



CUSTOMER ADVISORY COMMITTEE

February 12, 2021

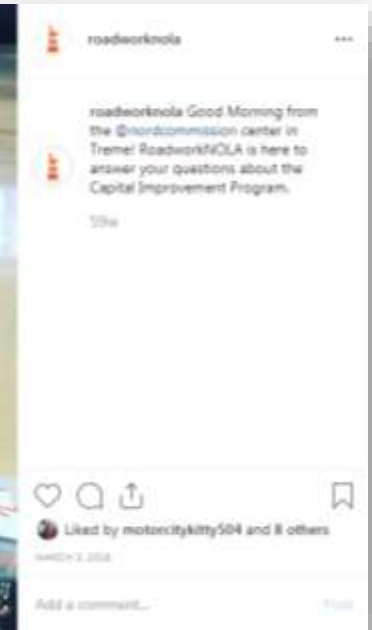
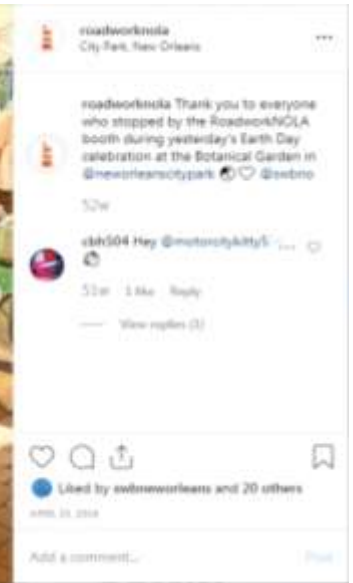
AGENDA

- Roll Call
- RoadWork Program
- SWBNO Reporting
- Listening Session
- Next Steps



Engaging Our Residents

- ✓ **Partnering with Neighborhood Engagement**
- ✓ **Community Meetings**
- ✓ **Canvassing**
- ✓ **Meeting Residents Where They Are**
- ✓ **Internal Communications**
- ✓ **User-Friendly Web site**
- ✓ **Dedicated Construction Hotline & E-mail**
- ✓ **Social Media (Facebook, Twitter, Instagram, Next Door, YouTube)**
- ✓ **Monthly Construction Newsletter**
- ✓ **Road Construction Toolkit for Business Owners**
- ✓ **Educational Literature**



Keeping Residents Informed

ROADWORK CITY OF NEW ORLEANS
ROADWORK.NOLA.GOV

Get Started Here! Enter an address to get block-to-block details on construction projects

Enter your address here

Tell us what you think of the site or download the data

Choose to view pavement condition, planned work or roads under construction now

Legend

- Planned Road Construction
- Roads Under Construction Now
- Disrupted Road Construction
- Full Reconstruction
- Patch Mill/Overlay
- Patch Concrete
- Incidental Road Repairs
- Non-Driving Incidents
- Streetscape
- Bridge Replacement
- Future Road Work
- Pending

CHECK OUT THE NEW FEATURES!

- ✓mobile-friendly
- ✓clean design
- ✓improved functionality
- ✓enhanced content

roadwork.nola.gov

Get block-by-block information about the work schedule, type of repairs and what to expect during construction

6800 block of Vicksburg St.
From Chalmette St to Metairie St in Lakeview

Pavement Condition: Failure

Work Status

Project: RR3 - Lakeview North Group F (FDC)

Schedule: Start: Jul-Sep 2021, End: Jul-Sep 2022

PLEASE NOTE: The content provided on roadwork.nola.gov is subject to change pending unforeseen site conditions, weather delays, constructability issues, etc.

Top 10 Searched Areas

Event Label	Total Events	Pageviews
Council District D Gentilly Terrace	167	162
Council District A Lakewood	158	207
Council District A Lakeview	128	115
Council District D St. Anthony	121	36
Council District B Central City	108	84
Council District D Filmore	105	79
Council District D Milneburg	99	65
Council District E Lower Ninth Ward	96	29
Council District A Marlyville-Fontainebleau	93	110
Council District A Audubon	82	95

More than 250,000 page views since launch in October 2016



Keeping Residents Informed – Monthly Newsletter



- ✓ Disseminated to more than 10,000 residents and all City employees
- ✓ Provides an update on construction projects in each Council District
- ✓ User-friendly search function for past articles on RoadWorkNOLA



Keeping Residents Informed – Social Media



- ✓ **Posting real-time construction updates**
- ✓ **Engaging with the public**
- ✓ **Promoting other departments initiatives**

Keeping Residents Informed – Working With City Council



- ✓ *Assisting City Councilmembers with infrastructure-related information and resolutions for their constituents*
- ✓ *Working collaboratively to communicate about new projects to their constituents*



How to Stay Connected



Construction Hotline: 504.658.ROAD (7623)



Facebook.com/roadworkNOLA



@roadworkNOLA



RoadworkNOLA is on Next Door!



