



“RE-BUILDING THE CITY’S WATER SYSTEMS FOR THE 21ST CENTURY”

Sewerage & Water Board OF NEW ORLEANS

MITCHELL J. LANDRIEU, *President*
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625 ST. JOSEPH STREET
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www.swbno.org

To our hydrant meter customers:

You Must Report Your Meter Readings Monthly!

All hydrant meter users are required to fax or e-mail their readings to the Meter Reading Department between the 1st and 5th of every month, so that we can accurately bill your account. Please always include your account number, the reading, meter number, meter location and estimated job completion date. The fax number is (504) 585-2455. The e-mail address is MeterReadings@swbno.org. Your account will be estimated if readings are not reported within the first 5 days of the month.

These meters should only be used for services for which you have applied. It is illegal to transport the meter outside of Orleans Parish. Once the job is completed, you must return the meter to the Sewerage and Water Board Meter Shop at 8800 S. Claiborne Ave., or it will be reported as stolen. You will be responsible for the cost to repair and or replace any lost, damaged or stolen meters. The cost will be deducted from your deposit. Please contact the Sewerage and Water Board Meter Shop at (504) 865-0528 to report a lost, damaged, or stolen meter.

Hydrant meters are charged a monthly service fee and a water volume charge based on the amount of water used in a billing cycle. Current rates can be found by referring to the *Sewerage and Water Board Schedule of Water and Sewer Rates*.

All hydrant meters will be provided with a lockable valve, which can lock to prevent passersby from turning on the valve to use water at your expense. The Sewerage and Water Board does not supply pad locks.

We intend to enforce City Municipal Code 59-7, which prohibits anyone except employees of the Sewerage and Water Board, the New Orleans Fire Department and authorized persons from opening fire hydrants, which belong to the Sewerage and Water board. An authorized person is someone who has applied for a meter. Any unauthorized person taking water from a Sewerage and Water Board fire hydrant will be fined under the provisions of the ordinance.

If there is a hydrant with a special safety lock, you must contact our Networks Department at (504) 942-3826 to have it removed. Please feel free to contact us at (504) 585-2097, if you need any additional information.

We look forward to serving you.

Sincerely,

Management
SEWERAGE AND WATER BOARD OF NEW ORLEANS

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