



Annual Update and 2021 Consumer Confidence Report on Water Quality



Customer Service

EASTBANK LOCATION

625 Saint Joseph Street
New Orleans, LA 70165

Monday – Friday
8 a.m. – 5 p.m.

WESTBANK LOCATION

4021 Behrman Place, Suite M-2
New Orleans, LA 70131

Monday – Friday
8:30 a.m. – 4:30 p.m.

 52-WATER
(504) 529-2837

 swbno.org

   @SWBNewOrleans

Letter from the Executive Director



To the people who call New Orleans home, to the millions of people who visit each year, and to the businesses that help our community to thrive – we hear you.

In its long history of serving this community, the Sewerage and Water Board has been an innovator and leader. But to focus on the future, we must recognize room for improvement. Our challenges are well-defined, but not insurmountable.

Over the last few years, we've established a new leadership team with the expertise and energy to change the course

of our utility. Transformational change takes time; however, our efforts are already underway, and you'll see many of them featured in this report.

Efforts like upgrading to smart water meters will give customers more information about water consumption, catch leaks faster, and – most importantly – ensure billing accuracy. Installing green stormwater infrastructure is a proven path to mitigate flooding and reduce the stress on our drainage system. And increasing the reliability of our electrical generation systems and pursuing low-cost funding through the EPA's infrastructure loan programs are steps to secure our future resilience. And, as you'll also see, there's more to come – we have big plans for the next five years across six critical focus areas.

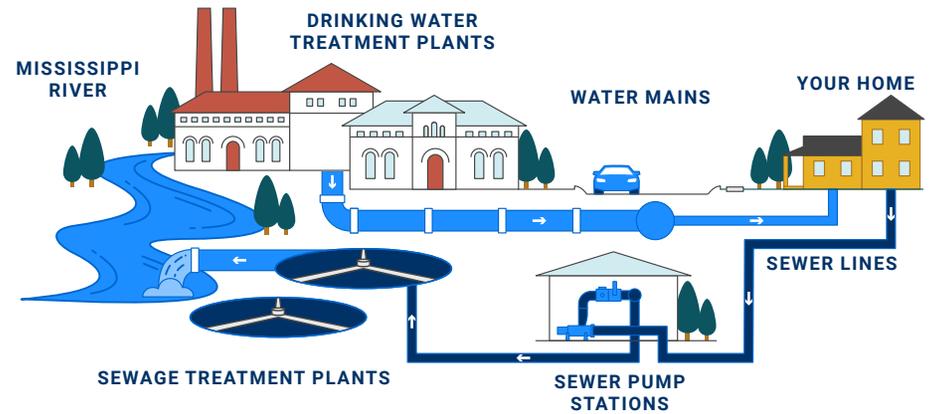
We have heard you. This is our commitment to action for you and for our future generations.

GHASSAN KORBAN, PE
Executive Director

Sewerage and Water Board at a Glance

1,300
EMPLOYEES

140,000
CUSTOMER ACCOUNTS



DRAINAGE INFRASTRUCTURE

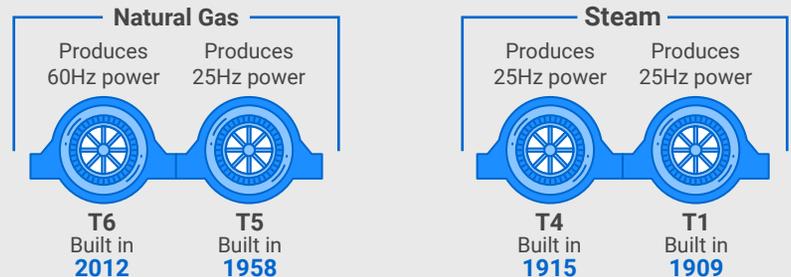
SWBNO manages the pumps and large drainage canals that move water out of its 95-square-mile service area.

- 24 drainage pump stations
 - 120 drainage and constant-duty pumps
- 12 underpass pump stations
- >170 miles of drainage canals

Did you know? Our partners at the City's Department of Public Works are responsible for catch basins and lateral lines. Call 311 with cleaning requests.

POWER SYSTEM

SWBNO uses turbines and generators to produce most of the electricity that powers our water and drainage pumps.



