



*“RE-BUILDING THE CITY’S WATER SYSTEMS FOR THE 21<sup>ST</sup> CENTURY”*

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

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For Immediate Release  
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## **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 water usage graph**. 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

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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)