

# MADDEN MINUTE

September 14, 2026

Dear Friends,

Fall brings football, beautiful weather, and lots of community events such as, MANDEVILLE LIVE! Free Concerts at the Trailhead on Friday evenings from 6:30pm to 8:30pm.

**LIVE MUSIC LINE-UP:**

- |                                |                                       |
|--------------------------------|---------------------------------------|
| September 18 – Voodoo Gumbo    | October 23 – Four Unplugged           |
| September 25 – Phunkey Monkeys | October 30 – Amanda Shaw              |
| October 2 – Soul Revival       | November 6 – Red Hot Gentilly Peppers |

If you cannot get enough of LIVE Music, drop by one of the Dew Drop Concerts held on Saturdays at the Dew Drop Jazz and Social Hall. Doors open at 5:30pm and Live Music from 6:30pm to 9:00pm. The Dew Drop concert schedule starts off on Saturday, September 26 with Smoking Time Jazz Club!

**Other GREAT Events in the City of Mandeville this Fall:**

- September 20 – LAGO Festival (Hispanic Heritage Month)- 11am to 8pm at the Mandeville Trailhead
- October 6 – Night Out Against Crime – 5pm to 8:30pm at the Mandeville Trailhead
- October 9-11 – Festival of the Lake (OLL) – 312 Lafitte Street in Old Mandeville
- October 11 – Northshore Beer Festival – 11am to 3pm at the Mandeville Trailhead
- October 31 – Wide Water Music & Art Festival – 11am to 8pm at the Mandeville Lakefront
- November 7 – Veterans Day Parade – beginning at 11am at the Mandeville Lakefront

Please mark your calendars now for the largest event that the City of Mandeville puts on in the Fall, **Sunset Symphony: An Evening with the Louisiana Philharmonic Orchestra**. Sunset Symphony will be on Saturday, October 24<sup>th</sup> from 4:30pm to 8:00pm at the Mandeville Lakefront.

Mandeville is an extremely inviting place to dine, shop, play and stay! We welcome you to check out Mandeville at [www.experiencemandeville.org](http://www.experiencemandeville.org) and plan your next visit.

The City of Mandeville, led by our Planning Department and our consultant Desire Line, continues to move forward on the updates to our CLURO (Comprehensive Land and Use Regulations Ordinance). We need citizen participation in this endeavor! The next CLURO OPEN HOUSE for residents to attend and participate is Wednesday, October 28 from 4-6pm. Please mark your calendars and consider attending.

This month, September, marks a full year since the City of Mandeville implemented changes to our water and sewerage rates. We are bringing on a new consultant soon and will continue to study this and implement additional changes that are mutually beneficial to our residents and the water and sewerage system’s efficiency. For now, I would like to copy and paste a message that our Finance Director, Jessica Farno, put together as an insert in the last water bill that was mailed to residents. I think it explains everything well, so here it is again in case you missed it:

**A MESSAGE TO OUR UTILITY CUSTOMERS**

**Protecting Mandeville's Water and Sewer System**

Statewide investment, long-term sustainability, and rates that remain among the region's lowest

**Statewide**  
grant program for water and wastewater projects

**25+ years**  
of utility operating losses

**Lowest**  
regional bills shown through 40,000 gallons

**Participating in Louisiana's Water Sector Program**

The Louisiana Water Sector Program made grant funding available to municipalities and public water and sewer boards for needed water and wastewater projects. Mandeville participated to fund City water and wastewater improvements. Municipalities and public utility systems throughout Louisiana participated under the same statewide program requirements.

**What the State program required**

Participating systems had to demonstrate financial sustainability by completing formal rate studies and, when existing charges were insufficient, implementing the necessary adjustments. Mandeville's study included a 10-year plan that anticipated annual water-rate updates rather than a single change. The City updated its rate methodology about a year ago as part of that gradual process.

**More than 25 years of operating losses**

The City's financial records show that the water and sewer Enterprise Fund has operated at a loss for more than 25 years. Current results continue to show an operating loss. The Enterprise Fund’s cash needs have also required interfund borrowing, including advances from the General Fund to cover current expenditures. An imbalance developed over decades was never expected to be corrected through one year of changes.

