

**SEWERAGE & WATER BOARD OF NEW ORLEANS
BOARD OF DIRECTORS' MEETING
WEDNESDAY, SEPTEMBER 15, 2021
9:00AM**

[September 2021 Board of Directors](#)

[Link](#)

+1 504-224-8698,,849979734# United States, New Orleans

Phone Conference ID: 849 979 734#

PUBLIC COMMENT WILL BE ACCEPTED VIA EMAIL TO BOARDRELATIONS@SWBNO.ORG. ALL PUBLIC COMMENTS MUST BE RECEIVED PRIOR TO 9:30 AM ON September 15, 2021. COMMENTS WILL BE READ VERBATIM INTO THE RECORD.

LaToya Cantrell, President • Tamika Duplessis, President Pro Tem • Jay H. Banks, Councilmember
Joseph Peychaud • Robin Barnes • Ralph Johnson • Alejandra Guzman • Lynes Sloss
• Maurice Sholas • Janet Howard

FINAL AGENDA

1. ROLL CALL

2. APPROVAL OF MINUTES dated July 14, 2021

3. PRESENTATION ITEM

- Hurricane Ida Post-Storm Report

4. PUBLIC COMMENT

Public comments received until 30 minutes after the presentation of the Agenda will be read into the record.

5. ADJOURNMENT

This teleconference meeting is being held pursuant to and in accordance with the provisions of Section 4 of Proclamation Number JBE 2020-30, extended by Proclamation 167 JBE 2021, pursuant to Section 3 of Act 302 of 2020.

BOARD OF DIRECTORS' MEETING

July 14, 2021

MEETING MINUTES

SEWERAGE AND WATER BOARD OF NEW ORLEANS

ROLL CALL

The Board of Directors for the Sewerage and Water Board of New Orleans (SWBNO) met on Wednesday July 14, 2021 at 9:00 AM via Microsoft Teams. Special Counsel Ms. Yolanda Grinstead, called the roll and confirmed the following members were present: Hon. Mayor Latoya Cantrell, Director Dr. Tamika Duplessis, Director Joseph Peychaud, Director Lynes Sloss, Director Ralph Johnson, Director Alejandra Guzman, Director Robin Barnes, Director Janet Howard, Director Maurice Sholas and Councilmember Jay H. Banks.

The following member(s) were absent:

Staff present were: Mr. Ghassan Korban, Executive Director; Mr. Ron Spooner, Interim General Superintendent; Ms. Christy Harowski, Chief of Staff; Ms. Yolanda Grinstead, Special Counsel; Mr. Darryl Harrison, Deputy Special Counsel; Mr. Dexter Joseph, Budget Department; Mr. Robert Jackson, Customer Service; , Purchasing; Ms. Irma Plummer, EDBP; Mr. Jason Higginbotham, Emergency Management, SWBNO; Ms. Tanyell Allen, Board Relations.

Prior to beginning the meeting, Mayor Cantrell gave her opening remarks. Mayor Cantrell thanked the Board for their commitment and continued dedication to the utility in helping advance it. Mayor Cantrell wanted to acknowledge she had the opportunity to meet with our new FEMA administrator and appreciated her time. Also, the Mayor expressed concern about the Delta variant in the city of New Orleans. We are seeing signs in our state and through out the country. She stated that, it's not time to let up, but time to push even harder for our population to get vaccinated. The virus is rapidly spreading and the hospitalizations we see are aligned with those who are not vaccinated.

APPROVAL OF PREVIOUS MINUTES

Mayor Cantrell presented a motion to accept the minutes of the June 16, 2021, Board Meeting. Director Ralph Johnson moved for approval of the minutes. Director Lynes Sloss seconded. The motion carried.

REPORT OF THE EXECUTIVE DIRECTOR

Executive Director Ghassan Korban presented a slide overview that focused on the following topics:

- Executive Director Korban started his report thanking the Mayor and Board for their continue

leadership and engagement with the utility.

- Turbine 4 is back online and operating in good standing. T4 is now SWBNO primary source. T5 have a final testing underway and working around rain events. SWBNO is expecting full commissioning soon.
- The EMDs is the secondary power source but not abandoning commitment to mitigate noise. They are working on all 5 machines at once, 6-8-week timetable once parts are received. The new Substation has been approved by Entergy and the City Council. The first ever tabletop with Entergy is later this month and will help increase coordination between both agencies.
- Sewerage and Water Board will be resuming shutoffs. Only customers who receive a notice are eligible for water shutoff. SWBNO is maintaining flexibility and assessing customer accounts on a case-by-case basis.
- Mr. Korban stated they are reading approximately 71% of our meters. The weekly numbers vary based on weather and other factors. They are continuing to work towards giving accurate water bills.

