Annual Update and 2024 Consumer Confidence Report on Water Quality

Customer Service Centers

EASTBANK LOCATION

625 Saint Joseph Street
New Orleans, LA 70165

Hours: Monday – Friday
8 a.m. – 5 p.m.

WESTBANK LOCATION

4021 Behrman Place, Suite M-2
New Orleans, LA 70131

Hours: Monday – Friday
8:30 a.m. – 4:30 p.m.

52-WATER
(504) 529-2837

swbno.org

@SWBNewOrleans

What's in This Report

SHARE THIS REPORT

The annual Consumer Confidence Report (CCR) plays a key role in keeping our community informed about the quality of the drinking water SWBNO provides. We encourage you to share the CCR widely with your families, friends, neighbors, and other community members.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, hable con alguien que lo entienda, o visite swbno.org/reports/waterquality.

Tài liệu này cótin tức quan trọng vê nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hỏi người nào hiểu tài liệu này hoặc truy cập trang web swbno.org/reports/waterquality.

Contact Us

REQUEST A PRINTED COPY OF THIS REPORT

- Email us at outreach@swbno.org
- Visit swbno.org/Form/ConsumerConfidenceReportRequest

HAVE QUESTIONS ABOUT YOUR DRINKING WATER?

Contact us at:

- SWBNO Laboratory: (504) 865-0420 – *for water quality concerns*
- Emergency Department: 52-WATER (504-529-2837)
- Email address: waterinfo@swbno.org
- Website: swbno.org/reports/waterquality

FOR MORE ON CONTAMINANTS AND HEALTH EFFECTS

Call the Environmental Protection Agency's Safe Drinking Water Hotline: 1-800-426-4791

ATTEND OUR BOARD MEETINGS

Join us every third Wednesday of each month. The schedule and location are available here: swbno.org/boardmeetings

How We're Improving, For You

BIG PROJECTS UNDERWAY AT SWBNO

SMART METERING PROGRAM

- 100,000+ precise smart meters installed
- On track to replace all residential meters by the end of 2025
- Early leak detection has saved $90+ on an average residential customer bill
- Improved online account experience for all customers: myaccount.swbno.org

DRINKING WATER MASTER PLAN

- An effort to identify the next level of investment for our water treatment plants
- Will consider new water quality regulations, climate change, and saltwater intrusion
- On track to be complete in 2025
- Last renovation on primary water treatment plant was in 1959

POWER COMPLEX

- On track to be available for use in summer 2025
- Will create a more reliable energy source to power our drainage and drinking water systems
- Includes a dedicated Entergy substation and back-up turbines
- Learn more: swbno.org/Projects/PowerComplex

DRAINAGE SYSTEM

- SWBNO is now responsible for the full drainage system, from catch basins to drainage pumps
- Aim to clean 10% of the system within the first year
- Exploring funding options with partners to support necessary maintenance and improvements across the system
- Report drainage or catch basin concerns: swbno.org/Stormwater/FloodTracker

LEAD SERVICE LINE REPLACEMENTS

- Will remove all lead water lines from the drinking water system by 2037
- SWBNO is already working to replace lead lines at schools and early childhood education facilities ahead of the federally required timeline
- Learn more: swbno.org/Projects/LeadAwareness

Customer Service Resources

As a part of our commitment to you, we are improving the quality of our customer service and expanding the range of options you have for interacting with us.

CUSTOMER SERVICE CENTERS

Eastbank Location
625 Saint Joseph Street
New Orleans, LA 70165
Monday–Friday, 8 a.m.–5 p.m.

Westbank Location
4021 Behrman Place, Suite M-2
New Orleans, LA 70131
Monday–Friday, 8:30 a.m.–4:30 p.m.

Satellite Office
Sanchez Center | 1616 Fats Domino Avenue, New Orleans, LA 70117
Wednesdays & Thursdays, 8 a.m.–4 p.m.

PAY A BILL

- Visit an office/satellite center or visit a Fidelity Express Bill Pay location: fidelityexpress.com/find-a-location
- Pay online or by AutoPay via your secure online account: account.swbno.org/app/login.jsp
- 52-WATER or (504) 529-2837 | any time, 24/7
- Send checks or money orders to our Cashiers Department at our Eastbank office.

