



Sewerage and Water Board of New Orleans

**Report on the Boil Water Advisory
called by Sewerage and Water Board
Friday, July 24, 2015 through
Saturday July 25, 2015**

Power Loss Event

At 2:54 am on Friday, July 24, S&WB Carrollton Water Treatment Plant was operating on Entergy power. Water pressure at the Plant was at 67 psi.

At 2:55 am the Water Plant experienced a power surge that resulted in a power interruption to the Claiborne and Panola Pumping Station.

A low water pressure alarm was received at the Press Drive Underpass.



Water Pressure Drop



ABB Recorder Stations

East Bank Basin #1

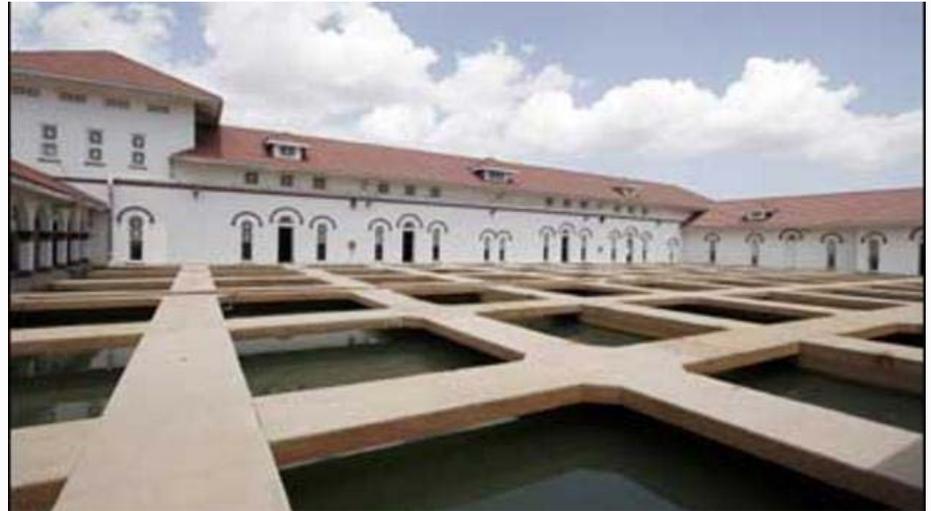


**Water pressure drops
to below 15 psi in
distribution system**

Power Loss Event

Because of the power surge, water pressure at the Water Plant fell to 20 psi for 12 minutes.

S&WB personnel immediately stabilized water pressure by switching to S&WB's internal power supply.



Panola & Claiborne Pump Stations

At 3:20 am, power restored at Water Plant and pressure brought up to 66 psi.

Panola Pump Station's power restarted at 3:58 am and fully restored at 4:55 am.

Claiborne Pump Station's power restored at 4:59 am.



Water Pressure Lost Across Eastbank

During power outage,
water pressure dropped
at the following locations
across Eastbank:

