



## How to Have Your Water Tested

*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](mailto: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](mailto: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](http://roadwork.nola.gov) and [www.swbno.org](http://www.swbno.org).
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