OPEN AN ACCOUNT

- Visit a Customer Service Center or satellite office

CLOSE AN ACCOUNT

- swbno.org/Form/CloseAccount
- customerservice@swbno.org

DISPUTE A BILL

- All billing disputes are now handled by a third party, Hammerman & Gainer International (HGI). Customers can contact HGI directly with the information below.
- info@swbappeal.com
- (504) 910-6484

APPEAL AN ADMINISTRATIVE HEARING JUDGEMENT

- According to Ordinance No. 29278, you can appeal SWBNO's administrative hearing judgment to the New Orleans City Council within forty-five (45) days of receiving your judgment.
- Complete an online form at council.nola.gov/resources/swbno-customer-appeals/

PROMISEPAY

- Need help paying your water bill? Sign up for a flexible, affordable, and convenient PromisePay payment plan.
- swbno.promise-pay.com
- (504) 565-2905

CONTRIBUTE TO OUR PAYMENT ASSISTANCE PROGRAM

Add exactly $1 to your bill for Water Help!
Amounts over $1.00 will be credited to your account rather than sent to the assistance program.

Learn more at
swbno.org/CustomerService/PaymentAssistance

Who Should I Call?

When an issue comes up in your home or neighborhood, figuring out who to call can be confusing. Here is a quick reference guide to help.

SEWERAGE AND WATER BOARD OF NEW ORLEANS

Water Leak

Leaking Hydrant

Low Water Pressure

311

swbno.org/Stormwater/FloodTracker

Clogged Catch Basin

Sewer Odor

52-WATER

swbno.org/Form/ReportALeak

EMERGENCY SERVICES

Flooded Roadway

911

streetwise.nola.gov

CITY SERVICES

The following issues are addressed by departments within the City of New Orleans, not SWBNO:

Potholes

Roadway Signs

Street Lights

Trash Collection

Traffic Lights

311

Text HELLO to 311YES (311937)

nola311.org

Your Drinking Water

WATER SOURCE & TREATMENT

New Orleans' drinking water comes from the Mississippi River, a surface water source. Other sources of drinking water outside of this city (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity. Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewerage treatment plants, septic systems, livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile chemicals, which are byproducts of industrial processes and petroleum production, and can come from gas stations, stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

Assessing Our Source Water for Contaminants

Louisiana's Source Water Assessment Program is conducted jointly by the Department of Environmental Quality (DEQ) and the Louisiana Department of Health (LDH). These agencies assess and examine the area around the Mississippi River where contaminants could, if present, potentially reach our source water. The program provides an inventory of potential sources of contamination and determines the likelihood that the water supply could be contaminated by those potential sources.

As with most surface water sources, our water system (with the Mississippi River as a water source) has been given a "high" susceptibility rating, regardless of if there are identified contaminant sources in the watershed or if those sources have produced contaminants. If you would like to review the Source Water Assessment, contact the SWBNO Laboratory at 504-865-0420 or waterinfo@swbno.org.

The Environmental Protection Agency's (EPA) Guidance on Contaminants

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791).

In order to ensure that tap water is safe to drink, the EPA prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protections for public health.

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised individuals, including people with cancer, organ transplant recipients, persons with HIV/AIDS or other immune system disorders, and some elderly and infants can be particularly at risk of infections. Such individuals should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (CDC) and Prevention guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (1-800-426-4791).

