

Plaquemines Parish Government

Parish President
Keith Hinkley

Randy A Duke
CPA, CIA, CIGA
Chief Internal Auditor

INTERNAL AUDIT

333 F Edward Hebert Blvd., Bldg.203
Belle Chasse, Louisiana 70037
Office (504) 934-6392
Mobile: (504) 669-2274
Fax (504) 934-6394
rduke@ppgov.net

Council Members

District 1 - Tyronne Edwards
District 2 - Brian Champagne
District 3 - Christopher "Chris" Schulz
District 4 - Dr. Stuart J Guey, Jr.
District 5 - Patricia L. "Patty" McCarty
District 6 - Lloyd "Ronnie" Newsom, Jr.
District 7 - Carlton M LaFrance Sr.
District 8 - Mitch Jurisich, Jr.
District 9 - Mark "Hobbo" Cognevich

MEMORANDUM

To: Council Member Mr. Christopher Schulz
Chair - Audit Committee

Date: April 9, 2024

Council Member Mr. Lloyd Newsom, Jr.
Audit Committee Member

Council Member Mr. Mitch Jurisich, Jr.
Audit Committee Member

From: Randy A. Duke, C.P.A., CIA, CIGA
Chief Internal Auditor

Re: Plaquemines Parish Government (PPG)
Waterworks and Sewerage Department
Internal Audit Report, Project No. 2024-01

Please find the attached Plaquemines Parish Government Waterworks and Sewerage Department Internal Audit Report. This report details the audit objectives, scope, methodology, and provides my Observations, Recommendations, and Conclusions.

I would like to express my appreciation to Mr. Jeff Dimarco and Ms. Angela Barthelemy for their help with gathering and interpreting the data for this Internal Audit.

cc: Mr. Keith Hinkley, Parish President, Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

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Waterworks and Sewerage Department

Internal Audit Report

Internal Audit Project No. 2024-01

Randy A. Duke, CPA, CIA, CIGA

Chief Internal Auditor

Internal Audit Department

Plaquemines Parish Government
Waterworks and Sewerage Department
Internal Audit Report
Project No. 2024-01

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EXECUTIVE SUMMARY

This executive summary represents the results of our internal audit work on the Plaquemines Parish Waterworks and Sewerage Department. Our internal audit focused on the Water Department’s Operations.

Our objectives were as follows:

Objectives
1. Is the Water Department in compliance with rules, regulations, and policies?
2. Is the Water Departments financial information accurate?
3. Is the Water Department working in an efficient and effective manner?
4. Are assets safeguarded?
5. Evaluate the level of risk for fraud, waste, and abuse.
6. Recommend internal controls that add value and improve operations.

Scope
 The audit period is from January 1, 2022 through December 31, 2024. The scope of this audit focused on the Water Department’s Operations. Evidence to support our findings and conclusions were from inquiries of management and the review of the Water Departments documents. The Internal Auditor considered the risk of fraud, waste, and abuse. In addition, the scope of the internal audit included the consideration of other information necessary to achieve the internal audit objectives.

Auditor Conclusions/Comments

The Water Department has good written procedures in place. The Water Departments lack of personnel needs resolution. Continue to reduce the collections of cash.

The Water Department should continue to aggressively collect customer Accounts Receivable Billings.

The Water Department is following Parish Ordinances. The Water Departments Financial Information is accurate.

The Water Department will work in a more efficient and effective manner when fully staffed.

The Council and the Administration should fund the Water Departments upgraded billing system with a storage compacity for 5 to 7 years of data.

Continue to monitor meters to ensure that they are working properly and are accurate.

Observations

Observation # 1 - Water Department Rate Increases

Background/Conditions: Water Ordinance 23-47 **Attachment A:** Water Rates Increase for July 2023 through December 2024.

The Water Department states: After receiving this ordinance, this increase was implemented for July 1, 2023 billing whereby increasing the services of water, sewer, & refuse fees for all customers. The rates are outlined in the attached ordinance along with a summary breakdown developed by the Superintendent for quick reference. The summary breakdown is shown below.

WATER

RESIDENTIAL MINIMUM 0 - 4000 GALLONS	RESIDENTIAL RATE	COMMERCIAL MINIMUM 0 - 4000 GALLONS	COMMERCIAL RATE	BASED ON PER 1,000 GALLONS
\$10.00	TIER 1: \$4.54 TIER 2: \$5.68 TIER 3: \$6.80	\$40.00	TIER 1: \$5.68 TIER 2: \$6.24 TIER 3: \$6.80	NEXT 16,000 GALLONS NEXT 20,000 GALLONS OVER 40,000

SEWER

RESIDENTIAL MINIMUM 0 - 4000 GALLONS	RESIDENTIAL RATE	COMMERCIAL MINIMUM 0 - 4000 GALLONS	COMMERCIAL RATE	BASED ON PER 1,000 GALLONS
\$10.00	TIER 1: \$2.44 TIER 2: \$3.05 TIER 3: \$3.66	\$40.00	TIER 1: \$3.05 TIER 2: \$3.35 TIER 3: \$3.66	NEXT 16,000 GALLONS NEXT 20,000 GALLONS OVER 40,000

2% STATE TAX ON WATER CHARGE ONLY/COMM ACCTS

REFUSE

MOSQUITO FEES VARIES BY METER SIZE

RESIDENTIAL RATE PER CAN	COMMERCIAL RATE PER CAN
\$7.60	\$15.21

THESE RATES ARE FOR JULY 1, 2023 THRU DEC 1, 2024.

Recommendations/Comments: The Water Department is following Ordinance 23.-47. The auditor reviewed Ordinance 23-47 and checked the accuracy of the **Water Department's Summary Rate Increase Breakdown** and found no differences.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: Thank you.

Observation # 2 - Water Department Vacancies, Transfers, Resignations and Promotions

Background/Condition: The Water Department has twelve (12) employees managing the operations of the Water Department as shown in Table # 1. There is one (1) Defunded Meter Reader position and one (1) Vacant Meter Reader position as shown in Table # 2.¹

Defunded Meter Reader Position	Meter Reader Vacant	Totals	Data Source
1	1	2	Water Department Data

Recommendations/Comments: The Water Department should have at least fourteen (14) employees, twelve (12) plus one vacant meter reader position and one defunded meter reader position. With the increase in salaries the Water Department should be able to hire stable qualified employees for these positions. Before defunding a position, the reasons should be discussed with the Director.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We are actively trying to fill the budgeted positions.

Observation # 3 - Water Department Saltwater Intrusion Customer Credits

Background/Conditions: Water Department Procedures / Narrative ²

Water Department Saltwater Intrusion Ordinance # 22-165 and 23-109.

Attachments B and C.

¹ Section VI, Vacancies, transfers, etc.

² Ordinance NO. 22-165 and 23-109, Attachments B and C.
Section VI, Saltwater Intrusion.

Water Ordinance #22-165 adopted 12/08/22

I worked on providing information for average bills for residential & commercial customers as well as determine the area affected in District 3 (empire bridge south which are routes 303-317) to prior administration. This ordinance was sent to the Water Department on 5/3/23 for processing. It required giving credits to all customers in this area. On 5/9/23, adjustments were inputted into our system. In summary, residential customers received a credit of \$50.25 and commercial/other public received a credit of \$257.59.

Water Ordinance #23-109 adopted 8/3/23

After receiving this ordinance, once again credits were given by class to all residents in the specified area. This was inputted on 8/11/23. In summary, residential customers received a credit of \$50.25 and commercial/other public received a credit of \$257.59.

The 2nd part of this ordinance specified that those same residents were not to be charged for water for the upcoming billing which was September 1, 2023 & continue until the parish water supply is no longer affected by the saltwater wedge intrusion. This was done again for the following October 1st, 2023, billing and for future upcoming billing until I'm notified to stop & start billing normally again.

Our computer company (CUSI) had to be immediately consulted & involved as this had not been done before by them nor by us. This was a very tedious & serious process. Once every reading was imported/inputted for this area; registers & reports had to be checked; then the rates for all the water class, all meter sizes, all water tiers had to be changed to 0. Then each route had to be re-calculated & checked to make sure all received correct 0 water charge before closing each route individually. Afterwards, the rates had to be put back as normal for all water classes, meter sizes, & tiers so the other routes in the parish not affected could be calculated again to get the normal rates before the printing of the bills that week. CUSI & I had a few challenges that were overcome. There were a lot of notes taken & documented as this must continue to be done until further notice.

See attached ordinances & documentation from our billing system.

Saltwater Intrusion Credits Calculations

The "other" category is charged the same commercial rates except for no sales tax & penalties. These are mostly parish accounts, but also includes PPSO, United State Coast Guard, United States Post Office, etc.

As noted in my attachment which was originally provided as documentation to Finance, the totals credited are broken down by class. These were 2 separate months independent of each other. We applied the credit to all active accounts during that month. There were differences in the # of active residential & commercial customers each of the months whereby showing different amounts credited. The attachment shows we have 26 other accounts, mostly parish, which were unlikely to change so the credit & total remained the same in both months.

The residential (total #of accounts) is multiplied by \$50.25, the other & commercial categories (total #of accounts) by \$257.59 to produce the grand total adjusted as outlined by the Ordinance.

For example, on 5/9/23 1127 residential customers x \$50.25 = \$56,631.75 vs. 8/11/23 1121 residential customers x \$50.25 = \$56,330.25 the month with more active customers had more credit issued. There should not be a chart comparing monetary differences. The attachment shows the totals are different only when the # of customers by class are different.

Recommendations/Comments: The Water Department is following the Saltwater Intrusion Ordinance # 22-165 and 23-109, the financial information and Saltwater Intrusion Credit calculations are accurate.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: Thank you.

Observation # 4 - Billing, Due Dates and Payments

Background/Conditions: Water Department Procedures / Narrative³

Billing, due dates and payments

The last week of each month is our billing week by which all readings have to be imported, entered and proofed so that on the 1st of each month we generate water bills for all active account's parish wide. These bills are posted on each customer's account showing usage and amount owed. For the last 3 months, provisions outside the norm have been made to

³ Section VI, Billings, Due Dates and Payments.

bills in specific areas affected by the Saltwater intrusion. This was discussed in detail in another section.

Prior to generating bills each month, we must determine a net date. This date varies each month depending on # of days in month, holidays, etc. It was normally between the 8th & 10th working day of the month, but we have pushed back to about the 13th to the 17th. Customers who do not have emails to receive e-bills had issues with the Post Office getting bills to them after the net date. We pushed back as far as we could not to interfere with allowing enough time to complete all steps of billing. We have on average 20 days except for a few months to input all readings, all payments, all applications, also enter, issue & close all work order requests in addition to handling phone call inquiries. Also, the online system is linked to water collection email which comes directly to my desk which I must research, forward to appropriate clerk or respond back to customer's inquiries daily.

The bills show a net amount as well as a gross amount (5% penalty on current charge). The bills also have a due date. Any payments received on or before the due date do not receive this penalty if bills are paid in full. Therefore, we must enter & close into the system all payments received whether by mail, counter, Vanco (imported), online, ach, etc.

In the Belle Chasse Office, we accept cash, checks or money orders daily. In our East Bank & Port Sulphur no cash is accepted (we have 1 person alone in those offices) so for safety reasons, and the need to get change during the day which would require closing the office for runs to the bank; therefore, cash is not accepted. Some days, we deposit up to 6 to 7 thousand dollars in cash from the Belle Chasse Office.

The majority of our payments are made by walk-ins at the main Belle Chasse Office or by mail which we gather daily from a P O Box at the Belle Chasse Post office. Customers normally come in with bills or we are able to pull up in the system at the counter. Payments taken from mail are balanced (stubs are made to match the checks/money order) prior to entering. Some customers pay the total current bill each month while many others may have prior balances along with the current bill. Some continuously pay their previous balance only. It seems the 5% penalty is not a deterrent for customers to pay bills in full each month. We were told "never" turn away a payment no matter the amount by Administration & Council before. We do explain that the payment rendered at that time may not prevent them from additional fees or disconnection, but no payment is ever turned away.

For several years, we have accepted online payments as well as Vanco payments. Online payments are made online by the customer themselves and automatically posted to the customer's account; requiring us to close and balance daily. Vanco payments are sent from

customers' banks, which we import into our system daily. ACH payments are drafted once a month on or around the 8th through the 11th. Of the approximately 9,500 bills sent in 2022 an average of 42% used those services; in 2023 this number is moving close to 45%.

As mentioned in another section, we were short 2 clerks in 2023 (1) for over 6 months the other for a year.

During these times, the other clerks including myself had to pull the slack so that the office could still function. I had to handle the day-to-day workorders, applications, adjustments, readings, & billing for January to June for all accounts assigned to that desk while the other clerks handled the extra mail & counter.

The bottom line is any water bill payment made on or before the net date must be entered into the system to avoid penalties which is accessed the day after net.

