City of Shreveport, Louisiana

Consent Decree Annual Report – Year 11

May 13, 2024 - May 12, 2025

CITY OF SHREVEPORT

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SUBMITTAL CERTIFICATION

I certify under penalty of law that this document and all attachments were prepared under my direction or supervision in accordance with a system designed to assure that qualified personnel property gathered and evaluated the information submitted. Based on my inquiry of the person or persons who managed the system, or those persons directly responsible for gathering such information, the information submitted is, to the best of my knowledge and belief, true, accurate, and complete. I am aware that there are significant penalties for knowing violations.

Brandon Snead
Interim Director of Water & Sewerage
City of Shreveport

7-11-25
Date

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1.0 INTRODUCTION

1.1 Purpose and Scope

This Annual Report is submitted in accordance with Section VIII *Reporting Requirements*, Paragraph 60, of the Consent Decree and reflects the status of program implementation that occurred between May 13, 2024 to May 12, 2025. A summary of activities planned for the Year 12 reporting period (May 13, 2025 to May 12, 2026) is also provided.

1.2 Consent Decree Overview

The City of Shreveport (City) is implementing various utility operational and management programs and a significant Capital Improvement Program (CIP) to address the requirements of a Federal Consent Decree (Case No. 5:13-cv-3065). The Consent Decree became effective on May 13, 2014, and generally requires the following:

- Analyze the collection system and repair sewer defects which are sources of infiltration and inflow (I/I) and cause or contribute to overflows under 5 Phases of work in first 9 Years of a 12-year Consent Decree Program.
- Reassess the condition of sewers in Phases 1, 2, and 3 in Years 8-12 and repair defects which cause or contribute to sewer overflows.
- Develop a computerized hydraulic model of the sanitary sewer system.
- Analyze the wastewater system and construct additional conveyance capacity improvements where necessary to address Sanitary Sewer Overflows (SSOs) to an approved level of control and treatment plant overloading by conclusion of Year 12.
- Implement Capacity Management Operations and Maintenance (CMOM) Programs, including a sewer overflow response program, a fats, oils, and grease (FOG) control program, a chemical root control program, a private lateral rehabilitation program, a gravity sewer preventative maintenance program, and a wastewater treatment plant operation and preventive Maintenance Program.
- Submit specific periodic reports to United States Environmental Protection Agency (EPA) and Louisiana Department of Environmental Quality (LDEQ).

2.0 PROGRAM ADMINISTRATION DURING YEAR 11

The following sections summarize major events and developments related to the administration and implementation of the City's Consent Decree program that occurred during the Year 11 reporting period.

2.1 Organizational Changes

A summary of organizational changes or challenges experienced by the City of Shreveport during the Year 11 reporting period which affect implementation of its Consent Decree program is provided below.

- The City, like many water and wastewater utilities, continues to face challenges in recruiting, training, and retaining employees. The City's Department of Water & Sewerage has had a range of 320-350 budgeted positions from 2019-2025 but has averaged approximately 20-percent vacancies in those years. This has resulted in the City investing considerable time and energy in having sufficient personnel coverage for essential utility operations and maintenance functions.
- A major departmental restructuring was implemented to improve efficiencies by reorganizing the City's Department of Engineering & Environmental Services. This restructuring was completed in 2022. Primarily, the Environmental Services staff moved into the Department of Water & Sewerage and Engineering staff moved into the Department of Public Works. The Department of Water & Sewerage has managed the Clean Water Shreveport program since the end of 2022.
- In May 2025, the Director of Water and Sewerage resigned and a new Interim Director was named to lead the Department.

2.2 Regulatory Coordination

Significant coordination with federal and state regulatory agencies continued throughout Year 11, including various correspondence from the City to United States Department of Justice (USDOJ), EPA, and LDEQ to discuss the status of the City's program and explain the need for modification of the City's Consent Decree. A summary of the correspondence and coordination during the Year 11 reporting period is provided below.

2.2.1 Determination of Stipulated Penalties

The City and the Agencies negotiated a payment amount for stipulated penalties during Year 10, stemming from the Agencies' May 27, 2022 stipulated penalty demand letter, which demanded $4,428,200 in stipulated penalties. The City paid the Agencies a total of $1.5 million to settle the negotiations of this demand. On August 16, 2024, the City received a stipulated penalty demand letter for $13,346,000 for the period from May 14, 2021 through May 13, 2024. The City provided additional information to the Agencies following receipt of the letter and is currently working to resolve the stipulated penalties with the Agencies. Consent Decree Modification Negotiations

Over the period of time between June 05, 2024 and January 29, 2025, eight (8) meetings with USDOJ, EPA, and LDEQ to negotiate modifications to the existing Consent Decree have occurred. The following list summarizes these meetings and requested additional documents by USDOJ, EPA, and LDEQ over the Year 11 dates:

- On June 05, 2024, a meeting was held during which the City and the Agencies reviewed the development of costs included in their respective budgetary estimates for implementing the Consent Decree. Following the meeting, the City provided information in response to Agencies' requests.
- On July 16, 2024, a meeting was held to discuss the City's financial model regarding implementation of the Consent Decree. Following the meeting; the City provided information in response to Agencies' requests.
- On August 14, 2024, a meeting was held to discuss the City's financial plan and financial model, as well as other items related to the City's cost estimates and proposed technical approach. Following the meeting, the City provided information in response to Agencies' requests.
- On October 9, 2024, a meeting was held to discuss the status of the Consent Decree and ongoing negotiations. Following the meeting, the City provided information in response to Agencies' requests.
- On October 30, 2024, a meeting was held during which the City answered questions from the Agencies regarding the City's financial model and implementation schedule. Following the meeting, the City provided information in response to Agencies' requests.

- On November 26, 2024, a meeting was held during which the City answered questions from the agencies regarding its cost estimate approach. Following the meeting, the City provided information in response to Agencies' requests.
- On December 09, 2024, a meeting was held during which the City responded to Agency questions provided on March 26. Following the meeting, the City provided information in response to Agencies' requests.
- On January 29, 2025, a meeting was held during which the agencies presented a verbal summary of their cost estimating approach and findings, as well as their financial modeling. Following the meeting, the City provided information in response to Agencies' requests.

2.3 Financial Capability and Program Funding

The City's ability to fund remaining Consent Decree obligations has been previously documented in submittals to the regulatory agencies. Funding remaining Consent Decree obligations continues to be a significant challenge for the City's environmental justice and majority minority population – never mind the low- and fixed-income residents.

3.2.1 Financial Hardship and Capability Assessment

The City spent approximately $450 million in the first five years of what was expected to be a $350 million program over twelve years. This extraordinary investment was made possible in part by a staggering 177 percent rate increase between 2013 and 2022 – and this cumulative increase is only for the City's sewer utility rates**.** Water rates increased significantly as well. Despite many other economic pressures affecting its citizens, the City continued with rate increases through the years of the COVID-19 pandemic. This includes rate increases for the sewer utility of 6-percent in 2020, 2-percent in 2021, and 2-percent in 2022. Water rates increased 6-percent in 2020 and 4-percent in 2022. Our counsel advises that most other utilities did not have rate increases during the Covid years.

The City continues to address both its current and future financial needs. The City's 2019 and 2020 debt service coverage ratios were found to be non-compliant by LDEQ and its bond agencies. On July 26, 2022, the City requested financial consulting services to develop a rate study to regain compliance with their debt service coverage ratios, as well as develop a plan for meeting the funding needs for Consent Decree projects.

On April 26, 2024, the City Council approved a rate increase of 10-percent for both the water and sewer utilities. This rate increase, along with a Rate Stabilization Fund, was instituted for the purposes of meeting compliance with the City's bond convenance and determined that this was sufficient for compliance with debt service coverage ratios.

The estimated cost remaining to comply with the Consent Decree (including remaining Critical Projects and collection system repairs) likely exceeds $1 Billion, based on the anticipated scope of work remaining. The City is unable to fund all remaining Consent Decree obligations without rate increases placing an unconscionable financial burden on its ratepayers, especially its most vulnerable residents with low- and fixed-incomes. The City intends to utilize its available funding from bond sales to complete high-priority activities, initiatives, and critical projects using an Integrated Planning Approach over the next several years. These bond proceeds are likely the City's only funding source unless financial assistance is provided by federal or state agencies, or other revenue sources become available. As discussed below, the City is doing its due diligence to pursue and obtain funding assistance.

It should be noted that the City has financial responsibilities for water supply, water treatment, water storage, water distribution, wastewater treatment and biosolids residuals management that are not included in the estimated cost to implement the remaining Consent Decree obligations. These costs include capital improvement and maintenance projects, as well as operational costs. These costs are significant and cannot be deferred until the Consent Decree work is completed. This places additional financial burden on the City. The City is pursuing funding assistance to implement the capital improvement and maintenance projects concurrently with the Consent Decree work.

2.3.2 Funding Opportunities to Support Program Implementation

Providing federal dollars for the water industry via passage of the *Infrastructure Investment and Jobs Act* (IIJA) or *Bipartisan Infrastructure Law* (BIL) is significant and greatly needed. Like most municipalities, the City has been diligently monitoring developments regarding how these funds will be distributed to municipalities, including channeling resources to stay abreast of the ever-evolving landscape and aligning initiatives to those items that are understood to be priority for funding opportunities under the IIJA or BIL. Most funding for water and wastewater projects is

administered through the State Revolving Fund (SRF) loan programs. The City has been actively coordinating with the LDEQ and LDH regarding funding opportunities through the SRF program.

On March 26, 2024, the City submitted a pre-application letter to the Clean Water State Revolving Fund (CWSRF) for a loan to fund construction costs for the rehabilitation and replacement of deteriorated and aging sanitary lift stations, and undersized sewer mains and manholes related to the Consent Decree. On November 1, 2024, the City received a letter from CWSRF informing it that the pre-application was approved. The City is working with CWSRF to close the loan by October 31, 2025. The City will continue to request loan funding from CWSRF as a source of revenue to assist in the completion of Consent Decree related work. In addition, the City has attempted to maximize opportunities for funding provided through the State of Louisiana. In both 2021 and 2022, applications were submitted to Louisiana's Water Sector Program, including a request for $5 Million to fund a major sanitary sewer overflow mitigation project related to the Consent Decree. The Water Sector Program awarded the City a grant of $5.85 Million to fund improvements to its water tanks and a waterline to a neighborhood to consolidate its drinking water utility and mitigate water quality issues. The City will continue to request funding from the Water Sector Program to complete necessary wastewater and water infrastructure projects.

The City has been focused on identifying additional local funds to address infrastructure needs. Consistent with the City's best efforts to remain compliant with its Consent Decree obligations, citizens were asked on April 27, 2024 to vote on a general obligation bond proposal totaling $256 Million. Three (3) propositions encompassing streets, drainage, bridges; water, sewer; and parks and recreation made up the proposal. Proposition #2 included $82 Million for water and sewer improvements, including approximately $52 Million in sewer projects directly associated with the City's Consent Decree. After failed previous attempts to pass a General Obligation bond, the citizens approved all three (3) propositions.

Lastly, the City submitted a pre-application to the USEPA Water Infrastructure Finance and Innovation Act (WIFIA) Program requesting approximately $52 Million which included funding to support Consent Decree projects. Matching funds would include funding already allocated to infrastructure projects by the City and funding raised through the general obligation bonds approved on April 27, 2024. The City received notification from WIFIA that the pre-application

was approved on May 23, 2025. With the WIFIA pre-application approval, the City is now preparing the associated loan application for WIFIA funding and anticipates closing on this loan in late 2025.

2.4 Integrated Planning for Wastewater and Drinking Water Needs

As demonstrated in previous submittals, all the City's compliance and utility obligations need to be considered for the City's Consent Decree program to be sustainable and successful, including the City's obligations to provide reliable water service. The importance of considering the City's water utility needs and obligations continues to be paramount. Extreme weather events, such as violent storms, strong winds, sustained high temperatures, and heavy rains, and the aftermaths of these events, have exposed operational vulnerabilities of the utility to provide safe drinking water and demonstrated the need for the City to reinvest in its water system to provide reliable utility service. The need for additional drinking water utility investment was reinforced following the Sanitary Survey performed by the Louisianna Department of Health (LDH) in late 2021.

The findings of the Sanitary Survey included thirty-nine (39) "Significant Deficiencies" for the City to address. The City was able to address twenty-nine (29) of those deficiencies within the first year; however, the deficiencies noted by LDH included improvements that will require an investment of time, resources, and capital funding into the City's water utility, including the rehabilitation and repainting of all of the distribution system storage tanks which would require them to be removed from service. These projects are currently in either the design or construction phases, or awaiting funding in order to proceed.

These needs were again reinforced by the grading system that has been developed by LDH, as part of Act 98 of the 2021 Louisiana Legislative Session (R.S. 40:5.9 and 5.9.1). This legislation requires LDH to "establish, adopt and implement a letter grade schedule to grade community water system to provide an accountability process to support drinking water sustainability for the citizens of Louisiana." For the 2024 grading year, the City received a letter grade of "D" from LDH using their scoring system (LDH erroneously graded the City as an "F", but corrected it following review of the scoring components). Systems with a letter grade of "D" or "F" may be subject to new debt restricted to water system improvements only, among other enforcement actions under the code.

Additionally, the City completed an initial Lead Service Line inventory on October 16, 2024, as required in the Lead and Copper Rule Improvements regulations. Due to the City's LDH letter grade, the EPA "Get the Lead Out" team offered assistance with the physical inspection of more than 2,000 water service lines to identify their material type. These results will assist the City in quantifying the impact of the survey on its capital and financial planning.

The City expects that completion of these items will affect its ability to make timely progress on Consent Decree obligations due to funds needing to be dedicated to water system needs, and that completion of water system projects may affect the timing of implementing wastewater activities, initiatives, and projects under the City's Consent Decree program.

3.0 SUMMARY OF ACTIVITIES IN YEAR 11

The following sections summarize activities completed in the Year 11 reporting period in the Sanitary Sewer Assessment (SSA); Capital Planning; Capacity Assessment; Remediation Measures Plans (RMP); Construction Specifications; Citizen Engagement & Constituent Issue Management; and CMOM categories. As outlined in Section 2.0, the City has been actively coordinating with federal and state regulatory agencies. The activities reported in this section reflect the discussions, most specifically the evident need to shift the focus of the City's program through a formal Consent Decree modification.

3.1 Sanitary Sewer Assessment (SSA)

The City is required to complete Sanitary Sewer Assessments (SSAs) per Consent Decree Part VI. Compliance Requirements, Paragraph A (SSAs) and Paragraph B (SSA Reports).

3.2.1 Sanitary Sewer Assessment (SSA) Overview

SSA field investigation and SSA reports for Phases 1-4 were completed prior to the Year 11 reporting period. Table 3-1 below provides a summary of the City's SSA Report submissions.

Table 3-1 SSA Report Submittals through Year 11

Phase	Phase Description	Completion Deadline Per Consent Decree	Submittal Date
1	Cedar Grove	7/13/2015	7/8/2015
2	Southside, Queensboro, North Highlands, Westside, and Choctaw Bayou	1/13/2017	9/15/2016
3	Cooper Road, Wallace, and Broadmoor	7/13/2018	11/28/2017
4	Stoner, North Pierre Bayou, Bickham Bayou, Country Club, and LSU Basin	1/13/2020	1/10/2020
5	Princess Park, Texas Pierre, Boggy Bayou, Agurs, Highland, Springfield, Gilmer Bayou, Shorewood, Flournoy Bayou, Page Bayou, Cross Bayou, Lower Cross Lake, and Lakeview	7/13/2021	In Progress – 83% Complete

During the Year 11 reporting period, the City completed operation and maintenance of SSA activities within its wastewater system focused on maintaining the City's infrastructure and mitigating SSOs as discussed below. SSA activities included performed from Phase 1-4 are

outlined below. SSA activities in Phase 5 are discussed later as they were the primary focus of Year 11.

3.1.2 Phase 1 – 4 SSA: Activities Completed in Year 11

During the Year 11 reporting period, additional field investigations were completed within Phases 1-4 to support ongoing program initiatives. Sewer assessments were completed through the "Hot Spot" and Annual Sewer Cleaning and Closed-Circuit Television Video (CCTV) Programs.

3.1.2.1 Sewer Cleaning and CCTV Inspections

In June 2022, the City initiated two (2) activities related to sewer cleaning and CCTV inspections: a "Hot Spot" Program and an Annual Program. The 2023 "Hot Spot" Program focused on, but was not limited to, sewer cleaning and CCTV investigations at locations identified with recorded dry weather SSOs that occurred in the calendar year 2022 and the first quarter of calendar year 2023, as well as locations identified with wet weather SSOs recorded from calendar year 2017 to the first quarter of 2023. The length of sewer cleaned and televised through the "Hot Spot" Program during the Year 11 reporting period is shown in Table 3-2. A total of 76,548 linear feet of gravity sewer were cleaned and televised in Phases 1 through 4 as part of the Year 11 "Hot Spot" Program.

The Annual Program focused on large diameter gravity sewer lines that were not previously investigated to fulfill Consent Decree obligations. Approximately 13,804 linear feet of gravity sewer lines were cleaned and televised in Year 11 as part of the Annual Program.

Gravity sewer lines were cleaned and investigated as indicated through the Annual Sewer Cleaning and CCTV Program during the Year 11 reporting period. Deficiencies identified through this Program with the potential to cause SSOs were mitigated or scheduled for mitigation.

Table 3-2: "Hot Spot" Program Gravity Sewer Cleaning and CCTV Phase 1-4

Diameter (in)	Length in Phase 1 (ft)	Length in Phase 2 (ft)	Length in Phase 3 (ft)	Length in Phase 4 (ft)
6	138	2,811	201	239
8	11,600	16,336	6,837	5,650
10	2,863	5,045	1,235	4,317
12	1,792	1,175	2,331	4,411
15	93	127	0	180
18	0	0	0	1,771
21	108	0	0	0
24	0	0	0	3,575
30	0	0	0	52
36	763	0	2,527	0
48	0	0	0	372
Total	**17,357**	**25,494**	**13,131**	**20,566**

3.1.2.2 Lift Station Assessments

During the Year 11 reporting period, twelve (12) lift stations in Phases 1 through 4 were assessed through the City's On-Demand Contracts. These assessments were completed to mitigate condition related issues that could result in sanitary sewer overflows. These assessments resulted in repair of electrical, mechanical, and/or structural components at the following lift stations: North Caddo, Pinehill Road, Elgin, Pinehill Estates, Country Club, Darien, Hardy, Jefferson Paige, Willow Point No. 1, Abbie Glen, Mt. Zion, and Dixie Garden Lift Stations.

In addition, the City completed a detailed review and updates to its Emergency Lift Station Bypass Standard Operating Procedures which are intended to serve as a guide to assist operations and maintenance personnel in mitigating SSOs in the event of a lift station pump failure or force main break. A total of eighty-six (86) Emergency Lift Station Bypass SOPs have been completed in Phases 1 through 4 as the end of Year 11.

3.1.2.3 Aerial Crossing Inventory & Assessment

During the Year 11 Reporting Period, the City continued its monitoring of major stream crossings. A total of forty-nine (49) aerial crossings were inventoried in Year 9. One aerial crossing was repaired in Year 11. The City is monitoring these crossings on a periodic basis as part of its ongoing CMOM with the intent of implementing preventative maintenance measures at these locations.

3.1.3 Phase 5 SSA: Activities Completed in Year 11

As reported in the Year 9 Consent Decree Annual Report, the City was forced to extend the timing for completion of the full scope of Phase 5 SSA field investigations due to its inability to fund the Phase 5 projects. During the Year 11 reporting period, the City completed CCTV and manhole inspections in the SSA Phase 5 Area as part of the Annual Sewer Cleaning Program and the "Hot Spot" Cleaning Program. The City also developed a plan to complete additional SSA activities in the Phase 5 area during the Year 12 reporting period. These activities are outlined in Section 0.