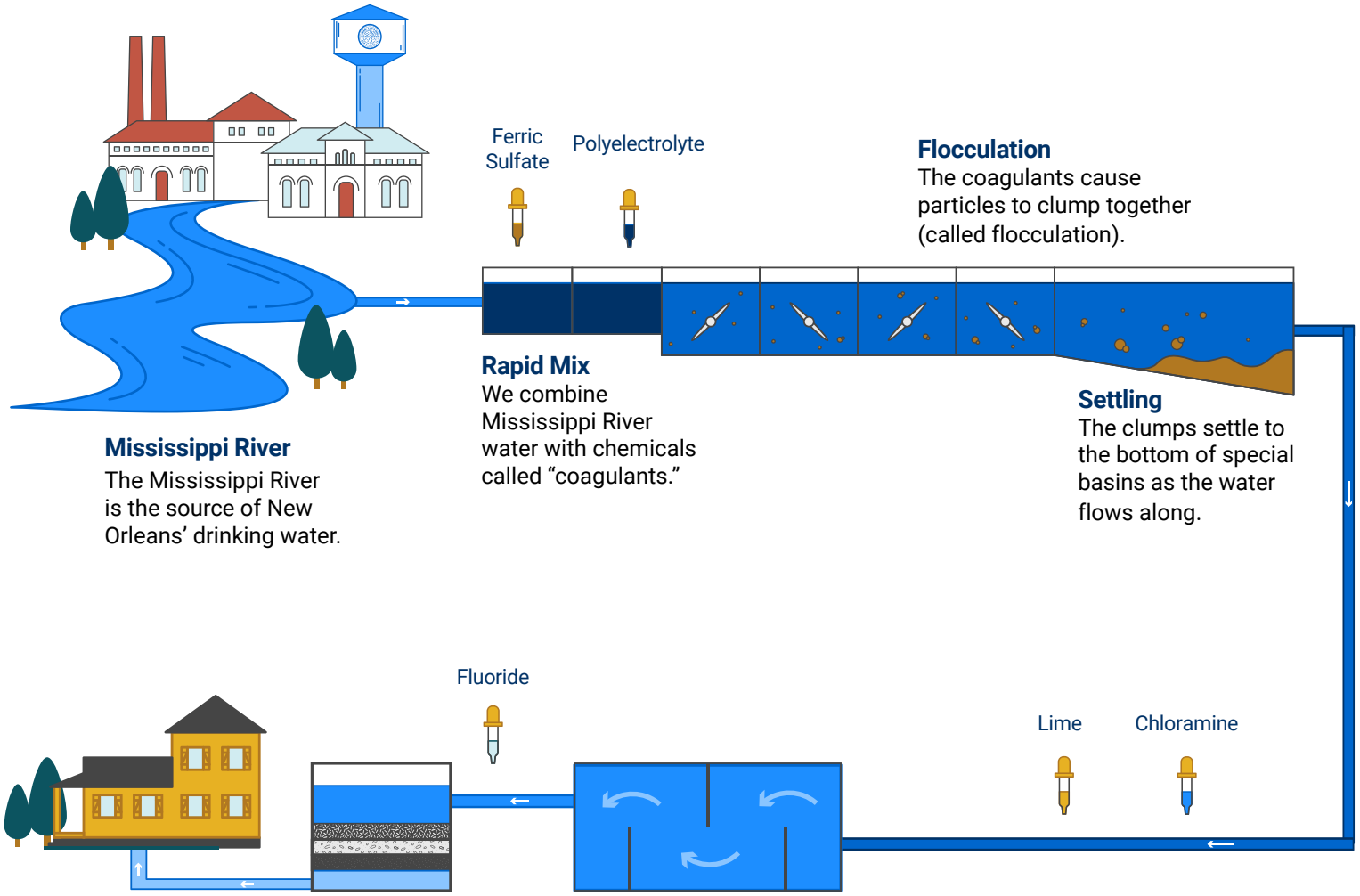
WHO TESTS THE WATER?

The LDH, the SWBNO Water Quality Laboratory, and LDH-certified contract laboratories determine if New Orleans' drinking water complies with state and federal drinking water quality standards. The table starting on page 19 reports regulated contaminants detected in compliance monitoring in 2024.

> SWBNO is committed to keeping your water clean. In addition to the compliance monitoring required by drinking water regulations, we perform daily quality control testing in our laboratory as well as continuous online monitoring of important water quality parameters. Our team monitors your water and responds to water main breaks, service outages, and other issues 24/7 via our hotline: 52-WATER.

TREATING OUR WATER

Before reaching your tap, the drinking water provided by SWBNO goes through a thorough treatment process, which is detailed below.



Mississippi River
The Mississippi River is the source of New Orleans' drinking water.

Rapid Mix
We combine Mississippi River water with chemicals called "coagulants."

Flocculation
The coagulants cause particles to clump together (called flocculation).

Settling
The clumps settle to the bottom of special basins as the water flows along.

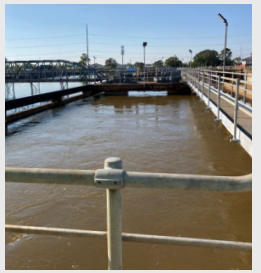
Your Home
Massive pumps send clean drinking water across the city.

Gravity Filter
The water passes through rapid gravity filters to remove any remaining particles.

Chloramine Contact Basin
Water slowly zig-zags through the basin, giving the chloramine enough time to disinfect the water.

