



Infrastructure Advisory Board Meeting

March 10, 2022

Sewerage & Water Board Updates
Ghassan Korban, Executive Director



Infrastructure Maintenance Fund Status

Total Revenues (through February 2022): \$16,638,537

- Revenues continue to steadily increase

Total Expenditures: \$6,318,195

- Project Spending to date (approximate):

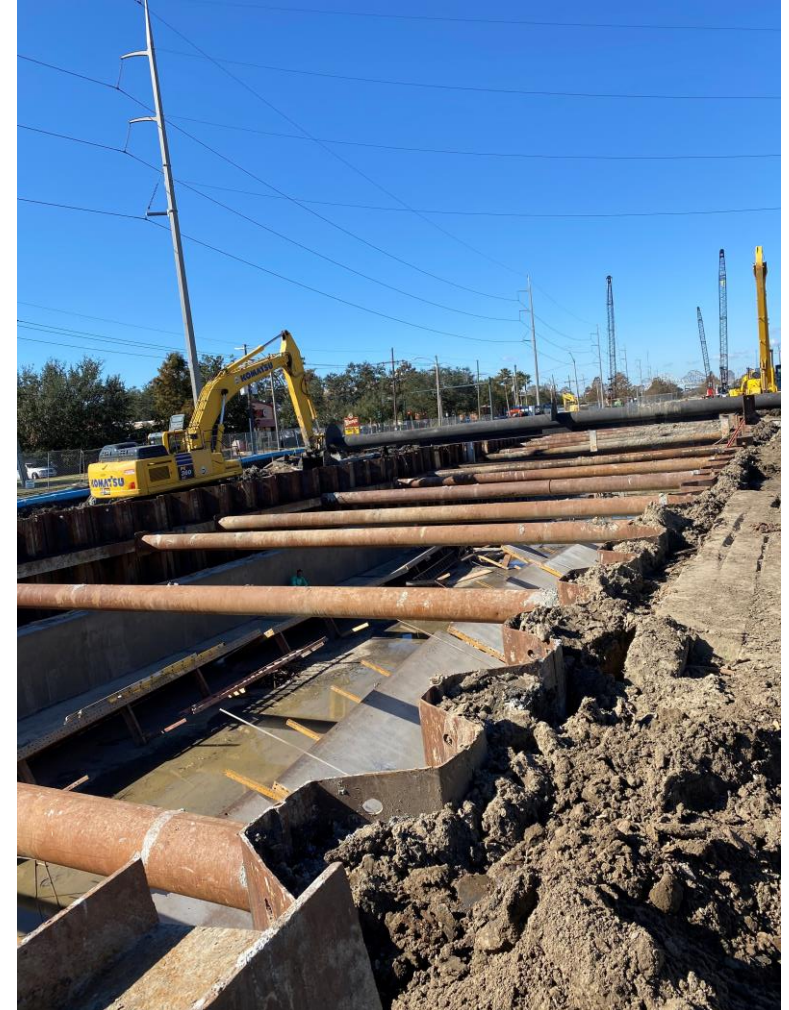
SELA Algiers Drainage Expansion Projects - \$3.5M

Meter Reading Initiatives - \$500,000

Strategic Plan Development - \$200,000

Turbine 7 Design - \$940,000

Smart Meters - \$1.5M





Priority Project Updates

- **Smart Metering Program (AMI):** Meter survey is complete. Seven vendor responses for installation; selection this month.
- **Turbine 7:** Permitting process is complete and specs are done. RFP issued and vendor recommendation awaiting Board approval.
- **Asset Management Program:** Moving forward, RFP and vendor selection Q3 this year.
- **T6:** Spending adjustment - \$2M in savings transferred to West Power Complex project
- **Strategic Plan:** Adopted by Board in February; implementation of strategic tactics underway by staff.



STRATEGIC FRAMEWORK

Vision
To be a model utility that earns and holds the trust and confidence of our customers, community, and partners through reliable and sustainable water services.


Mission
Our team of experts serves the people of New Orleans and improves their quality of life by reliably and affordably providing safe drinking water; removing wastewater for safe return to the environment; and draining stormwater to protect our community.

Core Values
The SWBNO Team is committed to making these shared values our reality.

