CUSTOMER ADVISORY COMMITTEE

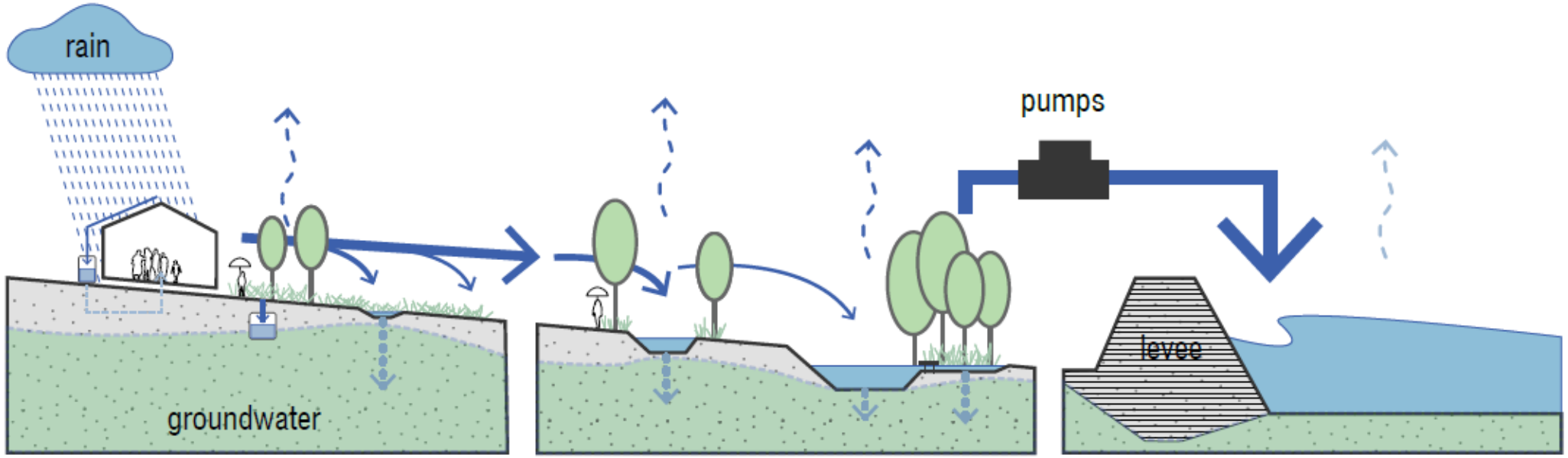
January 29, 2021

GROUND RULES

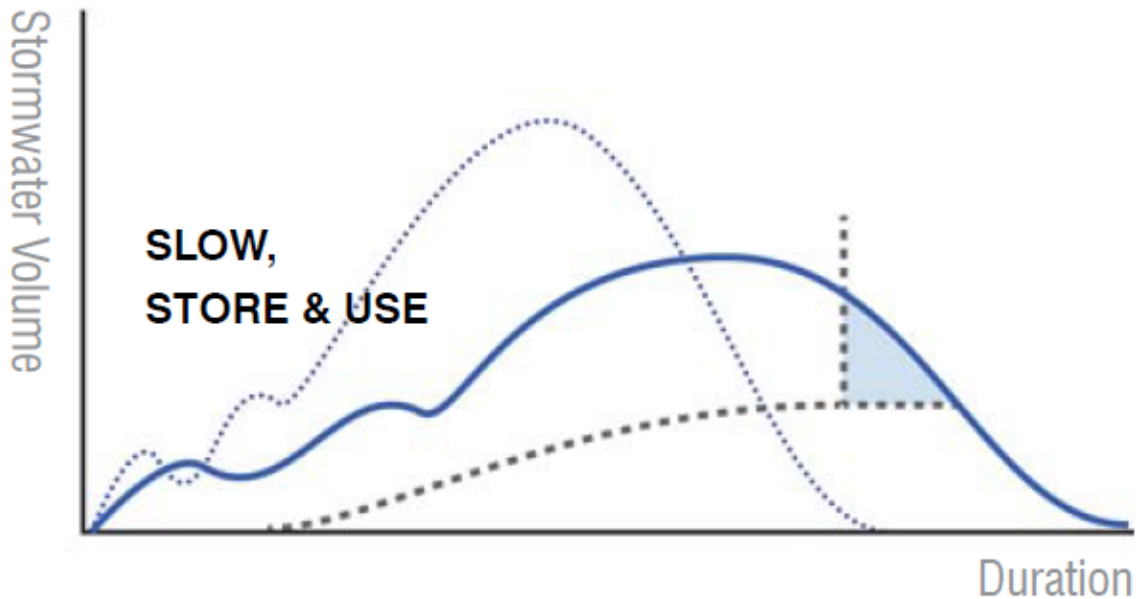
- Please keep your microphone muted unless you are speaking to reduce background noise
- Be sure to say your name before you speak so everyone knows who is speaking
- To be respectful of everyone’s time, please keep remarks brief and to the point so we can end on time
- Members of the public can submit comments via the Q&A feature

