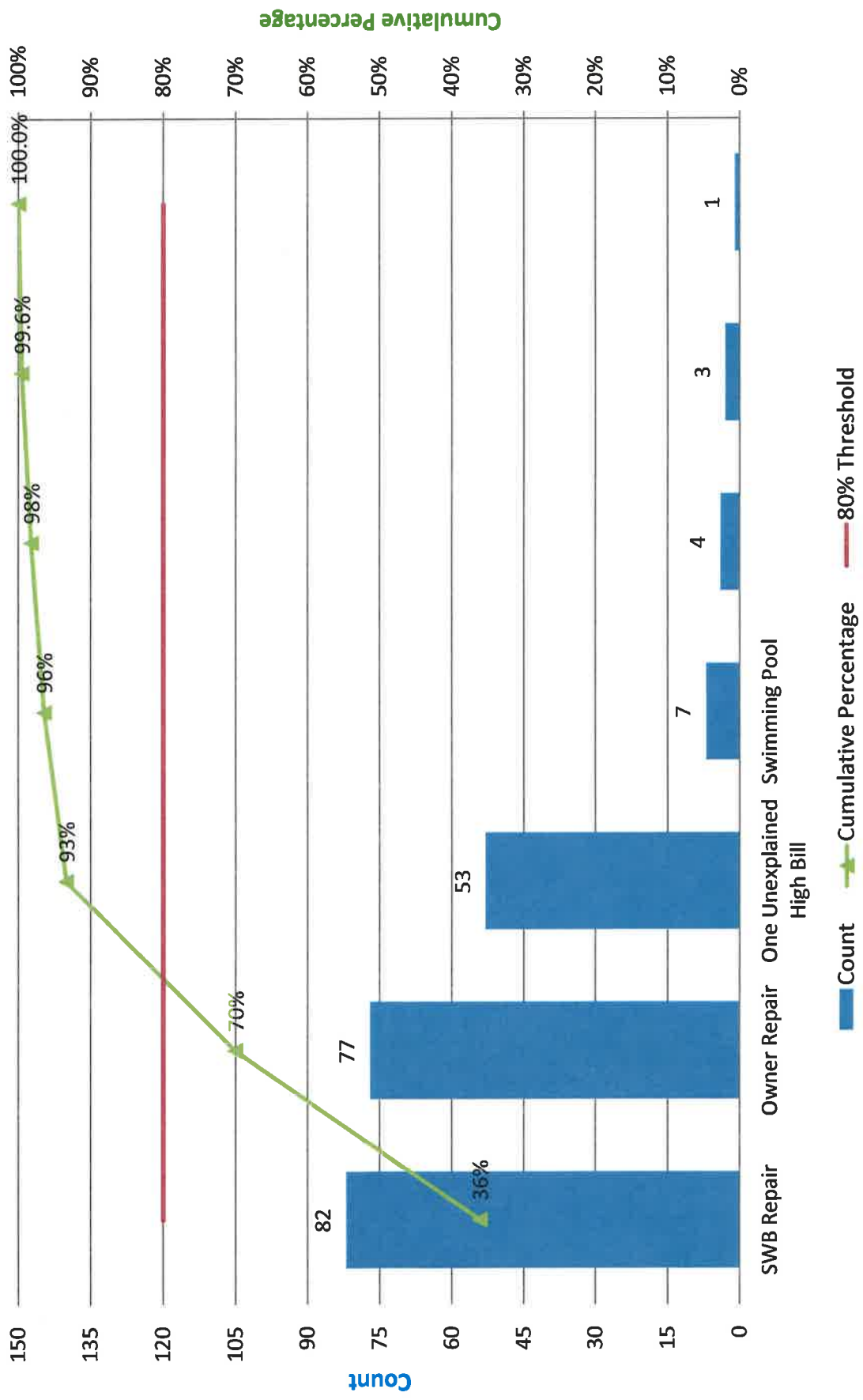
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	3.1%	2.9%	3.7%	2.9%	2.9%	2.8%	2.7%	2.8%	2.5%	3.3%	3.0%	3.2%
2016	2.4%	3.9%	4.0%	3.5%	3.5%	3.2%	2.9%	3.9%	3.0%	3.5%	0.5%	0.5%
2017	0.3%	0.5%	0.3%	0.2%	0.2%	0.2%	0.3%	0.1%	0.1%			