We are:
Customer Focused
Accountable
Safety Minded
Transparent and Honest



FOCUS AREAS



Financial Stability
Practice strong fiscal stewardship and ensure timely revenue recovery while balancing affordability with investments necessary to deliver critical services




Technology Modernization
Modernize technology and system integration to improve reliability and efficiency of operations and enhance customer service




Workforce Development and Enrichment
Support and develop a high-performing team that is skilled, committed, inspired, rewarded, engaged, and accountable



Customer Service Excellence and Stakeholder Engagement
Continuously meet and exceed the service needs of our customers and proactively communicate and engage stakeholders



Infrastructure Resiliency and Reliability
Improve efficiency and resiliency of current and future infrastructure by leveraging partnerships and innovative approaches to funding and sustainable design



Organizational and Operational Improvement
Optimize organizational structure, alignment, and capacity to ensure safe operations and efficient service delivery

OBJECTIVES (Measurable Outcomes)

- + Lowered accounts receivable
- + Increased utilization of assistance programs
- + Reduction in unbilled (non-revenue) water
- + Fewer capital project change orders

- + Fewer billing errors
- + Increased customer service efficiency
- + Increased customer self-service utilization
- + Increased employee adoption of core technology systems

- + Increased workforce productivity
- + Increased and improved employee training
- + Increased employee morale
- + Reduction in open positions

- + Fewer customer complaints
- + Increased customer satisfaction rating
- + Increased customer service first call resolution
- + Increased social media interactions
- + Improved positive media sentiment

- + Fewer water main breaks
- + Fewer sewer overflows
- + Increased feet of pipeline replacement
- + Increased time spent on preventative maintenance
- + Increased number of green infrastructure projects

- + Decrease operating ratio (expenses/revenues)
- + Fewer workforce accidents and injuries
- + Increased number of specific operational process improvement projects

STRATEGIES

1. Optimize capital and operational spending
2. Enhance budget development and management processes
3. Improve timely revenue recovery and leverage new and alternate revenue sources
4. Enhance affordability programs to better meet community needs

5. Identify and update critical/core technology software solutions and resources
6. Enhance cybersecurity and technology systems resiliency
7. Improve adoption and integration of current and new technology systems

8. Evaluate workforce model options, including Civil Service and others, and determine an appropriate approach for SWBNO
9. Enhance resources for employee training and development
10. Motivate and train supervisors and leaders to improve employee and team performance
11. Strengthen internal communication and information sharing to increase collaboration across departments
12. Improve knowledge capture, transfer, and succession planning

13. Foster a culture of customer service throughout the organization
14. Expand convenience systems and capabilities to improve self-service options for customers
15. Elevate core customer service delivery performance
16. Advance proactive communication and outreach programs

17. Shift maintenance planning and workflows from reactive to preventative through comprehensive asset management
18. Replace and renew aged infrastructure using integrated approaches
19. Successfully deliver all critical capital improvement projects by improving collaboration with project partners
20. Respond to climate change through innovation and green infrastructure projects

21. Evaluate and modify organizational structure and staffing levels to improve service delivery
22. Enhance safety training and enforcement programs
23. Implement programs and training related to change management, process standardization, and continuous improvement
24. Develop and share organizational performance dashboards internally and externally



Projected Spending by Quarter

PROJECTS AND PROJECTED SPENDING BY QUARTER	RECOMMENDED AMOUNTS	2020		2021				2022				
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4	
SELA – Algiers Drainage Project	1,000,000	1,030,625			2,486,836							
Smart Metering -- Advanced Metering Infrastructure (AMI)	1,500,000		-			252,017	250,000	375,000	375,000	250,000		
Olameter				494,853								
Total Meter related												
Master Plan/Strategic Plan	500,000					102,526	96,016			150,000	15,000	
Water Treatment Plan Improvements: Sycamore Filter Gallery	3,000,000								1,500,000	1,500,000		
T7 Solution	4,000,000					300,000	300,000					
Stormwater Fee Study	250,000											
Other Proposed	-											
Construction of a new Bulk Chemical Feed and Storage Facility	4,000,000									2,000,000	2,000,000	
Additional Smart Metering Phase 1	2,000,000											-
Asset management system	1,650,000							150,000	1,500,000			
Hurricane Ida Equipment Expenses*	3,400,000									3,400,000		
Lead Service Line Task Force Unit	TBD											
Total Spending	10,250,000	1,030,625	-	494,853	2,486,836	654,543	646,016	525,000	3,375,000	7,300,000	2,015,000	

*Bridge loan for Hurricane Ida to be re-considered given year end position for Sewer System

Report of Revenue and Expenditures made pursuant to the CEA (R-079-2020)
Infrastructure Maintenance Fund
March 2022

