Clean drinking water is our life's work at the Sewerage and Water Board of New Orleans (SWBNO). Since our founding in 1899, it has been our mission to protect the health and safety of our beloved City.

We take pride in our ability to pull source water from the Mississippi River, purify it at our two treatment plants, and deliver it to homes and businesses for the more than 390,000 people who call New Orleans home. It is a duty we do not take lightly, and we hope this report provides confidence that your water supply is clean and protected.

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 water source 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 contaminants, if present, could penetrate and reach our 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 504.965.0420 or waterinfo@swbno.org.

Mississippi River water is treated at the Carrollton Water Purification Plant for East Bank and Algiers for the West Bank. New Orleans is an old city, and older buildings may still use lead pipes. Homes that are unoccupied and homes that are undergoing or have recently undergone plumbing renovation may experience elevated lead concentrations in their tap water. Homeowners should thoroughly flush all household plumbing before re-occupying the property. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is 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. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the US EPA Safe Drinking Water Hotline: 800.426.4791 or http://www.epa.gov/safewater/lead.

Checking for Chemical Spills in the Mississippi River

SWBNO participates in a program set up by the Louisiana Department of Environmental Quality called the Early Warning Organic Compound Detection System (EWOCCDS). EWOCCDS provides equipment at locations along the Mississippi River from Baton Rouge to New Orleans to check for volatile organic contaminants in the river. The New Orleans location is the SWBNO Water Quality Laboratory. Laboratory personnel sample each river samples each day and report contamination to DEQ. The SWBNO in turn benefits from advance notification of spills provided by upriver EWOCC locations.

Is There Lead in New Orleans’ Tap Water?

There is no lead in the purified water that leaves our treatment plants in Carrollton for the East Bank and Algiers for the West Bank. But New Orleans is an old city, and older buildings may still use lead pipes. Homes that are unoccupied and homes that are undergoing or have recently undergone plumbing renovation may experience elevated lead concentrations in their tap water. Homeowners should thoroughly flush all household plumbing before re-occupying the property. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is 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. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the US EPA Safe Drinking Water Hotline: 800.426.4791 or http://www.epa.gov/safewater/lead.
**SEWERAGE AND WATER BOARD OF NEW ORLEANS 2020 WATER QUALITY DATA**

**REGULATED CONTAMINANTS detected in 2020**

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Meets Requirements?</th>
<th>Units</th>
<th>Amounts Detected</th>
<th>Highest Level Allowed (MCL)</th>
<th>MCL Goal (MCLG)</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Coliform Bacteria</td>
<td>Yes</td>
<td>% Positive Samples per Month</td>
<td>0.0 – 1.8</td>
<td>0.0 – 0</td>
<td>5</td>
<td>0</td>
</tr>
<tr>
<td>Turbidity*</td>
<td>Yes</td>
<td>NTU: Lowest monthly % of samples ≤ 0.3;</td>
<td>0.03 – 0.30</td>
<td>0.02 – 0.26</td>
<td>1 for any one sample;</td>
<td>0</td>
</tr>
<tr>
<td>Fluoride</td>
<td>ppm</td>
<td>0.56 – 0.90</td>
<td>0.46 – 0.95</td>
<td>4</td>
<td>4</td>
<td>Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories</td>
</tr>
<tr>
<td>Nitrate + Nitrite (as Nitrogen)</td>
<td>ppm</td>
<td>1.2 – 1.3</td>
<td>1.1</td>
<td>10</td>
<td>10</td>
<td>Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits</td>
</tr>
<tr>
<td>Copper</td>
<td>Copper (Data from 2019, latest survey)</td>
<td>ppm</td>
<td>0.0 – 0.2</td>
<td>0.0 – 0.1</td>
<td>for 90th percentile</td>
<td>1.3</td>
</tr>
<tr>
<td>Lead</td>
<td>Lead (Data from 2019, latest survey)</td>
<td>ppm</td>
<td>0 – 26</td>
<td>0 – 7</td>
<td>for 90th percentile</td>
<td>0</td>
</tr>
<tr>
<td>Combined Radium</td>
<td>pCi/L</td>
<td>ND – 0.163</td>
<td>ND</td>
<td>5</td>
<td>0</td>
<td>Erosion of natural deposits</td>
</tr>
<tr>
<td>Gross Beta Particle Activity†</td>
<td>pCi/L</td>
<td>2.46 – 2.58</td>
<td>3.24</td>
<td>50</td>
<td>0</td>
<td>Decay of natural and man-made deposits</td>
</tr>
<tr>
<td>Total Chlorine Residual</td>
<td>ppm</td>
<td>0.0 – 4.6</td>
<td>0.3 – 4.2</td>
<td>MCLR: RAA should be ≤ 4</td>
<td>MCLG: RAA ≤ 4</td>
<td>Water additive used to control microbes</td>
</tr>
<tr>
<td>Total Organic Carbon</td>
<td>ratio</td>
<td>1.00 – 1.40</td>
<td>1.00 – 1.56</td>
<td>TT</td>
<td>0</td>
<td>Naturally present in the environment</td>
</tr>
<tr>
<td>Total Trihalomethanes (THMs)</td>
<td>ppb</td>
<td>12 – 28</td>
<td>6 – 38</td>
<td>LRAA should be ≤ 50</td>
<td>N/A</td>
<td>Byproduct of drinking water disinfection</td>
</tr>
<tr>
<td>Haloacetic Acids (HAA5)</td>
<td>ppb</td>
<td>11 – 24</td>
<td>14 – 36</td>
<td>LRAA should be ≤ 28</td>
<td>N/A</td>
<td>Byproduct of drinking water disinfection</td>
</tr>
</tbody>
</table>

