

SEWERAGE & WATER BOARD OF NEW ORLEANS

BOARD OF DIRECTORS' MEETING

WEDNESDAY, MARCH 17, 2021

9:00 AM

[March 2021 Board of Directors' Link](#)
[+1 504-224-8698,,292088306#](#) United States, New Orleans
Phone Conference ID: 292 088 306#

PUBLIC COMMENT WILL BE ACCEPTED VIA EMAIL TO
BOARDRELATIONS@SWBNO.ORG. ALL PUBLIC COMMENTS MUST BE RECEIVED PRIOR TO
9:30 AM ON March 17, 2021. COMMENTS WILL BE READ VERBATIM INTO THE RECORD.

LaToya Cantrell, President • Tamika Duplessis, President Pro Tem • Jay H. Banks, Councilmember
Joseph Peychaud • Robin Barnes • Ralph Johnson • Alejandra Guzman • Lynes Sloss
• Maurice Sholas • Janet Howard

FINAL AGENDA

1. **ROLL CALL**

2. **APPROVAL OF MINUTES dated February 24, 2021**

3. **EXECUTIVE DIRECTOR'S REPORT**

4. **COMMITTEE REPORTS**

- Finance and Administration Committee – Director Sloss, Chair
- Operations Committee – Director Howard, Chair
- Governance Committee – Director Johnson, Chair

5. **ACTION ITEMS**

CORRESPONDING RESOLUTIONS

- Resolution (R-043-2021) Louisiana System Survey and Compliance Questionnaire

GENERAL SUPERINTENDENT'S RESOLUTIONS

• **BIDS & RENEWALS**

- Resolution (R-017-2021) Renewal of Contract MH 19004 – Purchase of Positive Displacement Type Cold Water Meters
- Resolution (R-028-2021) Award of Contract 2152 – Gert Town Waterline Replacement Program – Dupre Street, TM 004, FEMA PW 21031

• **CHANGE ORDERS/FINAL ACCEPTANCE**

- Resolution (R-027-2021) Ratification of Change Order No. 11 and Final Acceptance of Contract 1368 – Hazard Mitigation Grant Program – Oak Street Pumping Station

- **CONTRACT AMENDMENTS**

- Resolution (R-026-2021) Authorization of Contract Amendment No. 5 to the Agreement with Black and Veatch Corporation for Design and Engineering Services for the EBWWTP Sludge Dryer Project
- Resolution (R-030-2021) Authorization of Amendment No. 7 to the Agreement Between the Sewerage and Water Board of New Orleans and Digital Engineering & Imaging, Inc. for Design and Engineering Services for the Water Line Replacement Program
- Resolution (R-031-2021) Authorization of Contract Amendment No. 5 to the Agreement Between the Sewerage and Water Board of New Orleans and Trigon Associates, LLC for Engineering and Design Services for the Waterline Replacement Program

6. EXECUTIVE SESSION

Executive Director Evaluation: Pursuant to La. R.S. 42:17(A)(1), the Board of Directors of the Sewerage and Water Board of New Orleans will meet in Executive Session to discuss the character, professional competence, and fitness of its Executive Director.

7. PUBLIC COMMENT

Public comments received until 30 minutes after the presentation of the Agenda will be read into the record.

8. INFORMATION ITEMS

- Preliminary Financial Results through January 1-31, 2021
- General Superintendent's Report
- Special Counsel's Report
- Customer Experience Improvement Project
- Networks Administration Operations Report
- FEMA February Project Worksheet Status
- Human Resources Report February 1-28, 2021
- Executive Director's Approval of Contracts of \$1,000,000.00 or less
- DBE Participation on Contracts
 - Bid Recommendations
 - Construction Review Committee – Goal Setting
 - Staff Contract Review Committee – Goal Setting
 - Final Acceptance of Construction Contracts with DBE Participation

9. ADJOURNMENT

This teleconference meeting is being held pursuant to and in accordance with the provisions of Section 4 of Proclamation Number JBE 2020-30, extended by Proclamation 30 JBE 2021, pursuant to Section 3 of Act 302 of 2020.

BOARD OF DIRECTORS' MEETING

February 24, 2021

MEETING MINUTES

SEWERAGE AND WATER BOARD OF NEW ORLEANS

ROLL CALL

The Board of Directors for the Sewerage and Water Board of New Orleans (SWBNO) met on Wednesday February 24, 2021 at 9:00 AM via Microsoft team. Hon. Mayor Latoya Cantrell, Director Dr. Tamika Duplessis Special Counsel, Ms. Yolanda Grinstead, called the roll and confirmed the following members were present: Director Joseph Peychaud, Director Lynes Sloss, Director Ralph Johnson, Director Alejandra Guzman, Director Robin Barnes, Director Maurice Sholas, Director Janet Howard and Councilmember Jay H. Banks.

The following member(s) were absent:

Staff present were: Mr. Ghassan Korban, Executive Director; Mr. Robert Turner, General Superintendent; Ms. Christy Harowski, Chief of Staff; Ms. Yolanda Grinstead, Special Counsel; Mr. Darryl Harrison, Deputy Special Counsel; Mr. Dexter Joseph, Budget Department; Mr. Robert Jackson, Customer Service; Ms. Patti Wallace, Purchasing; Ms. Irma Plummer, EDBP; Mr. Jason Higginbotham, Emergency Management, SWBNO; Ms. Tanyell Allen, Board Relations.

APPROVAL OF PREVIOUS MINUTES

Prior to beginning the meeting, Mayor Cantrell gave her opening remarks. Mayor Cantrell acknowledge the presence of the Mayor for a day, Christian Hodges. Christian Hodges is 12-year-old student from Lusher Charter School. He responded to an essay contest with 80 other students throughout the city of New Orleans. He was selected for our Mayor for a day.

Mayor Cantrell stated as of this day the city has about 28,164 Covid-19 cases in terms of what the city had throughout this period. 757 of residents have died. However, the city continues to see less rapid growth in the data in our city. Mayor Cantrell also stated that they are very excited about the downward trend even as it relates to the level of vaccination that have been administered and distributed throughout our parish and region. The New Orleans region rests at about 13.9% of first doses and many have received their second shot. The city's positivity rate is at 2.1% which has New Orleans at an average of 50 new cases a day, which is excellent and moving in the right direction. Mayor Cantrell thanked everyone for their support and leadership while going through this pandemic.

Mayor Cantrell stated that the administration has recognized the increasing vulnerability of the Sewerage and Water Board power generation system from day one has been focused on this. And have not stopped to resolve this. As a result, the administration has received \$20 million in State Capital Outlay dollars that is going to work right now to construct a new power complex at the Carrollton Water Plant. The administration is set to receive another \$14 million dollars from the

Hazard Mitigation Dollars to be put forth to ensure that the purchases are made to deal with the frequency changers necessary in the new power water complex for the water pumps. She noted that the recent freeze crystallized the need of what is happening and its importance of getting it done. She again that the Board for its leadership and support as what happens behind the scenes is not usually recognized.

Mayor Cantrell presented a motion to accept the minutes of the January 20, 2021, Board Meeting. Director Janet Howard moved for approval of the minutes. Director Lynes Sloss seconded. The motion carried.

REPORT OF THE EXECUTIVE DIRECTOR

Executive Director Ghassan Korban presented a slide overview that focused on the following topics:

- Executive Director Korban started his report acknowledging General Superintendent Mr. Robert Turner will be departing from the utility. Its Bittersweet, we are losing a smart and dedicated engineer who have held together a fragile system. Mr. Turner and his team have done a remarkable job. Sewerage and Water Board was very honored to have him.
- Mr. Korban gave update on the power Turbines. Turbine 4 (20MW) returns to service the week of May 3. Turbine 5(MW) return to service the week of June 14. Turbine 6 weatherizing is complete and expected to return to service by mid-April. The completion of these projects will return significant power capacity and redundancy to the drainage and water systems prior to hurricane season.
- The substation site construction complete will be in November 2021. The Static Frequency Changer purchase and install will be 2022. New “T7” Commissioning will be early 2023 and the Substation completion will be in 2023 also.
- Mr. Korban stated the meter reading is improving and they are continuing to work towards giving accurate water bills.

COMMITTEE REPORTS

Finance and Administration Committee Report

Director Lynes Sloss reported on the summary and actions taken by the Finance and Administration Committee. The Finance and Administration Committee Report for the month of February was presented and recommended for approval.

Mayor Cantrell asked for a motion to adopt the Finance and Administration reports as amended. Director Maurice Sholas move to adopt Finance minutes as proposed. Director Ralph Johnson seconded. The motion carried.

Pension Committee Report

Director Joseph Peychaud reported on the summary and actions taken by the Pension Committee. The Pension Committee Report for the month of February was presented and recommended for approval.

Mayor Cantrell asked for a motion to adopt the Pension reports as amended. Director Ralph Johnson move to adopt Pension minutes as proposed. Director Alejandra Guzman seconded. The motion carried.

Strategy Committee Report

Director Robin Barnes reported on the summary and actions taken by the Strategy Committee. The Strategy Committee Report for the month of February was presented and recommended for approval.

Mayor Cantrell asked for a motion to adopt the Strategy reports as amended. Director Lynes Sloss move to adopt Strategy minutes as proposed. Director Dr. Tamika Duplessis seconded. The motion carried.

CORRESPONDING RESOLUTIONS

The following resolutions were discussed at the February 10, 2021 Finance and Administration Committee Meeting:

- Resolution (R-020-2021) Authorization of Agreement Between the Sewerage and Water Board of New Orleans and Jacobs Engineering Group, for Design and Construction Administration Service for A New Turbine-Generator at the Carrollton Water Treatment Plant
- Resolution (R-001-2021) Ratification of Change Order No. 2 for Contract #1370A – 60HZ Transformers and Switchgear
- Resolution (R-019-2021) Authorization of Amendment No. 11 to the Agreement Between the Sewerage and Water Board and Stanley Consultants Inc., for Design and Engineering Services for Water Hammer Hazard Mitigation Program
- Resolution (R-022-2021) Authorization of Amendment No. 1 to the Professional Services Agreement Between the Sewerage and Water Board of New Orleans and Jacobs Engineering Group INC. for Engineering Services for Power Frequency Converter at Carrollton Water Plant
- Resolution (R-021-2021) Reconciliation and Final Acceptance of Contract 2130 – Water Main Point Repair, Water Service Connection, Water Valve, and Fire Hydrant Replacement at various Sites Throughout Orleans Parish for a one-year period
- Resolution (R-024-2021) Final Acceptance for Contract CV20-0011 – Turbine 5 Metal Stack and Duct Demolition and Asbestos Abatement

Mayor Cantrell presented a motion to accept the Corresponding Resolutions in globo. Director Lynes Sloss moved. Director Janet Howard seconded. The motion carried.

Mayor Cantrell presented a motion to enter in executive session. Director Ralph Johnson moved. Director Lynes Sloss seconded. The motion carried.

Mayor Cantrell presented a motion to exit executive session. Director Alejandra Guzman moved. Director Lynes Sloss seconded. The motion carried.

Mayor Cantrell presented a motion to appoint Mr. Ron Spooner as Interim General Superintendent with the salary of \$165,000. Director Dr. Tamika Duplessis moved. Director Lynes Sloss seconded. The motion carried.

INFORMATION ITEMS

The following items were submitted for informational purposes only:

- Preliminary Financial Results through December 1- 31, 2020
- Human Resources Report January 1-31, 2021
- Report of the General Superintendent
- FEMA January Project Worksheet Status
- DBE Participation on Contracts

ADJOURNMENT

There being no further business to come before the Board, the meeting adjourned at approximately 10:43 AM.



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

Sewerage & Water Board OF NEW ORLEANS

LATOYA CANTRELL, PRESIDENT

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

March 10, 2021

The Finance and Administration Committee met on Wednesday, March 10, 2021, via Microsoft Teams. The meeting convened at approximately 9:00 A.M.

1. ROLL CALL

Present:

Director Lynes Sloss
Director Janet Howard
Director Ralph Johnson
Director Alejandra Guzman
Director Joseph Peychaud

Absent:

2. Cash Flow Overview

Mr. Grey Lewis, Chief Financial Officer, presented an update on the cash flow situation at the SWB, as it is critical that the SWB maintain sufficient cash flow levels to continue operations, and meet our bond requirements. Our 2021 water and sewer cash flow levels are comparable to our 2020 levels at the end of January, however there are no rate increases in 2021 in both categories as well as increased delinquent accounts attributable to the COVID situation. Management continues to strive to reduce expenses and manage cash to meet our financial requirements. Currently, we are on track to meet Days Cash on Hand and the Debt Service Coverage Requirements. Debt service for 2021 was reduced through the 2021 Bond Refunding which closed March 3 and provided savings for key capital initiatives based on the release of debt service reserves.

3. Action Items

- Resolution (R-043-2021) Louisiana System Survey and Compliance Questionnaire
 - o **Director Janet Howard moved to Ratify R-043-2021. Director Ralph Johnson seconded. The motion carried.**

General Superintendent's Report

a. Bid/Renewals

- Resolution (R-017-2021) Renewal of Contract MH 19004 – Purchase of Positive Displacement Type Cold Water Meters
- Resolution (R-028-2021) Award of Contract 2152 – Gert Town Waterline Replacement Program – Dupre Street, TM 004, FEMA PW 21031
 - **Director Joseph Peychaud moved to accept Bid/Renewals. Director Ralph Johnson seconded. The motion carried.**

b. Change Order/Final Acceptance

- Resolution (R-027-2021) Ratification of Change Order No. 11 and Final Acceptance of Contract 1368 – Hazard Mitigation Grant Program – Oak Street Pumping Station
 - **Director Ralph Johnson moved to accept R-027-2021. Director Janet Howard seconded. The motion carried.**

c. Contract Amendments

- Resolution (R-026-2021) Authorization of Contract Amendment No. 5 to the Agreement with Black and Veatch Corporation for Design and Engineering Services for the EBWWTP Sludge Dryer Project
- Resolution (R-030-2021) Authorization of Amendment No. 7 to the Agreement Between the Sewerage and Water Board of New Orleans and Digital Engineering & Imaging, Inc. for Design and Engineering Services for the Water Line Replacement Program
- Resolution (R-031-2021) Authorization of Contract Amendment No. 5 to the Agreement Between the Sewerage and Water Board of New Orleans and Trigon Associates, LLC for Engineering and Design Services for the Waterline Replacement Program
 - **Director Joseph Peychaud moved to accept Contract Amendments. Director Ralph Johnson seconded. The motion carried.**

4. **INFORMATION ITEMS** –

The information items were received.

5. **PUBLIC COMMENT** –

6. **ADJOURNMENT**

There being no further business to come before the Finance and Administration Committee Meeting. The meeting adjourned at approximately 9:34 AM.

Respectfully submitted,

Lynes Sloss, Chair



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March 10, 2021

The Operations Committee met on Wednesday, March 10, 2021, via the virtual Microsoft Teams program. The meeting convened at approximately 10:00 AM.

1. ROLL CALL

Members Present:

Director Janet Howard, Chair

Director Maurice Sholas

Director Tamika Duplessis

Director Joseph Peychaud

Members Absent:

Councilman Jay Banks

Other Directors Present

Director Lynes Sloss

2. DISCUSSION ITEM –

Chief Customer Service Officer Rene Gonzalez discussed the Customer Experience Improvement Project. He provided information on the current state of the SWBNO Customer Service department. He stated that over the last six months, SWBNO opened two customer service satellite offices, hired 25 additional meter readers, revised the process for identifying and reviewing “flagged” bills, and purchased software that will enable streamlined dispute tracking.

Mr. Gonzalez also discussed diagnosing the key issues of the Customer Service department and what is being done to combat and improve those issues. The Customer Experience Improvement Project will include a comprehensive and overarching, sustainable, and cross-functional strategy to:

- Enhance customer confidence and trust.
- Improve organizational performance.
- Enhance organizational culture.

Mr. Gonzalez stated that getting to this point will be done with leadership trust and confidence (stakeholder feedback & assessments), diagnostics (SWOT, Ishikawa, 5 Why's), change management (ADKAR), continuous improvement (PDCA), and training and development (all levels). Mr. Gonzalez explained that what would be next is to focus on the “Big Picture” objectives: Strengths, Weaknesses, Opportunities, and Threats. He concluded by giving a detailed timeline of when all the aspects could be completed during the second quarter of 2021.

3. **PRESENTATION ITEM –**

The Chief of Networks Fred Tharp gave a presentation on the Networks Administration Department. Mr. Tharp detailed the duties and structure, staffing, the organizational chart of the department, geographic responsibilities, and zone boundaries/responsibilities, emergency and technical services responsibilities, the work order process including the weekly status and priority A&B weekly status, the Networks annual and capital budgets, current challenges, and long/short term potential solutions. There were follow-up questions from the committee and discussion on staffing and budgetary challenges,

4. **PUBLIC COMMENT –**

None.

5. **ADJOURNMENT**

There being no further business to come before the Operations Committee Meeting. The meeting adjourned at approximately 11:14 AM.

Respectfully submitted,

Janet Howard, Chair



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March 11, 2021

The Governance Committee met on Thursday, March 11, 2021 via Microsoft Teams. The meeting convened at approximately 11:01 A.M.

1. ROLL CALL

Present:

Director Ralph Johnson, Chair

Director Janet Howard

Director Lynes Sloss

Absent:

Director Robin Barnes

Councilman Jay H. Banks

2. EXECUTIVE SESSION

Special Counsel asked for a motion to amend an error to the title of the Executive Session from the Board of Directors' to Governance Committee.

Director Sloss moved to amend as stated. Director Howard seconded. The motion carried.

Director Johnson motioned to move into Executive Session to discuss the Executive Director Evaluation Criteria: Pursuant to La. R.S. 42:17(A)(1), the Sewerage and Water Board of New Orleans Governance Committee will meet in Executive Session to discuss the character, professional competence, or physical or mental health of its Executive Director.

Director Howard moved to go into Executive Session. Director Sloss seconded. The motion carried.

Director Johnson asked for a motion to exit Executive Session.

Director Sloss moved to exit Executive Session. Director Howard seconded. The motion carried

There was no action taken in Executive Session.

3. PUBLIC COMMENT

None

There being no further business to come before the Governance Committee, Director Howard moved to adjourn. Director Sloss seconded. The motion carried. The meeting adjourned at approximately 12:00 PM.

Respectfully submitted,

Ralph Johnson, Chair

LOUISIANA SYSTEM SURVEY AND COMPLIANCE QUESTIONNAIRE

WHEREAS, the Louisiana State Legislative Auditor has oversight authority over Louisiana governmental units and quasi-public corporations; and

WHEREAS, the Louisiana State Legislative Auditor requires a completed system survey and compliance questionnaire as part of the financial and compliance audits of Louisiana governmental units and quasi-public corporations; and

WHEREAS, upon completion, the Louisiana State Legislative Auditor requires the questionnaire to be presented to and adopted by the governing body of the organization by means of a formal resolution in an open meeting; and

NOW, THEREFORE, BE IT RESOLVED that the Sewerage and Water Board of New Orleans does adopt this resolution, attesting to the completion of the System Survey and Compliance Questionnaire.

I, Ghassan Korban, 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 March 17, 2021

**GHASSAN KORBAN
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS**



The Sewerage & Water Board

OF NEW ORLEANS

625 ST. JOSEPH STREET

NEW ORLEANS, LA 70165

504.529.2837 OR 52.WATER

www.swbno.org

January 19, 2021

Dr. Tamika Duplessis

Dear Dr. Duplessis:

RE: Louisiana Compliance Questionnaire

Please answer question number 9 and 10, part III on page 3 of the Louisiana Compliance Questionnaire, as a Board member, check the appropriate box with and "X", as this is needed for the 2020 Annual Audit. The remaining items on the Questionnaire were completed by staff and will be presented with a resolution to the full Board for approval on Wednesday, February 17, 2021.

Please return this form to the Board and date and sign your name with President Pro -Tem on the last page.

If further inquiry or discussion is needed, please call Minnie Vann at (504) 585-2352.

Your assistance in this matter is appreciated.

Sincerely,

E. Grey Lewis
Chief Financial Officer

EGL/mlv

enclosed

cc: Ghassan Korban
Rosita P. Thomas
Latressia Matthews
Rona Harris
Hazel Bell

**LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Governments)**

Dear Chief Executive Officer:

Attached is the Louisiana Compliance Questionnaire that is to be completed by you or your staff. This questionnaire is a required part of a financial audit of Louisiana state and local government agencies. Upon completion, the questionnaire must be presented to and adopted by the governing body, if any, of your organization by means of a formal resolution in an open meeting. Independently elected officials should sign the document, in lieu of such a resolution.

The completed questionnaire and a copy of the adoption instrument, if appropriate, must be given to the auditor at the beginning of the audit. The auditor will, during the course of his/her regular audit, test the accuracy of the responses in the questionnaire. It is not necessary to return the questionnaire to my office.

Certain portions of the questionnaire may not be applicable to your organization. In such cases, it is appropriate to mark the representation "not applicable." However, you must respond to each applicable representation. A 'yes' answer indicates that you have complied with the applicable law or regulation. A 'no' answer to any representation indicates a possible violation of law or regulation and, as such, should be fully explained. These matters will be reviewed by the auditor during the course of his/her examination. Please feel free to attach a further explanation of any representation.

Your cooperation in this matter will be greatly appreciated.

Sincerely,

Daryl G. Purpera, CPA, CFE
Louisiana Legislative Auditor

Enclosure

LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Government Agencies)

January 19, 2021

POSTLETHWAITE & NETTERVILLE
ONE GALLERIA BOULEVARD, SUITE 2100
METAIRIE, LOUISIANA 70001

In connection with your audit of our financial statements as of **December 31, 2020** and for **January 1, 2021 through March 31, 2021** (period of audit) for the purpose of expressing an opinion as to the fair presentation of our financial statements in accordance with accounting principles generally accepted in the United States of America, to assess our internal control structure as a part of your audit, and to review our compliance with applicable laws and regulations, we confirm, to the best of our knowledge and belief, the following representations. These representations are based on the information available to us as of **February 16, 2021** (date completed/date of the representations).

PART I. AGENCY PROFILE

1. Name and address of the organization.

Sewerage & Water Board of New Orleans
625 St. Joseph Street
New Orleans, La. 70165

2. List the population of the municipality or parish based upon the last official United States Census or most recent official census (municipalities and police juries only). Include the source of the information.

Not Applicable

3. List names, addresses, and telephone numbers of entity officials. Include elected/appointed members of the governing board, chief executive and fiscal officer, and legal counsel.

See Attached List A

4. Period of time covered by this questionnaire.

January 1, 2020 through March 31, 2021

5. The entity has been organized under the following provisions of the Louisiana Revised Statute(s) (R.S.) and, if applicable, local resolutions/ordinances.

Act. 6 of the Louisiana Legislature of 1899

6. Briefly describe the public services provided.

**Construct, control, maintain and operate the Public Water System
the Sewerage System and Drainage system for the City of New Orleans**

7. Expiration date of current elected/appointed officials' terms.

See Attached List B

LEGAL COMPLIANCE

PART II. PUBLIC BID LAW

8. The provisions of the public bid law, R.S. Title 38:2211-2296, and, where applicable, the regulations of the Division of Administration, State Purchasing Office have been complied with.

A) All public works purchases exceeding \$154,450 have been publicly bid.

B) All material and supply purchases exceeding \$30,000 have been publicly bid.

Yes [X] No []

**PART III. CODE OF ETHICS LAW FOR PUBLIC OFFICIALS
AND PUBLIC EMPLOYEES**

9. It is true that no employees or officials have accepted anything of value, whether in the form of a service, loan, or promise, from anyone that would constitute a violation of R.S. 42:1101-1124.

Signature: *Yamika Duplessis* Date: 2/17/2021 Yes [X] No []

10. It is true that no member of the immediate family of any member of the governing authority, or the chief executive of the governmental entity, has been employed by the governmental entity after April 1, 1980, under circumstances that would constitute a violation of R.S. 42:1119.

Signature: *Yamika Duplessis* Date: 2/17/2021 Yes [X] No []

PART IV. LAWS AFFECTING BUDGETING

11. We have complied with the budgeting requirements of the Local Government Budget Act (R.S. 39:1301-15) R.S. 39:33, or R.S. 39:1331-1342, as applicable:

A. Local Budget Act

1. We have adopted a budget for the general fund and all special revenue funds (R.S. 39:1305).

2. The chief executive officer, or equivalent, has prepared a proposed budget that included a budget message, a proposed budget for the general fund and each special revenue fund, and a budget adoption instrument that specified the chief executive's authority to make budgetary amendments without approval of the governing authority. Furthermore, the proposed expenditures did not exceed estimated funds to be available during the period (R.S. 39:1305).

3. The proposed budget was submitted to the governing authority and made available for public inspection at least 15 days prior to the beginning of the budget year (R.S. 39:1306).

4. To the extent that proposed expenditures were greater than \$500,000, we have made the budget available for public inspection and have advertised its availability in our official journal. The advertisement included the date, time, and place of the public hearing on the budget. Notice has also been published certifying that all actions required by the Local Government Budget Act have been completed (R.S. 39:1307).

5. If required, the proposed budget was made available for public inspection at the location required by R.S. 39:1308.

6. All action necessary to adopt and finalize the budget was completed prior to the date required by state

law. The adopted budget contained the same information as that required for the proposed budget (R.S. 39:1309).

7. After adoption, a certified copy of the budget has been retained by the chief executive officer or equivalent officer (R.S. 39:1309).

8. To the extent that proposed expenditures were greater than \$500,000, the chief executive officer or equivalent notified the governing authority in writing during the year when actual receipts plus projected revenue collections for the year failed to meet budgeted revenues by five percent or more, or when actual expenditures plus projected expenditures to year end exceeded budgeted expenditures by five percent or more (R.S. 39:1311).

9. The governing authority has amended its budget when notified, as provided by R.S. 39:1311. (Note, general and special revenue fund budgets should be amended, regardless of the amount of expenditures in the fund, when actual receipts plus projected revenue collections for the year fail to meet budgeted revenues by five percent or more; or when actual expenditures plus projected expenditures to year end exceed budgeted expenditures by five percent or more. State law exempts from the amendment requirements special revenue funds with anticipated expenditures of \$500,000 or less, and exempts special revenue funds whose revenues are expenditure-driven - primarily federal funds-from the requirement to amend revenues.)

Not Applicable

Yes [] No []

B. State Budget Requirements

10. The state agency has complied with the budgetary requirements of R.S. 39:33.

Not Applicable

Yes [] No []

C. Licensing Boards

11. The licensing board has complied with the budgetary requirements of R.S. 39:1331-1342.

Not Applicable

Yes [] No []

PART V. ACCOUNTING, AUDITING, AND FINANCIAL REPORTING LAWS

12. We have maintained our accounting records in such a manner as to provide evidence of legal compliance and the preparation of annual financial statements to comply with R.S. 24:513 and 515, and/or 33:463.

Yes [X] No []

13. All non-exempt governmental records are available as a public record and have been retained for at least three years, as required by R.S. 44:1, 44:7, 44:31, and 44:36.

Yes [X] No []

14. We have filed our annual financial statements in accordance with R.S. 24:514, and 33:463 where applicable.

Yes [X] No []

15. We have had our financial statements audited in a timely manner in accordance with R.S. 24:513.

Yes [X] No []

16. We did not enter into any contracts that utilized state funds as defined in R.S. 39:72.1 A. (2); and that were subject to the public bid law (R.S. 38:2211, et seq.), while the agency was not in compliance with R.S. 24:513 (the audit law).

Yes [X] No []

17. We have complied with R.S. 24:513 A. (3) regarding disclosure of compensation, reimbursements, benefits and other payments to the agency head, political subdivision head, or chief executive officer.

Yes [X] No []

18. We have remitted all fees, fines, and court costs collected on behalf of other entities, in compliance with applicable Louisiana Revised Statutes or other laws.

Yes [X] No []

PART VI. MEETINGS

19. We have complied with the provisions of the Open Meetings Law, provided in R. S. 42:11 through 42:28.

Yes ☒ No ☐

PART VII. ASSET MANAGEMENT LAWS

20. We have maintained records of our fixed assets and movable property records, as required by R.S. 24:515 and/or 39:321-332, as applicable.

Yes ☒ No ☐

PART VIII. FISCAL AGENCY AND CASH MANAGEMENT LAWS

21. We have complied with the fiscal agency and cash management requirements of R.S. 39:1211-45 and 49:301-327, as applicable.

Not Applicable

Yes ☐ No ☐

PART IX. DEBT RESTRICTION LAWS

22. It is true we have not incurred any long-term indebtedness without the approval of the State Bond Commission, as provided by Article VII, Section 8 of the 1974 Louisiana Constitution, Article VI, Section 33 of the 1974 Louisiana Constitution, and R.S. 39:1410.60-1410.65.