2022-2027 Strategic Plan

In February 2022, SWBNO adopted a Five-Year Strategic Plan. The plan helps us set priorities, focus energy and resources, and strengthen operations.

A team of employees from across the utility led the development of the plan with input from surveys, focus groups, and stakeholder meetings. The resulting document serves as our way of showing you, our customers, that we are committed to improvement. You can hold us to it.

VISION

To be a model utility that earns and holds the trust and confidence of our customers, community, and partners through reliable and sustainable water services.

MISSION

Our team of experts serves the people of New Orleans and improves their quality of life by reliably and affordably providing safe drinking water; removing wastewater for safe return to the environment; and draining stormwater to protect our community.

FOCUS AREAS



FINANCIAL STABILITY



TECHNOLOGY MODERNIZATION



CUSTOMER SERVICE & STAKEHOLDER ENGAGEMENT



WORKFORCE DEVELOPMENT & ENRICHMENT



INFRASTRUCTURE RESILIENCE & RELIABILITY



ORGANIZATIONAL & OPERATIONAL IMPROVEMENTS



To read more, visit swbno.org/projects/planning

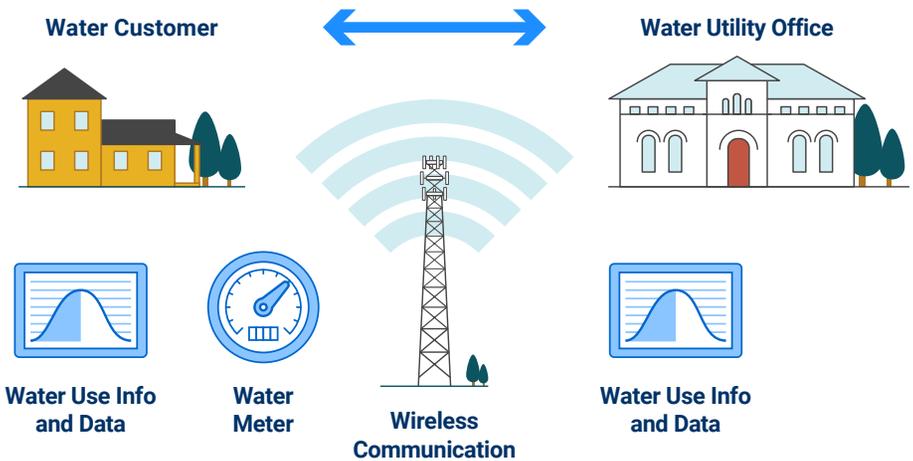
Smart Meters Coming Soon



SWBNO
SMART WATER METERING
PROGRAM

At the end of 2022, SWBNO will begin to transition away from manually reading approximately 140,000 water meters every month. Instead, smart meters will transmit accurate water use readings to our billing system through secure radio signals.

Smart meters are a reliable, proven technology used all over the world for the past several decades. In fact, SWBNO has successfully operated a pilot system with 1,400 smart meters in Algiers Point since 2004.



Smart meters will benefit customers:

- **Accurate bills** based on frequent meter reads transmitted directly to our billing system.
- **Early leak detection** and notifications for your home or business.
- **Tools to help you save money** powered by your meter's frequent water use readings.

We know our current system of reading – and sometimes estimating water use – has been frustrating for you. Smart meter installation is the best solution to these issues. **Stay tuned as we roll out this program for additional information on when you can expect your smart meter to arrive.**

Customer Service Resources

As a part of our commitment to you, we are focused on improving the quality of our customer service and the range of options you have for interacting with us.

REPORT AN ISSUE
 Call 52-WATER
 Available 24/7 for emergencies

OFFICE LOCATIONS

Eastbank Location

625 Saint Joseph Street
 New Orleans, LA 70165

Monday – Friday
 8 a.m. – 5 p.m.

Westbank Location

4021 Behrman Place, Suite M-2
 New Orleans, LA 70131

Monday – Friday
 8:30 a.m. – 4:30 p.m.