AGENDA

- Roll Call
- Stormwater Retrofits
- Community Programs
- Next Steps

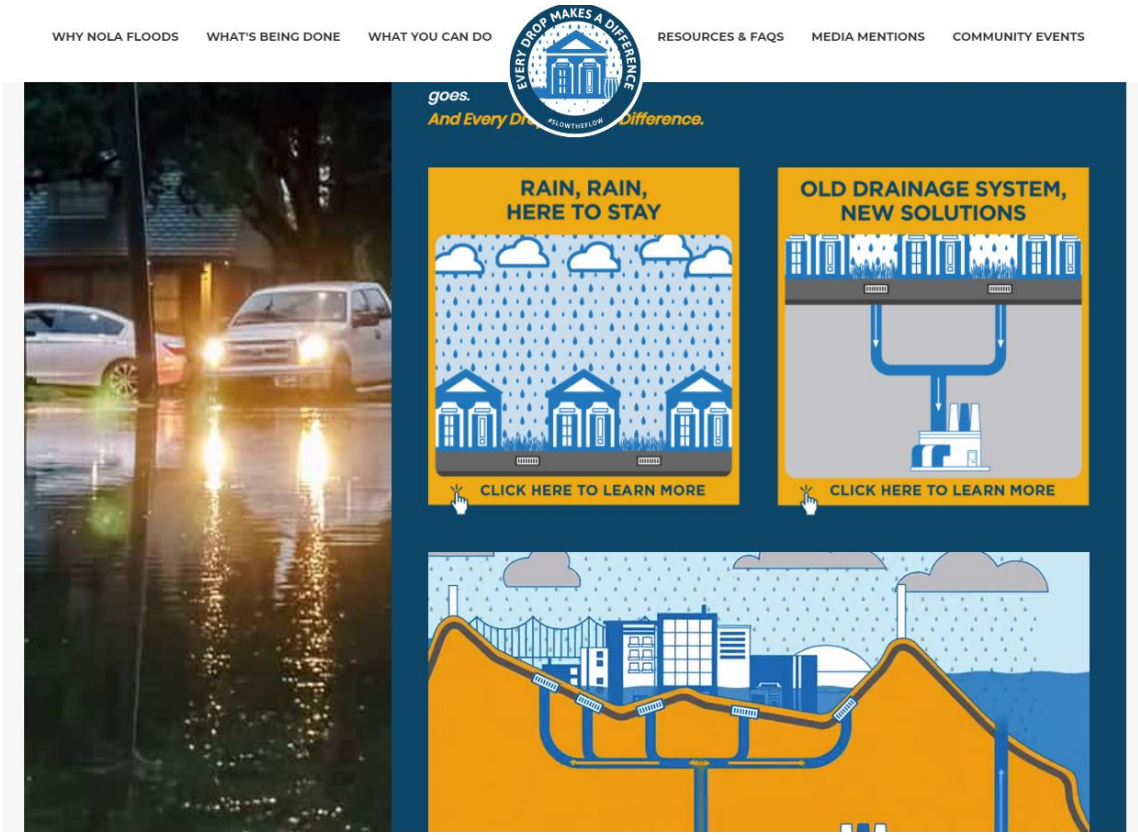


Slow | **Store & Use** | **Drain** (when necessary)