Yes ☒ No ☐

23. We have complied with the debt limitation requirements of state law (R.S. 39:562).

Not Applicable

Yes ☐ No ☐

24. We have complied with the reporting requirements relating to the Fiscal Review Committee of the State Bond Commission (R.S. 39:1410.62).

Yes ☒ No ☐

PART X. REVENUE AND EXPENDITURE RESTRICTION LAWS

25. We have restricted the collections and expenditures of revenues to those amounts authorized by Louisiana statutes, tax propositions, and budget ordinances.

Not Applicable Yes ☐ No ☐

26. It is true we have not advanced wages or salaries to employees or paid bonuses in violation of Article VII, Section 14 of the 1974 Louisiana Constitution, R.S. 14:138, and AG opinion 79-729.

Yes ☒ No ☐

27. It is true that no property or things of value have been loaned, pledged, or granted to anyone in violation of Article VII, Section 14 of the 1974 Louisiana Constitution.

Yes ☒ No ☐

PART XI. ISSUERS OF MUNICIPAL SECURITIES

28. It is true that we have complied with the requirements of R.S. 39:1438.C.

Not Applicable

Yes ☐ No ☐

PART XI. QUESTIONS FOR SPECIFIC GOVERNMENTAL UNITS

Parish Governments

29. We have adopted a system of road administration that provides as follows:

- A. Approval of the governing authority of all expenditures, R.S. 48:755(A).
- B. Development of a capital improvement program on a selective basis, R.S. 48:755.
- C. Centralized purchasing of equipment and supplies, R.S. 48:755.
- D. Centralized accounting, R.S. 48:755.
- E. A construction program based on engineering plans and inspections, R.S. 48:755.
- F. Selective maintenance program, R.S. 48:755.
- G. Annual certification of compliance to the auditor, R.S. 48:758.

Not Applicable

Yes ☐ No ☐

School Boards

30. We have complied with the general statutory, constitutional, and regulatory provisions of the Louisiana Department of Education, R.S. 17:51-400.

Not Applicable Yes [] No []

31. We have complied with the regulatory circulars issued by the Louisiana Department of Education that govern the Minimum Foundation Program.

Not Applicable Yes [] No []

32. We have, to the best of our knowledge, accurately compiled the performance measurement data contained in the following schedules and recognize that your agreed-upon procedures will be applied to such schedules and performance measurement data:

Parish school boards are required to report, as part of their annual financial statements, measures of performance. These performance indicators are found in the supplemental schedules:

- Schedule 1, General Fund Instructional and Support Expenditures and Certain Local Revenue Sources
- Schedule 2, Class Size Characteristics

We have also, to the best of our knowledge, accurately compiled the performance measurement data contained in the following schedules, and recognize that although the schedules will not be included in the agreed-upon procedures report, the content of the schedules will be tested and reported upon by school board auditors in the school board performance measures agreed-upon procedures report:

- Education Levels of Public School Staff
- Schedule 4, Experience of Public Principals, Assistant Principals, and Full-time Classroom Teachers
- Public School Staff Data: Average Salaries

We understand that the content of the first two schedules will be tested and reported upon together.

Not Applicable Yes [] No []

Tax Collectors

33. We have complied with the general statutory requirements of R.S. 47.

Not Applicable Yes [] No []

Sheriffs

34. We have complied with the state supplemental pay regulations of R.S. 40:1667.7.

Not Applicable Yes [] No []

35. We have complied with R.S. 13:5535 relating to the feeding and keeping of prisoners.

Not Applicable Yes [] No []

District Attorneys

36. We have complied with the regulations of the DCFS that relate to the Title IV-D Program.

Not Applicable Yes [] No []

Assessors

37. We have complied with the regulatory requirements found in R.S. Title 47.

Not Applicable Yes [] No []

38. We have complied with the regulations of the Louisiana Tax Commission relating to the reassessment of property.

Not Applicable Yes [] No []

Clerks of Court

39. We have complied with R.S. 13:751-917 and applicable sections of R.S. 11:1501-1562.

Not Applicable Yes [] No []

Libraries

40. We have complied with the regulations of the Louisiana State Library.

Not Applicable

Yes [] No []

Municipalities

41. Minutes are taken at all meetings of the governing authority (R.S. 42:20).

Not Applicable

Yes [] No []

42. Minutes, ordinances, resolutions, budgets, and other official proceedings of the municipalities are published in the official journal (R.S. 43:141-146 and A.G. 86-528).

Not Applicable

Yes [] No []

43. All official action taken by the municipality is conducted at public meetings (R.S. 42:11 to 42:28).

Not Applicable

Yes [] No []

Airports

44. We have submitted our applications for funding airport construction or development to the Department of Transportation and Development as required by R.S. 2:802.

Not Applicable

Yes [] No []

45. We have adopted a system of administration that provides for approval by the department for any expenditures of funds appropriated from the Transportation Trust Fund, and no funds have been expended without department approval (R.S. 2:810).

Not Applicable

Yes [] No []

46. All project funds have been expended on the project and for no other purpose (R.S. 2:810).

Yes [] No []

47. We have certified to the auditor, on an annual basis, that we have expended project funds in accordance with the standards established by law (R.S. 2:811).

Not Applicable

Yes [] No []

Ports

48. We have submitted our applications for funding port construction or development to the Department of Transportation and Development as required by R.S. 34:3452.

Not Applicable

Yes [] No []

49. We have adopted a system of administration that provides for approval by the department for any expenditures of funds made out of state and local matching funds, and no funds have been expended without department approval (R.S. 34:3460).

Not Applicable

Yes [] No []

50. All project funds have been expended on the project and for no other purpose (R.S. 34:3460).

Not Applicable

Yes [] No []

51. We have established a system of administration that provides for the development of a capital improvement program on a selective basis, centralized purchasing of equipment and supplies, centralized accounting, and the selective maintenance and construction of port facilities based upon engineering plans and inspections (R.S. 34:3460).

Not Applicable

Yes [] No []

52. We have certified to the auditor, on an annual basis, that we have expended project funds in accordance with the standards established by law (R.S. 34:3461).

Not Applicable

Yes [] No []

Sewerage Districts

53. We have complied with the statutory requirements of R.S. 33:3881-4159.10.

Yes [X] No []

Waterworks Districts

54. We have complied with the statutory requirements of R.S. 33:3811-3837.

Yes [X] No []

Utility Districts

55. We have complied with the statutory requirements of R.S. 33:4161-4546.21.

Yes [X] No []

Drainage and Irrigation Districts

56. We have complied with the statutory requirements of R.S. 38:1601-1707 (Drainage Districts); R.S. 38:1751-1921 (Gravity Drainage Districts); R.S. 38:1991-2048 (Levee and Drainage Districts); or R.S. 38:2101-2123 (Irrigation Districts), as appropriate.

Yes [X] No []

Fire Protection Districts

57. We have complied with the statutory requirements of R.S. 40:1491-1509.

Not Applicable

Yes [] No []

Other Special Districts

58. We have complied with those specific statutory requirements of state law applicable to our district.

Not Applicable

Yes [] No []

The previous responses have been made to the best of our belief and knowledge. We have disclosed to you all known noncompliance of the foregoing laws and regulations, as well as any contradictions to the foregoing representations. We have made available to you documentation relating to the foregoing laws and regulations.

We have provided you with any communications from regulatory agencies or other sources concerning any possible noncompliance with the foregoing laws and regulations, including any communications received between the end of the period under examination and the issuance of this report. We acknowledge our responsibility to disclose to you and the Legislative Auditor any known noncompliance that may occur subsequent to the issuance of your report.

_____	Secretary	_____	Date
_____	Treasurer	_____	Date
<i>Janika Stephens</i>	President	Pro-Tem 2/17/2021	Date



The Sewerage & Water Board

OF NEW ORLEANS

625 ST. JOSEPH STREET

NEW ORLEANS, LA 70165

504.529.2837 OR 52.WATER

www.swbno.org

January 19, 2021

Dr. Tamika Duplessis

Dear Dr. Duplessis:

RE: Louisiana Compliance Questionnaire

Please answer question number 9 and 10, part III on page 3 of the Louisiana Compliance Questionnaire, as a Board member, check the appropriate box with an "X", as this is needed for the 2020 Annual Audit. The remaining items on the Questionnaire were completed by staff and will be presented with a resolution to the full Board for approval on Wednesday, February 17, 2021.

Please return this form to the Board and date and sign your name with President Pro -Tem on the last page.

If further inquiry or discussion is needed, please call Minnie Vann at (504) 585-2352.

Your assistance in this matter is appreciated.

Sincerely,

E. Grey Lewis
Chief Financial Officer

EGL/mlv

enclosed

cc: Ghassan Korban
Rosita P. Thomas
Latressia Matthews
Rona Harris
Hazel Bell

**LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Governments)**

Dear Chief Executive Officer:

Attached is the Louisiana Compliance Questionnaire that is to be completed by you or your staff. This questionnaire is a required part of a financial audit of Louisiana state and local government agencies. Upon completion, the questionnaire must be presented to and adopted by the governing body, if any, of your organization by means of a formal resolution in an open meeting. Independently elected officials should sign the document, in lieu of such a resolution.

The completed questionnaire and a copy of the adoption instrument, if appropriate, must be given to the auditor at the beginning of the audit. The auditor will, during the course of his/her regular audit, test the accuracy of the responses in the questionnaire. It is not necessary to return the questionnaire to my office.

Certain portions of the questionnaire may not be applicable to your organization. In such cases, it is appropriate to mark the representation "not applicable." However, you must respond to each applicable representation. A 'yes' answer indicates that you have complied with the applicable law or regulation. A 'no' answer to any representation indicates a possible violation of law or regulation and, as such, should be fully explained. These matters will be reviewed by the auditor during the course of his/her examination. Please feel free to attach a further explanation of any representation.

Your cooperation in this matter will be greatly appreciated.

Sincerely,

Daryl G. Purpera, CPA, CFE
Louisiana Legislative Auditor

Enclosure

**LOUISIANA COMPLIANCE QUESTIONNAIRE
(For Audit Engagements of Government Agencies)**

January 19, 2021

**POSTLETHWAITE & NETTERVILLE
ONE GALLERIA BOULEVARD, SUITE 2100
METAIRIE, LOUISIANA 70001**

In connection with your audit of our financial statements as of **December 31, 2020** and for **January 1, 2021 through March 31, 2021** (period of audit) for the purpose of expressing an opinion as to the fair presentation of our financial statements in accordance with accounting principles generally accepted in the United States of America, to assess our internal control structure as a part of your audit, and to review our compliance with applicable laws and regulations, we confirm, to the best of our knowledge and belief, the following representations. These representations are based on the information available to us as of **February 16, 2021** (date completed/date of the representations).

PART I. AGENCY PROFILE

1. Name and address of the organization.

**Sewerage & Water Board of New Orleans
625 St. Joseph Street
New Orleans, La. 70165**

2. List the population of the municipality or parish based upon the last official United States Census or most recent official census (municipalities and police juries only). Include the source of the information.

Not Applicable

3. List names, addresses, and telephone numbers of entity officials. Include elected/appointed members of the governing board, chief executive and fiscal officer, and legal counsel.

See Attached List A

4. Period of time covered by this questionnaire.

January 1, 2020 through March 31, 2021

5. The entity has been organized under the following provisions of the Louisiana Revised Statute(s) (R.S.) and, if applicable, local resolutions/ordinances.

Act. 6 of the Louisiana Legislature of 1899

6. Briefly describe the public services provided.

**Construct, control, maintain and operate the Public Water System
the Sewerage System and Drainage system for the City of New Orleans**

7. Expiration date of current elected/appointed officials' terms.

See Attached List B

LEGAL COMPLIANCE

PART II. PUBLIC BID LAW

8. The provisions of the public bid law, R.S. Title 38:2211-2296, and, where applicable, the regulations of the Division of Administration, State Purchasing Office have been complied with.

A) All public works purchases exceeding \$154,450 have been publicly bid.

B) All material and supply purchases exceeding \$30,000 have been publicly bid.

Yes [X] No []

**PART III. CODE OF ETHICS LAW FOR PUBLIC OFFICIALS
AND PUBLIC EMPLOYEES**

9. It is true that no employees or officials have accepted anything of value, whether in the form of a service, loan, or promise, from anyone that would constitute a violation of R.S. 42:1101-1124.

Signature: *Yamika Duplessis* Date: 2/17/2021 Yes [X] No []

10. It is true that no member of the immediate family of any member of the governing authority, or the chief executive of the governmental entity, has been employed by the governmental entity after April 1, 1980, under circumstances that would constitute a violation of R.S. 42:1119.

Signature: *Yamika Duplessis* Date: 2/17/2021 Yes [X] No []

PART IV. LAWS AFFECTING BUDGETING

11. We have complied with the budgeting requirements of the Local Government Budget Act (R.S. 39:1301-15) R.S. 39:33, or R.S. 39:1331-1342, as applicable:

A. Local Budget Act

1. We have adopted a budget for the general fund and all special revenue funds (R.S. 39:1305).

2. The chief executive officer, or equivalent, has prepared a proposed budget that included a budget message, a proposed budget for the general fund and each special revenue fund, and a budget adoption instrument that specified the chief executive's authority to make budgetary amendments without approval of the governing authority. Furthermore, the proposed expenditures did not exceed estimated funds to be available during the period (R.S. 39:1305).

3. The proposed budget was submitted to the governing authority and made available for public inspection at least 15 days prior to the beginning of the budget year (R.S. 39:1306).

4. To the extent that proposed expenditures were greater than \$500,000, we have made the budget available for public inspection and have advertised its availability in our official journal. The advertisement included the date, time, and place of the public hearing on the budget. Notice has also been published certifying that all actions required by the Local Government Budget Act have been completed (R.S. 39:1307).

5. If required, the proposed budget was made available for public inspection at the location required by R.S. 39:1308.

6. All action necessary to adopt and finalize the budget was completed prior to the date required by state

law. The adopted budget contained the same information as that required for the proposed budget (R.S. 39:1309).

7. After adoption, a certified copy of the budget has been retained by the chief executive officer or equivalent officer (R.S. 39:1309).

8. To the extent that proposed expenditures were greater than \$500,000, the chief executive officer or equivalent notified the governing authority in writing during the year when actual receipts plus projected revenue collections for the year failed to meet budgeted revenues by five percent or more, or when actual expenditures plus projected expenditures to year end exceeded budgeted expenditures by five percent or more (R.S. 39:1311).

9. The governing authority has amended its budget when notified, as provided by R.S. 39:1311. (Note, general and special revenue fund budgets should be amended, regardless of the amount of expenditures in the fund, when actual receipts plus projected revenue collections for the year fail to meet budgeted revenues by five percent or more; or when actual expenditures plus projected expenditures to year end exceed budgeted expenditures by five percent or more. State law exempts from the amendment requirements special revenue funds with anticipated expenditures of \$500,000 or less, and exempts special revenue funds whose revenues are expenditure-driven - primarily federal funds-from the requirement to amend revenues.)

Not Applicable

Yes [] No []

B. State Budget Requirements

10. The state agency has complied with the budgetary requirements of R.S. 39:33.

Not Applicable

Yes [] No []

C. Licensing Boards

11. The licensing board has complied with the budgetary requirements of R.S. 39:1331-1342.

Not Applicable

Yes [] No []

PART V. ACCOUNTING, AUDITING, AND FINANCIAL REPORTING LAWS

12. We have maintained our accounting records in such a manner as to provide evidence of legal compliance and the preparation of annual financial statements to comply with R.S. 24:513 and 515, and/or 33:463.

Yes [X] No []

13. All non-exempt governmental records are available as a public record and have been retained for at least three years, as required by R.S. 44:1, 44:7, 44:31, and 44:36.

Yes [X] No []

14. We have filed our annual financial statements in accordance with R.S. 24:514, and 33:463 where applicable.

Yes [X] No []

15. We have had our financial statements audited in a timely manner in accordance with R.S. 24:513.

Yes [X] No []

16. We did not enter into any contracts that utilized state funds as defined in R.S. 39:72.1 A. (2); and that were subject to the public bid law (R.S. 38:2211, et seq.), while the agency was not in compliance with R.S. 24:513 (the audit law).

Yes [X] No []

17. We have complied with R.S. 24:513 A. (3) regarding disclosure of compensation, reimbursements, benefits and other payments to the agency head, political subdivision head, or chief executive officer.

Yes [X] No []

18. We have remitted all fees, fines, and court costs collected on behalf of other entities, in compliance with applicable Louisiana Revised Statutes or other laws.

Yes [X] No []

PART VI. MEETINGS

19. We have complied with the provisions of the Open Meetings Law, provided in R. S. 42:11 through 42:28.

Yes ☒ No ☐

PART VII. ASSET MANAGEMENT LAWS

20. We have maintained records of our fixed assets and movable property records, as required by R.S. 24:515 and/or 39:321-332, as applicable.

Yes ☒ No ☐

PART VIII. FISCAL AGENCY AND CASH MANAGEMENT LAWS

21. We have complied with the fiscal agency and cash management requirements of R.S. 39:1211-45 and 49:301-327, as applicable.

Not Applicable

Yes ☐ No ☐

PART IX. DEBT RESTRICTION LAWS

22. It is true we have not incurred any long-term indebtedness without the approval of the State Bond Commission, as provided by Article VII, Section 8 of the 1974 Louisiana Constitution, Article VI, Section 33 of the 1974 Louisiana Constitution, and R.S. 39:1410.60-1410.65.

Yes ☒ No ☐

23. We have complied with the debt limitation requirements of state law (R.S. 39:562).

Not Applicable

Yes ☐ No ☐

24. We have complied with the reporting requirements relating to the Fiscal Review Committee of the State Bond Commission (R.S. 39:1410.62).

Yes ☒ No ☐

PART X. REVENUE AND EXPENDITURE RESTRICTION LAWS

25. We have restricted the collections and expenditures of revenues to those amounts authorized by Louisiana statutes, tax propositions, and budget ordinances.

Not Applicable Yes ☐ No ☐

26. It is true we have not advanced wages or salaries to employees or paid bonuses in violation of Article VII, Section 14 of the 1974 Louisiana Constitution, R.S. 14:138, and AG opinion 79-729.

Yes ☒ No ☐

27. It is true that no property or things of value have been loaned, pledged, or granted to anyone in violation of Article VII, Section 14 of the 1974 Louisiana Constitution.

Yes ☒ No ☐

PART XI. ISSUERS OF MUNICIPAL SECURITIES

28. It is true that we have complied with the requirements of R.S. 39:1438.C.

Not Applicable

Yes ☐ No ☐

PART XI. QUESTIONS FOR SPECIFIC GOVERNMENTAL UNITS

Parish Governments

29. We have adopted a system of road administration that provides as follows:

- A. Approval of the governing authority of all expenditures, R.S. 48:755(A).
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Utility Districts

55. We have complied with the statutory requirements of R.S. 33:4161-4546.21.

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56. We have complied with the statutory requirements of R.S. 38:1601-1707 (Drainage Districts); R.S. 38:1751-1921 (Gravity Drainage Districts); R.S. 38:1991-2048 (Levee and Drainage Districts); or R.S. 38:2101-2123 (Irrigation Districts), as appropriate.

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57. We have complied with the statutory requirements of R.S. 40:1491-1509.

Not Applicable

Yes [] No []

Other Special Districts

58. We have complied with those specific statutory requirements of state law applicable to our district.

Not Applicable

Yes [] No []

The previous responses have been made to the best of our belief and knowledge. We have disclosed to you all known noncompliance of the foregoing laws and regulations, as well as any contradictions to the foregoing representations. We have made available to you documentation relating to the foregoing laws and regulations.

We have provided you with any communications from regulatory agencies or other sources concerning any possible noncompliance with the foregoing laws and regulations, including any communications received between the end of the period under examination and the issuance of this report. We acknowledge our responsibility to disclose to you and the Legislative Auditor any known noncompliance that may occur subsequent to the issuance of your report.

_____	Secretary	_____	Date
_____	Treasurer	_____	Date
<i>Janika Stephens</i>	President	Pro-Tem 2/17/2021	Date

**GENERAL SUPERINTENDENT RECOMMENDATIONS
FOR THE MARCH 10, 2021
FINANCE AND ADMINISTRATION COMMITTEE MEETING**

A listing of the bids, change orders, amendments and final acceptances received during the month of February is included in the following report. A brief summary is attached for your review.

BIDS AND RENEWALS (2)

- | | |
|-------------------|--|
| Page 3 R-017-2021 | Renewal of Contract MH 19004 – Purchase of Positive Displacement Type Cold Water Meters |
| Page 6 R-028-2021 | Award of Contract 2152 – Gert Town Waterline Replacement Program – Dupre Street, TM 004, FEMA PW 21031 |

CHANGE ORDER/FINAL ACCEPTANCE (1)

- | | |
|--------------------|--|
| Page 10 R-027-2021 | Ratification of Change Order No. 11 and Final Acceptance of Contract 1368 – Hazard Mitigation Grant Program – Oak Street Pumping Station |
|--------------------|--|

CONTRACT AMENDMENTS (3)

- | | |
|--------------------|--|
| Page 15 R-026-2021 | Authorization of Contract Amendment No. 5 to the Agreement with Black and Veatch Corporation for Design and Engineering Services for the EBWWTP Sludge Dryer Project |
| Page 19 R-030-2021 | Authorization of Amendment No. 7 to the Agreement Between the Sewerage and Water Board of New Orleans and Digital Engineering & Imaging, Inc. for Design and Engineering Services for the Water Line Replacement Program |
| Page 23 R-031-2021 | Authorization of Contract Amendment No. 5 to the Agreement Between the Sewerage and Water Board of New Orleans and Trigon Associates, LLC for Engineering and Design Services for the Waterline Replacement Program |

GENERAL SUPERINTENDENT'S RECOMMENDATIONS

BIDS AND RENEWALS

FIRST RENEWAL OF CONTRACT MH 190014 – Furnishing and Delivering Positive Displacement Cold Water Meters

WHEREAS, on November 20, 2019, the Sewerage and Water Board of New Orleans (“Board”) via Resolution No. R-176-2019 approved entering into contract MH 190014 with Mueller Water Products (“Mueller”) for the furnishing of positive displacement cold water meters in the amount of \$1,888,082.00; and

WHEREAS, on January 20, 2020, the Board and Muller entered into Contract Number MH 190014 (the “Mueller Contract”) for an initial term of one (1) year, with four (4) optional one-year-renewals; and

WHEREAS, Mueller desires to extend its contract facilitating the continuity of its services, in the amount of \$ 1,888,082.00 for **Furnishing and Delivering Positive Displacement Cold Water Meters** to the Board; and

WHEREAS, relevant to the data from U.S. Bureau of Labor Statistics, Mueller furnished a 12-month unit price revision for Contract MH 190014; and

WHEREAS, the Board desires to exercise one of the four (4) one-year renewal options of the Mueller Contract for January 20, 2021 – January 19, 2022, in the amount of \$1,888,082.00; and

WHEREAS, as this First Renewal will bring the total contract amount to \$3,776,164.00 and funds for this project are budgeted under the Capital Program 823.

NOW, THEREFORE, BE IT RESOLVED, that the first one-year contract renewal of Contract MH 190014 with Mueller Water Products for Furnishing and Delivering Positive Displacement Cold Water Meters at a renewal price of \$1,888,082.00 and a Contract End Date of January 21, 2022 is hereby approved.

I, Ghassan Korban, 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 March 17, 2021.

Ghassan Korban
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**



ACTION REQUESTED

CONTRACT RENEWAL

Contract MH 19004 Purchase of Positive Displacement Type Cold Water Meters

First renewal of Contract MH 19-0014 for Furnishing and Delivering positive displacement cold water meters in the amount of \$1,882,082.00

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	TARGET	ACTUAL
<i>Mueller Systems</i>		0.00%	0.00%
Total		0.00%	0.00%

DESCRIPTION AND PURPOSE

Original Contract Value	\$1,888,082.00
Previous Change Orders	\$0.00
% Change of Contract To Date	0.0%
Value of Requested Change	\$1,888,082.00
% For This Change Order	100.0%
<i>Has a NTP been Issued</i>	<i>Yes</i>
Total Revised Contract Value	\$3,776,164.00
% Total Change of Contract	100.0%
Original Contract Completion Date	12/31/2020
Previously Approved Extensions (Days)	0
Time Extension Requested (Days)	0
Proposed Contract Completion Date	1/1/2021

Purpose and Scope of the Contract:

Purchase of quality positive displacement cold water meter, as this is the main source of revenue for S&WB, providing metered purified water for the city.

Reason for Change:

Error/Omission <input type="checkbox"/>	Differing Site Condition <input type="checkbox"/>	Regulatory Requirement <input type="checkbox"/>
Design Change <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	

No change is required, this will be the first renewal with total of four.

Spending to Date:

Cumulative Contract Amount (as of 1/1/2020)	\$1,882,082.00
Cumulative Contract Spending (invoiced as of 1/1/2020)	\$261,274.00

Contractor's Past Performance:

Mueller Systems has been consistently providing satisfactory service for the Facility Maintenance

PROCUREMENT INFORMATION

Contract Type	Base Bid	Award Based On	Lowest Competitive Bid
Commodity	Public Works Construction	Contract Number	MH190004
Contractor Market	Public Bid with zero DBE participation		
Compliance with Procurement Laws?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	CMRC Date (if nec.) :	

BUDGET INFORMATION

Funding	CP 823	Department	Facility Maintenance
System	Sewer/Water	Project Manager	M. Asgari
Job Number		Purchase Order #	

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursable?
Sewer System	50%	\$941,041.00	No
Water System	50%	\$941,041.00	No
Drainage System	0%		No
TOTAL	100%	\$1,882,082.00	

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Majid Asgari
Sr. Technical Administrator
Facilities Maintenance

**CONTRACT 2152 - GERT TOWN WATERLINE REPLACEMENT PROGRAM –
DUPRE STREET, TM004, FEMA PW 21031**

WHEREAS, the Sewerage and Water Board of New Orleans received three (3) responsive bid packages for Contract 2152 Gert Town Waterline Replacement Program – Dupre Street, TM004, FEMA PW 21031 on January 29, 2021; and

WHEREAS, the bid submitted by BLD Services, LLC with the total sum of \$2,419,891.00 was the lowest responsive bid; and

NOW, THEREFORE BE IT RESOLVED, that the lowest responsive bidder is hereby accepted, and a contract be awarded to **BLD Services, LLC** in the amount of **\$2,419,891.00**.

I, Ghassan Korban, 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 March 17, 2021.

Ghassan Korban
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**



ACTION REQUESTED

CONTRACT AWARD

Contract with BLD Services, LLC for Construction of Contract 2152 - TM004 St. Dupre Street Transmission Main
Authorization of Contract between the Sewerage and Water Board and BLD Services, LLC , in the amount of \$2,419,891.00.

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	GOAL	TARGET
<i>BLD Services, LLC</i>	<i>C&M Construction Group, Inc. Prince Dump Truck Service, LLC</i>	13.17%	0.00%
		2.13%	0.00%
		0.00%	0.00%
Total		15.30%	0.00%

DESCRIPTION AND PURPOSE

Original Contract Value	\$2,419,891.00
<i>Has a NTP been Issued</i>	<i>No</i>
Total Revised Contract Value	\$2,419,891.00
Start Date	
Original Contract Completion Date	12/31/2021
Proposed Contract Completion Date	12/31/2021

Purpose and Scope of the Contract:

Furnishing all materials, equipment, supplies, and appurtenances; providing all construction equipment, and tools; and performing all necessary labor and supervision to fully complete the Dupre Transmission Main, distribution main, and related work.

Spending to Date:

Cumulative Contract Amount (as of 3/17/2021)	\$0.00
Cumulative Contract Spending (as of 3/17/2021)	\$0.00

Contractor's Performance:

Initial Award.