OPEN AN ACCOUNT

- Visit an office/satellite center

CLOSE AN ACCOUNT

- swbno.org/Form/CloseAccount
- customerservice@swbno.org

PAY A BILL

- Visit an office/satellite center or visit a Fidelity Express Bill Pay location
fidelityexpress.co/find-a-location
- Pay online or by AutoPay via your secure online account
account.swbno.org/app/login.jsp
- 52-WATER or (504) 529-2837 any time, 24/7
- Send checks or money orders to our Cashiers Department at our Eastbank office.

DISPUTE A BILL

- 52-WATER or (504) 529-2837 Monday–Friday, 7 a.m. – 7 p.m.
- swbno.org/Form/ContactDepartment?d=custserv
- customerservice@swbno.org
- You can mail your bill inquiry to our Mail Resolving Department at our Eastbank office.



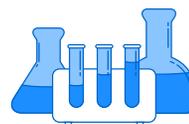
ADD \$1 TO YOUR BILL PAYMENT FOR WATER HELP!

Learn more at swbno.org/CustomerService/PaymentAssistance

CHOOSE TAP!

Bottled water can be up to 1,000 times more expensive than tap water. The average cost of a 20-ounce bottle of water is \$1.50. SWBNO's tap water costs less than a penny per gallon.

What Am I Paying For?



State Dept. of Health Water Quality Testing

"Safe Drinking Water" on your bill

\$1.00



Trash and Recycling Pickup

"Residential Sanitation Charges" on your bill
 Payment collected for city sanitation

\$24.00

"Ready to Serve" Essentials

Minimum bill for everyone

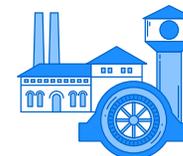
**Your
 Monthly Bill**
 =
 "Ready to Serve"
 Essentials
\$58.56
 +
 Your Monthly Use



Sewer Infrastructure

"Ready to Serve – Sewer" on your bill

\$24.87



Drinking Water Infrastructure

"Ready to Serve – Water for 3/8" Meter"
 on your bill

\$8.69

Monthly Use

Based on Your Water Use



Gallons of Water In

"Water Usage" on your bill



City Sales Tax

Varies with monthly use

Gallons of Sewage Out

"Sewage Volume Charge" on your bill
 Based on gallons of water in

Less Than
1¢
 /Gallon

YOUR DRINKING WATER

Clean drinking water is our life's work, and protecting New Orleans' health and wellbeing is our top priority. SWBNO is proud to produce this report each year to help our customers understand the importance of our water system, the quality of our drinking water, and other important utility updates.

WATER SOURCE AND TREATMENT

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. New Orleans' drinking water comes from the Mississippi River, which is a surface water source.

SWBNO operates two water purification plants to supply drinking water to residents, visitors, and businesses in the City of New Orleans. Customers on the Eastbank of the Mississippi River receive their water from the Carrollton Water Treatment Plant, and Westbank customers receive their water from the Algiers Water Treatment Plant. In 2021, the Carrollton Plant provided an average of 140 million gallons of drinking water per day. The Algiers Plant provided an average of 10.5 million gallons per day.

WHO TESTS YOUR WATER?

In order to ensure that tap water is safe to drink, EPA prescribes regulations which limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water which must provide the same protection for public health.

The Louisiana Department of Health (LDH), the SWBNO Water Quality Laboratory, and LDH-certified contract laboratories determine if New Orleans' drinking water complies with State and Federal drinking water quality standards. The table on page 13 reports regulated contaminants detected in compliance monitoring in 2021.