6.1 psi at Municipal Auditorium

14.1 psi in Lakeview

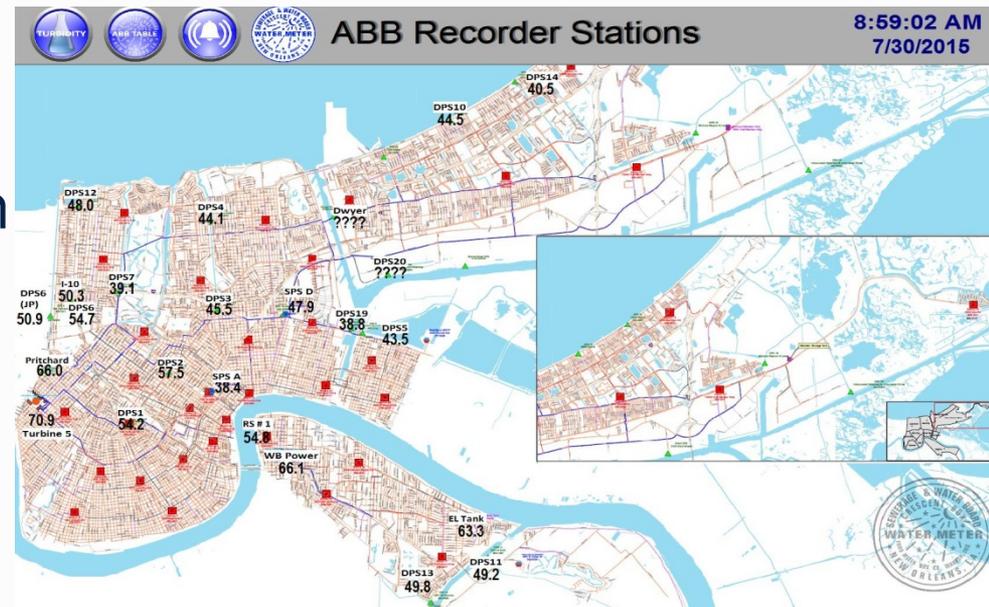
12.5 psi in Gentilly

14.2 psi at London Canal

14.2 psi in New Orleans East

13.6 psi at AMID

5.1 psi in upper 9th Ward



Consultation with DHH

By 7:00 am, readings were collected across the Eastbank and shared with DHH.

At 8:00 am S&WB General Superintendent Joe Becker consulted with DHH staff for a determination on the need for a precautionary boil water advisory.



Consultation with DHH

Following DHH consultation, S&WB Executive Director Cedric Grant was updated on the situation and advised that a precautionary boil water advisory was necessary for Eastbank.

After all facts were gathered, Communications informed at 9:00 to draft an advisory.



Boil Water Advisories

- State and Federal regulations specify when drinking water advisories are required.
- In some cases, S&WB may issue precautionary advisories at its discretion.
- Precautionary advisories are issued as a protective measure.
- Mandatory advisories are issued as required by State and Federal law to protect public health.



Public Notification

Upon final consultation with S&WB personnel at 9:40 am, a precautionary boil water advisory was issued at 10:00 am.

At 11:00 am, S&WB staff and City Health Director Charlotte Parent conducted press conference on situation.

S&WB's call center staffed and operated throughout precautionary boil water advisory period.



Public Notification

Throughout precautionary boil water advisory, S&WB and City utilized multiple platforms to communicate with public including:

- Press conference
- Three press releases (one on Friday and two on Saturday)
- Stakeholder outreach
- Active engagement on social media (via @NOLAReady)
- NOLA 311
- NOLA Ready text alerts
- S&WB's 24-hour hotline
52-WATER (529-2837)



Water Sample Testing

Laboratory staff, as directed by DHH, began collecting water samples of at least 75 test sites on Friday morning.

93 samples collected and incubated by 4:00 pm Friday. Samples require 24-hour incubation before testing.

On Saturday, samples tested showing water safe for consumption.

Precautionary boil water advisory cancelled at 5:10 pm.



The period of time between when the water distribution system lost power and when the public was notified of a Boil Water Advisory was too long.

We regret that this allowed people to use water that we later recommended to boil.

We apologize for any inconveniences that this event may have caused and appreciate the public's patience.



Steps Taken to Accelerate Public Notification

In response to previous boil water events and to improve our system monitoring, S&WB added pressure gauges at several pump stations.

This water pressure data is what triggered this recent precautionary boil water advisory but it was not being monitored in real-time.

To accelerate the public notification process, we have installed water pressure monitoring equipment at the power plant.

This data is now monitored in real-time, 24/7.



Steps Taken to Accelerate Public Notification

Water Plant personnel now know in real-time if there is a water pressure drop at any point in the water system between the Water Plant and distribution points across the city.