@RoadworkNOLA

CITY/SWBNO

- City of New Orleans:
 - Roads
 - Curbs
 - Sidewalks
 - Catch Basins
 - Drain lines under 36" (most streets)
 - Drainage Manholes
 - Potholes, settlement, etc.
- Sewerage and Water Board:
 - Water lines/Manholes/Hydrants
 - Sewer lines/Manholes
 - Drain lines over 36" (major streets, canals, etc.)
 - Service Cuts for repair or connections
- Others:
 - Service Cuts (Entergy, Telecommunications, etc.)



CITY/SWBNO



CONSENT DECREE

- Entered in 1997
- Complete rehabilitation of the sanitary sewer system
- Reduces Sanitary Sewer Overflows (SSO) and Infiltration and Intrusion (I&I)
- To be complete by 2025



2,000+ sewer line segment repairs to complete



5,000+ manhole rehabilitations to complete



SSERP projects have been completed in 6 of the 9 Basins

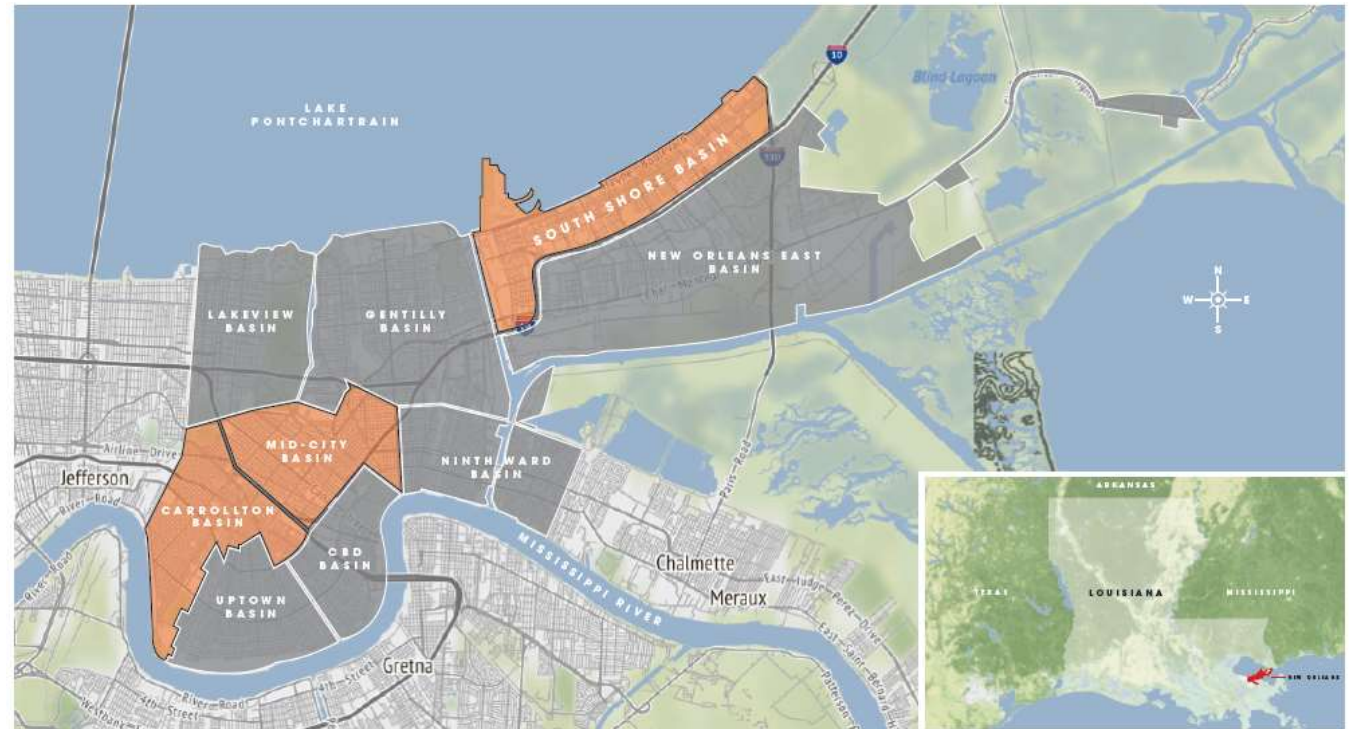


SSERP projects need to be constructed in 3 remaining Basins



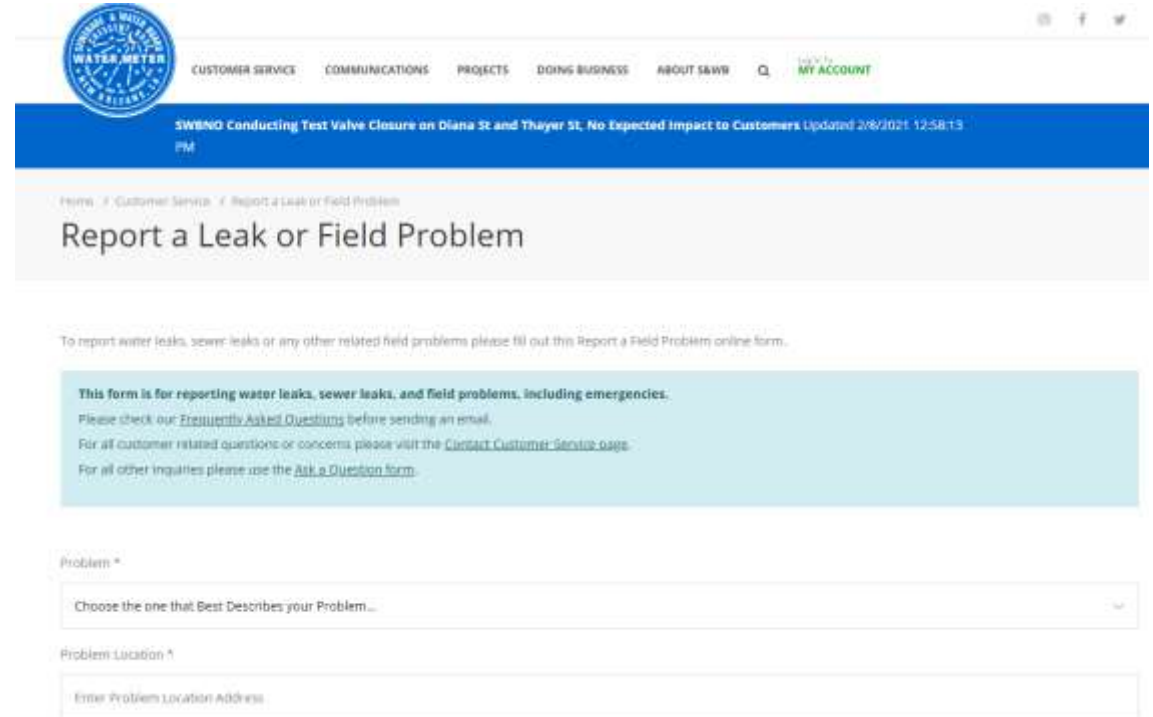
Innovative water management

SEWERAGE & WATER BOARD OF NEW ORLEANS SEWER COLLECTION SYSTEM BASINS MAP



REPORTING TO SWBNO

- 52-WATER
 - Account and billing questions
 - Make a payment or start a payment plan
 - Request a bill to be put under investigation
 - Report a water leak or sewer issue on public right of ways
 - Report a missing water cover
 - If you are experiencing low or no water pressure
 - Schedule an in-person appointment to visit our lobby, plumbing or house connections departments.



The screenshot shows the SWBNO website interface. At the top is the SWBNO logo and a navigation bar with links: CUSTOMER SERVICE, COMMUNICATIONS, PROJECTS, DOING BUSINESS, ABOUT SWBNO, and a search icon. A blue banner below the navigation bar contains the text: "SWBNO Conducting Test Valve Closure on Diana St and Thayer St, No Expected Impact to Customers Updated 2/8/2021 12:58:13 PM". Below the banner is a breadcrumb trail: Home / Customer Service / Report a Leak or Field Problem. The main heading is "Report a Leak or Field Problem". A light blue box contains instructions: "To report water leaks, sewer leaks or any other related field problems please fill out this Report a Field Problem online form." Below this is another light blue box with the text: "This form is for reporting water leaks, sewer leaks, and field problems, including emergencies. Please check our [Frequently Asked Questions](#) before sending an email. For all customer related questions or concerns please visit the [Contact Customer Service](#) page. For all other inquiries please use the [Ask a Question](#) form." Below the instructions are two form fields: "Problem *" with a dropdown menu labeled "Choose the one that Best Describes your Problem..." and "Problem Location *" with a text input field labeled "Enter Problem Location Address".



