



**Sewerage and Water Board
of New Orleans**
625 St Joseph St
New Orleans, LA 70165

A MODERN SOLUTION TO MEET CUSTOMER NEEDS

SWBNO is working with our local installer to replace all of our approximately 140,000 meters with smart meters. Soon, we will begin installations in your neighborhood!

Before Installation

- Residential customers do not need to schedule their installation or be home for the installation.
- Commercial customers will be contacted directly to coordinate their meter installation.

During Installation

- Our local installer will change your meter.
- For many customers, water service will likely be interrupted for 15-30 minutes. Some installations—mostly large commercial meters—may take longer. We will contact you if we anticipate a longer installation.
- The installer will leave a doorhanger to let you know they were there.

CONTACT

- 🌐 swbno.org/projects/smartmetering
- 📞 52-WATER
- ✉️ smartmetering@swbno.org

Para español, visite nuestro sitio web.

Đối với người Việt Nam, hãy truy cập trang web của chúng tôi



YOUR SMART METER IS COMING SOON!



The Sewerage and Water Board of New Orleans is implementing a Smart Metering Program to replace its current water meters with smart meters. This digital technology is reliable, efficient, and industry-proven. As part of this program, **your meter will be changed in the near future!**

The new smart meter will automatically read your water use on an hourly basis and transmit the information directly to SWBNO. Soon, a new customer portal will also give you 24/7 access to your water use information and modern account management tools available on your smartphone or computer. Your new smart meter and customer portal will empower you as a customer. This technology will also help SWBNO respond faster and more efficiently to customers' needs.

THE BENEFITS OF SMART METERS:



**More Accurate,
Frequent Water Use
Readings**



**Water Use
Budgeting Tools**



**Near Real-Time Leak
Detections and Alerts**



**Improved Customer
Service**



**Nearly Eliminates
Estimated Bills**



**Minimizes SWBNO's
Environmental Impact**



**24/7 Access to Your
Water Use Info**