COMMITTEE REPORTS

Finance and Administration Committee Report

Director Lynes Sloss reported on the summary and actions taken by the Finance and Administration Committee. The Finance and Administration Committee Report for the month of July was presented and recommended for approval.

Mayor Cantrell asked for a motion to adopt the Finance and Administration reports as amended. Director Alejandra Guzman move to adopt Finance minutes as proposed. Director Maurice Sholas seconded. The motion carried.

CORRESPONDING RESOLUTIONS

The following resolutions were discussed at the July 7, 2021 Finance and Administration Committee Meeting:

- Resolution (R-091-2021) Renewal of Microsoft Enterprise License Agreement
- Resolution (R-092-2021) Authorization of Amendment No. 2 to The Support and Maintenance Agreement Between the Sewerage and Water Board of New Orleans and Cogsdale Corporation for Enhanced Services Including System Integrations, Upgrades for Great Plains Human Resources and Cogsdale CSM Billing System

and Related Systems

- Resolution (R-065-2021) Award of Contract #30237 – Restoration of Gravity Flow Sanitary Sewer Mains by Point Repair at Various Sites throughout Orleans Parish to Wallace C. Drennan, LLC
- Resolution (R-055-2021) Ratification of Change Order No. 3 Between the Sewerage and Water Board of New Orleans and Walter J. Barnes Electric Co. for Contract 1370A – 60HZ Transformers and Switchgear
- Resolution (R-079-2021) Ratification of Change Order No. 3 Between the Sewerage and Water Board of New Orleans and M. R. Pittman Group, LLC. for Contract 1377 – Water Hammer Hazard Mitigation Program Claiborne Ave Pumping Station and Off-Site Improvements

- Resolution (R-066-2021) Ratification of Change Order No. 3 Between the Sewerage and Water Board of New Orleans and Cycle Construction Company, LLC. for Contract 1403 – Demolition of Abandoned C-7 and C-8 Basins and Other Site Improvements at the Carrollton Water Plant.
- Resolution (R-067-2021) Ratification of Change Order No. 5 Between the Sewerage and Water Board of New Orleans and Industrial and Mechanical Contractors, Inc. for Contract 3799 – Installation of Sludge Dryer at the East Bank Wastewater Treatment Plant
- Resolution (R-068-2021) Authorization of Amendment No. 7 to the Agreement Between the Sewerage and Water Board of New Orleans and Arcadis U.S. INC. for Design and Engineering Services for the Water Line Replacement Program
- Resolution (R-069-2021) Authorization of Contract Amendment No. 5 to the Agreement Between the Sewerage and Water Board of New Orleans and Black and Veatch Corporation for Design and Engineering Services for the Waterline Replacement Program
- Resolution (R-070-2021) Authorization of Contract Amendment No. 5 to the Agreement Between the Sewerage and Water Board of New Orleans and Hartman Engineering Inc. for Design and Engineering Services for the Waterline Replacement Program
- Resolution (R-071-2021) Authorization of Contract Amendment No. 8 to the Agreement Between the Sewerage and Water Board of New Orleans and Linfield, Hunter & Junius, Inc., for Design and Engineering Services for the Waterline Replacement Program
- Resolution (R-072-2021) Authorization of Amendment No. 9 to the Professional Service Agreement Between Sewerage and Water Board of New Orleans and MWH Americas, Inc. (predecessor in interest to Stantec Consulting Services, Inc.) for Design and Engineering Services for the Water Line Replacement Program
- Resolution (R-073-2021) Authorization of Contract Amendment No. 2 to the Agreement Between the Sewerage and Water Board of New Orleans and Jacobs Engineering Group, Inc. for Design and Engineering Services for the Power Frequency Converter at Carrollton Water Plant

- Resolution (R-074-2021) Authorization of Amendment No 7. To the Agreement Between the Sewerage and Water Board of New Orleans and Neel-Schaffer for Design and Engineering Services for Water Line Replacement Program

Mayor Cantrell presented a motion to accept the Corresponding Resolutions in globo. Director Janet Howard moved. Councilmen Jay H. Banks seconded. The motion carried.

INFORMATION ITEMS

The following items were submitted for informational purposes only:

- Preliminary Financial Results through May 1- 31, 2021
- Human Resources Report June 1-30, 2021
- Report of the General Superintendent
- FEMA June Project Worksheet Status
- DBE Participation on Contracts

ADJOURNMENT

There being no further business to come before the Board, the meeting adjourned at approximately 9:58 AM.