**UNREGULATED CONTAMINANTS detected in 2019-20 (from EPA’s Unregulated Contaminant Monitoring Regulation†)**

<table>
<thead>
<tr>
<th>Contaminant</th>
<th>Meets Requirements?</th>
<th>Units</th>
<th>Amounts Detected</th>
<th>Highest Level Allowed (MCL)</th>
<th>MCL Goal (MCLG)</th>
<th>Likely Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manganese</td>
<td>N/A</td>
<td>ppp</td>
<td>0.40 – 1.6</td>
<td>0.50</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Haloacetic Acids (HAA5)</td>
<td>N/A</td>
<td>ppp</td>
<td>6.5 – 25</td>
<td>14 – 43</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Haloacetic Acids (HAA5)</td>
<td>N/A</td>
<td>ppp</td>
<td>2.1 – 7.8</td>
<td>2.0 – 4.6</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>

**ACRONYM DEFINITIONS**

- ppm, parts per million: This is a measure of concentration which corresponds to one milligram of a substance in one liter of water (mg/L), or about 1drop in 10,000 gallons.
- ppb, parts per billion: This is a measure of concentration which corresponds to one nanogram of a substance in one liter of water (pg/L), or about 1drop in 10,000,000,000 gallons.
- ppt, parts per trillion: Parts per trillion (ppt) - This is a measure of concentration which corresponds to one zeptomole of a substance in one liter of water (zg/L), or about 1drop in 10,000,000,000,000 gallons.
- pCi/L, picocurie per liter: A measure of radioactive activity.

**Tips for Reducing Lead Exposure from Drinking Water**

- Test your water for lead. You can provide us with water testing kits. Call 504-865-0420 or email WaterInfo@swbno.org.
- Boil lead service lines. If you detect high levels of lead, you may have a lead pipe leading to your house. We will replace the line from our main to your property. You are responsible for replacing a lead line on your private property. Visit www.swbno.org/drinkingwater for more information.
- Use a water filter that meets NSF Standard 58 for lead.
- Flush your tap if you haven’t used it in several hours. Lead can dissolve in water when it sits in lead pipes for long periods.
- Use cold tap water to cook or prepare beverages and infant 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. Louisiana law requires primary medical providers to perform lead testing on children ages 6 months to 7 years.
- Clean your faucet aerators to dispose of any captured lead particles.
- Replace galvanized plumbing. Lead from lead service lines can build up in water when it sits in lead pipes for long periods.

**You can view this report and more information about New Orleans’ drinking water online at: www.swbno.org/reports/WaterQuality. If you have questions about your drinking water, or this report, please contact SWBNO using one of the following methods:**

- SWBNO Laboratory: (504) 865-0420
- Emergency Department: (504) 52-WATER (529-2837)
- Waterinfo@swbno.org

More information can be obtained by attending our Board of Directors meetings, on the third Wednesday of every month.

The schedule and location can be viewed here: www.swbno.org/news_board/meetings.asp.

Keto informe contiene información muy importante sobre su agua potable. Tradúzca-lo o hable con alguien que lo entienda bien.

**TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER**

- Test your water for lead. You can provide us with water testing kits. Call 504-865-0420 or email WaterInfo@swbno.org.
- Boil lead service lines. If you detect high levels of lead, you may have a lead pipe leading to your house. We will replace the line from our main to your property. You are responsible for replacing a lead line on your private property. Visit www.swbno.org/drinkingwater for more information.
- Use a water filter that meets NSF Standard 58 for lead.
- Flush your tap if you haven’t used it in several hours. Lead can dissolve in water when it sits in lead pipes for long periods.
- Use cold tap water to cook or prepare beverages and infant 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. Louisiana law requires primary medical providers to perform lead testing on children ages 6 months to 7 years.
- Clean your faucet aerators to dispose of any captured lead particles.
- Replace galvanized plumbing. Lead from lead service lines can build up in galvanized pipes and be releas ed later.

**ACRONYM DEFINITIONS**

- **MCL, Maximum Contaminant Level:** The highest level of a contaminant in drinking water, which is established to protect the public health. There may be no known or expected risk to health. MCLs allow for a margin of safety.
- **Treat ment Technique (TT):** A required process intended to reduce the level of a contaminant in drinking water.
- **Action Level:** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **Regulated Contaminants:** The level of a contaminant in drinking water, above which there is no known or expected risk to health. MCLs allow for a margin of safety.
- **Unregulated Contaminants:** The highest level of a contaminant that is allowed in drinking water. MCLGs are set as close to the MCLs as feasible using the best available treatment technology.
- **MDL, Method Detection Limit:** The lowest level of a contaminant that can be measured reliably in drinking water. There is no current evidence that additional education is necessary for control of microbial contaminants.
- **MCLG, Maximum Contaminant Level Goal:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MCLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.