St. Charles Parish

Department of Waterworks

August 24, 2026

Greg Gorden

Water System Modeling: *Water Model Progress Update*

Completed

- Collected GIS, billing, production, SCADA, and asset data
- Developed system demand estimates from billing and production records
- Built a working preliminary hydraulic model

In Progress

- Comparing model results to SCADA and historical fire-flow data
- Refining pump, tank, pressure, and fire-flow behavior
- Identifying data gaps needed for calibration

Upcoming

- Field testing / pressure recorder data collection
- Final calibration and model documentation
- Model handoff and focused staff training

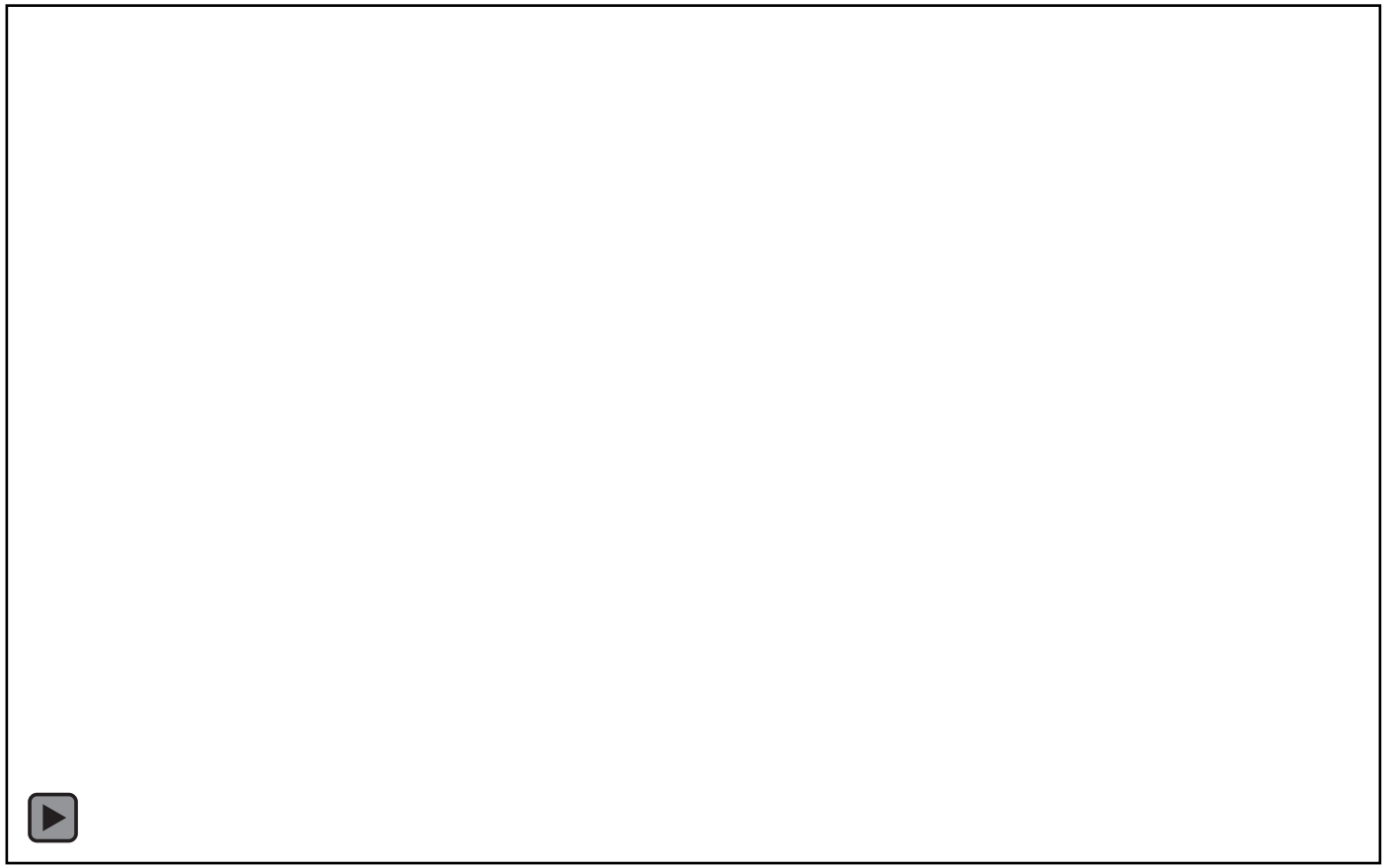
Water System Modeling: *Why Field Data Matters*

