Sewerage & Water Board of New Orleans

Status Update of Reform Initiatives
Public Works Committee Meeting
July 5, 2016

I. Governance Practices

Action Item	Status
Reduce the length of Board member terms and limit the number of terms	Completed June 17, 2013
Establish requisite qualifications for Board members	Completed June 17, 2013
Reduce the number of Board members	Completed June 17, 2013
Appoint Board members from recommendations submitted by university presidents	Completed May 22, 2014
Review function and responsibilities of Board committees	Completed August 19, 2015
Establish dedicated independent oversight of Sewerage and Water Board determined by the City Council	Quarterly Reporting / Ongoing

II. Customer Service Improvements

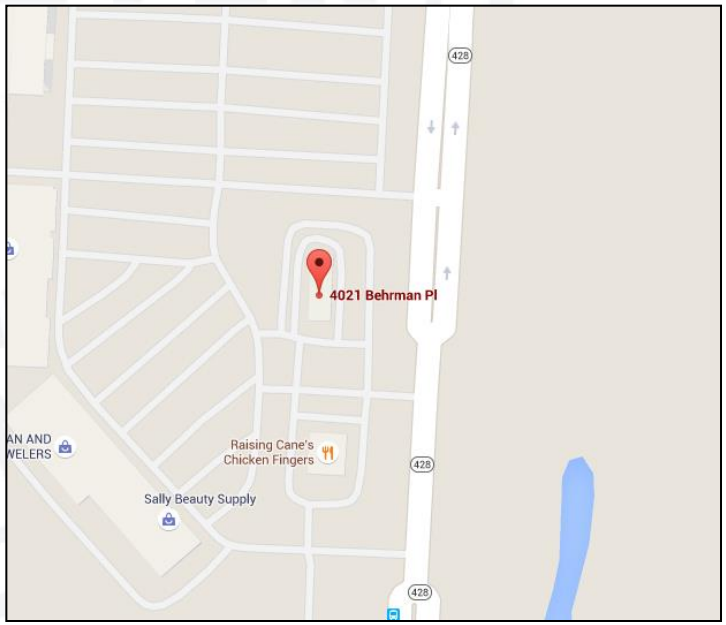
A. New meters will be installed for the residential and small commercial customer base.

- *New electronic-read meters are being purchased and installed.*
- *Additional smart technologies are being evaluated for possible concurrent implementation: remote shutoff and leak detection.*
- *Target begin implementation date December 2016.*

II. Customer Service Improvements

B. Open Additional Customer Service Center to provide convenient access to full service capabilities for customers without traveling to the downtown location.

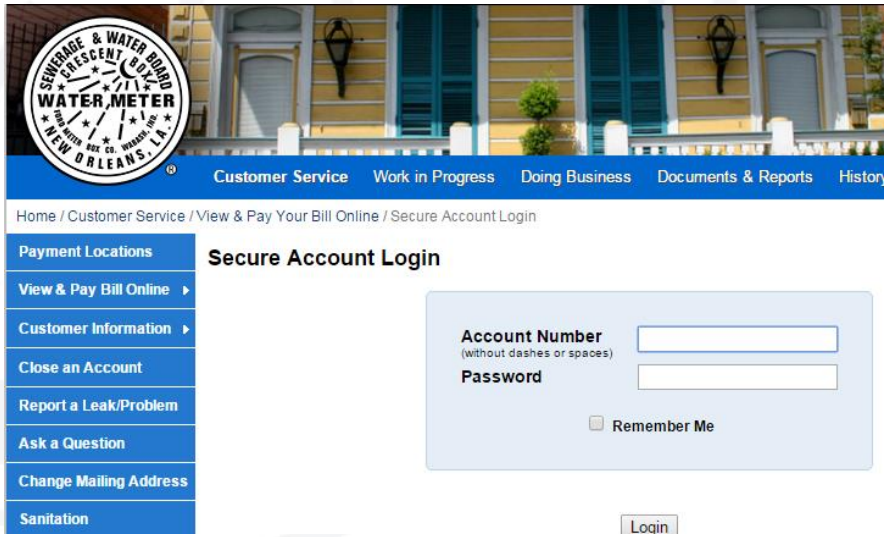
- *New center opened in Algiers.*
- *Locations for additional services being considered.*



II. Customer Service Improvements

C. Replace existing billing application with new software that includes online customer account management capabilities.

- *Customer Account Management System setup began in September 2014.*
- *Implementation training underway.*
- *Target Go-Live by September 2016.*



II. Customer Service Improvements

D. Replace existing work order application with new software that includes online work order tracking and appointment scheduling capabilities.