Sewerage and Water Board of New Orleans

Reasons for Adjustments

September 2017



Sewerage and Water Board of New Orleans

Total Inbound Customer Contacts

Constituency:
Customer
Ratepayers

Currently Meeting
Goal: Close

Objective: Provide Timely
Information and Respond
Promptly to Requests

Process Operating
Within Control
Limits: Yes

Goal: Reduce
Triggers of Customer
Calls

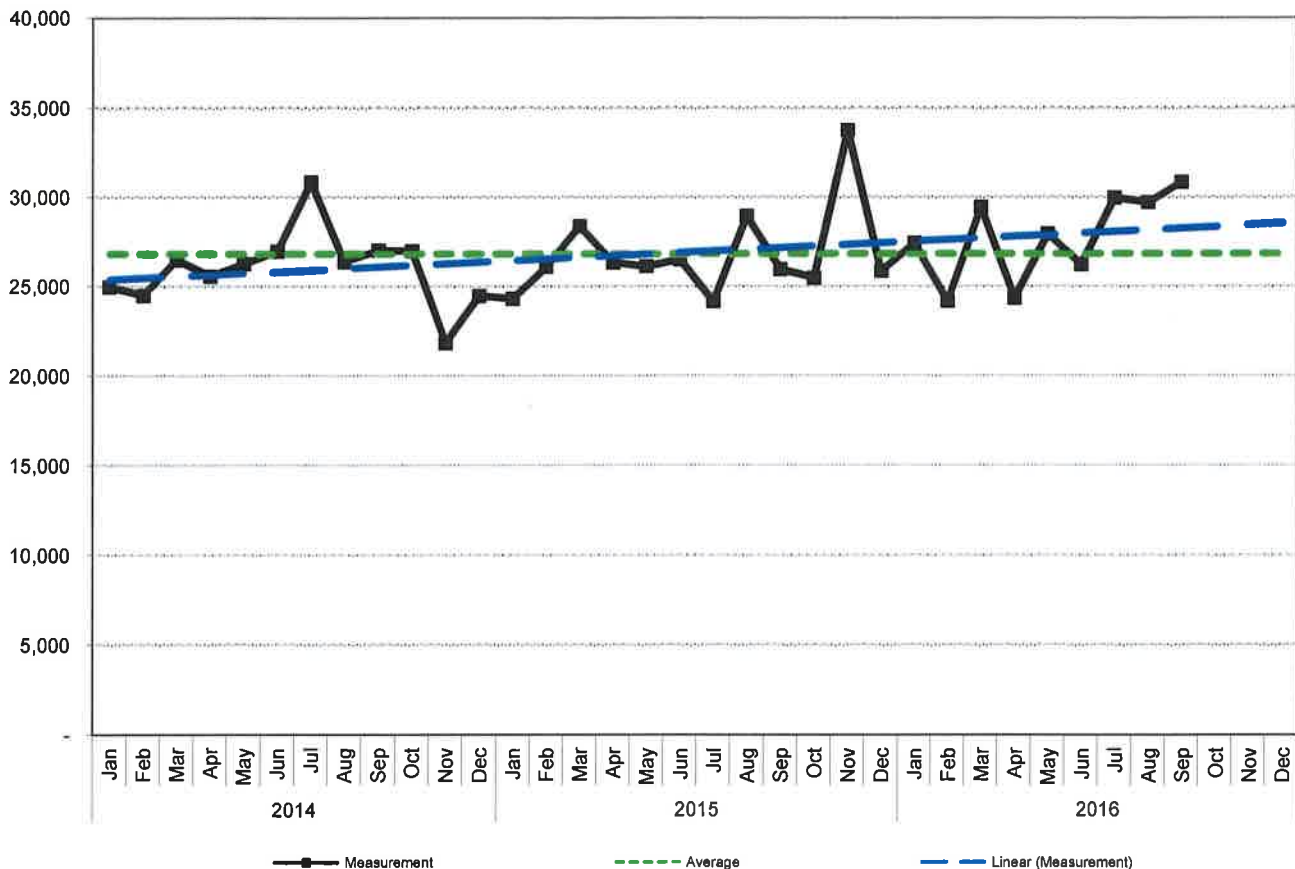
Trend: Favorable

Analysis

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

Plans for Improvement

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



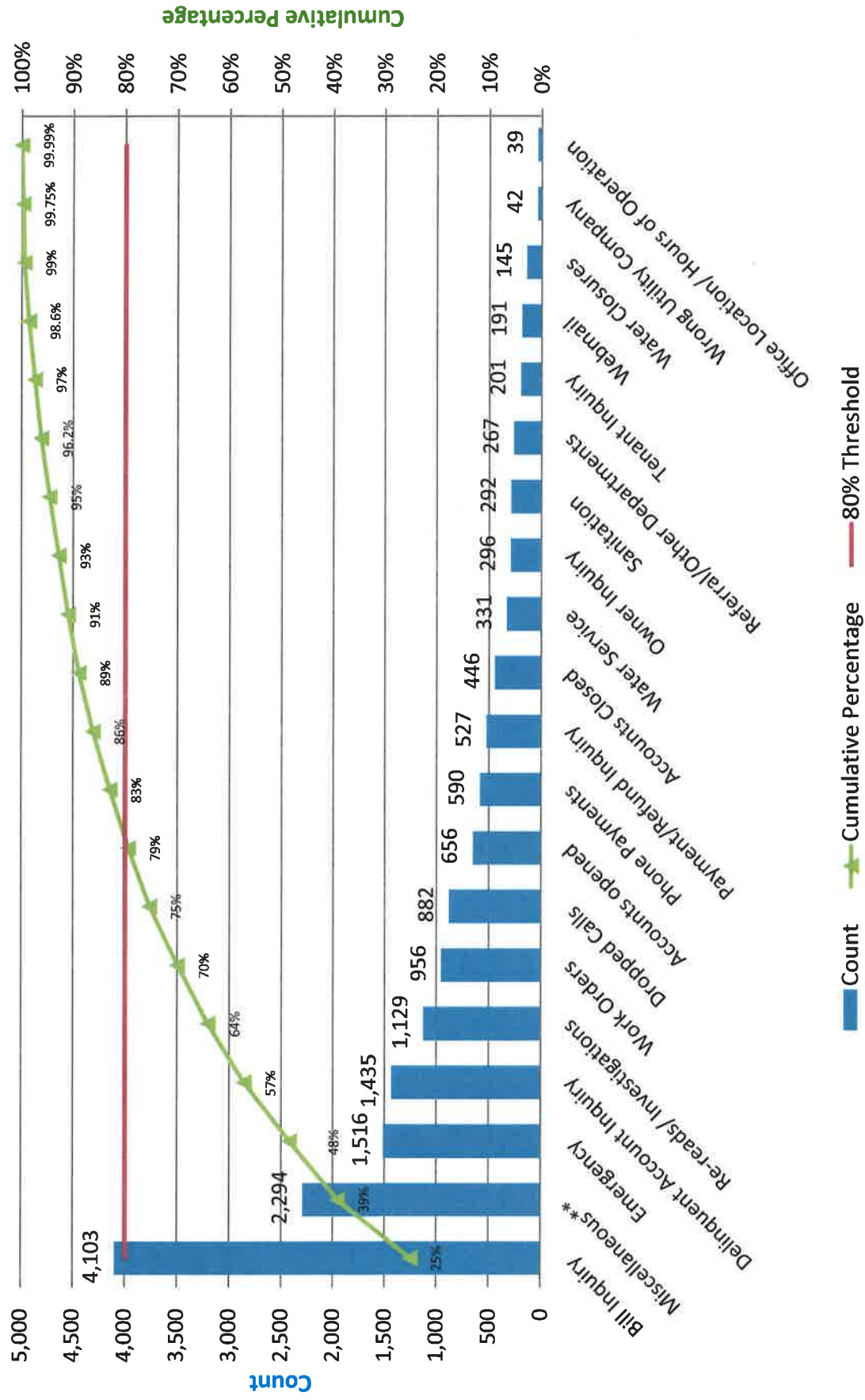
Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2014	24,967	24,496	26,486	25,565	26,261	26,963	30,836	26,368	27,019	26,973	21,816	24,469
2015	24,311	26,089	28,365	26,333	26,121	26,515	24,149	28,942	25,958	25,483	33,746	25,866
2016	27,425	24,169	29,436	24,346	27,955	26,222	29,969	29,698	30,844			