The shortage of workforce makes this task very difficult as the number of payments does not decrease; there is no exception, all payments rendered must be put into the system.

The attached shows that we process about 365 cash payments per month totaling around approximately \$24,000. See attachment for the totals monthly by other means. The cash payments received have decreased since the last audit but many of our elderly customers still come in with mostly cash. They do not receive e-bills either as they do not use email. The administration discussed this after the last audit & decided that doing away with cash payments totally was not an appropriate option.

In 2021, Todd Eppley (former DPS) & I met with our billing company regarding possibly putting credit card machines at the counter at our 3 locations to encourage less cash exchange. That year for budget for 2022, I inputted the cost of the equipment as well as the cost to set up & maintain yearly, however, this was wiped out our budget after the hearing. The following year, our budget was done & approved by the DPS due to an effort to expedite the archer study. As you will see from the attachments, this year I have requested monies to explore this option again. Whether it remains or not is determined by Council/Administration.

In summary, we are generating and sending out current bills each month, but the total amount of bills sent are clearly not equaling up to what we are receiving in payments. It is obvious that a lot of customers are not making total payments monthly or otherwise. However, whatever we receive in this office is balanced daily, processed, and sent to the bank daily. We balance the printed edit reports back to the figure in our system and

then to the totals on the deposit slips. The total for cash & checks /money orders are verified. On a few occasions, the deposit slips are kept in a locked safe overnight when we are unable to balance before 4 or if the bank sends back a deposit for review but this is not the norm. Payments received after 3:00 to 4:00 pm are kept locked daily. We do keep two cash drawers with \$60.00 each used to start up shifts locked daily as well.

The Sr Clerk is responsible for balancing daily, verifying bank deposits & sending documented financial reports to the Finance Department. They in turn balance with payments/documents received from the bank statements.

Plaquemines Department of Water

Transaction List

Sorted by Location No
From 01/01/2023 through 10/01/2023

Account No	Location No	Customer Name	Count	Trans. Type	Reason Batch	Amount
Grand Totals						
				Payment		
			3286	CASH		-215628.25
			25526	CHECK		-3558602.42
			20150	CREDIT CARD		-1551672.88
			12355	DRAFT		-1262095.86
			31	ELECTRONIC P		-183008.34
			1540	MONEY ORDER		-98410.70
			3	NO TYPE		-175.85
			16449	REDIST		0.00
			6857	VANCO		-391608.30
			86197			-7261202.60

CASH
2023

215,628.25 / 9 MDS

= 23,958.69

Approx. \$24,000.00 per month

approx 365 transactions per month.

Recommendation/Comments: The Water Department has good written cash procedures in place. The collection of cash is a high-risk issue. The purchase and installation of the credit card terminal system and interface module would help to reduce the collections of cash and reduce this risk. The four basic controls over cash should be included in the Water Departments Cash Policies and Procedures manual.

There are countless internal control measures for cash, but many are based on four basic measures. These are:

1. **Background checks:** This ensures that those handling cash are trustworthy and don't have a track record of stealing or misrepresenting cash assets.
2. **Limiting cash access:** Many organizations only allow employees to withdraw specific amounts of cash at a time. This exposes less cash to the risk of miscounts or misappropriation.
3. **Securely storing cash:** Storing cash somewhere secure, like a safe, helps ward off theft, both by employees and by members of the public.
4. **Separation of duties:** All organizations should adopt this basic cash control, which requires that multiple people be involved in every transaction. For example, one person should collect the cash, another should count it, and yet another should deposit it.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We are currently getting quotes from our software vendor to use credit card machines to decrease the amount of cash being accepted.

Observation # 5 - Water Charges and Payments by District

Background/Conditions: Procedures / Narrative

As mentioned before during prior audits numerous customers choose not to pay their bills in the current month; It seems the 5% penalty is not a deterrent. Many still wait till after the due date of the next month which gets them on the disconnect list (\$20.00) & then turn around and pay the previous balance only. I've been here through many Administrations / Councils & you do not turn away monies nor do we leave off; at that point, we always try to get a specific date to commit them to paying (pay plan).

Sel #	Water Department Districts	January 1, 2022 through December 1, 2022 Charges	January 1, 2022 through December 31, 2022 Payments	Difference
1	The Belle Chasse Waterworks District	\$5,899,196.67	\$5,715,947.72	\$183,248.95
2	The Port Sulphur Waterworks District	819,751.14	801,563.77	18,187.37
3	The Buras Waterworks District	1,918,040.40	1,915,090.04	2,950.36
4	The Dalcour Waterworks District	387,429.84	363,474.31	23,955.53
5	The Pointe a la Hache Waterworks District	469,920.13	406,712.85	63,207.28
	Totals	\$9,494,338.18	\$9,202,788.69	\$291,549.49

Sel #	Water Department Districts	January 1, 2023 through December 1, 2023 Charges	January 1, 2023 through December 31, 2023 Payments	Difference
1	The Belle Chasse Waterworks District	\$7,092,804.72	\$6,777,498.04	\$315,306.68
2	The Port Sulphur Waterworks District	1,058,426.44	926,753.27	131,673.17
3	The Buras Waterworks District	1,875,734.16	1,603,803.96	271,930.20
4	The Dalcour Waterworks District	415,109.98	406,667.07	8,442.91
5	The Pointe a la Hache Waterworks District	415,261.37	416,201.39	(940.02)
	Totals	\$10,857,336.67	\$10,130,923.73	\$726,412.94⁴

Recommendation/Comments: The Water Department should continue to aggressively collect customer Accounts Receivable Billings in a timely manner with Termination Letters, e-mails, texts. May need to increase the penalty, disconnect fee, and charge interest. Perform credit checks. Revisit the use of a collection agency.

⁴ Section VI, Charges and Payments.

Plaquemines Parish Government

Parish President
Kirk M. Lepine

DIRECTOR OF PUBLIC SERVICE
Todd Eppley
333 F Edward Hebert Blvd.
Building 100, Suite 218
Belle Chasse, Louisiana 70037
(504) 934-6330
Fax (504) 934-6334
teppley@ppgov.net

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District 7 - Carlton M. LaFrance Sr.
District 8 - Richie Blink
District 9 - Mark "Hobbo" Cognevich

March 22, 2021

Dear Water Customer,

RE: Termination Letter

This letter is to inform you that your water account is delinquent. See details in attached termination letter. Payment is due immediately.

Please contact the water office immediately at 504-934-6520 to inquire about payment arrangements and to avoid disconnection of water service. Once service has been disconnected, the full balance must be paid prior to water service being restored.

Failure to pay any past due balances can result in your account being turned over to a collection agency. Please note, collection proceedings may have an adverse effect on your credit rating.

Per municipal code 22-6: *No person not authorized by the parish water department shall reconnect, turn on or attempt to reconnect or turn on the water supply to a premises after such has been shut off or discontinued by the parish water department for nonpayment of a due bill or violation of rules and regulations of the water department or for any other just cause.*

Tampering with or damaging any parish property may result in criminal theft charges against the person in whose name the meter is registered. This person will also be billed for full replacement cost of any such damaged items.

Thank you for your attention to this matter.

Todd Eppley

Director of Public Service

PLEASE REMIT PAYMENTS TO:

Plaquemines Parish Water Department
P.O. Box 940 Belle Chasse, LA 70037

*This was sent out
in addition to our
monthly disconnect
notice mailed out
each month.*

Management Response: We continue to discuss different options to better communicate with customers on late payments and disconnection notices. We also continue to discuss more aggressive penalties for non-payment or late payment.

Observation # 6 Water Department Aged Receivables

Background/Conditions:

Water Department Aged Receivable Schedule as of February 28, 2024⁵

Description	0-30 days	31-60 days	61-90 days	91-120 days	>120 days	Totals
Outstanding Accounts	4020	1633	971	546	5032	12,202
Amounts	\$146,062.16	\$11,577.65	\$36,849.18	\$19,277.87	\$628,880.45	\$842,647.31

Recommendations/Comments: Consider offering a discount if paid on time, firmer communication may become necessary if payment is not forthcoming within a reasonable amount of time, including emails or letters informing the customer that legal action is a possibility if the payment is not received by a set deadline, make it as easy as possible to pay water bills. At least \$628,880.45 Receivables over 120 days could have been written off as bad debts.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We are exploring new software options that increase the customer communication capabilities.

Observation # 7 - Water Department Lockouts

Background/Conditions: Water Department Procedures / Narrative ⁶

Lockouts are very important (3 to 4 % of total population or 300-500 customers per month) but we have gone through several periods of shortage of manpower from months to currently a 1 1/2 year at a time; besides several requests for keeping our field manpower to 7 readers because as noted, we were unable to keep up as I would prefer to with the 1 workflow coordinator & 5 readers when fully-staffed. One position has unfortunately been defunded. We have experienced a lot of turnover year after year as noted in more detail in another section. Our workflow coordinator alone has been doing his job as well as reading, doing workorders, installing meters,

⁵Section VI, Aging Receivable Schedule.

⁶ Section VI, Lockouts.

checking & repairing leaks, as well as attempting to lock out as much as possible for the last year and half for all accounts in the lower end of the parish (from Pointe Celeste to Venice). We are hoping that with the recent pay raises, we will be able to attract & keep field personnel for our vacancies.

Unfortunately, during this time, obtaining readings to avoid estimations, completing work orders for normal service requests, installing e-meters for existing locations plus for new taps/RV parks to accommodate the increase in demand since the LNG plant has unfortunately had to take a higher priority over lockouts in both District 2 & District 3.

We want to reach this goal of being able to lock or turn off all customers on the lockout list each month but sometimes things beyond our control affect us at the drop of a hat (weather, sickness, planned vacation, vacancies, emergencies, etc.). In any given month, a meter reader has only 20 - 25 days working days to do all tasks. If it's raining during beginning of month or any absence when readings are scheduled; it gets pushed to the following week and so on, so depending on the circumstances the activities that we plan to do at the end like lockouts are not done due to lack of time and manpower then the 1st rolls around and again begins the reading cycle (same plan different month).

We filled 3-meter reader positions in the mid to end of 2022; but since then, after several months of training of routes & location of meters, we have been getting the opportunity to turn off many, many more customers in the Belle Chasse & East Bank area monthly.

Additionally, Community action & LA Department of Housing has been providing a lot funding towards customers' accounts who qualify thereby, getting some of them off the dnp list completely. But if not, we have been offering payment plans to get them to pay off their prior balances (3-12 months) & get their water services restored.

Lockouts must be monitored very closely because not all customers come in to make payments as soon as the water is turned off. For one account, we may have to go through the following 4 steps - we may start with a simple turn off at curb stop (turn back on), proceed with lock on meter (locks cut), pulling of meter (straight tap into main line - hazard for water contamination) and sometimes it requires the crimping of a water line by Maintenance (InfraMark) or even getting the sheriff's office involved.

Lack of personnel & time to continuously check & most times, double check for tampering, etc. are the major issues. This was presented in my last detailed Archer study 2021. The department's goal has always been to get a handle on being able to cut off & monitor everyone that appears on the disconnect list (both in the office and in the field).

We recently got fully staffed a few weeks ago regarding clerks. This will help on one end of the spectrum. As mentioned, several times before, the turnover rate for meter readers has been very high in the past, and lately there are no applicants. Our strict monthly timeline only allows us to do what we can do within 8 hours.

The prior Administration did acknowledge/discuss this issue with you in the last audit as well as to my knowledge also inquired into possibly getting a collection agency involved. I'm not sure if cost was the factor as I did not get any specific feedback. After covid restrictions were lifted as far as being able to disconnect services, the Director's office sent out a letter urging those in a delinquent status to come in to pay and/or set up a pay plan; this was done ,in addition, to our normal monthly disconnect letter & notification on the water bills.

We are doing everything in our power to reach these customers to come in to pay. Additionally, we have made calls, sent additional emails/texts, etc.

At the time of initial discussions concerning e-meters, there was an option presented to Council & Administration to order meters that could be shut on & off from the office especially for those dnp repeat offenders. This could still possibly happen but certainly at a cost above the normal e-meters. Those meters must have good signal strength (may require adding more towers or antennas). For trial purposes, a box of meters (6-8) could be purchased at any time per Aqua Metrics. These meters also record pressure & temperature at that location & possibly in proximity. They also provide a trickle of water mode for elders, or anyone possibly needing water to take medication. The valves on these meters are in the inside & cannot be physically turned on by customers, they can only be turned on by our hand held or through Sensus Analytics.

This would prevent our staff from going to each location multiple times for curb stops turned on, locks cut, etc. Also, if these meters are installed in areas affected by hurricanes & huge water loss are detected; those meters can be shut off immediately.

Recommendations/Comments: The Water Department needs at least fourteen (14) employees to help manage the current volume of customers / operations. Hire one (1) current vacant meter reader position and fund back the other meter reader position. Hiring stable qualified employees is especially important. The e-meters should make the Water Department more effective and efficient with this process.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We will meet with the Finance Dept. and the council to discuss funding additional positions.

