



*"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY"*

# **Sewerage & Water Board** OF NEW ORLEANS

MITCHELL J. LANDRIEU, *President*  
SCOTT JACOBS, *President Pro-Tem*

625 ST. JOSEPH STREET  
NEW ORLEANS, LA 70165 • 504-529-2837 OR 52-WATER  
[www.swbno.org](http://www.swbno.org)

For Immediate Release  
Contact: Lisa Martin (504) 655-1358

## **Sewerage and Water Board of New Orleans Launches New, Improved Billing and Payment System**

*"Go-Live" Press Conference October 24*

**New Orleans**—On Monday, Oct. 24, 2016, Sewerage and Water Board of New Orleans Executive Director Cedric S. Grant, along with members of the Board of Directors, will announce the **"Go-Live"** launch of a **new, improved billing and payment system** that will offer customers more **efficiency, flexibility, convenience, and options** when it comes to managing their accounts.

The new billing system features include **24-hour account access, electronic billing options, payments by phone**, and a **usage-graph** showing how much water customers have used over the past 24 months. Each customer will receive a **new account number** and will have **24-hour access to their accounts by phone or online**. The new system allows customers the option of **electronic billing**. Customers will be able to enroll in monthly **automatic bill pay**. As an added convenience, credit card payments will be accepted in the lobby during business hours.

A demonstration of how the new billing system will work will also be presented during Monday's press conference.

**WHO:** Cedric S. Grant  
Board of Directors

**WHAT:** Press Conference  
Sewerage and Water Board's New Billing System

**WHEN:** Monday, Oct. 24, 2016  
10:00 a.m.

**WHERE:** Sewerage and Water Board of New Orleans  
625 St. Joseph Street  
New Orleans, LA 70165  
Board Room Second Floor

###

A link to our website that includes our latest press releases is attached for your convenience.  
[https://www.swbno.org/news\\_pressreleases.asp](https://www.swbno.org/news_pressreleases.asp)



Working Each Day to Enhance Your Customer Experience

## Our New & Improved Billing System is Coming on October 24, 2016

---

### 24-HOUR ACCESS TO YOUR ACCOUNT

- Access to your account balance 24/7 by phone or internet
- Electronic reminders for payments and bank drafts
- Make payments by: phone or internet, check, or credit card
- Credit card payments accepted at S&WB of fice during business hours
- Phone Messages in English or Spanish

### ABOUT THE NEW BILLING SYSTEM

- Everyone will have to re- enroll in the online payment system
  - Customers using our monthly bank draft do not need to re-enroll
  - Important Note: online payments cannot be scheduled between October 19 and October 24
- 



### Want to know how much water you've used over time?

Our new bill format includes a usage-graph with historical information for the past 24 months.

### Tired of paper bills?

Our new system allows you to opt in to electronic billing if you prefer not to receive a paper copy in the mail.



SEWERAGE & WATER BOARD OF NEW ORLEANS  
625 SAINT JOSEPH ST  
NEW ORLEANS, LA 70165-6501  
52-WATER or (504) 528-6501  
Hearing Impaired TRS 711  
Visit us on the web at [www.swbno.org](http://www.swbno.org)

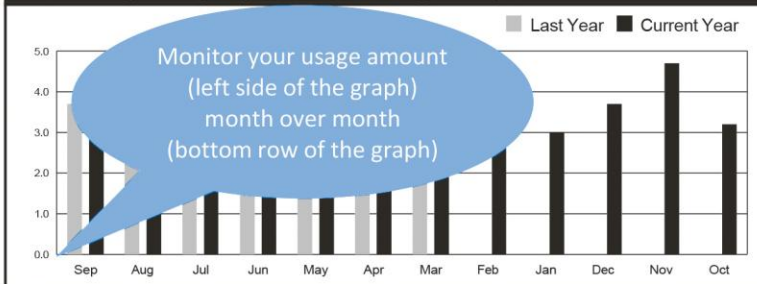
Important Information  
about your account

Account Number	131000-566839
Service Address	2158 E ASONIATA ST
Total Due	\$83.83
Date Due	09/28/2016
Total Due After 09/28/2016	\$93.36

Meter	Service Class	Bill	Read Date	Reading	Read Type	Usage*	Days Of Use	Avg Usage/Day*
A312971	RESIDENTIAL	This Bill	09/02/2016	840.0	Estimate	3.8	31	0.12
		Last Bill	08/02/2016	836.2	Actual	3.1	32	0.10

\*Usage in thousands of gallons

Water Usage Graph\* (in thousands of gallons)



#### Important Information

If you are 62 years or older or disabled, and you are having trouble paying your bill, contact TCA at 504-324-8609 to see if you qualify for Water Help.