Sewerage and Water Board of New Orleans

Types of Customer Calls

September 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

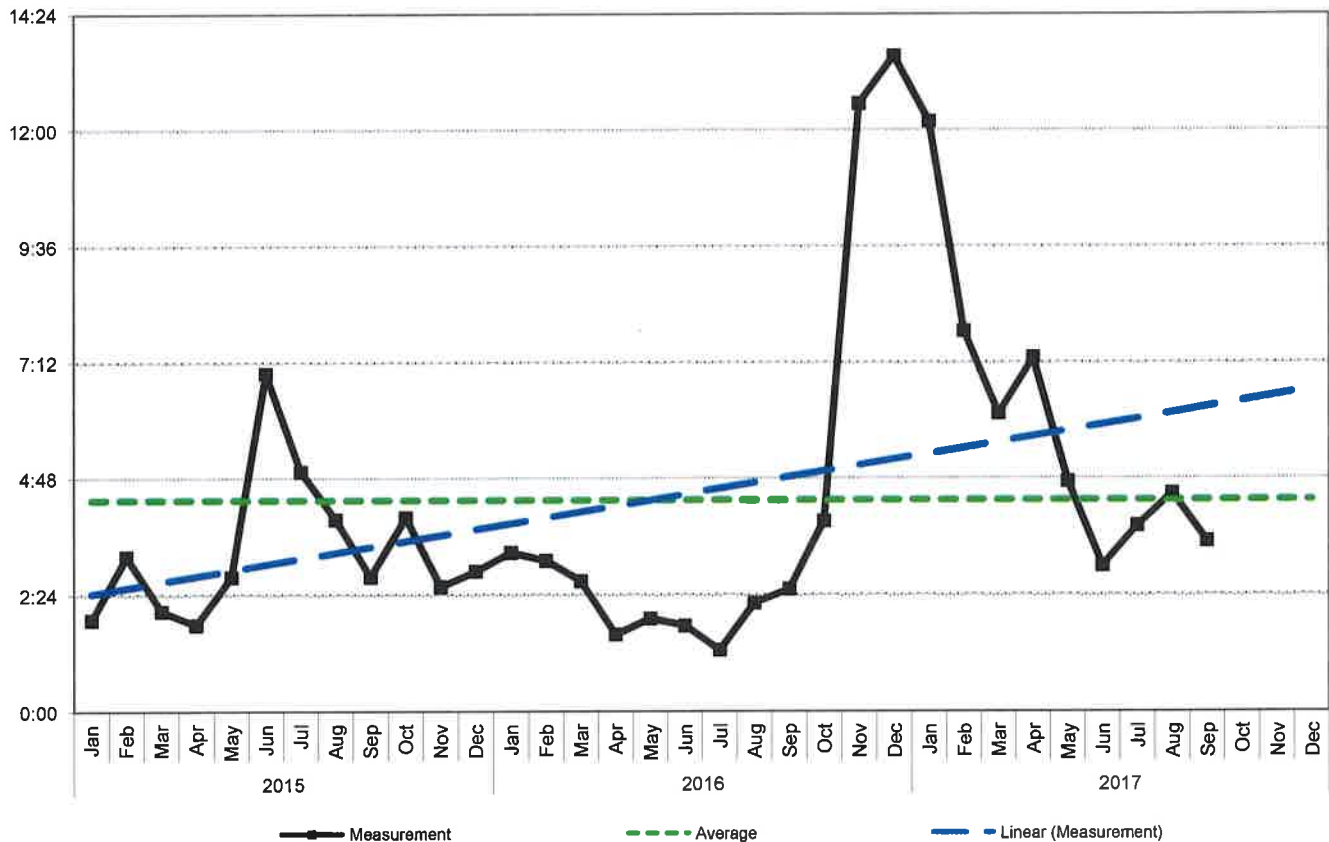
Trend: Level

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. 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..



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1:53	3:11	2:04	1:47	2:46	6:58	4:56	3:57	2:46	3:59	2:34	2:53
2016	3:16	3:06	2:41	1:35	1:55	1:46	1:16	2:14	2:31	3:55	12:33	13:32
2017	12:11	7:51	6:08	7:18	4:44	3:00	3:49	4:29	3:30			

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: Yes

Process Operating
Within Control Limits:
Yes

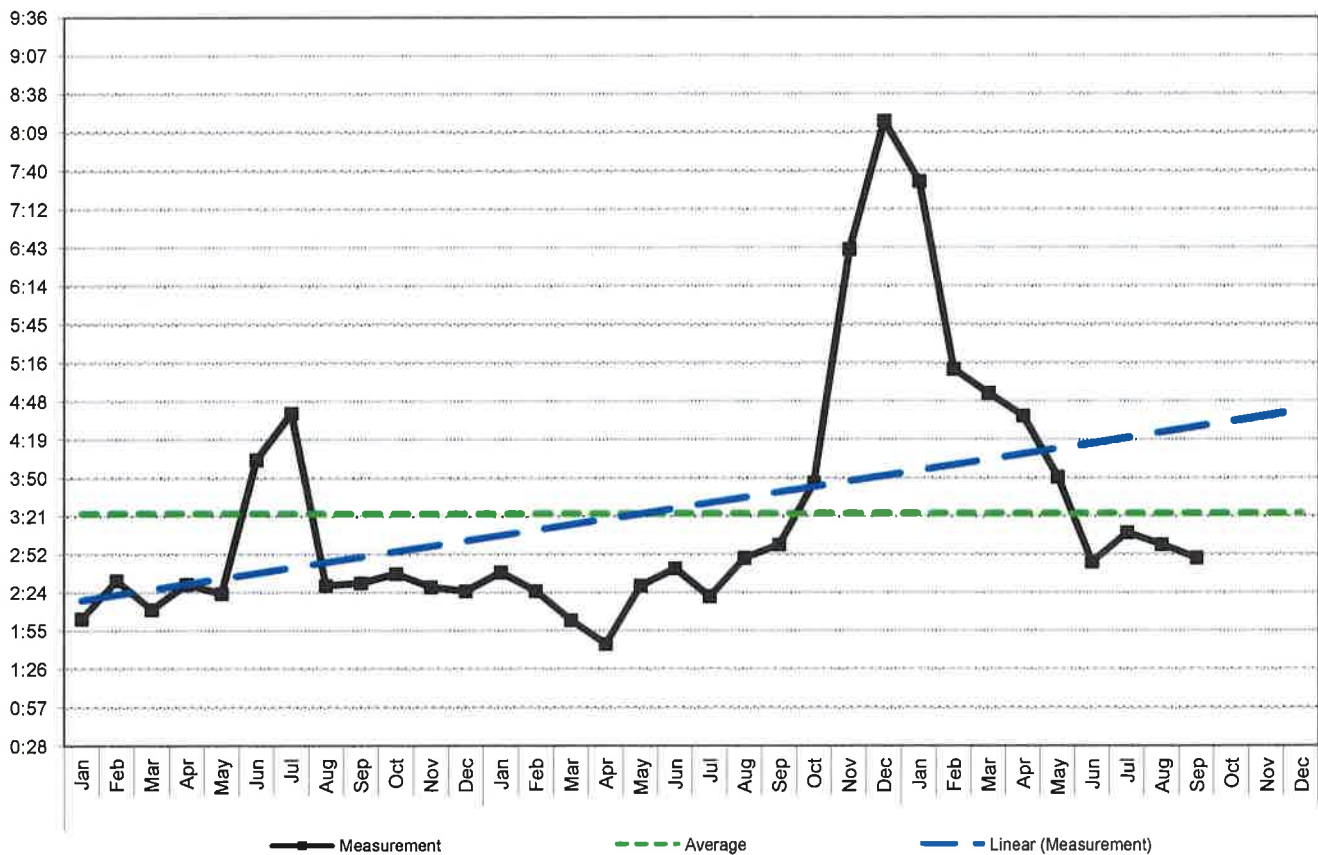
Trend: Favorable

Analysis

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

Plans for Improvement

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.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	2:04	2:33	2:11	2:30	2:23	4:04	4:39	2:29	2:31	2:38	2:28	2:25
2016	2:39	2:25	2:03	1:45	2:29	2:42	2:21	2:50	3:00	3:47	6:42	8:18
2017	7:33	5:12	4:54	4:37	3:51	2:47	3:09	3:00	2:50			