Observation # 8 - Water Department Retention of Records

Background/Conditions: Water Department Procedures / Narrative ⁷

RETENTION OF RECORDS

I have an email from 2015 from the Director of Public Service Office advising us to retain three years of records. We brought those to keep to warehouse & PROWM took the remaining & burned them as we were moving out of our storeroom.

Later, in 2019, the retention came up again from Director & we were asked what records we had & where we had them stored. This information was sent to Legal.

During the last audit, a request was sent to Debby Olivier, the director's secretary to get with Legal regarding retention. I have not gotten anything regarding this. She is no longer working for the Parish.

Since that time, we have not physically destroyed any records. However, our billing system is not capable of holding more than 5 years of data (currently Jan 2018 to today). We have been archiving & keeping 5 years' worth but this month, our billing company notified us that our c drive was full.

This situation with our space being filled slows our system down . This plays hand in hand with CUSI's development of a newer, improved billing system which was mentioned in another section on. This is what will continue to happen until this system becomes obsolete. There are no more upgrades or improvements available. This is the reason; suggesting Council & Administration get together & discuss the options with CUSI billing support.

Keeping only 3 years, if that is truly the number, should help with our space availability in our system but the other issue which has come up in the past is how would we destroy the old records. I'm not sure if burning is still acceptable. These documents have people's names & addresses. The old applications currently in files have phone #'s, emails, & possibly social security #'s. I'm not sure if bringing them directly to the trash compactor/incinerator is considered an acceptable way to destroy.

⁷ Section VI, Records Retention.

Once we get further specific guidance, we can start getting rid of some of the boxes of paperwork and advise CUSI to remove more history.

Recommendations/Comments: Retention of records for three (3) years is a current solution. The Water Department, Council and the Administration should meet with the CUSI management and discuss the costs/benefits of putting in a new improved Water Department billing system that has the storage capacity for 5-7 years of data. Shred or incinerate paper records using a crosscut, diamond-cut, or confetti-cut shredder.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We are waiting on the Legal departments ruling on record retention.

Observation # 9 - Water Department Meter Read Process

Background/Conditions: Water Department Procedures / Narrative ⁸

CURRENT FIELD PERSONNEL

- (1) Workflow Coordinator (who also reads all meters, does all workorders, etc. on the entire lower end of the parish from Pointe Celeste to Venice)
- (4) Meter Readers
- (1) Meter reader vacancy on lower end since 5/ 23/22. (1 ½ year)
- (1) Meter reader position was de-funded.

CURRENT BILLING TOTAL

9584 ACTIVE SERVICES

READ PROCESS:

Routes are still divided amongst the meter readers. At the very end of 2017, we had a 7-field crew but over the past year, one of those positions got de-funded & the other is still

⁸ Section VI, Meter Read, Imports and Improvements.

desperately needed but is still vacant since 5/23/22 about 1 ½ year. We have personnel from the lower end assigned in Belle Chasse, additionally, the workflow coordinator comes to Belle Chasse to read the Naval Base & a few other meters in Route 106 to keep everything flowing as smoothly as possible. The intent was to have the Workflow Coordinator assign a few of harder routes in the lower end but free him up so that he could travel parish wide as needed to keep up with inventory, meter issues, assist with locates & changing out of manual meters & 2" installs, etc. as well as consistently train the newer meter readers.

Most of our meters are now changed to e-meters. Due to meter supplies shortages in 2021-2022 such as meter boxes, check valves, etc. as well COVID issues Aqua Metrics left without changing out all our meters. A few were large meters over 2" that could not be coordinated with Inframark/businesses/schools or required major effort such as digging up area, meters in concrete, etc.

Of the 9584 active accounts, only 1027 (approximately 11%) come across as no reads. This number can be broken down further to 119 bill estimates (1.24%) due to broken meters in concrete, high tides/ under water in Marina/happy jack/lake hermitage, cannot locate (waiting on assistance from Inframark), bees in box, etc.

List from CUSI included. Additionally, 326 accounts (3.4%) that are e-meters but either need a new or replacement transmitter or they are not currently communicating. The remaining are the active manual meters that need to be changed to electronic meters. As mentioned, these were the ones that were not touched by Aqua Metrics. They did offer a suggestion to allow them a new contract in the final meeting with Ken Dugas, Todd Eppley & myself to come back to do the remaining change outs. The total currently is approximately 582 meters or approximately 6.07%. That total was about 100 meters more but thus far this year, our meter readers have managed to change 64 manual meters to e-meters with a projection of changing 32 more through the remaining year if we are able to get more meters & supplies shipped timely . We have those orders placed but they are hard to get stocked and have been placed on back order.

Meter communication failures must be checked timely as we do not want to go back in time where we must go back & manually get readings from e-meters. Sometimes, it is something simple as re-programming them with handhelds or trouble shooting them by checking/replacing cables, or other electronic parts. Other times, it requires replacement of the transmitter itself.

This is imperative to get information imported into our Sensus & RNI system. This allows us to pull reads as well as daily data showing usage, alarms, etc. that we rely on to pass that information to our customers who call to inquire or complain about high bills.

These transmitters are very costly, running about \$168.42. Reports have been submitted to the Director showing how we've had to replace multiple transmitters due to accidents or mishaps caused by customers/landscapers/cars driving over, etc. We know that we've replaced 126 transmitters for a cost of \$21,220.92. This does not include the ones that were done instantaneously without work orders. At times, we must replace the meter in addition to the meter box & other parts i.e. \$357.19 for 3/4", \$439.14 for 1", etc. As the meter size goes up so does the meter cost.

This was all discussed briefly with the last administration & again with Mr. Jeff Dimarco that some of these replacement costs should be passed along to the customers as we will not be able to keep up with the cost of supplies for new installations, along with those 1st time customers getting their manual meters changed.

This Sensus-meter system benefits us in many ways, but it is not cost efficient. The annual cost we pay to access this Sensus system is \$65,000 so therefore, we want to continue to maintain, troubleshoot & keep it working in the field.

The meters & its parts are very costly, but it is also a necessity for this department to keep up with daily supply & demand. For example, over the past several months, there has been a sudden increase in setting up accounts to provide water services to RV sites in the lower end of the parish used to provide housing for the many workers at the Venture Global Plant .

Additionally, new accounts are set up daily in subdivisions in Belle Chasse especially in Cypress Park & the Parks of Plaquemines. We are not able to get a heads up on how many installations we will incur during any given year, therefore, we need the funds to be able to handle all replacements & installations that come our way.

Hopefully, the recent raises will attract candidates to apply for our vacant meter reader position on the parish website from 2022. But with the need to get those active accounts changed to meters (approximately 600) as soon as possible, while also trying to keep all e-meters communicating as well as tending to all daily public requests/workorders, ordinance requirements (monthly lockouts of approximately 350 - 500 per month), I ask that possibly the Council & Administration get together & see the need for this Department to fund back the 1 other meter reader position to bring our total field crew back to 7 employees again to accommodate our steadily increasing parish wide population of over 9,500 customers. To date in 2023, we have had 107 new installs & based on history I expect at least 50 more by year end {approximately an additional 155 -200 customers per year}.

Recommendations/Comments: As stated previously the Water Department should hire at least two (2) more meter readers to manage the Water Departments fieldwork issues effectively. The Water Department should continue to work diligently to resolve these areas of concern:

Summary

- ✓ Monitor and change all manual meters to e-meters.
- ✓ Monitor meter communication failures and check timely.
- ✓ Monitor meter tampering.
- ✓ Monitoring the transmitter cost, about \$168.42. Consider performing a cost / benefit analysis.
- ✓ This Sensus-meter system benefits us in many ways, but it is not cost efficient. The annual cost we pay to access this Sensus system is \$65,000 so therefore, we want to continue to maintain, troubleshoot & keep it working in the field.
- ✓ The meters & its parts are very costly, but it is also a **necessity** for this department to keep up with daily supply & demand.
- ✓ New accounts are set up daily in subdivisions in Belle Chasse, especially in Cypress Park & the Parks of Plaquemines. New accounts are increasing the need for more staff and upgraded technology.
- ✓ The recent pay raises should attract **stable and qualified candidates** to apply for our vacant meter reader positions on the parish website from 2022.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: One reader position is funded and advertised but with the current labor market we have been unable to fill said position.

Observation # 10 - Water Department Meter Imports

Background/Conditions: Water Department Procedures / Narrative ⁹

METER IMPORTS:

⁹ Section VI, Meter Read, Imports and Improvements.

The readings must be imported twice each month. Imports are done by routes. We have 56 routes in the parish. The import must be done at the very beginning of the month right after we close the bills so that current route sheets can be printed & disbursed to meter readers so they can follow their read schedule {30-day cycle). It was found that we cannot use a prior month's route sheet as some of e-meters can start or stop communicating within the month. This would have meter readings going to unnecessary locations or not going out to ones that suddenly stopped communicating. The 2nd import is done around mid-month again for the 56 routes. These reads are used to produce the usages for the upcoming billing month. At times, things such as inclement weather conditions , absences, vacancies, broken meters, unfound meters, etc. can affect us obtaining all the readings for any given month; thereby, causing us to rely on the system to generate estimates based on each customer's prior average. As mentioned earlier in the report, estimations and re-checks have dropped tremendously since we rely on our electronic meter system (1%). This in turn have reduced the number of adjustments made due to estimations or reading errors.

However, reports are still generated to check for no reads, high bills, no usage, etc. prior to running bills. When communicating properly, we can pull up reads in Sensus at any time getting current & prior reads, whereby stopping meter readers from going to the field for rechecks or final reads. I ran adjustments for the entire 1/1/ 22 to 10/01/23 due to estimations & that total came to 201 which divided by 18 months came to an average of 9.57 or average of 10 per month. Also included, adjustments for the month of October 2022 & January 2023 also showing 14 AES/estimations & 10 ARD/reading issues: 5 AES/estimations & 3 ARD/reading issues.

* Estimations are not favored by the Department by any means, however, in certain circumstances (extreme weather, bees, covered, broke, underwater, lack of personnel, etc.) it is beyond our control & relied on to generate water bills.

The meter readers are also expected to complete service work orders to turn service on & off, final read & lock upon customer' s request, re-read manual meters, test manual meters, change meters, change meter boxes & lids; verify connections/field audits as well as disconnect customers on lockout lists. This is in addition to the technical part of investigating, programming, & replacing parts to keep the meters communicating from field to system in office. Also, when a meter reader is out for an extended period due to sickness or vacation (especially in the lower end) the others are expected to handle all his assigned work orders in addition to their own. More importantly, they are not very familiar with the area & have to rely on notes as none are very familiar with meters & location in the lower end of the parish.

As you can see, we have no one to back up for normal sickness or vacation times to mention the unexpected FMLA {3 days or more) . It becomes quite stressful when taking time off and having to return only to push harder to keep things flowing, which is not always possible.

Recommendations/Comments: The Water Department has good written procedures in place regarding the Meter Import process.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: Thank you.

Observation # 11 - Water Department Future Improvements

Background/Conditions: Water Department Improvements Narrative

FUTURE IMPROVEMENTS FOR WATER DEPARTMENT:

This has prompted 2 of our meter readers in the Belle Chasse/Eastbank area to take the extra initiative to permanently mark their own routes with GNSS system. This would eliminate the need for the Department to rely on a specific person's experience for information about meters. This process includes updating meter location notes in each of their routes, along with mapping & taking pictures of meters. This requires using equipment from the engineering dept as well as inputting information into their system. They add notes to each account along with a gnss #.

This will not only assist the Department now but also in the future . Their goal is to continue beyond their routes to implement in the entire parish. This will leave everyone with a picture of the meter location in times of new re-assignment of staff, after hurricanes, or in another reader's absence. As mentioned above, Stephan Jefferson is currently running the entire lower end of the parish & is the only personnel that knows all the meter locations. At this time, this is only happening occasionally as time permits, but as mentioned above I am asking for the meter reader position to be funded allowing us to try to attract 2 employees to accomplish this goal along with the other required duties of the Water Department.

Additionally, over the past 2 years, our billing system company CUSI {continental utility solutions, inc.) has visited and provided information to Administration (Todd Eppley & Jeff Dimarco) regarding upgrading our CBSW billing system to UMS (Utility Management Solution). This is the newer updated version of our current system. As I understood, our old system is no longer getting updates & will eventually go away. This new system is faster, & has many other capabilities & features such as multitasking, etc. A lot of their other users/companies have already upgraded but they do still have a few like us that have remained

for now. CUSI personnel mentioned planning another visit sometime in 2023/2024. As with other major changes in the past to upgrade & advance our department with the current trends {i.e. online billing, electronic meter system, etc.) both Administration & Council were involved in detailed discussions & decisions. This is something I believe should take place in the very near future before our system becomes nonfunctional. As with every advancement, there are costs involved which must be reviewed, planned & prepared for beforehand. Booklet & contact included.

