



"RE-BUILDING THE CITY'S WATER SYSTEMS FOR THE 21ST CENTURY"

Sewerage & Water Board of NEW ORLEANS

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FOR IMMEDIATE RELEASE
May 11, 2012

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SWB Cautions Customers Against Billing Scam

The Sewerage and Water Board reports that the Customer Service Center has received several calls about a scam that claims that the President of the United States is providing assistance with utility bills.

This program is a "billing scam". The "scam" includes asking the customer for personal information which includes social security numbers from the back of their social security cards.

The scam also calls for customers to make a payment with a bank routing number supplied by the scammer and the number appearing on the back of their social security cards as the bank account number.

Payments made to Sewerage and Water Board with this scamming information will not be credited for payment.

Customers are advised to only use authorized methods for payment:

- SWB Customer Service Centers
- Walk in payment centers
- Pay by mail
- Pay on-line

Payments should only be made with valid banking account information and methods.

If customers believe that their account has been affected they should call 529-2837 and speak with a customer service representative.