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:
No

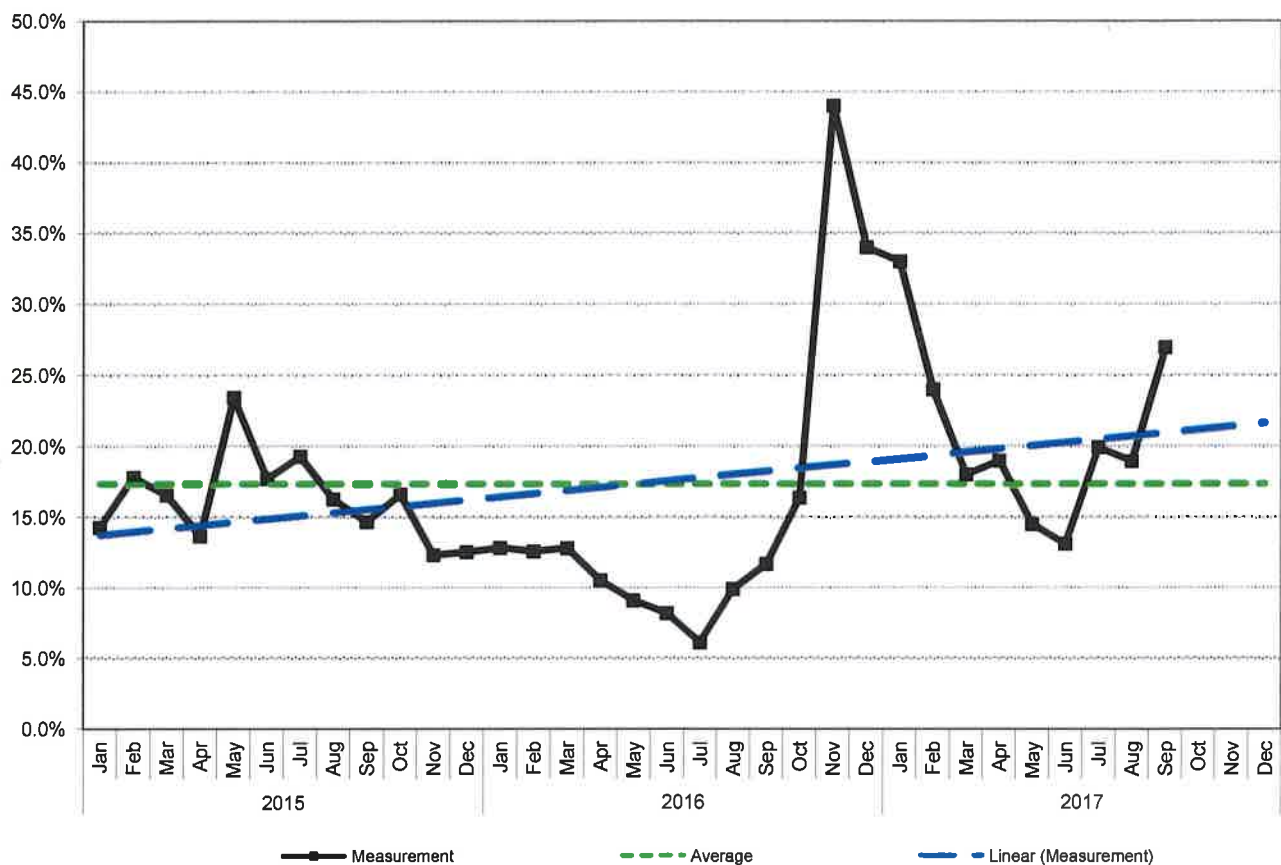
Trend: Unfavorable

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.

Plans for Improvement

Abandoned calls have returned to near historical levels following implementation of the new billing system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	14.3%	17.8%	16.6%	13.7%	23.4%	17.7%	19.3%	16.3%	14.7%	16.6%	12.3%	12.5%
2016	12.8%	12.6%	12.8%	10.5%	9.1%	8.2%	6.1%	9.9%	11.7%	16.4%	44.0%	34.0%
2017	33.0%	24.0%	18.0%	19.0%	14.5%	13.1%	19.9%	19.0%	27.0%			

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: Yes

Process Operating Within Control Limits:
Yes

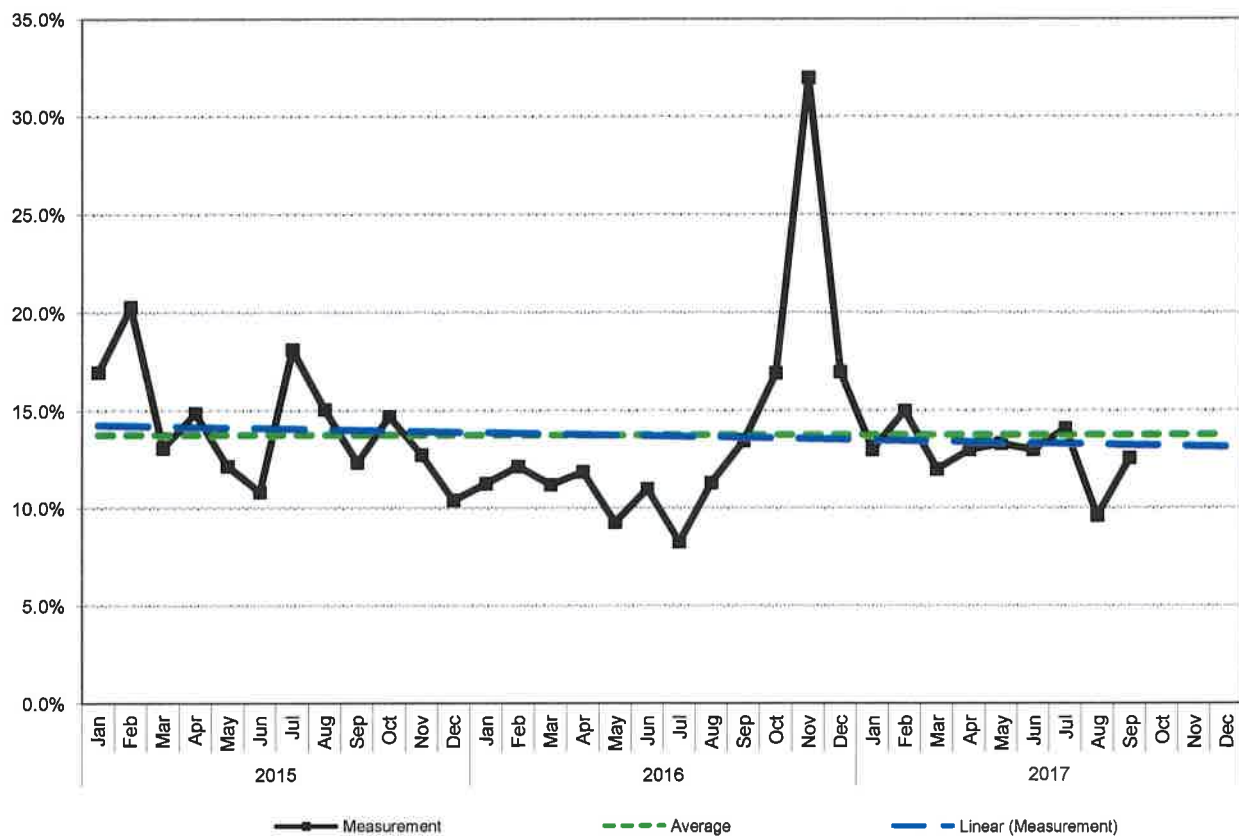
Trend: Level

Analysis

Customers abandon their calls after waiting for an amount of time considered inconvenient, which varies from customer to customer. Some portion of the volume of abandoned calls is from customers calling and hanging up on multiple occasions.