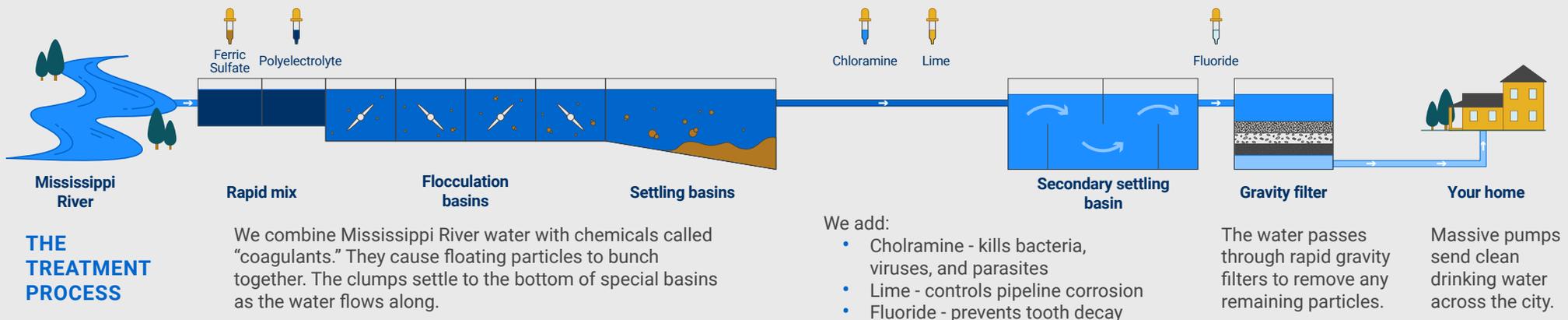
SWBNO is committed to keeping your water clean. In addition to the compliance monitoring required by drinking water regulations, we perform daily quality control testing in our laboratory as well as continuous online monitoring of important water quality parameters. Our team monitors your water and responds to water main breaks, service outages, and other issues 24/7.

ABOUT WATER SOURCES AND RISKS

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.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewerage treatment plants, septic systems, livestock operations, and wildlife.
- Inorganic contaminants, such as salts and metals, which can be naturally- occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile chemicals, which are byproducts of industrial processes and petroleum production, and can come from gas stations, stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.



Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (800-426-4791).

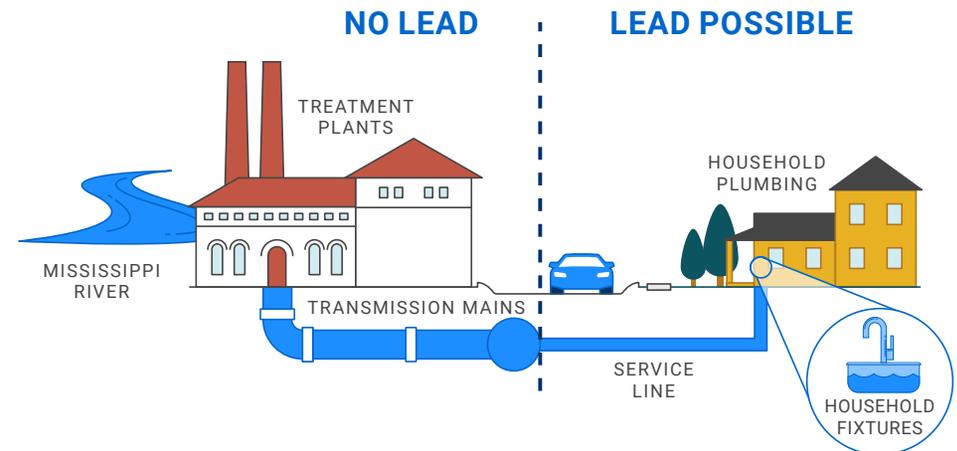
Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised individuals, including people with cancer; organ transplant recipients; persons with HIV/AIDS or other immune system disorders; and some elderly and infants, can be particularly at risk of infections. Such individuals should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control and Prevention guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the Safe Drinking Water Hotline (1-800-426-4791).

Louisiana's Source Water Assessment Program is conducted jointly by the Department of Environmental Quality (DEQ) and the Department of Health. These agencies assess and examine the area around the Mississippi River where contaminants could, if present, potentially reach our source water. The program provides an inventory of potential sources of contamination and determines the likelihood that the water supply could be contaminated by those potential sources. As with most surface water sources, our water system has been given a "high" susceptibility rating, regardless of if there are identified contaminant sources in the watershed or if those sources have produced contaminants. If you would like to review the Source Water Assessment, contact the Sewerage and Water Board Laboratory at 504-865-0420 or WaterInfo@swbno.org.

Lead Safety

IS THERE LEAD IN NEW ORLEANS' TAP WATER?