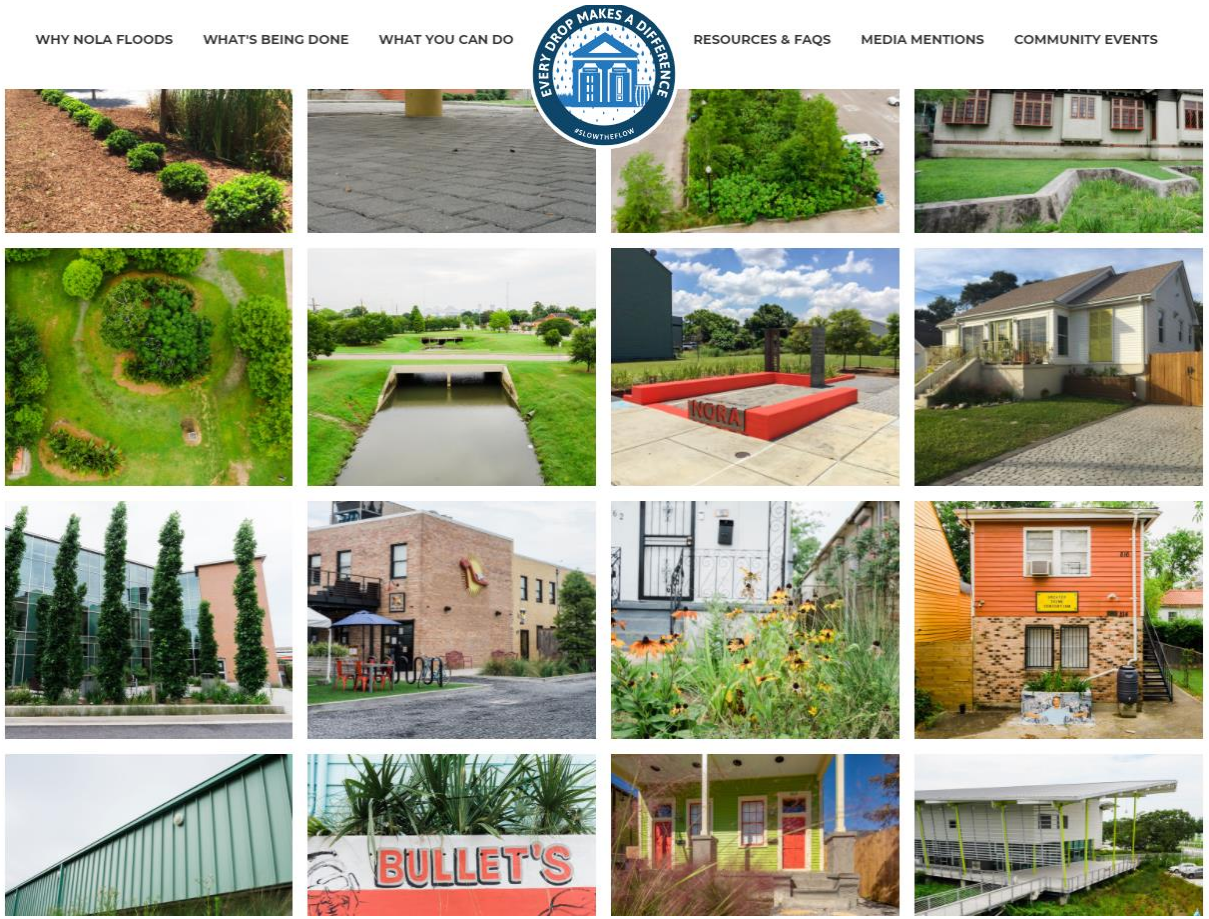


EVERY DROP MAKES A DIFFERENCE

- Launched in mid-2020
- Partnership between:
  - SWBNO
  - City of New Orleans
  - NORA
  - GNOF
  - Community Partners
- www.everydropnola.com



EVERY DROP MAKES A DIFFERENCE



COMMUNITY ADAPTATION PROGRAM

- Funded by HUD NDR funding
- Part of the Gentilly Resilience District
- Available to LMI homeowners in the Gentilly area
- Provides up to $25,000 for stormwater retrofits
- Approximately 250 homes

RAIN GARDEN

Rain gardens reduce rain runoff by allowing storm water to soak directly into the ground rather than flowing into storm drains. This in-turn decreases the amount of water related issues such as subsidence, pollution, and flooding.