Recommendations/Comments: The GNSS system should be in place to improve Departments meter knowledge, reduce the reliance on one employee, and improve the Departments meter efficiency and effectiveness. This system will also reduce risk and provide meter location knowledge during an event such as a hurricane. As stated previously the Council and Administration should fund the two (2) meter reader positions. To reduce the risk that the current billing system will become obsolete it would be wise to upgrade the current billing system before the system becomes non-functional as stated in the Water Departments Narrative.

Responsibility for Action: Jeff Dimarco, Director of Public Service and Ms. Angela Barthelemy, Water Department Superintendent.

Management Response: We recently met with CUSI to discuss upgrading the software to a newer version.

INTERNAL AUDIT REPORT

I. Audit Initiation

In accordance with the Plaquemines Parish Government Charter Section 7.08 and the Internal Audit Department's annual audit plan for 2014, I have performed an internal audit of the Plaquemines Parish Water Department.

II. Background

Plaquemines Parish Louisiana Code of Ordinances Chapter 22

Chapter 22 - WATER, SEWER AND REFUSE

Sec. 22-1. - Water Department; duties generally.

The parish water department or its contractor shall direct, control and supervise the functions of providing a safe and potable water supply to all parts of the parish and shall coordinate all activities related to such functions.

Sec. 22-2. - Department Director; generally.

There shall be a director of the parish water department, unless otherwise provided by law, who shall be qualified to assume the duties of such office training or experience or both. The director shall be the administrative head of the parish water department, including all water districts hereinafter established. The director is authorized and directed to bill and collect from users of water and services of all water districts hereinafter established in accordance with the rates and charges set out herein. He shall administer the procedures and policies adopted by the parish council necessary in connection with the billing and collecting of such charges.

Sec. 22-3. - WATERWORKS DISTRICTS

(1) The parish water department shall be divided into five (5) waterworks districts to be known as:

1. The Belle Chasse Waterworks District.
2. The Port Sulphur Waterworks District.
3. The Buras Waterworks District.
4. The Dalcour Waterworks District.
5. The Pointe a la Hache Waterworks District.

III. Planning

Audit Planning
1. Prepare objectives, scope, and methodology.
2. Obtain rules, regulations, and policies.
3. Obtain Water Department documents.
4. Interview management.
5. Performed a risk assessment and consider what can go wrong.

IV. Objectives, Scope, and Methodology

Our objectives were as follows:

Objectives
1. Is the Water Department in compliance with rules, regulations, and policies?
2. Is the Water Departments financial information accurate?
3. Is the Water Department working in an efficient and effective manner?
4. Are assets safeguarded?
5. Evaluate the level of risk for fraud, waste, and abuse; and
6. Recommend internal controls that add value and improve operations.

Scope
 The audit period is from January 1, 2022 through December 31,2024. The scope of this audit focused on the Water Department’s Operations. Evidence to support our findings and conclusions was gathered from inquiries of management and the review of the Water

Departments documents. The Internal Auditor considered the risk of fraud, waste, and abuse. In addition, the scope of the internal audit included the consideration of other information necessary to achieve the internal audit objectives.

Methodology

1. Review compliance with Ordinances 23-47, 22-165 and 23-109.
2. Analyze Billing and Payments.
3. Review controls and segregation of duties over cash payments.
4. Analyze Billing Charges and Payments for 2022-2023.
5. Analyze Water Department Vacancies, Transfers, Resignations and Promotions.
6. Analyze the Saltwater Intrusion Refunds for 5/9/23 and 8/11/23.
7. Analyze the 2022 and 2023 water charges vs payments by district.
8. Analyze the Lockdown process and documents.
9. Analyze the Read and Meter process and documents.
10. Review the Water Departments Retention of Records process and policies.

V. Documents Reviewed

1. Ordinances 23-47, 22-165, 23-109.
2. Billing, Payments, and Cash Policies.
3. Billing Charges and Payments Policies.
4. Billing Regular and Summaries.
5. Lockdown Policies.
6. Read and Meter Policies.
7. Vacancies, transfers, resignations, and promotions.
8. Water rate increase Policy.
9. Saltwater intrusion Policy.
10. Retention of Records Policy.

VI. Audit Analysis and Information

Water Department Vacancies, Transfers, Resignations and Promotions

It appears that currently the Water Department has twelve (12) employees handling the operations of the Water Department as shown in Table # 1 below.¹⁰

¹⁰ The Water Departments Vacancies, Transfers, Resignations and Promotions supporting documents are listed

Table # 1 Water Department Staff							
Superintendent	Part Time Clerks	Clerk II	Senior Clerk II	Workflow Coordinator	Meter Readers	Totals	Data Source
1	0	5	1	1	4	12	Water Department Data

There are currently two (2) vacant Water Department positions as shown in table # 2 below.

Table # 2 Water Department Staff Vacancies			
Defunded Meter Reader	Meter Reader Vacant	Totals	Data Source
1	1	2	Water Department Data

Auditor Comments: The auditor reviewed the Water Departments Vacancies, Transfers, Resignations and Promotions. To increase the Water Departments efficiency and effectiveness, the auditor recommends that the Water Department be fully staffed. The defunded Meter Reader position should be receded and hired; the vacant Meter Reader position should be hired bringing a total of fourteen (14) Water Department employees. The defunding of a position should be discussed with the effected Director of the Department before the position is defunded.

below.

Water Department Vacancies, Transfers, Resignations
and Promotions Supporting Documents

Vacancies, Transfers, Resignations, Promotions 2020-2023

CLERK I PART TIME

DAWN ANCAR	RESIGNED 1/3/2022	ASHAYLA PICQUET	HIRED 4/3/22	(3 MO)
CLERK I (NOW CLERK II)	VACANT 10/31/22			(1 YR)

CLERK II

ENJOLI TYLER	TRANSFER 9/2021	<i>ASHAYLA PICQUET</i>	HIRED 10/31/22	(1 YR)
ANGELA SERPAS	TRANSFER 01/02/23	<i>KELLY TRENTICOSTA</i>	HIRED 6/13/23	(5 MO)
VACANCY	INTERVIEW 9/25//23	<i>JENNIFER GERWITZ</i>	HIRED 10/16/23	(1 YR)

WORKFLOW COORDINATOR

ELLERY WILLIAMS	RETIRED 12/11/20	<i>STEPHON JEFFERSON</i>	PROMOTED 3/22/21	(3 MO)
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METER READER

STEPHON JEFFERSON			DEFUNDED POSITION	
GARY SYLVESTER	RESIGNED 12/27/21	<i>KARI ROGERS</i>	HIRED 6/14/22	(6 MO)
SAGE JOHNSON	RESIGNED 05/23/22		STILL VAC (1 ½ YEARS)	
SAM TRAGER	RESIGNED 05/27/22	<i>DILLON SPEARS</i>	HIRED 9/12/22	(4 MO)
CALEB TARANTO	RESIGNED 8/24/22	<i>DALTON SPEARS</i>	HIRED 10/17/22	(2 MO)

OTHER EMPLOYEES HIRED PRIOR TO 2020 WITH NO STATUS CHANGES

CLERK II

KENDRA SYLVE

THERESA RODI

SR CLERK II

WENDY THOMPSON

METER READER

BRADLEY HAMMOND

SUPERINTENDENT

ANGELA BARTHELEMY

Water Department Saltwater Intrusion Supporting Documents

Plaquemines Department of Water

Transaction List

Sorted by Location No
From 08/11/2023 through 08/11/2023

Account No	Location No	Customer Name	Count	Trans. Type	Reason Batch	Amount
Grand Totals						
			1440	Adjustment	SWC	-138501.46
			1440			-138501.46

SWC = salt water credit

PLAQUEMINES PARISH DEPARTMENT OF WATER

DATE OF DEPOSIT	# OF CUSTOMERS		TOTAL DEPOSIT	DESCRIPTION
8/11/2023				<i>salt water intrusion refund</i>
	1121	residential	\$ 56,330.25	
	293	commercial	\$ 75,473.87	
	26	other	\$ 6,697.34	
	1440			

TOTAL \$138,501.46

Friday, August 11, 2023

Angela Barthelemy

(Date)

Total Report Received \$ _____

Date Received _____

BANK ACCOUNT NO. #80-0074-0

Verified By _____

Plaquemines Department of Water

Transaction List

Sorted by Location No
From 05/09/2023 through 05/09/2023

Account No	Location No	Customer Name	Count	Trans. Type	Reason Batch	Amount
Grand Totals						
			2	Adjustment		-21.00
			<u>1441</u>		MQF	<u>-137515.01</u>
			1443		SWC	-137536.01

SWC = salt water credit

PLAQUEMINES PARISH DEPARTMENT OF WATER

DATE OF DEPOSIT	# OF CUSTOMERS		TOTAL DEPOSIT	DESCRIPTION
5/9/2023				<i>salt water intrusion refund</i>
	1127	residential	\$ 56,631.75	
	288	commercial	\$ 74,185.92	
	26	other	\$ 6,697.34	

TOTAL 137515.01

Tuesday, May 9, 2023

(Date)

Angela Barthelmy ON

Total Report Received \$ _____

Date Received _____

BANK ACCOUNT NO. #80-0074-0

Verified By _____

Billing, Due Dates and Payment Worksheet
--

Billing, due dates and payments From 01/01/2023 through 10/01/2023	
Cash	\$215,618.25
Check	3,558,602.42
Credit Card	1,551,672.88
Draft	1,262,095.86
Electronic	183,008.34
Money Order	98,410.70
No Type	175.85
Redist	0.00
Vanco	391,608.30
Total	\$ 7,261,202.60

Billing, due dates and payments From 01/01/2022 through 10/01/2022	
Bank	28.34
Cash	248,458.13
Check	4,617,915.35
Credit Card	1,706,767.01
Deposit Appl	75.00
Draft	1,551,646.53
Electronic	434,699.59
Money Order	144,883.40
No Type	465.50
Redist	0.00
Vanco	497,849.84
Total	9,202,788.69

Billing, Due Dates and Payment Supporting Documents

Plaquemines Department of Water

Transaction List

Sorted by Location No
From 01/01/2023 through 10/01/2023

Account No	Location No	Customer Name	Count	Trans. Type	Reason Batch	Amount
Grand Totals						
				Payment		
			3286	CASH		-215628.25
			25526	CHECK		-3558602.42
			20150	CREDIT CARD		-1551672.88
			12355	DRAFT		-1262095.86
			31	ELECTRONIC P		-183008.34
			1540	MONEY ORDER		-98410.70
			3	NO TYPE		-175.85
			16449	REDIST		0.00
			6857	VANCO		-391608.30
			86197			-7261202.60

CASH
2023

215,628.25 / 9 MDS

= 23,958.69

Approx.
\$24,000.00
per
month

approx 365
transactions
per month.

Plaquemines Department of Water

Transaction List

Sorted by Location No
From 01/01/2022 through 12/31/2022

Account No	Location No	Customer Name	Count	Trans. Type	Reason Batch	Amount
Grand Totals						
				Payment		
			1		BANK	-28.34
			3886		CASH	-248458.13
			36125		CHECK	-4617915.35
			24114		CREDIT CARD	-1706767.01
			1		DEPOSIT APPL	-75.00
			15446		DRAFT	-1551646.53
			95		ELECTRONIC P	-434699.59
			2468		MONEY ORDER	-144883.40
			5		NO TYPE	-465.50
			19919		REDIST	0.00
			9213		VANCO	-497849.84
			111273			-9202788.69

CASH
2022

$\$248,458.13 / 12 \text{ mos} = 20,704.84$

Approximately
\$21,000.00
per
month

324
transactions
per month.