Plans for Improvement

Abandoned calls have returned to near historical levels following implementation of the new billing system.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	17.0%	20.3%	13.1%	14.9%	12.2%	10.8%	18.1%	15.1%	12.3%	14.7%	12.7%	10.4%
2016	11.3%	12.1%	11.2%	11.9%	9.3%	11.0%	8.3%	11.3%	13.5%	16.9%	32.0%	17.0%
2017	13.0%	15.0%	12.0%	13.0%	13.3%	13.0%	14.1%	9.6%	12.6%			

Sewerage and Water Board of New Orleans

Total Service Requests about Low Water Pressure

Constituency:
Customer
Ratepayers

**Currently Meeting
Goal: Yes**

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

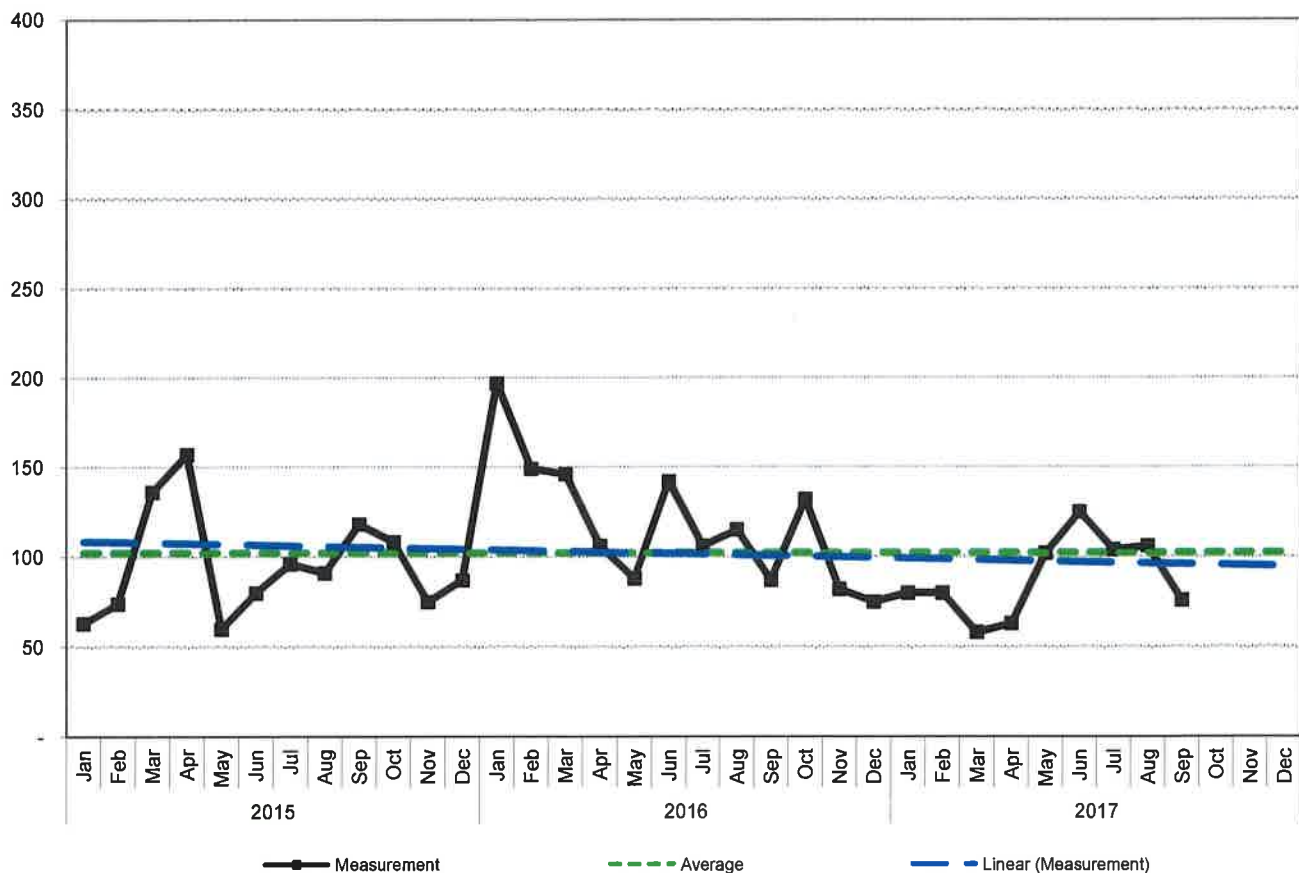
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	63	74	136	157	60	80	96	91	118	108	75	87
2016	197	149	146	106	88	142	106	115	87	132	82	75
2017	80	80	58	63	102	125	104	106	76			