STORMWATER PLANTER BOX

Stormwater planter boxes capture and filter stormwater before allowing it to infiltrate into the ground. The water is filtered through layers of mulch, soil, drainage rock, and plant root systems. Stormwater planters can connect to an existing downspout and do not require a large area. Typical planters include vegetation such as native grasses, flowers, shrubbery, and even trees.

RAIN BARREL

Rain barrels collect rain runoff from the roof of a structure, which can be stored for later use or held and released slowly back into the ground. Common uses for water stored in rain barrels include watering gardens, agriculture, and washing cars.

DETENTION BASIN

A detention basin or dry pond is used to capture large amounts of stormwater and release it slowly into the ground as well as the drainage system. This slow release mitigates the size and intensity of storm-induced flooding on neighboring properties and roadways. Detention basins also help clean and filter the stormwater prior to entering the draining system.

PLANT TREES

Planting trees helps offset runoff by absorbing water and returning it to the atmosphere through a process called evapotranspiration. A single mature bald cypress tree can absorb over 500 gallons of water per day.

REDUCE LOT COVERAGE

Reducing the amount of impervious surfaces, such as concrete, allows stormwater to filter into the ground rather than running into a storm drain. Common techniques to reduce these surfaces include, replacing concrete driveways and paths with driveway runner strips, permeable pavers, or gravel.

INFILTRATION TRENCHES

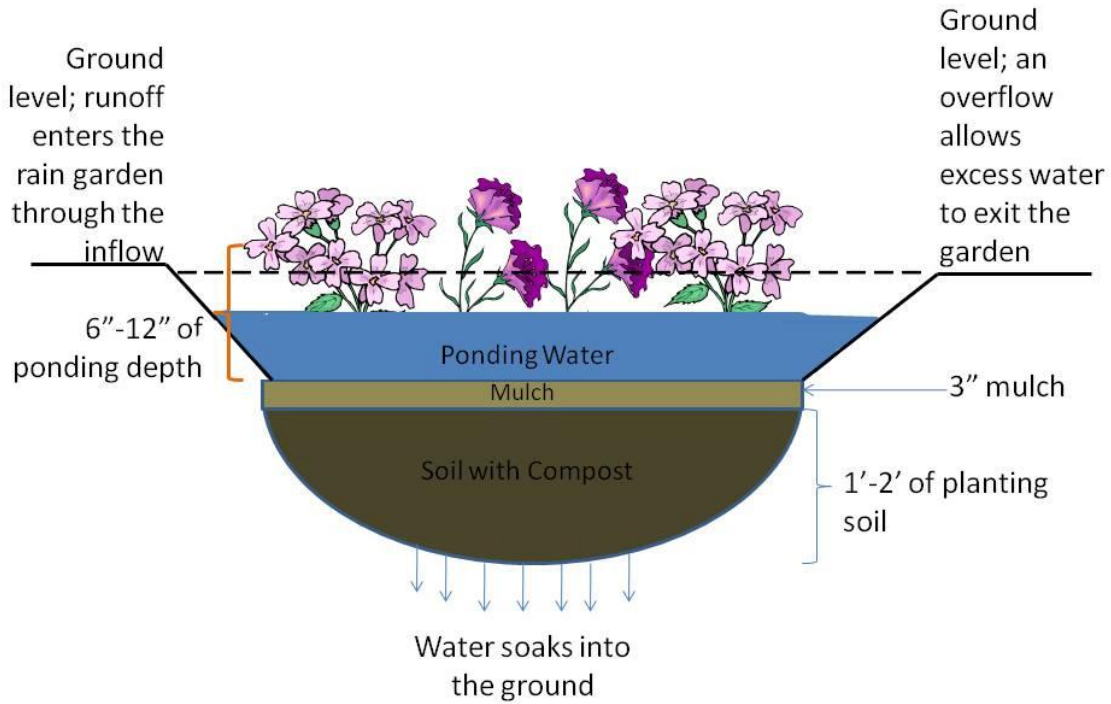
Infiltration trenches or percolation trenches are long, shallow excavated areas filled with draining rock or crushed stone. The purpose of an infiltration trench is to direct stormwater along a path, typically away from a structure. In addition, infiltration trenches, clean and filter the water while allowing it to infiltrate into the soil and replenish the groundwater.