Look here for important messages  
specific to your account, your  
street or your community

#### Previous Activity

Last Bill	\$74.27
Payment Received - Thank You	-\$74.27
Late Fees	\$0.00
Adjustments	\$0.00
Balance Forward	\$0.00

#### Current Activity

Meter A312971	
Ready To Serve - Water for 5/8" Meter	\$5.94
Water Usage	\$17.24
Ready To Serve - Sewer	\$16.98
Sewer Volume Charge	\$19.09
Residential Sanitation Charges (1 unit)	\$24.00
City Sales Tax	\$0.58
Current Charges	\$83.83

Details of your current and  
previous month's charges

Total Due (Balance Forward + Current Charges)	\$83.83
--	---------

Please add \$1.00 to Your Payment for Water Help

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT IF PAYING BY MAIL



SEWERAGE & WATER BOARD  
625 SAINT JOSEPH ST  
NEW ORLEANS, LA 70165-6501  
Return Service Requested

☐ CHECK HERE FOR CHANGE OF MAILING ADDRESS.  
PLEASE COMPLETE FORM ON REVERSE SIDE.

SAMPLE BILL  
c/o TESSA BILL  
1324 IONA ST  
NEW ORLEANS, LA 711

NEW!!! Payment Options  
and Services to make paying  
your bill easier

Account Number	Date Due	Total Due
131000-566839	09/28/2016	\$83.83
Total Due After 09/28/2016		\$93.36
Amount Paid		

#### Pay by Internet

To pay securely using credit card, debit card, or electronic check  
please visit us at [www.swbno.org](http://www.swbno.org)

#### Pay by Phone

To pay by using our automated phone system dial  
1-504-529-2837 (available 24 hours, 7 days)

#### Pay by Mail

To pay by mail please return the bottom portion with payment.  
Make check payable to: Sewerage and Water Board  
625 Saint Joseph St. Rm. 154, New Orleans, LA 70165-6501

0 1001310005668390000698309281600007726



# Sewerage & Water Board of New Orleans

Monday, October 17<sup>th</sup>



**Sewerage & Water Board** received the Association of Metropolitan Water Agencies (**AMWA**) **2016 Gold Award for Exceptional Utility Performance**. The award was presented at **the Executive Management Conference in Scottsdale, Arizona**. S&WB won the 2016 Gold Award for its coordinated effort to **rebuild its infrastructure** with the Department of Public Works. The Board's **SELA drainage and green infrastructure projects**, its construction of a **Water Hammer** to mitigate water pressure loss, and its **replacing 124 miles of water lines** also played a role in the Board's **winning the Gold Award**.



Tuesday, October 18<sup>th</sup>



**Mr. Grant** delivered a talk on “**Building the Next Generation Water Workforce**” at the **AMWA Conference**. He discussed the challenges of managing an aging workforce while **building a new generation of water employees**. Grant highlighted the S&WB’s Career Pathways Technical Training Program with Delgado Community College. The General Electric sponsored program builds a direct employee pipeline to the Sewerage & Water Board.

Thursday, October 20<sup>th</sup>



**Sewerage and Water Board’s Water Dogz Team** was **recognized for dedicated service to the people of New Orleans** by the **City Council** at its regular meeting.

The Water Dogz is a competitive team consisting of employees working in various areas of the Board. **The team competes against other national and international utility teams**. The Water Dogz are the current **Louisiana Water Environment Association State Champions**.

**Executive Director Cedric S. Grant**, in remarking on the recognition, said “The Water Dogz team is an exemplary representation of the Board’s overall commitment to **employee excellence**. We are proud of this acknowledgement from the City Council.”