- *Next steps to be determined as part of the development of an Information Technology Strategic Plan.*
- *Target date December 2017.*

II. Customer Service Improvements

E. Improve efficiency and reliability of Customer Service processes.

- *New plan to improve Customer Service adopted June 2015. Status updates reported monthly.*

- *Significant improvement in meter readings, call wait times, call answer rates, and collections.*

III. Service Assurance Program

Action Item	Status
A. Provide additional funding for bill payment assistance through the Water Help program.	Completed January 31, 2013.
B. Expand Water Help program to provide assistance with plumbing repairs.	Completed March 31, 2014.
C. Pursue legislative change to allow adjustments for water lost through customer leaks.	Completed March 16, 2016.
D. Evaluate waiver of service charges based on means testing for qualifying low-income elderly and disabled customers.	Completed July 17, 2013.
E. Evaluate reduction in late payment fee, disconnect fee, returned check fee, and deposits.	Completed July 17, 2013.

IV. Operational Reforms

A. Improve operations through performance measures, improved framework, and follow-up reviews to reduce future rate increases.

- *Training for process documentation, analysis, and improvement combined with cost reduction completed*
- *Performance measures developed and implemented*

IV. Operational Reforms

B. Reduce free water and sewer service provided to municipal accounts by fifty percent from a baseline of 2010 usage.

- *Quantity of free service reduced from 2010 to 2015 by 22.0%.*

IV. Operational Reforms

C. Improve coordination between Sewerage and Water Board and Department of Public Works.

A joint team of SWB engineers and DPW engineers work together in coordination of planning and construction for the FEMA Recovery Roads program.

1,282 – In Design

10 – Under Construction

144 – Completed

IV. Operational Reforms

D. Improve ratepayer collections.

- *Plans to improve collections have focused on ensuring close compliance with schedules for non-payment turn-offs.*
- *The amount written off as uncollectable has reduced from 10.23% in 2010 to 1.47% in 2015.*

IV. Operational Reforms

E. Develop a long-term staff succession and training program.

- *Delgado Community College, the Sewerage and Water Board of New Orleans and the JOB1 Business and Career Solutions Center partnered to launch a worker training program.*

- *Aimed at increasing the pool of certified water and wastewater treatment personnel.*

IV. Operational Reforms

F. Perform annual water audit to measure progress and critical needs.

- *Water Audits have been performed for 2008 through 2014*

IV. Operational Reforms

G. Enhance long range planning by developing a Facilities Plan for 2015-2035.

- *Water Purification Facilities Plan for 2015-2035 developed to identify the capital investments beyond the immediate needs identified in the current capital improvement program*

IV. Operational Reforms

H. Develop new sources of funding other than water and sewer rate increases.

- *New revenue stream established for handling wastewater from mobile containers, such as portable toilets and shipping containers.*
- *Analyzing opportunities for providing wholesale water service.*

IV. Operational Reforms

I. Repay funds owed to DPW.

- *SWB repaid $4,763,858.77 at year-end 2013.*
- *No repayment in 2014 due to offsetting receivables from DPW.*
- *SWB repaid $3,504,077.98 at year-end 2015.*
- *Remaining net balance scheduled to be repaid in 2016.*

V. Economic Opportunities

A. Create economic opportunities consistent with City of New Orleans programs for participation by economically disadvantaged and local business enterprises.

<u>2015 Results</u>

Good and Services	*$ 501,365*	*32%*
Construction	*$ 9,578,745*	*33%*
Professional Services	*$ 5,137,012*	*17%*

VI. Capital Improvement Program

A. Water System Improvements Replacement and rehabilitation of water purification plant facilities. Replacement and rehabilitation of water pumping facilities. Replacement of water system transmission and distribution mains - $277,000,000

Water System Capital Spending 2015 $36,062,817

VI. Capital Improvement Program

B. Replacement and rehabilitation of sewer system collection pipes required by Federal Consent Decree $314,000,000

Sewer System Capital Spending 2015 $43,296,934

VII. City Council Oversight

Action Item	Status
A. Establish performance measures and targets as well as reporting methodology.	Completed March 31, 2013.
B. Implement a systematic approach to process documentation, analysis, and improvement.	Completed April 1, 2014. Continuous Improvement Officer hired.
C. Perform follow-up reviews to document results and efficiencies achieved.	Completed September 18, 2015 / Ongoing. Louisiana R.S. 33:4091 Reports of Board issued to City Council.
D. Provide maps showing maintenance work completed, capital projects completed, and planned capital improvements.	Completed January 1, 2013 for printed maps. Online Tool to Track Road Construction Across New Orleans released on March 10, 2015.
E. Document FEMA receipts and uses of funds.	Completed January 1, 2013 / Ongoing.

VII. City Council Oversight

Action Item	Status
F. Initiate annual meetings with citizens of each council district to regularly report on organizational performance results.	Completed December 2014 / Ongoing
G. Provided written updates to the Clerk of the City Council.	Completed May 30, 2015 / Ongoing

Statistics

91% on target or completed.

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