2022

	ACH USERS	VANCO USERS	ONLINE USERS	
Jan	1210	769	1722	0.395
Feb	1238	752	1775	0.400
Mar	1261	814	1930	0.425
Apr	1281	765	1899	0.417
May	1284	763	1838	0.412
June	1293	774	1904	0.419
July	1303	782	2037	0.434
Aug	1289	768	1994	0.426
Sept	1302	770	1963	0.423
Oct	1319	742	2024	0.429
Nov	1323	762	2004	0.428
Dec	1344	788	2215	0.455

2023

	ACH USERS	VANCO USERS	ONLINE USERS	
Jan	1347	749	1947	0.423
Feb	1374	762	1977	0.429
Mar	1377	767	2229	0.456
Apr	1397	754	2144	0.447
May	1288	794	2084	0.432
June	1400	713	2148	0.441
July	1429	768	2249	0.461
Aug	1423	801	2198	0.457
Sept	1323	727	2273	0.448
Oct				0.000
Nov				0.000
Dec				0.000

used totals off bill register # of bills



Sales Representative: Jennifer Perryman
 P. O. Box 1515
 Jonesboro, AR 72403
 www.cusi.com
 (800) 240-1420
 Quote #: jp210525092800

Sales Agreement May 25, 2021



Plaquemines Parish
 PO Box 940
 Belle Chasse LA
 70037

Todd Epley
 504-934-6520
 tepley@ppgov.net

Hardware			
3 Stripe Terminal/EMV Credit Card Terminal	\$325.00		\$975.00
<i>Monthly Device Fee</i>	\$5.00	per device	
<i>P2P Encryption Fee</i>	\$0.05	per trans	
1 Credit Card Terminal Implementation Fee	\$500.00		\$500.00

Economic Summary	
Hardware	\$1,475.00
Total	<u>\$1,475.00</u>

*est. cost
 \$2,000.00
 for 2024*

Account	Account Description	2022 Actual Amount	2023 Actual Amount	2023 Amended Budget	2024 Department
Fund 441 - Waterworks & Sewerage					
Department 690 - Waterworks & Sewerage					
Division 4300 - Billing					
Capital Outlay					
561.020	Vehicles Light Trucks & Vans	.00	.00	.00	36,275.00
Comments					
Level Comment					
Department added funds for 1 ford F-150 for meter reader vacancy expected to be filled (job on board) no extra working vehicles 3 vehicles 15 yrs old going to auction with mileages over 230,000, worn & unsafe to drive, too costly to repair.					
561.405	Vehicles Accessories	.00	.00	.00	2,600.00
Comments					
Level Comment					
Department added funds to code tool box for truck - 600.00 install safety lighting to vehicle \$2000.00					
563.005	Office Equip	.00	.00	.00	3,500.00
Comments					
Level Comment					
Department added funds \$2000 3 credit card terminals for 3 offices needed to accept credit card payments at counter \$1500.00 to have on hand - bill printer/superintendent printer since 2018/2019 can not run bills if goes out.					
563.105	Office Computer Software	.00	.00	1,500.00	3,000.00
Comments					
Level Comment					
Department increased funds this is in case we need future upgrades, additional space to increase space, module to archive data, etc					
563.110	Office Computer Hardware	.00	.00	4,000.00	4,000.00
Comments					
Level Comment					
Department no change left at 4000.00 we have numerous computers between our 3 offices last purchased in 2018. we need funds in case emergency replacement required approx \$1800.00 each set up.					
Capital Outlay Totals		\$0.00	\$0.00	\$5,500.00	\$49,375.00
Division 4300 - Billing Totals		\$752,217.58	\$444,242.73	\$1,055,913.79	\$330,065.00
Department 690 - Waterworks & Sewerage Totals		\$752,217.58	\$444,242.73	\$1,055,913.79	\$330,065.00

CUSI FEES (COMP SOFTWARE PROGRAM)

535.305

\$1800.00 MONTHLY INVOICES FOR BANK ACCT & ROUTING # VERIFICATION
(PER E-CHECK/ACH) ONLINE PAYMENTS (\$33 – \$130 PER MONTH)
10% increase

\$6,200.00 ANNUAL MAINT & TECH SUPPORT for CBSW BILLING PROGRAM
10% increase

\$2000.00 ADDN'L TECH SUPPORT FOR CORRECTIONS NEEDED FOR
OVERSIGHTS/ERRORS AFTER TRANSACTIONS PERMENENTLY
CLOSED OUTSIDE REALMS OF CONTRACT.



\$3,700.00 CREDIT CARD TERMINAL INTERFACE MODULE (1ST TIME SET UP –
INSTALL)

\$3,500.00 CREDIT CARD TECH SUPPORT & TRAINING

AQUA-METRICS (SENSUS E-METER SOFTWARE PROGRAM)

535.305

\$68,700.00 ANNUAL FEE TO SUPPORT (E-METER SYSTEM)
ANNUAL HOSTING FOR RNI, SENSUS, MAINT & TECH SUPPORT.
10% INCREASE.

Budget total 86,000 (gave to Bob)

Account	Account Description	2022 Actual Amount	2023 Actual Amount	2023 Amended Budget	2024 Department
Fund 441 - Waterworks & Sewerage					
Department 690 - Waterworks & Sewerage					
Division 4300 - Billing					
Operating Services and Supplies					
532.220	Prof Services Messenger & Delivery Services	81.06	.00	.00	1,500.00
	Comments				
	Level				
	Department				
	Comment				
	added funds				
	the e-meters have a 20 year warranty & we can ship those that we justify as defective back to Sensus & get replacement meters, also for special certified mailouts				
532.390	Prof Services Employee Physicals	1,270.00	175.00	550.00	550.00
	Comments				
	Level				
	Department				
	Comment				
	no change				
	needed as hiring & promotions take place within the department				
532.400	Prof Services Background Checks	292.90	.00	600.00	600.00
	Comments				
	Level				
	Department				
	Comment				
	no change				
	used on a as needed basis/employment				
532.410	Prof Services Drug Testing	135.00	441.50	300.00	600.00
	Comments				
	Level				
	Department				
	Comment				
	increased funds ... in negative for 2023				
	required as needed				
535.105	Technical Svcs Internet	600.00	1,200.00	.00	.00
535.110	Technical Svcs Television Service	327.34	276.46	350.00	400.00
	Comments				
	Level				
	Department				
	Comment				
	added funds for expected price increase				
535.305	Technical Svcs Software Support	67,067.82	808.94	4,000.00	.00
	Comments				
	Level				
	Department				
	Comment				
	CUST FEES (COMPUTER PROGRAM)				
	\$1800 - MONTHLY INVOICES ONLINE PAYMENTS				
	\$5200 - ANNUAL MAINT & TECH SUPPORT				
	\$2000 - ADDNL SUPPORT OUTSIDE CONTRACT				
	\$68700 - ANNUAL FEE SENSUS (MAINT & TECH SUPP				

86,000
GAVE TO BOB

Water Department Charges and Payments¹¹

The Water Department Policy: As mentioned before during prior audits numerous customers choose not to pay their bills in the current month; It seems the 5% penalty is not a deterrent. Many still wait till after the due date of the next month which gets them on the disconnect list (\$20.00) & then turn around and pay the previous balance only. I've been here through many Administrations / Councils & you do not turn away monies nor do we leave off; at that point, we always try to get a specific date to commit them to paying (pay plan).

Auditor's Comments: The Water Department should aggressively collect outstanding customer accounts receivable in a timely manner. Consider changing this policy - Many still wait till after the due date of the next month which gets them on the disconnect list (\$20.00) & then turn around and pay the previous balance only.

Table # 4 Analysis of the 2022 Water Charges vs Payments by District

Sel #	Water Department Districts	January 1, 2022 through December 1, 2022 Charges	January 1, 2022 through December 31, 2022 Payments	Difference
1	The Belle Chasse Waterworks District	\$5,899,196.67	\$5,715,947.72	\$183,248.95
2	The Port Sulphur Waterworks District	819,751.14	801,563.77	18,187.37
3	The Buras Waterworks District	1,918,040.40	1,915,090.04	2,950.36
4	The Dalcour Waterworks District	387,429.84	363,474.31	23,955.53
5	The Pointe a la Hache Waterworks District	469,920.13	406,712.85	63,207.28
	Totals	\$9,494,338.18	\$9,202,788.69	\$291,549.49

Table # 5 Analysis of the 2023 Water Charges vs Payments by District

Sel #	Water Department Districts	January 1, 2023 through December 1, 2023 Charges	January 1, 2023 through December 31, 2023 Payments	Difference
1	The Belle Chasse Waterworks District	\$7,092,804.72	\$6,777,498.04	\$315,306.68
2	The Port Sulphur Waterworks District	1,058,426.44	926,753.27	131,673.17
3	The Buras Waterworks District	1,875,734.16	1,603,803.96	271,930.20
4	The Dalcour Waterworks District	415,109.98	406,667.07	8,442.91
5	The Pointe a la Hache Waterworks District	415,261.37	416,201.39	(940.02)
	Totals	\$10,857,336.67	\$10,130,923.73	\$726,412.94

¹¹ Water charges and payment supporting documents stated below.

Charges and Payments Supporting Documents

water charges by district for jan 1, 2022 thru dec 1, 2022

District 1	\$	5,899,196.67
District 2	\$	819,751.14
District 3	\$	1,918,040.40
District 4	\$	387,429.84
District 5	\$	469,920.13
	\$	9,494,338.18

payments by district for jan 1, 2022 thru dec 31, 2022

District 1	\$	5,715,947.72
District 2	\$	801,563.77
District 3	\$	1,915,090.04
District 4	\$	363,474.31
District 5	\$	406,712.85
	\$	9,202,788.69

already provided this information

water charges by district for jan 1, 2023 thru dec 1, 2023

District 1	\$	7,092,804.72
District 2	\$	1,058,426.44
District 3	\$	1,875,734.16
District 4	\$	415,109.98
District 5	\$	415,261.37
	\$	10,857,336.67

payments by district for jan 1, 2023 thru dec 31, 2023

District 1	\$	6,777,498.04
District 2	\$	926,753.27
District 3	\$	1,603,803.96
District 4	\$	406,667.07
District 5	\$	416,201.39
	\$	10,130,923.73

Even though charged one amount upfront, some accounts are adjusted for various reasons (over-reads, estimations, set-up errors, clerical error, broken/leaking meter, leaks, etc) which may change the total owed for a particular month/account. As mentioned before in prior audits, numerous customers choose not to pay their bills in the current month; it seems the 5% penalty is not a deterrent. As mentioned before in prior audits, numerous customers choose not to pay their bills in the current month; it seems the 5% penalty is not a deterrent. Many still wait till after the due date of the next month which gets them on the disconnect list (\$2000) & then turn around and pay the previous balance only. I've been here through many Administration/Council & you do not turn away monies nor do we leave off; at that point, we always try to get a specific date to commit them to paying (pay plan).

Aged Accounts Receivables

Plaquemines Department of Water

Aged Receivables

As of 02/28/2024

Service	0-30 days	31-60 days	61-90 days	91-120 days	> 120 days	Balance
Grand Total						
WATER	38942.56	-25511.85	10219.80	-1702.79	278722.99	300670.71
WATER Penalty	6052.77	1614.60	955.66	362.12	16175.06	25160.21
WATER Misc	7805.68	4452.92	3010.94	2436.91	75281.41	92987.86
WATER STA Tax	1030.11	307.79	260.19	89.03	3734.04	5421.16
SEWER	38728.72	13180.28	12691.54	11455.17	109424.29	185480.00
SEWER Penalty	2427.82	872.59	645.43	483.54	6893.96	11323.34
SEWER Misc	15.00	0.00	0.00	0.00	-1735.00	-1720.00
REFUSE	22306.97	7473.07	4964.51	3450.86	98293.24	136488.65
REFUSE Penalty	1298.10	282.87	170.07	103.99	3536.29	5391.32
REFUSE Misc	0.00	0.00	0.00	0.00	120.00	120.00
CONTRACT	10286.40	0.00	0.00	0.00	0.00	10286.40
ACT 605	-6.00	2433.51	0.00	6.00	10024.59	12458.10
MOSQUITO FEE	17174.03	6471.87	3931.04	2593.04	28409.58	58579.56
	146062.16	11577.65	36849.18	19277.87	628880.45	842647.31
Number of Accounts in Each Column:	4020	1633	971	546	5032	
Total Number of Outstanding Accounts:	8,129					

Lockdown Supporting Documents

Archer Company Comprehensive Position Questionnaire		
Name (Last, First): Barthelemy, Angela		
Current Classification / Job Title: Superintendent		<small>•SAVE AS: JobTitle_Name or Number_Department •Most fields will expand if you need more room •Use TAB key to move from field to field</small>
Work Assignment:		
Department: Water Billing & Collection		
Division: Public Service	Time with Organization: 23 Years 8 Months	
Work Location: 333 F Edward Hebert, Bldg 203, Belle Chasse	Time in Current Position: 18 Years 5 Months	
Work Phone: 504 934-6525	Pay Rate: <input type="checkbox"/> Annual <input checked="" type="checkbox"/> Hourly	\$ 31.27
Work Email: abarthelemy@ppgov.net	Hours Per Week: 40	

1. Purpose of your Position
<small>Summarize in one or two sentences the essential purpose of your position.</small> Performs administrative, supervisory & technical work in planning, supervising, managing, coordinating & overseeing the daily activities of the Water Billing & Collections Department

2. Reporting Relationships																					
Immediate Supervisor: Todd Eppley	Title: Director of Public Service																				
His/Her Supervisor: Kirk Lepine	Title: President																				
3 rd Level of Supervision:	Title:																				
Employees who Report to You	What authority do you have over employees you supervise (or co-workers that you lead)? <input checked="" type="checkbox"/> Instructing / Training <input checked="" type="checkbox"/> Assigning / Reviewing work <input checked="" type="checkbox"/> Coordinating activities of team <input checked="" type="checkbox"/> Acting on employee problems <input checked="" type="checkbox"/> Recommend Disciplinary Action <input checked="" type="checkbox"/> Disciplining <input checked="" type="checkbox"/> Evaluating Performance																				
<table style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Name:</th> <th style="text-align: left;">Title:</th> <th style="text-align: left;"># He/She Supervises:</th> </tr> </thead> <tbody> <tr> <td>Wendy Thompson</td> <td>Sr. Clerk</td> <td></td> </tr> <tr> <td>Angela Serpas</td> <td>Clerk II</td> <td></td> </tr> <tr> <td>Kendra Sylve</td> <td>Clerk II</td> <td></td> </tr> <tr> <td>Unfilled</td> <td>Clerk II</td> <td></td> </tr> <tr> <td>Maria Theresa Rodi</td> <td>Clerk I</td> <td></td> </tr> <tr> <td colspan="3">Total # of Employees Supervised: 13</td> </tr> </tbody> </table>		Name:	Title:	# He/She Supervises:	Wendy Thompson	Sr. Clerk		Angela Serpas	Clerk II		Kendra Sylve	Clerk II		Unfilled	Clerk II		Maria Theresa Rodi	Clerk I		Total # of Employees Supervised: 13	
Name:	Title:	# He/She Supervises:																			
Wendy Thompson	Sr. Clerk																				
Angela Serpas	Clerk II																				
Kendra Sylve	Clerk II																				
Unfilled	Clerk II																				
Maria Theresa Rodi	Clerk I																				
Total # of Employees Supervised: 13																					
List other employees who work closely with you and do the same type of work:																					
Others: <input type="checkbox"/> Volunteers <input type="checkbox"/> Interns <input type="checkbox"/> Inmates <input type="checkbox"/> Community Service Workers																					

Presuming that the minimum qualifications are met, how long would it take a typical employee to be fully capable of doing the job proficiently and independently once they are hired for the position?

