Sewerage & Water Board of New Orleans consistently provides clean, safe drinking water through a reliable distribution network of pipes. We have continually met the highest standards for water quality as measured by our federal and state regulators.

As part of the Capital Improvement Program, Sewerage & Water Board may be replacing lead services lines between the water main and meters, which may cause temporary elevations in lead levels.

✓ If a lead service line is found during the course of construction, S&WB crews and/or contractors will notify the customers via a neighborhood canvass and provide them with specific instructions on how to mediate.

✓ To have your water tested:

- Contact S&WB’s Lab at (504) 865-0420 or WaterInfo@swbno.org
- A lab technician will take your name, address, phone number and email address.
- A convenient time will be scheduled to drop off a test kit with instructions at your address.
- Once you have completed the test, call (504) 865-0420 or email the lab at WaterInfo@swbno.org. A lab tech will pick up the kit for testing.
- Results from lead testing may take approximately 6 weeks.
- In the interim, you may consider:
  - Obtaining NSF-certified filters that are rated to remove lead. These can be purchased at an area retail outlet or hardware store.
  - Using bottled water until you receive your test results.
  - Flushing your system if you haven’t used water in several hours.

✓ Information about lead can also be found at roadwork.nola.gov and www.swbno.org.