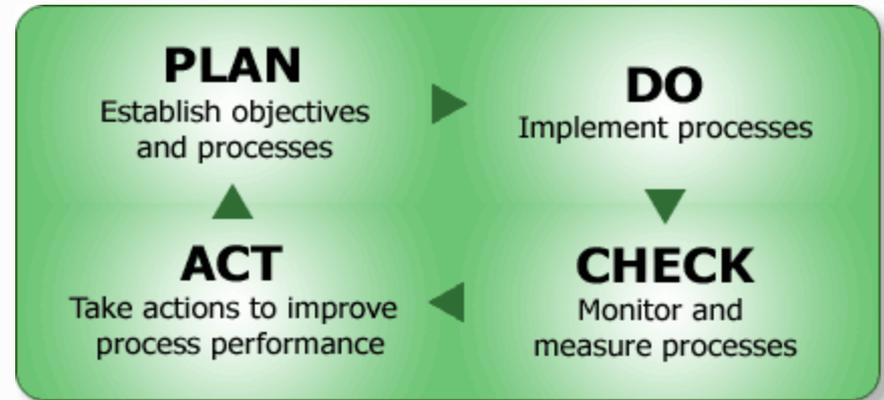
When there is a water pressure drop, S&WB personnel are able to analyze this data more quickly, determine if the water system pressure has been compromised, and notify Executive Staff that a boil water advisory is necessary.

We are collaborating with Entergy representatives as they install power monitoring equipment at their substations and in our Water Plant.



Public Notification Action Plan

- Executive staff is now informed every time water pressure leaving the Water Plant drops below 40 psi.
- DHH Boil Water Advisory Information is now linked to our website.
- Our call center will be fully manned.
- Initiate social media links.



- Send notifications via NOLA Ready alert systems
- Produce Government Access video on boil water advisory to run concurrently with event.







Sewerage and Water Board of New Orleans

**Report on the status of the \$150 million
power plant upgrade to the Carrollton
Treatment Plant**

System Vulnerabilities

S&WB's Carrollton Water Treatment Plant remains vulnerable to loss of pressure until major capital improvements projects to strengthen system's redundancy and resilience are complete.

Major capital improvement projects are underway now to address these concerns.



Capital Improvements Underway

Important capital improvement projects are underway now including a **\$150 million** HMGP funded upgrade to Carrollton Water Treatment Plant's power generation.

This fall, construction will begin on two elevated water storage tanks through our **\$50 million** Water Hammer project that will help maintain water pressure in event of a disruption.



Power Plant HMGP

\$150 million program is intended to mitigate from future damages and is not limited to repairing damages that have previously occurred.



Augments the more than \$60 million in FEMA Public Assistance and federal Storm Proofing efforts.



\$150 Million Power Plant HMGP

In construction

Bid Dates

Turbine 4 Generator	\$7.9 million	Feb 2013
60hz Feeders	\$3.4	Aug 2013
Generator testing load bank	\$5.5	Apr 2014
Replacement of critical feeders	\$28.0	May 2015
Emergency fuel storage	\$6.4	May 2015
Structural refurbishment	\$3.8	June 2015

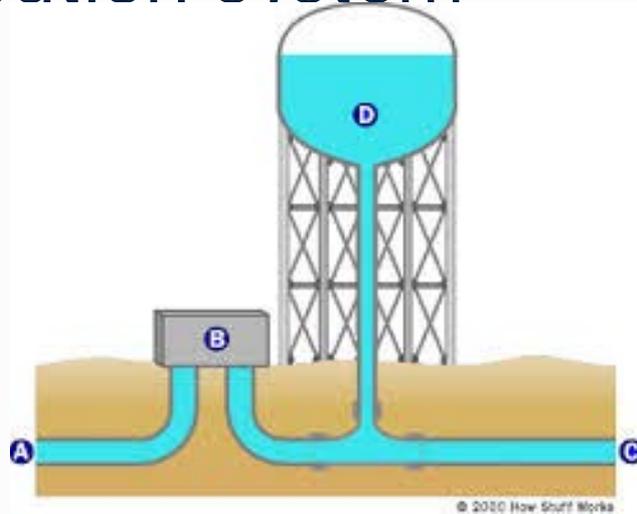
In design

Oak street intake	\$16.7 million	July 2016
Refurbish boiler room	\$44.7	May 2016
Turbine 5 refurbishment	\$17.3	July 2017
Turbine 3 refurbishment	\$16.9	Feb 2016



Water Hammer Project to Maintain Pressure

- \$50 million to construct two water towers inside the plant and booster pumps in the distribution system



- Construction to begin once SELA work in front of plant is complete by early 2016