NORA CAP Community Adaptation Program | 504.658.4400 | noraworks.org | nola.gov/resilience |

MY HOUSE

- Rain Gardens with trees and Louisiana Iris
  - 2 feet of rain garden soil (sand, mulch, soil)
  - 300 Gallons, 7 bathtubs
- Infiltration Trench
  - 2 feet of limestone gravel under pavers
  - 143 Gallons, 3.5 bathtubs

MY HOUSE



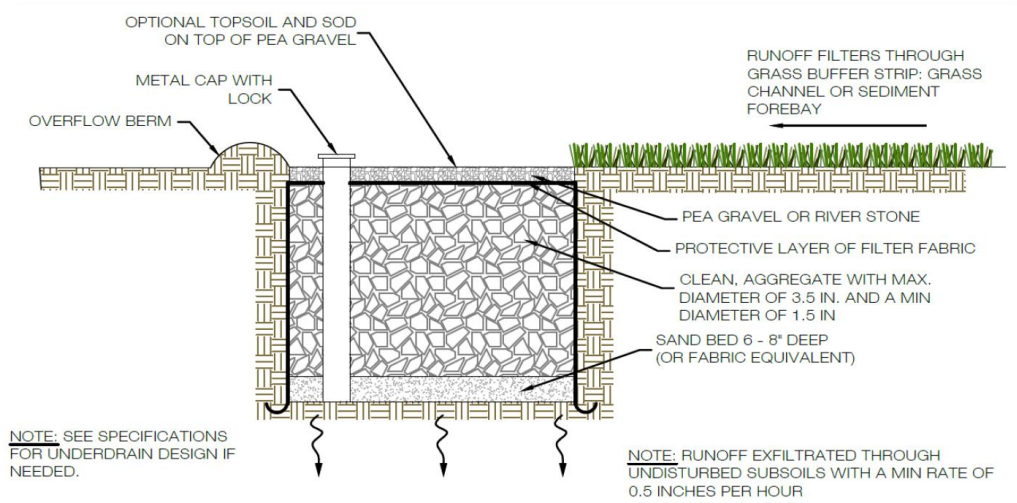
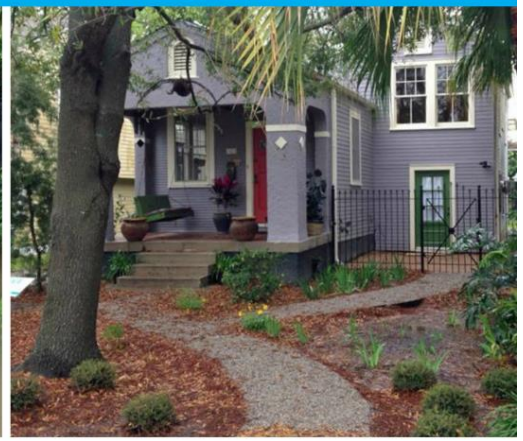