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:** No

**Process Operating
Within Control
Limits:** No

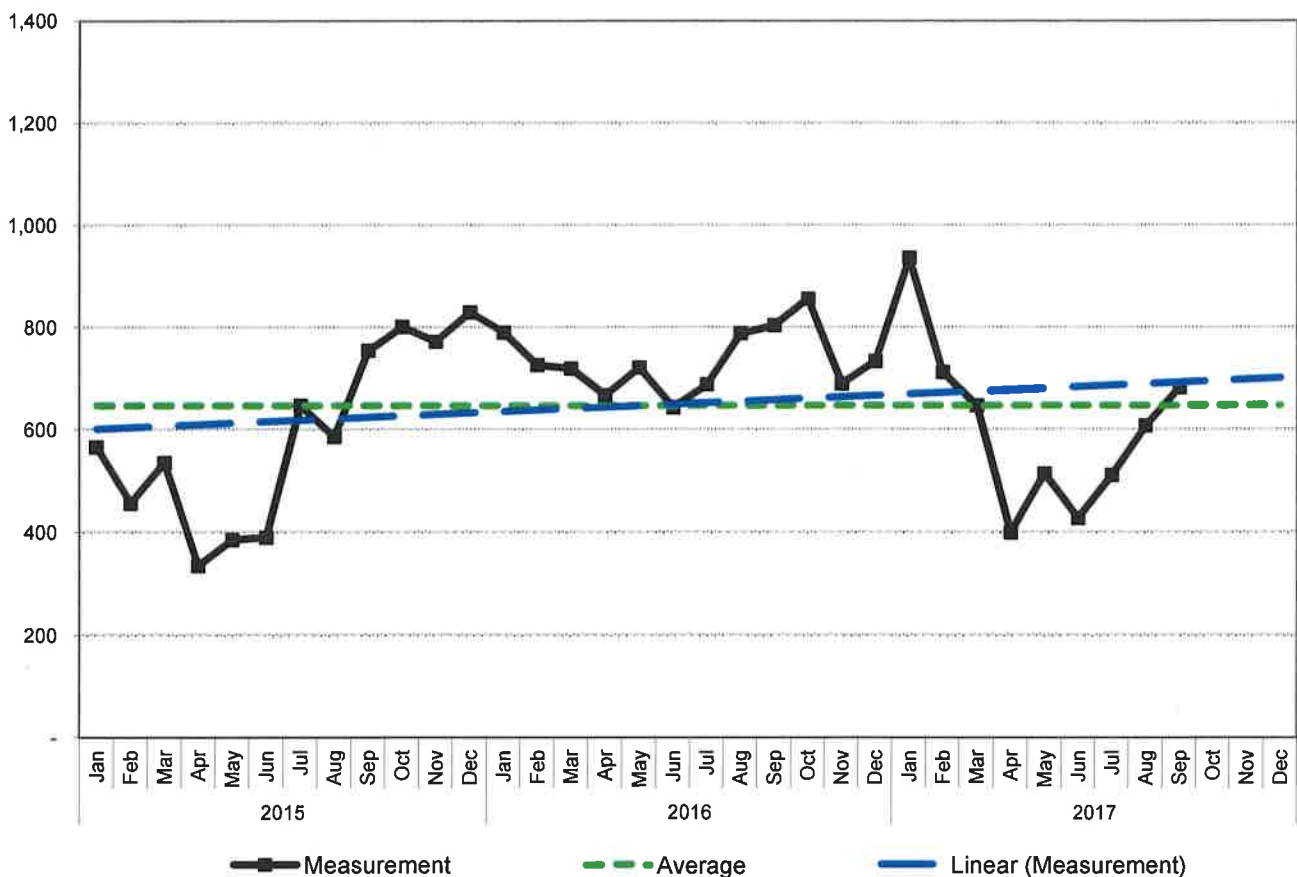
Trend: Unfavorable

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	566	456	535	335	385	390	647	586	754	801	772	829
2016	790	726	719	667	721	643	688	788	804	856	690	734
2017	936	712	647	399	514	427	511	608	682			

Sewerage and Water Board of New Orleans

Total Service Requests for Sewer System Leaks

Constituency:
Customer
Ratepayers

**Currently Meeting
Goal: Yes**

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

**Process Operating
Within Control
Limits: Yes**

**Goal: Reduce
Number of Service
Requests**

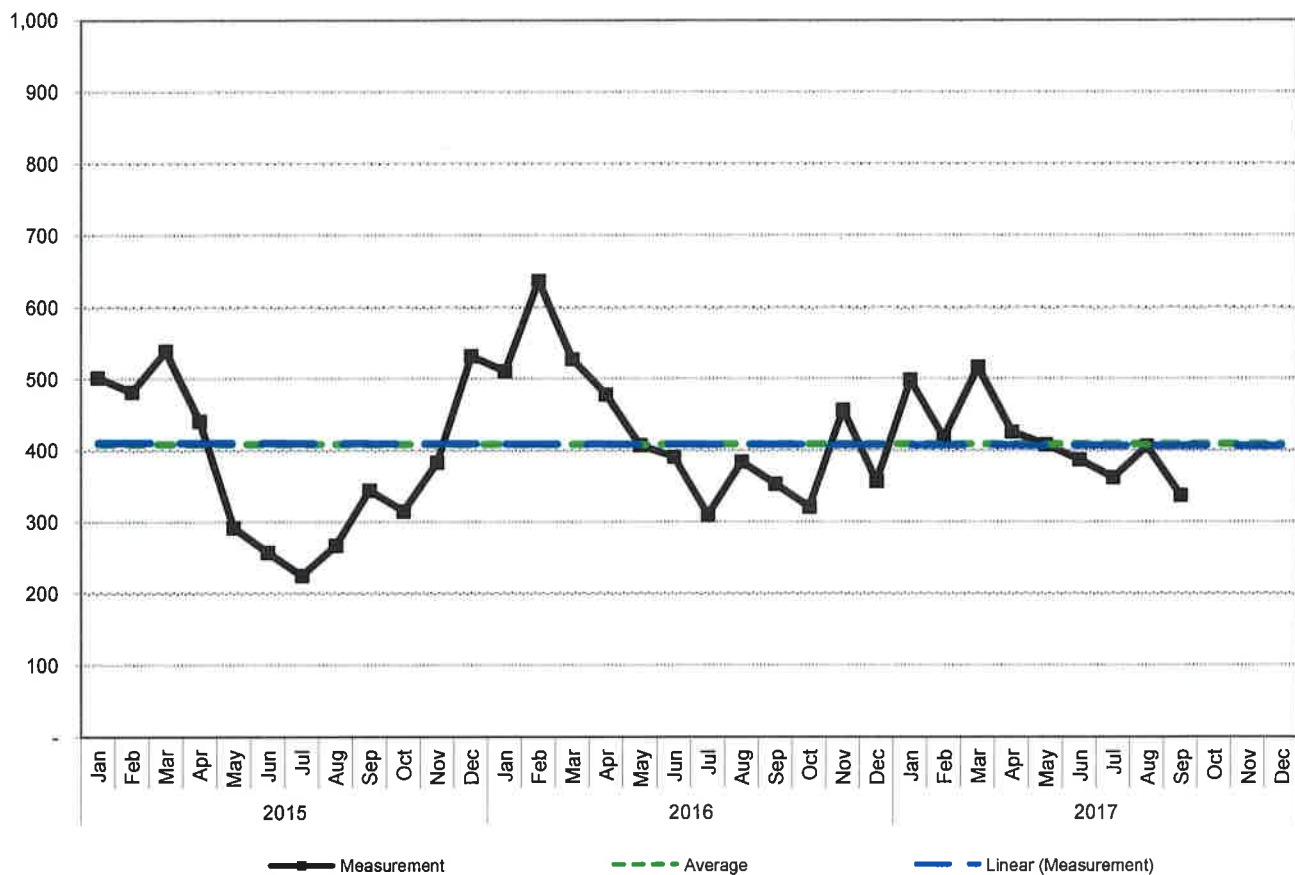
Trend: Favorable

Analysis

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

Plans for Improvement

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



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	502	482	539	441	292	257	225	267	344	315	383	532
2016	511	637	528	478	407	391	310	384	353	321	457	357
2017	499	418	517	426	408	387	362	406	337			