NETWORKS DEPARTMENT

- Charged with maintaining the sanitary sewer system and the potable water distribution system
- Divided into nine operational units, or zones with staff working 24/7/365
- Work includes:
 - Waterline and sewer repairs
 - Traffic control
 - Preventative maintenance
 - Fire hydrants
 - Video and inspections, leak detection
 - Service cuts and pavement restoration
- \$44.4 Million budget for 2021
- Currently no plans for proactive replacement or prioritized renovation of systems- work is done largely on a reactionary basis.

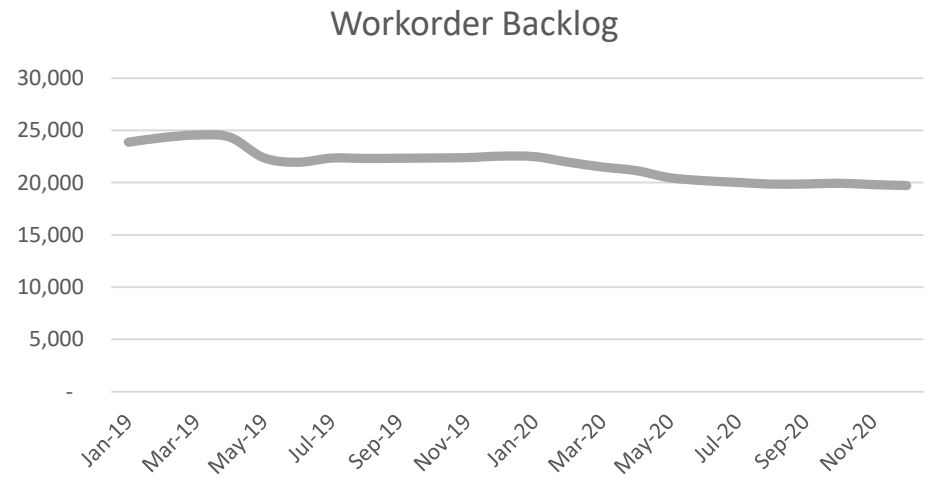
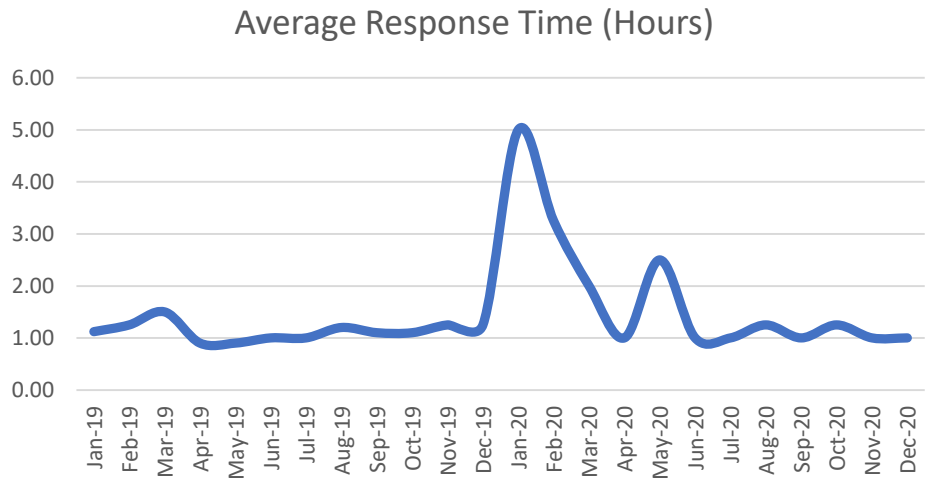
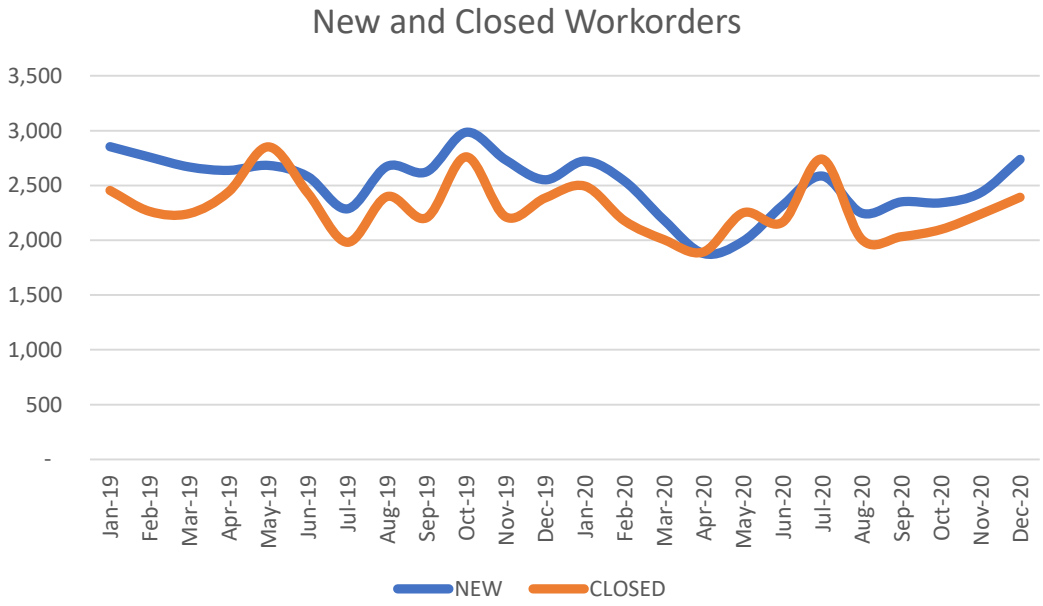