PROCUREMENT INFORMATION

Contract Type	ITB	Award Based On	Low Responsive
Commodity	Public Works	Contract Number	2152
Contractor Market	Formal Bid Law with DBE participation		
Compliance with Procurement Laws?	Yes	X	No

BUDGET INFORMATION

Funding	CP 175-13	Department	JIRR
System	Water	Project Manager	Norman Rockwell, PE
Job Number	A1173FEM	Purchase Order #	TBD

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursable?
Sewer System	0%		No
Water System	100%	\$ 2,419,891.00	FEMA
Drainage System	0%		No
TOTAL		\$ 2,419,891.00	No

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Mark D Van Hala, PE
Program Administrator
Joint Infrastructure Recovery Request

GENERAL SUPERINTENDENT'S RECOMMENDATIONS

CHANGE ORDER/FINAL ACCEPTANCE

**RATIFICATION OF CHANGE ORDER NO. 11 AND FINAL ACCEPTANCE OF
CONTRACT 1368 – HAZARD MITIGATION GRANT PROGRAM - OAK STREET
PUMPING STATION**

WHEREAS, the Sewerage and Water Board entered into Contract 1368 with MR Pittman Group in the amount of \$23,092,500.00 for FEMA funded repairs to the Oak Street Pumping Station; and

WHEREAS, the Board by Resolution R-021-2018 approved on February 21, 2018 Change Order No. 1 increasing the contract value by \$1,303,043.27; and,

WHEREAS, the Board by Resolution R-046-2018 approved on April 18, 2018 Contract Change Order No. 2 increasing the contract value by \$256,436.17; and

WHEREAS, the Board by Resolution R-114-2018 approved on August 15, 2018 Contract Change Order No. 3 increasing the contract value by \$2,032,389.01; and

WHEREAS, the Board by Resolution R-010-2019 approved on January 16, 2019 Contract Change Order No. 4 increasing the contract value by \$831,352.85; and

WHEREAS, the Board by Resolution R-100-2019 approved on May 15, 2019 Contract Change Order No. 5 increasing the contract value by \$299,261.24; and

WHEREAS, the Board by Resolution R-117-2019 approved on August 21, 2019 Contract Change Order No. 6 increasing the contract value by \$1,228,610.03; and

WHEREAS, the Board by Resolution R-184-2019 approved on December 18, 2019 Contract Change Order No. 7 increasing the contract value by \$174,766.42; and

WHEREAS, the Board by Resolution R-043-2020 approved on April 22, 2020 Contract Change Order No. 8 increasing the contract value by \$176,060.02; and

WHEREAS, the Board by Resolution R-067-2020 approved on May 20, 2020 Contract Change Order No. 9 increasing the contract value by \$87,189.21; and

WHEREAS, the Board by Resolution R-074-2020 approved on June 17, 2020 Contract Change Order No. 10 increasing the contract value by \$423,577.17; and

WHEREAS, this Change Order represents credits for the smoke test of the river intake water line and generator rentals not necessary to complete the Work; and

WHEREAS, this Change Order, in the amount of a \$80,345.57 credit, brings the accumulated Contract change order total to \$6,732,339.82, or 29.22% of the original Contract value; and

WHEREAS, Contract 1368 is ready for Final Acceptance by the Sewerage and Water Board of New Orleans; and

NOW THEREFORE BE IT RESOLVED, that the Sewerage and Water Board of New Orleans hereby ratifies Change Order No. 11 for Contract 1368 and approves the Final Acceptance of Contract 1368 in the total Contract Amount of \$29,824,839.82.

I, Ghassan Korban, 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 said Board,
duly called and held, according to law, on
March 17, 2021.

Ghassan Korban,
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**



ACTION REQUESTED

CONTRACT CHANGE ORDER 11 and FINAL ACCEPTANCE

Contract 1368

Approval to modify contract # Contract 1368 - HMGP Oak Street Pump Station Upgrade and Rehabilitation Project, between the Sewerage and Water Board and M.R. Pittman Group, LLC, in the amount of (\$80,345.57)

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	TARGET	11% ACTUAL
<i>M.R. Pittman Group</i>	<i>The Beta Group</i>	0.21%	0.03%
	<i>Landrieu Concrete</i>	0.64%	0.38%
	<i>C Watson Gorup, LLC</i>	1.43%	0.92%
	<i>JEI Solutions, Inc.</i>	9.70%	7.80%
	<i>Blue Flash Sewer Service, Inc.</i>	N/A	2.48%
	<i>J Brown Construcion, LLC</i>	N/A	0.15%
Total		11.98%	11.76%

DESCRIPTION AND PURPOSE

Original Contract Value	\$23,092,500.00
Previous Change Orders	\$6,812,685.39
% Change of Contract To Date	29.5%
Value of Requested Change	(\$80,345.57)
% For This Change Order	-0.3%
<i>Has a NTP been Issued</i>	<i>Yes</i>
Total Revised Contract Value	\$29,824,839.82
% Total Change of Contract	29.2%
Original Contract Completion Date	6/16/2019
Previously Approved Extensions (Days)	428
Time Extension Requested (Days)	0
Proposed Contract Completion Date	8/17/2020

Purpose and Scope of the Contract:

This contract consists of the upgrade to and rehabilitation of the existing Oak Street Pump Station located at the intersection of General Ogden Street and Oak Street. The work includes but is not limited to demolition of existing pumps, valves, piping, electrical, controls, HVAC, rooms, grating system, supports, concrete and other components within the station. Installation of new pumps, piping, valves, HVAC, electrical gear, controls, rooms, structural modifications, upgrading the hoist, buried valve and flow meter replacement, cleaning and inspection of existing piping along with other associated and detailed work.

Reason for Change:

Error/Omission <input type="checkbox"/>	Differing Site Condition <input type="checkbox"/>	Regulatory Requirement <input checked="" type="checkbox"/>
Design Change <input type="checkbox"/>	Other <input checked="" type="checkbox"/>	

This Change Order consists of the credits for smoke tests of water lines and generator rentals accounted for in the contract documents that were not utilized to complete the Contract Work.

Spending to Date:

Cumulative Contract Amount (as of 2/1/2021)	\$29,905,185.39
Cumulative Contract Invoiced (as of 2/1/2021)	\$28,314,843.37

Contractor's Past Performance:

Contractor's Performance has been acceptable to date.

PROCUREMENT INFORMATION

Contract Type	Base Bid	Award Based On	Lowest Competitive Bid
Commodity	Public Works Construction	Contract Number	1368
Contractor Market	Public Bid with DBE participation		
Compliance with Procurement Laws?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	CMRC Date (if nec.):	2/25/2021

BUDGET INFORMATION

Funding	CP 676	Department	Mechanical Engineering
System	Combo	Project Manager	Chris Bergeron
Job Number	1368	Purchase Order #	PG2019000045

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursable?
Sewer System	13%	\$ (10,444.92)	N/A
Water System	34%	\$ (27,317.49)	N/A
Drainage System	53%	\$ (42,583.15)	N/A
TOTAL		\$ (80,345.57)	

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Chris Bergeron
Engineering Division Manager
Mechanical Engineering

GENERAL SUPERINTENDENT'S RECOMMENDATIONS

CONTRACT AMENDMENTS

AUTHORIZATION OF CONTRACT AMENDMENT NO. 5 TO THE AGREEMENT WITH BLACK AND VEATCH CORPORATION FOR DESIGN AND ENGINEERING SERVICES FOR THE EBWWTP SLUDGE DRYER PROJECT

WHEREAS, by action of the Sewerage and Water Board of New Orleans (Board) through the adoption of Resolution R-183-2010, Black and Veatch Corporation (BV) was awarded an agreement for design and engineering services for the East Bank Wastewater Treatment Plant (EBWWTP) Sludge Dryer Project for an amount not to exceed \$450,000.00; and

WHEREAS, by action of the Board through the adoption of Resolution R-021-2012, the agreement with BV was amended to increase the scope of work for an amount not to exceed of \$28,366.00 for additional design for repairs to existing columns and wind post at the EBWWTP Solids Dewatering and Disposal Building at elevation 60.00; and

WHEREAS, by action of the Board through the adoption of Resolution R-098-2012, the agreement with BV was amended to increase the scope of work for an amount not to exceed of \$169,908.00 for additional structural design effort; and

WHEREAS, by action of the Board through the adoption of Resolution R-267-2014, the agreement with BV was amended to increase the scope of work for an amount not to exceed \$87,082 to review the air emissions data for compliance to the Environmental Protection Agency has implemented new Maximum Available Control Technology (MACT) Standards for Sewage Sludge Incinerators (SSI), identify suitable pollution control upgrades, evaluate the upgrades to minimize impacts to the drying system configuration and structural systems, and established a basis of design for detailed design scope; and

WHEREAS, by action of the Board through the adoption of Resolution R-073-2015, the agreement with BV was amended to increase the scope of work for an amount not to exceed of \$837,374 to prepare procurement documents for the sludge dryer and the pollution control equipment; design of the new pollution control equipment, including demolition of existing venturi and scrubber; and redesign of the drying system; and

WHEREAS, the scope of work for the agreement has increased due to owner furnished equipment in lieu of assignment for the Sludge Dryer Equipment, the addition of an installation contract for the Emission Controls System, and project administration in relation to the above tasks for an amount not to exceed of \$186,072; and

NOW, THEREFORE BE IT RESOLVED that the President and/or President Pro Term shall be authorized to execute on behalf of the Sewerage and Water Board of New Orleans Contract Amendment No. 5 to the existing agreement with Black and Veatch Corporation for the EBWWTP Sludge Dryer Project, increasing the fee authorized to be paid to BV by \$186,072.00 to a total cumulative fee of \$1,758,802.00.

I, Ghassan Korban, 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 said Board,
duly called and held, according to law, on
March 17, 2021.

Ghassan Korban,
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS CONTRACTOR FACT SHEET**



ACTION REQUESTED

AMENDMENT 5

BISI - Scrubber and Sludge Dryer Procurement and Install

Approval to modify the Contract between Black and Veatch and SWBNO in the amount of \$186,072.00

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	TARGET	ACTUAL
<i>Black and Veatch</i>	<i>Trigon</i>	14.40%	16.00%
	<i>Condall</i>	7.70%	0.00%
Total		22.10%	16.00%

DESCRIPTION AND PURPOSE

Original Contract Value	\$450,000.00
Previous Change Orders	\$1,122,730.00
% Change of Contract To Date	249.5%
Value of Requested Change	\$186,072.00
% For This Change Order	41.3%
<i>Has a NTP been Issued</i>	NA
Total Revised Contract Value	\$1,758,802.00
% Total Change of Contract	290.8%
Original Contract Completion Date	NA
Previously Approved Extensions (Days)	0
Time Extension Requested (Days)	0
Proposed Contract Completion Date	NA

Purpose and Scope of the Contract:

Design for the procurement and install contracts for both the Fluid Bed Incinerator Scrubber and the Sludge Dryer.

Reason for Change:

Error/Omission <input type="checkbox"/>	Differing Site Condition <input type="checkbox"/>	Regulatory Requirement <input type="checkbox"/>
Design Change <input checked="" type="checkbox"/>	Other <input type="checkbox"/>	

1. Project Administration - Original scope of work called for 25 months. Current duration is 64 months. 2.

Owner Furnished Equipment In Lieu of Assignment - Change in original scope of work. The Board requested the equipment be purchased by the owner and furnished to the installation contractor. 3. Additional

Install Contract - To expedite the Scrubber install (MACT-129) the Board directed B&V to prepare a separate install package for the FBI Scrubber. (Originally the scrubber and sludge dryer installs were to be bid together in one package.)

Pending to Date:

Cumulative Contract Amount (as of 1/1/2021)	\$1,572,730.00
Cumulative Contract Spending (as of 1/1/2021)	\$1,402,246.24

Contractor's Past Performance:

The contractor did not meet their project completion dates for the Sludge Dryer Install Contract.

PROCUREMENT INFORMATION

Contract Type	RFQ	Award Based On	Qualifications
Commodity		Contract Number	
Contractor Market	RFQ with DBE participation		
Compliance with Procurement Laws?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	CMRC Date (if nec.):	

BUDGET INFORMATION

Funding	CAP 348/ FEMA	Department	WWTP Operations
System	Sewer	Project Manager	Felicia Bergeron
Job Number	C1343XXX	Purchase Order #	6000106 PG2020

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursable?
Sewer System	100	\$ 186,072.00	no
Water System			
Drainage System			
TOTAL		\$ 186,072.00	

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Felicia Bergeron
Principal Engineer
WWTP Operations

AUTHORIZATION OF AMENDMENT NO. 7 TO THE AGREEMENT BETWEEN THE SEWERAGE AND WATER BOARD OF NEW ORLEANS AND DIGITAL ENGINEERING & IMAGING, INC. FOR DESIGN AND ENGINEERING SERVICES FOR THE WATER LINE REPLACEMENT PROGRAM

WHEREAS, by Resolution R-052-2012, approved March 15, 2012 **THE SEWERAGE AND WATER BOARD OF NEW ORLEANS** (Board) authorized execution of a contract with **DIGITAL ENGINEERING & IMAGING, INC.** (Consultant) to provide engineering and design services for the Water Line Replacement Program (WLRP) for the Hollygrove and Gert Town neighborhoods and pursuant to Resolution R-052-2012, the Board and Contractor entered into an agreement on January 10, 2013 (Original Agreement); and

WHEREAS, the Board and the Consultant have executed Amendments No.1 through Amendment No.4 (Current Agreement), the Board has approved Amendments No.5 and Amendment No.6; and

WHEREAS, by Resolution R-156-2014, approved August 20, 2014, the Board authorized amending the agreement to include program/project management services, and for coordination efforts, and the fee under amendment no. 1 was not to exceed 10% as negotiated by Board staff, the Board and Consultant executed Amendment No.1 dated September 17, 2014, and

WHEREAS, by Resolution R-029-2020, approved April 22, 2020, the Board authorized amending the agreement for engineering and construction services for RR062 Hollygrove Group B in the not to exceed amount of \$134,552.55, and engineering and construction services for RRTM004 Gert Town Transmission Main in the not to exceed amount of \$277,004.30, Amendment No.2 dated July 1, 2020 to provide compensation in the amount of \$411,556.8; and

WHEREAS, Amendment No. 3 added survey and design services for water lines in RR015 BW Cooper, Gert Town, Dixon Group B at a not to exceed amount of \$184,080.40 and a total not to exceed amount of \$982,251.64; and

WHEREAS, by Resolution R-081-2020, approved July 22, 2020, the Board authorized amending the agreement for Construction Administration and Resident Inspection services in RR015 BW Cooper, Gert Town, Dixon Group B not to exceed \$108,150.70 and RR062 Hollygrove Group B not to exceed \$133,263.60, Amendment No.4 dated September 30, 2020 provided compensation in the amount of \$241,414.30; and

WHEREAS, by Resolution R-108-2020, approved November 18, 2020, the Board authorized amending the agreement for Construction Administration and Resident Inspection services in RR064 Hollygrove Group D not to exceed \$70,950.60; and

WHEREAS, by Resolution R-006-2021, approved January 20, 2021, the Board authorized amending the agreement for Engineering, Survey, Construction Administration and Resident Inspection services in TM005 Eden, Grape, Claiborne Transmission Main and RR064 Hollygrove Group D not to exceed \$741,542.58 and RR065 Hollygrove Group E not to exceed \$80,227.3; and

WHEREAS, staff has negotiated fees with the Consultant Projects RR063 Hollygrove Group C not to exceed \$124,237.95 and RR066 Hollygrove Group F in the amount not to exceed \$72,385.70; and

WHEREAS, staff is negotiating fees with the Consultant for the following Projects RR016 BW Cooper, Gert Town, Dixon Group C, RR018 BW Cooper, Gert Town, Dixon Group E, RR064 Hollygrove Group D, RR065 Hollygrove Group D, RR015 BW Cooper, Gert Town, Dixon Group B not to exceed fees of \$249,950.00; and

NOW THEREFORE, BE IT RESOLVED, that the President or President Pro Tem of the Sewerage and Water Board is hereby authorized to execute on behalf of the Sewerage and Water Board of New Orleans Contract Amendment No. 7 with Digital Engineering & Imaging, Inc., to include engineering and construction services, to increase the net fee authorized to be paid to Digital Engineering & Imaging, Inc., by \$446,573.65 to a total not to exceed amount of \$2,562,960.07.

I, Ghassan Korban, 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
March 17, 2021.

Ghassan Korban,
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS PROFESSIONAL SERVICES FACT SHEET**



ACTION REQUESTED

Amendment to Professional Engineering Services Agreement

Digital Engineering & Imaging, Inc. WLRP Agreement - RR015, RR016, RR018, RR063, RR064, RR065 & RR066

Request authorization for Amendment No.7 to our WLRP Agreement for Projects RR063 Hollygrove Group C, RR066 Hollygrove Group F, R016 BW Cooper, Gert Town, Dixon Group C, RR018 BW Cooper, Gert Town, Dixon Group E, RR064 Hollygrove Group D, RR064 Hollygrove Group D, RR015 BW Cooper, Gert Town, Dixon Group B, in the amount not to exceed \$446,573.65.

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	TARGET	ACTUAL
<i>Digital Engineering & Imaging, Inc.</i>	<i>Royal Engineering APS The Beta Group</i>	40.00%	10.24% 15.56%
Total		40.00%	25.80%

DESCRIPTION AND PURPOSE

Original Contract - Not to Exceed 18% Cost of Construction	
Amendments 1-6	\$2,116,386.42
Value of Requested Amendment	\$446,573.65
% For This Change Order	
<i>Has a NTP been Issued</i>	<i>No</i>
Total Revised Contract Value	\$2,562,960.07
Original Contract Completion Date	12/30/2022
Previously Approved Extensions (Days)	182
Time Extension Requested (Days)	0
Proposed Contract Completion Date	6/30/2023

Purpose and Scope of the Contract:

Per R-052-2012 on 3/15/2012 an agreement for Water Line Replacement Program (WLRP) engineering services for the following neighborhoods – Hollygrove and Gert Town was executed 1/10/2013. This WLRP Agreement is FEMA reimbursible. Construction will be reimbursed through the FEMA Project Worksheet (PW) 21031 The Settlement. Design is being reimbursed through PW 20752 Holly Grove, and PW 20753 Gert Town

Reason for Change:

Negotiate Fees <input checked="" type="checkbox"/>	Differing Site Condition <input type="checkbox"/>	Regulatory Requirement <input type="checkbox"/>
Design Change <input type="checkbox"/>	Other <input type="checkbox"/>	

Amendment No.7 provides negotiated fees and rates for RR063 Hollygrove Group C not to Exceed \$124,237.95 and RR066 Hollygrove Group F in the amount not to exceed \$72,385.70, and alot not to exceed fees of \$249,950.00 for R016 BW Cooper, Gert Town, Dixon Group C, RR018 BW Cooper, Gert Town, Dixon Group E, RR064 Hollygrove Group D, RR065 Hollygrove Group D, RR015 BW Cooper, Gert Town, Dixon Group B.

Spending to Date:

Cumulative Contract Amount (as of 2/17/2020)	\$2,116,386.42
Cumulative Contract Spending (as of 2/17/2020)	\$599,324.80

Contractor's Past Performance:

The designer's timeliness of deliverables, conformance to SWBNO policies, procedures, and quality meet expectations. DBE participation will be met by Resident Inspection services during Construction.

PROCUREMENT INFORMATION

Contract Type	Professional Services	Award Base	Qualified List
Commodity	Public Works Construction	Name & FEMA PW	WLRP & 21031
Contractor Market	Public RFQ with DBE participation		
Compliance with Procurement Laws?	Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	CMRC Date (if nec.):	2/18/2021 & 2/25/2021

BUDGET INFORMATION

Funding	CP 175-13 & CP 317-06	Department	JIRR
System	Water & Sewer	Project Manager	PM Carriere & Er. Diehl
Job Number	A1369FEM & C1398XXX	Purchase Order #	PCCG192040236

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursible?
Sewer System	9%	\$40,500	WIFIA - 100%
Water System	91%	\$406,073.65	FEMA - 100%
Drainage System			
TOTAL		\$ 446,573.65	

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Mark D. Van Hala, P.E.
Program Administrator
Joint Infrastructure Recovery Request

AUTHORIZATION OF CONTRACT AMENDMENT NO. 5 TO THE AGREEMENT BETWEEN THE SEWERAGE AND WATER BOARD OF NEW ORLEANS AND TRIGON ASSOCIATES, LLC FOR ENGINEERING AND DESIGN SERVICES FOR THE WATERLINE REPLACEMENT PROGRAM

WHEREAS, by Resolution R-001-2012 approved January 18, 2012, **THE SEWERAGE AND WATER BOARD OF NEW ORLEANS** (Board) authorized execution of a contract with **TRIGON ASSOCIATES, LLC** (Consultant) to provide engineering and design services for the Water Line Replacement Program for the Lakeview, Lakewood, Navarre, and West End neighborhoods, and pursuant to Resolution R-001-2012 the Board and Contractor entered into an agreement on March 20, 2012 (Original Agreement); and,

WHEREAS, the Board by Resolution R-148-2012, approved on August 15, 2012, the Board authorized amendment No.1 to the Original Agreement to provide for compensation for surveying services at a rate not to exceed \$7 per linear foot in 2012, the Board and Consultant executed Amendment No.1 dated September 10, 2012, and,

WHEREAS, by Resolution R-153-2013, approved on August 13, 2013, the Board authorized amendment No.2 the Agreement to address Construction Delays, the Board and Consultant executed Amendment No.2 dated November 12, 2013 to provide for compensation in the amount of \$58,324.00; and,

WHEREAS, by Resolution R-136-2014, approved on July 16, 2013, the Board authorized amendment No.3 to include program/project management services, and the Board and Consultant executed Amendment No. 3 not to exceed 10% of the construction cost; and,

WHEREAS, by Resolution R-065-2020, approved on May 20, 2020, the Board authorized amendment No.4 to remove of project/program management services from its scope and reduce the costs accordingly, incorporate clauses that allow for Fair and Reasonable fees to be negotiated in accordance with FP&C State Guidelines and Cost Reasonable Analysis, incorporate the latest FEMA and Federal Requirements clauses into the Agreement, establish a total fee not to exceed \$1,191,219.89 and set the contract end date at June 30, 2023; and

WHEREAS, staff needs engineering construction services for RR132 Navarre Group A, and the Consultant is willing to perform same for \$165,734.60; and

WHEREAS, staff needs to capture \$54,730.45 in work performed under the original terms of the agreement, paid in February 2020 but not captured in Resolution R-065-2020 approved on May 20, 2020; and

NOW, THEREFORE BE IT RESOLVED, that the President or the President Pro Tem be and is hereby authorized to execute on behalf of the Sewerage and Water Board of New Orleans Contract Amendment No. 5 to the existing agreement with Trigon Associates, Inc. to provide engineering construction services for RR132 Navarre Group A, and capture work performed under the original terms of the agreement at a fee not to exceed \$220,465.05 and a total fee not to exceed \$1,411,684.94.

I, Ghassan Korban, 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 said Board,
duly called and held, according to law, on
March 17, 2021.

Ghassan Korban,
EXECUTIVE DIRECTOR
SEWERAGE AND WATER BOARD OF NEW ORLEANS

**Sewerage and Water Board of New Orleans
BOARD OF DIRECTORS PROFESSIONAL SERVICES FACT SHEET**



ACTION REQUESTED

**Amendment to Professional Engineering Services Agreement
Trigon Associates, LLC . WLRP Agreement - RR132**

Request authorization for Amendment No.5 to our WLRP Agreement for Engineering construction services for Project RR132 Navarre Group A not to exceed \$165,734.60 and to capture \$54,730.45 in work under the original terms of the agreement, paid in February

CONTRACTOR/SUB/VENDOR INFORMATION

		DBE PARTICIPATION	
PRIME	SUBS	TARGET	ACTUAL
<i>Trigon Associates, LLC</i>	<i>GAEA Consultants, LLC</i>	20.00%	2.40%
	<i>Circular Consulting, LLC</i>	20.00%	23.50%
Total		40.00%	25.90%

DESCRIPTION AND PURPOSE

Original Contract - Not to Exceed 18% Cost of Amendments 1-4	\$54,730.45 \$1,191,219.89
Value of Requested Amendment	\$165,734.60
<i>Has a NTP been Issued</i>	<i>City Lead Project.</i>
Total Revised Contract Value	\$1,411,684.94
Original Contract Completion Date	12/30/2022
Previously Approved Extensions (Days)	182
Time Extension Requested (Days)	0
Proposed Contract Completion Date	6/30/2023

Purpose and Scope of the Contract:

Per R-001-2012 on 1/18/2012 an agreement for Water Line Replacement Program (WLRP) engineering services for the following neighborhoods – Lakeview, Lakewood, Navarre, and West End was executed 3/20/2012. This WLRP Agreement is FEMA reimbursible. Engineering construction services will be reimbursed through the FEMA Project Worksheet (PW) 21031 The Settlement.

Reason for Change:

Negotiate Fees	Differing Site Condition	Regulatory Requirement
Design Change	Other _____	

Amendment No.5 is required to capture negotiated engineering construction services fees for project RR132 Navarre Group A in the amount NTE \$165,734.60 - Bidding at \$507.50, CA at \$48,611, Recors drawings at \$9075, and resident inspection at \$197,425.85. Amendment No.5 will also capture work accomplished and paid for under the original terms of the agreement but not captured in the

Spending to Date:

Cumulative Contract Amount (as of 2/18/2021)	\$1,245,950.34
Cumulative Contract Spending (as of 2/18/2021)	\$1,229,250.34

Contractor's Past Performance:

The designer's timeliness of deliverables, conformance to SWBNO policies, procedures, and quality meet expectations. DBE

participation will be met by Resident Inspection services during Construction.

PROCUREMENT INFORMATION

Contract Type	Professional Services	Award Base	Qualified List
Commodity	Public Works Construction	Name & FEMA PW	WLRP & 21031
Contractor Market	Public RFQ with DBE participation		
Compliance with Procurement Laws?	Yes No	CMRC Date (if nec.) :	2/18/2021

BUDGET INFORMATION

Funding	CP 175-13	Department	JIRR
System	Water	Project Manager	Er. Susan Diehl
Job Number	A1348FEM	Purchase Order #	PC20200000244

ESTIMATED FUND SOURCE

User	Share%	Dollar Amount	Reimbursible?
Sewer System	0%	\$ -	FEMA - 100%
Water System	100%	\$ 165,734.60	
Drainage System			
TOTAL		\$ 165,734.60	

I certify that this contract action complies with all Sewerage and Water Board procurement policies and guidance, ethics rules and meets necessary regulatory requirements, including compliance with financing sources.

Mark D. Van Hala, P.E.
Program Administrator
Joint Infrastructure Recovery Request

EXECUTIVE SUMMARY

January 2021

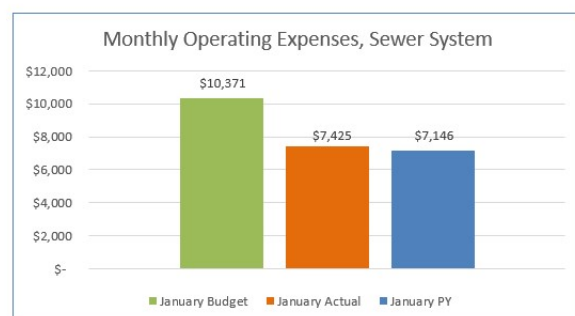
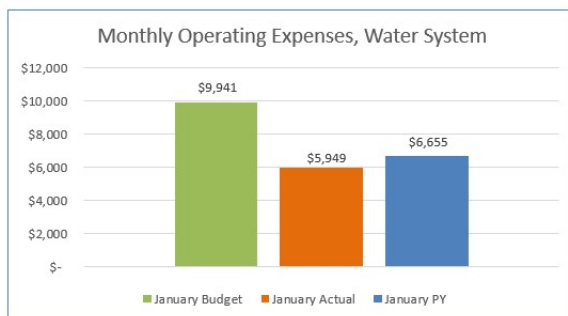
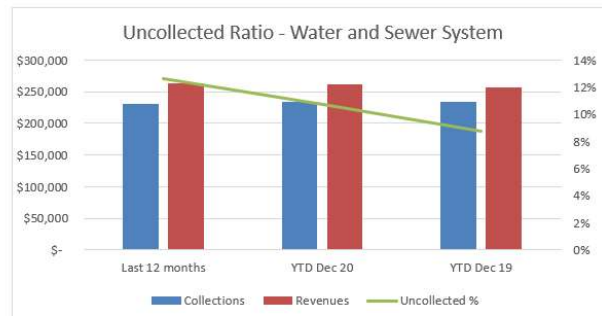
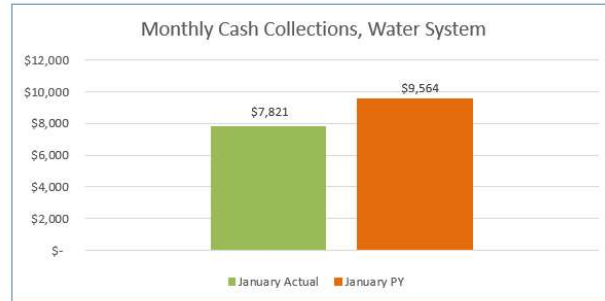
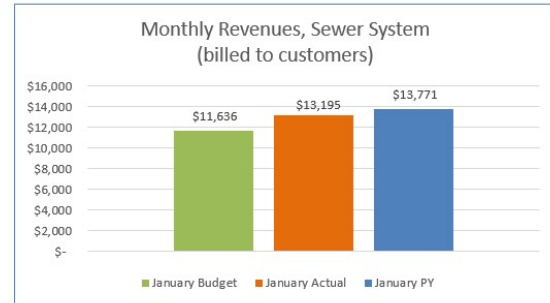
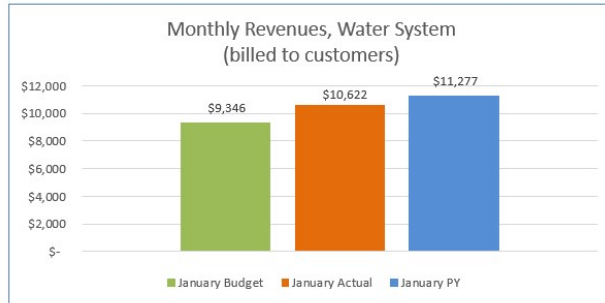
A summary analysis of the financial results and other performance goals is attached for your further review.