3.1.3.1 Sewer Cleaning and CCTV Inspections

During the Year 11 reporting period, 62,311 linear feet of gravity sewer mains were cleaned and CCTV inspected within the SSA Phase 5 area. Gravity sewer lines located within SSA Phase 5 investigated as part of the "Hot Spot" and Annual Sewer Cleaning and CCTV Programs are summarized in Table 3-3 and Table 3-4 below.

Table 3-3 "Hot Spot" Program Gravity Sewer Cleaning and CCTV Phase 5

Diameter (in)	Length in Phase 5A (ft)	Length in Phase 5B (ft)
6	177	3,346
8	3,319	19,246
10	2,998	7,620
12	2,352	5,195
15	35	1,565
18	0	473
20	0	24
21	0	925
24	102	0
30	0	628
42	502	0
Total	**9,485**	**39,022**

Table 3-4 Annual Program Gravity Sewer Cleaning and CCTV Phase 5

Diameter (in)	Length in Phase 5B (ft)
36	10,092
42	2,417
48	1,295
Total	**13,804**

Including the work completed during the Year 11 reporting period, CCTV has been completed for 1,119,664 linear feet of gravity sewer lines in the Phase 5 SSA Area. This represents 86-percent of sewer lines in the Phase 5 SSA area.

3.1.3.2 Manhole Inspections

During the Year 11 reporting period, the City completed visual inspections and gathered GPS coordinates for thirty (30) manholes within the Phase 5 SSA Area as part of the Collection System Assessment Program. The City has completed inspections for approximately 3,536 (86-percent) of the 4,125 manholes within the SSA Phase 5 Area.

3.1.3.3 Smoke Testing and Dye Flooding

No additional smoke testing or dye flooding was completed during the Year 11 reporting period within the SSA Phase 5 Area. It is important to note that smoke testing and dye flooding are used for targeted investigation of areas with excessive infiltration/inflow. The City has completed smoke testing and dye flooding for approximately 39 percent (489,526 linear feet) of the gravity sewer system within Phase 5.

3.1.3.4 Lift Station Assessments

During the Year 11 reporting period, six (6) lift stations were assessed within the Phase 5 SSA Area through the City's On-Demand Contracts. Assessments were completed to progress the design of Critical Projects and mitigate condition related issues that could result in sanitary sewer overflows. These assessments resulted in repair of electrical, mechanical, and/or structural components at the following lift stations: Legardy, Cottage Ridge, The Grove, Fullerton, Woolworth No. 1, and Wallace Lift Stations. A total of thirty (38) Emergency Lift Station Bypass SOPs have been completed in Phase 5 as the end of Year 11.

3.2 Capacity Assessment

The City prepared and issued a revised Capacity Assessment report in July 2022. The Capacity Assessment Report was issued to the EPA and LDEQ and is available through the Public Document Repository (PDR) as defined in Consent Decree Requirement Part V, Paragraph 9.

3.2.1 Hydraulic Model

Recalibration of the City's hydraulic model was completed in January 2022. Since completion of the model calibration, continued maintenance of the current condition model has been ongoing. Maintenance has consisted of asset naming updates of manholes and pipes to coincide with the City's GIS and CMMS systems. Post construction updates continue to be updated within the model to configure the network to reflect the changes to the collection system network for projects where construction has finished, and record drawings have become available. The hydraulic model was also upgraded from Innovyze ICM v9.5 to the Innovyze ICM 2023 version.

3.2.2 Additional Modeling Activity During the Year 11 Reporting Period

The current condition hydraulic model was used to support project development and evaluations for several of the City's critical projects aimed at mitigating wet weather SSOs. These projects include:

- CWP-80A/NRG-C16 Havanna Lift Station Abandonment and Legardy Lift Station Rehabilitation
- CWP-79A/NRG A2 & NRG A3 – Darien and Hardy Lift Stations
- CWP-102 Southern Hills Interceptor
- Wastewater Capacity Projects
    - WAL-B4 Capacity Improvements – Wallace Basin
    - LOU-A2 Capacity Improvements – Lucas Outfall Basin
    - LOU-A3 Capacity Improvements – Querbes Lift Station Lucas Outfall Basin
    - LOU-A7 Capacity Improvements – Lucas Outfall Basin
    - LOU-B3 Capacity Improvements – Lucas Outfall Basin

The hydraulic model was also used throughout the Year 11 reporting period for on-going review of new development permits by evaluating existing capacity through the City's wastewater collection system.

3.3 Remediation Measures Plans (RMP)

The City is required to complete Sewer System Remediation Measures Plans per Consent Decree Section VI. Compliance Requirements, Part C, Paragraphs 30-34. The following paragraphs summarize the status of these activities.

3.3.1 Remediation Measures Plans (RMP) Submittals

RMP Submittals were completed for Phases 1-4 prior to the start of Consent Decree Year 11. Phase 1-4 RMP Submittals were issued to the EPA and LDEQ and are available through the Public Document Repository (PDR) as defined in Consent Decree Requirement Part V, Paragraph 9. Table 3-5 below provides a summary of RMP submittals through the Year 11 reporting period.

Table 3-5 RMP Report Submittals through Year 11

Phase	Phase Description	Completion Deadline Per Consent Decree	Submittal Date
1	Cedar Grove	9/13/2015	9/9/2015
2	Southside, Queensboro, North Highlands, Westside, and Choctaw Bayou	3/13/2017	9/20/2016
3	Cooper Road, Wallace, and Broadmoor	9/13/2018	12/5/2017
4	Stoner, North Pierre Bayou, Bickham Bayou, Country Club, and LSU Basin	3/13/2020	3/12/2020
5	Princess Park, Texas Pierre, Boggy Bayou, Agurs, Highland, Springfield, Gilmer Bayou, Shorewood, Flournoy Bayou, Page Bayou, Cross Bayou, Lower Cross Lake, and Lakeview	9/13/2021	In Progress (See Discussion Below)

3.3.2 Remediation Measures Plans (RMP) Status

The status of activities and projects within each Phase is provided below.

3.3.2.1 Phase 1

The City constructed thirty (30) total projects within SSA Phase 1. All 30 projects have reached final completion. Table 3-6 below provides a summary of the project status of each of the Phase 1 RMP Project.

Table 3-6 SSA Phase 1 – RMP Project Summary

Project Name	Functional Completion	Final Completion*
101.124.125.147 – Dowdell St. & Fairfield Ave.	8/3/2017	11/28/2017
102 – Wyngate Blvd. & W. 84th Street	9/2/2017	11/15/2017
103 – Garden Valley Subdivision Unit 2 Valley View Dr. & Timberview Rd.	N/A	8/11/2017
103.106.109.110 – West Canal & Valley View	11/27/2017	2/23/2018
104.119.142 – Union & Wallace Ave.	4/19/2017	12/20/2017
105.108 – Cedar Grove Trunk main	N/A	9/28/2017
106.107.114 – Hollywood Ditch & W. 70th Street	2/28/2018	9/20/2018
109.110.113.129.130.132.135.152.153.154 Sunset Acres & Cargill Park Area (Hickory Ridge LS)	3/27/2018	5/4/2018
111 – Garden Valley Unit 1 Louise St. & W. Canal Blvd.	10/6/2017	5/15/2018
112 – Karen & Dollarway Street	N/A	7/7/2017
114 – Joe Louis & Evers Drive	8/10/2017	3/2/2018
115.120.127.128.151 – Wyngate Blvd. & Wallace Ave.	9/1/2017	6/22/2018
116.117.118.139 – Hollywood & Kennedy Ave.	10/11/2017	12/22/2017
121.122.123.143.144.145.146 Linwood & Fairfield Ave.	4/7/2018	11/30/2018
126.148.149.150.166.167.168 Linwood & Line Ave.	1/12/2018	4/17/2019
131 – Standard Oil & Wisteria St.	N/A	12/1/2016 **
133 – Monkhouse & Interstate Drive	N/A	11/7/2016 **
134 – Greenwood Rd. & Junior Place	N/A	12/1/2016 **
136.137.157 – Hollywood Ave. & Singletary Street	9/29/2017	5/7/2018
138.140.156.169 – Henry & Kennedy Street	10/31/2018	10/29/2019
141.161.171.175.176.178.180 Hearne & Hollywood Trunk main	2/19/2018	2/24/2019
158.159.160.170 – Jewella Ave. & Clarke Blvd.	1/23/2018	7/16/2018
162.163.164.165.172.173.174 – Mansfield Rd. & Corbitt St.	1/5/2018	11/14/2018
175.177.178.179 – Jewella Ave. & Greenwood Rd.	12/30/2017	6/12/2020
201 CIPPL Package 1	12/8/2017	9/20/2019
202 CIPPL Package 2	4/11/2018	7/24/2019

Project Name	Functional Completion	Final Completion*
203 CIPPL Package 3	12/7/2017	1/24/2020
204 CIPPL Package 4	4/11/2018	11/10/2019
STO-03 – Meadow Parkway Lift Station Rehab	N/A	10/6/2017
STO-04 – Cedar Grove & Slack Lift Station Rehab	N/A	10/18/2017

*Some entries are marked "Not Applicable (N/A)." This is because the City and/or previous Program Manager did not recognize Functional Completion as a contract milestone until after some of the Phase 1 projects had been completed.

** A Final Completion letter was not issued by City. Indicates the date of the Partial Completion letter that is filed at the Courthouse. As shown above, all Phase 1 projects reached Functional Completion by October 31, 2018. All Phase 1 projects reached Final Completion by June 12, 2020.

The construction estimate for the 80 collection system improvement projects was approximately $131,427,000 (2016 Dollars). During design, these 80 projects were consolidated into a collection of thirty (30) bid packages for construction. Following the completion of all Phase 1 RMP projects, the actual costs spent on construction of the Phase 1 RMP projects was approximately $190,270,000. This is a 45-percent increase in the estimated costs of the Phase 1 RMP projects.

3.3.2.2 Phase 2

A total of seventeen (17) total construction projects were developed based on the Phase 2 RMP. All 17 projects have reached final completion. Table 3-7 below provides a summary of the actual completion dates for each of the Phase 2 RMP projects.

Table 3-7 SSA Phase 2 – RMP Project Summary

No.	Project Name	Actual Dates	
		Functional Completion	Final Completion
2-SH1	South Highlands East CIPP	4/12/2021	5/3/2021
2-SH2	South Highlands West CIPP	12/31/2019	9/10/2020
2-SH3	South Highlands Sewer Replacement	11/27/2019	6/12/2020
2-SH4	Mansfield & Claiborne Area Replacement	6/4/2019	7/31/2019
2-QR1	North Querbes CIPP	12/31/2019	4/5/2021

No.	Project Name	Actual Dates	
		Functional Completion	Final Completion
2-QR2	South Querbes CIPP	6/3/2020	4/6/2021
2-QR3	North Querbes Replacement	11/27/2019	6/10/2020
2-QR4	South Querbes Replacement	6/1/2020	11/6/2020
2-QB1	North Queensboro CIPP	12/15/2019	5/3/2021
2-QB2	South Queensboro CIPP	11/27/2019	9/28/2020
2-QB3	Choctaw Bayou and Queensboro Sewer Replacement	4/12/2019	1/24/2020
2-NH1	North Highlands Interceptor	3/19/2019	10/30/2019
2-NH2	N Highlands, Choctaw & Queensboro CIPP	12/30/2019	12/2/2020
2-NH3	North Highlands Sewer Replacement	Unknown – Functional Completion Certificate Not Issued	10/30/2019
2-LS1	Lift Stations / Force Main Condition	4/30/2019	2/4/2020
2-WS1	Westside CIPP	11/27/2019	10/1/2020
2-WS3	Westside Sewer Replacement	4/3/2019	8/19/2019

The construction cost estimate for the twenty-nine (29) Phase 2 RMP collection system improvement projects was approximately $200M (2017 Dollars). During design, these 29 projects were consolidated, and a collection of seventeen (17) bid packages for construction were created. Following the completion of all Phase 2 RMP projects, the actual construction cost of the Phase 2 RMP projects was approximately $110M.

As stated in Section 2.3.1 the City spent approximately $450 million in the first five years of what was expected to be a $350 million program over twelve years. This is a 29- percent increase in what the City expected to spend on the entire program with only 2 of the 5 phases being completed.

3.3.2.3 Phase 3

A total of fourteen (14) projects were developed based on the Phase 3 RMP. Each of these projects advanced into detailed design during the Year 6 Reporting Period. Bidding and construction of Phase 3 projects was placed on hold during Consent Decree Year 6 due to the City's limited financial resources, inability to fully fund all Phase 3 projects, and concerns about the hydraulic

model used to develop the scopes of the Phase 3 projects. As described in Section 3.6.2, the City's current approach of implementing targeted initiatives to address SSOs has been demonstrated to be more effective at mitigating SSOs than the approach used to identify and develop the Phase 3 and Phase 4 RMP projects.

The estimated construction cost of the Phase 3 RMP projects is approximately $172,930,000 when previously developed Opinion of Probable Construction Costs (OPCC) are updated to 2022 dollars. Table 3-8 provides a summary of the proposed improvements included within the Phase 3 construction packages.

Table 3-8 SSA Phase 3 – RMP Project Summary

No.	Project Name	Design Status	Construction Status	Project Description
3-113	Wallace Interceptor	100%	Not Started	Sewer rehabilitation of 20,000 LF of 54-inch CIPP and replace 28 48-inch manholes.
3-115	Wallace Interceptor Sewer Rehab 1	100%	Completed 8/27/2020	Sewer rehabilitation of 6,000 LF of 42-inch to 54-inch CIPP and replace 20 manholes.
3-116***	Southern Hills Interceptor (Segment B)	90%	In Design	Sewer replacement of 5,000 LF of gravity sewer main and install new manholes.
3-117***	Southern Hills Interceptor Phase 2	100%	Ongoing	Sewer replacement of 6,300 LF of gravity sewer main and install new manholes.
3-LS1***	Lift Station Condition Improvements	100%	(1) Completed (5) In Design (1) In Construction (Wallace LS)	Improve or rehab 7 lift stations and 3 force mains. The stations are: Cedar Creek: Final Completion - 1/21/22 Dixie Garden Elgin Knight Street Mackey Lane Shreve Island Wallace: In construction
3-NE1***	Northeast Sewer Replacement	100%	Pierremont Park Area – Complete Brookmeade & Querbes Area – Complete Other Misc. Segments – Not Started	Sewer replacement of 15,000 LF of 4-inch to 36-inch gravity sewer main and install 380 manholes.

No.	Project Name	Design Status	Construction Status	Project Description
3-103, 104 3-NER1	Northeast Sewer Rehab 1	100%	Not Started	Sewer rehabilitation of 67,000 LF of 6-inch to 12-inch CIPP, replace 64 48-inch manholes.
3-105, 107 3-NER2	Northeast Sewer Rehab 2	100%	Not Started	Sewer rehabilitation of 72,000 LF of 6-inch to 15-inch CIPP and replace 155 48-inch manholes.
3-101, 102 3-NER3	Northeast Sewer Rehab 3	100%	Not Started	Sewer rehabilitation of 77,000 LF of 6-inch to 12-inch CIPP as well as replace 27 manholes.
3-106, 112, 113, 114 3-NS1	Pierremont Rd & Boggy Bayou Areas Rehab	100%	Not Started	Sewer rehabilitation of 50,000 LF of 6-inch to 18-inch CIPP and replace 61 manholes.
3-110, 111 3-SW1	Southern Hills Sewer Rehab	100%	Not Started	Sewer rehabilitation of 120,000 LF of 6-inch to 10-inch CIPP and replace 47 manholes.
3-108, 109, 112 3-SW2	Southwest Sewer Replacement 2	100%	Not Started	Sewer replacement of 20,000 LF of 8-inch to 24-inch of gravity sewer main as well as 151 replacement manholes.
3-110, 111, 113, 114 3-SW3	Southwest Sewer Replacement 3	100%	Not Started	Sewer replacement of 13,000 LF of 8-inch to 42-inch of gravity sewer main as well as 101 replacement manholes.
3-108, 109, 112 3-SW4	Southwest Rehab 4	100%	Not Started	Sewer replacement of 100,000 LF of 8-inch to 15-inch of CIPP as well as 37 replacement manholes.

*** Based on the City's approach to applying its available funding to directly mitigate SSOs, construction packages were developed and advanced during the Year 11 Reporting Period to address known problems. Three (3) SSA Phase 3 projects were included in the City's Critical Project portfolio as follows:

- **3-LS1 Lift Station Condition Improvements:** Construction of the Cedar Creek Lift Station Improvements Project was completed in January 2022**.** Lift Stations in the 3-LS1 Project are included in Critical Wastewater Project CWP-12, CWP-80 and CWP-82. Construction of Phase 1 improvements consisting of mechanical, structural, and electrical upgrades to the Wallace Lift Station, which is part of CWP-82, were completed in Year 11. Key components of this work include repair/replacement of pumps, variable frequency drives, lighting, a jib crane, and wet well rehabilitation. Additional electrical, mechanical and instrumentation work

is expected to be designed and completed in Year 12. Additional discussion of Projects CWP-12, CWP-80 and CWP-82 is presented in Section 3.3.3 - Critical Infrastructure Projects.

- **3-116 / Southern Hills Interceptor (Segment B) / 3-117 Southern Hills Interceptor (Segment A)**: The initial RMP identified the replacement of the Southern Hills Interceptor, including the 3-116 and 3-117 projects, as a wastewater critical project. Based on the results of the revised calibrated hydraulic model, the extent of the replacement/rehabilitation of the Southern Hills Interceptor will be significantly less than what was included in the 3-116 and 3-117 projects due to a reduction in the length of capacity restrictions identified in the Southern Hills Interceptor. Rehabilitation of a significant portion of Project 3-117 was completed in Year 11. The actual extent of replacement/rehabilitation for remainder of Project 3-117 and Project 3-116 will be finalized during design. It is anticipated that construction of the remaining portion of Project 3-117, and of Project 3-116, will occur after 2025 depending upon available funding. These projects are included as part of the CWP-102 Southern Hills Interceptor Project. Additional discussion on Project CWP-102 is included in Section 3.3.3 - Critical Infrastructure Projects.
- **3-NE1 Northeast Sewer Replacement:** The sanitary relief project west of the Broadmoor Lift station currently included within the 3-NE1 scope of work is being advanced as a wastewater critical project due to the recurrence of wet weather SSOs at the intersection of Brookmeade Drive and Querbes Drive and along Trinity Circle. This project was separated into two projects referred to as the CWP-63 Brookmeade & Querbes Gravity Sewer SSO Mitigation Project and the CWP-117 Pierremont Park Sewer Improvements Project. Construction of these projects was completed in Year 10. Additional discussion on projects CWP-63 and CWP-117 is included in Section 3.3.3.

The City is proceeding with the revision and development of projects in Phase 3 based on the revised Condition and Capacity Assessment Remedial Measures Plans.

3.3.2.4 Phase 4 RMP

The City issued the Phase 4 RMP to the EPA and LDEQ on March 12, 2020 and has posted the report to the Public Document Repository (PDR) as required in Consent Decree Part V, Paragraph 9. The Phase 4 RMP summarized the remedial measures required based on the findings presented within the Phase 4 SSA Report. The estimated value of the 14 Phase 4 RMP collection system

improvements was approximately $93,500,000, in 2022 dollars. The estimated value of the 33 Phase 4 RMP lift station improvement projects was approximately $9,440,000, in 2023 dollars. As described in Section 3.6.2, the City's current approach of implementing targeted initiatives to address SSOs has been demonstrated to be more effective at mitigating SSOs than the approach used to identify and develop the Phase 3 and Phase 4 RMP projects. The City is proceeding with the development of projects in Phase 4 based on the revised Condition and Capacity Assessment Remedial Measures Plans.

3.3.2.5 Phase 5 RMP

The Capacity Assessment Remedial Measures Plan for Phase 5 was submitted to EPA on January 29, 2022. As described in Section 3.6.2, the City's current approach of implementing targeted initiatives to address SSOs has been demonstrated to be more effective at mitigating SSOs than applying the previous approach used to identify projects that were constructed for Phase 1 and Phase 2 and identified in the RMP reports for Phase 3 and Phase 4. The City is proceeding with the development of projects in Phase 5 based on the revised Condition and Capacity Assessment Remedial Measures Plans.