Hurricane Ida: Post-Storm Report

September 15, 2021



Leadership Team,
SWBNO

Hurricane Ida: Overview & Takeaways

- **Preparation**

- **Focus on Self-Generated Power**

- Worked extensively to ensure T5, T6, EMDs, Frequency Changers **and especially T4** were working in time for the storm
 - Planned for various self-generation scenarios, with attention to creating redundancy where possible:
 - This had direct impact on our ability to deliver drinking water and operate drainage

- **All-Hands-on-Deck**

- Adequate staffing levels on site for the duration with considerations of COVID precautions
 - Being nimble in assigning expertise where needed most – first at drainage stations, then pivoted staff and resources to sewer issues

Hurricane Ida: Overview & Takeaways

- **Real-time Communication and Coordination with Partners**

- Leveraged strong relationships with agency/business/community partners to obtain critical equipment and assets
 - Examples: generators from Hancock Whitney, mechanical staff support from Canal Barge, housing for employees from Hyatt and the Port of New Orleans
- Constant stream of direct communication with Entergy New Orleans team regarding our priority locations and power status
- Seamless coordination with City and State regarding updates and needs
- Close communication with LDEQ and EPA regarding sewer diversion and treatment plant operations
- Centralized decision making and critical information sharing within the SWBNO and City's EOCs

- **Challenges**

- No backup power at the 84 Sewer Pump Stations
- Unanticipated problems with our backup power: DPS 13, DPS 18, DPS 15, Treatment Plant, etc.
- Communications disruptions
 - Inaccessibility of our real-time and work order dashboards (Pi, Cassworks, etc.)

Hurricane Ida: Emergency Response

Success in Utilizing EOC Protocols and Staffing

- Daily 7:30 all-staff briefings
- Media center for live interviews and PIO (Point of Information Officer) calls
- Master tracking re: emergency costs and requests to state and local partners
- Presence in City's Emergency Operating Center (EOC) for coordination

Prioritized Employee Safety and Support

- Recognized need to take care of our staff so they could be focused and effective
- Provided meals for all staff reporting for duty and housing throughout event and long-term for those in need
- Navigated the event with zero injuries

Challenges with Power and Cell Services

- Affected communications systems, including internet, call center, work order system, etc.
- Ready with radio backup, hard lines and fax machines which worked as a temporary measures
 - State provided LWIN radios proved indispensable

Hurricane Ida: Operations

Essential Operations Staff on-site 24/7

- Manning stations through entirety of event
- Proactive staging of critical assets to maximize power and redundancy for drinking water
- Strategic planning and use of major power sources to maximize reliability throughout event

Communication and Coordination with Internal and External Partners

- Procuring and placing generators for continued sewer and drainage operations
- Coordinating in real-time where back-up issues were happening so the Networks Department could address issues

Sewer System Challenges

- 84 stations, entirely 60Hz power
- East Bank Treatment Plant impact

Hurricane Ida: Operations



Hurricane Ida: Customer Service

Essential Call Center Staff Embedded at Carrollton Water Plant in EOC 24/7

- Total calls answered during Ida: 990

Communication and Coordination with Customers and Staff

- Web-phone-based 52-WATER went down, hard line was procured; a temporary number disseminated via social media
- Became a staff hotline, as well
- Coordinating with Networks Department in real-time with fax machine and SMS texts as infrastructure issues came in