(in millions)	YTD <u>Actual</u>	YTD <u>Budget</u>	Annual <u>Budget</u>	Variance to <u>YTD Budget</u>
Operating Revenues	\$24.0	\$21.0	\$261.7	\$3.0
Ad Valorem / Other Revenues	0.5	0.8	67.3	(0.3)
Operating Expenditures	17.9	24.5	317.9	6.6

Revenues Less Adjusted Expenses (January 2021)

Revenues	Budget (MTD)	Actual (MTD)	Budget (YTD)	Actual (YTD)	2020 Actual (YTD)	Actuals as % of YTD Budget
Water Service	9,346,405	10,622,031	9,346,405	10,622,031	11,276,625	114%
Sewer Service	11,636,224	13,195,402	11,636,224	13,195,402	13,770,539	113%
Non Operating Revenue	392,572	220,092	392,572	220,092	5,311	56%
Misc Revenues	463,741	325,432	463,741	325,432	70,783	70%
Total Revenues	21,838,943	24,362,958	21,838,943	24,362,958	25,123,259	112%
Operating Expenses						
Water Service	9,941,176	5,949,432	9,941,176	5,949,432	6,655,064	60%
Sewer Service	10,370,686	7,425,133	10,370,686	7,425,133	7,146,103	72%
Drainage Service	4,168,499	4,545,991	4,168,499	4,545,991	4,934,562	109%
Total Expenses	24,480,361	17,920,557	24,480,361	17,920,557	18,735,728	73%
Interest Expense	1,880,635	1,933,128	1,880,635	1,933,128	1,710,986	
Revenues less Expenses	(4,522,054)	4,509,273	(4,522,054)	4,509,273	4,676,545	
Non-Cash Expenses	8,921,577	8,090,878	9,104,290	8,228,487	5,397,126	
Revenues less Adjusted Expenses	4,399,524	12,600,151	4,582,236	12,737,760	10,073,670	

Revenue and Expense Charts (January 2021)



MONTHLY FINANCIAL REPORT

Cash Collections (January 2021)

Historical Monthly Water and Sewerage System Cash Collections

2019 Water Collections				2020 Water Collections				2021 Water Collections			
Months	Water Service Charges & Fees	Delinquent Fees	Total	Months	Water Service Charges & Fees	Delinquent Fees	Total	Months	Water Service Charges & Fees	Delinquent Fees	Total
January	\$ 7,269,033	\$ 145,536	\$ 7,414,569	January	\$ 9,370,008	\$ 193,867	\$ 9,563,875	January	\$ 7,795,274	\$ 25,951	\$ 7,821,225
February	\$ 6,261,340	\$ 136,461	\$ 6,397,801	February	\$ 8,510,690	\$ 162,949	\$ 8,673,639				
March	\$ 6,835,909	\$ 98,609	\$ 6,934,519	March	\$ 8,510,036	\$ 162,272	\$ 8,672,308				
April	\$ 8,024,726	\$ 182,469	\$ 8,207,195	April	\$ 6,519,253	\$ 279,649	\$ 6,798,902				
May	\$ 8,128,278	\$ 148,478	\$ 8,276,756	May	\$ 7,900,869	\$ 105,513	\$ 8,006,382				
June	\$ 7,547,372	\$ 150,562	\$ 7,697,934	June	\$ 7,267,122	\$ 82,830	\$ 7,349,952				
July	\$ 9,662,101	\$ 194,163	\$ 9,856,264	July	\$ 8,048,453	\$ 43,613	\$ 8,092,066				
August	\$ 8,483,471	\$ 190,224	\$ 8,673,696	August	\$ 8,528,091	\$ 39,029	\$ 8,567,120				
September	\$ 8,246,459	\$ 171,490	\$ 8,417,949	September	\$ 8,829,034	\$ 28,497	\$ 8,857,531				
October	\$ 10,133,620	\$ 192,930	\$ 10,326,549	October	\$ 7,613,451	\$ 24,426	\$ 7,637,877				
November	\$ 9,064,555	\$ 213,662	\$ 9,278,216	November	\$ 7,190,806	\$ 24,456	\$ 7,215,262				
December	\$ 8,126,348	\$ 141,736	\$ 8,268,084	December	\$ 9,225,677	\$ 46,307	\$ 9,271,984				
TOTAL	\$ 97,783,213	\$ 1,966,318	\$ 99,749,531	TOTAL	\$ 97,513,490	\$ 1,193,408	\$ 98,706,898				
							\$ (1,042,633)				
2019 Sewerage Collections				2020 Sewerage Collections				2021 Sewerage Collections			
Months	Sewerage Service Charges & Fees	Delinquent Fees	Total	Months	Sewerage Service Charges & Fees	Delinquent Fees	Total	Months	Sewerage Service Charges & Fees	Delinquent Fees	Total
January	\$ 10,283,064	\$ 183,074	\$ 10,466,138	January	\$ 12,683,216	\$ 247,883	\$ 12,931,099	January	\$ 11,154,460	\$ 32,427	\$ 11,186,887
February	\$ 8,856,052	\$ 174,247	\$ 9,030,299	February	\$ 11,510,258	\$ 213,939	\$ 11,724,198				
March	\$ 10,920,960	\$ 123,706	\$ 11,044,666	March	\$ 12,337,081	\$ 207,785	\$ 12,544,866				
April	\$ 11,750,766	\$ 171,101	\$ 11,921,867	April	\$ 9,460,656	\$ 149,191	\$ 9,609,847				
May	\$ 11,709,701	\$ 184,362	\$ 11,894,064	May	\$ 10,703,694	\$ 136,628	\$ 10,840,322				
June	\$ 10,666,270	\$ 193,564	\$ 10,859,833	June	\$ 10,485,228	\$ 105,070	\$ 10,590,298				
July	\$ 12,418,687	\$ 240,120	\$ 12,658,808	July	\$ 11,609,615	\$ 54,036	\$ 11,663,651				
August	\$ 11,484,227	\$ 244,491	\$ 11,728,718	August	\$ 11,850,512	\$ 47,804	\$ 11,898,316				
September	\$ 11,249,671	\$ 225,192	\$ 11,474,863	September	\$ 11,927,583	\$ 35,569	\$ 11,963,153				
October	\$ 13,327,187	\$ 246,420	\$ 13,573,607	October	\$ 10,112,092	\$ 29,194	\$ 10,141,285				
November	\$ 7,943,403	\$ 256,514	\$ 8,199,917	November	\$ 8,981,302	\$ 29,429	\$ 9,010,731				
December	\$ 11,698,150	\$ 180,495	\$ 11,878,645	December	\$ 12,159,920	\$ 58,229	\$ 12,218,149				
TOTAL	\$ 132,308,137	\$ 1,966,318	\$ 134,274,455	TOTAL	\$ 133,821,157	\$ 1,314,758	\$ 135,135,915				
							\$ 404,491				

Days cash on hand (January 2021)

	Water	Sewer
Total Unrestricted Cash Balances / Days Cash on Hand Covenant (>90 days Required)	152	197

Debt Obligations

Debt Information - As of January 31, 2021

	Water	Sewer	Drainage	Total
Debt Outstanding:				
Revenue Bonds*	189,900,000	262,705,000		452,605,000
Limited Tax Bonds			3,955,000	3,955,000
DEQ SRF Loans*		6,571,272		6,571,272
GoZone Loan		40,044,839		40,044,839
Total Debt Outstanding	189,900,000	309,321,111	3,955,000	503,176,111
Southeast Louisiana Project liability				250,343,870
Available Borrowed Funds:				
Unspent Bond Proceeds ⁽¹⁾	242,452	83,654,236		83,896,688
Available Undrawn DEQ SRF Loan Proceeds (South Shore Basin Project)		9,029,728		9,029,728
Total Available Borrowed Funds	242,452	92,683,964		92,926,416

(1) As reported by BLCD.

* Included in Debt Service Coverage Tests

2021 Refunding

2021 Refunding of 2014/2015 Revenue Bonds

March 3, 2021 Closing Date

	Water	Sewer	Total
Par Amount	194,300,000	178,195,000	372,495,000
All in Total Interest Cost	2.72%	2.67%	
Average coupon of refunded bonds	5%	5%	
Average life of refunded bonds	17	15	
Par Amount refunded	161,440,000	157,900,000	319,340,000
Net Present value savings	18,122,740	18,430,995	36,553,735
Budget Savings for 2021 Debt Service Release of Debt Service Reserve Fund	8,614,832	15,494,946	24,109,778
with use of Surety Policy*	7,874,550	12,845,876	20,720,426

*Restricted for capital projects

Capital

2021 CAPITAL DISBURSEMENTS (As of 1/31/2021)

		YTD
	Annual Budget	Disbursements
Water	\$ 87,045,733	\$ 3,558,446
Sewer	\$ 188,632,679	\$ 1,673,666
Drainage	\$ 58,367,652	\$ 2,016,645
Total	\$334,046,064	\$ 7,248,758

Water - pending funding sources	<u>\$ 131,444,196</u>
Total Capital Budget	<u>\$ 465,490,260</u>

Federal Grant/Funding Status

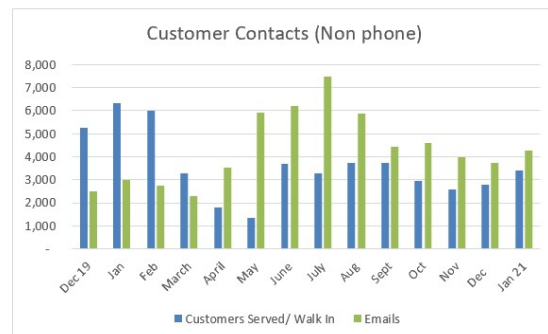
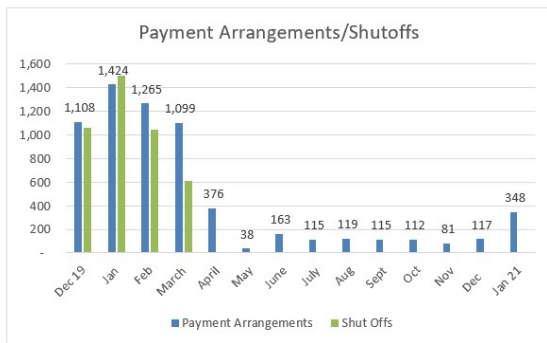
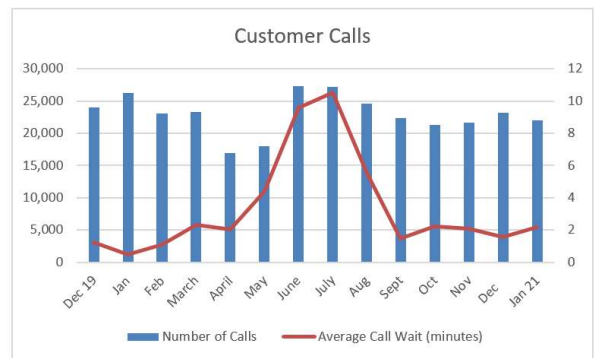
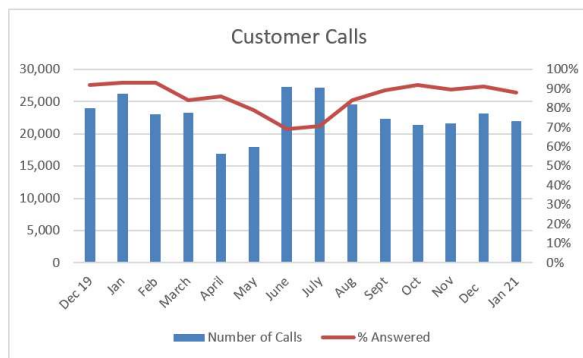
FEDERAL GRANT/FUNDING STATUS (As of 1/31/2021)

	Obligated	Expended	Reimbursed
Hurricane PA Projects	\$ 547,244,853	\$ 510,789,321	\$ 482,364,196
HMGP Projects	\$ 188,871,018	\$ 180,240,720	\$ 141,108,848
JIRR Projects	\$ 268,448,968	\$ 11,737,973	\$ 10,992,352
Total	\$ 1,004,564,839	\$ 702,768,014	\$ 634,465,397

Customer Experience (January 2021):

In January 2021, a total of 36,126 customers were served. These reports do not include actions and responses related to investigations.

	Total # Calls	Total calls Answered	Total Dropped Calls	Average Call Wait	% Calls Answered
January	22,019	19,371	2,648	2:20 min	88%

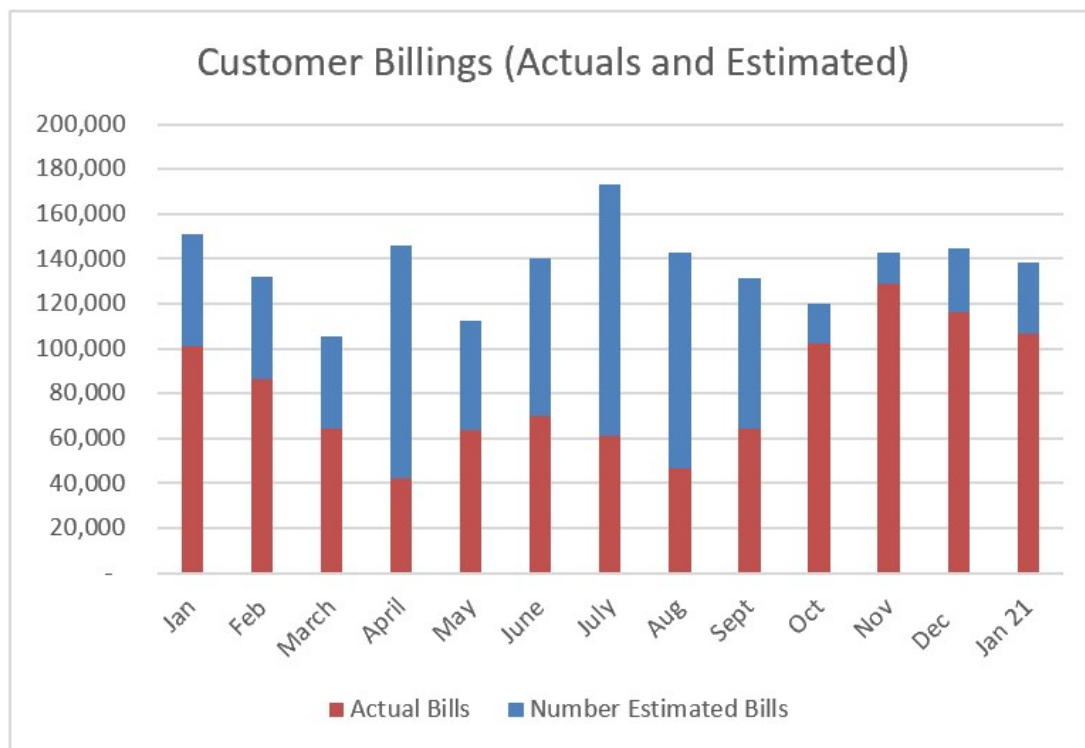


Billing Accuracy (January 2021)

The following metrics are monitored to help management measure and improve the bill accuracy, improve the customer response time and implement best practice collection activity.

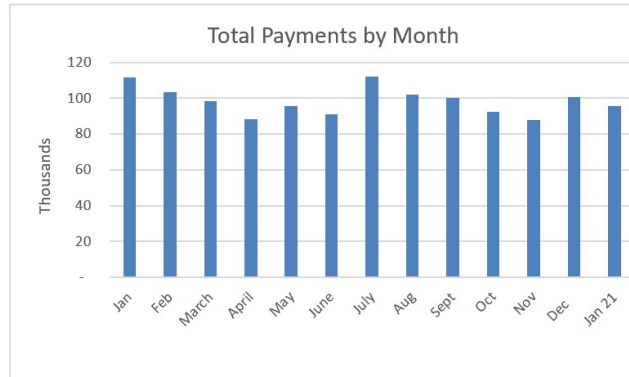
The Sewerage and Water Board (SWBNO) suspended water service shut-offs Thursday, March 12, and will adhere to this policy change for the duration of the Mayor's Declared Emergency proclamation in response to the COVID-19 pandemic.

The high number of estimated reads, caused by COVID-19 related staffing shortages and seasonal turnover, drive inaccuracies and billing complaints. To address this challenge, SWBNO has augmented its meter reading staff with 20 temporary employees to help our internal team provide actual reads as indicated in the monthly customer billings chart below:



Collections (January 2021)

A total of 95,683 payments were received in the month. These payments were received via mail, walk-ins, online payments, and the interactive voice response phone system.



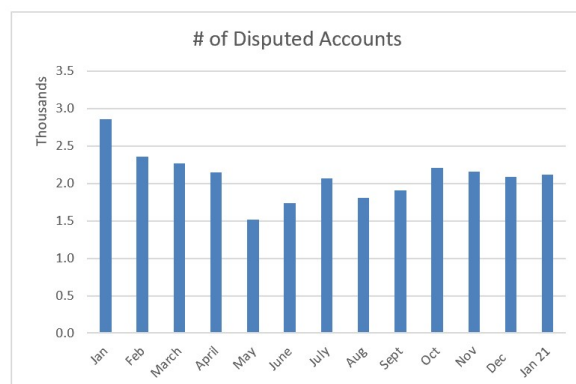
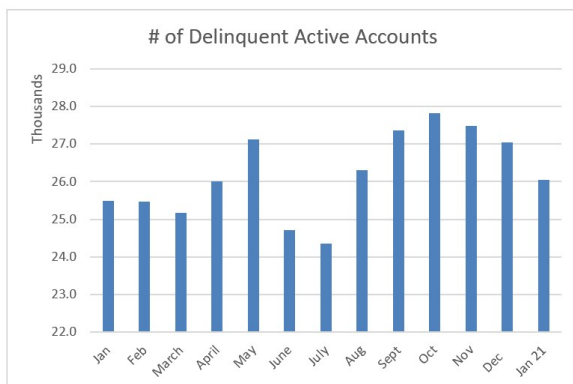
Active Accounts (January 2021)

CUSTOMER ACCOUNT AGING REPORT

As of January 31, 2021

	ACTIVE ACCOUNTS	DELINQUENT ACTIVE ACCOUNTS	PAST DUE \$ AMOUNT (60+ DAYS)	% CHANGE FROM PRIOR MONTH	ACCOUNTS IN DISPUTE	% CHANGE FROM PRIOR MONTH
Residential	120,495	23,999	\$37,822,296	1%	1,765	-2%
Multi-Family	4,582	630	\$ 2,708,998	2%	86	-10%
Commercial	12,836	1,410	\$ 8,625,813	3%	263	31%
Industrial	31	2	\$ 674	10%	-	
TOTALS	137,944	26,041	\$49,157,780	2%	2,114	1%

	January	December
# of Disconnect Notices Sent	0	0
#of New Payment Plans	348	117
Accounts Disconnected	0	0



The number of past due Inactive accounts totaled 34,269 an increase of 285 accounts over the prior month.

January 2021 Financial Statements (unaudited)

Pages 10-17 as follows:

- 10. All System Funds Statements of Revenues and Expenses and Changes in Net Position with Prior year (PY)
- 11. All System Funds Statements of Revenues and Expenses and Changes in Net Position with Budget
- 12. Water Fund Statements of Revenues and Expenses and Changes in Net Position with PY
- 13. Water Fund Statements of Revenues and Expenses and Changes in Net Position with Budget
- 14. Sewer Fund Statements of Revenues and Expenses and Changes in Net Position with PY
- 15. Sewer Fund Statements of Revenues and Expenses and Changes in Net Position with Budget
- 16. Drainage Fund Statements of Revenues and Expenses and Changes in Net Position with PY
- 17. Drainage Fund Statements of Revenues and Expenses and Changes in Net Position with Budget

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
January 2021 Prelim Financials

	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	10,622,031	11,276,625	(654,595)	-5.8%	10,622,031	11,276,625	(654,595)	-5.8%	1
2 Sewerage service charges and del fees	13,195,402	13,770,539	(575,137)	-4.2%	13,195,402	13,770,539	(575,137)	-4.2%	2
3 Plumbing inspection and license fees	28,290	49,900	(21,610)	-43.3%	28,290	49,900	(21,610)	-43.3%	3
4 Other revenues	167,755	279,242	(111,487)	-39.9%	167,755	279,242	(111,487)	-39.9%	4
5 Total operating revenues	24,013,477	25,376,307	(1,362,829)	-5.4%	24,013,477	25,376,307	(1,362,829)	-5.4%	5
Operating Expenses:									
6 Power and pumping	569,218	1,375,549	(806,331)	-58.6%	569,218	1,375,549	(806,331)	-58.6%	6
7 Treatment	265,130	859,467	(594,337)	-69.2%	265,130	859,467	(594,337)	-69.2%	7
8 Transmission and distribution	1,629,273	2,934,726	(1,305,452)	-44.5%	1,629,273	2,934,726	(1,305,452)	-44.5%	8
9 Customer accounts	351,951	368,249	(16,298)	-4.4%	351,951	368,249	(16,298)	-4.4%	9
10 Customer service	303,879	288,627	15,252	5.3%	303,879	288,627	15,252	5.3%	10
11 Administration and general	2,949,836	2,485,180	464,656	18.7%	2,949,836	2,485,180	464,656	18.7%	11
12 Payroll related	2,873,664	4,024,007	(1,150,343)	-28.6%	2,873,664	4,024,007	(1,150,343)	-28.6%	12
13 Maintenance of general plant	749,118	1,002,799	(253,681)	-25.3%	749,118	1,002,799	(253,681)	-25.3%	13
14 Depreciation	5,829,069	5,829,069	-	0.0%	5,829,069	5,829,069	-	0.0%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	2,261,809	44,945	2,216,864	4932.4%	2,261,809	44,945	2,216,864	4932.4%	16
17 Provision for claims	137,609	(476,888)	614,497	-128.9%	137,609	(476,888)	614,497	-128.9%	17
18 Total operating expenses	17,920,557	18,735,728	(815,172)	-4.4%	17,920,557	18,735,728	(815,172)	-4.4%	18
19 Operating income (loss)	6,092,921	6,640,579	(547,658)	-8.2%	6,092,921	6,640,579	(547,658)	-8.2%	19
Non-operating revenues (expense):									
20 Two-mill tax	35	-	35	0.0%	35	-	35	0.0%	20
21 Three-mill tax	60,025	-	60,025	0.0%	60,025	-	60,025	0.0%	21
22 Six-mill tax	63,205	-	63,205	0.0%	63,205	-	63,205	0.0%	22
23 Nine-mill tax	94,740	-	94,740	0.0%	94,740	-	94,740	0.0%	23
24 Interest income	15,368	26,194	(10,826)	-41.3%	15,368	26,194	(10,826)	-41.3%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	283,861	-	283,861	0.0%	283,861	-	283,861	0.0%	26
27 Bond Issuance Costs	-	-	-	0.0%	-	-	-	0.0%	27
28 Interest expense	(1,933,128)	(1,710,986)	(222,142)	13.0%	(1,933,128)	(1,710,986)	(222,142)	13.0%	28
29 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	30
31 Total non-operating revenues	(1,415,894)	(1,684,792)	268,899	-16.0%	(1,415,894)	(1,684,792)	268,899	-16.0%	31
32 Income before capital contributions	4,677,027	4,955,786	(278,759)	-5.6%	4,677,027	4,955,786	(278,759)	-5.6%	32
33 Capital contributions	787,882	224,612	563,270	250.8%	787,882	224,612	563,270	250.8%	33
34 Change in net position	5,464,909	5,180,399	284,511	5.5%	5,464,909	5,180,399	284,511	5.5%	34
35 Transfer of Debt Service Assistance Fund loan payable						-			35
36 Net position, beginning of year					2,361,448,451	2,356,268,052	5,180,399	0.2%	36
37 Net position, end of year					2,366,913,360	2,361,448,451	5,464,910	0.2%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
ALL SYSTEM FUNDS
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
January 2021 Prelim Financials

	A	B	C	D	E	F	G	H	
	MTD	MTD	MTD		YTD	YTD	YTD		
	Actual	Budget	Variance	%	Actual	Budget	Variance	%	
Operating revenues:									
1 Sales of water and delinquent fees	10,622,031	9,346,405	1,275,626	13.6%	10,622,031	9,346,405	1,275,626	13.6%	1
2 Sewerage service charges and del fees	13,195,402	11,636,224	1,559,178	13.4%	13,195,402	11,636,224	1,559,178	13.4%	2
3 Plumbing inspection and license fees	28,290	42,088	(13,798)	-32.8%	28,290	42,088	(13,798)	-32.8%	3
4 Other revenues	167,755	21,344	146,410	685.9%	167,755	21,344	146,410	685.9%	4
5 Total operating revenues	24,013,477	21,046,062	2,967,415	14.1%	24,013,477	21,046,062	2,967,415	14.1%	5
Operating Expenses:									
6 Power and pumping	569,218	1,366,142	(796,924)	-58.3%	569,218	1,366,142	(796,924)	-58.3%	6
7 Treatment	265,130	1,761,622	(1,496,492)	-84.9%	265,130	1,761,622	(1,496,492)	-84.9%	7
8 Transmission and distribution	1,629,273	3,165,821	(1,536,547)	-48.5%	1,629,273	3,165,821	(1,536,547)	-48.5%	8
9 Customer accounts	351,951	385,139	(33,188)	-8.6%	351,951	385,139	(33,188)	-8.6%	9
10 Customer service	303,879	328,589	(24,710)	-7.5%	303,879	328,589	(24,710)	-7.5%	10
11 Administration and general	2,949,836	4,178,533	(1,228,697)	-29.4%	2,949,836	4,178,533	(1,228,697)	-29.4%	11
12 Payroll related	2,873,664	2,311,591	562,073	24.3%	2,873,664	2,311,591	562,073	24.3%	12
13 Maintenance of general plant	749,118	1,878,636	(1,129,517)	-60.1%	749,118	1,878,636	(1,129,517)	-60.1%	13
14 Depreciation	5,829,069	6,146,471	(317,402)	-5.2%	5,829,069	6,146,471	(317,402)	-5.2%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	2,261,809	2,775,106	(513,297)	-18.5%	2,261,809	2,775,106	(513,297)	-18.5%	16
17 Provision for claims	137,609	182,712	(45,103)	-24.7%	137,609	182,712	(45,103)	-24.7%	17
18 Total operating expenses	17,920,557	24,480,361	(6,559,805)	-26.8%	17,920,557	24,480,361	(6,559,805)	-26.8%	18
19 Operating income (loss)	6,092,921	(3,434,299)	9,527,220	-277.4%	6,092,921	(3,434,299)	9,527,220	-277.4%	19
Non-operating revenues (expense):									
20 Two-mill tax	35	-	35	0.0%	35	-	35	0.0%	20
21 Three-mill tax	60,025	19,058	40,967	215.0%	60,025	19,058	40,967	215.0%	21
22 Six-mill tax	63,205	122,881	(59,676)	-48.6%	63,205	122,881	(59,676)	-48.6%	22
23 Nine-mill tax	94,740	172,032	(77,292)	-44.9%	94,740	172,032	(77,292)	-44.9%	23
24 Interest income	15,368	212,226	(196,858)	-92.8%	15,368	212,226	(196,858)	-92.8%	24
25 Other Taxes	-	58,617	(58,617)	-100.0%	-	58,617	(58,617)	-100.0%	25
26 Other Income	283,861	186,511	97,349	52.2%	283,861	186,511	97,349	52.2%	26
27 Interest expense	(1,933,128)	(1,880,635)	(52,494)	2.8%	(1,933,128)	(1,880,635)	(52,494)	2.8%	27
28 Operating and maintenance grants	-	28,564	(28,564)	-100.0%	-	28,564	(28,564)	-100.0%	28
29 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Total non-operating revenues	(1,415,894)	(1,080,746)	(335,148)	31.0%	(1,415,894)	(1,080,746)	(335,148)	31.0%	30
31 Income before capital contributions	4,677,027	(4,515,045)	9,192,073	-203.6%	4,677,027	(4,515,045)	9,192,073	-203.6%	31
32 Capital contributions	787,882	-	787,882	0.0%	787,882	-	787,882	0.0%	32
33 Change in net position	5,464,909	(4,515,045)	9,979,955	-221.0%	5,464,909	(4,515,045)	9,979,955	-221.0%	33
35 Audit Adjustment									35
36 Net position, beginning of year					2,361,448,451	2,356,268,052	5,180,399	0.2%	36
37 Net position, end of year					2,369,456,905	2,351,753,007	17,703,898	0.8%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
January 2021 Prelim Financials