REVENUES

9/16/2020 Infrastructure Maintenance Fund Receipt from City	6,225,937
10/30/2020 Infrastructure Maintenance Fund Receipt from City	124,241
11/18/2020 Infrastructure Maintenance Fund Receipt from City	113,567
12/11/2020 Infrastructure Maintenance Fund Receipt from City	193,427
1/21/2021 Infrastructure Maintenance Fund Receipt from City	283,861
2/3/2021 Infrastructure Maintenance Fund Receipt from City	375,772
3/12/2021 Infrastructure Maintenance Fund Receipt from City	339,083
4/9/2021 Infrastructure Maintenance Fund Receipt from City	467,665
5/7/2021 Infrastructure Maintenance Fund Receipt from City	489,066
7/30/2021 Infrastructure Maintenance Fund Receipt from City-April	831,941
7/30/2021 Infrastructure Maintenance Fund Receipt from City-May	867,499
9/29/2021 Infrastructure Maintenance Fund Receipt from City-June	859,495
9/29/2021 Infrastructure Maintenance Fund Receipt from City-July	1,037,999
11/23/2021 Infrastructure Maintenance Fund Receipt from City-Aug	1,076,227
11/23/2021 Infrastructure Maintenance Fund Receipt from City-Sept	367,756
2/4/2022 Infrastructure Maintenance Fund Receipt from City- Oct	811,584
2/4/2022 Infrastructure Maintenance Fund Receipt from City- Nov	906,411
2/22/2022 Infrastructure Maintenance Fund Receipt from City- Dec	1,267,007

TOTAL REVENUES **16,638,537**

EXPENDITURES

7/24/2020 5% cash payment required to match current year federal funding for the SELA Program, due 8/1/2020 <i>Pursuant to the third project participation agreement between the USACE and the local sponsor. The initial Project Cooperation Agreement (PCA) was between the USACE and S&WB in 1997 and covered projects that were constructed prior to Hurricane Katrina. This agreement called for 75% federal/25% local funding, with the S&WB responsible for providing the local funding. The local funding may be provided as work in kind or cash payments, but a minimum of 5% of the project cost must be in cash</i>	1,030,625
<i>Olameter Corporation Contract for Meter Reading Services for Contract Readers. August Thru</i> 12/30/2020 <i>December 2020</i>	410,788
<i>Olameter Corporation Contract for Meter Reading Services for Contract Readers. Revised September</i> 2/22/2021 <i>2020 Invoice</i>	13,801
2/22/2021 <i>Olameter Corporation Contract for Meter Reading Services for Contract Readers. January 2021</i>	70,263
8/2/2021 <i>Jacobs Invoices 7953, 7963 and 7974</i>	252,017
<i>Raftelis Financial Consultants Contract for Consulting Services for Utility Strategic Planning. Invoices</i> 8/13/2021 <i>for July and August 2021</i>	102,526
12/29/2021 <i>5% cash payment required to match current year federal funding for the SELA Program</i>	2,486,836
2/25/2022 <i>Design costs related to the acquisition of Turbine 7</i>	639,973
2/25/2022 <i>Smart metering design and RFP</i>	1,215,891
2/25/2022 <i>Raftelis Financial Consultants Contract for Consulting Services for Utility Strategic Planning.</i>	95,474

TOTAL EXPENDITURES **6,318,195**

Net Available Infrastructure Maintenance Fund Revenues for Approved Projects **10,320,342**

Sewerage and Water Board
 Infrastructure Maintenance Fund "Fair Share" Cashflow
 3/1/2022

Fair Share Funds Projection		2020		2021				2022			
		Q3	Q4	Q1	Q2	Q3	Q4	Q1	Q2	Q3	Q4
Beginning Balance		-	5,195,312	5,626,547	6,130,410	4,600,305	7,542,195	8,340,163	10,950,164	11,075,164	3,775,164
Actual Deposits	16,638,037	6,225,937	431,235	998,715	956,731	3,596,433	1,443,984	2,985,001			
Expected Draws/Encumbered from planned spending below		(1,030,625)	-	(494,853)	(2,486,836)	(654,543)	(646,016)	(375,000)	(1,875,000)	(7,300,000)	(15,000)
Available Balance		5,195,312	5,626,547	6,130,410	4,600,305	7,542,195	8,340,163	10,950,164	9,075,164	3,775,164	3,760,164
Projected Add'l Deposits		-	-			-			2,000,000	2,000,000	2,000,000
Projected Balance		5,195,312	5,626,547	6,130,410	4,600,305	7,542,195	8,340,163	10,950,164	11,075,164	5,775,164	5,760,164
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