**Tax revenue has helped keep Mandeville's bills exceptionally low**

For decades, dedicated sales tax revenue and other City resources have supported the utility and funded major infrastructure. Tax revenue has effectively subsidized water and sewer service, allowing monthly bills to remain below the full cost of supporting the system.

Even after the billing methodology changed, Mandeville has the lowest combined bill among every provider compared through 40,000 gallons and is within 42 cents of the lowest at 50,000 gallons. At 8,000 gallons - the City's largest residential group - Mandeville is \$45.35, compared with \$72.85 in Covington, \$75.39 in Slidell, and \$141.00 through the St. Tammany Department of Utilities. This provides important context for concerns that Mandeville bills are unusually high.

**A structure designed to protect typical users and encourage conservation**

The first 3,000 gallons remain included in the residential water base charge, followed by progressively higher tiers. Typical household use remains more affordable, while unusually high-volume users pay more. This recognizes the greater demand high usage places on the system and encourages conservation. Sixty-seven percent of residents use 8,000 gallons or less, and 80% use 12,000 gallons or less.

**Award-winning water and wastewater systems worth protecting**

Mandeville’s water and wastewater systems have both earned outside recognition for quality and innovation. The City has won awards for the taste of its drinking water, and its 2025 State Water Grade was an A, with no deductions for water quality, operations and maintenance, infrastructure, or customer satisfaction. The City’s wastewater treatment facility has also received industry recognition, and its innovative use of constructed wetlands has been featured by water-industry professionals for providing effective treatment while supporting the surrounding wetland environment. This level of service matters, particularly as nearby communities have experienced water-quality concerns and residents outside the City have sought annexation to gain access to Mandeville’s system.

**An additional independent review**

Through Resolution No. 26-28, the City Council authorized another rate study using actual collection data. It will review customer equity, revenue sufficiency, the temporary sewer cap, billing feasibility, and possible alternatives. Any recommended change to the methodology or rate structure would be presented to the City Council.

**The City's goal is high-quality service, financial sustainability, and typical household bills that remain among the region's lowest.**

**How Mandeville Compares**

Combined monthly residential water and sewer charges by usage level

- 67% of customers use 8,000 gallons or less
- 80% of customers use 12,000 gallons or less

**What the comparison shows:** Mandeville is the lowest-cost system shown at every usage level through 40,000 gallons. At 50,000 gallons, Mandeville is within 42 cents of the lowest bill shown.

**How the residential water tiers work**

| Monthly water use          | Water volume charge         |
|----------------------------|-----------------------------|
| ▪ First 3,000 gallons      | Included in the base charge |
| ▪ 3,001 - 10,000 gallons   | \$1.14 per 1,000 gallons    |
| ▪ 10,001 - 25,000 gallons  | \$1.71 per 1,000 gallons    |
| ▪ 25,001 - 50,000 gallons  | \$2.57 per 1,000 gallons    |
| ▪ More than 50,000 gallons | \$5.13 per 1,000 gallons    |

**Residential sewer charge:** \$12.00 for the first 3,000 gallons, plus \$3.25 per 1,000 gallons above 3,000.

**The tiered structure keeps ordinary household use affordable while asking unusually high-volume users to pay progressively more and encouraging conservation.**

*Sources: Louisiana Water Sector Program; City of Mandeville Rate Study (October 2023); Resolution No. 26-28 (July 9, 2026); City audited financial statements and financial records; 2025 Mandeville Water Quality Report; City regional rate comparison (August 2026). Comparative charges are examples; individual bills may vary.*

As always, please do not hesitate to contact me by text, email or phone should you have any questions or concerns. I hope to see you at many of our wonderful FALL events coming in the next few weeks!

Respectfully,



Mayor Clay Madden  
985-630-8578 cell  
[cmadden@cityofmandeville.com](mailto:cmadden@cityofmandeville.com)