	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	10,622,031	11,276,625	(654,595)	-5.8%	10,622,031	11,276,625	(654,595)	-5.8%	1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0%	2
3 Plumbing inspection and license fees	28,290	24,950	3,340	13.4%	28,290	24,950	3,340	13.4%	3
4 Other revenues ¹	125,135	180,359	(55,223)	-30.6%	125,135	180,359	(55,223)	-30.6%	4
5 Total operating revenues	10,775,456	11,481,934	(706,478)	-6.2%	10,775,456	11,481,934	(706,478)	-6.2%	5
Operating Expenses:									
6 Power and pumping	106,992	187,207	(80,215)	-42.8%	106,992	187,207	(80,215)	-42.8%	6
7 Treatment	254,337	610,761	(356,425)	-58.4%	254,337	610,761	(356,425)	-58.4%	7
8 Transmission and distribution	670,461	1,486,911	(816,451)	-54.9%	670,461	1,486,911	(816,451)	-54.9%	8
9 Customer accounts	175,498	183,659	(8,161)	-4.4%	175,498	183,659	(8,161)	-4.4%	9
10 Customer service	149,132	140,977	8,155	5.8%	149,132	140,977	8,155	5.8%	10
11 Administration and general	1,051,120	834,834	216,286	25.9%	1,051,120	834,834	216,286	25.9%	11
12 Payroll related	1,125,399	1,483,344	(357,945)	-24.1%	1,125,399	1,483,344	(357,945)	-24.1%	12
13 Maintenance of general plant	297,231	409,744	(112,513)	-27.5%	297,231	409,744	(112,513)	-27.5%	13
14 Depreciation	1,063,838	1,063,838	-	0.0%	1,063,838	1,063,838	-	0.0%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	1,000,380	275,848	724,532	262.7%	1,000,380	275,848	724,532	262.7%	16
17 Provision for claims	55,044	(22,062)	77,105	-349.5%	55,044	(22,062)	77,105	-349.5%	17
18 Total operating expenses	5,949,432	6,655,064	(705,632)	-10.6%	5,949,432	6,655,064	(705,632)	-10.6%	18
					-				
19 Operating income (loss)	4,826,024	4,826,870	(846)	0.0%	4,826,024	4,826,870	(846)	0.0%	19
Non-operating revenues (expense):									
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%	20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%	21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%	22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%	23
24 Interest income	2,146	17,604	(15,458)	-87.8%	2,146	17,604	(15,458)	-87.8%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	283,861	-	283,861	0.0%	283,861	-	283,861	0.0%	26
27 Bond Issuance Costs	-	-	-	0.0%	-	-	-	0.0%	27
28 Interest expense	(788,854)	(804,046)	15,192	-1.9%	(788,854)	(804,046)	15,192	-1.9%	28
29 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	30
31 Total non-operating revenues	(502,847)	(786,442)	283,595	-36.1%	(502,847)	(786,442)	283,595	-36.1%	31
32 Income before capital contributions	4,323,177	4,040,428	282,749	7.0%	4,323,177	4,040,428	282,749	7.0%	32
33 Capital contributions	236,365	15,019	221,346	1473.8%	236,365	15,019	221,346	1473.8%	33
34 Change in net position	4,559,541	4,055,447	504,095	12.4%	4,559,541	4,055,447	504,095	12.4%	34
35 Transfer of Debt Service Assistance Fund loan payable					-				35
36 Net position, beginning of year					375,248,995	371,193,548	4,055,447	1.1%	36
37 Net position, end of year					379,808,536	375,248,995	4,559,542	1.2%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
WATER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
January 2021 Prelim Financials

	A	B	C	D	E	F	G	H	
	MTD	MTD	MTD		YTD	YTD	YTD		
	Actual	Budget	Variance	%	Actual	Budget	Variance	%	
Operating revenues:									
1 Sales of water and delinquent fees	10,622,031	9,346,405	1,275,626	13.6%	10,622,031	9,346,405	1,275,626	13.6%	1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0%	2
3 Plumbing inspection and license fees	28,290	20,968	7,322	34.9%	28,290	20,968	7,322	34.9%	3
4 Other revenues ¹	125,135	13,564	111,572	822.6%	125,135	13,564	111,572	822.6%	4
5 Total operating revenues	10,775,456	9,380,937	1,394,520	14.9%	10,775,456	9,380,937	1,394,520	14.9%	5
Operating Expenses:									
6 Power and pumping	106,992	200,435	(93,443)	-46.6%	106,992	200,435	(93,443)	-46.6%	6
7 Treatment	254,337	677,624	(423,288)	-62.5%	254,337	677,624	(423,288)	-62.5%	7
8 Transmission and distribution	670,461	1,283,878	(613,417)	-47.8%	670,461	1,283,878	(613,417)	-47.8%	8
9 Customer accounts	175,498	191,685	(16,187)	-8.4%	175,498	191,685	(16,187)	-8.4%	9
10 Customer service	149,132	162,003	(12,871)	-7.9%	149,132	162,003	(12,871)	-7.9%	10
11 Administration and general	1,051,120	1,390,675	(339,555)	-24.4%	1,051,120	1,390,675	(339,555)	-24.4%	11
12 Payroll related	1,125,399	974,717	150,683	15.5%	1,125,399	974,717	150,683	15.5%	12
13 Maintenance of general plant	297,231	948,775	(651,544)	-68.7%	297,231	948,775	(651,544)	-68.7%	13
14 Depreciation	1,063,838	2,784,204	(1,720,365)	-61.8%	1,063,838	2,784,204	(1,720,365)	-61.8%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	1,000,380	1,264,255	(263,875)	-20.9%	1,000,380	1,264,255	(263,875)	-20.9%	16
17 Provision for claims	55,044	62,924	(7,881)	-12.5%	55,044	62,924	(7,881)	-12.5%	17
18 Total operating expenses	5,949,432	9,941,176	(3,991,744)	-40.2%	5,949,432	9,941,176	(3,991,744)	-40.2%	18
19 Operating income (loss)	4,826,024	(560,239)	5,386,263	-961.4%	4,826,024	(560,239)	5,386,263	-961.4%	19
Non-operating revenues (expense):									
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%	20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%	21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%	22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%	23
24 Interest income	2,146	89,725	(87,579)	-97.6%	2,146	89,725	(87,579)	-97.6%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	283,861	143,800	140,061	97.4%	283,861	143,800	140,061	97.4%	26
27 Interest expense	(788,854)	(788,854)	(0)	0.0%	(788,854)	(788,854)	(0)	0.0%	27
28 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	28
29 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Total non-operating revenues	(502,847)	(555,329)	52,482	-9.5%	(502,847)	(555,329)	52,482	-9.5%	30
31 Income before capital contributions	4,323,177	(1,115,568)	5,438,745	-487.5%	4,323,177	(1,115,568)	5,438,745	-487.5%	31
32 Capital contributions	236,365	-	236,365	0.0%	236,365	-	236,365	0.0%	32
33 Change in net position	4,559,541	(1,115,568)	5,675,110	-508.7%	4,559,541	(1,115,568)	5,675,110	-508.7%	33
35 Audit Adjustment	-	-	-	-	-	-	-	-	35
36 Net position, beginning of year	375,248,995	371,193,548	4,055,447	1.1%	375,248,995	371,193,548	4,055,447	1.1%	36
37 Net position, end of year	380,287,168	370,077,980	10,209,189	2.8%	380,287,168	370,077,980	10,209,189	2.8%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
January 2021 Prelim Financials

	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%	1
2 Sewerage service charges and del fees	13,195,402	13,770,539	(575,137)	-4.2%	13,195,402	13,770,539	(575,137)	-4.2%	2
3 Plumbing inspection and license fees	-	24,950	(24,950)	-100.0%	-	24,950	(24,950)	-100.0%	3
4 Other revenues	36,224	97,458	(61,234)	-62.8%	36,224	97,458	(61,234)	-62.8%	4
5 Total operating revenues	13,231,626	13,892,947	(661,321)	-4.8%	13,231,626	13,892,947	(661,321)	-4.8%	5
Operating Expenses:									
6 Power and pumping	104,220	455,975	(351,755)	-77.1%	104,220	455,975	(351,755)	-77.1%	6
7 Treatment	10,793	248,705	(237,912)	-95.7%	10,793	248,705	(237,912)	-95.7%	7
8 Transmission and distribution	604,234	1,034,654	(430,419)	-41.6%	604,234	1,034,654	(430,419)	-41.6%	8
9 Customer accounts	175,498	183,659	(8,161)	-4.4%	175,498	183,659	(8,161)	-4.4%	9
10 Customer service	149,131	140,977	8,155	5.8%	149,131	140,977	8,155	5.8%	10
11 Administration and general	1,282,789	1,099,128	183,661	16.7%	1,282,789	1,099,128	183,661	16.7%	11
12 Payroll related	1,131,527	1,496,597	(365,070)	-24.4%	1,131,527	1,496,597	(365,070)	-24.4%	12
13 Maintenance of general plant	301,648	391,863	(90,215)	-23.0%	301,648	391,863	(90,215)	-23.0%	13
14 Depreciation	2,348,820	2,348,820	-	0.0%	2,348,820	2,348,820	-	0.0%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	1,261,429	(234,613)	1,496,042	-637.7%	1,261,429	(234,613)	1,496,042	-637.7%	16
17 Provision for claims	55,044	(19,662)	74,706	-379.9%	55,044	(19,662)	74,706	-379.9%	17
18 Total operating expenses	7,425,133	7,146,103	279,030	3.9%	7,425,133	7,146,103	279,030	3.9%	18
19 Operating income (loss)	5,806,493	6,746,845	(940,351)	-13.9%	5,806,493	6,746,845	(940,351)	-13.9%	19
Non-operating revenues (expense):									
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%	20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%	21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%	22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%	23
24 Interest income	11,135	3,279	7,856	239.6%	11,135	3,279	7,856	239.6%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	-	-	-	0.0%	-	-	-	0.0%	26
27 Bond Issuance Costs	-	-	-	0.0%	-	-	-	0.0%	27
28 Interest expense	(1,144,274)	(906,940)	(237,334)	26.2%	(1,144,274)	(906,940)	(237,334)	26.2%	28
29 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	30
31 Total non-operating revenues	(1,133,139)	(903,661)	(229,478)	25.4%	(1,133,139)	(903,661)	(229,478)	25.4%	31
32 Income before capital contributions	4,673,355	5,843,183	(1,169,829)	-20.0%	4,673,355	5,843,183	(1,169,829)	-20.0%	32
33 Capital contributions	393,941	176,362	217,579	123.4%	393,941	176,362	217,579	123.4%	33
34 Change in net position	5,067,296	6,019,545	(952,250)	-15.8%	5,067,296	6,019,545	(952,250)	-15.8%	34
35 Transfer of Debt Service Assistance Fund loan payable									35
36 Net position, beginning of year					818,132,359	812,112,814	6,019,545	0.7%	36
37 Net position, end of year					823,199,655	818,132,359	5,067,296	0.6%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
SEWER SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
January 2021 Prelim Financials

	A	B	C	D	E	F	G	H	
	MTD	MTD	MTD		YTD	YTD	YTD		
	Actual	Budget	Variance	%	Actual	Budget	Variance	%	
Operating revenues:									
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0%	1
2 Sewerage service charges and del fees	13,195,402	11,636,224	1,559,178	13.4%	13,195,402	11,636,224	1,559,178	13.4%	2
3 Plumbing inspection and license fees	-	21,121	(21,121)	-100.0%	-	21,121	(21,121)	-100.0%	3
4 Other revenues	36,224	7,781	28,444	365.6%	36,224	7,781	28,444	365.6%	4
5 Total operating revenues	13,231,626	11,665,126	1,566,501	13.4%	13,231,626	11,665,126	1,566,501	13.4%	5
Operating Expenses:									
6 Power and pumping	104,220	346,033	(241,814)	-69.9%	104,220	346,033	(241,814)	-69.9%	6
7 Treatment	10,793	1,083,998	(1,073,204)	-99.0%	10,793	1,083,998	(1,073,204)	-99.0%	7
8 Transmission and distribution	604,234	1,504,988	(900,753)	-59.9%	604,234	1,504,988	(900,753)	-59.9%	8
9 Customer accounts	175,498	192,236	(16,738)	-8.7%	175,498	192,236	(16,738)	-8.7%	9
10 Customer service	149,131	162,605	(13,474)	-8.3%	149,131	162,605	(13,474)	-8.3%	10
11 Administration and general	1,282,789	1,918,753	(635,964)	-33.1%	1,282,789	1,918,753	(635,964)	-33.1%	11
12 Payroll related	1,131,527	781,856	349,671	44.7%	1,131,527	781,856	349,671	44.7%	12
13 Maintenance of general plant	301,648	581,589	(279,941)	-48.1%	301,648	581,589	(279,941)	-48.1%	13
14 Depreciation	2,348,820	2,221,876	126,944	5.7%	2,348,820	2,221,876	126,944	5.7%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	1,261,429	1,503,054	(241,625)	-16.1%	1,261,429	1,503,054	(241,625)	-16.1%	16
17 Provision for claims	55,044	73,698	(18,654)	-25.3%	55,044	73,698	(18,654)	-25.3%	17
18 Total operating expenses	7,425,133	10,370,686	(2,945,553)	-28.4%	7,425,133	10,370,686	(2,945,553)	-28.4%	18
19 Operating income (loss)	5,806,493	1,294,439	4,512,054	348.6%	5,806,493	1,294,439	4,512,054	348.6%	19
Non-operating revenues (expense):									
20 Two-mill tax	-	-	-	0.0%	-	-	-	0.0%	20
21 Three-mill tax	-	-	-	0.0%	-	-	-	0.0%	21
22 Six-mill tax	-	-	-	0.0%	-	-	-	0.0%	22
23 Nine-mill tax	-	-	-	0.0%	-	-	-	0.0%	23
24 Interest income	11,135	108,167	(97,031)	-89.7%	11,135	108,167	(97,031)	-89.7%	24
25 Other Taxes	-	58,617	(58,617)	-100.0%	-	58,617	(58,617)	-100.0%	25
26 Other Income	-	-	-	0.0%	-	-	-	0.0%	26
27 Interest expense	(1,144,274)	(1,084,772)	(59,502)	5.5%	(1,144,274)	(1,084,772)	(59,502)	5.5%	27
28 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	28
29 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Total non-operating revenues	(1,133,139)	(917,989)	(215,150)	23.4%	(1,133,139)	(917,989)	(215,150)	23.4%	30
31 Income before capital contributions	4,673,355	376,450	4,296,905	1141.4%	4,673,355	376,450	4,296,905	1141.4%	31
32 Capital contributions	393,941	-	393,941	0.0%	393,941	-	393,941	0.0%	32
33 Change in net position	5,067,296	376,450	4,690,846	1246.1%	5,067,296	376,450	4,690,846	1246.1%	33
35 Audit Adjustment	-	-	-	-	-	-	-	-	35
36 Net position, beginning of year	818,132,359	812,112,814	6,019,545	0.7%	818,132,359	812,112,814	6,019,545	0.7%	36
37 Net position, end of year	825,062,130	812,489,264	12,572,866	1.5%	825,062,130	812,489,264	12,572,866	1.5%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH PRIOR YEAR COMPARISONS
January 2021 Prelim Financials

	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%	1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0%	2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0%	3
4 Other revenues	6,395	1,425	4,970	348.7%	6,395	1,425	4,970	348.7%	4
5 Total operating revenues	6,395	1,425	4,970	348.7%	6,395	1,425	4,970	348.7%	5
	-				-				
Operating Expenses:									
6 Power and pumping	358,006	732,367	(374,361)	-51.1%	358,006	732,367	(374,361)	-51.1%	6
7 Treatment	-	-	-	0.0%	-	-	-	0.0%	7
8 Transmission and distribution	354,578	413,160	(58,582)	-14.2%	354,578	413,160	(58,582)	-14.2%	8
9 Customer accounts	954	930	24	2.6%	954	930	24	2.6%	9
10 Customer service	5,616	6,673	(1,057)	-15.8%	5,616	6,673	(1,057)	-15.8%	10
11 Administration and general	615,927	551,217	64,710	11.7%	615,927	551,217	64,710	11.7%	11
12 Payroll related	616,737	1,044,066	(427,328)	-40.9%	616,737	1,044,066	(427,328)	-40.9%	12
13 Maintenance of general plant	150,240	201,192	(50,953)	-25.3%	150,240	201,192	(50,953)	-25.3%	13
14 Depreciation	2,416,411	2,416,411	-	0.0%	2,416,411	2,416,411	-	0.0%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	-	3,709	(3,709)	-100.0%	-	3,709	(3,709)	-100.0%	16
17 Provision for claims	27,522	(435,164)	462,686	-106.3%	27,522	(435,164)	462,686	-106.3%	17
18 Total operating expenses	4,545,991	4,934,562	(388,570)	-7.9%	4,545,991	4,934,562	(388,570)	-7.9%	18
	-				-				
19 Operating income (loss)	(4,539,597)	(4,933,136)	393,540	-8.0%	(4,539,597)	(4,933,136)	393,540	-8.0%	19
	-				-				
Non-operating revenues (expense):									
20 Two-mill tax	35	-	35	0.0%	35	-	35	0.0%	20
21 Three-mill tax	60,025	-	60,025	0.0%	60,025	-	60,025	0.0%	21
22 Six-mill tax	63,205	-	63,205	0.0%	63,205	-	63,205	0.0%	22
23 Nine-mill tax	94,740	-	94,740	0.0%	94,740	-	94,740	0.0%	23
24 Interest income	2,086	5,311	(3,225)	-60.7%	2,086	5,311	(3,225)	-60.7%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	-	-	-	0.0%	-	-	-	0.0%	26
27 Bond Issuance Costs	-	-	-	0.0%	-	-	-	0.0%	27
28 Interest expense	-	-	-	0.0%	-	-	-	0.0%	28
29 Operating and maintenance grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Provision for claims	-	-	-	0.0%	-	-	-	0.0%	30
31 Total non-operating revenues	220,092	5,311	214,781	4044.0%	220,092	5,311	214,781	4044.0%	31
	-				-				
32 Income before capital contributions	(4,319,504)	(4,927,825)	608,321	-12.3%	(4,319,504)	(4,927,825)	608,321	-12.3%	32
33 Capital contributions	157,576	33,232	124,345	374.2%	157,576	33,232	124,345	374.2%	33
34 Change in net position	(4,161,928)	(4,894,594)	732,666	-15.0%	(4,161,928)	(4,894,594)	732,666	-15.0%	34
	-				-				
35 Transfer of Debt Service Assistance Fund loan payable									35
36 Net position, beginning of year					1,168,067,096	1,172,961,690	(4,894,594)	-0.4%	36
37 Net position, end of year					1,163,905,169	1,168,067,096	(4,161,928)	-0.4%	37

SEWERAGE AND WATER BOARD OF NEW ORLEANS
DRAINAGE SYSTEM FUND
STATEMENT OF REVENUES AND EXPENSES AND CHANGES IN NET POSITION
WITH BUDGET COMPARISONS
January 2021 Prelim Financials

	A	B	C	D	E	F	G	H	
	MTD	MTD	MTD		YTD	YTD	YTD		
	Actual	Budget	Variance	%	Actual	Budget	Variance	%	
Operating revenues:									
1 Sales of water and delinquent fees	-	-	-	0.0%	-	-	-	0.0%	1
2 Sewerage service charges and del fees	-	-	-	0.0%	-	-	-	0.0%	2
3 Plumbing inspection and license fees	-	-	-	0.0%	-	-	-	0.0%	3
4 Other revenues	6,395	-	6,395	100.0%	6,395	-	6,395	100.0%	4
5 Total operating revenues	6,395	-	6,395	100.0%	6,395	-	6,395	100.0%	5
Operating Expenses:									
6 Power and pumping	358,006	819,673	(461,667)	-56.3%	358,006	819,673	(461,667)	-56.3%	6
7 Treatment	-	-	-	0.0%	-	-	-	0.0%	7
8 Transmission and distribution	354,578	376,956	(22,377)	-5.9%	354,578	376,956	(22,377)	-5.9%	8
9 Customer accounts	954	1,218	(264)	-21.6%	954	1,218	(264)	-21.6%	9
10 Customer service	5,616	3,980	1,636	41.1%	5,616	3,980	1,636	41.1%	10
11 Administration and general	615,927	869,105	(253,177)	-29.1%	615,927	869,105	(253,177)	-29.1%	11
12 Payroll related	616,737	555,018	61,719	11.1%	616,737	555,018	61,719	11.1%	12
13 Maintenance of general plant	150,240	348,271	(198,032)	-56.9%	150,240	348,271	(198,032)	-56.9%	13
14 Depreciation	2,416,411	1,140,391	1,276,020	111.9%	2,416,411	1,140,391	1,276,020	111.9%	14
15 Amortization	-	-	-	0.0%	-	-	-	0.0%	15
16 Provision for doubtful accounts	-	7,797	(7,797)	-100.0%	-	7,797	(7,797)	-100.0%	16
17 Provision for claims	27,522	46,090	(18,568)	-40.3%	27,522	46,090	(18,568)	-40.3%	17
18 Total operating expenses	4,545,991	4,168,499	377,492	9.1%	4,545,991	4,168,499	377,492	9.1%	18
19 Operating income (loss)	(4,539,597)	(4,168,499)	(371,097)	8.9%	(4,539,597)	(4,168,499)	(371,097)	8.9%	19
Non-operating revenues (expense):									
20 Two-mill tax	35	-	35	0.0%	35	-	35	0.0%	20
21 Three-mill tax	60,025	19,058	40,967	215.0%	60,025	19,058	40,967	215.0%	21
22 Six-mill tax	63,205	122,881	(59,676)	-48.6%	63,205	122,881	(59,676)	-48.6%	22
23 Nine-mill tax	94,740	172,032	(77,292)	-44.9%	94,740	172,032	(77,292)	-44.9%	23
24 Interest income	2,086	14,335	(12,248)	-85.4%	2,086	14,335	(12,248)	-85.4%	24
25 Other Taxes	-	-	-	0.0%	-	-	-	0.0%	25
26 Other Income	-	42,711	(42,711)	-100.0%	-	42,711	(42,711)	-100.0%	26
27 Interest expense	-	(7,008)	7,008	-100.0%	-	(7,008)	7,008	-100.0%	27
28 Operating and maintenance grants	-	28,564	(28,564)	-100.0%	-	28,564	(28,564)	-100.0%	28
29 Provision for grants	-	-	-	0.0%	-	-	-	0.0%	29
30 Total non-operating revenues	220,092	392,572	(172,480)	-43.9%	220,092	392,572	(172,480)	-43.9%	30
31 Income before capital contributions	(4,319,504)	(3,775,927)	(543,577)	14.4%	(4,319,504)	(3,775,927)	(543,577)	14.4%	31
32 Capital contributions	157,576	-	157,576	0.0%	157,576	-	157,576	0.0%	32
33 Change in net position	(4,161,928)	(3,775,927)	(386,001)	10.2%	(4,161,928)	(3,775,927)	(386,001)	10.2%	33
35 Audit Adjustment	-	-	-	-	-	-	-	-	35
36 Net position, beginning of year	1,168,067,096	1,172,961,690	(4,894,594)	-0.4%	1,168,067,096	1,172,961,690	(4,894,594)	-0.4%	36
37 Net position, end of year	1,164,107,607	1,169,185,763	(5,078,156)	-0.4%	1,164,107,607	1,169,185,763	(5,078,156)	-0.4%	37

**OFFICE OF GENERAL SUPERINTENDENT
SEWERAGE AND WATER BOARD OF NEW ORLEANS**

March 17, 2021

To the Honorable President and members of the Sewerage and Water Board of New Orleans:

The following report for the month of February presented herewith:

Contract 1368 – M.R. Pittman Group, LLC – Hazard Mitigation Grant Project. Oak Street Pumping Station. This work is approximately 99% complete. (CP Item 112).

Contract 1370A – Walter J. Barnes Electric Co., Inc. – 60Hz Transformer/Switchgear. This work is approximately 51% complete. (CP Item 676-05).

Contract 1377 – M.R. Pittman Group, LLC – Water Hammer Hazard Mitigation Program. Claiborne Avenue Pump Station & Off-Site Improvements. This work is approximately 33% complete. (CP Item 175).

Contract 170065 – Echologics, LLC. – Leak Detection Services. This work is approximately 99% complete. (CP Item 175).

Contract 180034 – Tree Remediation Services. This work is approximately 23% complete. (O & M Item).

Contract 2129 – Wallace C. Drennan, Inc. – Water Point Repair. This work is approximately 96% complete. (CP Item 214).

Contract 2130 – Wallace C. Drennan, Inc. – Water Point Repair. This work is approximately 96% complete. (CP Item 175).

Contract 3665 – TKTMJ, Inc. – Hurricane Katrina 404 Hazard Mitigation Grant Program Replacement of DOTD Sewage Lift Station. Contract is currently in litigation. This work is 100% complete. (CP Item 340).

Contract 3667 – TKTMJ, Inc. – Hurricane Katrina 404 Hazard Mitigation Grant Program Replacement of Plum Orchard Sewage Lift Station. Contract is currently in litigation. This work is 100% complete. (CP Item 340).

Contract 3799 – Industrial & Mechanical Contractors, Inc. – Installation of Sludge Dryer at the East Bank Wastewater Treatment Plant. This work is approximately 99% complete. (CP Item 348).

Contract 30102 – The McDonnell Group – DPS 17/Station D Structural Repairs. This work is 100% complete. (CP Item 511).

Contract 30109 – Cycle Construction – Sewer Pumping Station A Structural Rehabilitation. This work is approximately 68% complete. (CP Item 326).

Contract 30213 – Grady Crawford – South Shore Sewer Rehabilitation No. 1. This work is approximately 34% complete. (CP Item 317).

Contract 30214 – Grady Crawford – South Shore Sewer Rehabilitation No. 2. This work is approximately 99% complete. (CP Item 317).

Contract 30217 – CES – Cleaning & CCTV Inspection. This work is approximately 100% complete. (CP Item 375).

Contract 30218 – Wallace C. Drennan, Inc. – Sewer Point Repair. This work is approximately 52% complete. (O & M Item).

Contract 30219 – Wallace C. Drennan, Inc. – Manhole to Manhole & Sewer Point Repair. This work is approximately 52% complete. (CP Item 175).

Contract 30222 – Grady Crawford – South Shore Sewer Rehabilitation No. 3. This work is approximately 78% complete. (CP Item 317).

Contract 30223 – BLD Services – South Shore Sewer Rehabilitation No. 4. This work is approximately 71% complete. (CP Item 317).

Contract 30224 – BLD Services – South Shore Sewer Rehabilitation No. 5. This work is approximately 71% complete. (CP Item 317).

Contract 5224 – Industrial & Mechanical Contractors, Inc. – Hurricane Katrina Related Repairs to New Carrollton Hospital, Marconi, Paris & Press Drainage Underpass Stations. This work is approximately 92% complete. (CP Item 511).

Contract 5243 – Industrial & Mechanical Contractors, Inc. – Drainage Pump Station #4 Anti-Siphon Project. This work is approximately 99% complete. (CP Item 535).

Contract 8145 – Wallace C. Drennan, Inc. – Repaving Zone 4. This work is approximately 63% complete. (O & M Item).

Contract 8162 – Fleming Construction Co., Inc. – Paving Zone 3. This work is approximately 14% complete. (O & M Item).

Contract 8163 – Fleming Construction Co., Inc. – Paving Zone 4. This work is approximately 24% complete. (O & M Item).

PLUMBING DEPARTMENT

Submitted herewith, you will find the monthly report for work performed by the Plumbing Department;

There were 257 Plumbing and 3 Backflow permits issued during the month of **February**. This department complied with 196 requests for Plumbing Inspections, which consists of inspections conducted with Licensed Plumbing Contractors, Property Owners, Tenants, Department of Health and Hospitals Sanitarians, and Environmental Inspectors.

For your information, the following numbers are of the permits issued and inspections conducted.

	<u>Dec</u>	<u>Jan</u>	<u>2021 Feb</u>	<u>2020 Feb</u>	<u>YTD 2021</u>
Plumbing Permits Issued	279	221	257	245	
Backflow Permits Issued	008	001	003	025	
	287	222	260	270	482
Inspections Conducted					
Water	159	131	101	303	
Special	000	000	000	081	
Final	116	078	086	119	
Totals	275	209	187	503	396

RAINFALL REPORT FOR FEBRUARY 2021

The rainfall for the month of **February** was **4.95"**, compared to the 128-year average of **4.53"** for the month of **February**. The cumulative rainfall through the Second month of the year was **7.10"** compared to the 127-year average of **9.02"**.