3.3.3 Critical Infrastructure Projects

In early 2020, nineteen (19) projects were selected to mitigate SSOs, address regulatory compliance, and maintain reliable utility service within the City's wastewater and water utilities. In early 2021, the City identified other Critical Projects for delivery from 2021 to 2024, with their completion pending the availability of funding. The projects identified in 2021, described in the Year 7 Annual Report, were selected to address the same goals as the projects selected in 2020: mitigate SSOs, address regulatory compliance, and maintain reliable utility service.

During Consent Decree negotiations for modification, USEPA and LDEQ identified wastewater treatment and force main projects that they considered Asset Management activities for the City and are not part of the Consent Decree. The City continued to advance delivery of these projects through the Consent Decree Year 11 reporting period; however, they are no longer included in the Consent Decree list of Critical Infrastructure Projects at the request of USEPA and LDEQ. These projects are necessary to maintain the reliability and sustainability of the collection system for compliance with permits and prevention of SSOs related to aging infrastructure.

A summary of the status of the Wastewater Capacity and Critical Projects based on current Consent Decree negotiations is presented below.

3.3.3.1 Wastewater Capacity and Critical Projects

The wastewater projects listed in Table 3-9 describe the project status, identified budget and a brief description of the Capacity and Critical Wastewater Projects included in current Consent Decree Negotiations with USEPA and LDEQ. It is important to note that full implementation (e.g., completion of construction) of some projects is dependent upon the availability of funding. The City has also identified additional projects for implementation and plans to use an Integrated Planning Approach to select projects presented in Table 3-10 or others identified through subsequent planning efforts that will provide the maximum benefit to public health using the City's available funding.

3.3.3.2 Water Critical Projects

As discussed in Section 2.4, the City has a significant need to invest in its drinking water utility. In response to this need, the City is delivering critical drinking water projects, which are presented in Table 3-11, These projects are presented herein although they are not directly related to the City's Consent Decree program. Like many of the City's wastewater critical projects, funding is currently unavailable for full implementation of the water critical projects. Integrated Planning, and a flexible approach using adaptive management principles, will be essential to apply funding to investments that will deliver the greatest overall public health as additional financial resources become available.

3.3.3.3 Other Required Water Utility Initiatives

In addition to the water critical projects described above, the City is implementing various initiatives to address regulatory compliance or other required items associated with its drinking water utility. Even though these items are not related to the City's Consent Decree program, they are important to understand as they demonstrate the City's compliance obligations extend to items beyond the Consent Decree. Addressing these items requires financial and managerial resources that limit the City's ability to make investments in its Consent Decree program. These initiatives are summarized below:

- **America's Water Infrastructure Act (AWIA) of 2018:** The City completed a Risk and Resilience Assessment (RRA) and Emergency Response Plan (ERP) to meet the legislative requirements of AWIA in 2020. Community water systems (CWSs) are required to certify completion of updates to their risk and resilience assessment (RRA) and an emergency response plan (ERP) under Section 2013 of America's Water Infrastructure Act (AWIA)/Section 1433 of the Safe Drinking Water Act (SDWA) for the 2025-2026 compliance cycle. The RRA will include an assessment to evaluate the cybersecurity of the water system.

- **Lead and Copper Rule Improvements (LCRI):** In October 2024, EPA announced an update to the Revised Lead and Copper Rule (LCRR). The LCRI added additional regulations to the LCRR and now requires drinking water systems to identify the materials of all of their service lines within 7 years of promulgation, and replace any lead service lines or galvanized service lines that are downstream of lead services within 10 years of promulgation. The identification is required for both the system-side and the customer-side of the meter. The City only gets credit for a replacement if both sides of the meter are replaced; however, the City is not financially responsible to provide replacement of the customer-side meter. The City has been working with an EPA program ("Get the Lead Out") to provide identification of service line materials (more than 2,000 in Year 11) by manually excavating the service lines around the meter to expose them for identification.

- **Property Insurance Association of Louisiana (PIAL):** The Property Insurance Association of Louisiana (PIAL) is a private, non-profit association composed of all insurance companies licensed to write fire and certain coverages within the State of Louisiana. PIAL evaluates the fire protection capabilities of municipalities and fire districts to determine a Protection Classification for the City. The results of this evaluation can affect property insurance ratings in the City. Capital investments are occasionally required to maintain the City's insurance rating.

- **Louisiana Department of Health (LDH) Sanitary Survey:** In October 2021, the City received the determinations by LDH on its most recent sanitary survey. These determinations included several "Significant Deficiencies" that elevate these deficiencies to requirements by LDH to address. To address the areas listed in the Sanitary Survey, the City is in the process

of completing design and construction of projects approximately $15M. On August 8, 2023, LDH provided an additional twenty-five (25) "Significant Deficiencies" and six (6) "Deficiencies" for the City to address. The City is currently in the process of addressing these items.

- **LDH Administrative Order:** In February 2025, the City received an Administrative Order to take remedial actions for projects related to the October 2021 Sanitary Survey. Within various deadlines, the City must complete a series of projects to comply with the Administrative Order. Should the City not meet the deadlines mandated in the Order, the City may be assessed a penalty up to a maximum of three thousand dollars ($3,000) per each noncompliant day. A civil penalty of up to three thousand dollars ($3,000) per day may be imposed on the City as well.

Table 3-9 Wastewater Capacity and Critical Projects

Project Number	Project	Project Description	Current Status	Estimated Total Project Cost (2025 Dollars)
WAL-A1	Gravity Sewer Capacity Improvements - Wallace Basin (WAL-A1)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Wallace Basin	Final Design	$428,020
WAL-B4	Capacity Improvements - Wallace Basin (WAL-B4)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Wallace Basin	Design	$6,967,426
LOU-A2	Capacity Improvements - Lucas Outfall Basin (LOU-A2)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Lucas Outfall Basin	Design	$2,393,446
LOU-A3	Capacity Improvements - Querbes Lift Station Lucas Outfall Basin (LOU-A3)	Mitigate SSOs by improving hydraulic capacity of Querbes Sanitary Lift Station and gravity sewer in Lucas Outfall Basin.	Design	$19,197,000
LOU-A7	Capacity Improvements - Lucas Outfall Basin (LOU-A7)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Lucas Outfall Basin.	Complete	$671,407
LOU-B3	Capacity Improvements - Lucas Outfall Basin (LOU-B3)	Mitigate SSOs by improving hydraulic capacity in Lucas Outfall Basin.	Design	$2,822,447
LWW-A3	Capacity Improvements - Lucas WWTP Basin (LWW-A3)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Lucas WWTP Basin.	Design	$6,237,000
LWW-B2	Capacity Improvements - Lucas WWTP Basin (LWW-B2)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Lucas WWTP Basin.	Design	$2,624,400

Project Number	Project	Project Description	Current Status	Estimated Total Project Cost (2025 Dollars)
CGR-A2	Capacity Improvements - Cedar Grove Basin (CGR-A2)	Mitigate SSOs by improving gravity sewer hydraulic capacity in Cedar Grove Basin.	Complete	$387,180
CWP-56 NRG - A2	Dilg League SSO Mitigation (NRG-A2)	Construction of improvements to address reoccurring SSOs at Dilg League Drive area.	Construction	$10,678,873
CWP-79A NRG-A2 NRG - A4	LS Improvements - Darien, and Hardy Lift Stations (NRG-A2 and NRG A-4)	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$8,725,507
CWP - 79B NRG-B1 NRG-B2	LS Improvements - Marjorie, and Pinehill Estates Lift Stations (NRG-B1 and NRG-B2)	Rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design Complete	$962,962
CWP-80A NRG-C16	LS Improvements - Havanna Lift Station Abandonment (NRG-C16) and Legardy Lift Station Rehabilitation	Design of the abandonment of the Havanna Lift Station, re-route of sewer, and rehabilitation of the Legardy Lift Station to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$3,775,952
CWP-81C WAL-C2	LS Improvements - Bickham Bayou Lift Station (WAL-C2)	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$6,480,000
CWP-124, CRG A-1	Cedar Grove Lift Station Improvements (CRG-A1)	Study & Report and Design of rehabilitation of lift station to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Planning	$54,598,964
CWP-01	Wallace Interceptor at Boggy Bayou	Demolition/abandonment and relocation of approximately 1,350 linear feet of 54-inch diameter gravity sewer main from the crossing of Boggy Bayou.	Complete	$2,567,337

Project Number	Project	Project Description	Current Status	Estimated Total Project Cost (2025 Dollars)
CWP-11	Stratmore Lift Station Rehabilitation	Construction to rehabilitate an existing lift station along with the associated piping.	Complete	$863,760
CWP-12B	LS Package 1a - Maywood LS Rehabilitation	Rehabilitate a lift station to address current mechanical, electrical, hydraulic, and operational issues.	Complete	$472,696
CWP-12F	LS Package 1b- Land O' Trees Lift Station Rehabilitation	Rehabilitate lift stations to address current mechanical, electrical, hydraulic, and operational issues.	Complete	$821,794
CWP-12C	LS Package 2 - Cherokee, Forbing Glen, and Long Timbers Lift Station Rehabilitation	Rehabilitate lift stations to address current mechanical, electrical, hydraulic, and operational issues.	Construction	$1,539,010
CWP-12D	LS Package 3 - Agurs and Glen Avenue Lift Station Rehabilitation	Rehabilitate lift stations to address current mechanical, electrical, hydraulic, and operational issues.	Construction	$1,251,225
CWP-12E	LS Package 4 - Lakeside Boat, Pinecrest, and Woolworth No.1 Lift Station Rehabilitation	Rehabilitate lift stations to address current mechanical, electrical, hydraulic, and operational issues.	Complete	$1,452,623
CWP-17	Exposed Sewer Mains in Bayou Pierre	Study & Report, design, and construction for rehabilitation of existing 20-inch diameter and 24-inch diameter sewer crossing of Bayou Pierre exposed due to erosion of existing concrete encasement built within the flowline of concrete ditch.	Planning	$1,831,800
CWP-61	Gravity Sewer Main Improvements Package 1 - Lines Under Homes (Broadmoor and Querbes Area)	Design and construction of improvements to reroute residential sanitary sewer laterals from under homes in the Broadmoor and Querbes neighborhoods. Further implementation of project to follow Study & Report pending available funding.	Design	$7,448,752

Project Number	Project	Project Description	Current Status	Estimated Total Project Cost (2025 Dollars)
CWP-63	Brookmeade & Querbes SSO Mitigation	Construction of improvements to address reoccurring SSOs in the Brookmeade & Querbes area. Approximately 6,000 feet of 10- to 30-inch-diameter gravity sewer is anticipated to be installed.	Complete	$4,894,241
CWP-117	Pierremont Park Phase II Sewer Improvements	Improvements to replace existing 24-inch diameter gravity sewer with a larger new 30-inch. Note: this is a subproject originally part of the CWP-63 Brookmeade & Querbes SSO Mitigation project.	Complete	$5,525,892
CWP -79C	LS Improvements - Meadow Parkway, Patzman Park, Alabama, Pinehill Road, North Caddo, and Hawkins Lift Stations	Rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design Complete	$2,057,757
CWP-80B	LS Improvements - Country Club, Fern, Cadillac, Risinger, Cross Creek, and Elgin Lift Stations	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Final Design	$5,040,729
CWP-81A	LS Improvements - Azalea Gardens, and Attaway Lift Stations	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design Complete	$2,234,644
CWP-81B	LS Improvements - North Pierre, Fannin, and Linear Lift Stations	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$7,842,066
CWP-82A	LS Improvements - Wallace Lift Station	Design and Construction of rehabilitation of lift station to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Phase 1 - Construction Phase 2 - Design	$15,052,000

Project Number	Project	Project Description	Current Status	Estimated Total Project Cost (2025 Dollars)
CWP-82B	LS Improvements - Dixie Garden, and Mackey Lane Lift Stations	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$2,954,919
CWP-82C	LS Improvements - Shreve Island, and Knight Street Lift Stations	Design of rehabilitation of lift stations to address current mechanical, electrical, hydraulic, and operational issues contributing to observed SSOs or reliability issues that, if not addressed, have a high likelihood of causing future SSOs.	Design	$3,989,714
CWP-83	Wallace Force Main Improvements	Study & Report to evaluate alternatives for rehabilitation or replacement of select portions of approximately 45,000 feet of 36-inch diameter ductile iron pipe (DIP) force main that is approximately 40 years old. The City intends to complete only Study & Report activities at this time.	Study & Report	$6,440,743
CWP-84	Cedar Grove Force Main Improvements	Study & Report to evaluate alternatives for rehabilitation or replacement of select portions of approximately 28,000 feet of 36-inch-diameter pre-stressed concrete force main that is approximately 45 years old. The City intends to complete only Study & Report activities at this time.	Planning	$48,317,660
CWP-85	Stoner Force Main Rehabilitation	Study & Report to evaluate alternatives for rehabilitation or replacement of select portions of approximately 46,000 feet of 36-inch diameter pre-stressed concrete force main that is approximately 45 years old. The City intends to complete only Study & Report activities at this time.	Study & Report	$9,070,010
CWP-102	Southern Hills Interceptor Improvements	Design of replacement of approximately 24,000 feet of 8- to 42-inch diameter concrete gravity sewer that is approximately 40 years old.	Phase 1 - Construction Phase 2 - Design	$34,947,441

Table 3-10 Other Wastewater Critical Projects

Project Number	Project	Project Description
CWP-09	Lucas and North Regional WWTP Improvements (UV Disinfection)	Construction of new UV disinfection systems at the Lucas and North Regional WWTPs. **This project was completed in 2025.**
CWP-83	Wallace Force Main Improvements	Design and construction of rehabilitation or replacement of portions of 36-inch diameter ductile iron pipe (DIP) force main. Design and construction of improvements to follow Study & Report pending available funding.
CWP-85	Stoner Force Main Improvements	Design and construction of rehabilitation or replacement of portions of 36-inch diameter force main. Design and construction of improvements to follow Study & Report pending available funding.
CWP-88	WWTP Sludge Farm Phase 2 Upgrades	Design and construction of rehabilitation/replacement of existing sludge processing equipment at the City's sludge farm. **Study & Report is ongoing and expected to be completed in 2025. Design and Construction will follow pending available funding.**
WWT-143	Lucas WWTP Clarifier No. 5 Rehabilitation	Complete rehabilitation of Clarifier No. 5 at the Lucas WWTPs. **Construction is expected to be completed in 2025.**
	Lucas WWTP Clarifiers No. 1 through No. 4	**Design of rehabilitation of clarifiers No.1 through No. 4 at the Lucas WWTP began in 2025. Construction will proceed pending available funding.**
	North Regional WWTP Clarifiers No. 1 and No. 2	Design for and construction of rehabilitation of clarifiers No.1 and No. 2 at the North Regional WWTP pending available funding.
	Blower Control Panels and Actuators Replacement at Lucas WWTP	Design for and construction of the replacement of blower control panels and actuators at the Lucas WWTP pending available funding.
	Blower Control Panels and Actuators Replacement at North Regional WWTP	Design for and construction of the replacement of blower control panels and actuators at the North Regional WWTP pending available funding.
	Aeration System Replacement at the Lucas WWTP	Design for and construction of the replacement of the aeration system at the Lucas WWTP pending available funding
	Aeration System Replacement at the North Regional WWTP	Design for and construction of the replacement of the aeration system at the North Regional WWTP pending available funding

Table 3-11 Water Critical Projects

Project Number	Project	Project Description
CWP-04	Amiss Ozone Improvements	Design and construction of modifications to the three existing treatment plants and processes to repair/replace equipment and address finished water taste and odor issues. **This project was completed in Year 10.**
CWP-42	SCADA - Master Plan & Implementation	Development of a SCADA Master Plan to identify needed improvements. **Development was initiated in Year 9, Development and implementation is ongoing.**
WTR-49	Water Main Crossing at Twelve Mile Bayou	Rehabilitation or replacement of the existing 20-inch steel pipe across Twelve Mile Bayou. **Design was completed in Year 10.**
WTP-50	Twelve Mile Bayou Pump Station Discharge Main Evaluation	Rehabilitation or replacement of existing large diameter raw water main from Twelve Mile Bayou Pump Station to the Amiss Water Treatment Plant.
WTP-51	Amiss WTP Intake Structure Rehabilitation	Rehabilitation of the existing WTP intake structure. **Design is expected to be completed in Year 12.**
CWP-73	Citywide AMI Water Meter Replacement	System-wide program to replace water meters. **Replacement of meters is ongoing.**
WTP-74	Amiss WTP Transmission Piping and Valve Replacement	Replacement of the transmission line from the WTP to the distribution system **Design is expected to be completed in Year 12.**
WTR-75	West Shreveport Elevated Storage Tank, Linwood Elevated Storage Tank, and W 70th & Pines Ground Storage Tanks Rehabilitation	Rehabilitation of storage tank infrastructure to address condition issues. **Construction is ongoing and expected to be completed in Year 12.**
WTR-76	70th and Pines BPS Rehabilitation	Rehabilitation of pump station and storage tank infrastructure to address condition issues.
WTP-91	Cross Lake Dam and Spillway Rehabilitation	Rehabilitation of the dam and spillway that controls the level in Cross Lake.
WTR-94	Ford Street Water Improvements	Relocation of existing 12-inch diameter water main under Ford Street. **Construction is expected to be completed in Year 12.**
WTR-96	St. Vincent Elevated Storage Tank Rehabilitation	Rehabilitation of storage tank infrastructure to address condition issues. **Construction is expected to be completed in Year 12.**

Project Number	Project	Project Description
WTR-98	Jordan Street Water Main Replacement	Replacement of existing 12-inch and 6-inch diameter water mains along Jordan Street.
WTR-100	Jewella/Fair/Magnum Water Main Replacements	Replacement of existing 6-inch diameter water mains along Jewella Avenue, Fair Street and Magnum Street.
WTR-101	Huron Street Water Main Replacement	Replacement of existing 8-inch diameter water mains along Huron Street.
WTR-107	BPS Standby Generator Installation (Permanent)	Installation of permanent backup power units at three (3) booster pump stations. **Construction is expected to be completed in Year 12.**
WTR-127	Mayo Road Water Main Extension	Water main extension to consolidate an existing development water system into the City distribution system to remove the existing well system with drinking water violations. Project was completed in Year 11.

3.4 Capacity Assessment Remedial Measures Plan

A description of the City's ongoing and planned activities to develop a system-wide wet weather overflow strategy is below. This is reflective of discussions with the regulatory agencies during the December 3, 2020 and April 16, 2021 meetings, as well as submittals made subsequent to these meetings. Table 3-12 provides a timeline with corresponding completion dates for all the major steps which led to a resubmittal of the Capacity Assessment Remedial Measures plan in January 2023 during the Year 9 Reporting period.

Table 3-12 Timeline of Wet Weather Conveyance Strategy

Activity	Anticipated Completion Date
Update and Recalibrate the City's Hydraulic Model	January 2022 (Year 8) - Complete
Complete a Return Period Analysis	April 2022 (Year 8) - Complete
Update and Revise the City's Capacity Assessment Report	July 2022 (Year 9) - Complete
Evaluate Alternative Wet Weather Control Measures to Identify Those that are Both Affordable and Cost-Effective to Reduce SSOs	September 2022 (Year 9) - Complete
Update and Revise the City's Capacity Assessment Remedial Measures Plan	January 2023 (Year 9) - Complete

3.4.1 Capacity Assessment Report

Following completion of the model update and recalibration, a Return Period Analysis was performed and completed in April 2022. The City submitted the Capacity Assessment Report to EPA and LDEQ in July 2022.

3.4.2 Capacity Assessment Remedial Measures Plan (CARMP)

During the Year 9 reporting period, the City prepared and issued a revised Capacity Assessment Remedial Measures Plan Report (CARMP) in January 2023. The CARMP was issued to the EPA and LDEQ and is available through the Public Document Repository (PDR) as defined in Consent Decree Requirement Part V, Paragraph 9. The CARMP replaces the previously issued report from 2015 in its entirety. The revised CARMP includes a total of 23 capacity-related projects which are outlined in Table 3-13 below. Sixteen (16) of the 23 projects listed in Table 3-13 include linear capacity and/or sanitary lift station capacity improvements. These projects are included in Table 3-9. Six (6) of the projects listed in Table 3-13 include limited I/I reduction programs. The amount of the I/I reduction needed depends on the extent and capacity of the related linear and/or lift station improvements for two (2) of the six (6) projects. The level of I/I removal for the four (4) remaining projects (LOU-A5, LWW-A1, LWW-A2 and NRG-B3) will be further assessed in Year 12.