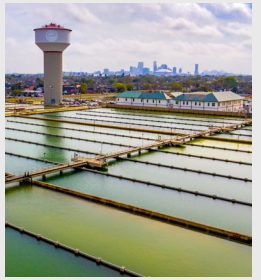
We add:

- Chloramine – kills bacteria, viruses, and parasites
- Lime – controls pipeline corrosion
- Fluoride – prevents tooth decay

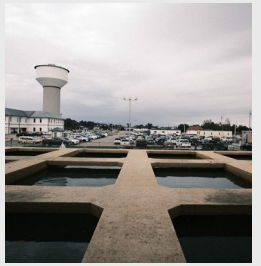


Rapid Mix & Flocculation

Clarified Water After Settling



Chloramine Contact Basin



Gravity Filter

OUR WATER TREATMENT PLANTS

SWBNO operates two water purification plants to supply drinking water to residents, visitors, and businesses in the City of New Orleans.

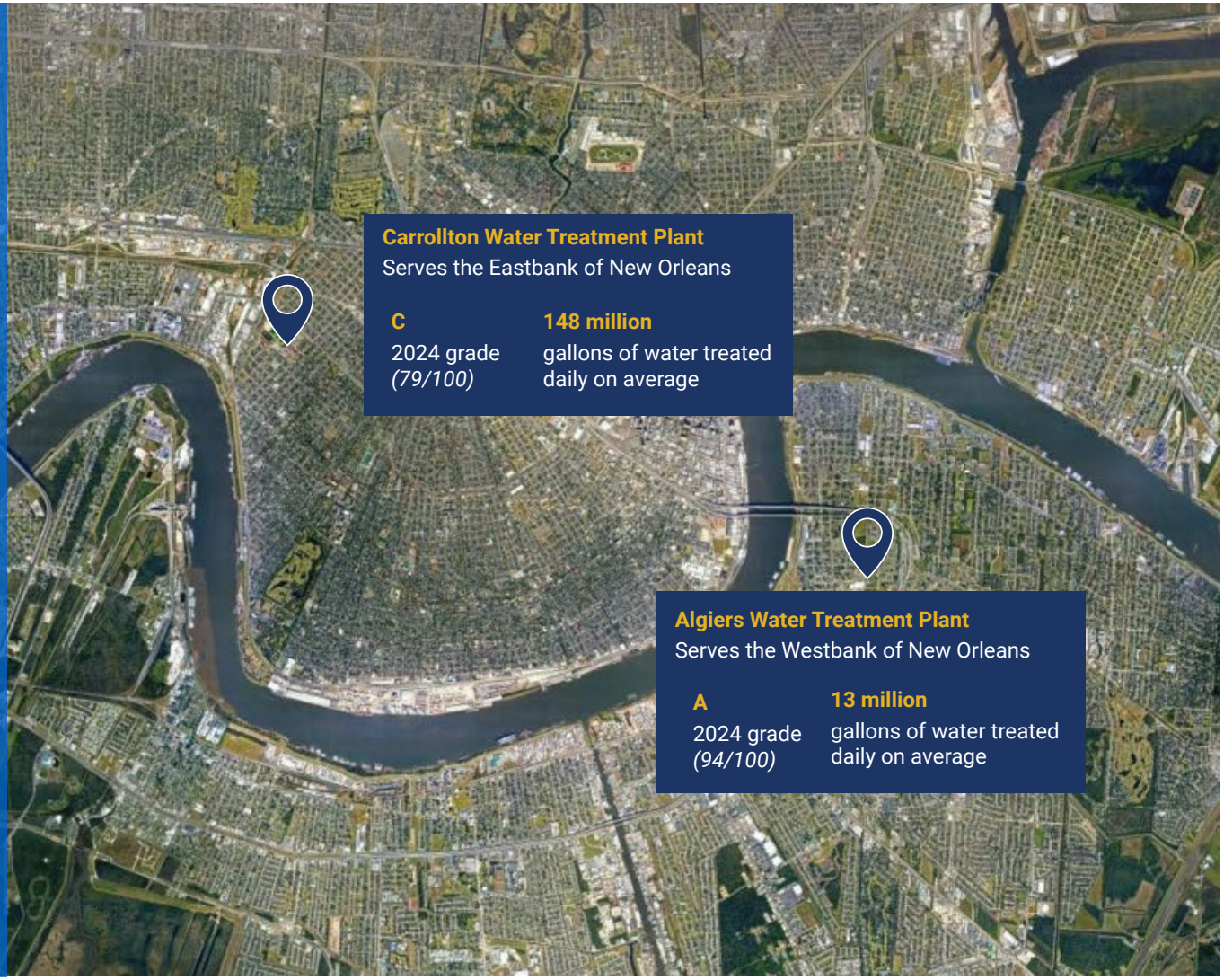
2024 Water System Grades

The Louisiana Department of Health (LDH) grades water systems' long-term ability to provide safe drinking water. See the callouts to the right for SWBNO's 2024 water treatment plants' grades.