This position deals with alot of different avenues (billing, readings, financial, customer service, reports, new e-meter system) at least 3-6 months to do independently

List below the last three jobs you have held prior to accepting your current position. Beside each previous job listed, state your employer and length of employment.

Previously Held Position(s)	Employer	Length of Employment
Sr Clerk for Water Dept	PPG	
Clerk II for Water Dept	PSG contractor for PPG	
Human Resource Assistant	Shell Norco	

How long have you held your current position? Years 18 Months 5

18. Additional Information

Please provide any further information and comments about your position that you believe is important or pertinent to this analysis. You may attach additional pages as necessary to complete the questions in this questionnaire thoroughly and completely. I think more staffing is needed since we service over 9,000 customers. Turnover is very high amongst our meter readers ratio is 1300 to 1500 customers to 1 reader. I would recommend turning our part-time clerk in BC into full time position as population is steadily rising. This would eliminate the clerk II's from handling counter & focus on payments & answering customer's questions/reports on new Sensus system (Sr clerk & clerk handle approx 2200 customers each). I would like to have someone if possible assist with payroll, daily attendance, requisitions & po's, phone calls, correspondence, & other secretarial duties & could be used as back up on major clerk functions. I would like to focus more on overwiewing supervising (more involved on financial reports/documenting reporting of field issues/theft) & having the time to go out to our other locations & field more frequently. Be more visual at other locations to staff & customers. This would help when taking time off or periods of sickness as we are stricken with so many deadlines.

Employee Signature: Angela Barthelemy 10/14/21
 Signature Date

*If filling this form out online, please type your name in place of your signature.
 Please forward the completed questionnaire to your supervisor.*

PLEASE USE THIS FORMAT TO SAVE THIS QUESTIONNAIRE:

JobTitle_LastName_FirstName_Department

For Example: Mary Smith, Civil Engineer in the Engineering Department would save her file as:

CivilEngineer_Smith_Mary_Engineering

PLEASE DO NOT COMBINE MULTIPLE CPQs INTO A SINGLE FILE

18. Additional Information

Please provide any further information and comments about your position that you believe is important or pertinent to this analysis. You may attach additional pages as necessary to complete the questions in this questionnaire thoroughly and completely.
I think more staffing is needed since we service over 9,000 customers. Turnover is very high amongst our meter readers ratio is 1300 to 1500 customers to 1 reader. I would recommend turning our part-time clerk in BC into full time position as population is steadily rising. This would eliminate the clerk II's from handling counter & focus on payments & answering customer's questions/reports on new Sensus system (Sr clerk & clerk handle approx 2200 customers each). I would like to have someone if possible assist with payroll, daily attendance, requisitions & po's, phone calls, correspondence, & other secretarial duties & could be used as back up on major clerk functions. I would like to focus more on overwiewing supervising (more involved on financial reports/documenting reporting of field issues/theft) & having the time to go out to our other locations & field more frequently. Be more visual at other locations to staff & customers. This would help when taking time off or periods of sickness as we are stricken with so many deadlines.

Section enlarged for better clarity

Employee Signature: Angela Barthelemy 10/14/21
Signature Date

*If filling this form out online, please type your name in place of your signature.
Please forward the completed questionnaire to your supervisor.*

PLEASE USE THIS FORMAT TO SAVE THIS QUESTIONNAIRE:

JobTitle_LastName_FirstName_Department

For Example: Mary Smith, Civil Engineer in the Engineering Department would save her file as:

CivilEngineer_Smith_Mary_Engineering

PLEASE DO NOT COMBINE MULTIPLE CPQs INTO A SINGLE FILE

Plaquemines Parish Government

Parish President
Kirk M. Lepine

DIRECTOR OF PUBLIC SERVICE
Todd Eppley
333 F Edward Hebert Blvd.
Building 100, Suite 216
Belle Chasse, Louisiana 70037
(504) 934-6330
Fax (504) 934-6334
teppley@ppgov.net

Council Members
District 1 - John L. Barthelemy Jr.
District 2 - William "Beau" Black
District 3 - Corey Arbourgh
District 4 - Dr. Stuart J. Guey Jr.
District 5 - Benedict "Benny" Rousselle
District 6 - Trudy Newberry
District 7 - Carlton M. LaFrance Sr.
District 8 - Richie Blink
District 9 - Mark "Hobbo" Cognevich

March 22, 2021

Dear Water Customer,

RE: Termination Letter

This letter is to inform you that your water account is delinquent. See details in attached termination letter. Payment is due immediately.

Please contact the water office immediately at 504-934-6520 to inquire about payment arrangements and to avoid disconnection of water service. Once service has been disconnected, the full balance must be paid prior to water service being restored.

Failure to pay any past due balances can result in your account being turned over to a collection agency. Please note, collection proceedings may have an adverse effect on your credit rating.

Per municipal code 22-6: *No person not authorized by the parish water department shall reconnect, turn on or attempt to reconnect or turn on the water supply to a premises after such has been shut off or discontinued by the parish water department for nonpayment of a due bill or violation of rules and regulations of the water department or for any other just cause.*

Tampering with or damaging any parish property may result in criminal theft charges against the person in whose name the meter is registered. This person will also be billed for full replacement cost of any such damaged items.

Thank you for your attention to this matter.

Todd Eppley

Director of Public Service

PLEASE REMIT PAYMENTS TO:

Plaquemines Parish Water Department
P.O. Box 940 Belle Chasse, LA 70037

*This was sent out
in addition to our
monthly disconnect
notice mailed out
each month.*

Retention of Record Supporting Documents

Angela Barthelemy

From: Randy Duke
Sent: Thursday, December 6, 2018 11:26 AM
To: Angela Barthelemy
Cc: Michael W Jiles; Benedict "Benny" Rousselle
Subject: RE: Water Department Records Retention

Ok thanks, you need to get with the Louisiana Secretary of State Office and start preparing a formal Records Retention Schedule.

0.26. How long must public records be preserved?

A.26. That largely depends on the nature of the record.

R.S. 44:36

** Superintendent role or OPS
set up schedule w/ state*

** gave to Debby
she will get w/ Renne
1/3/19*

** action required*

R.S. 44:36 requires that all persons or public bodies that have custody or control of any public record, other than those such as conveyance, mortgage, and other similar permanent records that are required to be preserved forever by law, must maintain the record according to a formal retention schedule developed and approved by the state archivist and director of the division of archives, records management, and history of the Department of State.

If a formal retention schedule has not been executed and **no period is otherwise proscribed by law**, public records must be preserved and maintained for a period of **at least three years** from the date on which the public record was made.

The Secretary of State's Office cautions against disposal of records as Federal guidelines may require extended periods of preservation, thus making creation of a **formal retention schedule imperative.**

State agencies are further required under Louisiana Revised Statute 44:411 to develop and submit a records retention schedule (a listing of their agency's records with the retention requirements to meet their administrative, legal and financial needs) for review and approval by the State Archives. Until a retention schedule has been approved, La. R.S. 44:36 requires agencies to maintain their records for three years from the date the record is made (unless required longer by specific statute). It is important to note that La. R.S. 44:36 does not exempt agencies from developing a records retention schedule required under 44:411.

From: Angela Barthelemy <abarthelemy@ppgov.net>
Sent: Thursday, December 6, 2018 11:14 AM
To: Randy Duke <rduke@ppgov.net>; Michael W Jiles <mjiles@ppgov.net>
Subject: RE: Water Department Records Retention

Mr. Duke,

In January 2015, prior to the demolition of a storeroom adjacent to our old office (203 Main St) where we kept all records I inquired & received the attached from Debby in the Director's office. We were informed we had to keep only 3 years of work. At this time, we moved those files into government complex warehouse for storage. Older records were taken & destroyed (burned) by PROWM under the direction of the DPS office. Our current year's work are kept in our office; prior years since this time have been brought to warehouse as well.

This is the only information I have on this issue; I am not aware of any specific schedule. Hope this helps.

Angie Barthelemy

Water Billing & Collections
Superintendent
504 934-6525 Off.
504 297-5385 Fax
abarthelemy@ppgov.net

From: Randy Duke
Sent: Thursday, December 6, 2018 9:43 AM
To: Michael W Jiles <mjiles@ppgov.net>; Angela Barthelemy <abarthelemy@ppgov.net>
Cc: Benedict "Benny" Rousselle <brousselle@ppgov.net>; Audrey Trufant-Salvant <asalvant@ppgov.net>; Irvin Juneau Jr. <ijuneau@ppgov.net>
Subject: Water Department Records Retention

Dear Mr. Jiles and Ms. Barthelemy;

As a part of the Water Departments Internal Audit, I am reviewing the Water Department's records retention. Please email to me a copy of your records retention schedules.

Thanks for your cooperation,

Randy

Randy A Duke CPA, CIA, CIGA
Chief Internal Auditor
eMail: rduke@ppgov.net
Office: 504-934-6392
Mobile: 504-669-2274

MEMORANDUM

TO: Rennie Buras
Legal

FROM: ANGELA BARTHELEMY
Billing & Collections

DATE: April 10, 2019

RE: RECORDS RETENTION

The last time this retention issue was addressed by my office was in January 2015 when Severn Trent tore down the storeroom next to our old office at 203 Main Street. I inquired to Director's Office and Debby sent an email to me stating to keep 3 prior years of records (lol, yes I do have the email). At that time, 2015 to 2012 documents were kept & sent to PPG warehouse. All prior documents were taken by PROWM & burned. We currently have in our possession documents from 2012 to present mostly kept in the PPG Warehouse.

However, as noted on one of the sheets attached, our computer system, CUSI, has done 2 archives of our accounts which does not show up in current system but we are still able to access (1st) histories from 01/01/05 to 12/01/12 & (2nd) 01/01/11 to 11/01/17 from 2 separate archive icons. As mentioned, hard copies of payments, deposits, adjustments up until 2012 has been destroyed and no longer exist for backup to what's in the archived system.

I hope the attached is what you are looking for but please get with me for any questions or concerns.

Thanks for your assistance.

Angela Barthelemy

From: Debby Olivier
Sent: Wednesday, January 7, 2015 10:13 AM
To: Angela Barthelemy
Attachments: US Environmental Protection Agency.pdf

Angie, Attached is the article for the retention of Public records. The rate study was for 2012,2013,2014.

Thanks

Debby

Q.26. How long must public records be preserved?R.S. 44:36**A.26.** That largely depends on the nature of the record.

R.S. 44:36 requires that **all persons or public bodies** that have custody or control of any public record, other than those such as conveyance, mortgage, and other similar permanent records that are required to be preserved forever by law, **must maintain the record according to a formal retention schedule** developed and approved by the state archivist and director of the division of archives, records management, and history of the Department of State.

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Q.27. How is a formal retention schedule created?

A.27. An agency or public body should contact the Secretary of State's Office or visit www.sos.louisiana.gov to establish a formal retention schedule regarding the agency or body's individual records.