Table 3-13 Capacity RMP Projects

Project Category	SSA Phase	Project Area	Project Description	Project Status
A	3	WAL-A1	I/I Reduction Program	Planning
			Linear Capacity Improvement	Design
A	2	LOU-A2	Linear Capacity Improvement	Design
A	2	LOU-A3	Querbes Lift Station and Linear Capacity Improvements	Design
A	3	LOU-A5	I/I Reduction Program	Planning
A	2	LOU-A7	Linear Capacity Improvement	Complete
A	5	LWW-A1	I/I Reduction Program	Planning
A	2,4	LWW-A2	I/I Reduction Program	Planning
A	4	LWW-A3	Linear Capacity Improvement	Design
A	1	CGR-A1	Cedar Grove Area Improvements - Includes Cedar Grove Lift Station	Planning
A	1	CRG-A2	Linear Capacity Improvement	Complete

A	2	NRG-A2	Hardy Lift Station Improvement and Wet Weather Storage Facility	Design
A	2	NRG-A4	Darien Lift Station Improvements	Design
B	3	WAL-B4	Linear Capacity Improvement	Design
B	2	LOU-B3	Linear Capacity Improvement	Design
B	4	LWW-B2	Linear Capacity Improvement	Design
			I/I Reduction Program	Planning
B	5	NRG-B1	Marjorie Lift Station Improvements	Design
B	2	NRG-B2	Pine Hill Lift Station Improvements	Design
B	5	NRG-B3	I/I Reduction Program	Planning
C	3	WAL-C2	Bickham Bayou Lift Station Improvement	Design
C	1	CGR-C2	Included in analysis for CGR-A1	Planning
C	1	CGR-C4	Included in analysis for CGR-A1	Planning
C	2	LOU-C6	Included in analysis for LOU-A3	Planning
C	5	NRG-C16	Havanna Lift Station Abandonment	Design

In addition to the capacity projects listed, the City has continued to monitor approximately forty-three (43) areas of interest for SSOs. These areas will continue to be monitored in Year 11 with recommendations developed for these areas. Many of these additional SSO monitoring areas are impacted by adjacent capacity projects, areas which have also exhibited dry weather conveyance issues revolving FOG and or debris related SSO occurrences, or other historical data has been identified that merits additional monitoring to confirm the presence of wet weather-related issues.

3.5 Construction Standards and Specifications

The 2021 Edition of the Standard Specifications for Infrastructure Improvements and 2021 Detail Standard Plans were used for projects that are being designed in Year 11. These documents will be used in Year 12 for new Consent and Non-Consent Decree projects and will continue to be updated as part of the City's efforts associated with continued improvement.

During the Year 8 reporting period, the City transitioned to Engineers Joint Contract Documents Committee (EJCDC) Engineering Agreements and is utilizing them for new agreements. The City is continuing to transition toward utilization of the EJCDC General Conditions and Construction Documents. The EJCDC documents are expected to provide improved consistency in executing projects. The City used many of the EJCDC Construction Documents on Consent Decree and Non-

Consent Decree Projects that are in construction or were bid in Year 11. It is the City's intent to continue to use these Construction Documents in Year 12 and future years going forward. It is anticipated that EJCDC General Conditions will be available for use on future projects beginning in 2025.

After a detailed review was completed in Year 8, the City is currently utilizing updated Standard Specifications for Infrastructure Improvements and Detail Standard Plans. The Technical Specifications are being converted to Construction Specification Institute (CSI) format as part of the updates. This has improved the consistency and clarity of the specifications in addition to updating technical content. The City implemented a Standards and Specifications Committee to continue the process of keeping its Standard Specifications and Details current and to consider proposed modifications.

A website has been developed on the City's Water and Sewerage Division's website and will make these specifications available in the Year 12 reporting period.

3.6 Capacity, Management, Operations, and Maintenance

The following information is a summary of activities conducted during the reporting period to demonstrate compliance with the CMOM program. This program aims at improving the ability of the utility to manage its separate sewer system and ultimately reduce the occurrence of sewer overflows and maintain reliable wastewater service.

3.6.1 Collection System Management

A summary of items related to management of the collection system is provided below.

3.6.1.1 Legal Authorities

Legal Authorities are in place to effectively manage and operate the Wastewater Collection and Transmission System (WCTS). These include several that are mandated as part of existing National Pollutant Discharge Elimination System (NPDES) Permits for the North Regional and Lucas WWTPs and others that enhance the management and source control of FOG. The City's Sewer Use Ordinance (SUO) is embodied within the City's Code of Ordinances (COO), Part II, Chapter 94 Utilities. These ordinances generally provide the authority to do the following:

- Charge fees to all users of the sewer system, whether they reside within the City limits.

- Provide details for rate structures.
- Enter into agreements with communities outside the City limits for wastewater services.
- Maintain the approved pretreatment program pursuant to 40 C.F.R Part 403 and NPDES permits.
- Define enforcement mechanisms for Pretreatment, FOG and Private I/I Programs.
- Define prohibited discharges.
- Define Public/Private responsibilities.
- Provide guidance for new connections.
- Define fees/penalties for failure to abide by the requirements.

During the reporting period, no significant changes were made to the SUO. The City's COO included within the CMOM Plan in 2015 is still current.

3.6.1.2 Organizational Structure

Operation and Maintenance of the WCTS remains organized under the Department of Water & Sewerage. With the reorganization of the City Engineering & Environmental Services Department mentioned in Section 2.1, the Department of Water and Sewerage is now organized into six (6) divisions: Administration, Customer Service, Environmental Services, Water Purification, Wastewater, and Field Operations.

3.6.1.3 Pretreatment Program

The Pretreatment Program is mandated by EPA through the NPDES permits issued to WWTPs. The City operates a Pretreatment program in accordance with the requirements found in the Code of Federal Regulations (CFR) Title 40 Part 403 and the General Pretreatment Regulations from Louisiana Administrative Code (LAC) Title 33IX, Subpart 2, Chapter 61. The City's program was approved by EPA on January 11, 1985 and incorporated into the City's Code of Ordinances (COO) Chapter 94. The FOG Program is administered by the Environmental Services Office within the Engineering and Environmental Services Department. The City's Pretreatment program is developed to achieve the following objectives (COO 94-111):

- To prohibit the introduction of pollutants into the Publicly Owned Treatment Works (POTW) that will interfere with the operation of the POTW or contaminate the resulting sludge.

- To prohibit the introduction of pollutants into the POTW that will pass through the POTW, inadequately treated, into receiving waters, atmosphere, or otherwise be incompatible with the POTW.
- To protect both POTW personnel who may be affected by wastewater and sludge in the course of their employment and to the general public.
- To enable the City to comply with its NPDES and Louisiana Pollution Discharge Elimination System (LPDES) permit conditions, sludge use and disposal requirements, and any other federal or state laws to which the POTW is subject.
- To improve the opportunity to recycle and reclaim wastewater and sludges from the system.
- To monitor and regulate the generation, transportation, and disposal of industrial and hazardous waste.
- To enforce applicable EPA categorical standards.
- To reduce the health and environmental risk of pollution caused by discharges.

The pretreatment program considers four (4) different users: Significant Categorical (CIU), Significant Non-Categorical (SIU), Non-Significant (NIU), or General (GIU). The City previously issued a Master List of Significant Industrial Users (Categorical and Non-Categorial) with the City's CMOM Plan Submittal. An updated Master List of Industrial users is provided in Attachment 1.

During the reporting period a total of 39 permits were active under the City's Pretreatment Program. These permits define effluent limits, transferability, penalties, slug discharges, and BMPs. CIUs and SIUs are required to submit reports quarterly, NIU's twice per year, and GIUs annually. Reporting requirements were satisfied for each of the Industrial users during the Year 11 reporting period. A total of 45 Notice of Violations (NOVs) were issued by the City during the reporting period.

3.6.1.4 FOG Program

The FOG Program, through training, outreach, inspections, and enforcement encourages non-domestic sources to limit the discharge of FOG into the sanitary sewer system. As Part of the overall NPDES-mandated pretreatment requirements, COO Sec. 94-119 limits discharge of FOG components to no more than 100 mg/L. All Food Service Establishments (FSE) must obtain a

permit to discharge wastewater into the sanitary system. Complete program details are outlined in the City Policy for Grease Interceptors originally approved by EPA in 1995 and included in the CMOM Plan issued to EPA and LDEQ in 2015. The FOG Program is administered by the Environmental Services Division within the Department of Water & Sewerage.

During the Year 11 reporting period there were a total of 577 permitted FSEs. A total of 2,355 compliance inspections were completed and resulted in a total of 435 NOVs issued.

Additional FOG preventative maintenance activities completed by the City during the Year 11 reporting period includes the addition of the BioGon Enzyme and Liberator Block. 14 provides a summary of the locations where BioGon Enzyme and Liberator Block were introduced into the sanitary sewer system. These locations are the same as reported during Year 10.

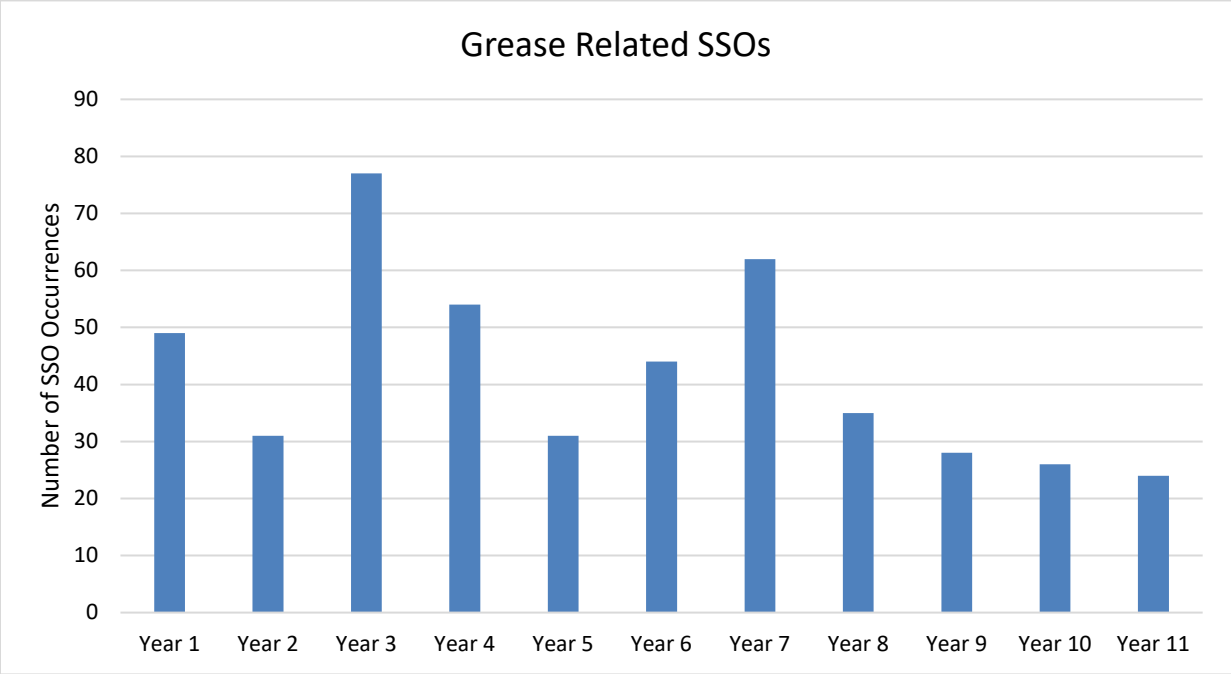
Table 3-14 FOG Enzyme Additive Locations

Quarter Section	Manhole Number
Y-52	MH14
Z-57	MH7
CC-57	MH7 and MH47
KK-47	MH09, MH21, MH24, MH25, and MH26
V-55	MH08
S-52	MH04
Q-51	MH26
JJ-40	MH01
DD-40	MH20
Y-47	MH41
Z-56	MH04
W-54	MH08
W-55	MH39

FOG contributed to a total of 24 SSO occurrences during the Year 11 reporting period. For the second year in a row, the lowest recorded total of grease related SSOs since the beginning of the Consent Decree program has been reported. Figure 3-1 provides a summary of the FOG related

SSO occurrences since the beginning of the Consent Decree program. The five-year average for years 1-5 was 48.4 grease related SSOs/year. The five-year average for years 7-11 was 35 grease-related SSOs which represents a 28-percent reduction compared to years 1-5.

Figure 3-1: Grease Related SSOs by Consent Decree Year



As part of Public Education and Outreach, the Can It Shreveport web page (www.canitshreveport.com) was linked to the Clean Water Shreveport website. This webpage was developed to provide education, including what generates FOG, how FOG entry into the collection system causes problems with conveyance, and the negative environmental impacts this type of activity causes due to SSOs. Additional materials were distributed for outreach, and significant outreach and education efforts were made through social media in Year 11. Information related to FOG generation and how to address it is also posted on the Clean Water Shreveport social media outlets.

3.6.1.5 Private I/I Program

The City has in place a set of seven (7) legal ordinances (COO 94-5, 9, 11, 17, 117, 118, and 168) that allow the City to enforce the resolution of private lateral defects. During the reporting period there were no modifications, additions, or omissions to these legal ordinances. When a private

service lateral issue is identified through field investigations, service request and/or customer complaints, W&S field operations staff are notified, and an investigation is completed. If the crew confirms the presence of lateral defect that is presenting a threat to public health, the Environmental Services Department is notified, and a 10-Day letter requiring resolution is issued. During the Year 11 reporting period a total of thirty-seven (37) letters were issued to private property owners due to lateral defects that were deemed a threat to public health.

In addition, the City is evaluating policy and legal issues that may need to be considered and addressed by the City to facilitate mitigation of lateral defects on private property. This includes considering potential private property lateral program costs and funding considerations.

3.6.1.6 Information Management Systems (IMS)

The City continues to maintain Information Management Systems (IMS) which provides tools for tracking collection systems' performance, service requests, work orders, and aids in tracking the effectiveness and efficiency of O&M activities. The City continues to enhance its computer-based tools to manage and track collection system data. Standard operating procedures are evaluated to ensure accurate documentation of pertinent collection system data and staff members' appropriate use of the IMS tools. Collectively, IMS tools give staff members a well-defined, detailed understanding of how the collection system performs by monitoring, analyzing, and measuring their performance. The City continued to maintain the following IMS systems during the reporting period:

- ArcGIS – Geographic Information System (GIS)
- Cityworks – Computerized Maintenance Management System (CMMS)
- Sanitary Sewer Overflow Database (MS Access database through Environmental Services)
- FOG Compliance (MS Access database through Environmental Services; however, the City is currently transitioning to a MyGovernmentOnline application)
- SCADA (Various systems managed through Water & Sewerage)

3.6.1.7 Geographic Information Systems (GIS)

The City's sanitary sewer system GIS is comprised of multiple feature classes (gravity sewers, manholes, lift station, force mains, valves, lateral lines, etc.) to reflect the current inventory of wastewater system components. Each of these requires review and updates, where necessary, to

reflect the changed condition following completion of a construction project. The City continued updating its GIS during the Year 11 reporting period to incorporate conforming-to-construction-documents and updates from the City's "Hot Spot" Sewer Cleaning and CCTV Program. During the Year 11 reporting period, a total of twenty-two (22) CCTV PACP databases and 3 MACP databases were updated.

The City has continued to advance the use of GIS through the development of a variety of maps, viewers, and ArcGIS Online (AGOL) dashboards to expand access to key data sources such as SSA data and SSO tracking. AGOL Dashboards including the following are now available:

- SSO Dashboard Experience
    - SSO Dashboard
    - SSO/Subbasin Dashboard
    - SSO/CARMP Dashboard
- Smoke Testing Dashboard
- FOG Dashboard
- Sewer Inspections – Pipeline Assessment and Certification Program (PACP) Dashboard
- Manhole Inspections – Manhole Assessment and Certification Program (MACP) Dashboard
- Lift Station One-Pump and Active Bypass Dashboard
- Sewer Cleaning Dashboard
- Risk Assessment Dashboards
    - Gravity Sewer Risk Dashboard
    - Manhole Risk Dashboard
    - Force Main Risk Dashboard

3.6.1.8 Cityworks

Cityworks was implemented during 2016 and continues to serve as the CMMS for the Department of Water & Sewerage. When questions, complaints, and/or concerns are received from within the City or from the public, a service request is generated and evaluated within the software. During the Year 11 Reporting period, a total of 5,664 service requests and approximately 40,000 work orders were input, evaluated and responded to within Cityworks.

During the Year 11 reporting period, the City rolled out an updated Cityworks training program with the goal of helping staff across Water & Sewerage and the Clean Water Shreveport program improve the usage of the Cityworks platform. The Water & Sewerage department began leveraging project management functionality in Cityworks to track work activities completed on projects and in response to storm events. The City has continued developing revised reports to streamline reporting of activities from Cityworks, and an early focus area has been on updating the way pavement repairs are tracked and reported on within the City.

Additionally, the Water & Sewerage department is updating their usage of Cityworks. Field staff will be using the Cityworks Respond platform for more informed decision-making and management of service requests and work orders.

3.6.1.9 Sewer AI - Pioneer

During the Year 9 reporting period, the City deployed Sewer AI Pioneer CCTV database management system. Pioneer will serve as the specific location to host all CCTV video files for the City of Shreveport. During the Year 9 reporting period, the City was able to deploy and train staff on the typical use of the software and how it can be used to view existing CCTV videos in addition to the NASSCO PACP assessments. During the Year 10 reporting period, the following CCTV data sets were incorporated into Pioneer: SSA Phase 5, Hot Spot Cleaning Program, Annual Sewer Cleaning Program and City Field Operations. In Year 12, the City will continue to incorporate data from the Hot Spot Cleaning Program, Annual Sewer Cleaning Program, City Field Operations, and any post-construction CCTV records.

3.6.2 Collection System Operations

A summary of items related to operation of the collection system is provided in this section.

3.6.2.1 Sanitary Overflow Response Plan (SORP)

The City maintains a Sanitary Sewer Overflow Response Plan (SORP) Standard Operating Procedure (SOP). This SORP SOP was initially presented within the CMOM plan issued to EPA and LDEQ in 2015. The SORP SOP provides guidance to Department of Water & Sewerage staff on how to respond, document and confirm that SSOs are properly reported to the appropriate regulatory authorities. W&S staff are responsible for documenting the following:

Building Back-up	Action Taken
Backup caused by Public Sewer	Receiving Body of Water
Cause of Backup	Gallons Recovered
Property Damage	Gallons Lost

Following the completion of the SSO investigation, the Environmental Services Division is notified and able to access the information identified above. The Environmental Services Division maintains a Microsoft Access database and reports to LDEQ monthly for SSO occurrences tributary to the Lucas WWTP and the North Regional WWTP. If lost volume exceeds 10,000 gallons or greater, the City has a media notification procedure that includes a press release notifying the general public of the occurrences.

The SORP SOP is currently in the process of being updated to better reflect the reposit of data into Cityworks. The new process will guide W&S staff on the procedures to respond, evaluate, coordinate, address and document these activities using the Cityworks CMMS.

3.6.2.2 Emergency Lift Station Bypass Standard Operating Procedures

In Year 11, the City initiated detailed review and updates to its Emergency Lift Station Bypass Standard Operating Procedures which are intended to serve as a guide to assist operations and maintenance personnel in mitigating SSOs in the event of a pump failure or force main break. Reviews and updates were made to 124 out of 132 lift stations in the City.