A low water system grade does not imply unsafe water, and it does not pose an immediate health risk. A lower grade, however, does indicate issues with long-term viability of the water system, which may need major improvements and upgrades in order to continue providing safe drinking water over time.

Learn more by visiting our website.

ldh.la.gov/watergrade



Working Toward a Lead-Free Future

Lead is a natural metal in the environment. The risk of lead for most households comes from paint, dust, old furniture, jewelry, or imported candy and makeup. Plumbing materials made of lead, usually found in older homes, can also present a danger to your drinking water.

As a drinking water agency committed to public health, SWBNO recognizes the risk lead can present to our customers. We are taking action to protect your health.

1 **Proactive Water Treatment –** There is no detectable lead in the water leaving our treatment plants. However, if water passes through pipes made with lead, the metal can sometimes leach into the water. SWBNO treats our water with lime to decrease the likelihood of this.

2 **Ongoing Water Testing –** We regularly test our drinking water across the system, including at customers' taps throughout the city. This testing, done in compliance with state and federal regulations, confirms our proactive treatment process is working.

3 **Water Line Inventory –** Similar to how a store takes an inventory of items in stock, we are documenting the materials used in SWBNO-owned water service lines (from water main to meter) throughout the city. Scan the QR code to the right to check the status of your water line or visit swbno.org/Projects/LeadAwareness.

4 **Providing Free Water Filter Pitchers –** SWBNO is offering free water filter pitchers and a six-month filter to customers with water lines made of the following materials, according to our records:

- Lead
- Galvanized steel
- Unknown

Request a pitcher at swbno.org/Projects/LeadAwareness.

5 **Secured Funding –** We have already secured $86 million from the State Revolving Fund (SRF) for lead service line replacements and are applying for an additional $66 million. SWBNO is the main water utility in Louisiana applying for these funds.

6 **Planning for Citywide Replacements –** We developed a Lead Service Line Replacement Plan and are searching for a contractor to manage the program to meet the EPA's requirement of removing all lead service lines by 2037.

7 **Getting Started Now –** We are not waiting for the award of this large contract to get started. In the meantime, we issued a contract to prioritize:

- **300 water line inspections** at schools and early childhood education facilities
- **600 replacements** of SWBNO-owned water lines containing lead that service schools, early childhood education facilities, and residential properties.

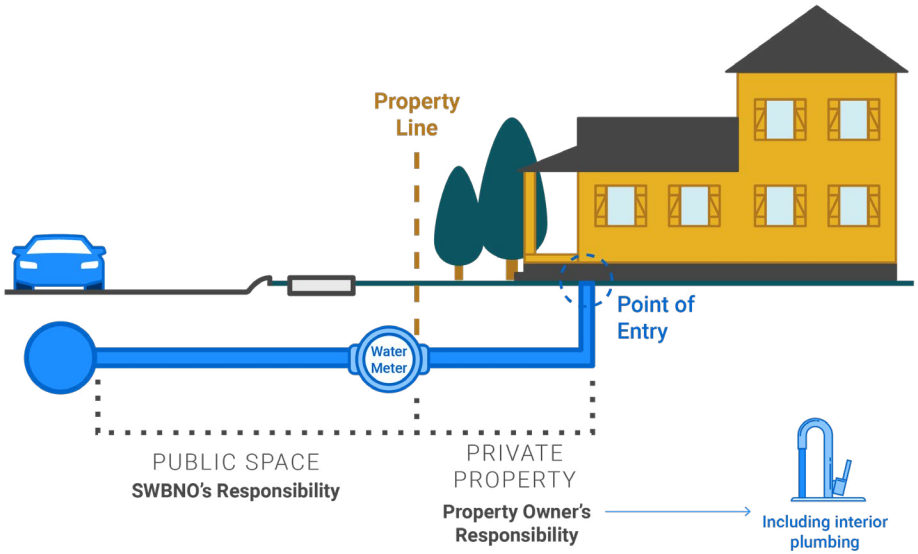
We have also been replacing lead lines as we identify them through our Sewer System Evaluation and Rehabilitation Program (SSERP) and our Joint Infrastructure Recovery Roads (JIRR) program.