- While the model is running and producing reasonable system results additional data will enable adjustments to improve system flows and pressures
- Additional field pressure and fire-flow data will improve model resolution and confidence in results
- Testing will help confirm neighborhood-level pressure and fire-flow capacity
- Better calibration supports planning, operations, and future PIAL-related review

Water System Modeling: Key Insights

- The model will provide a comprehensive understanding of:
  - Water demands associated with major industrial and commercial developments
  - Effects on system demand, pressure, and fire-flow capacity
  - The existing finished-water distribution system
  - Current water-demand levels across the system
- Improved baseline data: New direct water meters and detailed billing records provide model developers with reliable current-demand inputs
- Data consistency: Customer billing records align with monthly operating reports (MORs), confirming consistency between finished-water production and system consumption

West Bank C Plant Filter Media Replacement



West Bank D Plant Clarifier Upgrade

- $2,782,000 contract awarded to Pintail Contracting Services, LLC
- The project includes removal and replacement of the water treatment plant's existing rectangular solids-contact clarifier and softener.
- Internal clarifier components will be upgraded from painted black iron to stainless steel, reducing long-term maintenance requirements and costs.
- Fabrication of the new internal components is underway, with delivery scheduled for October.
- Following delivery, the contractor will have 180 days to complete installation.

West Bank E Plant Design

- $4 million Design over three years ($3 million Capital Outlay Award)
- 2026 – Conceptual Phase Completion and Start Preliminary Design
- 2027 – Complete Preliminary Design
- 2028 – Complete Final Design
- Progress to Date:
  - Site Survey Complete
  - Space usage Program in process
  - Electrical Design initiated

West Bank E Plant Design: Key Drivers

- Primary drivers for the design initiative
  - Address existing operational and facility constraints
    - Motor control panels currently share space with control room and laboratory functions
    - Chemical handling, control room, and laboratory functions occupy a common area
    - No dedicated bunk room is available for staff pre-positioned during emergencies or severe weather events
  - Modernize aging infrastructure
    - Existing plant years: A (1958), B (1964), C (1972), and D (1984)

Call Center Performance Snapshot

One-year trend summary • May 2025 – April 2026

Strong annual service performance: 27,143 calls handled with a 99.45% answer rate and ~97% service level.

27,293
Total ACD calls offered
27,732 incl. short abandons

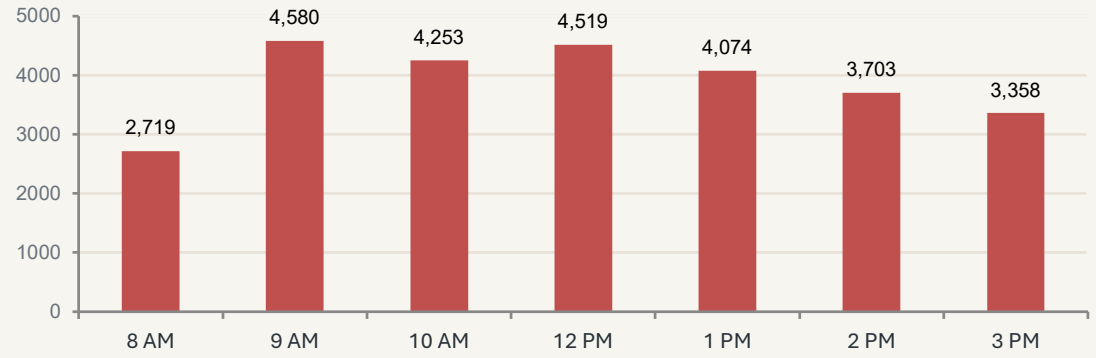
27,143
Calls handled
150 long abandons

104.6
Avg. calls / weekday
74.8 per calendar day

16 sec
Avg. answer speed
Avg. handle time: 2:03

Peak call-volume windows

Annual calls offered by hour



Operational takeaways

- 9 AM and 12 PM were the strongest individual call-volume hours.
- About 64% of annual call volume occurred during four hours: 9 AM, 10 AM, 12 PM, and 1 PM.
- Lunch coverage matters: the noon–2 PM window carried nearly one-third of yearly demand.
- June 2025 was the most challenging service month and may merit a closer review.

Source: P200 Queue Performance by Period reports. Service metrics are weighted across May 2025–April 2026.

Billing and Accounting Process Improvements

- Streamlined daily recordkeeping for financial transactions
- Established a secure digital records system on the department's shared drive
- Waterworks staff can now retrieve documents in seconds, eliminating time-consuming searches through paper files
- Lowered printing expenses while reducing paper use and physical storage needs
- Strengthened safeguards against records being lost or damaged during natural disasters and severe storms

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