3.6.2.3 Sanitary Sewer Overflow (SSO): Year 11 Overview

During the Year 11 reporting period, a total of 200 SSOs were reported to LDEQ. This is an approximate decrease of 3-percent in reported SSOs when compared to the 207 SSOs reported in Year 10.

Between Consent Decree Years 8-11, an average of 121 dry weather SSOs have been reported annually, which is an approximate 33-percent decrease in dry weather SSOs reported annually between Consent Decree Years 1-7 (180.85 SSOs). Year 11 was the second wettest year of the Consent Decree (65.14 inches) behind only Year 2 (70.71 inches), however in Year 11, 70 wet weather SSOs were reported as compared to 128 wet weather SSOs reported in Year 2 (decrease

of 45-percent). Of the total Year 11 SSOs, 70 (35-percent) were due to wet weather. Additional capacity related projects directly related to mitigating wet weather SSOs are in design and are being prioritized for completion as funding becomes available.

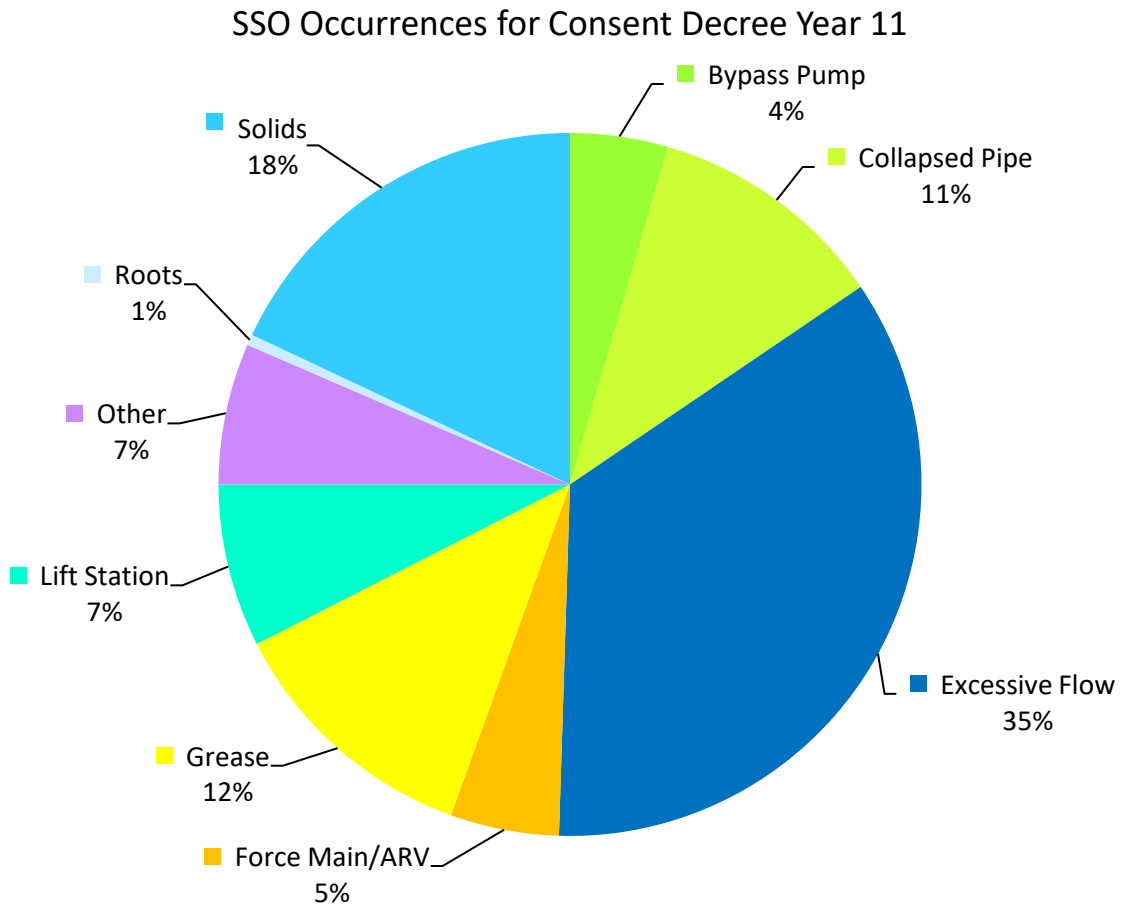
One hundred thirty (130), or approximately 65-percent of the SSOs that occurred in Year 11 were dry weather SSOs. The 5-year rolling average continues to show an overall reduction in dry weather SSOs. It is evident that the City continues to see a positive impact through targeted SSO mitigation initiatives such as the "Hot Spot" Cleaning and CCTV Program.

Table 3-15 and Figure 3-2 provide a summary of the causes contributing to SSO occurrences during the Year 11 reporting period. An itemized list of Year 11 SSOs is included in Attachment 3.

Table 3-15 Year 11 SSO Summary

Weather Type	Wet Weather	Dry Weather							
SSO Type	Excessive Flow	Bypass Pump	Collapsed Pipe	Force Main/ARV	Grease	Lift Station	Other	Roots	Solids
Total	70	9	22	10	24	15	13	1	36
% of Year 11 SSOs	35.0%	4.5%	11.0%	5.0%	12.0%	7.5%	6.5%	0.5%	18.0%

Figure 3-2: SSOs Occurrences for Consent Decree Year 11



3.6.2.4 Sanitary Sewer Overflow (SSO): 5-Year Trends Analysis

Based on Consent Decree requirements defined in Part VIII. *Reporting Requirements,* paragraph 60 *Annual Report,* trends analysis considering number, volume, duration, and cause of Shreveport's SSO must be completed considering a five (5)-year rolling period and updated annually considering the previous twelve (12) month period.

Table 3-16 provides a summary of SSO occurrences by year with 5-year rolling averages. The 5-year rolling average for the number of SSO occurrences was 251.8 SSOs per year in Years 2-6, increased to 254.2 SSOs per year in Years 3-7, decreased to 234.2 SSOs per year in Years 4-8, decreased to 226.8 SSOs per year in Years 5-9, and decreased to 209.2 SSOs per year in Years 6-10. The 5-year rolling average further decreased to 193.8 SSOs per year in Years 7-11.

The 5-year rolling average for volume lost was 789,150 gallons per year (GPY) for Years 6-10. The 5-year rolling average increased to 1,160,215 GPY in Years 7-11. This large increase in gallons lost was caused by a total of five (5) SSO occurrences, four (4) wet weather and one (1) dry weather, which accounted for approximately 70-percent of the estimated volume lost for Year 11.

The 5-year average trend for dry weather SSO occurrences in Years 7-11 decreased compared to the previous 5-year rolling average for Years 6-10 while wet weather SSO occurrences increased.

Table 3-16 5-Year Trends Analysis: Wet Weather vs. Dry Weather SSO Occurrences

Consent Decree Year	Wet Weather SSO Occurrences	Dry Weather SSO Occurrences	Total SSO Occurrences	Total Volume Lost (gal)
Year 1	26	154	180	201,368
Year 2	128	102	230	1,000,530
Year 3	10	219	229	70,944
Year 4	33	195	228	736,363
Year 5	102	193	295	423,402
Year 6	53	224	277	426,828
Year 7	63	179	242	826,357
Year 8	24	105	129	52,649
Year 9	83	108	191	272,338
Year 10	67	140	207	2,367,577
Year 11	70	130	200	2,282,155
Rolling Average: Years 1-5	**59.8**	**172.6**	**232.4**	**486,521**
Rolling Average: Years 2-6	**65.2**	**186.6**	**251.8**	**531,613**
Rolling Average: Years 3-7	**52.2**	**202.0**	**254.2**	**496,779**
Rolling Average: Years 4-8	**55.0**	**179.2**	**234.2**	**493,120**
Rolling Average: Years 5-9	**65.0**	**161.8**	**226.8**	**400,315**
Rolling Average: Years 6-10	**58.0**	**151.2**	**209.2**	**789,150**
Rolling Average: Years 7-11	**61.4**	**132.4**	**193.8**	**1,160,215**

The Year 11 SSO results shown in Table 3-16 continue to support the City's approach to strategically focus its efforts on understanding the causes of SSOs in its system and implementing capital and maintenance programs designed to specifically mitigate those causes.

SSO occurrences by type were also evaluated as part of the 5-year Trends Analysis. Table 3-17 provides a summary of each type of SSO and associated trends analysis. The following is a brief discussion of trends associated with the type of SSO occurrences.

Table 3-17 5-Year Trends Analysis: SSO Occurrences by Type

Consent Decree Year	Dry Weather SSOs								Wet Weather SSOs
	Bypass Pump	Collapsed Pipe	Force Main/ARV	Grease	Lift Station	Other	Roots	Solids	Excessive Flow
Year 1	4	18	6	49	13	17	19	28	26
Year 2	2	15	7	31	9	8	5	25	128
Year 3	1	33	5	77	15	18	4	66	10
Year 4	1	49	1	54	10	12	8	60	33
Year 5	3	53	1	31	14	12	9	70	102
Year 6	12	40	0	44	36	40	5	47	53
Year 7	16	24	2	62	26	10	5	34	63
Year 8	4	12	1	35	8	10	7	28	24
Year 9	15	10	2	28	16	5	3	29	83
Year 10	10	20	1	26	18	17	5	43	67
Year 11	9	22	10	24	15	13	1	36	70
Rolling Avg: Years 1-5	**2.2**	**33.6**	**4.0**	**48.4**	**12.2**	**13.4**	**9.0**	**49.8**	**59.8**
Rolling Avg: Years 2-6	**3.8**	**38.0**	**2.8**	**47.4**	**16.8**	**18.0**	**6.2**	**53.6**	**65.2**
Rolling Avg: Years 3-7	**6.6**	**39.8**	**1.8**	**53.6**	**20.2**	**18.4**	**6.2**	**55.4**	**52.2**
Rolling Avg: Years 4-8	**7.2**	**35.6**	**1.0**	**45.2**	**18.8**	**16.8**	**6.8**	**47.8**	**55.0**
Rolling Avg: Years 5-9	**10.0**	**27.8**	**1.2**	**40.0**	**20.0**	**15.4**	**5.8**	**41.6**	**65.0**
Rolling Avg: Years 6-10	**11.4**	**21.2**	**1.2**	**39.0**	**20.8**	**16.4**	**5.0**	**36.2**	**58.0**
Rolling Avg: Years 7-11	**10.8**	**17.6**	**3.2**	**35.0**	**16.6**	**11.0**	**4.2**	**34.0**	**61.4**
Difference in Rolling Average From Years 6-10 to 7-11	**-0.6**	**-3.6**	**2.0**	**-4.0**	**-4.2**	**-5.4**	**-0.8**	**-2.2**	**3.4**
Rolling Average (% Increase/Decrease) From Years 6-10 to 7-11	**-5%**	**-17%**	**167%**	**-10%**	**-20%**	**-33%**	**-16%**	**-6%**	**6%**

Note: The SSO Occurrence type "other" includes all other types of SSO occurrences not accounted for in the categories listed. While there are a variety of reasons, these generally include unknown causes of occurrence and/or disconnected sewer services.

- **Bypass Pump:** The City observed a decrease in the number of SSO occurrences associated with bypass pumps when comparing Year to 11 to Year 10. These SSOs were typically caused due to malfunction of bypass pumps used during sewer main or lift station repair/rehabilitation work. The City has been focused on rehabilitating, replacing, and maintaining its lift stations to reduce the risks associated with bypass pumping.
- **Collapsed Pipe:** During the Year 11 reporting period, the number of SSO occurrences associated with collapsed pipes increased when compared to Year 10. However, the 5-year rolling average continues to decrease. The implementation of the "Hot Spot" Cleaning and CCTV Program and the continuation of the On-Demand Water and Sewer Rehabilitation contracts throughout Year 11 has helped reduce the amount of SSOs caused by collapsed pipes.
- **Force Main / ARV:** During the Year 11 reporting period, the City had the most SSOs, ten (10) total, associated with force main / ARV issues since the Consent Decree began. The City plans to continue rehabilitation work on force mains that are associated with SSO occurrences.
- **Grease and Solids:** During the Year 11 reporting period, the number of SSO occurrences associated with grease and solids decreased compared to Year 10. Additionally, the 5-year rolling average continued to decrease. This is evidence that the "Hot Spot" Sewer Cleaning and CCTV program is having a positive impact. The City continued to address grease and solids during the Year 11 reporting period through its "Hot Spot" Sewer Cleaning & CCTV program as a targeted effort to mitigate maintenance-related dry weather SSOs. In addition, the City implemented an Annual Sewer Cleaning Program in Year 9 which continued throughout Year 11. The City also intends to review other CMOM programs related to the control of FOG, as discussed in Section 4.3.5.
- **Lift Station:** The City observed a decrease in the number of SSO occurrences associated with lift stations from Year 10 to Year 11 due to equipment malfunction at certain lift stations. The City plans to continue rehabilitation and improvement work on lift stations that are associated with SSO occurrences.
- **Other:** The number of SSO occurrences in the "Other" category for Year 11 decreased compared to Year 9. The "other" category represents SSOs caused by miscellaneous sewer related issues not described by the other categories. A considerable number of these issues in recent years have been determined to be associated with construction defects in sewer service laterals.

- **Roots:** Root related SSO occurrences decreased as compared to Year 10, one (1) total, and was the least amount of SSOs reported since the Consent Decree began. The City continues to implement its root control program as summarized in Section 3.6.3. This is also evidence that the "Hot Spot" Sewer Cleaning and CCTV program is having a positive impact**.**

3.6.2.5 Wet Weather

During the Year 11 reporting period, seventy (70) wet weather SSO occurrences were reported. Only twenty (20) of the wet weather SSOs occurred during storm events below the Consent Decree performance level (2-year, 6-hour storm event). The City has capacity improvement projects planned in the areas where wet weather SSOs occurred that should provide a level of performance equal to or greater than the Consent Decree level of performance. Year 11 saw the second highest amount of rainfall since the Consent Decree began (65.14 inches), it is important to note that the twenty (20) wet weather SSOs in Year 11 that resulted from storm events that were below the Consent Decree performance level were a significantly less percentage (30-percent) of the total wet weather SSOs when compared to a total of 44 wet weather SSOs (66-percent) that occurred in Year 10 resulting from storm events that were below the Consent Decree performance level. This indicates that the City's collection system performed better in Year 11 than in Year 10, which also had less rainfall (55.65 inches). In Year 12, the City expects to complete the CWP-56 Dilg League Drive SSO Mitigation project. With the completion of CWP-56, critical capacity improvement projects will have been completed in areas that have historically accounted for approximately 20-percent of the wet weather SSOs in the City. Other notable wet weather SSO mitigation projects completed include the CWP-63 Brookmeade & Querbes SSO Mitigation and CWP-117 Pierremont Park Phase 2 Sewer Improvements projects.

3.6.2.6 Rain Gauge Installation

The City procured and installed five (5) rain gauges to collect more detailed and accurate data on rainfall intensity and totals throughout its service area. These gauges provide the City with improved visibility into the recurrence interval and duration of storm events causing wet weather issues and will allow for more focused and efficient response measures to mitigate wet weather related SSOs.

3.6.3 Collection System Maintenance

The City's collection system maintenance consists of gravity sewer cleaning, Chemical Root Control (CRC), force main and air release valve inspections, and wastewater treatment plant operation and maintenance. A summary of these items is provided below.

3.6.3.1 Gravity Sewer Cleaning

The Gravity Sewer Preventative Maintenance Program includes routine cleaning and cleaning required per the Consent Decree SSA activities. This cleaning is completed by City staff. According to Consent Decree requirements, the City is responsible for cleaning greater than 15 percent of the City's WCTS annually and 100 percent of the system no later than 84 months following the Effective Date of the Consent Decree. During the first five years of the Consent Decree program, the City attempted to clean 100-percent of the pipes, rather than just the 15-inch diameter and greater as part of the SSA investigations. In addition to the "Hot Spot" Sewer Cleaning and CCTV Program discussed below, the City began implementing an Annual Sewer Cleaning and CCTV Program during Year 9. The City continued implementing both Annual Sewer Cleaning and CCTV Program and "Hot Spot" Sewer Cleaning and CCTV Program in Year 11.

3.6.3.2 "Hot Spot" and Annual Sewer Cleaning and CCTV Programs

The City initiated a "Hot Spot" Sewer Cleaning and CCTV Program in Year 8 to mitigate[1] dry weather SSOs. In Year 9, the City initiated both a "Hot Spot" and Annual Program which combined included approximately 280,000 linear feet of gravity sewer cleaning in addition to CCTV investigation. The Year 9 Programs represented approximately 5 percent of the collection system. These Programs are in addition to sewer cleaning related to the City's ongoing Sewer Cleaning Program. The Year 10 Hot Spot and Annual Programs were developed during Year 9 and combined include approximately 374,000 linear feet of gravity sewer cleaning in addition to CCTV investigation which began in May 2023 (Year 10). The Year 10 Programs represented approximately 7 percent of the collection system. The Year 11 Hot Spot and Annual Programs were developed during Year 10 and combined include approximately 139,000 linear feet of gravity sewer cleaning and CCTV investigation.

[1] The term "mitigate," as used throughout this document when discussing sanitary sewer overflows (SSOs), should be understood to mean "reduce the frequency or severity of."

Table 3-18 provides a summary of sewer cleaning activities since the Effective Date of the Consent Decree and includes SSA cleaning, the City's maintenance activities and the Year 11 "Hot Spot" and "Annual" cleaning through the reporting period.

Table 3-18 Summary of Gravity Sewer Cleaning Activities

	Year 1-5	Year 6	Year 7	Year 8	Year 9	Year 10	Year 11
SSA Phase 1	885,851						
SSA Phase 2	481,042						
SSA Phase 3	867,972						
SSA Phase 4	1,046,657						
SSA Phase 5	245,936	430,046					
City Preventative Maintenance	1,247,206	235,237	235,269	415,450	228,913	203,297	581,278
Hot Spot Cleaning[1]			49,969	241,393	111,941	231,212	125,056
Annual Cleaning[1]					167,999	142,041	13,804
Total	**4,774,664**	**665,283**	**284,232**	**656,843**	**508,853**	**576,500**	**720,138**
% of the Total Collection System	**88.2%**	**12.3%**	**5.3%**	**12.1%**	**9.4%**	**10.6%**	**13.2%**

[1] The length shown for Hot Spot and Annual Cleaning in Year 11 includes sections of sewer in Phases 1, 2, 3, 4, and 5. Refer to Table 3-2, and Table 3-3 for a breakdown of segment lengths and diameters cleaned during Year 11 through the Hot Spot and Annual Sewer Cleaning and CCTV Programs.

3.6.3.3 Manhole Rehabilitation and Inflow & Infiltration Reduction Program

The City's Manhole Rehabilitation and Inflow & Infiltration Reduction program began in Year 8 to rehabilitate manholes in poor condition and address inflow & infiltration issues. The program continued in Year 9 with a total of forty-eight (48) manholes selected for rehabilitation with Triplex Fiberglass Manhole Liners. These manholes were located in areas difficult to perform traditional excavations, such as high traffic areas, or were in close proximity to other structures or utilities. Twenty-seven (27) of the forty-eight (48) manholes identified for rehabilitation with Triplex Liners were completed during Year 9.

