The Sewerage and Water Board is pleased to provide you with this Annual Water Quality Report (also known as the Consumer Confidence Report) for the year 2018. (Este informe contiene información muy importante sobre su agua potable. Trádelo o hable con alguien que lo entienda bien.) The Board is proud to provide the citizens of New Orleans each day with an abundant supply of water that meets our quality standards for personal, and public health and life protection.

The sources of drinking water (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.

Source and Treatment

Our watersource is the Mississippi River, a surface water source. A Source Water Assessment has been conducted by the State of Louisiana Department of Environmental Quality. This is an assessment of a delineated area around our water source through which, if possible, contamination may travel to the source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply’s susceptibility to contamination by the identified potential sources. According to the Source Water Assessment, our water system had a susceptibility rating of high. If you would like to review the Source Water Assessment, contact the Sewerage and Water Board Laboratory at (504) 865-0420 or waterinfo@swbno.org.

The Mississippi River water is treated at the Carrolton Water Purification Plant for East Bank customers in Orleans Parish and at the Algiers Water Purification Plant for West Bank customers in Orleans Parish. In 2018, the Carrolton Water Purification Plant provided an average of 137 million gallons of drinking water per day to an estimated population of 348,420. The Algiers Water Plant provided an average of 9.4 million gallons of drinking water per day to an estimated population of 53,547. (Source of population figures is GCR, Inc.) The treatment process at each plant is similar. The raw water is treated with chemicals called “coagulants” which cause the small particles in the water to come together to form larger particles which are then allowed to settle out of the water. Rapid sand filtration is used to remove even smaller particles. During the process, chlorineamine is added to disinfect the water. Lime is added to provide corrosion control and to increase the pH of the water to stabilize the disinfectant. Fluoride is added to prevent tooth decay.

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).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about the water they use from their health care provider.

Tips for Reducing Lead Exposure from Drinking Water
1. Flush your tap if your water has not been used for several hours. Depending on the source of lead, this may take from 30 seconds to 5 minutes. Lead can dissolve into drinking water from lead-containing plumbing when it sits in pipes for several hours.
2. Use only cold water for cooking and preparing beverages and infant formula. Lead dissolves more easily in hot water.
3. Donot boil water to remove lead. Boiling your water will not reduce lead.
4. Ask your physician to test your child’s blood lead levels. Louisiana Law requires primary medical providers to perform lead testing on children ages 6 months to 6 years.
5. Test your water for lead. Contact the S&W at 52-WATER for more information.
6. Regularly clean your faucets’ aerators. Lead particles can collect in aerators and release lead when used.
7. 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.
8. Replace galvanized plumbing. Lead from lead service lines can build up in galvanized pipes and later be released.
9. Replace lead service lines. The service line from the meter to the house is the property owner’s responsibility. If water testing finds high lead levels in your water, the S&W may replace the service line from the water main to your meter if it is lead. Be aware that service line replacement may cause a temporary increase in lead in your drinking water. Studies have found elevated lead levels lasting from days to 6 months after a lead service line replacement.
10. Consider using a water filter. Not all filters remove lead. Be sure the filter meets NSF Standard 53 for lead. Be sure to replace and maintain the filter according to the manufacturer’s instructions.
An online version of our water quality report which includes additional interesting information about drinking water is available on our web site in the section titled “Reports.” If you have questions about your drinking water, or this report, please contact the Sewerage & Water Board using one of the following methods:

Sewerage and Water Board of New Orleans Laboratory: (504) 865-0420
Emergency Department: (504) 52-WATER (529-2837)
E-mail address: waterinfo@swbno.org

Internet Home Page: www.swbno.org/About/Reports

More information can be obtained at Sewerage and Water Board meetings which are held on the third Wednesday of every month at 625 St. Joseph St., New Orleans, LA 7006: www2.swbno.org/news_boardmeetingcalendar.asp

U.S. E.P.A. Safe Drinking Water Hotline: 1-800-426-4791
U.S. E.P.A. Drinking Water Internet Home Page: www.epa.gov/safewater

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