Figure 8.1. Infiltration Plan and Section

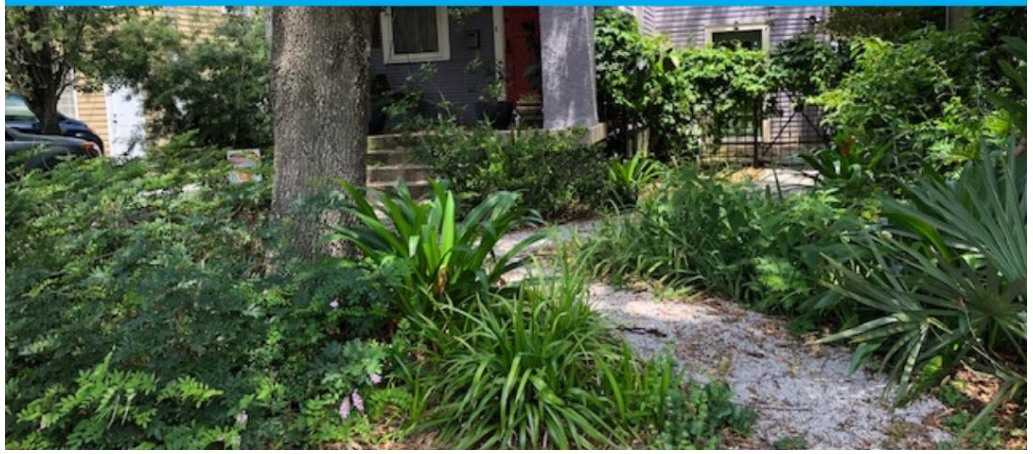
FRONT YARD INITIATIVE

Before

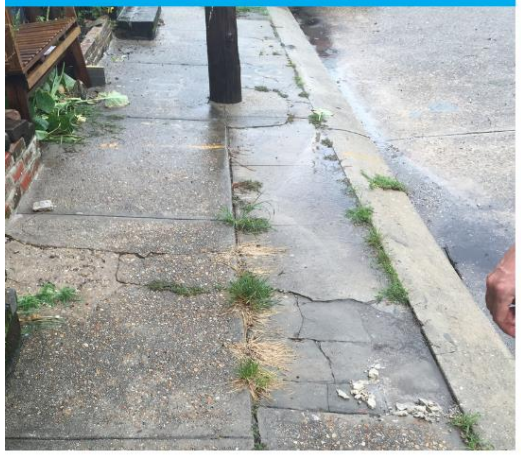
After



Now



Before



After

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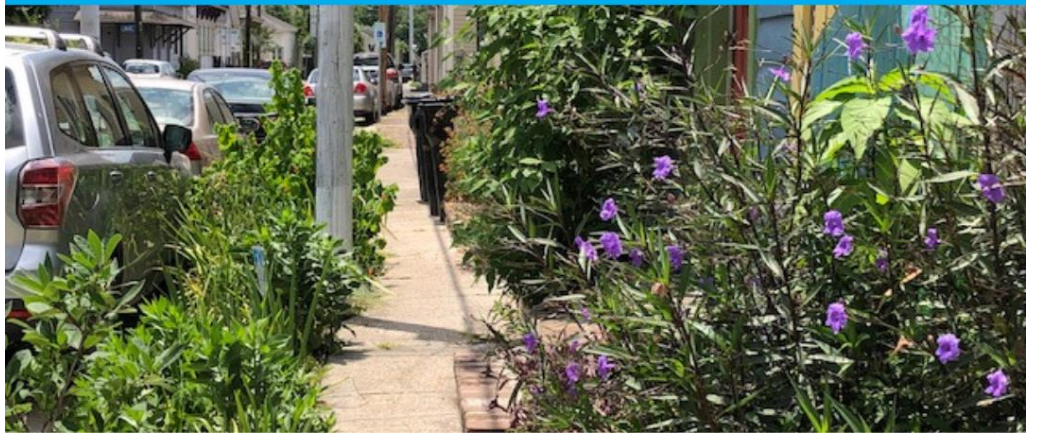
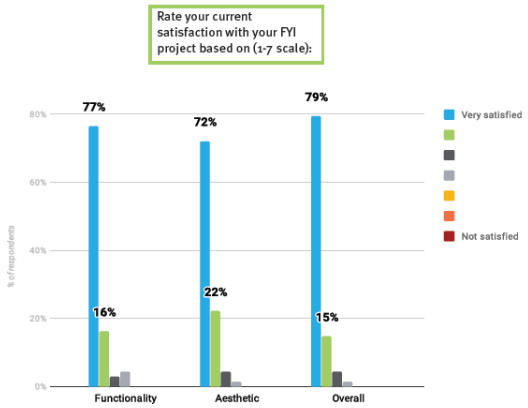


FRONT YARD INITIATIVE

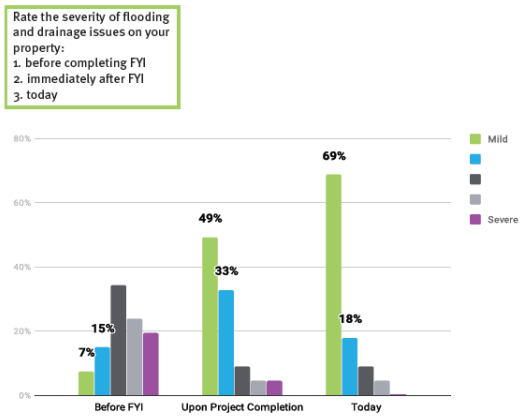
PROJECT SATISFACTION

Respondents were largely very satisfied with their FYI projects. Ninety-four percent of participants rated their project a six out of seven or better overall.