There is no detectable lead in the water that leaves our treatment plants. However, there is a potential that lead can make it into your water somewhere between our plant and your tap. 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.**



SOURCES OF LEAD

SWBNO treats the water it produces to reduce corrosion and minimize the tendency for lead to dissolve in it. Water sample results from homes across the city show that we have been successful. Still, if present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Sewerage and Water Board of New Orleans 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 (1-800-426-4791) or at epa.gov/safewater/lead.

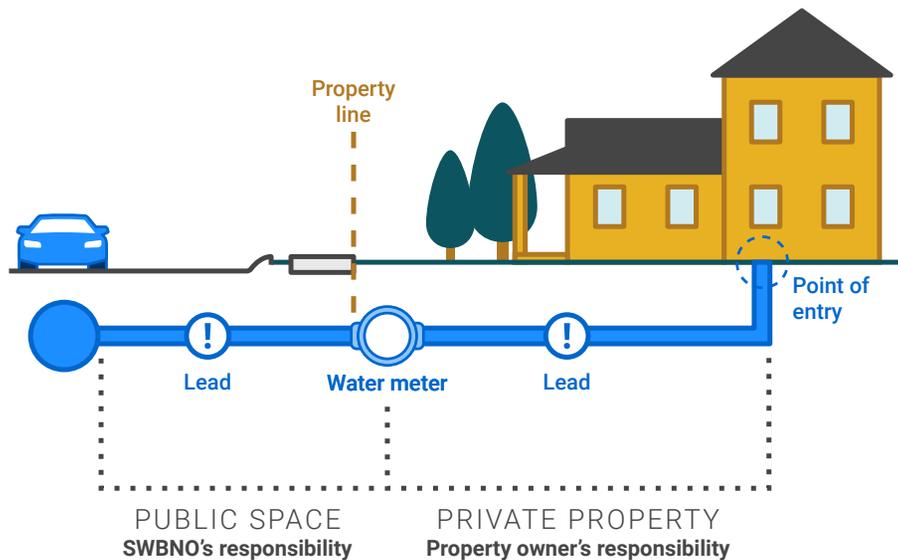


LEAD PLUMBING COMPONENT TIMELINE



MINIMIZE RISK

Whenever our crews or our contractors come across a lead water line, we strive to alert the property owner or occupant. If funding is available, we replace the line from our water main to the meter and advise the customer to replace the remaining lead service line under their private property.



We also replace lead service lines under the Joint Infrastructure Recovery Roads program, a federally financed joint venture with the City's Department of Public Works to rebuild eligible streets and the infrastructure beneath them.

Our goal is to eliminate lead within our water system. We are paying close attention to the revised EPA Lead and Copper Rule and looking for funding opportunities under the federal Infrastructure Investment and Jobs Act.

TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER

- If you have a lead service line, replace it! This is the most important step you can take.
- Install "lead-free" fixtures. Prior to January 2014, fixtures containing up to 8% lead were allowed to be labeled "lead-free." Now all fixtures are required to contain less than 0.25% lead.
- Test your water for lead. We can provide you with lead-testing kits. Call 504.865.0420 or email WaterInfo@swbno.org.
- Consider using a water filter that meets NSF Standard 53 for lead.
- If your water has been sitting for several hours, minimize your potential for lead exposure by flushing your tap before drinking or cooking. Depending on the source of lead, this may take 30 seconds to five minutes.
- 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 6 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 released later.