The City rehabilitated twenty-one (21) manholes with Triplex Liners in Year 10. These were manholes identified for Triplex lining in Year 9 that were not completed. The City also rehabilitated 125 manholes using a Type-2 Cementitious Liner through one of the City's On-

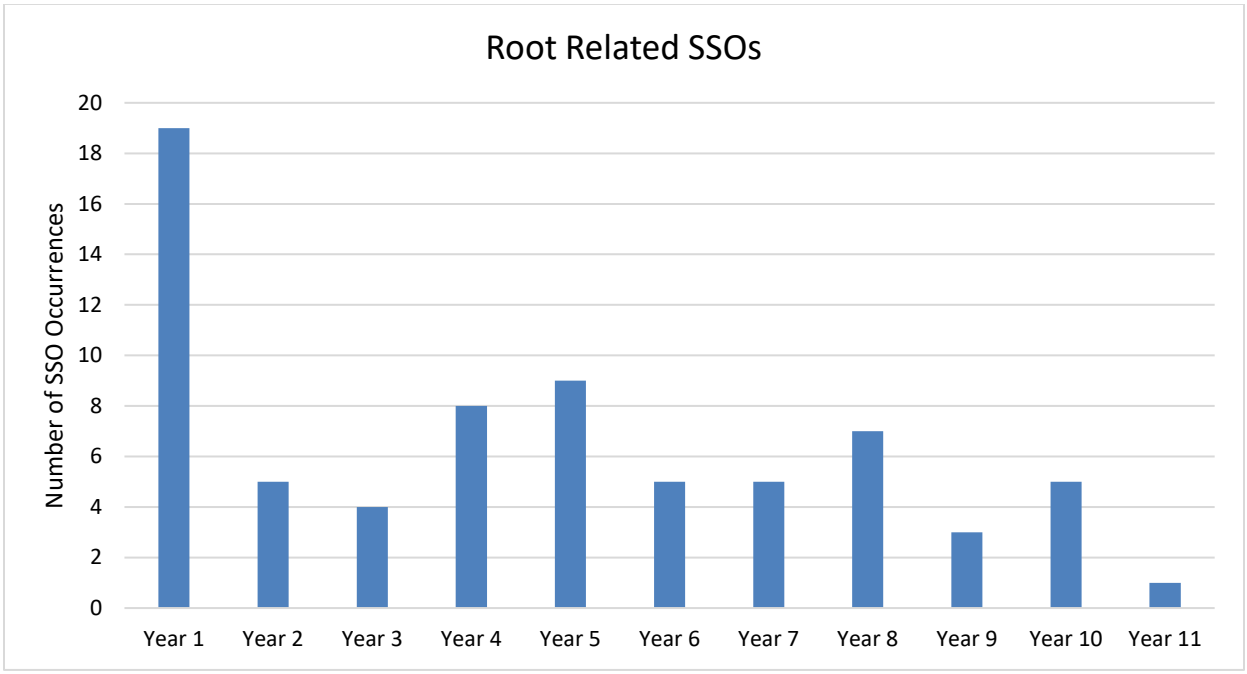
Demand Water and Sewer contracts. Overall, the City rehabilitated 146 manholes that were not part of gravity sewer projects in Year 10.

In Year 11, the City rehabilitated eleven (11) manholes with Triplex Liners. The City also rehabilitated forty-six (46) manholes using a Type-2 Cementitious Liner through one of the City's On-Demand Water and Sewer contracts. Overall, the City rehabilitated fifty-seven (57) manholes that were not part of gravity sewer projects in Year 11.

3.6.3.4 Chemical Root Control (CRC) Program

The Consent Decree requires a root control program that includes short term mitigation and routine maintenance of root intrusion and rehabilitation of areas in which root intrusion has caused recurring blockages. The City's CRC program was reinstituted in 2012. The City continues to perform chemical root control on an annual basis as a preventative maintenance measure to reduce root-related SSOs. Chemical treatment is typically applied in the Fall season each year. During the reporting period, a total of 321 gravity sewers (97,009 linear feet) were treated and one (1) root-related SSO occurred representing approximately one (1) percent of the total SSOs reported for the period. Figure 3-3 below provides an illustration of root related SSO occurrences for each of the Consent Decree reporting periods.

Figure 3-3: Root Related SSOs by Reporting Period



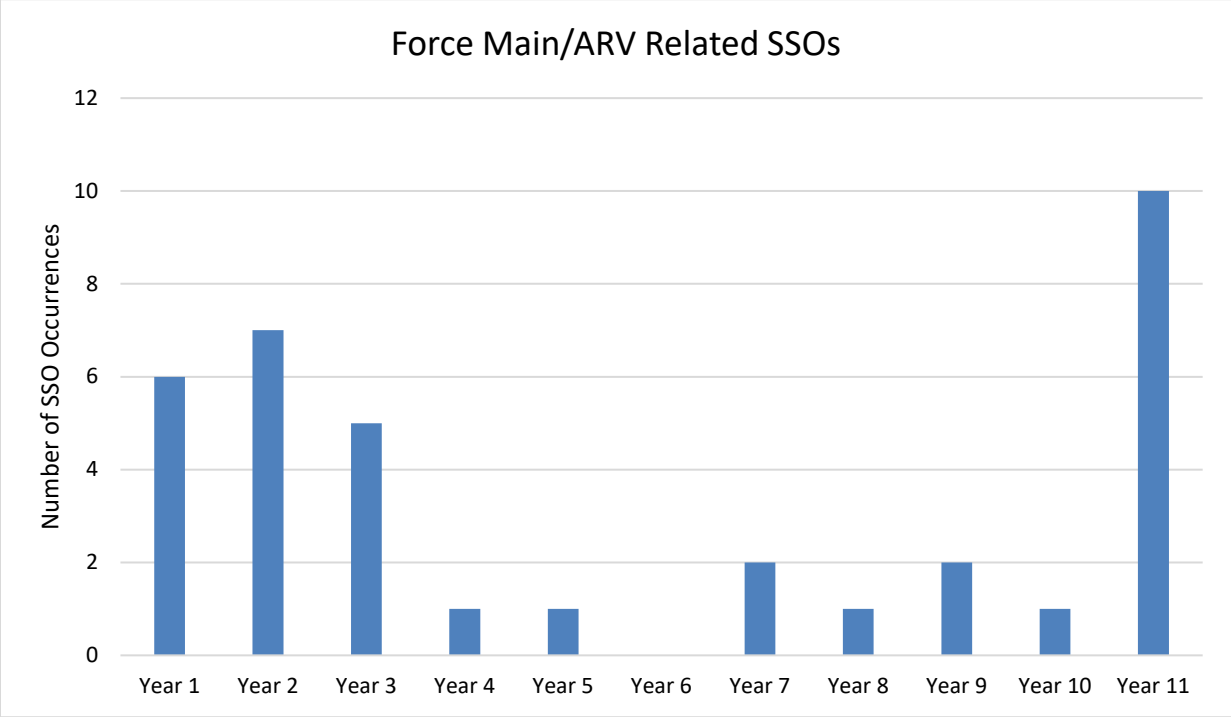
3.6.3.5 Force Main / ARV Inspection Program

The City's Force Main and Air Release Valve (ARV) inspection program implemented as part of the Consent Decree requirements and issued with the original CMOM plan in 2015. This program generally includes:

- Annual inspection of the force mains which includes walking the full length of the force main and evaluating signs of SSOs or other indications of potential failures, exposed pipe and noting any right-of-way or access issues.
- Performing backflushing of the ARVs to remove internal debris; and replace defective ARVs.
- Tracking maintenance activities for force main and ARV inspections.

During the reporting period, each of the City's force mains and ARVs were inspected. There were ten (10) recorded SSO occurrences caused by force main failures representing five (5) percent of the total during the reporting period. Figure 3-4 illustrates force main and ARV related SSO occurrences that have occurred during each of the Consent Decree reporting periods.

Figure 3-4: Force Main/ARV Related SSO Occurrences



3.6.3.6 On-Demand Sewer Rehabilitation Services

The City rehabilitated approximately 9,451 linear feet of sanitary gravity sewer and eighteen (18) sanitary lift stations using its On-Demand Water and Sewer Rehabilitation Contracts in Year 11. The City intends to continue its utilization of On-Demand Contracts during Year 12.

3.6.3.7 Wastewater Treatment Plant Operations & Maintenance Program

The City implemented the Wastewater Treatment Plant (WWTP) Operations & Maintenance (O&M) Program with the initial CMOM Plan submittal in 2015. The WWTP O&M includes a total of 50 SOPs. Through the reporting period there have not been significant modifications to SOPs included within the WWTP O&M program. The SOPs generally include coverage of the following:

- Administrative Responsibilities
- Operations Duties & Responsibilities
- Operations Record Keeping
- Laboratory Duty Responsibilities
- Plant Control Testing & Sampling Requirements
- Process Equipment Start-up/Shut Down
- Grit Removal O&M
- Mixing & Feeding O&M
- Safety
- Sewer Lift Station O&M
- Sludge Farm Start-up and Shutdown
- Sludge Farm O&M

During the Year 11 reporting period, Discharge Monitoring Reports (DMRs) were issued monthly, and Toxicity Reports were issued quarterly to LDEQ to meet LDPES permit requirements for both the Lucas (Permit # LA0041394) and North Regional (Permit # LA0042188) WWTPs.

3.7 Citizen Engagement & Constituent Issue Management

The City continued public outreach and constituent issue resolution through the Year 11 reporting period. The City uses a web-based software, QAlert, to track, manage, and resolve customer

requests. The software also integrates with the City's software for computerized maintenance management, Cityworks, allows the Water and Sewerage Department to dispatch personnel to customer requested services. Citizens can now report maintenance issues to the City using multiple methods, including phone, City website, and mobile phone application. The City is also converting Cityworks to a cloud-based system for better reliability and updating for security and functionality.

The main focus of most public outreach activities during Year 11 included social media outreach, website development, public outreach meetings, semi-annual reports, public and media coverage concerning ongoing construction projects and other program initiatives. The continued use of social media platforms like Facebook, Instagram, and LinkedIn supported public outreach initiatives including Critical Project Updates, educational content on the City's wastewater infrastructure and how to reduce Sanitary Sewer Overflows by providing information on fats, oils, and grease.

The City also advertised a contest to provide artwork for the rehabilitation and repainting effort of three (3) of its elevated water towers. This outreach effort provided a platform for the Mayor of Shreveport, Tom Arceneaux, to educate the citizens in the efforts for the City to repair its infrastructure with the newly passed 2024 General Obligation Bond and promote excitement throughout the City for the beautification of aging infrastructure.

Other notable outreach efforts include World Water Day and Water Week where the PMC and the City of Shreveport visited local schools to educate students on the water cycle, saving water and fats, oils, and grease awareness.

4.0 CONSENT DECREE – YEAR TWELVE (12)

The major objectives to be completed during the next reporting period (Year 12: May 13, 2025 to May 12, 2026) are discussed below. This list of objectives should not be interpreted as an explanation of all activities but rather a summary of the major objectives anticipated to be completed. In addition, it is important to note that the planned activities have been developed to align with and support the overriding goal and objective of the Consent Decree to mitigate sewer overflows. Activities necessary for the City to operate and maintain reliable wastewater and water utilities have also been prioritized. The activities relate directly to many specific Consent Decree requirements, even though a shift away from the defined "find and fix" method of addressing all defects in the collection system through a phase-by-phase approach is required.

4.1 Regulatory Coordination

The City will continue to seek a Consent Decree Modification working cooperatively and collaboratively with USDOJ, EPA, and LDEQ to establish an affordable Consent Decree program for its utility customers.

4.2 Sanitary Sewer Assessment - Phase 5

The City will complete additional SSA activities in Phase 5 during the Year 12 reporting period. These activities will include NASSCO PACP CCTV and sewer cleaning of select gravity mains throughout the Phase 5 SSA Area. During the Year 12 reporting period, approximately 44,000 linear feet of gravity sewer CCTV inspections are planned to be completed. This work will be completed through the City's Annual Sewer Cleaning Program which is further discussed in Section 4.3.2 below. The City will begin development of the Phase 5 SSA report for all City Subbasin areas that have been completed.

4.3 CMOM Programs

The City will continue to evaluate opportunities to further achieve the goal of SSO reduction through implementation of its CMOM programs. Planned activities during the Year 12 reporting period are summarized below.

4.3.1 Update of Geographical Information Systems (GIS)

The City will continue to update its GIS to reflect field investigations performed through SSA

activities and construction record information associated with Phase 2 RMP projects, the Critical Projects Program and updates identified through the various City cleaning programs. Updates to the wastewater GIS layers as well as the dashboards used to track and provide access to inspection inventories will be maintained through Year 11.

4.3.2 "Hot Spot" Cleaning and CCTV Program

The City will continue implementation of the "Hot Spot" Cleaning and CCTV Program. In total, approximately 100,000 linear feet of gravity sewers are planned to be completed in the 2025-2026 "Hot Spot" Cleaning and CCTV Program.

4.3.3 Annual Cleaning and CCTV Program

The City is developing the 2025-2026 Annual Cleaning and CCTV Program for the WCTS based on pipe materials, age, diameter, sewer system maintenance records, and remaining Consent Decree obligations. Approximately 142,000 linear feet of gravity sewers are expected to be included in the 2025-2026 Annual Cleaning and CCTV Program, representing approximately 3-percent of the collection system. This is in addition to the sewers that are part of the 2025-2026 "Hot Spot" Cleaning and CCTV program.

4.3.4 Updates to City's Computerized Maintenance Management Systems (CMMS)

The City plans to continue to develop workflows in its CMMS to track capital project activities, cleaning activities, and CCTV inspections. In addition, the City plans to continue developing interactive dashboards to integrate data collected through field investigation activities to support strategic data-driven decisions by management staff. This and other operational data will be displayed through management reports on demand and used to plan and prioritize utility operational and program activities. The City also plans to continue to update and customize the Cityworks platform to meet the specific needs of its Water and Sewerage Department.

4.3.5 Review of FOG Program

The City evaluated the effectiveness of existing FOG-related program activities including software, staffing and existing SOPs and began the development of a new dashboard and data compilation procedure during Year 10. The City continued to develop this dashboard and procedure to continue evaluating program activities in Year 11 and will continue to do so in Year 12. The effectiveness of public outreach and education initiatives, FOG enzyme procedures and

key performance indicators will continue to be assessed.

4.3.6 Review of Sewer Overflow Response Plan (SORP)

The City intends to continue review of its existing SORP SOP to identify where improvements might be needed and opportunities for correlating reporting of SSOs with hydraulic model results. The SORP SOP was written prior to the acquisition of Cityworks as the CMMS for the City and process efficiencies may be obtained through an update to the SOP.

4.3.7 Review of Private I/I Program

The City plans to continue evaluating policy and legal issues that may need to be considered and addressed by the City to facilitate mitigation of lateral defects on private property. This includes considering potential private property lateral program costs and funding considerations.

4.4 Critical Infrastructure Projects Program

The City will continue to deliver the current portfolio of Critical Projects, as presented in Section 3.3.3, that were selected to mitigate SSOs and maintain reliable utility service by addressing known facility and operational issues within the City's wastewater and water utilities. However, it is likely that rampant inflation associated with the current economic climate will drive project costs up. In addition, the City may continue scoping and developing additional Critical Projects through continued capital planning activities which will focus projects on SSO mitigation, compliance, and maintaining reliable wastewater and water utility systems.

As discussed in Section 2.3, the City is currently exploring funding opportunities that could supplement its currently available funding and enable these projects to be completed. If additional funding becomes available, the City plans to use an Integrated Planning Approach to select projects for further implementation and construction. This approach will allow the City to consider all of its compliance and utility obligations, including the City's obligations to provide reliable water service. As stated previously, detailed design and construction of the City's project identified in this report, as well as others that may be identified in future years, will be dependent upon financial assistance from federal and state agencies, and the lack of such assistance is expected to delay program implementation.

4.5 Capacity Projects Program

The City will continue planning, design and construction of the portfolio of capacity related projects and initiatives that were identified by the CARMP and listed in Table 3-11 and 3-13 above. These projects focus on areas that were shown to have capacity restrictions that are related to wet weather related SSO occurrences and predicted by the hydraulic model to degrade level of service during a 2-year recurrence interval, 6-hour duration rainfall event. The additional areas identified as potential areas of concern will be monitored for SSO activity during both dry and wet weather conditions during the Year 12 reporting period.

4.6 Condition Assessment Program

The City plans to continue assessing its wastewater system during the Year 12 reporting period as described below. Condition assessments will be completed through ongoing activities in the following five (5) programs.

4.6.1 Manhole Risk and Rehabilitation Program

The City will continue to develop and deploy a manhole risk and rehabilitation program. The risk and rehabilitation program will be available to support development and prioritization of condition remedial measures to address the highest ranked assets at risk of structural failure. The risk and rehabilitation program is anticipated to be developed by December 2024 and can be configured to be maintained and once completed, if needed.

The City has been discussing the rehabilitation of 718 manholes with NASSCO Structural 4 and 5 defects as part of ongoing Consent Decree modification discussions with USEPA and LDEQ. In Year 10 the City rehabilitated thirty-seven (37) of these manholes and thirty-three (33) manholes in Year 11. In Year 12, the City will continue to focus on prioritizing rehabilitation of the remaining 648 manholes identified in Phases 3 through 5 with NASSCO Structural 4 and 5 defects.

4.6.2 Sewer Risk and Rehabilitation Program

The City will continue to develop and deploy a sewer risk and rehabilitation program. The risk and rehabilitation program will be available to support development and prioritization of condition remedial measures to address the highest ranked assets at risk of structural failure. The risk and rehabilitation program is anticipated to be developed by December 2024 and can be configured to be maintained and once completed, if needed.

The City has been discussing the rehabilitation/replacement of approximately 120 miles of gravity sewer with NASSCO Structural 5 defects as part of ongoing Consent Decree discussions with USEPA and LDEQ. In Year 10 the City rehabilitated approximately fourteen (14) miles of these sewers. In Year 11 the City rehabilitated approximately four (4) miles of these sewers and began developing construction bid packages for rehabilitation of these sewers. In Year 12, the City will continue to focus on prioritizing rehabilitation/replacement of the remaining sewers with NASSCO Structural 5 defects.

4.6.3 Lift Station Assessment Program

The City will continue to routinely assess its lift stations to determine if other remedial actions are required. Additionally, the City intends to complete review and updates to the remaining eight (8) lift stations for their Emergency Lift Station Bypass Standard Operating Procedures and initiate field verification for these sites.

4.6.4 Force Main Assessment Program

The City will continue to routinely assess its force mains to determine if other remedial actions are required by developing and maintaining a database of information regarding force main pipe condition data.

4.6.5 Wastewater Treatment Plant (WWTP) Assessment Program

The City will continue to routinely assess its wastewater treatment and residuals facilities to determine if previously identified projects, or others identified in subsequent assessments, require action to maintain reliable operations or compliance with the City's LPDES permits. The City will also continue development of a Supervisory Control and Data Acquisition (SCADA) Master Plan to identify needed improvements along with costs and a timeline associated with implementing SCADA upgrades.