Hurricane Ida: Customer Service

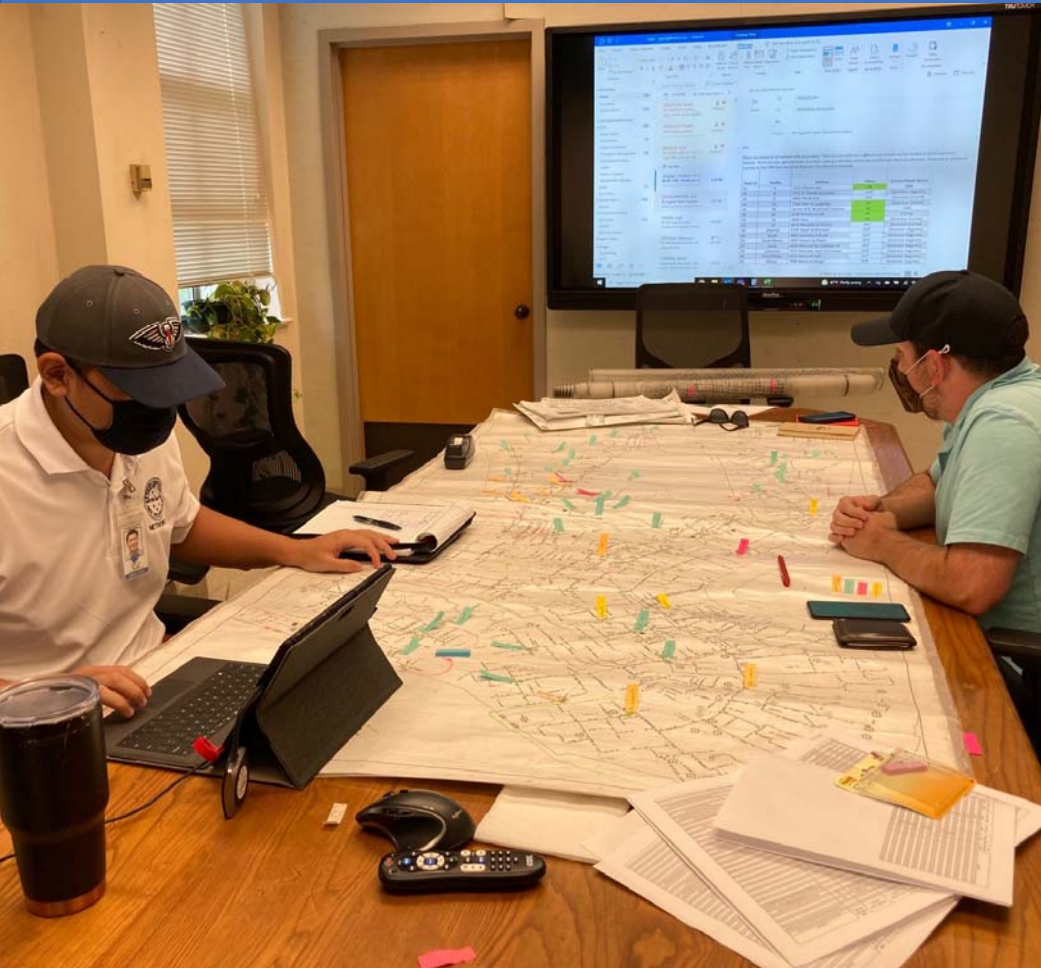
Customer Service Centers

- Customer Service Center on St. Joseph Street is open to the public
- West Bank office is currently closed due to storm damage
 - The estimated time of building restoration is two weeks
- We are receiving payments daily in the drop boxes and did throughout the storm
- The N.O. East satellite office will be opened Thursday for customers from 10 am to 4 pm
- The Sanchez Center in the Lower 9th Ward has not opened to resume seeing customers

Meter Reading and Billing Plans

- To reduce the number of customers that could have a 32+ day billing cycle, we will estimate the cycles that would have billed during the period of Aug 30 - Sept 10.
- The billing for Ida-affected cycles will be completed by Wednesday of next week (Sept. 22)
- Meter reading for the remaining September cycles resumed yesterday (Sept. 14)
- Some addresses may be estimated; dependent on Meter Reading staffing
- Generating and mailing bills are resuming this week; we are suspending shut-offs for now

Hurricane Ida: Financial Impact



Financial personnel were instrumental to Emergency Operations:

- Emergency purchasing support
- Regular tracking of key cost attributes necessary for FEMA and maintain cost reasonableness
- Leveraging past experiences with FEMA to seek 100% reimbursement

Estimated Emergency Costs and Loss of Revenue are Still Being Calculated

Finance Team is working closely with Customer Service and Billing functions to ensure timely resumption of normal transaction processing and mitigate the impact to our revenue and collections.

Hurricane Ida: Communications

How we stayed in touch:

- Daily Mayor and PIO briefings
- National and local media interviews
- Social media
 - Surpassed 10k followers during Ida
- Board updates (email, phone and text)
- Multilingual messaging
- Temporary 52-WATER Hotline
 - 24/7 Customer and Staff calls



Hurricane Ida: Community & Business Partners



We had incredible support from partners:

THANK YOU!

- Entergy New Orleans
 - (10 generators and priority service)
- Hancock Whitney Bank
 - (20 generators)
- Canal Barge, Marine Systems, Enerflex
 - (Mechanical Staff Support)
- Hyatt New Orleans
- Pigeon Catering
- NOHSEP, GOHSEP, FEMA