AVERAGE DAILY PUMPAGE FOR THE MONTH OF FEBRUARY

New Orleans Side
Algiers Side

144.11 Million Gallons Per Day
9.82 Million Gallons Per Day

Respectfully submitted,



M. RON SPOONER
INTERIM GENERAL SUPERINTENDENT

MRS/zfg
GENSUP%3-17-21

**SEWERAGE AND WATER BOARD OF NEW ORLEANS
OFFICE OF SPECIAL COUNSEL**

March 17, 2021

**To the Honorable President and Members of the
Sewerage and Water Board of New Orleans:**

The following represents Legal Department activities during the month of **February 2021**.

CONTRACTS EXECUTED BEFORE SPECIAL COUNSEL:

**Industrial Welding Supply – Furnishing Laboratory and Welding
Gases - \$53,787.90**

**Hydra-Stop, LLC – Furnishing Valve Insertion System 4, 6, 8, 10, and
12-inch nominal sizes - \$915,910.00.**

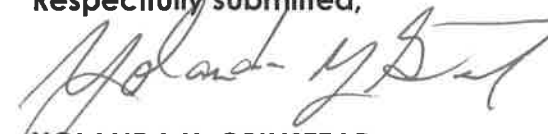
**Steris – Furnishing Maintenance, Parts, Labor and Quarterly
Inspections for Steris Autoclave - \$14,655.24.**

CIVIL SUITS FILED AGAINST BOARD:

New:

**LERONDA MILLER V. SELVIN ARTEAGA, ET AL, No. 21-01426, Civil
District Court.** In this case plaintiff sued seeking judgment for
property damages and personal injuries allegedly sustained when
her vehicle was rear-ended by a S&WB vehicle at US90B West near
the Earhart Exit on or about March 25, 2020.

Respectfully submitted,



**YOLANDA Y. GRINSTEAD
SPECIAL COUNSEL**

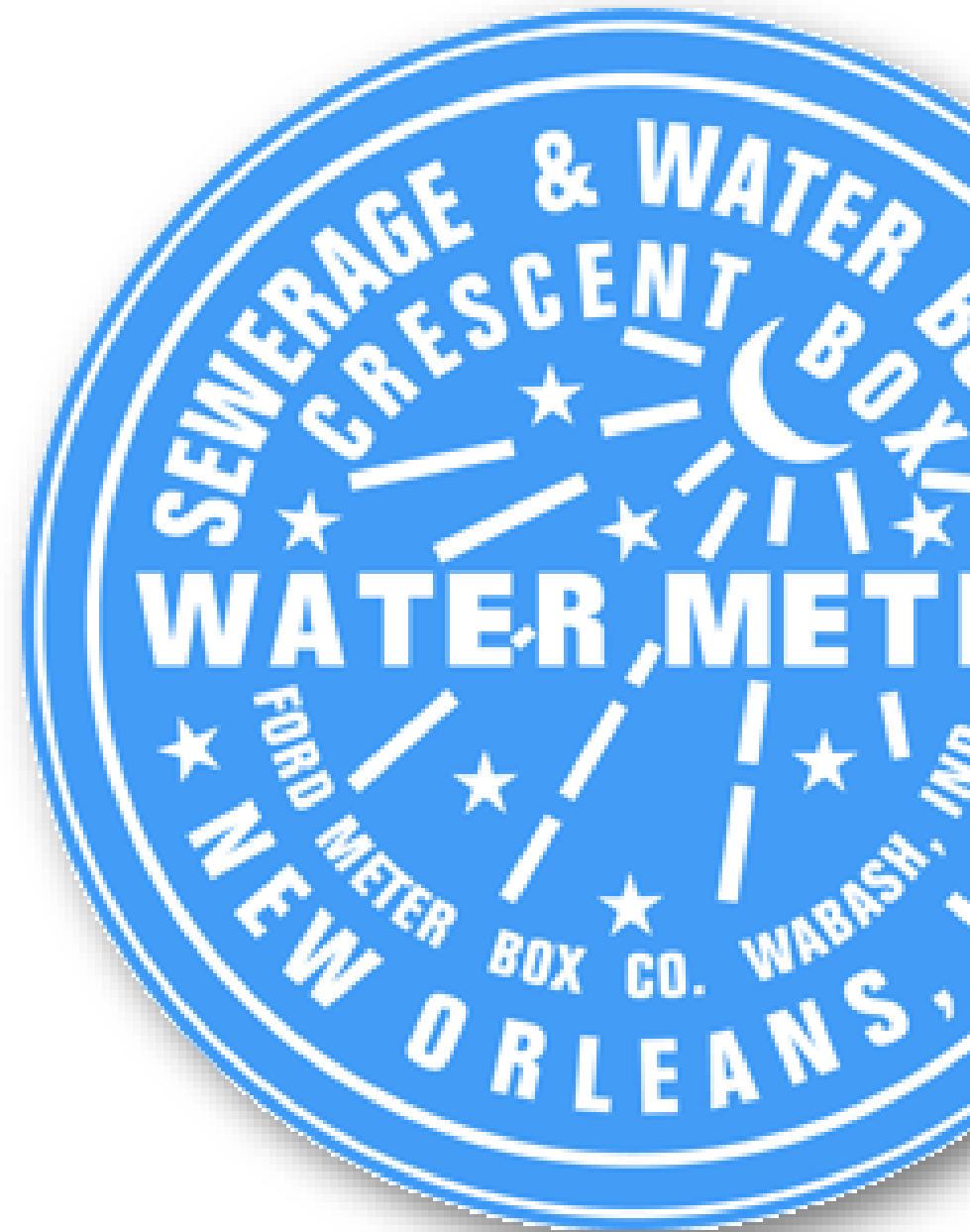
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Customer Experience Improvement Project

March 10, 2021

Rene Gonzalez, Chief Customer Service Officer



Customer Service – Current State



Over the last six months, we have:

- Opened two new customer service satellite offices
 - Sanchez Center and Rosa Keller Library
 - Temporary presence at Venetian Isles Firehouse – CM Nguyen
- Hired 25 additional meter readers to double internal capacity
 - Readers will be trained and on the street by March 15
- Revised the process for identifying and reviewing “flagged” bills
- Purchased software that will enable streamlined dispute tracking

Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



Strengths

What are we good at?



Opportunities

Where do we see big possibilities for our organization?



Weaknesses

What are we not good at?



Threats

What do we see on the horizon as being potentially harmful to our organization?

| Customer Service – Current State



Diagnosing SWBNO's CS Division Current State

- One-on-One interviews with internal and external stakeholders
- Quantitative and qualitative survey data on employee engagement and the quality and effectiveness of CS leadership
- Analysis of Key Performance Indicators
- Analysis of Performance Management Records within the CS Division
- Analysis of Customer Service organizational Structure
- Overview of existing processes that impact the customer journey

Customer Service – Current State

Diagnosing SWBNO's CS Division Current State



- Some People – Committed, Passionate,
- Knowledge of processes, products, services



Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Billing – too many errors and too slow to respond
- Meter reading quality
- Ineffective escalation process
- Some People – underperformers (Detractors)
- Employee engagement
- High turnover in some departments
- Customer facing communication skills

Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Internal Communication – especially across divisions
- Inconsistent practices and lack of SOP's
- Low to Moderate confidence in CS Leadership
- Lack of Accountability
- Lacking sense of urgency
- Unclear process and task ownership
- Some inadequate systems

| Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Interdependencies, and bureaucratic red tape.
- Unaligned priorities across divisions
- Unclear expectations or lack of vision
- Unfair treatment and/or preferential treatment of staff

| Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Improve organizational performance
 - Develop effective, well balanced leaders
 - Create a culture of accountability
 - Clear expectations who owns what
 - Overarching communication strategy
 - Simplify the way we conduct business (internally and externally)

| Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Increase customer trust and confidence
 - Developing consistent business practices
 - Enhance customer billing experience
 - Reducing escalations
 - Improving customer escalation process

| Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Employee retention - Loosing good employees - Institutional Knowledge
- Turnover at the ET level
- Internal culture – Resistance to change
- Internal culture – Too much “on the fly” change
- Civil Service
- Complacency

Customer Service – Current State



Diagnosing SWBNO's CS Division Current State



- Increased involvement from external stakeholders who desire to help but lack the specific expertise to do so.
- Customer confidence and trust continues to erode
- Rate increases that further hamper customer's ability to pay, or become current in their bills
- Resiliency - Aging infrastructure continues to outpace organizational efforts to rebuild

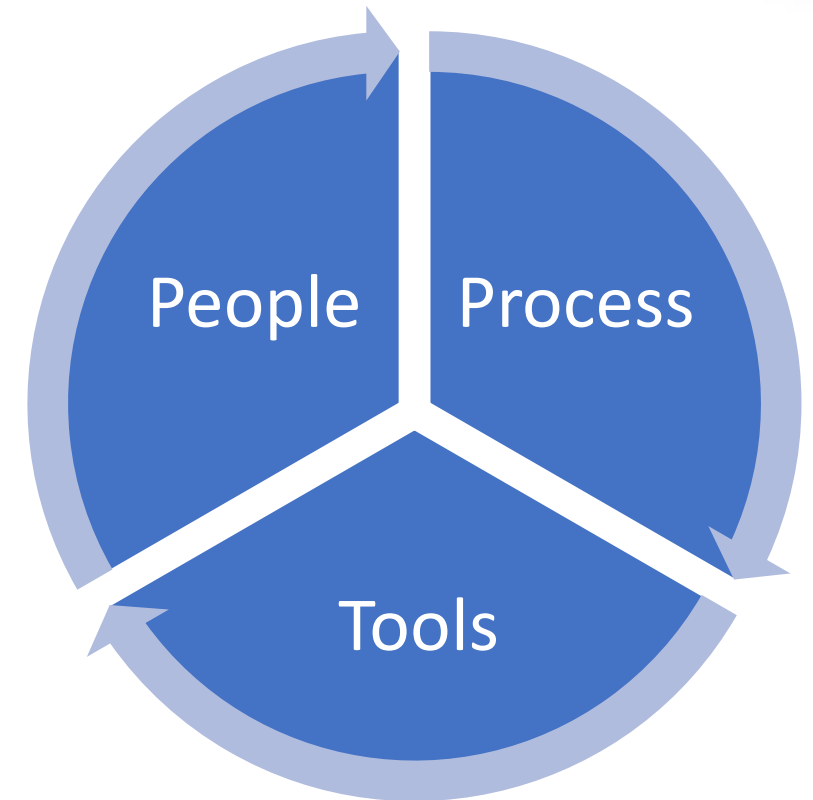
| CEI – How we'll get there

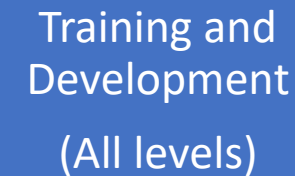
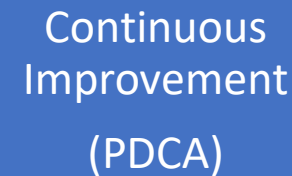
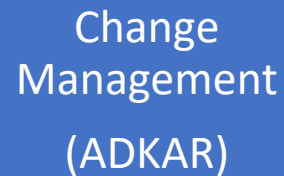
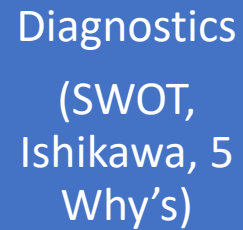
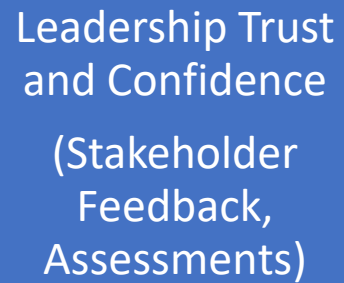


Customer Experience Improvement Project

A comprehensive and overarching, sustainable, cross-functional strategy

- 1) Enhance customer confidence and trust
- 2) Improve organizational performance
- 3) Enhance organizational culture





Customer Service – Future State



Internal Stakeholder
Feedback –
Leadership abilities
and confidence (Pe)



CS SWOT Analysis
Functional Group
Exercises (Pe,P,T)



Root Cause Analysis
of identified
performance gaps
(Pe,P,T)



Reassess
/Continuous
Improvement



Identify training
needs and establish
approach



Process
Improvement
Implementation

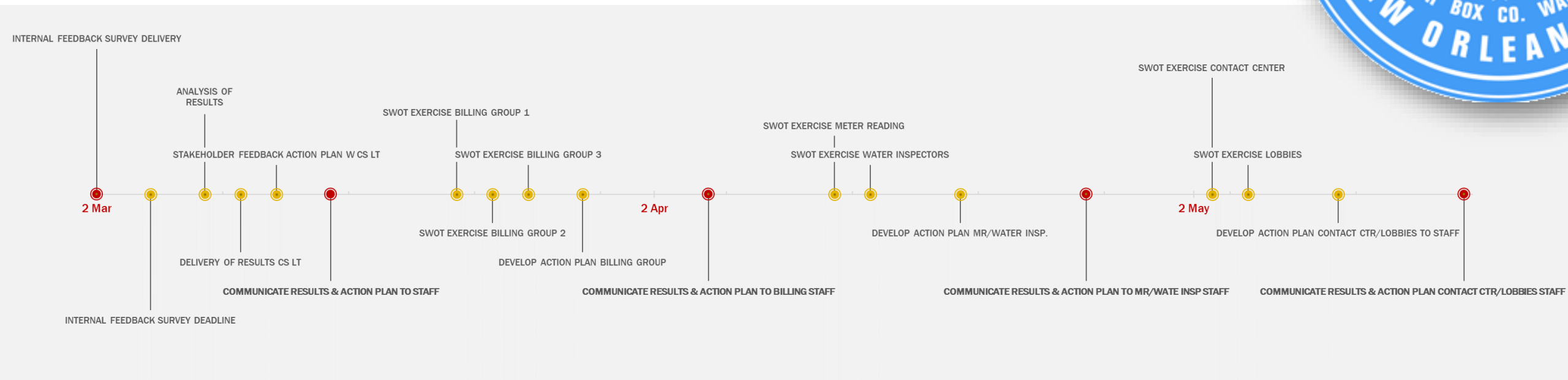
| Customer Service – What's next



The “Big Picture” objectives:

- **Strengths** must be effectively maintained, built upon, and maximized
- **Weaknesses** need to be effectively remedied or eliminated
- **Opportunities** need to be effectively prioritized and optimized
- **Threats** must be effectively countered or minimized.

Customer Service – When we'll get there



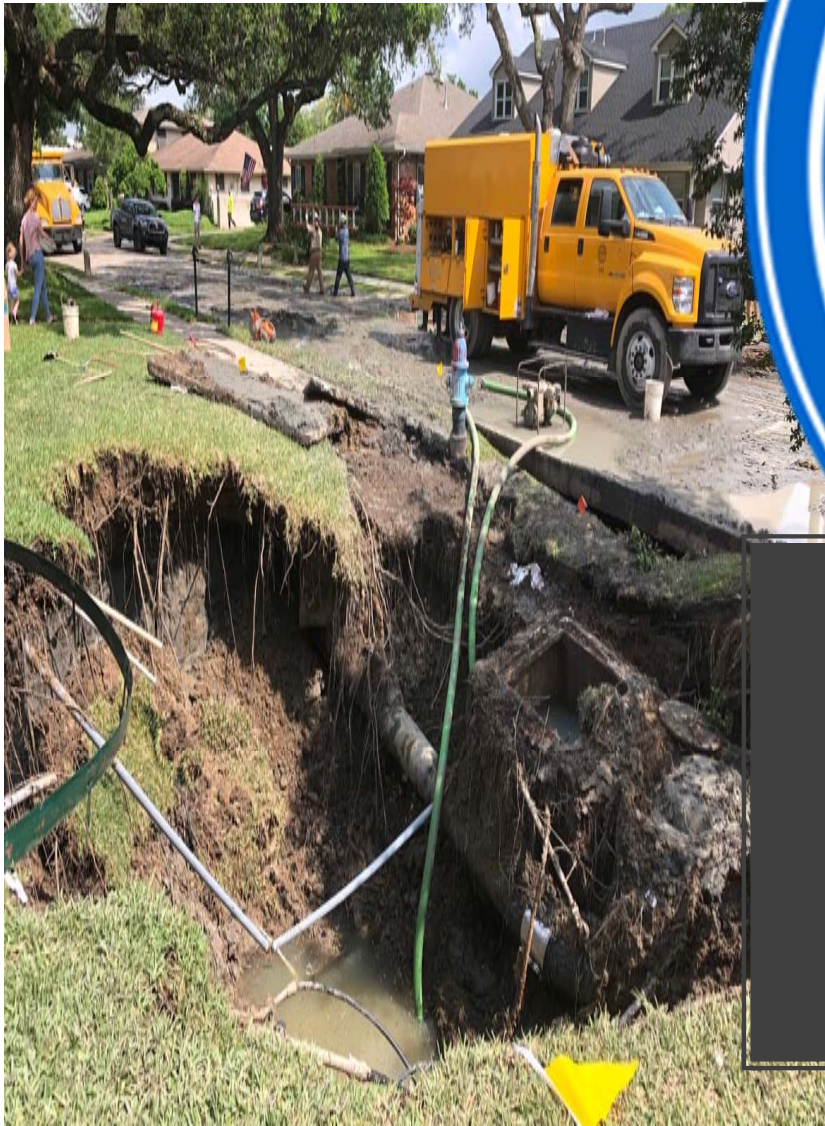
DATE	MILESTONE	DATE	MILESTONE
2-Mar	Internal Feedback Survey Delivery	5-Apr	Communicate Results & Action Plan to Billing Staff
5-Mar	Internal Feedback Survey Deadline	12-Apr	SWOT Exercise Meter Reading
8-Mar	Analysis of Results	14-Apr	SWOT Exercise Water Inspectors
10-Mar	Delivery of Results CS LT	19-Apr	Develop Action Plan MR/Water Insp.
12-Mar	Stakeholder Feedback Action Plan W CS LT	26-Apr	Communicate Results & Action Plan to MR/Wate Insp Staff
15-Mar	Communicate Results & Action Plan to Staff	3-May	SWOT Exercise Contact Center
22-Mar	SWOT Exercise Billing Group 1	5-May	SWOT Exercise Lobbies
24-Mar	SWOT Exercise Billing Group 2	10-May	Develop Action Plan Contact Ctr/Lobbies to Staff
26-Mar	SWOT Exercise Billing Group 3	17-May	Communicate Results & Action Plan Contact Ctr/Lobbies Staff
29-Mar	Develop Action Plan Billing Group		

Looking Ahead

- Continuous Process Improvement
- Workforce Training and Development

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Networks Administration –
Operations Committee Report:
March 10, 2021

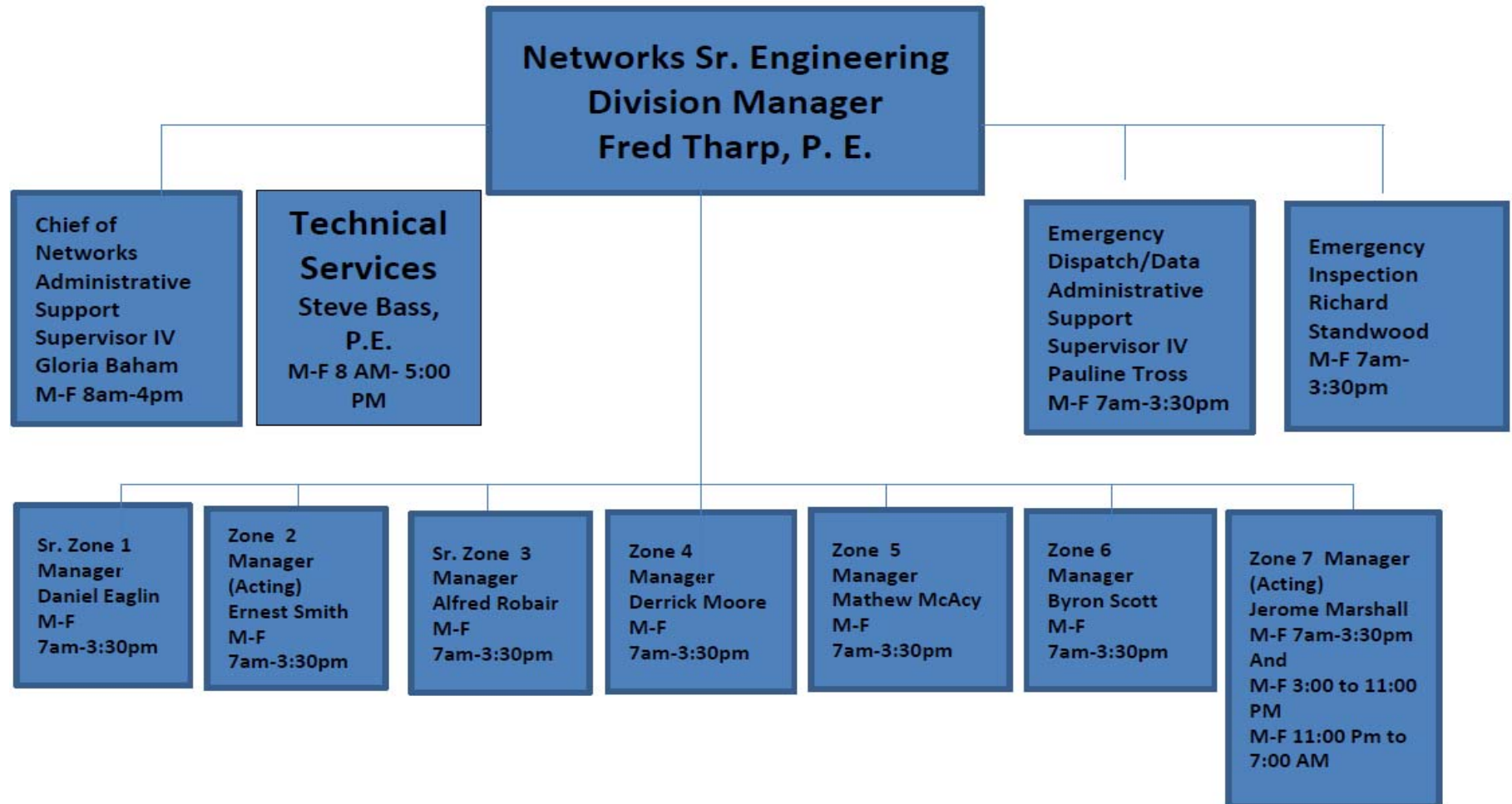
Networks Administration

Duties & Structure

- **Networks Administration is the licensed operator of the water distribution and sewer collection systems, serving over 3000 miles of water mains and an equal amount of sanitary sewers mains**
- **Consists of Maintenance Zones, Emergency Services and Engineering (Technical Services)**
- **Self performs water/sewer repairs with SWB Staff/Equipment**
- **Utilizes Contractor support for sewer/water repairs**
- **Provides direct support to the Power & Pumping, Sewer/Drainage Operations and Water Purification Divisions**
- **Provides citywide coverage 7 days a week.**

Staffing

- **Zones are staffed by approximately 300+ individuals, mostly in the Maintenance Technician Series (MT)**
- **Emergency Services is staffed with experienced Maintenance Technicians and Administrative personnel (20+ individuals)**
- **Technical Services group are primarily Engineers, Technicians and administrative Personnel (20+ individuals).**
- **Technical Services manages construction contracts which account for up to 50 additional personnel working on SWB projects**
- **Office of Chief of Networks manages the entire organization, including budgets, personnel, training. Staffed by one engineer and 4 administrative persons (5 individuals)**

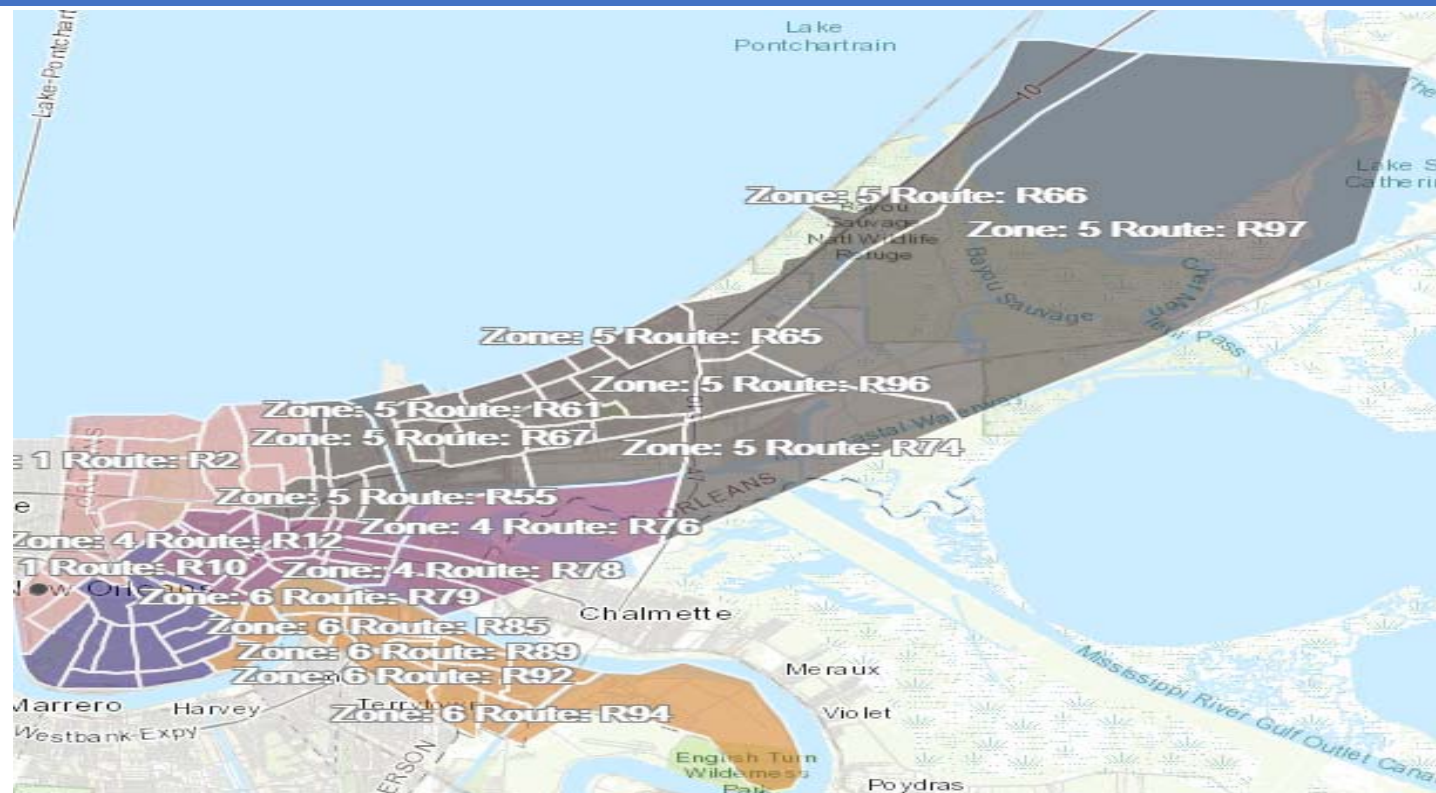


Geographic Zone Responsibilities

- **Zones 1,3,4,5 & 6 - Geographic Zone**
- **Responsible for Repair and Maintenance of Water and Sewers Monday- Friday**
- **Provides rotational coverage for repairs on Weekends and Declared Emergencies**

Geographic Zone Boundaries

Zones 1,3,4,5,6



Zone 2 Responsibilities

- **Zone 2 supports Zones 1,3,4,5 & 6 with repair of water and sewers - citywide**
- **Responsible for Traffic Control Devices**
- **Hydrant Testing in coordination with NOFD**
- **Specializes in installation of Inserta-Valves**
- **Provides rotational coverage for repairs on Weekends and Declared Emergencies**

Zone 7 Responsibilities

- **Zone 7 Provides Pavement restorations from 7:00 AM to 3:30 PM M-F**
- **Repairs of water and sewers - citywide 3:00 PM to 11:00PM M-F**
- **Provides Emergency Sewer Response from 11:00 PM to 7:00 AM M-F**
- **Provides rotational coverage for repairs on Weekends and Declared Emergencies**

