### THE BILL DISPUTE PROCESS

**Bill received**
Customer has questions or suspects an error.

**Customer contacts Customer Service**
- Call 52-WATER
- Email CustomerService@swbno.org
- Visit a Customer Service Center

**Customer Service checks the charges for accuracy.**

<table>
<thead>
<tr>
<th>Potential Issue</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>Are the fees correct? (i.e., late fee, NSF fee, tampering fee, obstruction fee)</td>
<td>No error found or incorrect fee adjusted</td>
</tr>
<tr>
<td>Does the issue have to do with an estimated meter reading?</td>
<td>If no error found, estimation method explained</td>
</tr>
<tr>
<td>Does the bill cover an unusual time period? (e.g., multiple months)</td>
<td>If no error found, billing period explained</td>
</tr>
<tr>
<td>Is the number of City Sanitation trash/recycling carts correct?</td>
<td>If no error found, billing period explained</td>
</tr>
<tr>
<td>Is a commercial litter abatement sanitation fee waiver needed?</td>
<td>No error found or bill correction made</td>
</tr>
<tr>
<td>Is the water or sewer connection information incorrect?</td>
<td></td>
</tr>
<tr>
<td>Is the customer class correct?</td>
<td></td>
</tr>
</tbody>
</table>

**Is the cause of the high bill still unknown?**

- An inspector will be assigned to check the meter. The customer can choose to be present or not.

  - Meter working and no sign of leaks. **Customer notified by letter** that payment is due.
  - A leak suspected on the customer’s property — **customer notified by letter**.
  - A leak in SWBNO’s equipment — **customer notified by letter**.

- The customer has 90 days to repair the leak and provide documentation of the repair to SWBNO.

- If water use readings have returned to normal after two billing cycles, the high bill will be adjusted according to SWBNO’s adjustment policy.

- SWBNO performs repair and corrects bill for SWBNO leak.

**My high bill was correct, but I can’t afford to pay it all at once.**

We can help! Contact Customer Service to arrange a payment plan and pay off your balance over time.

**What if I am not satisfied with the results of an investigation?**

If you do not think the process addressed your concern, you can request an administrative hearing.

In an administrative hearing, an outside hearing officer will take your case. They will review the evidence and determine if the amount is due or an adjustment needs to be made.

**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.

To learn more, visit [council.nola.gov/resources/swbno-customer-appeals/](council.nola.gov/resources/swbno-customer-appeals/)

Visit [swbno.org](swbno.org) or contact the Customer Service Center at 52-WATER.