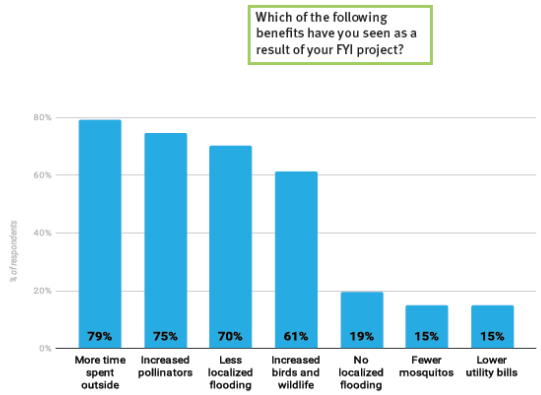
PROJECT IMPACT

Participants were asked to rate their property's flooding and drainage issues at three different points in time on a scale of 1 (mild) to 5 (severe).



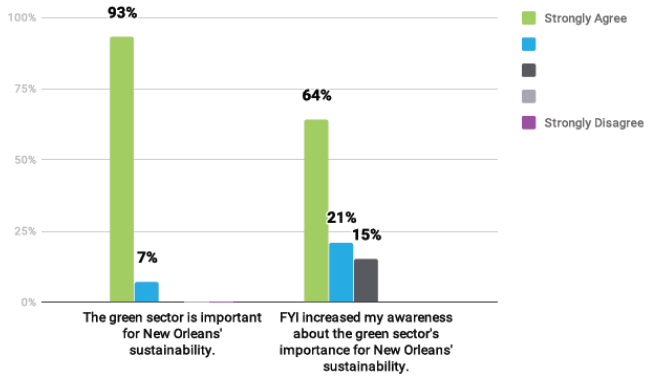
PROJECT BENEFITS

Next, we asked people what benefits they've seen as a result of their FYI projects. Respondents were instructed to choose multiple items if their project has brought them multiple benefits. Most people reported at least two benefits. Some respondents reported the presence of positive effects like increased pollinators, while others noted the removal of negative effects, such as reduced localized flooding.



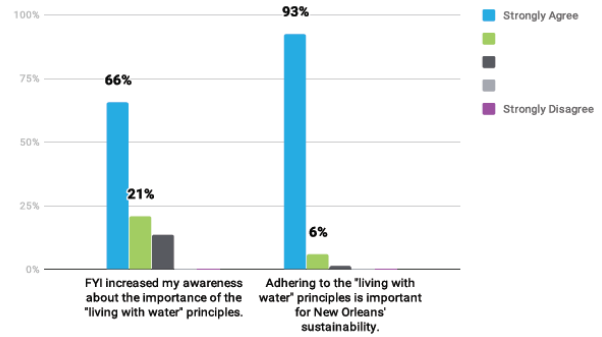
GREEN SECTOR EDUCATION

While many of our homeowners were already familiar with the green sector in New Orleans, 85% of respondents reported that FYI increased their awareness of the green sector's importance.



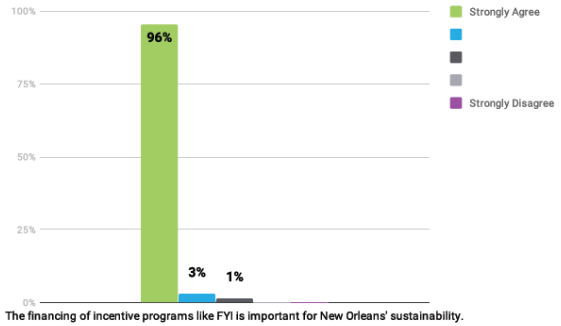
LIVING WITH WATER

Because FYI is designed to deliver water education as well as facilitate GSI installation, we asked how FYI participation had increased awareness of the "living with water" principles. We then asked what "living with water" principles mean for New Orleans' sustainability.