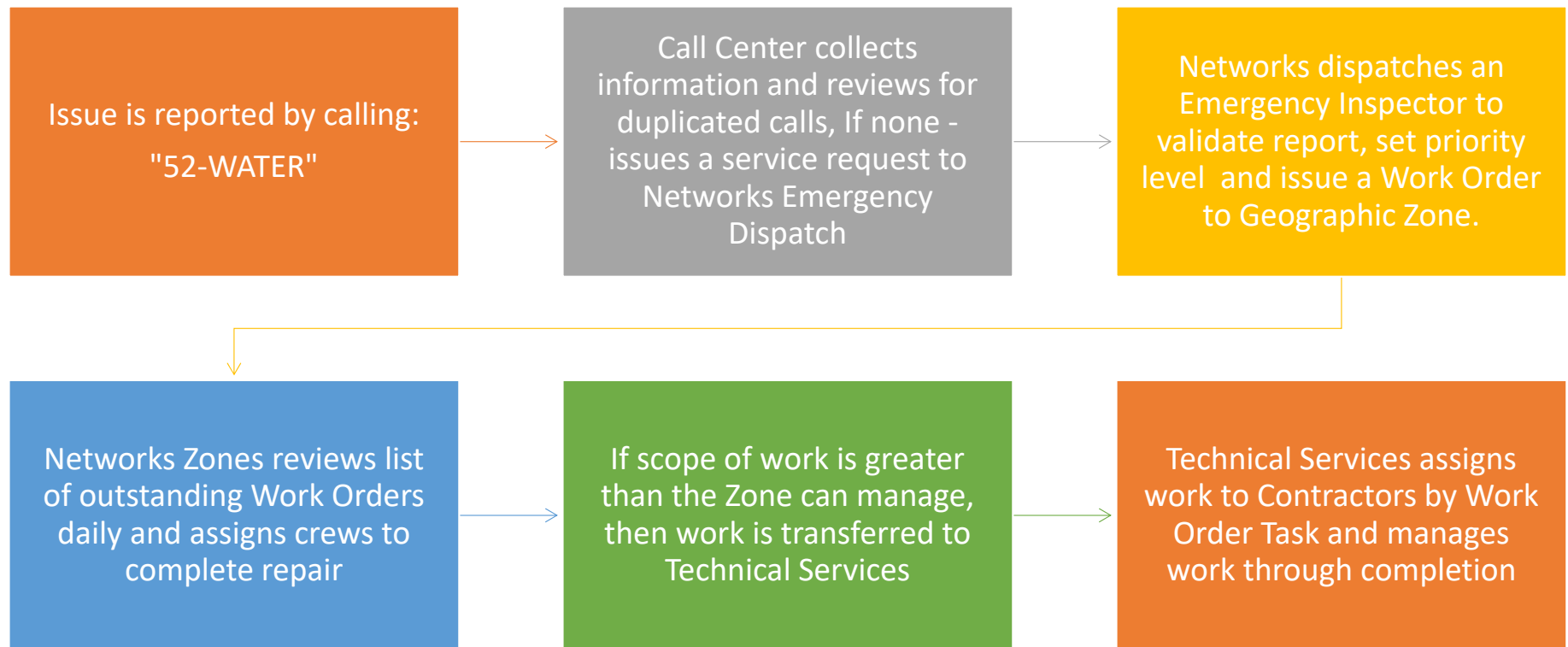
Emergency Services Responsibilities

- **Emergency Services (ES) acts upon Service Requests generated from the 52-WATER call center with two shifts 7:00 AM to 3:30 PM M-F and 3:00 PM to 11:00 PM M-F**
- **ES validates issues that are reported and issues Work Orders to the appropriate Zone noting required scope of work and priority**
- **ES data entry group support final processing and data entry for all workorders**
- **Provides rotational coverage for repairs on Weekends and Declared Emergencies**

Technical Services Responsibilities

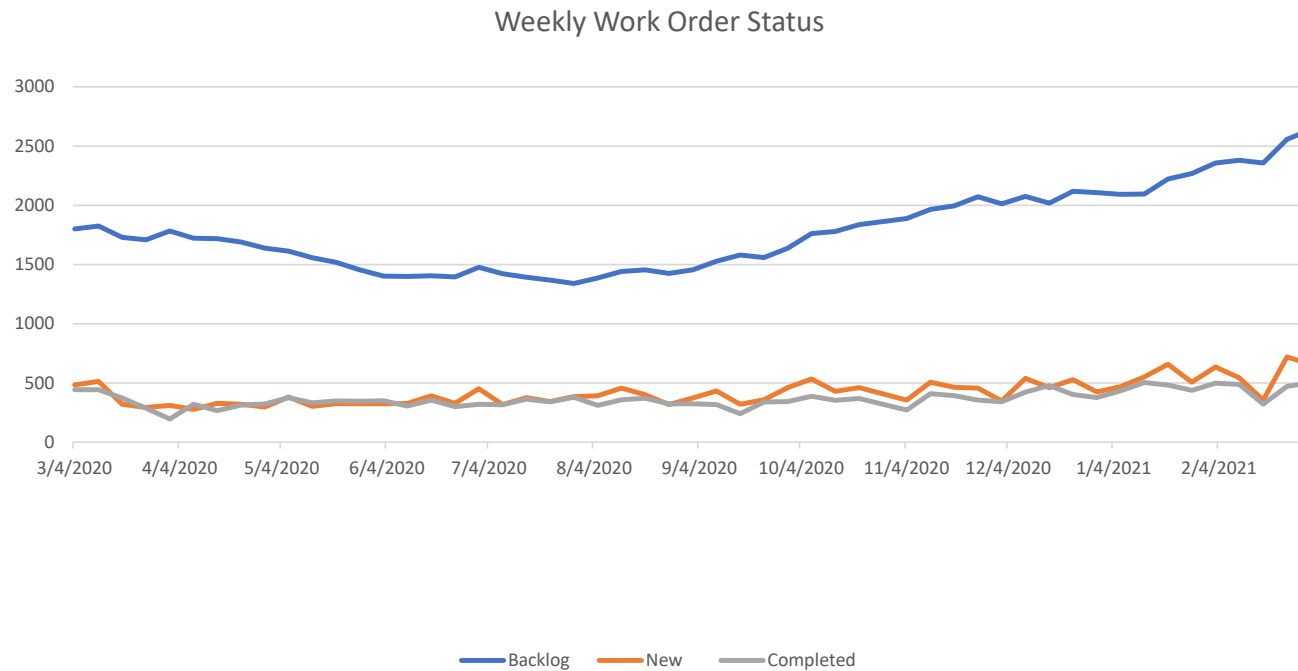
- Provides Technical support to Zones when extra ordinary conditions are encountered
- Manages Task-Based Contracts for the repair of water, sewer, drainage and pavement restorations as assigned
- Manages Professional Services contracts in support of Zone work such as leak detection, Arborist services and the support of the technical elements associated with fulfillment of EPA – Consent Decree requirements

Typical Work Order Process



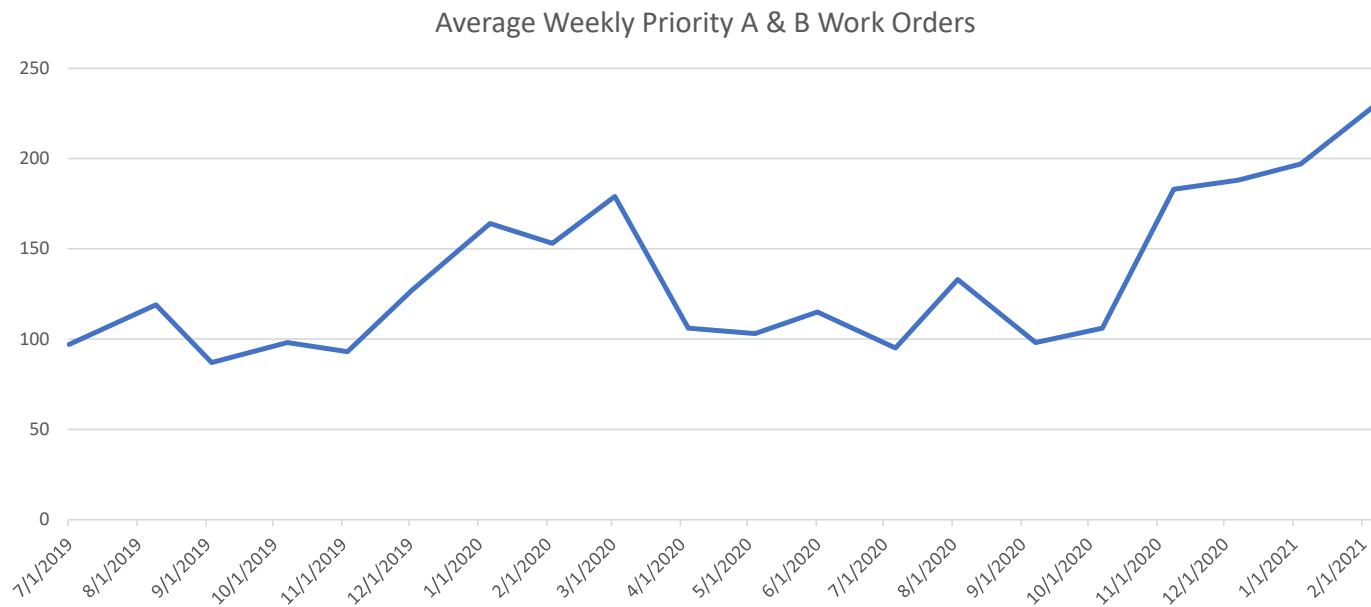
Weekly Work Order Status

March 2020 to March 2021



Average Weekly Priority A & B Work Orders

June 2019 to March 2021



Networks O&M Annual Budget by Groups 2019 vs. 2021

Group	Department	2019 Budget	2021 Budget
6000	Chief of Networks	620,625.00	538,233.00
6001	Zone 1	3,691,354.00	3,859,281.00
6002	Zone 2	2,751,866.00	2,986,790.00
6003	Zone 3	3,220,692.00	2,993,097.00
6004	Zone 4	2,914,692.00	2,747,231.00
6005	Zone 5	3,238,448.00	2,763,705.00
6006	Zone 6	2,405,431.00	2,653,715.00
6007	Zone 7	2,914,455.00	2,790,156.00
6008	Zone 8	0.00	236,500.00
6010	Emergency Services	1,407,026.00	1,424,985.00
6430	Leak Detection	759,657.00	350,000.00
6460	Valve & Hydrant	63,500.00	51,000.00
6470	House Connections	41,000.00	51,000.00
6500	Technical Services	1,584,261.00	1,578,404.00
6523	Underground Box Canals	2,210,000.00	1,077,400.00
6611	Rigid Paving (Concrete)	700,000.00	625,000.00
6612	Asphalt Paving	495,000.00	325,000.00
6620	Water Pt. Repair (Contractor)	11,269,536.00	8,875,000.00
6621	Sewer Pt. Repair (Contractor)	10,750,000.00	8,500,000.00
	Total	51,037,543.00	44,426,497.00

Networks Capital Budget

2021

Group	Work Description	2021 Budget
214-00	Replacement of Water Mains	3,000,000.00
214-01	Installation of water line/meter	125,000.00
214-04	Lead Service Line Replacement	50,000.00
216-04	Major Valve Replacement	2,500,000.00
318-02	Gravity Sewer Replacement	3,000,000.00
318-03	Sewer Main Lining	2,500,000.00
318-04	Sewer Line Connections	250,000.00
	Total	\$11,425,000.00

Networks - Current Challenges

- **Aged Infrastructure - greatest risk is with the transmission mains**
- **Request for Services is outpacing capacity to respond**
- **Severity of issues is increasing – More Priority A & B requests each week**
- **Reactive responses (Priority A & B) prevents planning and reduces overall capacity to respond**
- **Declining equipment and equipment condition**
- **Inability to hire 'original entry' for critical positions.**

Long Term Potential Solutions

- **Rehabilitation of the transmission mains and valves:**
Preserve the distribution of water to the localized areas of the city.
- **Complete the JIRR efforts and replace 20% of the water mains throughout the city:**
This will reduce the amount of Work Orders by roughly the same proportion
- **Invest in human capital and equipment to support ‘trenchless technologies:**
This will reduce costs of restorations and provide less visible impacts to hard surfaces and city trees
- **Restore Fleet Equipment numbers and types:**
This will remove the current restrictions to repair capacity
- **Update job descriptions and duties to allow ‘original entry’ for critical positions and credit for previous experiences:**
Improve the ability to put the right people doing the right job.

Short Term Potential Solutions

- Support the re-establishment of a 'Valve' dedicated group with focus on operation of valves for JIRR, coordination with valve operating contractors for JIRR demand, prioritizing replacement of valves citywide, and building a preventative maintenance program for valves and exercising them. (5-10 persons and about \$1.5 million/ year)
- Replace 22 of the most critical pieces of equipment and heavy-duty vehicles. – Submitted list back in August 2019 (Approximate cost \$3 million)
- Keep existing equipment in service during work hours, by utilizing mobile maintenance fleet to service trucks in place during evening hours (\$500K/year)
- Develop and implement SWB Policy that abandons sewer and water services that have not had an active account within the past 3 years (or 5 years). Currently Networks is tasked with digging up and restoring abandoned, and often nonfunctional water and sewer services for developers (savings \$2 million/year)

Questions

Project Delivery Unit
February 2021 Closeout Snapshot

FEMA Public Assistance	# of Project Worksheets	FEMA Obligated	FEMA Revenue Received per LAPA	FEMA Obligation Balance	% Financially Complete	# of Projects Submitted for Closeout	OBLIGATED Value of Projects Submitted for Closeout	POTENTIAL Value of Projects Submitted to Closeout	# of Projects Officially Closed	OBLIGATED Value of Projects Officially Closed	% Submitted	% Closed	# of Projects Submitted but Not Officially Closed	OBLIGATED Value of Projects Submitted but Not Officially Closed
Hurricane Katrina - St. Joseph Headquarters	20	\$ 5,428,537.69	\$ 3,032,390.41	\$ 2,396,147.28	56%	19	\$ 2,236,513.15	\$ 2,236,513.15	19	\$ 2,236,513.15	95%	95%	0	\$ -
Hurricane Katrina - Central Yard	42	\$ 27,734,255.70	\$ 26,162,402.43	\$ 1,571,853.27	94%	42	\$ 27,734,255.70	\$ 27,427,104.70	32	\$ 22,025,919.44	100%	76%	10	\$ 5,708,336.26
Hurricane Katrina - Wastewater Treatment Plant	128	\$ 90,803,270.37	\$ 83,014,642.92	\$ 7,788,627.45	91%	127	\$ 83,765,860.77	\$ 80,355,483.77	120	\$ 38,257,447.07	99%	94%	7	\$ 45,508,413.70
Hurricane Katrina - Carrollton Water Plant	55	\$ 76,019,829.37	\$ 67,425,963.04	\$ 8,593,866.33	89%	54	\$ 64,304,777.65	\$ 64,211,524.10	51	\$ 13,730,451.46	98%	93%	3	\$ 50,574,326.19
Hurricane Katrina - Distribution Network	27	\$ 194,904,197.06	\$ 173,324,806.32	\$ 21,579,390.74	89%	25	\$ 114,411,682.59	\$ 118,403,600.11	18	\$ 30,028,021.61	93%	67%	7	\$ 84,383,660.98
Hurricane Katrina - Pump Stations	166	\$ 81,286,159.38	\$ 72,539,592.02	\$ 8,746,567.36	89%	160	\$ 79,985,972.17	\$ 81,499,643.66	143	\$ 58,844,680.54	96%	86%	17	\$ 21,141,291.63
Hurricane Gustav	9	\$ 667,553.90	\$ 668,689.06	\$ (1,135.16)	100%	9	\$ 667,553.90	\$ 667,553.90	8	\$ 665,778.64	100%	89%	1	\$ 1,775.26
Hurricane Isaac	8	\$ 1,554,775.01	\$ 955,019.44	\$ 599,755.57	61%	7	\$ 1,554,775.01	\$ 67,467.45	2	\$ 7,391.29	88%	25%	5	\$ 1,547,383.72
Tropical Storm Nate	2	\$ 439,728.39	\$ 249,212.10	\$ 190,516.29	57%	2	\$ 439,728.39	\$ -	1	\$ 20,939.45	100%	50%	1	\$ 418,788.94
Hurricane Barry	2	\$ 947,134.10	\$ -	\$ 947,134.10	0%	0	\$ -	\$ -	0	\$ -	0%	0%	0	\$ -
Hurricane Sally	0	\$ -	\$ -	\$ -	0%	0	\$ -	\$ -	0	\$ -	0%	0%	0	\$ -
Total	459	\$ 479,785,440.97	\$ 427,372,717.74	\$ 52,412,723.23	89%	445	\$ 375,101,119.33	\$ 374,868,890.84	394	\$ 165,817,142.65	97%	86%	51	\$ 209,283,976.68

FEMA Joint Infrastructure	# of Project Worksheets	FEMA Obligated	FEMA Revenue Received per LAPA	FEMA Obligation Balance	% Financially Complete	# of Projects Submitted for Closeout	OBLIGATED Value of Projects Submitted for Closeout	POTENTIAL Value of Projects Submitted to Closeout	# of Projects Officially Closed	OBLIGATED Value of Projects Officially Closed	% Submitted	% Closed	# of Projects Submitted but Not Officially Closed	OBLIGATED Value of Projects Submitted but Not Officially Closed
Hurricane Katrina - JIRR settlement	2	\$ 268,448,968.15	\$ 11,856,523.69	\$ 256,592,444.46	4%	0	\$ -	\$ -	0	\$ -	0%	0%	0	\$ -
Hurricane Katrina - JIRR Donors	53	\$ 67,459,411.95	\$ 54,370,436.50	\$ 13,088,975.45	81%	39	\$ 47,253,372.55	\$ 50,439,677.76	6	\$ 263,742.70	74%	11%	33	\$ 46,989,629.85
Total	55	\$ 335,908,380.10	\$ 66,226,960.19	\$ 269,681,419.91	20%	39	\$ 47,253,372.55	\$ 50,439,677.76	6	\$ 263,742.70	71%	11%	33	\$ 46,989,629.85

FEMA Hazard Mitigation Grant Program	# of Contracts	FEMA Obligated	FEMA Revenue Received per LAHM	FEMA Obligation Balance	% Financially Complete	# of Contracts Completed	OBLIGATED Value of Contracts Submitted for Closeout	POTENTIAL Value of Contract Submitted to Closeout	# of Contracts Officially Closed	OBLIGATED Value of Contracts Officially Closed	% Submitted	% Closed	# of Contracts Submitted but Not Officially Closed	OBLIGATED Value of Contracts Submitted but Not Officially Closed
Hurricane Katrina - Retrofit of Power House	17	\$ 166,795,389.00	\$ 125,521,797.76	\$ 41,273,591.24	75%	8	\$ -	\$ -	0	\$ -	0%	0%	0	\$ -
Hurricane Katrina - Flood Mitigation of 9 SPS	9	\$ 19,987,722.00	\$ 19,299,825.10	\$ 687,896.90	97%	9	\$ 19,987,722.00	\$ 19,987,722.00	0	\$ -	100%	0%	9	\$ 19,987,722.00
Hurricane Ike - Five Underpass Generators	1	\$ 988,658.00	\$ 839,129.23	\$ 149,528.77	85%	1	\$ -	\$ -	0	\$ -	0%	0%	0	\$ -
Total	27	\$ 187,771,769.00	\$ 145,660,752.09	\$ 42,111,016.91	78%	18	\$ 19,987,722.00	\$ 19,987,722.00	0	\$ -	33%	0%	9	\$ 19,987,722.00

TOTALS as of 3.1.21	FEMA Obligated	FEMA Revenue Received	FEMA Obligation Balance
	\$ 1,003,465,590.07	\$ 639,260,430.02	\$ 364,205,160.05

HR/Payroll Report



Areas of focus:

Recruitment,
Classification,
Compensation

Benefits/Pension

Payroll

Employee Relations

Training

SWBNO's Benefits Department manages three separate areas of HR:

1. Benefits Administration
2. Pension Administration
3. Leave Management

Benefits Administration

During tax season, employers have several IRS filing requirements. In addition to issuing the W-2 tax form (which reports earnings), employers who provide health insurance coverage, that meet certain IRS limits, are required to provide the 1095-B tax form to enrolled pensioners and the 1095-C tax form to eligible employees. These tax forms report the yearly coverage and offers of coverage status for employees and pensioners in the employer-sponsored health insurance plan. The 1095-B and 1095-C tax forms are mandated by the Patient Protection and Affordable Care Act and regulated by the IRS to monitor the requirement of health insurance availability requirements for the employer and health insurance enrollment requirements for the employee. These tax forms have been issued to employees and pensioners in accordance with the IRS guidelines.

Pension Administration

An active employee with ten or more years of Creditable Service may apply to the Pension Committee for a Disability Retirement Allowance. The application process includes, in part, the submittal of a disability evaluation performed by both the employee's attending doctor and a doctor nominated by the Pension Committee. The recommendations of both doctors are submitted to the Pension Committee to determine eligibility and are reviewed during Executive Session at a regular Pension Committee Meeting. Although the Pension Committee relies on the opinion of medical professionals for guidance, their decision of eligibility for a Disability Retirement Allowance is made in accordance with the Rules & Regulation of the Employees' Retirement System of the SWBNO. This process is managed by the Benefits Department under the guidance of the HR Director and includes calculating the Disability Retirement Allowance, communicating with the employee and doctors and presenting the disability file to the Pension Committee within 90-days of receiving the application. The decision of eligibility is determined by a vote of the Pension Committee and is final and conclusive. If the disability application is approved, the disability pensioner will be required to submit an annual disability status update through age 60. If the disability application is denied, the employee may choose to remain employed and explore other options.

Current Elected Members:

Employee Members

Christopher Bergeron *Term expires August 31, 2021*
Latressia Matthews *Term expires August 31, 2022*
Adam Kay *Term expires August 31, 2024*

Retiree Member

Harold Heller, Jr. *Term expires August 31, 2023*

February 2021 Benefits Administration Reporting

- 2,403
Total Group healthcare claims processed
- 3,065
Current Group Healthcare Plan enrollment (employees, pensioners, dependents)
- 2,581
Employer-Sponsored life insurance enrollment

February 2021 Pension Administration Reporting

- 820
Active Pensioners & Beneficiaries
- 75
Active DROP Participants

Leave Management

Paid Parental Leave

Pursuant to the City of New Orleans' initiative to provide paid leave to eligible employees following the birth of a child or the adoption of a child, SWBNO provides up to eight (8) weeks of paid Parental Leave. This alleviates the financial impact on employees and provides paid time off for bonding with a newborn child or placement of an adoptive child.

Leave Donation

City employees can donate days of accrued Sick Leave and Annual Leave to eligible employees who are approved for a medical leave of absence. Donated leave can be for either the employee's medical leave of absence or the employee's immediate family member's illness.

Military Leave

SWBNO pays up to fifteen (15) days of paid Military Leave per year to employees who enter into active military duty with the U.S. Armed Forces. Employees can use accumulated Sick Leave and Annual Leave beyond the fifteen (15) days of paid Military Leave.

February 2021 Leave Management Reporting

- 3
Employee who received paid Parental Leave
- 224
Hours of leave donated to four (4) employees on medical leave



Recruitment, Classification & Compensation

Vacancies available: 119; departments are actively recruiting for some of the available positions.

We would like to Welcome the following new hires as they begin their SWBNO careers.

- ❖ Ronnie Lucas
- ❖ Lionel Breaux
- ❖ Xavier Stevens
- ❖ Aquille Vaughn
- ❖ Mikell Russell
- ❖ Jah Lindsey
- ❖ Joshua Ricard
- ❖ Sineeka Bissant
- ❖ Calvin Bernard

We would also like to Congratulate the follows employees on their promotions:

- ❖ Christopher Ross
- ❖ Justin Moore
- ❖ Tammy Ivery
- ❖ Rashad Hatcher
- ❖ Tina Moran
- ❖ Steven Giang
- ❖ Monique Turner

What's New and Exciting in Recruitment & Compensation !!!

The recruitment, classification & compensation department is very excited to begin electronic requisitions.

A requisition is the document that initiates HR functions such as new hires, transfers and promotions. Currently, a paper form is completed and sent via inter-office mail between departments.

Moving this process online is a major step forward for the agency and will encourage total transparency between managers, department heads, executive leadership and civil service.

All stakeholders will be able to track the life of a requisition in real time and we're excited



Employee Relations & Training

What is Employee Relations?

Employee Relations is a division of the Human Resources department that provides direction and oversight for employee related matters like time-off, formal and informal employee complaints, investigation of harassment and discrimination claims, termination of employees, unemployment compensation claims and much more. Employee relations also coordinates workplace educational opportunities and EEOC position statements.

What Employee Relations Does?

Employee relations are the relationships among SWBNO's employees and between the employees and the company itself. Every individual has multiple relationships with their colleagues at work – relationships with their peers, managers, and other employees. The relationship with each is good, mediocre, or bad.

The Employee Relations Office manages these relationships. Employee Relations manages many responsibilities related to employees including policy development and interpretation, liaison between different employees, performance management, and training employees.

Some other responsibilities Employee Relations takes on:

- It is the first point of contact for upper and lower level employees with questions or who need assistance regarding workplace conflicts, internal policy interpretations, and general consultations related to work. Employee Relations focuses on customer-service and expanding workplace communication.
- Employee Relations is neutral and does not side with certain employees but instead tries to reach solutions that work for all through collaboration.
- The department represents the interests of the company as a whole and makes decisions based on what is right for the entire organization.
- Employee Relations facilitates communications between management and lower level employees concerning workplace decisions, grievances, conflicts, and problem resolutions.
- The department provides a place for employees to confidentially talk about their questions and concerns without fear of negative consequences. With very few exceptions, like when a danger is posed by the information provided or a law is being broken, conversations with Employee Relations staff are kept confidential.
- Employee Relations manages workplace educational opportunities to help enhance positive workplace interaction among employees, job satisfaction, and employee retention.

New ER initiatives!

- Quarterly Employee Relations Newsletter – dissemination April 1st
- Increase employee engagement by attending departmental meetings to answer questions and to familiarize our customers with the ER team
- Visitor feedback surveys – to promote continuous improvement
- Policy Updates: Leave, Grievance, Progressive discipline, Attendance and Suspension
- Quarterly Q/A sessions for employees – to provide a better understanding of policies and services ER provides
- Departmental workplace climate meetings - as needed

Disciplinary Actions	8
Terminations	4
Resignations	8
Grievances	0
EEOC Complaints	0
Grievance Reports	0
Harassment Complaints	1
Mediations	1
Consultations	9

Training

The Training Unit is responsible for supporting the learning and development of all SWBNO employees ensuring communication compliance with training mandates.

Our goal is to assist employees in the pursuit of their career potential, whether they aspire to advance in their current career path, explore a change of career within the organization, or simply become an expert in their current role.

All SWBNO employees are required to complete the following mandatory annual training:

- Customer Service (30- minutes)
- Diversity and Inclusion (1- hour)
- Ethics (1-hour)
- Harassment Prevention (1- hour)
- Safety (30 minutes, minimum)
- KnowBe4 – Cybersecurity Training – (30-minutes)

The monthly training newsletter includes additional remote Training and Development Opportunities such as:

- PERFORM Training
- Business Software Application Training
- Antiracism Information and Resources
- Growth and Development Opportunities
- TED talks
- The Muse

New Training initiatives!

- Increase mandatory training outreach – to promote agency wide compliance
- Refine virtual training offerings
- In-person mandatory training offerings are available upon request
- Development of toolbox talks program in collaboration with the Safety Dept.
- CDL training program development in collaboration with the CDL training unit personnel – Feb. 2022



Payroll

The Payroll Department is an In-House process that runs payroll for all active employees, as well as 810 pensioners and 10 Quadro recipients.

Responsibilities of In-House Payroll system:

- Collect timesheets
- Calculate hours
- Input timesheets
- Manage/pay garnishments
- Pay federal and state taxes
- Process the payroll
- Print reports
- Create ACH Files for Direct Deposits
- Ensuring that pay stubs are issued to employees

The Payroll departments works with all departments to ensure data is received for audits, public records requests and FEMA reimbursements.

Social Security Taxable Earnings for 2020 has been released, all updates have been processed in the system to reflect the taxable earnings for 2021. If you wanted more information you can review at [2021 Social Security Changes \(ssa.gov\)](https://ssa.gov)

Upcoming Holidays:

N/A

Information Updates!

Social Security 2021 Changes

Cost-of-Living Adjustment (COLA)

- Social Security and Supplemental Security Income (SSI) beneficiaries will receive a 1.3 percent COLA for 2021

Maximum Taxable Earnings

- 2020 (OASDI only) \$137,700
- 2021 (OASDI only) \$142,800

Social Security Federal Payment Standard

- 2020 Individual \$783/mo.
- 2021 Individual \$791/mo.
- 2020 Couple \$1,175/mo.
- 2021 Couple \$1191/mo.





SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: March 3, 2021

To: Tanyell Allen,
Board Relations

Through: Ghassan Korban,
SWBNO Executive Director

From: Erin Weaver,
Purchasing Department

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

1. Howard Avenue Garage, LLC
918 Gravier Street
New Orleans, LA70114

- Parking for Employees
- Effective Date: February 1, 2021
- Initial Term: 1 year from effective date
- Renewal: May be extended for up to five (5) one (1) year periods
- Compensation: \$80 per month per for 65 spaced guaranteed
- DBE Goal: 0%

2. Hydra-Stop LLC
144 Tower Drive
Burr Ridge, IL 60527

- Furnishing Valve Insertion System 4, 6, 8, 10, 12 Inch Nominal Sizes (YW21-0002)
- Effective Date: February 25, 2021
- Initial Term: 1 year
- Renewal: Two (2) one (1) year renewal options
- Compensation: \$915,910.00
- DBE Goal: 0%

3. Industrial Welding Supply
Buras Drive
Belle Chasse, LA. 70037

- Laboratory and Welding Gases (YW20-0009)
- Initial Term: 1 year
- Renewal options: Two (2) one (1) year renewal options
- Compensation: \$53,787.90 annually
- DBE Goal 0%

4. Steris Corporation
5960 Heisly Road
Mentor, OH 44060

- Comprehensive Service Agreement including Maintenance, Parts & Labor. Requisition# LB210006
- Start Date: 03/01/2021 – 02/29/2022
- Renewal Options: Annually
- \$14,655.25 annually
- DBE Goal 0%

February 2021

BOARD'S SAFETY REPORT



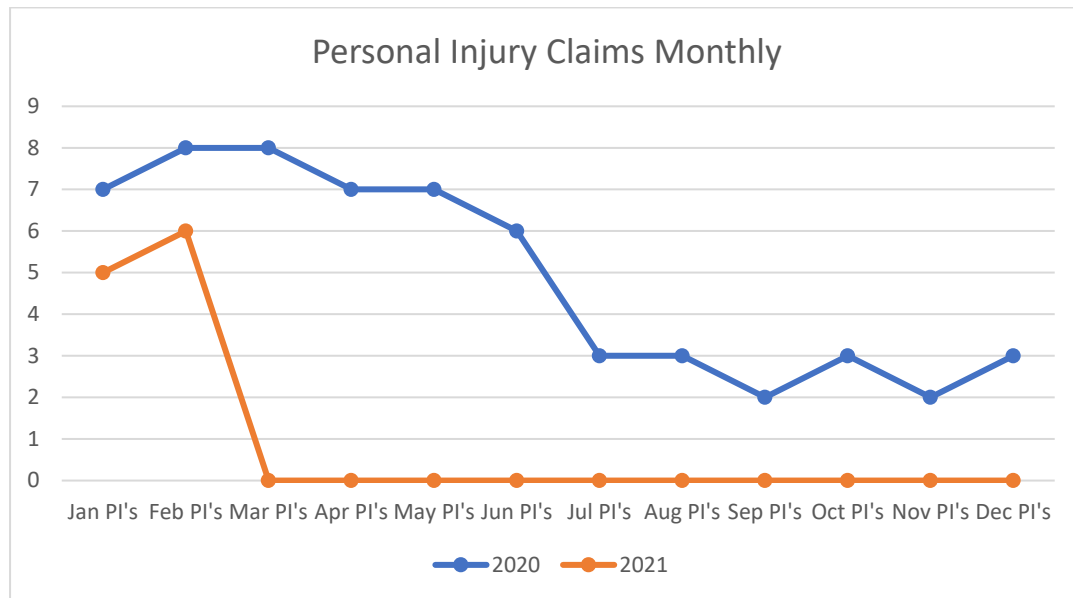
Executive Summary

Personal Injuries

There has been report of 6 personal injuries since last month's report. Compared to last month's report of 5 personal injuries, the incidents have increased by 1.

All Major Incidents (injury resulting in hospital admission) with appropriate Safety response are listed below.

None.



Employee Sustained Injuries of 2021 and 2020													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2021	5	1											6
2020	7	8	8	7	7	6	3	3	2	3	2	3	59

Non-Vehicle Accidents :

There has been report of 45 non-vehicle accidents since last month's report. Compared to last month's report of 34 non-vehicle accidents, the incidents have increased by 11.

All Major Incidents (Electrical/Gas line incidents or excessive damage to property) with appropriate Safety response are listed below.

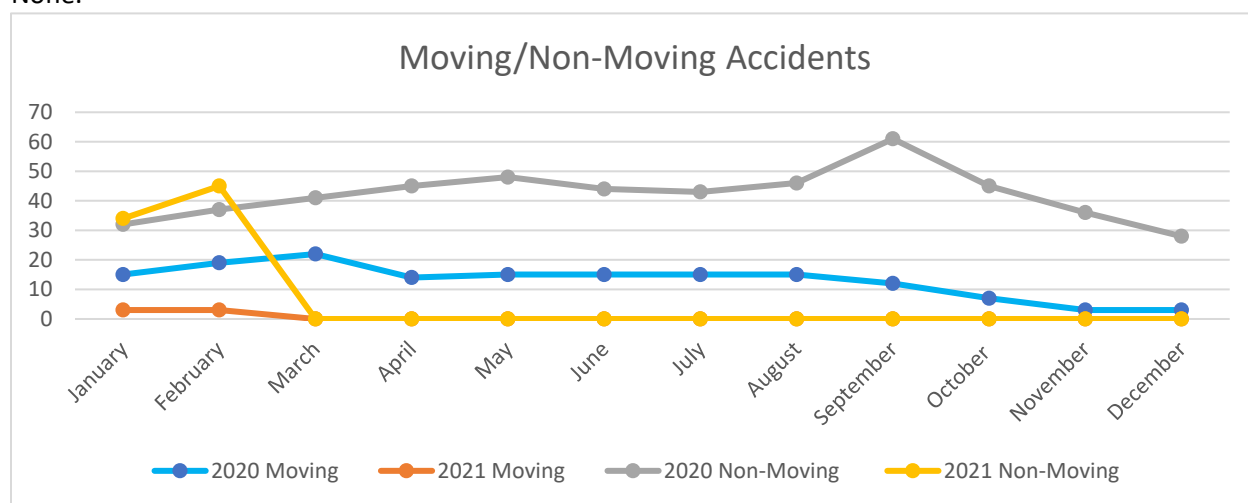
None.

Vehicle Accidents:

There has been report of 3 vehicle accidents since last month's report. Compared to last month's report of 3 vehicle accidents, the incidents have neither increased nor decreased.

All Major Incidents (Vehicle Accidents resulting in injury or excessive damage to Vehicles) with appropriate Safety response are listed below.

None.



Claims Moving/Non-Moving Accidents of 2021 and 2020

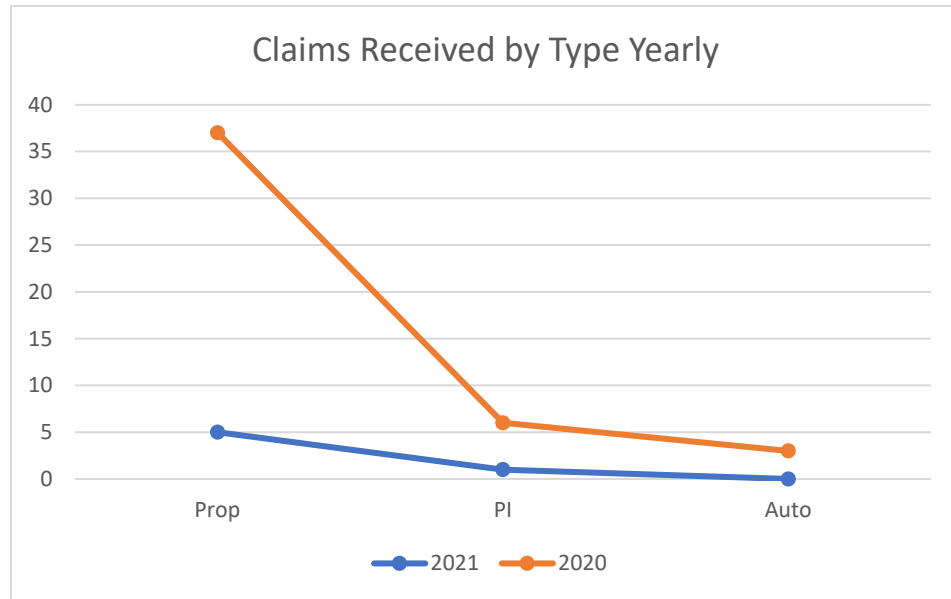
Accident Type	Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Moving	2021	3	3											6
Moving	2020	15	19	22	14	15	15	15	15	12	7	3	3	155
Non-Moving	2021	34	45											79
Non-Moving	2020	32	37	41	45	48	44	43	46	61	45	36	28	506

Claims :

There has been report of 1 Claim since last month's report. Compared to last month's report of 4 claims, the claims have decreased by 3.

All Major Claims (Claims over an estimated value of 5k in damages) with Safety response are listed below.

None.



Claims Received by Month of 2021 and 2020													
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2021	2	1											3
2020	3	3	3	0	2	6	3	3	1	6	1	4	35

Safety Training

The Safety Department has conducted the following safety training since last month:

OSHA Trainer Course for Construction

TapRoot, Root Cause Analysis Essentials

Slip, trips and falls on walking surfaces

Safety Incident Investigation Report

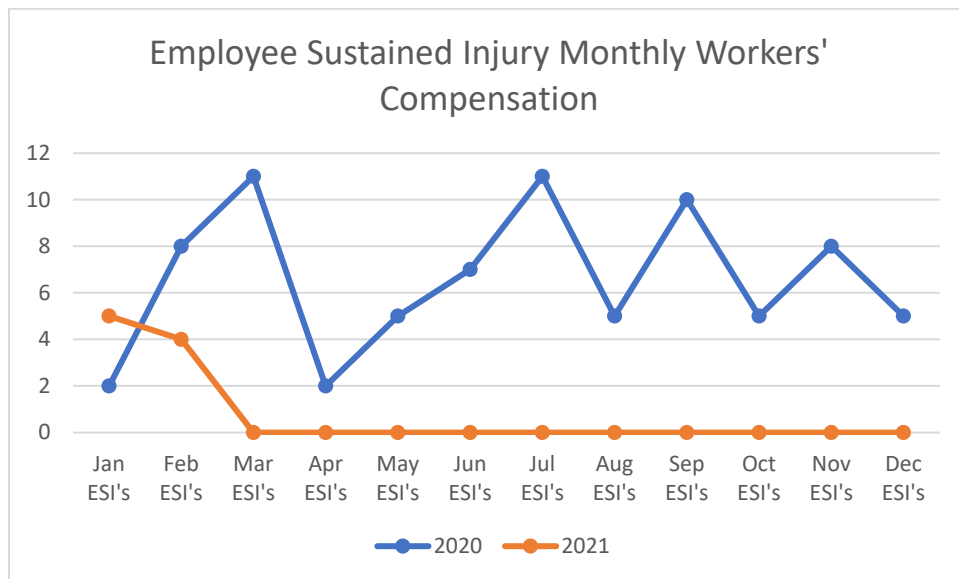
At the end of this report is the Safety Incident Investigation tracking report for incidents that required a Safety Investigation. The report outlines the type of incident, date investigation was closed, and recommended action to reduce the accident from happening again.

Department	IMS Incident#	Date of Accident	Incident Type	Description	Recommended Action	Closed Date
Customer Service	9911	1/22/2021	Injury	Injured neck and back after office chair rolled backwards while employee stood up to get out of chair.	It is recommended that in the morning, prior to starting the workday, supervisors should reiterate safety awareness with employees concerning getting out and sitting back down in their chairs while assisting Water Board customers; A different chair was placed behind the desk to keep same accident from re-occurring.	2/9/2021



Workers' Compensation 2021 Statistics

The charts below represent claims that were reported to Workers' Compensation where employees sustained injuries (ESI).



Total number of claims reported in February: 4

Employee Sustained Injuries of 2021 and 2020

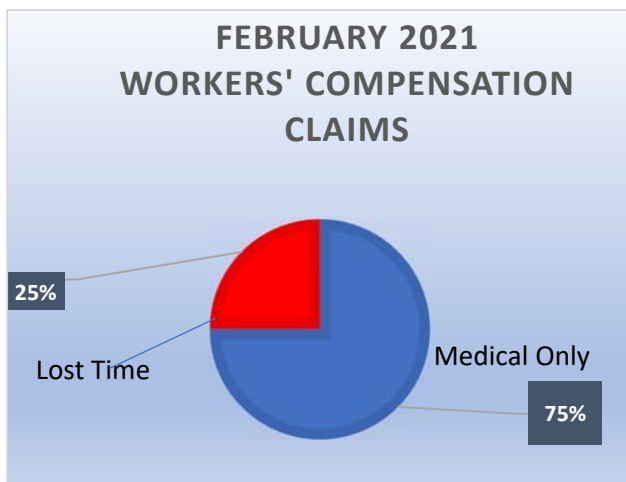
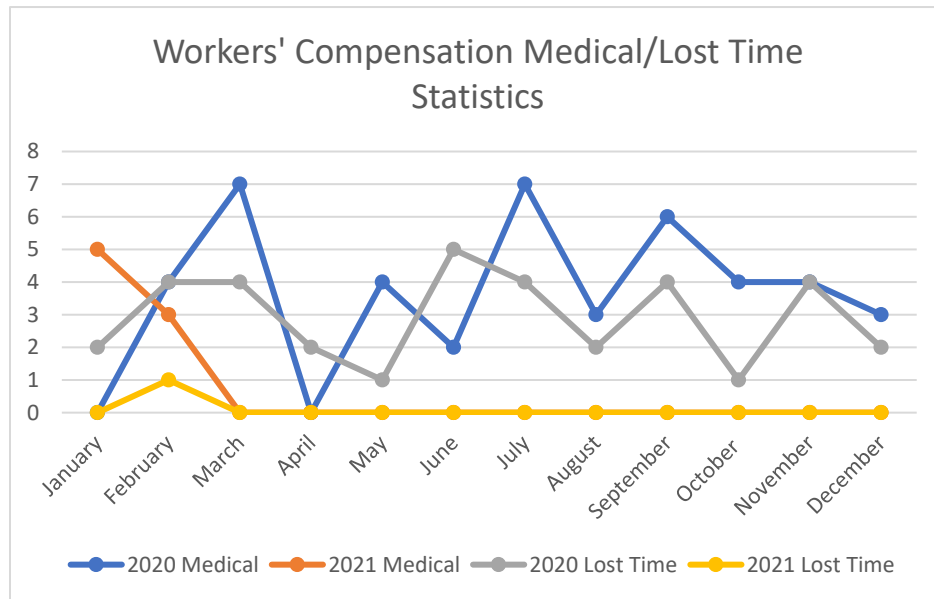
Year	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
2021	5	4											9
2020	2	8	11	2	5	7	11	5	10	5	8	5	79

Comparison of 2021 & 2020 ESIs: As of February 2021, injury cases have decreased by an average of 1.3 overall. The overall percentage decline in injuries dropped by 1% or 4 injuries as of February 2021 as compared to 79 injuries as of December 2020.

Goal: To educate and communicate with departments on data found and collaborate on a plan that reduces the amount of injuries and risk for the agency.



Workers' Compensation 2021 Claims Statistics



Medical Only: Of the 4 Claims, three (3) claims required medical treatment only and employees returned to work within a week.

Lost Time: Of the 4 claims, one (1) claim required medical treatment and paid wages as employee was not able to return to work within the week of the injury.

Goal: Safety Department will evaluate claims in a timely manner that ensures proper Personal Protective Equipment (PPE) and safety training is made available to department managers to reduce accidents. Workers' Compensation Unit will evaluate claims in a timely manner that ensures prompt medical treatment so that employees are returned into the workforce as efficiently and medically stable as possible. This will aid in maintaining an active and healthy workforce.



Workers' Compensation Personal Protection Equipment (PPE) 2021 Statistics

Workers' Compensation tracks the use of Personal Protection Equipment (PPE). This safety equipment should be used during work activity to protect against health risks. The information below details the use of PPE as it relates to the "body part" injured as a result of the accident.

February 2021 Personal Protection Equipment Statistics

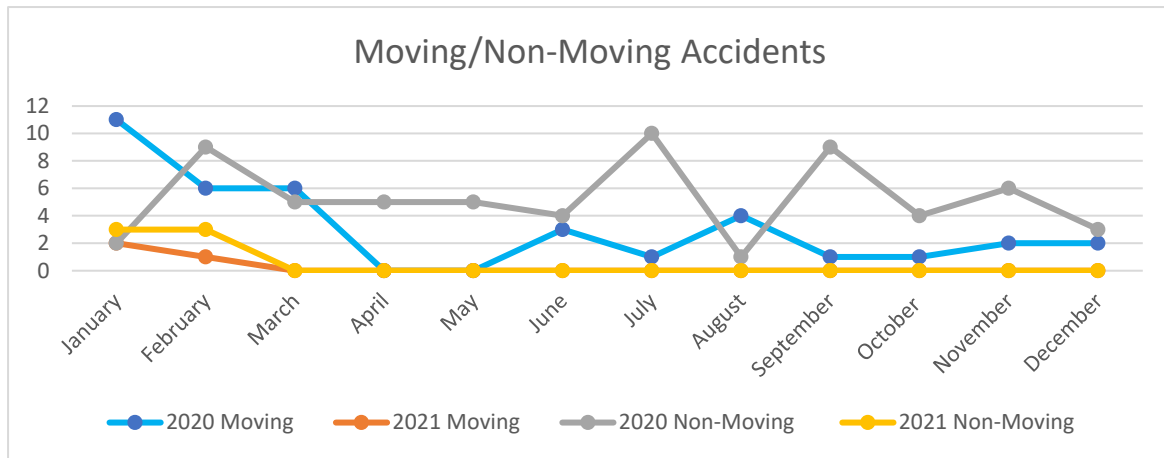
Department	IMS #	Body Part Injured	Accident Type	PPE? Yes/No or N/A
Meter Repairs	9935	Right Hand	Slips, Trips, & Falls	No
Meter Reading & Investigation	9946	Right & Left Leg	Slips, Trips, & Falls	N/A
Zone 6	9947	Left Wrist	Slips, Trips, & Falls	Yes
Meter Reading & Investigation	9948	Left Foot	Slips, Trips, & Falls	yes



SWBNO Accident
Types V1 20201013.c



2021 Motor Vehicle & Non-Motor Vehicle Incidents



During 2021, there were a total of two (2) Employee Sustained Incidents caused by Motor Vehicle Incidents. A total of seven (7) were Non-Motor Vehicle Incidents.

During 2020, there were a total of eighteen (18) Employee Sustained incidents caused by Motor Vehicle Incidents. A total of sixty-one (61) were Non-Motor Vehicle Incidents.

*Incident: any occurrence of an event in which workers' compensation is notified (minor or serious consequences)

*Motor Vehicle: Incident that involves motorized mobile machinery (vehicle, riding lawnmower, backhoe machine, etc.)

*Non-Motor Vehicle: Incident that does not involve motorized mobile machinery.

Departmental view of MVI and Non-MVIs reported in 2021

Department	MVI	Non-MVI	Total
Meter Reading & Invest.	1	2	3
Mechanical Maintenance Supt		1	1
Zone 3		1	1
Customer Service Walk-Ins		1	1
Maintenance & Relief MWP		1	1
Zone 6	1		1
Meter Repairs		1	1
Total	2	7	9

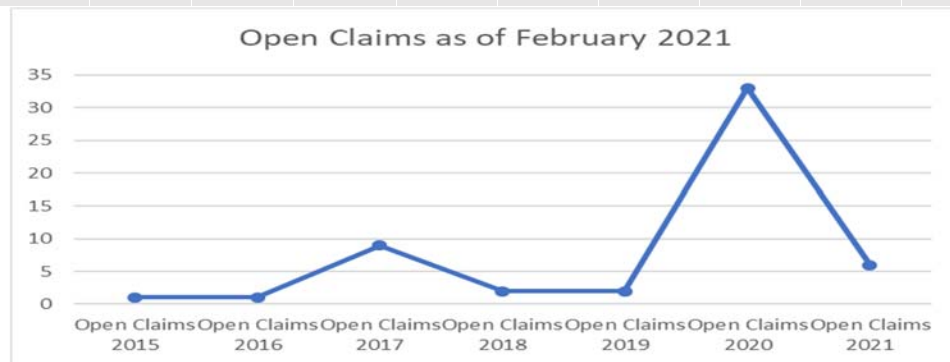


2021 Open and Closed Damage Claims

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Received Claims	2	1											3
Closed Claims	8	8											16

2020 Open and Closed Damage Claims

Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Total
Received Claims	6	10	7	0	3	4	8	2	0	2	1	0	43
Closed Claims	33	21	16	3	8	16	27	5	3	30	19	15	196



Open Claims by Year		
Year	Number	Status
2015	1	In Litigation
2016	1	In Litigation
2017	9	In Litigation
2018	2	In Litigation
2019	2	In Litigation
2020	33	In Review
2021	6	Up for Review
Total	54	Total Number of Claims

Open Claims by Type	
Number of Claims	Type of Claim
45	Property
6	Personal Injury
3	Auto
54	Total # of Claims



SEWERAGE AND WATER BOARD

Inter-Office Memorandum

Date: March 3, 2021

To: Ghassan Korban, Executive Director

Thru: Irma Plummer, EDBP Director

(UP)

From: Lyria Hicks, EDBP Compliance Officer

Re: EDBP Department Summary – February 2021

ANALYSES CONDUCTED BY EDBP

For the month of February 2021, the EDBP Department did not receive any Goods and Services contracts to review.

For the month of February 2021, the EDBP Department did not receive any Professional Services contracts to review.

For the month of February 2021, the EDBP Department received one (1) Construction contract to review.

CONTRACT #2152 – GERT TOWN WATERLINE REPLACEMENT PROGRAM – S. DUPREE ST, TM004, PW21031

On Friday, January 29, 2021, three (3) bids were received for subject contract. The bid totals are as follows:

BLD Services, LLC	\$2,419,891.00
Wallace C. Drennan, Inc.	\$2,477,939.00
Cycle Construction Co., LLC	\$3,246,170.00

Fifteen percent (15%) DBE participation was established for this project.

The apparent lowest bidder, **BLD Services, LLC**, submitted C&M Construction Group, Inc. (eligible certified SLDBE) to perform excavation, base work, asphalt paving, and road concrete construction and Prince Dump Truck Service, LLC (eligible certified SLDBE) to provide dump truck service and aggregate. Correspondence from DBEs on their own letterhead reaffirming negotiated terms was provided.

Total Participation: \$370,200.00 — 15.30%

The apparent second lowest bidder, **Wallace C. Drennan, Inc.**, submitted JEI Solutions, Inc. (eligible certified SLDBE) to supply valves, pipes, pipe fittings, and other materials. Correspondence from DBE on their own letterhead reaffirming negotiated terms was provided.

Total Participation: \$400,000.00 – 16.14%

Based upon analysis of DBE participation, the Economically Disadvantaged Business Program recommends that the DBE participation submitted by **BLD Services, LLC**, and **Wallace C. Drennan, Inc.**, be considered as responsive to meeting EDBP bid requirements.

CONSTRUCTION REVIEW COMMITTEE RECOMMENDATIONS

There were not any new construction projects presented to EDBP, therefore the Construction Review Committee did not convene for the month of February 2021.

STAFF CONTRACT REVIEW COMMITTEE RECOMMENDATIONS

The Staff Contract Review Committee convened on Thursday, February 11, 2021, and made the following recommendations:

OPEN MARKET CONTRACTS

1) Request for Furnishing RFP for Leak Detection Services

Budget Amount:	\$600,000.00
Renewal Term(s):	Initial term of One (1) year with two (2) one-year renewal options
Recommended	
Percentage Goal:	15%
Justification:	N/A

2) Request for Polyelectrolyte

Budget Amount:	\$800,000.00
Renewal Term(s):	Initial term of One (1) year with two (2) one-year renewal options
Recommended	
Percentage Goal:	0%
Justification:	Due to the specialized nature of manufacturing and transport.

RENEWAL CONTRACTS

1) Request for Renewal for Furnishing Hand Tools, Hardware Supplies, Paint & Paint Supplies

Budget Amount: \$320,000.00
Amount Spent: \$270,687.52
Renewal Term(s): First of two (2) one-year renewal options
Renewal Cost: \$320,000.00
Recommended
Percentage Goal: 30%
Percentage Goal
Achieved: 31.40%

2) Request for Renewal for Furnishing Limestone

Budget Amount: \$800,000.00
Amount Spent: \$718,279.58
Renewal Term(s): First of two (2) one-year renewal options
Renewal Cost: \$800,000.00
Recommended 20%
Percentage Goal:
Percentage Goal 20%
Achieved:
Prime Contractor: MST Enterprises, LLC

3) Request for Renewal for Furnishing and Delivering Positive Displacement Cold Water Meters No. MH210003

Budget Amount: \$1,8882,082.00
Amount Spent: \$465,507.80
Renewal Term(s): First of four (4) one-year renewal options
Renewal Cost: \$1,8882,082.00
Recommended 0%
Percentage Goal:
Percentage Goal N/A
Achieved:
Prime Contractor: Mueller Systems

CONSTRUCTION RENEWAL CONTRACTS with DBE PARTICIPATION

There were no projects with a DBE Participation Goal to review for the month of February 2021.

FINAL ACCEPTANCE CONTRACTS with DBE PARTICIPATION

In January, the following construction contract was approved by the Board for final acceptance. EDBP reports the DBE participation as follows:

❖ **Contract #5243 – DPS #4 Anti-Siphon Project**

DBE Goal:	20.00%
DBE Participation Achieved:	20.35%
Prime Contractor:	Industrial & Mechanical Contractors, Inc.
Closeout Date:	January 2021

In February, the following construction contracts were approved by the Board for final acceptance. EDBP reports the DBE participation as follows:

❖ **Contract #2130 – Water Main Point Repair, Water Service Connection, Water Valve and Fire Hydrant Replacement at Various Sites throughout Orleans Parish**

DBE Goal:	36.00%
DBE Participation Achieved:	53.50%
Prime Contractor:	Wallace C. Drennan, Inc.
Closeout Date:	January 2021

❖ **CV 20-0011 – Turbine 5 Metal Stack and Duct Demolition and Asbestos Abatement**

DBE Goal:	10.00%
DBE Participation Achieved:	20.96%
Prime Contractor:	Alfred Conhagen, Inc. of LA
Closeout Date:	January 2021

There was one (1) final acceptance construction contract with a DBE participation goal to review for the month of February 2021.

❖ **Contract #1368 – HMGP Oak Street Pump Station Upgrade and Rehabilitation Project**

DBE Goal:	11.00%
DBE Participation Achieved:	12.80%
Prime Contractor:	M.R. Pittman Group, LLC
Closeout Date:	February 2021

EDBP accepts the DBE participation and recommends approval for Final Acceptance.

SEWERAGE & WATER BOARD OF NEW ORLEANS CONTRACTS WITH DBE PARTICIPATION

There was two (2) contracts with DBE participation awarded for the month of February 2021.

Sewerage & Water Board New Orleans Awarded Projects with SLDBE Participation February 2021

Category	Category Dollar Amount	SLDBE Dollar Value
Construction Projects	\$ 2,218,500	\$ 229,101
Goods & Services Projects	\$ -	\$ -
Professional Services Projects	\$ 4,105,431	\$ -
Grand Total	\$ 6,323,931	\$ 229,101

Sewerage & Water Board of New Orleans Open Market Bids with DBE Participation February 2021

Construction Projects

Contract No./Description	%DBE Goal	Contract \$	Prime	Sub(s)	% DBE Part (Prime)	\$ Sub Award	Award date
Cont #6267: Turbine 5 Exhaust System		\$ 2,218,500.00	M.R. Pittman Group, LLC	JEI Solutions, Inc.	0.68%	\$ 15,000.00	1/20/2021

Sewerage & Water Board of New Orleans Open Market Bids with DBE Participation February 2021

Goods & Services Projects

Contract No./Description	%DBE Goal	Contract \$	Prime	Sub(s)	% DBE Part (Prime)	\$ Sub Award	Award date
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Total Goods & Services Projects		\$0.00			0%	\$0.00	
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Sewerage & Water Board of New Orleans Open Market Bids with DBE Participation February 2021

Professional Services Projects

Contract No./Description	%DBE Goal	Contract \$	Prime	Sub(s)	% DBE Part (Prime)	\$ Sub Award	Award date
Consulting Services for the Managing the Preparation, Selection, and Implementation of An Advance Metering Infrastructure Solution	35%	\$4,105,431.00	Jacobs Engineering Group, Inc.	1) Bright Moments 2) Gaea Consultants, LLC 3) Integrated Logistical Support, Inc. DBA ILSI Engineering	35.00%		2/10/2021

**Total Professional Services
Projects**

35% \$4,105,431.00

35%

\$0.00