Q.28. What is the penalty for violation of the Public Records Law?R.S. 44:37

A.28. Any person having custody or control of a public record, who violates any of the provisions of Chapter One of Title 44, or any person not having custody or control who by any conspiracy, understanding, or cooperation with any other person, hinders or attempts to hinder the inspection of any public records declared by that chapter to be subject to inspection, shall **upon first conviction** be fined not less than one hundred dollars ($\geq \$100$), and not more than one thousand dollars ($\leq \$1,000$), or shall be imprisoned for not less than one month, nor more than six months (**1 – 6 months**).

Oct 3, 2023, 1:09 PM PDT

Hi Wendy,

I noticed when logging into your server today that your C drive is full. Do you still need to access archived databases at all? If so, would it be possible to move to your computer instead of on the cloud?

No rush, just let me know what you think and if you would rather a different route.

Thank you,

Mallory DeGood
Technical Support Specialist
Continental Utility Solutions, Inc.

This email is a service from CUSI. Delivered by [Zendesk](#)

Oct 4, 2023, 6:21 AM PDT

Mallory

I included Bob and Christian in this email – they are our computer gurus and IT guys and will know what to do lol

Wendy Thompson

Sr Clerk II
Plaquemines Parish Water Dept.
333 F Edward Hebert
Bldg 203 Ste B 111
Belle Chasse La 70037
504-934-6520



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Mallory DeGood (CUS)



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Mallory DeGood (CUSI)

Oct 4, 2023, 6:29 AM PDT

Thank you Wendy! Do you still use the archived databases?

Mallory DeGood
Technical Support Specialist
Continental Utility Solutions, Inc.

Wendy Thompson

Mallory DeGood
Technical Support Specialist
Continental Utility Solutions, Inc.

Mallory DeGood (CUSI)

Oct 4, 2023, 8:01 AM PDT

Thank you! Bob or Christian- can we move the archived CBSW to one of the workstations possibly?

Mallory DeGood
Technical Support Specialist
Continental Utility Solutions, Inc.

Wendy Thompson

Oct 4, 2023, 7:58 AM PDT

Rarely but yes

Wendy Thompson

Sr Clerk II
Plaquemines Parish Water Dept.
333 F Edward Hebert
Bldg 203 Ste B 111
Belle Chasse La 70037
504-934-6520

Angela Barthelemy

From: Bob Gelpi
Sent: Friday, October 6, 2023 1:20 PM
To: Wendy Thompson; Christian Beshel; Angela Barthelemy
Subject: RE: Updated: Ticket 109526 - Azure Cloud: Drive Space (with Archives)

Wendy,

Please call Christian asap today to get this issue resolved.
He can be reached at ext. 6311

Thanks,
Bob

From: Wendy Thompson <wthompson@ppgov.net>
Sent: Friday, October 6, 2023 11:39 AM
To: Bob Gelpi <rgelpi@ppgov.net>; Christian Beshel <cbeshel@ppgov.net>; Angela Barthelemy <abarthelemy@ppgov.net>
Subject: FW: Updated: Ticket 109526 - Azure Cloud: Drive Space (with Archives)

Can we move the archive to a workstation

Wendy Thompson

Sr Clerk II
Plaquemines Parish Water Dept.
333 F Edward Hebert
Bldg 203 Ste B III
Belle Chasse La 70037
504-934-6520



From: Mallory DeGood (CUSI) <techsupport@cusi.com>
Sent: Friday, October 6, 2023 11:35 AM
To: Wendy Thompson <wthompson@ppgov.net>
Cc: Bob Gelpi <rgelpi@ppgov.net>; Christian Beshel <cbeshel@ppgov.net>
Subject: Updated: Ticket 109526 - Azure Cloud: Drive Space (with Archives)

[NOTICE: This message originated outside of the Plaquemines Parish mail system -- **DO NOT CLICK** on links or open **attachments** unless you are sure the content is safe.]

##- Please type your reply above this line -##

Your ticket has been updated. To add additional comments, please reply to this email.

Mallory DeGood (CUSI)

Oct 6, 2023, 9:34 AM PDT

Hi Wendy,

Bob or Christian never answered me. Do you care to ask them if we can move the archived to a workstation?

2

Read and Meter Process Supporting Documents

Angela Barthelemy

From: Mallory DeGood (CUSI) <techsupport@cusi.com>
Sent: Wednesday, October 4, 2023 4:27 PM
To: Angela Barthelemy
Subject: Updated: Ticket 109407 - Estimated bills reporting
Attachments: estread.xls

[NOTICE: This message originated outside of the Plaquemines Parish mail system -- DO NOT CLICK on links or open attachments unless you are sure the content is safe.]

##- Please type your reply above this line -##

Your ticket has been updated. To add additional comments, please reply to this email.

Mallory DeGood (CUSI)

Oct 4, 2023, 4:27 PM CDT

Hi Angie,

Here is the excel file of all estimated reads for 10/1/2023.

Thank you,

Mallory DeGood
Technical Support Specialist
Continental Utility Solutions, Inc.

Mallory DeGood (CUSI)

001	01	50102557	27675	4000	10/1/2023	2
001	01	50104800	23054	4000	10/1/2023	2
001	01	50105659	35089	5000	10/1/2023	2
001	01	50106450	20619	12000	10/1/2023	2
001	01	50106800	06230	4000	10/1/2023	2
001	01	50110175	04266	4000	10/1/2023	2
001	01	50110190	27674	0	10/1/2023	2
001	01	50112100	06491	5000	10/1/2023	2
001	01	50112700	07415	4000	10/1/2023	2
001	01	50115115	34248	4000	10/1/2023	2
001	01	20121450	28083	4000	10/1/2023	3
001	01	20208550	26617	4000	10/1/2023	3
001	01	20607150	07129	4000	10/1/2023	3
001	01	20618800	16547	4000	10/1/2023	3
001	01	20803100	34752	4000	10/1/2023	3

15

0.*
 119.÷
 9,584.=
 0.01*
 0.*

0.*

52.00+
 52.00+
 15.00+

003

119.00*

Estimates

2023 DOCUMENTATION

INSTALLS FOR NEW TAPS TO DATE (8 MOS)	107
PROJECTION FOR NEXT 4 MONTHS @12 PER MONTH	<u>48</u>
	155 FOR YEAR
INSTALLS FOR MANUAL METERS & RE-INSTALLS	64
PROJECTION FOR NEXT 4 MONTHS @ 8 PER MONTH	<u>32</u>
	96 FOR YEAR
2" METER INSTALLS	11
1" METER INSTALL	18

2024 BUDGET PROJECTIONS BASED ON PRIOR YEAR

NEW TAPS

2" METER TAPS	13	R2	842.20 @ 13 = 10,948.60
	2	C2	1488.16 @ 2 = 2,976.32
1" METER TAPS	25	IPERL	230.77 @ 25 = 5,769.25
¾" METER TAPS	100	IPERL	148.72 @ 100 = 14,872.00
TRANSMITTERS	150		168.42 @ 150 = 25,263.00
¾" CHECK VALVES	100		55.80 @ 100 = 5,580.00
1" CHECK VALVES	50		64.82 @ 50 = <u>3,241.00</u>
			\$68,650.17

CHANGE MANUAL METERS TO E-METER & REPLACE BROKEN

TOTAL MANUAL METERS = 582

¾" METER	75		148.72 @ 75 = 11,154.00
1" METER	15		230.77 @ 15 = 3,461.55
2" METER	10		842.20 @ 10 = 8,422.00
TRANSMITTERS	100		168.42 @ 100 = <u>16,842.00</u>
			\$39,879.55

BUDGET TOTAL \$108,529.72

LARGE COMMERCIAL METERS PROJECTED TO BE CHANGED FOR 2024

NAVY HOUSING	8" METER	OMNI C2	11,787.38
NAVY	10" METER	OMNI F2	20,715.56
RIVERBEND NURSING HOME	4" METER	OMNI C2	3,273.96
HARVEST MIDSTREAM (PHILLIPS 66)	6" METER	OMNI C2	<u>5,655.00</u>
			41,431.90
TRANSMITTERS	4	4 @ 168.42 =	673.68
		TOTAL	42,105.58

BUDGET TOTAL (10% INCREASE) 46,316.14



Aqua-Metric Sales Company
 Kelsey VanCleave
 16914 Alamo Parkway, Bldg. 2 | Selma, TX 78154
 Phone: (210) 967-6300 | Fax: (210) 967-6305

Sales Quote

August 8, 2023

Quote for: Plaquemines Parish
 Attention:
 Address:
 City, State, ZIP:
 Phone:
 Email:

Quantity	Description	Unit Price
	5/8" X 3/4" SR11 METER TRPL	\$148.65
	1" SR11 METER TRPL	\$244.13
	3/4" S IPERL METER TRPL	\$148.72
	1" IPERL METER TRPL	\$230.77
	1.5" OMNI R2 METER TRPL	\$600.25
	2" OMNI R2 METER TRPL	\$842.20
	1.5" OMNI C2 METER TRPL	\$1,289.74
	2" OMNI C2 METER TRPL	\$1,488.16
	3" OMNI C2 METER TRPL	\$1,885.01
	4" OMNI C2 METER TRPL	\$3,273.96
	6" OMNI C2 METER TRPL	\$5,655.00
	8" OMNI C2 METER TRPL	\$9,135.23
	10" OMNI C2 METER TRPL	\$11,787.38
	MXU 520M SINGLE PORT	\$168.42
	MXU PART - PIT LID HOUSING #85B	\$39.95
	MXU PART - TRPL ADAPTER #85C	\$0.69
	MXU PART - BOOT #85D	\$5.25
	MXU PART - PIT LOCKING NUT #85E	\$6.41
	MXU PART - BOOT LOCKING CLIP #85F	\$2.91
	MXU PART - INSULATED ISOLATION SLEEVE #85G	\$2.17
	MXU PART - HOUSING ASSEMBLY COMPLETE #85M	\$41.73
	TRPL CABLE 6' (THREE WIRE)	\$17.09
	IPERL/ALLY CABLE 6' (TWO WIRE)	\$21.40

Total

This quote for the product and services named above is subject to the following terms:

1. All quotes are subject to the Aqua-Metric Terms of Sale located on our website.
2. Quote is valid for 30 days. If modifications in materials, labor, or processing are required to meet new regulations, the pricing submitted herein is subject to immediate change.
3. Freight allowed on complete single orders exceeding \$20,000.00.
4. Net Thirty Days to Pay
5. Returned product may be subject to a 25% restocking fee.

Proprietary and Confidential

Page 1 of 2

COST OF REPLACEMENT OF METER, TRANSMITTER & OTHER PARTS AFTER
PARISH DID 1ST INSTALLATION

¾" METER & TRANSMITTER, MUSHROOM
\$148.72 + \$168.72 + \$39.75= \$357.19 EACH

1" METER & TRANSMITTER, MUSHROOM
\$230.77 + \$168.72 + \$39.75= \$439.14 EACH

SOME MAY BE MORE IF WE HAVE TO CHANGE OTHER PARTS
SOME MAY BE LESS IF ALL NOT NEEDING CHANGED.
(SEE DIAGRAM & PRICE LIST)

126 TRANSMITTERS REPLACED @ 168.42 = \$21, 220.92 SPENT

We must seriously consider passing costs to the customer at some point. We must replace broken meters immediately so they can have water restored. If we do not replace broken transmitters then, we go backwards to a manual read system requiring meter readers to go to those meters monthly instead of importing those reads & data. This is truly not a cost-efficient system. We must continue to maintain, troubleshoot, & keep it working. Not to mention the \$65,000.00 annual cost we pay to access the system.

VII. Professional Standards

The audit was conducted in accordance with the Institute of Internal Auditor's Standards for the Professional Practice of Internal Auditing, (the Red Book).

ATTACHMENTS

Attachment A - Rate Increase Ordinance NO. 23-47

ORDINANCE NO. 23-47

The following Ordinance was offered by Council Member Schulz who moved its adoption:

An Ordinance to amend, and as amended, enact and reenact provisions of Section 22-8, Section 22 -22, and Section 22 -23 of the parish code of ordinances; establishing new water and sewerage usage charges and a new refuse fee; establish an annual Consumer Price Index adjustment to commence on January 2025 water bills for water and sewerage usages charges and refuse fees ; and otherwise to provide with respect thereto.

DIGEST: To increase the water and sewerage usage charges and refuse rates commencing on July 2023 water bill invoice period, and establish an annual Consumer Price Index adjustment therefore. The digest is for informational purposes only and is superseded by the language of the actual ordinance or resolution.