WORK ORDER RESPONSE

- Category “A” – requires immediate attention; for example, a ruptured major water main or overflowing sewer. There will be significant risk in property damage or public health
- Category “B” – requires same-day attention (or as close to that as is feasible); for example, a service line leak, very low water pressure or intermittent sewer blockages. Lower risk of damage or concerns with public health.
- Category “C” – requires attention that can be scheduled with other projects for efficiency, for example, a minor leak near a sidewalk, in the street, requests for new connections or other work that is needed but no imminent threat of property loss or public health concerns.
- As the number of Category A Work Orders increase, overall productivity decreases.
- Category C Work Orders allow more time to plan and group together in geographic areas and as such, can be accomplished at a greater rate of production.
- Given the current age of most the infrastructure, the rate of decline in the system has been increasing, leading to more Category A & B Work Orders.



WORK ORDER RESPONSE



SERVICE CUTS

- Backlog of 2,000 service cuts in 2018
 - Addressed backlog with one time infusion of money
 - Filling service cuts as they happen now
 - Working to address old cases that may have fallen through the cracks



FIELD COMMUNICATIONS

- Working to leverage systems for text notification about service interruptions and ongoing work.



SORRY WE MISSED YOU!

Your water line is expected to be temporarily out of service between the hours of ____ a.m. or ____ p.m. and ____ a.m. or ____ p.m. while the Sewerage and Water Board performs maintenance or repairs to a water main and/or its' components.

Signed: _____
S&WB Foreman

For additional information call
52-WATER (504) 529-2837 anytime.

SEWERAGE & WATER BOARD



SORRY WE MISSED YOU!


The problem identified below is the responsibility of the property owner, and must be addressed immediately.

☐ Main Clean Out Not Exposed
☐ Sewer Choke On Property
☐ Problem On Property

Date: _____
Time: _____
Signed: _____
S&WB Foreman

For additional information call (504)
942-3870, M-F from 8:00 a.m. to 4:00
p.m. or call 52-WATER (504) 529-2837
anytime.

SEWERAGE & WATER BOARD



**A Message from the
Sewerage and Water Board**

The Sewerage and Water Board replaced a lead service between the water main and your water meter. As a result, the lead levels in your drinking water may increase temporarily (this could last several weeks to several months.)

You should run the cold water at a high flow at all of your faucets for at least five minutes each, one at a time, starting with the faucet closest to your water meter, to remove any lead particles that may have gotten into your plumbing when we were working on your service line. This includes outside faucets.

(over)





DISCUSSION

THINGS TO CONSIDER

- What have your experiences been interacting with SWBNO on issues?
- What could be improved to ensure customers are informed of work going on in their area?
- Have you seen examples from other businesses or utilities that work well? (e.g. Entergy)
- When it comes down to it, what are your top concerns about work taking place in the field?



NEXT STEPS

- Next Meeting will be February 26th at Noon- Happy Mardi Gras!
- Billing Issues? AMI?





THANK YOU