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

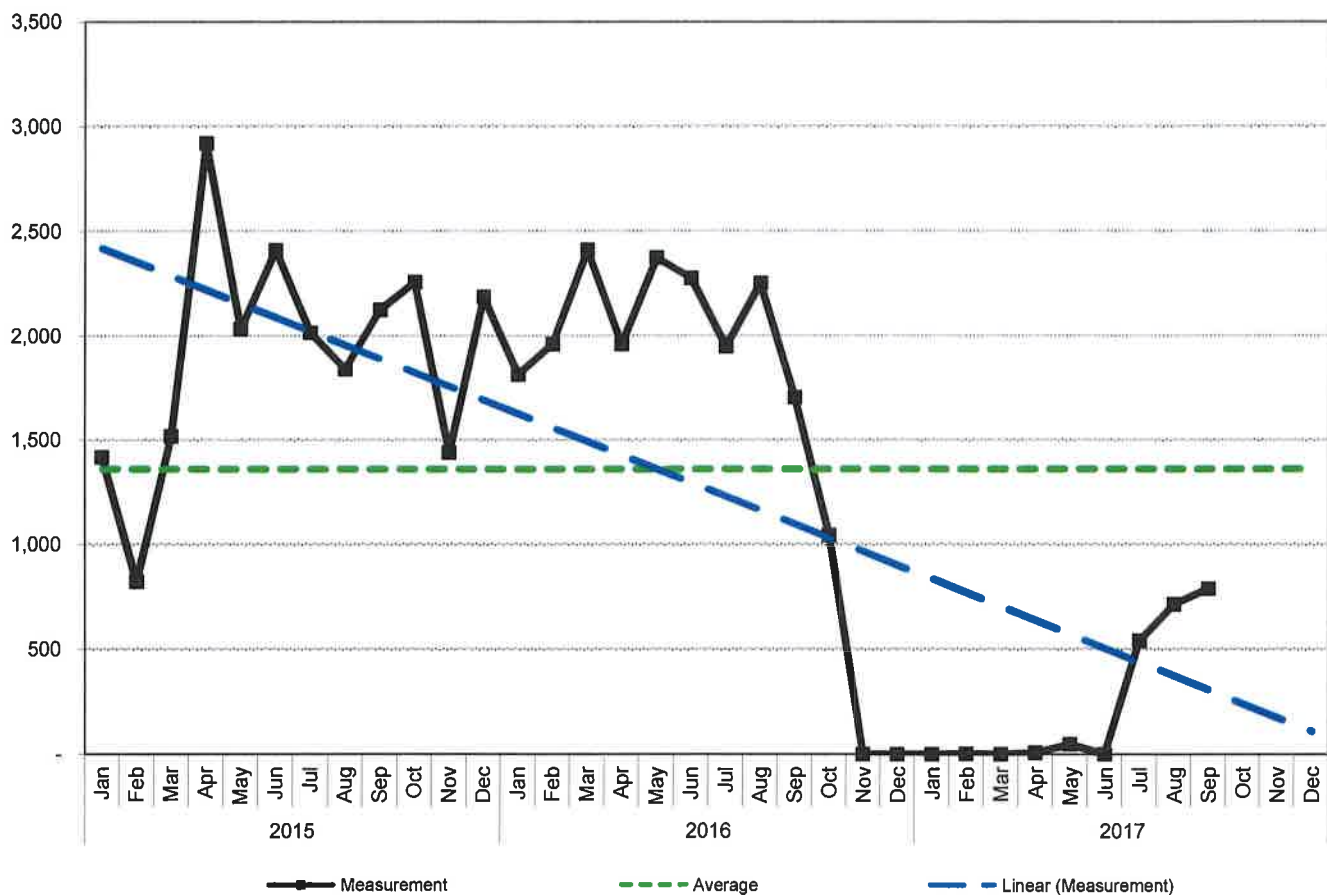
Trend: Stable

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.

Plans for Improvement

Non-payment turnoffs was be resumed on July 24, 2017 at a pace of approximately 50 accounts per day after contacting delinquent customers by mail and by phone.



Data Table

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	1,417	823	1,517	2,920	2,033	2,411	2,016	1,840	2,126	2,258	1,439	2,187
2016	1,816	1,962	2,412	1,960	2,375	2,278	1,950	2,254	1,706	1,043	-	-
2017	-	-	-	6	46	-	540	715	789	-	-	-

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

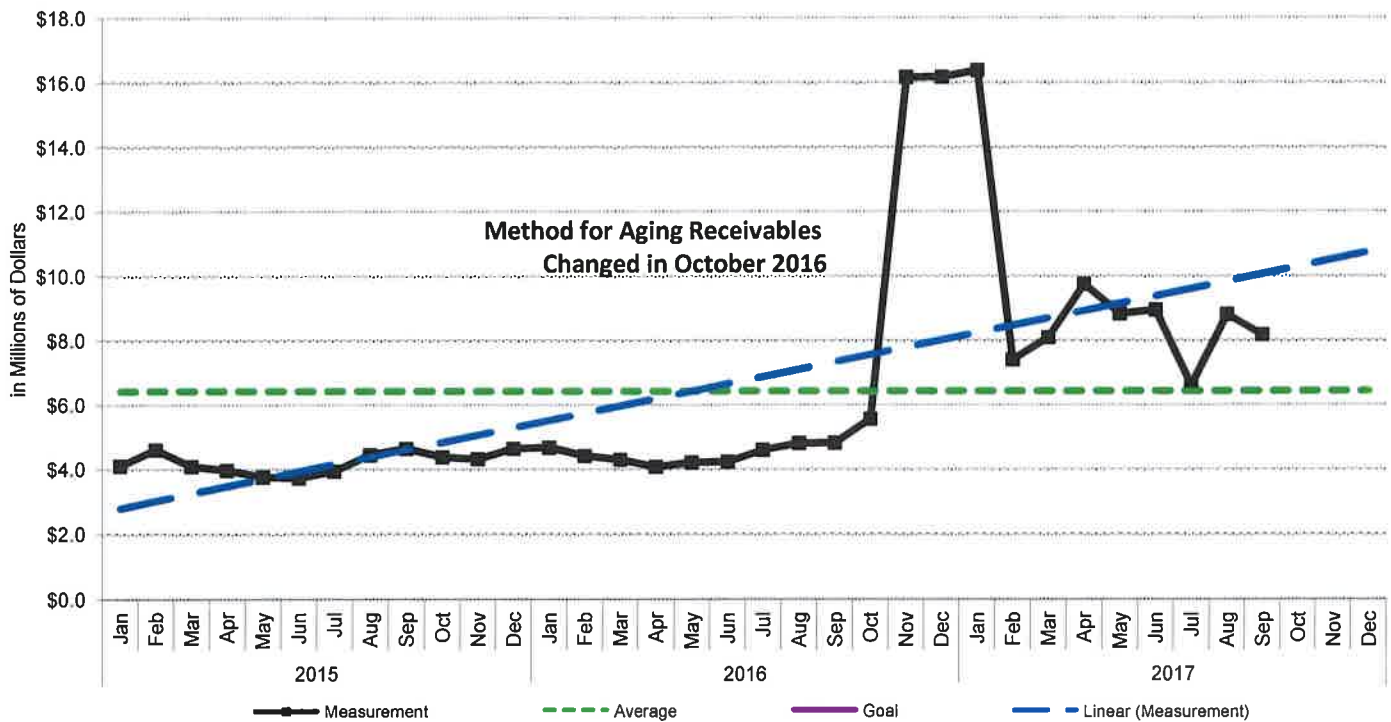
Trend: Method for Aging Receivables Changed in October 2016

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

		Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	\$	4.10	\$ 4.61	\$ 4.09	\$ 3.97	\$ 3.77	\$ 3.73	\$ 3.94	\$ 4.45	\$ 4.64	\$ 4.38	\$ 4.32	\$ 4.64
2016	\$	4.68	\$ 4.42	\$ 4.30	\$ 4.08	\$ 4.22	\$ 4.24	\$ 4.60	\$ 4.81	\$ 4.82	\$ 5.57	\$ 16.18	\$ 16.18
2017	\$	16.39	\$ 7.41	\$ 8.10	\$ 9.76	\$ 8.84	\$ 8.96	\$ 6.61	\$ 8.82	\$ 8.19			

