



Sewerage and Water Board of New Orleans

625 St Joseph St
New Orleans, LA 70165

WHAT TO KNOW FOR YOUR INSTALLATION

Residential Customers

- Almost all water meters are located outside, so you do NOT need to be home during installation.
- Your water service will be interrupted for about 15 to 30 minutes.
- If water use is observed at the time of installation, our contracted smart meter installer will not turn off the water. Instead, they will attempt to install the meter at another time.
- After completing their work, the installers will leave a door hanger with more information.

Commercial Customers

- You will be contacted upon arrival to your business by our contracted smart meter installer to coordinate your installation.
- Your water service will be interrupted, but we aim to minimize business interruptions by scheduling the installation.
- After completing their work, the installers will leave a door hanger with more information.

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 NEW SMART METER IS ABOUT TWO WEEKS AWAY!



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**

Visit [SWBNO.org/Projects/SmartMetering](https://www.swbno.org/Projects/SmartMetering) for updates on when you can access the new Customer Portal and your near real-time water use information!