2021 Water Quality Results

Contaminant	Meets Federal Quality Standard?	Units	Amounts Eastbank	Amounts Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Regulated Contaminants detected in 2021							
Total Coliform Bacteria	Yes	% Positive samples per month	0 – 2.4	0 – 4.9	5	0	Naturally present in the environment
Turbidity ¹	Yes	NTU: Lowest monthly % of samples ≤ 0.3:	0.03 – 0.30 100.0	0.04 – 0.30 100.0	1 for any one sample; 95% of samples each month should be ≤ 0.3	N/A	Soil runoff
Fluoride	Yes	ppm	0.58 – 0.80 Avg = 0.69	0.35 – 0.85 Avg = 0.72	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrate (as Nitrogen)	Yes	ppm	1.1 – 1.2	1.2	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Copper (data from 2019, latest survey)	Yes	90th percentile ppm: Range ppm: No. sites exceeding AL:	0.1 0.0 – 0.2 0 of 58 samples	0.0 0.0 – 0.1 0 of 38 samples	Action Level = 1.3 ppm for 90th percentile	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (data from 2019, latest survey)	Yes	90th percentile ppm: Range ppm: No. sites exceeding AL:	8 0 – 26 1 of 58 samples	2 0 – 7 0 of 38 samples	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
Atrazine	Yes	ppb	0.090 – 0.096	0.086 – 0.10	3	3	Runoff from herbicide used on row crops
Simazine	Yes	ppb	0 – 0.075	0.057 – 0.082	4	4	Herbicide runoff
2,4-D	Yes	ppb	0 – 0.17	0 – 0.18	70	70	Runoff from herbicide used on row crops
Gross Beta Particle Activity ²	Yes	pCi/L	0 – 1.77	2.99	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.5 – 4.5 highest RAA = 3.1	0.0 – 4.4 highest RAA = 2.7	MDRL: RAA should be ≤ 4	MDRLG: RAA ≤ 4	Water additive used to control microbes
Total Organic Carbon Removal ³	Yes	ratio	1.00 – 1.67 lowest RAA = 1.11	0.51 – 1.76 lowest RAA = 0.96	TT RAA should be ≥ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	13 – 32 highest LRAA = 25	13 – 54 highest LRAA = 37	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	Yes	ppb	15 – 31 highest LRAA = 25	16 – 50 highest LRAA = 32	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection

Unregulated Contaminants 4 detected in 2019-2020 (from EPA's Unregulated Contaminant Monitoring Regulation 4)

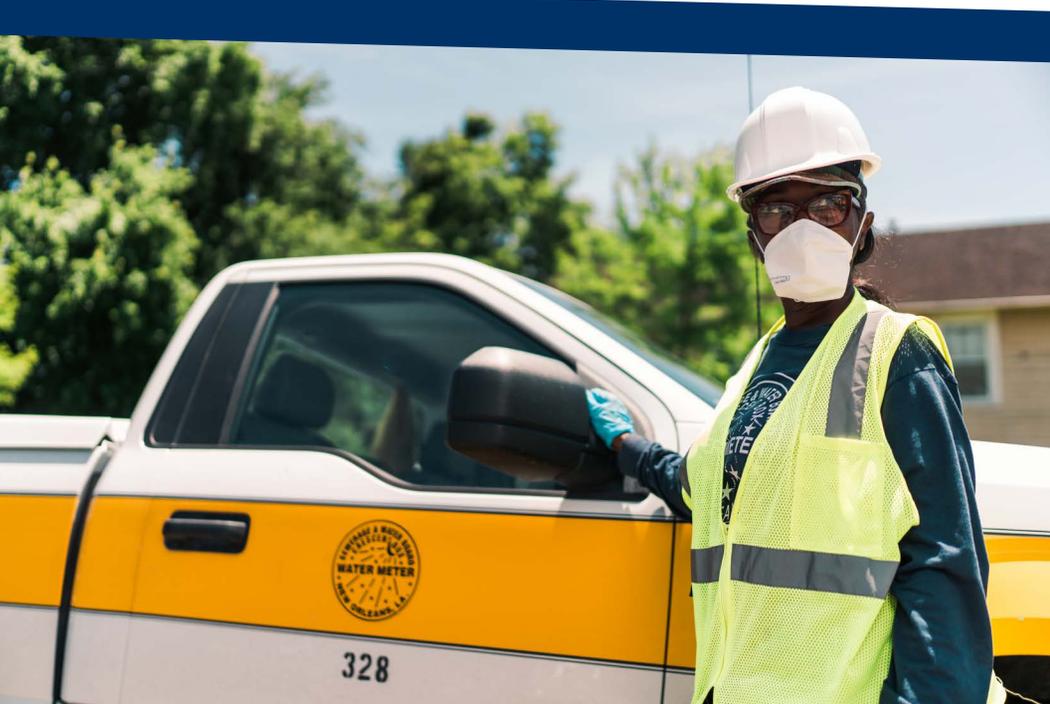
Maganese	N/A	ppb	0.40 – 1.6	ND – 0.52	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	N/A	ppb	6.5 – 25	14 – 43	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA6Br)	N/A	ppb	2.1 – 7.8	2.0 – 4.6	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA9)	N/A	ppb	8.6 – 26	17 – 46	N/A	N/A	Byproduct of drinking water disinfection

1 Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The major sources of turbidity include soil runoff.