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

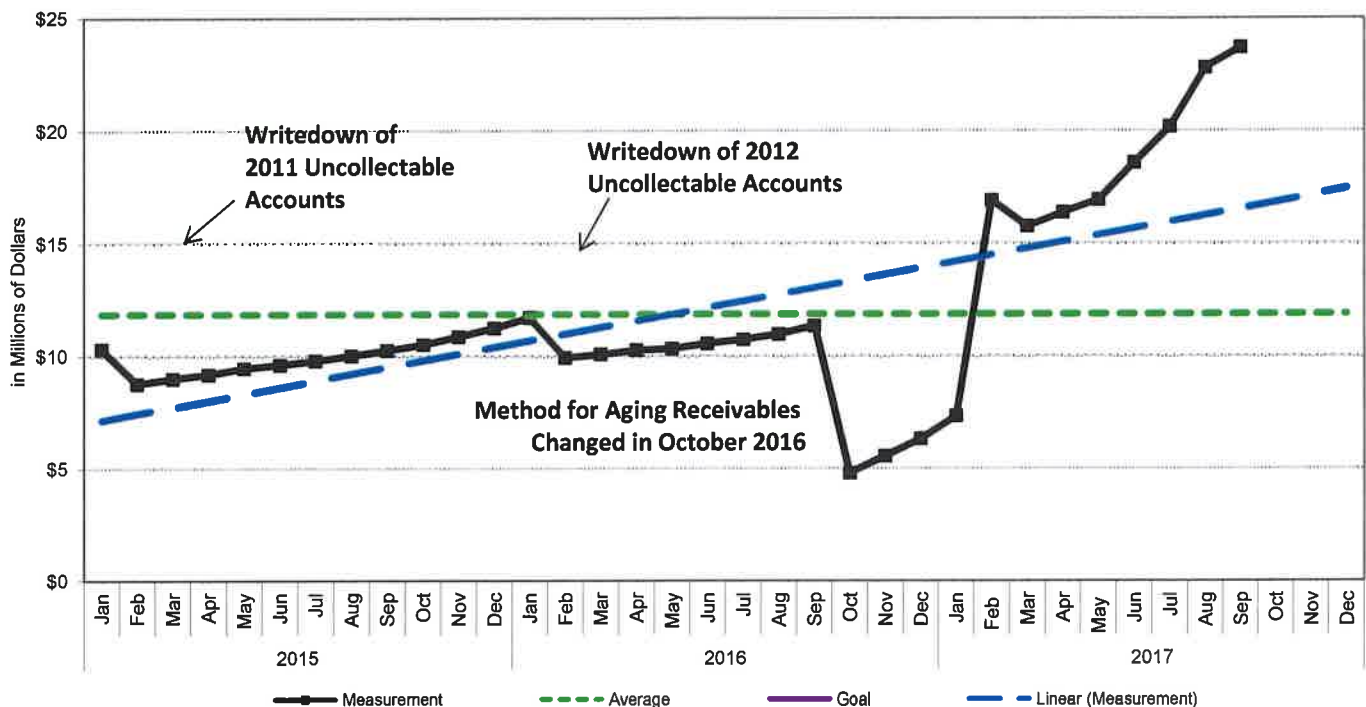
Trend: Method for Aging Receivables Changed in October 2016

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

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
2015	\$ 10.32	\$ 8.78	\$ 9.01	\$ 9.19	\$ 9.47	\$ 9.62	\$ 9.80	\$ 10.02	\$ 10.26	\$ 10.51	\$ 10.87	\$ 11.25
2016	\$ 11.71	\$ 9.92	\$ 10.09	\$ 10.27	\$ 10.34	\$ 10.56	\$ 10.74	\$ 10.99	\$ 11.35	\$ 4.81	\$ 5.57	\$ 6.33
2017	\$ 7.35	\$ 16.93	\$ 15.78	\$ 16.40	\$ 16.96	\$ 18.60	\$ 20.19	\$ 22.80	\$ 23.70			

Hurricane Katrina	# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	% Closed	# PWs Submitted but Not Closed	Total \$ Value Submitted but Not Closed
St. Joseph Headquarters	20	\$ 1,419,212.36	\$ 549,146.47	39%	19	\$ 1,030,774.25	13	95%	65%	6	\$ 654,667.10
Central Yard	42	\$ 28,849,237.60	\$ 22,203,137.57	77%	28	\$ 7,270,849.37	20	67%	48%	8	\$ 600,642.82
Wastewater Treatment Plant	128	\$ 90,721,028.97	\$ 75,453,001.24	83%	127	\$ 84,856,520.97	121	99%	95%	6	\$ 37,755,947.72
Carrollton Water Plant	55	\$ 74,668,325.39	\$ 59,647,666.45	80%	49	\$ 11,370,969.55	39	89%	71%	10	\$ 8,669,906.71
Distribution Network	82	\$ 525,597,609.71	\$ 182,677,348.20	35%	15	\$ 29,979,400.87	11	18%	13%	4	\$ 15,765,430.86
Pump Stations	166	\$ 81,967,229.47	\$ 67,019,738.38	82%	145	\$ 59,076,708.02	127	87%	77%	18	\$ 19,838,153.40
Total	493	\$ 803,222,643.50	\$ 407,550,038.31	51%	383	\$ 193,585,223.23	331	78%	67%	52	\$ 83,284,748.61

Hurricane Gustav	# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	% Closed	# PWs Submitted but Not Closed	Total \$ Value Submitted but Not Closed
Total	9	\$ 673,838.62	\$ 668,689.06	99%	9	\$ 673,838.62	7	100%	78%	2	\$ 265,537.84

Hurricane Isaac	# of PWs	Obligations	FEMA Revenue Received	% Financially Complete	Total # PWs Submitted for Closeout	Total \$ Value Submitted for Closeout	# PWs Officially Closed	% Submitted	% Closed	# PWs Submitted but Not Closed	Total \$ Value Submitted but Not Closed
Total	8	\$ 1,554,775.01	\$ 955,019.44	61%	1	\$ 4,540.20	1	13%	13%	0	\$ -

Hurricane Katrina Hazard Mitigation	HMGP No.	# of Projects	Obligations	FEMA Revenue Received	% Financially Complete	% Financially Complete	Total # of Contracts Completed	Total \$ Value Submitted for Closeout	# PWs Officially Closed	# PWs Submitted but Not Closed	Total \$ Value Submitted but Not Closed
Retrofit of Power House	39	9	\$ 91,510,697.00	\$ 46,169,150.36	49%		0	\$ -	-	0	\$ -
Flood Mitigation of 9 SPS	6	9	\$ 19,987,722.00	\$ 15,028,080.21	63%		0	\$ -	-	0	\$ -
Total		18	\$ 111,498,419.00	\$ 59,445,458.36	52%		0	\$ -	0	0	\$ -