INCENTIVE PROGRAMS

We asked FYIers how important incentive programs (like FYI) are to expanding GSI throughout New Orleans.



WATER WISE

- Currently, Water Wise Gulf South partners with:
  - Greater Treme Consortium on Water Wise Treme (beginning in 2016)
  - Healthy Community Services on Water Wise 7th Ward (beginning in 2017)
  - Upper 9th Ward Bunny Friend Neighborhood Association on Water Wise Upper 9th Ward (beginning in 2019)
- Collectively, there are 65 Water Wise Neighborhood Champions and an additional 85 residents who are soon to become Water Wise Neighborhood Champions. Our partnership has allowed us to install over 130 green infrastructure facilities that capture approximately 50,000 gallons of stormwater.

RESOURCES

- Joy of Water
- Water Wise
- Front Yard Initiative
- Community Adaptation Program
- Every Drop

Steps to Assess Your Property:

1. **Sketch your property:** begin with a sketch showing a general outline of the property, structures (e.g., house, garage and deck), and other hard surfaces (e.g., driveway, patio and pavements). Note where your downspouts and storm drains are located, and any high and low points on your property.

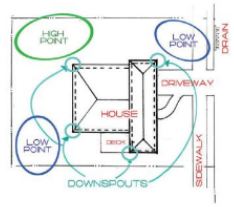
2. **Locate sources of stormwater runoff and pollutants:** locate points where stormwater is concentrated and where it runs off hard surfaces. Identify areas where pollutants can be exposed to rainwater, such as areas lacking vegetation, oil stains, dirt piles, and leaf litter.

3. **Determine how water drains and where it goes:** determine the direction stormwater flows off your property. Water will flow from the high points, such as the peak of the roof, to the low points, such as down the gutter downspout or driveway. You may also want to observe the stormwater runoff pattern on your property during a rain event, or watch the way water flows when you water the lawn. Identify any low points (e.g., low lying areas, potholes, sinkholes) and high points that may collect rainwater or alter its flow off of your property.

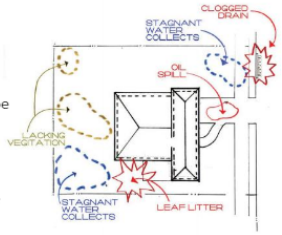
4. **Identify possible locations for green infrastructure:** locate sites that will support a water management features. During your property assessment, consider limitations that affect the types of measures you can install.

Remember: Recognize Limitations

Space: Consider to the space between the green infrastructure you want to install and physical features of your property, such as your house or your neighbor's property. It is a good idea to keep areas that collect and detain stormwater runoff away from both your house and your neighbor's property. Low areas that pond can increase the chance of flooding and, if the drainage is poor, may cause structural damage to your house.

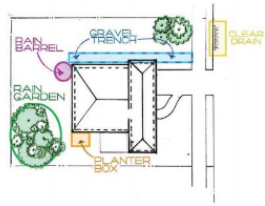


Slope/elevation: The steeper the slope, the faster water travels. Steep slopes or elevation are not common in New Orleans unless engineered, but remember that slopes may not be appropriate for some types of green infrastructure.



Existing structures: Not all types of green infrastructure can easily be adapted to existing structures.

Poorly draining soil: Poorly draining soils limit the amount of stormwater a site can handle, so certain types of green infrastructure may not be effective or appropriate. There are four major types of soils: gravel, sand, silt, and clay. Gravel and sand allow runoff to infiltrate quickly. Alternatively, silt and clay drain much more slowly. New Orleans soils tend to be high in clay content, but our soils are a reflection of local geography and there are regions of the city that have sand and silt layers.



NEXT STEPS

- Next Meeting will be February 12 at Noon
- Deeper dive on reporting and resolving issues
- Can we make this an hour and a half?


SEWERAGE & WATER BOARD
CRESCENT BOX
WATER METER
FORD METER BOX CO. WABASH, IND.
NEW ORLEANS, LA.

THANK YOU