2 The MCL for Beta Particles is 4 mrem/yr. EPA considers 50 pCi/L to be the level of concern for Beta Particles and uses 50 pCi/L as a screening level.

3 Total Organic Carbon Removal is reported here as the ratio of TOC removal credits to that required by regulation.

4 Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. Monitoring for these contaminants helps EPA decide whether these contaminants should have a standard. See epa.gov/dwucmr.



DEFINITIONS

- **N/A:** not applicable
- **ND:** not detected
- **ppm:** 1 part per million = 1 mg/L = 1 milligram per liter
- **ppb:** 1 part per billion = 1 ug/L = 1 microgram per liter
- **1 ppm = 1000 ppb**
- **RAA, Running Annual Average:** average of data from the previous 12 months, calculated after each monitoring event or period.
- **LRAA, Locational Running Annual Average:** average of data at a specific monitoring location from the previous 12 months, calculated after each monitoring event or period.
- **NTU, Nephelometric Turbidity Unit:** This is a measure of the cloudiness of water. Turbidity in excess of 5 NTU is just noticeable to the average person. We monitor turbidity because it is a good indicator of the effectiveness of our treatment process.
- **AL, Action Level:** The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **TT, Treatment Technique:** A required process intended to reduce the level of a contaminant in drinking water.
- **MCLG, Maximum Contaminant Level Goal:** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **MCL, Maximum Contaminant Level:** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **MRDL, Maximum Residual Disinfectant Level:** The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG, Maximum Residual Disinfectant Level Goal:** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

Notices of Violation

In the third and fourth quarters of 2021, the New Orleans Westbank water supply did not achieve the minimum percentage reduction of total organic carbon (TOC) required by the Louisiana State Sanitary Code. This treatment technique violation is not an emergency. Your water remains safe to use. If this had been an emergency, you would have been notified immediately.

TOC has no health effects. However, TOC provides a medium for the formation of chemicals called disinfection byproducts (DBPs). Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form DBPs. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the maximum contaminant level standard may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of getting cancer.

The levels of THMs and HAAs in New Orleans' water supply are well below the maximum contaminant level standards. Surface water utilities are required to lower TOC amounts in drinking water supplies by a percentage based on source water parameters, but there is no maximum contaminant level for TOC. Removal of TOC is a performance indicator for the control of such disinfection byproducts.

Compliance with the TOC standard is determined by calculating a running annual average (RAA) of TOC levels, determined quarterly, using the previous 12 monthly TOC sample result removal ratios. Water systems are required to achieve a RAA removal ratio of 1.00 or greater. The Algiers RAA removal ratios at the end of the third quarter and fourth quarters of 2021 were 0.96 and 0.99, respectively. The SWBNO recently completed planned improvements to the Algiers water treatment plant that are expected to improve TOC removal and help ensure compliance with the Louisiana Sanitary Code's TOC removal requirements.

Louisiana and Federal regulations require us to monitor your drinking water once per month for TOC and alkalinity which are used in determining disinfection byproduct precursor removal levels and to report the results to the Louisiana Department of Health. We failed to monitor for disinfection byproduct precursor removal levels in March 2022. This monitoring violation was corrected in April 2022. This is not an emergency. If it had been, you would have been notified immediately. EPA does not consider this monitoring violation to have any serious adverse health effects on human health.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

Contact

For more information about contaminants and potential health effects, call the Environmental Protection Agency's Safe Drinking Water Hotline: 1-800-426-4791.

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:

- SWBNO laboratory: (504) 865-0420
- Emergency department: (504) 52-WATER (529-2837)
- E-mail address: 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:

WWW2.SWBNO.ORG/NEWS_BOARDMEETINGS.ASP

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, hable con alguien que lo entienda, o visite www.SWBNO.org/reports/waterquality.

Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hỏi người nào hiểu tài liệu này hoặc truy cập trang web www.SWBNO.org/reports/waterquality.





**Sewerage and Water
Board of New Orleans**
625 St Joseph Street
New Orleans, LA 70165

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