ATTACHMENT 1 – INDUSTRIAL USERS OF THE PRE-TREATMENT PROGRAM

Industrial Users of the Pre-Treatment Program
Year 11 Summary

Count	Facility Name	Address	City	State	Zip code
1	Alfasigma USA, Inc. Claiborne	2008 Claiborne Avenue	Shreveport	LA	71133
2	Alloy Piping Products	740 North Market	Shreveport	LA	71107
3	ALSCO	5000 Hollywood Ave	Shreveport	LA	71109
4	Benteler Steel/Tube Manufacturing Corp.	11650 Hwy. 1	Shreveport	LA	71115
5	Calumet Lubricants & Waxes, L.L.C.	3333 Midway	Shreveport	LA	71133
6	Certainteed	620 Aero Drive	Shreveport	LA	71107
7	Christus Schumpert Highland	1453 E. Bert Kouns	Shreveport	LA	71105
8	Crown Health Care Laundry Services	3305 Mansfield Road	Shreveport	LA	71103
9	Energy Solutions (US) LLC	5677 North Industry Road	Shreveport	LA	71107
10	Frost Industries	5320 Greenwood Road	Shreveport	LA	71109
11	Frymaster	8700 Line Avenue	Shreveport	LA	71106
12	Hollywood Mini Mart	3655 Hollywood Ave.	Shreveport	LA	71109
13	Integrated Power Services	1245 North Hearne Avenue	Shreveport	LA	71107
14	International Paper	1212 Tolmak Road	Shreveport	LA	71107
15	Jones Environmental, Inc. Monkhouse	5112 Monkhouse Dr.	Shreveport	LA	71109
16	Jones Environmental, Inc. W. Bert Kouns	6910 West Bert Kouns	Shreveport	LA	71129
17	KCS	4601 Shreveport-Blanchard Hwy	Shreveport	LA	71107
18	Liberty Energy	2675 Valley View Dr.	Shreveport	LA	71108
19	Liquid Environmental Solutions	437 Fortson	Shreveport	LA	71107
20	Oil States Energy Services	5030 Flournoy Lucas Road	Shreveport	LA	71129
21	Omni Specialty Packaging	10399 Hwy 1 South	Shreveport	LA	71115
22	Overton Brooks VA Medical Center	510 East Stoner Avenue	Shreveport	LA	71101
23	Pel State Oil	3102 Jewella	Shreveport	LA	71109
24	Penske Truck Leasing	6890 Bert Kouns Industrial Loop	Shreveport	LA	71129
25	Pratt Paper (LA), LLC	10429 Richard Pratt Drive	Shreveport	LA	71115
26	Prolec GE USA	7000 W. Bert Kouns Industrial Loop	Shreveport	LA	71129
27	Purina Mills	223 West 63rd Street	Shreveport	LA	71136
28	Republic Services	6896 Industrial Loop	Shreveport	LA	71129
29	Ryder Truck Rental	2510 Lakeshore Drive	Shreveport	LA	71103
30	Safety-Kleen Systems, Inc.	2760 Valley View Drive	Shreveport	LA	71108
31	Ternium	2500 Ron Bean Blvd	Shreveport	LA	71115
32	Twin States Trucking	7690 West 70th	Shreveport	LA	71107
33	Union Pacific-Jewella	6215 E. Jewella	Shreveport	LA	71108
34	University Health - Kings Hwy	1541 Kings Highway	Shreveport	LA	71103
35	University Health One St. Mary Place	One Saint Mary Place	Shreveport	LA	71101
36	Willis-Knighton Medical Center	2600 Greenwood Road	Shreveport	LA	71103
37	Willis-Knighton Pierremont	8100 Youree Drive	Shreveport	LA	71115
38	Willis-Knighton South	2500 Bert Kouns Industrial Loop	Shreveport	LA	71118
39	Woolworth Landfill	10581 Woolworth Road	Keithville	LA	71047

ATTACHMENT 2 – FOG PROGRAM PUBLIC OUTREACH

Public Outreach for FOG Program
Year 11 Summary

Count	Date Public Outreach Performed	Grease Source	Apartment or Area Name	Address	Notes
1	6/3/2024	Residential	9447 Wrenwood Blvd	9447 Wrenwood Blvd	Passed out hanging door tags in residential area of the listed address as reported in Cityworks as a SSO.
2	6/12/2024	Residential	750 March Street	750 March Street	In response to an SSO in Cityworks we put hanging door tags on homes in the neighborhood of the listed address.
3	6/27/2024	Residential	8713 St. Vincent Ave	8713 St. Vincent Ave	
4	8/13/2024	Residential	Canaan Village Apt	1915 Patzman St	Reported having some grease issue in this area, on a sewer line segment 1000T-52_11T-52. Put door tags on houses in the 500 block of Dowling St. Went to apartment leasing office but there was a sign posted closed until 1pm due to court. Did give 2 of the apartment's maintenance staff a stack of door tags to place on each apartment.
5	8/23/2024	Proactive Measure for Grease Control	Cedar Grove	300 Block 76th St	Proactive measure, cans will be given out to the public.
6	8/27/2024	Residential	9467 Blom Blvd	9467 Blom Blvd	Put hanging door tags on homes in the neighborhood of the listed address providing education about proper kitchen grease disposal.
7	9/3/2024	Residential	Mikado Apartments	2940 Samford Ave	Went and met with apartment leasing office and gave leasing agent a stack of door tags to distribute to apartment residents to provide education on proper kitchen disposal. Also offered to come back at a later date to do a presentation for the residents on proper grease disposal and better kitchen practices. Left my business card with my contact info.
8	9/17/2024	Residential	2626 Samford Ave	2626 Samford Ave	Put hanging door tags on houses in the neighborhood of the listed address to provide education on proper grease disposal. No contributing FSE found.
9	10/4/2024	Residential	Crabapple Drive and Kingston Road, 71118	Intersection of Crabapple Drive and Kingston Road	In response to SSO in Cityworks on 10/1/24, put hanging door tags on homes in neighborhood of the listed streets.
10	10/24/2024	Residential	The Creole Apartments	9371 Mansfield Rd	Met with apartment leasing agent and gave her a stack of hanging door tags to distribute the tenants.
11	10/24/2024	FSE	Bessie St & Hearne Ave	Bessie St & Hearne Ave	Put hanging door tags on homes in the nearby vicinity.
12	11/19/2024	Residential	189 Kings Hwy	189 Kings Hwy	Provided education to the neighboring FSE, India's Restaurant, about better kitchen practices and proper grease disposal.
13	11/26/2024	FSE	Wing Stop	6205 Westport Ave	Inspected FSE and grease trap was filled to capacity and sewer was coming out of clean out. Recommended contacting plumber first then grease hauler.
14	12/6/2024	Residential	Southern Village Apartments	3540 70th St	In response to a SSO that appeared in Cityworks on 11/25/24, we presented to apartment complex and spoke with leasing consultant and asked her if it would be OK to leave hanging door tags to provide to the tenants to provide education on proper cooking grease disposal and better kitchen practices.
15	12/10/2024	Residential	3300 Linwood Ave	3300 Linwood Ave	In response to a reported residential SSO that appeared in Cityworks on 12/7/2024, we put hanging door tags on homes within a 2-block radius of the listed address. No nearby FSE contributing to the SSO.
16	1/1/2025	Residential	2628 Merwin St, 71103	2628 Merwin St, 71103	Performed public outreach with Joi McCormick. Put hanging door tags on houses within a 1-block radius of the listed address.
17	1/3/2025	Residential	Lee Hardware Apartments	719 Edwards St	Went to the leasing office located in the United Jewelers Building at 301 Crockett St and gave the leasing consultant a stack of hanging door tags to pass out to the tenants to provide education on proper cooking grease disposal and better kitchen practices.
18	1/6/2025	Residential	The Sanctuary of Shreveport	3701 Valley View Dr	We went to the leasing office, spoke to a leasing consultant, and asked her would it be okay if we left some literature providing education about proper cooking grease disposal and better kitchen practices to be passed out to the tenants. She agreed.
19	2/6/2025	Residential	Highland Area	2600 Gilbert Dr, 71104	In response to a SSO that appeared in Cityworks on 2/5/2025, Joi and I put hanging door tags on neighborhood homes in close vicinity of the listed address to provide education about proper cooking grease disposal and better kitchen practices. There was no nearby FSE contributing to the SSO.
20	3/27/2025	Residential	6616 Quilen Blvd, Shreveport, LA	6616 Quilen Blvd	Put hanging door tags on houses in this neighborhood. CCTV truck was present at location when we arrived and we were allowed to watch the live camera inspection from beginning to end.
21	4/11/2025	Residential	422 N. Dresden Circle, 71115	422 N. Dresden Circle, Shreveport, LA 71115	
22	4/14/2025	Residential	2601 Devaughn St	2601 Devaughn St	In response to a reported SSO (Work Order No. 607919) that appeared in Cityworks on 4/11/25, we put hanging door tags on homes in the vicinity of the listed address. According to ArcGIS Map, SSO is not FSE related.

Public Outreach for FOG Program
Year 11 Summary

Count	Date Public Outreach Performed	Grease Source	Apartment or Area Name	Address	Notes
23	4/21/2025	Residential	Highland Residential Area	608 Unadilla St	In response to a reported SSO that appeared in Cityworks on 4/17/25, we put hanging door tags on houses in the neighborhood of the listed address. Blockage was cleared by City.
24	4/22/2025	Residential	Southern Hills Residential Area	2418 Somersworth Dr, 71118	In response to a reported SSO that appeared in Cityworks on 4/21/25, we put hanging door tags on houses in the neighborhood of the listed address.
25	5/5/2025	Residential	280 Carrollton Ave	280 Carrollton Ave	In response to a reported SSO that appeared in Cityworks on 5/4/25, we put hanging door tags on houses in the nearby vicinity of the listed address.

ATTACHMENT 3 – YEAR 11 SANITARY SEWER OVERFLOWS

Sanitary Sewer Overflows (SSOs)
Year 11 Summary

Count	Date	Facility ID	Location	Duration of Overflow	Cause of Overflow	Observed Environmental Impact	Action Taken to Address SSO	Receiving Body of Water	Gallons Returned to System	Gallons Lost
1	5/13/2024	05JJ-52	9320 Linwood Ave	1.17 hrs	debris	sewage was not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	75 gal
2	5/13/2024	31L-49	3620 N. Market St	1.36 hrs	customer lateral blockage	sewage was not contained or returned	N/A	McCain Creek	0 gal	325 gal
3	5/14/2024	N/A	160 Levee St	0.29 hrs	force main break	sewage was not contained or returned	N/A	Cross Bayou	0 gal	1200+ gal
4	5/16/2024	22EE-54	549 72nd St	1.23 hrs	debris	sewage was not contained or returned	N/A	Brush Bayou	0 gal	10 gal
5	5/16/2024	41KK-50	9441 Oleander Dr	0.50 hrs	customer lateral blockage	sewage was not contained or returned	N/A	Brush Bayou	0 gal	75 gal
6	5/18/2024	05FF-54	7731 Fairfield Ave	2.21 hrs	debris	sewage completely contained and returned	unstopped by wash truck	Brush Bayou	0 gal	4 gal
7	5/21/2024	19X-49	3405 Darien St	2.25 hrs	Lift station down	sewage was not contained or returned	sewer lift personnel	Cross Lake Southeast	0 gal	5500+ gal
8	5/22/2024	19X-49	3418 Stonewall St	0.57 hrs	Lift station down	sewage was not contained or returned	lift station back in service	Cross Lake Southeast	0 gal	350+ gal
9	5/23/2024	12GG-52	578 Janet Ln.	0.35 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	3500+ gal
10	5/23/2024	16GG-52	514 Sally Ann Dr	0.15 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	3500+ gal
11	5/23/2024	05X-47	3800 Dilg League	0.35 hrs	rain event	sewage was not contained or returned	N/A	Cross Lake Southeast	0 gal	200 gal
12	5/23/2024	08V-57	312 Stoner Ave	2.20 hrs	rain event	sewage was not contained or returned	washed sewer main	Bayou Pierre	0 gal	3500+ gal
13	5/23/2024	02DD-37	6913 Westport Ave	1.05 hrs	rain event	sewage was not contained or returned	washed sewer main	Gilmer Bayou	0 gal	30 gal
14	5/24/2024	05X-47	1632 Dilg League	0.36 hrs	rain event	sewage was not contained or returned	N/A	Cross Lake Southeast	0 gal	2000+ gal
15	5/24/2024	45Z-54	855 McCormick St	2.17 hrs	customer lateral blockage	sewage was not contained or returned	unstopped by wash truck	Ockley Ditch System	0 gal	2000+ gal
16	5/24/2024	38JJ-48	2543 Summer Grove Dr	1.39 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	5 gal
17	5/26/2024	05U-53	1401 Clay St	1.06 hrs	customer lateral blockage	sewage was not contained or returned	unstopped by wash truck	Cross Bayou	0 gal	200 gal
18	5/28/2024	25KK-53	9447 Wrenwood Blvd	0.18 hrs	debris	sewage was not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	500000 gal
19	5/31/2024	45LL-49	2052 S Kirkwood Dr	1.03 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	1000 gal
20	6/2/2024	38JJ-48	2543 Summer Grove Dr	0.20 hrs	rain event	sewage partially contained and returned	N/A	Brush Bayou	0 gal	5 gal
21	6/3/2024	01JJ-56	9336 Ellerbe Rd	1.22 hrs	customer lateral blockage	sewage partially contained and returned	unstopped by wash truck	Bayou Pierre	50 gal	200 gal
22	6/4/2024	19V-55	1601 Market St	1.04 hrs	rain event	sewage was not contained or returned	N/A	Old 12 Mile Bayou	0 gal	3500+ gal
23	6/4/2024	19AA-57	4110 Youree Dr	1.10 hrs	rain event	sewage was not contained or returned	returned to system	Bayou Pierre	0 gal	500 gal
24	6/4/2024	36U-55	1010 Marshall St	1.01 hrs	rain event	sewage was not contained or returned	returned to system	Red River	0 gal	500 gal
25	6/4/2024	02FF-51	7718 Woodfield Dr.	1.03 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	5000+ gal
26	6/4/2024	15FF-51	7913 Wyngate Blvd	0.30 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	5000+ gal
27	6/4/2024	12GG-52	8636 Coyth Ln	0.15 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	5000+ gal
28	6/4/2024	29GG-52	543 Sugarleaf Tr	0.15 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	3500+ gal
29	6/4/2024	89U-54	901 McNeil St	0.30 hrs	rain event	sewage was not contained or returned	N/A	Red River	0 gal	3000+ gal
30	6/5/2024	01II-60	549 Applejack Dr	1.36 hrs	lift station down	sewage was not contained or returned	N/A	Sand Beach Bayou	0 gal	5000+ gal
31	6/7/2024	31W-56	1900 Topeka St	1.00 hrs	debris	sewage was not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	300 gal
32	6/10/2024	28X-56	151 Prospect St	1.17 hrs	main break	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	100 gal
33	6/11/2024	02FF-57	7820 Creswell Rd	2.03 hrs	debris	sewage was not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	20 gal
34	6/12/2024	06AA-58	117 Atlantic Ave	1.57 hrs	debris	sewage was not contained or returned	washed sewer main	Old River	0 gal	50 gal
35	6/13/2024	38JJ-48	2543 Summer Grove Dr	1.31 hrs	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	3 gal
36	6/20/2024	N/A	1055 Winterberry Ln	1.32 hrs	Force Main ARV issue	sewage was not contained or returned	N/A	Wallace Lake	0 gal	10 gal
37	6/25/2024	1002GG-53	8713 St. Vincent Ave	1.25 hrs	grease	sewage was not contained or returned	washed sewer main	Brush Bayou	0 gal	200+ gal
38	6/26/2024	40X-50	Hearne Ave & Bessie St	1.23 hrs	debris	sewage was not contained or returned	unstopped by wash truck	Cross Lake Southeast	0 gal	200 gal
39	6/27/2024	09DD-40	6824 Klug Pines Rd	0.55 hrs	debris	sewage was not contained or returned	washed sewer main	Gilmer Bayou	0 gal	350+ gal
40	6/27/2024	10DD-56	6706 Querbes Dr	2.39 hrs	main break	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	10000 gal
41	7/9/2024	16GG-52	514 Sally Ann Drive	0.25 hours	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	300+ gal
42	7/10/2024	12GG-52	8636 Coyth Lane	0.3 hours	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	300 gal
43	7/10/2024	02T-52	750 March Street	1.1 hours	grease	sewage was not contained or returned	unstopped by wash truck	Cross Bayou	0 gal	500+ gal
44	7/10/2024	1006Y-54	1027 Wilkinson Street	0.62 hours	debris	sewage was not contained or returned	N/A	Ockley Ditch System	0 gal	250 gal
45	7/10/2024	02FF-51	7718 Woodfield Drive	1.62 hours	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	50 gal
46	7/10/2024	38JJ-48	2543 Summer Grove Drive	0.3 hours	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	100 gal
47	7/11/2024	29Q-53	1245 North Hearne Avenue	2.02 hours	main break	sewage was not contained or returned	N/A	Red River	0 gal	100 gal
48	7/11/2024	08DD-40	6824 Klug Pines Road	4.2 hours	inflow preventer in manhole	sewage was not contained or returned	unstopped by wash truck	Gilmer Bayou	0 gal	10000+ gal
49	7/11/2024	01T-52	750 March Street	1.63 hours	grease	sewage was not contained or returned	unstopped by wash truck	Cross Bayou	0 gal	500+ gal
50	7/13/2024	05X-47	1636 Dilg League Drive	5.15 hours	lift station down	sewage was not contained or returned	sewer lift personnel	Cross Lake Southeast	0 gal	8000+ gal
51	7/16/2024	08X-55	Stephenson Street	2.47 hours	debris	sewage was not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	10000+ gal
52	7/18/2024	39CC-47	4238 Carver Street	0.92 hours	customer lateral blockage	sewage was not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	200 gal
53	7/24/2024	47U-55	Market Street & Spring Street	1.32 hours	main break	sewage was not contained or returned	N/A	Red River	0 gal	5000+ gal
54	7/24/2024	27JJ-52	9243 Mykanos Trail	1.13 hours	lift station down	sewage was not contained or returned	sewer lift personnel	Brush Bayou	0 gal	1500 gal
55	7/25/2024	48EE-56	7717 Creswell Road	1.12 hours	lift station down	sewage was not contained or returned	lift station back in service	Bayou Pierre	0 gal	500+ gal
56	7/26/2024	12GG-52	578 Janet Lane	0.20 hours	rain event	sewage completely contained and returned	N/A	Brush Bayou	0 gal	0 gal
57	7/26/2024	1001Z-47	Country Club Drive & Golf Links Blvd	3.03 hours	debris	sewage was not contained or returned	unstopped by wash truck	Cross Lake Southeast	0 gal	25000 gal
58	8/1/2024	05BW-48	1220 Hassett Avenue	0.67 hours	Lift station down	sewage was not contained or returned	lift station back in service	Cross Lake Southeast	0 gal	10 gal
59	8/10/2024	26BB-59	2002 Captain Shreve Drive	3.5 hours	roots	sewage was not contained or returned	washed sewer main	Old River	0 gal	10 gal
60	8/15/2024	13LL-49	9467 Blom Boulevard	1.12 hours	grease	sewage partially contained and returned	washed sewer main	Brush Bayou	unknown	300+ gal
61	8/22/2024	17W-48	22 Lake Forest Hills	4.97 hours	main break & lift station down	sewage partially contained and returned	lift station back in service	Cross Lake Southeast	unknown	5,000+ gal
62	8/22/2024	13DD-56	6706 Querbes Drive	Unknown	main break	sewage partially contained and returned	vacuum manhole	Bayou Pierre	52,200 gal	20,000+ gal
63	8/26/2024	17W-45	1733 Willow Point Drive	1.5 hours	bypass pump malfunction	sewage was not contained or returned	re-established connection	Cross Lake Southeast	0 gal	7,500+ gal
64	8/26/2024	30Q-53	1245 North Hearne Avenue	1.12 hours	bypass pump malfunction	sewage was not contained or returned	re-established connection	Red River	0 gal	1,000+ gal
65	8/27/2024	11Y-49	3247 Penick Street	2.3 hours	debris	sewage was not contained or returned	N/A	Cross Lake Southeast	0 gal	5 gal
66	8/27/2024	18GG-41	6306 Spy Glass Circle	1.35 hours	debris	sewage was not contained or returned	unstopped by wash truck	Gilmer Bayou	0 gal	20 gal
67	8/29/2024	30Q-53	1245 North Hearne Avenue	1.12 hours	bypass pump malfunction	sewage partially contained and returned	set up pump	Red River	unknown	300 gal
68	8/31/2024	1029Y-53	2940 Samford Avenue	1.67 hours	grease	sewage partially contained and returned	unstopped by wash truck	Ockley Ditch	200 gal	600 gal
69	9/6/2024	87U-54	719 Edwards Street	1.17 hours	grease	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	10 gal
70	9/9/2024	39AA-47	4364 Henry Street	1.27 hours	main break	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	>500 gal
71	9/12/2024	1021X-54	1112 Prospect Street	1.15 hours	main break	sewage was not contained or returned	N/A	N/A	0 gal	200 gal