WHEREAS, Ordinance No. 17-62 suspended the increase of water, sewerage and refuse rates previously adopted by Ordinance No. 15-58; and

WHEREAS, the suspension of these rates have led to a deficit in excess of a million dollars in the waterworks and sewerage fund, requiring it be subsidized by the general fund; and

WHEREAS, there are many improvements that have been made and are currently being made to the Plaquemines Parish water system that must be funded;

NOW, THEREFORE:

BE IT ORDAINED BY THE PLAQUEMINES PARISH COUNCIL THAT:

SECTION 1

Subsection (1) (a) of Section 22-8. of Chapter 22 of the Parish Code of Ordinance s is hereby amended and, as amended, shall now read as follows:

“4. Usage charges incurred for July 202 3 through December 2024 water bills shall have the following rates, fees, rents, and other charges hereby levied, imposed, and established for the use of water and other services delivered and rendered by the parish water department:

- a. 0-4,000 gallons: minimum monthly rate;
 - b. 4,000 gallons to 20,000 gallons: \$4.54 per 1,000 gallons;
 - c. 20,000 gallons to 40,000 gallons: \$5.68 per 1,000 gallons;
 - d. Over 40,000 gallons: \$6.80 per 1,000 gallons.
- i. The minimum monthly water rate for each of the following minimum meter sizes are \$10.00 for 5/8” to 2” meters, \$18.00 for 3” meters, \$26.95 for 4” meters, \$29.45 for 5” meters, \$35.95 for 6” meters, and \$90.70 for a floating meters.

5. The water and sewerage usage charges for meeting halls of all bona fide veterans' organizations, such as the American Legion or the Veterans of Foreign Wars, shall be bill ed at residential rates, provided the average monthly usage is under 1,000 gallons. All regulatory rules associated with commercial properties shall nevertheless be followed by the meeting halls of veterans' organizations.”

All other provisions of Subsection (1) (a) of Section 22 -8. of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect.

SECTION 2

Subsection (1) (b) of Section 22 -8. of Chapter 22 of the Parish Code of Ordinances is hereby amended by enacting Subparagraph 4. which shall read as follows:

“4. Usage charges incurred for July 2023 through December 2024 water bills shall have the following rates, fees, rents, and other charges hereby levied, imposed and established for the use of water and other services delivered and rendered by the parish water department:

- a. 0-4,000 gallons: \$40.00 flat rate;
- b. 4,000 gallons to 20,000 gallons: \$5.68 per 1,000 gallons;
- c. 20,000 gallons to 40,000 gallons: \$6.24 per 1,000 gallons;
- d. Over 40,000 gallons: \$6.80 per 1,000 gallons.”

All other provisions of Subsection (1) (b) of Section 22 -8. of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect.

SECTION 3

Section 22-8. of Chapter 22 of the Parish Code of Ordinances is hereby amended by enacting Subsection (5) which shall read as follows:

“(5) Beginning on the billing period for January 2025 water bills and each subsequent year thereafter, water usage charges shall be increased by an amount equal to the product of the usage charges then in effect times a number equal to a percentage increase in CPI over the previous 12-month period, calculated by using the most recently published CPI and the CPI published 12 months earlier. “CPI” for this Section shall mean the Consumer Price Index for All Urban Consumers (CPI-U) (1982-84=100), U.S. City Average, All Items, Unadjusted, as published by the United States Department of Labor, Bureau of Labor statistics of the United States Department of Labor.”

SECTION 4

Subsection (3) (a) of Section 22 -22. of Chapter 22 of the Parish Code of Ordinances is hereby amended by enacting Subparagraph 5. which shall read as follows:

“5. Sewer usage charges incurred for the July 2023 through December 2024 water bills shall have the following rates, fees, rents, and other charges hereby levied, imposed and established for the use of the parish sewer system and other services delivered and rendered by the parish related thereto:

- i. 0-4,000 gallons:
\$10.00 flat rate;
- j. 4,000 gallons to
20,000 gallons: \$2.44 per 1,000 gallons;
- k. 20,000 gallons to
40,000 gallons: \$3.05 per 1,000 gallons;
- l. Over 40,000 gallons:
\$3.66 per 1,000 gallons.”

All other provisions of Subsection (3) (a) of Section 22 -22. of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect.

SECTION 5

Subsection (3) (b) of Section 22-22 of Chapter 22 of the Parish Code of Ordinances is hereby amended by enacting Subparagraph 5. which shall read as follows:

“5. Sewer usage charges incurred for the July 2023 through December 2024 water

- a. 0-4,000 gallons: \$40.00 flat rate;
- b. 4,000 gallons to 20,000 gallons: \$3.05 per 1,000 gallons;
- c. 20,000 gallons to 40,000 gallons: \$3.35 per 1,000 gallons;
- d. Over 40,000 gallons: \$3.66 per 1,000 gallons.”

All other provisions of Subsection (3) (b) of Section 22 -22. of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect.

SECTION 6

Section. 22-22 of Chapter 22 of the Parish Code of Ordinance is hereby amended by enacting Subsection (5) which shall read as follows:

“(5) Beginning on the billing period for January 2025 water bills and each subsequent year thereafter, sewer usage charges shall be increased by an amount equal to the product of the usage charges then in effect times a number equal to a percentage increase in CPI over the previous 12-month period, calculated by using the most recently published CPI and the CPI published 12 months earlier. “CPI” for this Section shall mean the Consumer Price Index for All Urban Consumers (CPI-U) (1982-84=100), U.S. City Average, All Items, Unadjusted, as published by the United States Department of Labor, Bureau of Labor statistics of the United States Department of Labor.”

All other provisions of Section. 22-22 of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect, except as otherwise amended by this Ordinance.

SECTION 7

Section 22-23 of Chapter 22 of the Parish Code of Ordinances is hereby amended and, as amended, shall read as follows:

“(4) For July 2023 through December 2024 water bills, there is hereby established a refuse fee of seven dollars and sixty cents (\$7.60) per month per can for all residences and a refuse fee of fifteen dollars and twenty -one cents (\$15.21) per month per can for all businesses of the parish. Refuse fees shall be billed on the parish water bills.”

“(7) Beginning on the billing period for January 2025 water bills and each subsequent year thereafter, refuse fees shall be increased by an amount equal to the product of the refuse fees then in effect times a number equal to a percentage increase in CPI over t he previous 12 -month period, calculated by using the most recently published CPI and the CPI published 12 months earlier. “CPI” for this Section shall mean the Consumer Price Index for All Urban Consumers (CPI -U) (1982-84=100), U.S. City Average, All Items, Unadjusted, as published by the United States Department of Labor, Bureau of Labor statistics of the United States Department of Labor.”

All other provisions of Section 22-23 of Chapter 22 of the Parish Code of Ordinances shall remain unmodified and in full force and effect.

SECTION 8

Ordinance No. 17-62 is hereby superseded by this Ordinance and its effects.

SECTION 9

The Secretary of this Council is hereby authorized and directed to immediately certify and release this Ordinance and that Parish employees and officials are authorized to carry out the purposes of this Ordinance, both without further reading and approval by the Plaquemines Parish Council.

WHEREUPON, in open session the above Ordinance was read and considered section by section and as a whole.

Council Member Newsom seconded the motion to adopt the Ordinance.

The foregoing Ordinance having been submitted to a vote, the vote resulted as follows:

YEAS: Council Members Brian Champagne, Chris Schulz, Stuart J. Guey, Patricia McCarty, Ronnie Newsom and Mitch Jurisich

NAYS: Council Members Tyronne Edwards, Carlton M. LaFrance, Sr., Mark Cognevich

ABSENT: None

PRESENT BUT NOT VOTING: None

And the Ordinance was adopted on this the 27th day of April, 2023.

Attachment B- Saltwater Intrusion Ordinance NO. 22- 165

ORDINANCE NO. 22-165

The following Ordinance was offered by Council Member Cognevich who moved its adoption:

An Ordinance authorizing the Parish President to credit all Plaquemines Parish water customers south of the Doullut Canal in the amount of \$50.25 for residential customers and \$257.59 for commercial customers due to the high chloride levels present in the parish water supply from the saltwater wedge intrusion ; and otherwise to provide with respect thereto.

WHEREAS, due to the saltwater wedge intrusion the potable water supply was infiltrated with higher-than-normal levels of chlorides from the Doullut Canal south; and

WHEREAS, the higher level of chlorides adversely affected the taste of the potable water supply and some residents and commercial businesses expected uses; and

WHEREAS, Plaquemines Parish Government desires to apply a one-time credit to those customers adversely affected by the higher than normal levels of chlorides in the affected area;

NOW, THEREFORE:

BE IT ORDAINED BY THE PLAQUEMINES PARISH COUNCIL THAT:

SECTION 1

The Parish President is hereby authorized to credit all Plaquemines Parish water customers south of the Doullut Canal in the amount of fifty dollars and twenty -five cents (\$50.25) for residential customers and two hundred and fifty-seven dollars and fifty-nine cents (\$257.59) for commercial customers due to the high chloride levels present in the parish water supply from the saltwater wedge intrusion.

SECTION 2

The Secretary of this Council is hereby authorized and directed to immediately certify and release this Ordinance and that Parish employees and officials are authorized to carry out the purposes of this Ordinance, both without further reading and approval by the Plaquemines Parish Council.

WHEREUPON, in open session the above Ordinance was read and considered section by section and as a whole.

Council Member Blink seconded the motion to adopt the Ordinance.

The foregoing Ordinance having been submitted to a vote and the vote resulted as follows:

YEAS: Council Members John L. Barthelemy, Jr., Corey Arbourgh, Benedict Rousselle, Trudy Newberry, Richie Blink, Carlton M. LaFrance, Sr., and Mark Cognevich

NAYS: None

ABSENT: Council Members Nancy LaHaye and Stuart Guey

PRESENT BUT NOT VOTING: None

And the Ordinance was adopted on this the 8th day of December, 2022.

I hereby certify the above and foregoing to be a true and correct copy of an Ordinance which was adopted at a meeting held by the Plaquemines Parish Council in the Pointe-a-la-Hache Courthouse, 18055 Highway 15, Pointe-a-la-Hache, Louisiana, on Thursday, December 8, 2022.

Secretary

Attachment C - Saltwater Intrusion Ordinance NO. 23-109

ORDINANCE NO. 23-109

The following Ordinance was offered by Council Member Cognevich who moved its adoption:

An Ordinance authorizing the Parish President to credit all Plaquemines Parish water customers from the Empire Bridge south in the amount of \$50.25 for residential customers and \$257.59 for commercial customers ; authorizing the Parish President, upon adoption of this ordinance, to immediately suspend the water payments for those customers until the high chloride levels present in the parish water supply from the saltwater wedge intrusion are no longer affecting the parish water supply; and otherwise to provide with respect thereto.

DIGEST: Due to the current Saltwater Intrusion, this ordinance authorizes the Parish President to issue a one-time credit to Parish water customers located from Empire south and suspends water bills for the same customers until the saltwater is no longer an issue. *The digest is for informational purposes only and is superseded by the language of the actual ordinance or resolution.*

WHEREAS, due to the saltwater wedge intrusion, the potable water supply was infiltrated with higher-than-normal levels of chlorides from the Empire Bridge south; and

WHEREAS, the higher level of chlorides adversely affected the taste of the potable water supply and some residents and commercial businesses expected uses; and

WHEREAS, Plaquemines Parish Government desires to apply a one-time credit to those customers adversely affected by the higher than normal levels of chlorides from the Empire Bridge south ; and

WHEREAS, the Plaquemines Parish Council further desires to suspend water payments for all customers adversely affected by the higher than normal levels of chlorides from the Empire Bridge south until the parish water supply is no longer affected by the saltwater wedge intrusion;

NOW, THEREFORE:

BE IT ORDAINED BY THE PLAQUEMINES PARISH COUNCIL THAT:

SECTION 1

The Parish President is hereby authorized to credit all Plaquemines Parish water customers from the Empire Bridge south in the amount of fifty dollars and twenty-five cents (\$50.25) for residential customers and two hundred and fifty-seven dollars and fifty-nine cents (\$257.59) for commercial customers due to the high chloride levels present in the parish water supply from the saltwater wedge intrusion.

SECTION 2

The Parish President is hereby authorized to immediately suspend water payments for all Plaquemines Parish water customers from the Empire Bridge south until the parish water supply is no longer affected by the saltwater wedge intrusion.

SECTION 2

The Secretary of this Council is hereby authorized and directed to immediately certify and release this Ordinance and that Parish employees and officials are authorized to carry out the purposes of this Ordinance, both without further reading and approval by the Plaquemines Parish Council.

WHEREUPON, in open session the above Ordinance was read and considered section by section and as a whole.

With a unanimous second by all council members the motion to adopt the Ordinance.

The foregoing Ordinance having been submitted to a vote, the vote resulted as follows:

YEAS: Council Members Brian Champagne, Chris Schulz, Stuart J. Guey, Patricia
McCarty, Ronnie Newsom, Carlton M. LaFrance, Sr., Mitch Jurisich and Mark
Cognevich

NAYS: None

ABSENT: None

PRESENT BUT NOT VOTING: Council Member Tyronne Edwards

And the Ordinance was adopted on this the 27th day of July, 2023.