THE EPA'S GUIDANCE ON THE RISK OF LEAD

There is no safe level of lead in drinking water. Exposure to lead in drinking water can cause serious health effects in all age groups, especially pregnant people, infants (both formula-fed and breastfed), and young children. Some of the health effects to infants and children include decreases in IQ and attention span. Lead exposure can also result in new or worsened learning and behavior problems. The children of persons who are exposed to lead before or during pregnancy may be at increased risk of these harmful health effects. Adults have increased risks of heart disease, high blood pressure, kidney or nervous system problems. Those with concerns are encouraged to contact their health care provider for more information about their risks.

SOURCES OF LEAD

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. SWBNO is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. It is important to be aware of your privately owned plumbing. Some older buildings in New Orleans may still have lead pipes and fixtures. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.



Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water and want to have it tested, visit swbno.org/Projects/LeadAwareness to request a lead testing kit. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER

- **Replace lead service lines** if located on your private property. This is the most important step you can take. Homes constructed or plumbing installed before 1988 may contain lead in plumbing, fixtures, and/or the service lines leading to your meter, putting you at risk.
- **Install "lead-free" fixtures.** Prior to January 2014, fixtures containing up to 8% lead were allowed to be labeled "lead-free." Now all fixtures are required to contain less than 0.25% lead.
- **Test your water for lead.** Request a lead testing kit at swbno.org/Form/LeadTestingKitRequest
- **Consider using a water filter** that meets NSF Standard 53 for lead.
- Visit our Lead Awareness webpage at swbno.org/Projects/LeadAwareness to **request a free water pitcher that filters for lead.**
- When water hasn't been used for six hours or more, **run the faucet for 3-5 minutes before using for drinking or cooking.** Household tasks like showering or running the dishwasher can also help flush the system.
- **Use cold tap water** for drinking, cooking, and preparing baby formula. Lead dissolves more easily in hot tap water.
- **Do not boil water to remove lead.** Boiling your water will not reduce lead.
- **Ask your physician** to test your child's blood levels for lead. Louisiana Law requires primary medical providers to perform lead testing on children ages six months to six years. Lead may also come from sources other than drinking water, such as soils and lead paint.
- **Clean your faucet aerators** to dispose of any captured lead particles. Unscrew the aerator from the tip of the faucet, soak it in white vinegar for five minutes, gently scrub with a brush, rinse, and place the aerator back on your faucet.
- **Replace galvanized plumbing.** Lead from lead service lines can build up in galvanized pipes and be later released.

2024 Water Quality Results

Contaminant	Meets Federal Quality Standard?	Units	Amounts Detected Eastbank	Amounts Detected Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Regulated Contaminants Detected in 2024							
Total Coliform Bacteria	Yes	% Positive Samples per Month	0 – 4.9	0 – 2.6	TT % positive samples per month > 5.0 triggers an assessment	0	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present.
Turbidity[1]	Yes	NTU	0.00 – 0.51	0.03 – 1.44	1.499 for any one sample;	N/A	Soil runoff
		Lowest monthly % of samples ≤ 0.3	99.4%	96%	95% of samples each month should be ≤ 0.3		
Fluoride	Yes	ppm	0.47 – 0.86 Avg = 0.68	0.46 – 0.90 Avg = 0.69	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrite (as Nitrogen)	Yes	ppm	1.3	1.4	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Copper (Data from 2022, latest survey)	Yes	90th percentile ppm	0.1	0.0	Action Level = 1.3 ppm for 90th percentile	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
		Range ppm	0.0 – 0.1	0.0 – 0.1			
		# of sites exceeding AL	0 of 57 samples	0 of 37 samples			