Sanitary Sewer Overflows (SSOs)
Year 11 Summary

Count	Date	Facility ID	Location	Duration of Overflow	Cause of Overflow	Observed Environmental Impact	Action Taken to Address SSO	Receiving Body of Water	Gallons Returned to System	Gallons Lost
72	9/14/2024	51BB-57	357 Pennsylvania Avenue	1.98 hours	main break	sewage was not contained or returned	washed sewer main	N/A	0 gal	5 gal
73	9/16/2024	48X-53	2626 Samford Avenue	1.45 hours	grease	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	250 gal
74	9/16/2024	51BB-57	357 Pennsylvania Avenue	1.03 hours	main break	sewage was not contained or returned	N/A	N/A	0 gal	20 gal
75	9/17/2024	42W-57	1851 Cook Street	3.22 hours	main break	sewage was not contained or returned	set up bypass pump	N/A	0 gal	> 10,000 gal
76	9/24/2024	99W-55	400 Jordan Street	2.00 hours	main break	sewage partially contained and returned	vacuum manhole	N/A	1,000 gal	10 gal
77	9/29/2024	42W-57	1851 Cook Street	1.12 hours	main break	sewage was not contained or returned	set up bypass pump	N/A	0 gal	80 gal
78	9/30/2024	20X-49	3418 Stonewall Street	1.03 hours	debris	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	200 gal
79	10/1/2024	44KK-50	Crabapple Drive and Kingston Road	2.5 hours	grease	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	2,500 gal
80	10/1/2024	1002W-55	645 Wyandotte Street	1.5 hours	debris	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	20 gal
81	10/5/2024	14II-60	9204 Youree Drive	1.25 hours	debris	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	>300 gal
82	10/7/2024	01W-46	1740 Willow Point Drive	3.25 hours	bypass pump malfunction	sewage was not contained or returned	re-established connection	N/A	0 gal	350 gal
83	10/10/2024	02CC-42	4612 Frances Street	71.0 hours	lift station down	sewage partially contained and returned	vacuum manhole	N/A	21,600 gal	>5,000 gal
84	10/15/2024	N/A	9025 Jewella Avenue	2.25 hours	bypass pump malfunction	sewage was not contained or returned	re-established connection	N/A	0 gal	25 gal
85	10/15/2024	N/A	160 Levee Street	2.5 hours	force main break	sewage was not contained or returned	N/A	Twelve Mile Bayou	0 gal	>2,500 gal
86	10/23/2024	40KK-47	9371 Mansfield Road	3.25 hours	grease	sewage was not contained or returned	washed sewer main	N/A	0 gal	>100 gal
87	10/24/2024	40X-50	Bessie Street & Hearne Avenue	2.0 hours	grease	sewage was not contained or returned	washed sewer main	N/A	0 gal	>100 gal
88	10/29/2024	28Y-57	312 East Kings Highway	4.5 hours	main break	sewage was not contained or returned	N/A	N/A	0 gal	1,000 gal
89	10/30/2024	N/A	9025 Jewella Avenue	1.25 hours	bypass pump malfunction	sewage was not contained or returned	set up bypass pump	N/A	0 gal	50 gal
90	11/5/2024	11Q-44	3052 Gordonia Drive	0.5 hours	rain event	sewage was not contained or returned	N/A	N/A	0 gal	2 gal
91	11/10/2024	N/A	160 Levee Street	4.5 hours	force main break	sewage was not contained or returned	force main repaired	12 Mile Bayou	0 gal	850 gal
92	11/14/2024	N/A	5406 South Lakeshore Drive	9.25 hours	force main break	sewage was not contained or returned	force main repair	Cross Lake	0 gal	>5,000 gal
93	11/16/2024	28Y-57	216 East Kings Highway	1.75 hours	grease	sewage was not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	>1,000 gal
94	11/21/2024	70Y-57	3506 Beverly Place	4.00 hours	main break	sewage was not contained or returned	set up bypass pump	Bayou Pierre	0 gal	>1,800 gal
95	11/25/2024	25BDD-49	6660 Quilen Road	1.25 hours	grease	sewage was not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	400 gal
96	12/7/2024	16Y-52	3300 Linwood Ave.	1.5 hours	grease	sewage was not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	300 gal
97	12/10/2024	85U-54	939 Louisiana Ave.	2.00 hours	debris	sewage was not contained or returned	washed sewer main	Red River	0 gal	>300 gal
98	12/10/2024	N/A	Fern Ave. & Greenway Pl.	19.75 hours	force main break	sewage was not contained or returned	re-established connection	Bayou Pierre	0 gal	>1,500 gal
99	12/13/2024	01X-53	2127 McClellan St.	1.75 hours	debris	sewage was not contained or returned	washed sewer main	N/A	0 gal	100 gal
100	12/15/2024	03R-51	1500 Corporate Dr.	1.50 hours	lift station down	sewage was not contained or returned	lift station brought back online	Twelve Mile Bayou	0 gal	5,000 gal
101	12/16/2024	1001T-54	400 Travis St.	3.25 hours	debris	sewage was not contained or returned	unstopped by wash truck	N/A	0 gal	20 gal
102	12/16/2024	N/A	160 Levee St.	1.75 hours	force main break	sewage was not contained or returned	re-established connection	Twelve Mile Bayou	0 gal	>100 gal
103	12/19/2024	N/A	2817 Arkansas Ave.	1.75 hours	debris	sewage was not contained or returned	unstopped by wash truck	Cross Lake	0 gal	1,000 gal
104	12/26/2024	35Z-55	Highland Ave. & Dudley Dr.	0.75 hours	rain event	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	>1,500 gal
105	12/26/2024	05X-47	1640 Dilg League Dr.	0.50 hours	rain event	sewage was not contained or returned	N/A	Cross Lake	0 gal	50 gal
106	12/26/2024	31Z-55	Highland Ave. & Slattery Blvd.	4.00 hours	rain event	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	50,000 gal
107	12/26/2024	35Z-55	Highland Ave. & Dudley Dr.	0.50 hours	rain event	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	50,000 gal
108	12/26/2024	31KK-48	1123 Kimberly Dr.	0.75 hours	rain event	sewage was not contained or returned	N/A	Brush Bayou	0 gal	10,000 gal
109	12/26/2024	03R-51	1500 Corporate Dr.	2.25 hours	rain event	sewage was not contained or returned	N/A	Twelve Mile Bayou	0 gal	>1,000 gal
110	12/27/2024	09X-53	2102 Southern Ave.	0.50 hours	rain event	sewage was not contained or returned	N/A	Bayou Pierre	0 gal	50,000 gal
111	12/28/2024	05X-47	1636 Dilg League Dr.	1.25 hours	rain event	sewage was not contained or returned	N/A	Cross Lake	0 gal	10,000 gal
112	12/29/2024	N/A	2628 Merwin St.	4.00 hours	grease	sewage was not contained or returned	washed sewer main	Brush Bayou	0 gal	600 gal
113	1/2/2025	87U-54	323 Crockett Street	0.75 hours	grease	not contained or returned	unstopped by wash truck	Red River	0 gal	350 gal
114	1/3/2025	12DD-37	6900 Westport Avenue	1.75 hours	debris	not contained or returned	unstopped by wash truck	Gilmer Bayou	0 gal	>2,000 gal
115	1/3/2025	N/A	5407 South Lakeshore Drive	3.00 hours	force main break	not contained or returned	referred to sewer lift personnel	Cross Lake	0 gal	>3,500 gal
116	1/3/2025	13AHH-50	1713 South Reunion Drive	1.00 hours	customer lateral blockage	not contained or returned	unstopped by wash truck	N/A	0 gal	10 gal
117	1/3/2025	17DD-57	7060 Youree Drive	2.00 hours	debris	not contained or returned	unstopped by wash truck	N/A	0 gal	300 gal
118	1/4/2025	53EE-48	Joffrion Drive & Valley View Drive	3.25 hours	grease	not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	200 gal
119	1/6/2025	36II-46	9008 Cedar Creek Circle	3.50 hours	debris	not contained or returned	washed sewer main	Boggy Bayou	0 gal	>1,000 gal
120	1/7/2025	12DD-37	6900 Westport Avenue	1.75 hours	debris	not contained or returned	unstopped by wash truck	Gilmer Bayou	0 gal	>2,500 gal
121	1/8/2025	03BB-51	2608 Westover Road	1.50 hours	debris	not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	5 gal
122	1/9/2025	E35AA-55	608 Unadilla Street	1.75 hours	debris	not contained or returned	washed sewer main	Ockley Ditch	0 gal	>1,500 gal
123	1/15/2025	14II-48	9025 Jewella Avenue	1.25 hours	bypass pump malfunction	not contained or returned	bypass pump brought back online	Brush Bayou	0 gal	100 gal
124	1/15/2025	14II-48	Mackey Lane & Jewella Avenue	1.50 hours	bypass pump malfunction	not contained or returned	bypass pump brought back online	Brush Bayou	0 gal	200 gal
125	1/16/2025	W55W-54	864 Olive Street	1.00 hours	main break	not contained or returned	washed sewer main	Bayou Pierre	0 gal	750 gal
126	1/23/2025	W55W-54	900 Olive Street	Unknown	main break	not contained or returned	washed sewer main	Bayou Pierre	0 gal	2,500 gal
127	1/25/2025	35W-55	645 Wyandotte Street	1.75 hours	main break	not contained or returned	reestablished connection	Bayou Pierre	0 gal	50 gal
128	1/28/2025	1019V-51	2226 Murphy Street	1.50 hours	debris	not contained or returned	unstopped by wash truck	N/A	0 gal	5 gal
129	1/28/2025	07II-52	9262 Linwood Avenue	4.25 hours	main break	not contained or returned	set up bypass pump	Brush Bayou	0 gal	50,000 gal
130	1/31/2025	17DD-57	7060 Youree Drive	2.00 hours	debris	not contained or returned	unstopped by wash truck	Sand Beach Bayou	0 gal	100 gal
131	1/31/2025	21BB-56	4418 Akard Avenue	1.00 hours	debris	not contained or returned	unstopped by wash truck	N/A	0 gal	700 gal
132	2/5/2025	51X-55	2600 Gilbert Drive	1.25 hours	grease	completely contained and returned	unstopped by wash truck	N/A	0 gal	20 gal
133	2/5/2025	26Z-50	4120 Hearne Avenue	unknown	main break	not contained or returned	repair ticket created	Brush Bayou	0 gal	>1,000 gal
134	2/11/2025	12GG-52	578 Janet Lane	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	>400 gal
135	2/12/2025	08X-55	400 Block of Wilkinson Street	1.0 hours	rain event	not contained or returned	N/A	Bayou Pierre	0 gal	5,000 gal
136	2/12/2025	20GG-52	567 Lynbrook Boulevard	12.0 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	>1,000 gal
137	2/12/2025	23GG-46	3204 Meriwether Road	0.25 hours	rain event	not contained or returned	N/A	Gilmer Bayou	0 gal	5,000 gal
138	2/12/2025	09V-54	975 Louisiana Avenue	0.5 hours	rain event	not contained or returned	N/A	Red River	0 gal	6,000 gal
139	2/12/2025	30X-53	2521 Samford Avenue	0.5 hours	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	3,000 gal
140	2/12/2025	15Y-38	133 Pinecrest Boulevard	0.5 hours	rain event	not contained or returned	N/A	Galaxy Lateral	0 gal	4,000 gal
141	2/12/2025	08X-55	400 Block of Wilkinson Street	0.5 hours	rain event	not contained or returned	N/A	Bayou Pierre	0 gal	>3,500 gal
142	2/14/2025	18W-48	22 Lake Forest Hills	1.0 hours	lift station down	not contained or returned	lift station brought back on line	Cross Lake	0 gal	>2,800 gal

Sanitary Sewer Overflows (SSOs)
Year 11 Summary

Count	Date	Facility ID	Location	Duration of Overflow	Cause of Overflow	Observed Environmental Impact	Action Taken to Address SSO	Receiving Body of Water	Gallons Returned to System	Gallons Lost
143	2/16/2025	05X-47	1636 Dilg League Drive	0.5 hours	lift station down	not contained or returned	lift station brought back on line	Cross Lake	0 gal	>250 gal
144	2/16/2025	05X-47	1628 Dilg League Drive	1.25 hours	lift station down	not contained or returned	lift station brought back on line	Cross Lake	0 gal	>500 gal
145	2/18/2025	47X-48	4223 Lakeshore Drive	2.0 hours	rain event	not contained or returned	referred to sewer lift personnel	Cross Lake	0 gal	>1,700 gal
146	2/18/2025	24BW-57	238 East Wyandotte Street	0.5 hours	debris	not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	500 gal
147	2/22/2025	05X-47	1636 Dilg League Drive	1.0 hours	lift station down	not contained or returned	lift station brought back on line	Cross Lake	0 gal	500 gal
148	2/25/2025	12DD-37	7120 Westport Avenue	1.0 hours	debris	not contained or returned	unstopped by wash truck	Gilmer Bayou	0 gal	>3,700 gal
149	2/26/2025	01X-53	2127 McClellan Street	3.0 hours	main break	not contained or returned	unstopped by wash truck	Ockley Ditch	0 gal	1,000 gal
150	2/27/2025	06CC-59	109 Southfield Road	1.5 hours	grease	not contained or returned	unstopped by wash truck	Old River	0 gal	500 gal
151	3/4/2025	05X-47	1636 Dilg League Drive	0.5 hours	rain event	sewage was not contained or returned	N/A	Cross Lake	0 gal	>300 gal
152	3/4/2025	30X-53	2521 Samford Avenue	1 hour	rain event	not contained or returned	N/A	Bayou Pierre	0 gal	10,000 gal
153	3/4/2025	02Y-42	5804 Dianne Street	0.5 hours	rain event	not contained or returned	N/A	Bickham Bayou	0 gal	>500 gal
154	3/4/2025	12GG-52	578 Janet Lane	1 hour	lift station down	not contained or returned	lift station brought back online	Brush Bayou	0 gal	>500 gal
155	3/4/2025	02Y-42	5804 Dianne Street	0.5 hours	rain event	not contained or returned	N/A	Bickham Bayou	0 gal	20,000 gal
156	3/4/2025	08X-55	2631 Dillard Street	0.5 hours	rain event	not contained or returned	N/A	Bayou Pierre	0 gal	>5,000 gal
157	3/4/2025	02Y-42	5804 Dianne Street	0.5 hours	rain event	not contained or returned	N/A	Bickham Bayou	0 gal	>10,000 gal
158	3/7/2025	01EE-34	7690 West 70th Street	2.75 hours	debris	not contained or returned	unstopped by wash truck	N/A	0 gal	300 gal
159	3/10/2025	65AX-49	3633 Lakeshore Drive	2.0 hours	disconnected sewer service	not contained or returned	unstopped by wash truck	Cross Lake	0 gal	200 gal
160	3/10/2025	10Y-59	3007 Knight Street	2.0 hours	damaged manhole	not contained or returned	submitted repair ticket	Red River	0 gal	>5,000 gal
161	3/12/2025	N/A	733 American Way	2.0 hours	Broken Air Release Valve	not contained or returned	repairs to main	Bayou Pierre	0 gal	10,000 gal
162	3/24/2025	08X-46	4650 Lakeshore Drive	2.0 hours	lift station down	not contained or returned	lift station brought back online	Cross Lake	0 gal	unknown
163	3/26/2025	09DD-49	6616 Quilen Boulevard	1.5 hours	grease	not contained or returned	unstopped by wash truck	N/A	0 gal	175 gal
164	3/27/2025	14II-48	Mackey Lane & Jewella	2.25 hours	bypass pump malfunction	sewage was not contained or returned	bypass pump repaired and brought back online	Brush Bayou	0 gal	15,000 gal
165	3/29/2025	29X-53	2601 Samford Avenue	1 hour	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	>300 gal
166	3/29/2025	15X-53	1200 Dalzell Street	0.5 hours	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	>600 gal
167	4/3/2025	27II-49	8947 Marlow Drive	1.25 hours	grease	not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	20 gal
168	4/5/2025	35Z-55	Dudley Drive	0.5 hours	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	>1,900 gal
169	4/5/2025	47GG-52	606 Darinda Lane	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	>1,000 gal
170	4/5/2025	06X-46	2530 South Lakeshore Drive	2.5 hours	rain event	not contained or returned	lift station back in service	Cross Lake	0 gal	>2,500 gal
171	4/6/2025	35Z-55	503 Dudley Drive	0.5 hours	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	10 gal
172	4/6/2025	12GG-52	578 Janet Lane	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	2,500 gal
173	4/6/2025	20GG-52	582 Lynbrook Boulevard	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	3 gal
174	4/6/2025	27GG-52	8809 Coyth Lane	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	5 gal
175	4/6/2025	29GG-52	8817 Potomac Drive	0.5 hours	rain event	not contained or returned	N/A	Brush Bayou	0 gal	3 gal
176	4/6/2025	19X-49	3418 Stonewall Street	1.5 hours	rain event	not contained or returned	N/A	Cross Lake	0 gal	15,000 gal
177	4/8/2025	45LL-49	2052 South Kirkwood Drive	1.0 hour	rain event	not contained or returned	N/A	Brush Bayou	0 gal	1,000 gal
178	4/8/2025	45CC-54	6104 Line Avenue	2 hours	debris	not contained or returned	unstopped by wash truck	Bayou Pierre	0 gal	700 gal
179	4/10/2025	29HH-59	422 North Dresden Circle	1.75 hours	grease	not contained or returned	unstopped by wash truck	Sand Beach Bayou	0 gal	1,000 gal
180	4/11/2025	1001AA-51	2601 Devaughn Street	1.5 hours	grease	not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	9,000 gal
181	4/11/2025	56X-49	3608 Darien Street	1 hour	customer lateral blockage	not contained or returned	washed sewer main	Cross Lake	0 gal	20 gal
182	4/16/2025	18P-45	2929 Peach Street	3 hours	debris	not contained or returned	unstopped by wash truck	McCain Creek	0 gal	100 gal
183	4/17/2025	12KK-49	9336 Baird Avenue	3 hours	debris	not contained or returned	unstopped by wash truck	Brush Bayou	0 gal	100 gal
184	4/17/2025	N/A	608 Unadilla Street	1 hour	grease	not contained or returned	unstopped by wash truck	N/A	0 gal	20 gal
185	4/21/2025	38JJ-48	2543 Summer Grove Drive	1 hour	rain event	not contained or returned	Contacted sewer lift personnel	Brush Bayou	0 gal	20,000 gal
186	4/24/2025	25II-52	496 Kennie Road	Unknown	loss of power	not contained or returned	lift station back in service	Brush Bayou	unknown	unknown
187	4/25/2025	05X-47	1632 Dilg League Drive	4 hours	rain event	not contained or returned	N/A	Cross Lake	0 gal	>1,700 gal
188	5/1/2025	05X-47	1632 Dilg League Drive	1.5 hours	rain event	not contained or returned	N/A	Cross Lake	0 gal	30,000 gal
189	5/2/2025	01Y-59	1051 Shreveport Barksdale Hwy	1 hour	disconnected sewer service	not contained or returned	N/A	N/A	0 gal	5 gal
190	5/2/2025	45Z-55	Highland Avenue	1.25 hours	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	>10,000 gal
191	5/2/2025	05X-47	1636 Dilg League Drive	0.5 hour	rain event	not contained or returned	N/A	Cross Lake	0 gal	20,000 gal
192	5/3/2025	20W-48	1620 Glen Avenue	1.25 hours	force main break	completely contained and returned	sewer lift personnel called out to location	N/A	0 gal	0 gal
193	5/4/2025	11BB-57	280 Carrollton Avenue	2 hours	grease	partially contained and returned	washed sewer main	N/A	0 gal	10 gal
194	5/4/2025	12GG-52	Janet Lane	0.5 hour	rain event	not contained or returned	N/A	Brush Bayou	0 gal	500,000 gal
195	5/6/2025	45Z-55	Highland Avenue	0.5 hour	rain event	not contained or returned	N/A	Ockley Ditch	0 gal	>3,800 gal
196	5/6/2025	12GG-52	Janet Lane	0.5 hour	rain event	not contained or returned	N/A	Brush Bayou	0 gal	300,000 gal
197	5/7/2025	05X-47	1632 Dilg League Drive	0.5 hour	rain event	not contained or returned	N/A	Cross Lake	0 gal	1,000 gal
198	5/7/2025	40W-54	Line Avenue	0.5 hour	rain event	not contained or returned	N/A	Bayou Pierre	0 gal	100,000 gal
199	5/7/2025	02Y-42	5804 Dianne Street	0.5 hour	rain event	not contained or returned	N/A	Bickham Bayou	0 gal	200,000 gal
200	5/12/2025	13W-56	240 East Jordan Street	2 hours	main break	not contained or returned	unstopped by wash truck	N/A	0 gal	45 gal