Contaminant	Meets Federal Quality Standard?	Units	Amounts Detected Eastbank	Amounts Detected Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Lead (Data from 2022, latest survey)	Yes	90th percentile ppb	5	6	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
		Range ppb	0 – 22	0 – 15			
		# of sites exceeding AL	1 of 57 samples	0 of 37 samples			
Atrazine	Yes	ppb	0.061 – 0.072	0.11	3	3	Runoff from herbicide used on row crops
Simazine	Yes	ppb	ND – 0.054	ND	4	4	Herbicide Runoff
Radium-226	Yes	pCi/L	ND – 0.366	ND	5	0	Erosion of natural deposits
Combined Radium	Yes	pCi/L	ND – 0.366	ND	5	0	Erosion of natural deposits
Gross Beta Particle Activity[2]	Yes	pCi/L	1.47 – 2.76	2.9	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.1 – 4.9 highest RAA = 3.3	0.3 – 49 highest RAA = 3.0	MDRL RAA should be ≤ 4	MDRLG: RAA ≤ 4	Water additive used to control microbes
Total Organic Carbon Removal[3]	Yes	ratio	1.00 – 1.53 lowest RAA = 1.11	1.00 – 1.66 lowest RAA = 1.14	TT RAA should be ≤ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	13 – 54 highest LRAA = 29	12 – 36 highest LRAA = 28	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	Yes	ppb	5 – 37 highest LRAA = 23	12 – 40 highest LRAA = 27	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection

Contaminant	Meets Federal Quality Standard?	Units	Amounts Detected Eastbank	Amounts Detected Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
UNREGULATED CONTAMINANTS[4]							
Perfluorooctanoic acid (PFOA)[5,6]	N/A	ppt	ND – 4.1 Avg = 0.8	ND – 4.0 Avg = 1.0	Avg should be ≤ 4.0	0	Discharge from manufacturing and industrial chemical facilities, use of certain consumer products, occupational exposures, and certain firefighting activities
Perfluorooctane-sulfonic acid (PFOS)[5,6]	N/A	ppt	ND – 4.2 Avg = 0.8	ND – 4.5 Avg = 1.1	Avg should be ≤ 4.0	0	
Hexafluoropropyl-ene Oxide Dimer Acid (HFPO-DA) [5,6]	N/A	ppt	ND – 5.4 Avg = 0.5	ND	Avg should be ≤ 10	10	
Perfluorobutanoic acid (PFBA)[5]	N/A	ppt	5.4 – 9.1 Avg = 6.3	5.4 – 8.5 Avg = 7.0	N/A	N/A	
Perfluorohexanoic acid (PFHxA)[5]	N/A	ppt	ND – 3.0 Avg = 0.3	ND	N/A	N/A	
Perfluoropentano-ic acid (PFPeA) [5]	N/A	ppt	ND – 8.8 Avg = 0.8	ND	N/A	N/A	
Lithium[5]	N/A	ppt	ND – 14.0 Avg = 3.3	ND – 11.4 Avg = 2.9	N/A	N/A	Naturally present in the environment

1 Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The major sources of turbidity include soil runoff.

2 The MCL for Beta Particles is 4 mrem/yr. EPA considers 50 pCi/L to be the level of concern for Beta Particles and uses 50 pCi/L as a screening level.

3 Total Organic Carbon Removal is reported here as the ratio of TOC removal credits to that required by regulation.

4 Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. Monitoring for these contaminants helps EPA decide whether these contaminants should have a standard. See www.epa.gov/dwucmr.

5 Detected in 2023-2024 during EPA's Unregulated Contaminant Monitoring Rule 5.

6 In April 2024, EPA finalized regulatory limits for these chemicals. Water utilities must comply with the limits by 2029. See www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas

DEFINITIONS

- **N/A =** not applicable
- **ND =** not detected
- **ppm:** 1 part per million = 1 mg/L = 1 milligram per liter
- **ppb:** 1 part per billion = 1 ug/L = 1 microgram per liter
- **1 ppm** =1000 ppb
- **ppt =** 1 part per trillion = 1ng/L=1 nanogram per liter
- **RAA, Running Annual Average:** average of data from the previous 12 months, calculated after each monitoring event or period.

DEFINITIONS *(continued)*

- **LRAA, Locational Running Annual Average:** average of data at a specific monitoring location from the previous 12 months, calculated after each monitoring event or period.
- **NTU, Nephelometric Turbidity Unit:** This is a measure of the cloudiness of water. Turbidity in excess of five NTU is just noticeable to the average person. We monitor turbidity because it is a good indicator of the effectiveness of our treatment process.
- **AL, Action Level:** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **TT, Treatment Technique:** A required process intended to reduce the level of a contaminant in drinking water.
- **MCLG, Maximum Contaminant Level Goal:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **MCL, Maximum Contaminant Level:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **MRDL, Maximum Residual Disinfectant Level:** The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG, Maximum Residual Disinfectant Level Goal:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

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

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