



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

# Sewerage & Water Board OF NEW ORLEANS

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## SEWERAGE & WATER BOARD ANNOUNCES NEW BILLING SYSTEM

NEW ORLEANS --- Executive Director Cedric S. Grant announced that Sewerage & Water Board of New Orleans’s **new billing system** is scheduled to “**Go-Live**” in **October 2016**. Grant emphasized that “Everything about this new system is intended to **provide an improved customer experience.**”

There will be a **new bill format** with a **usage graph** that shows the amount of monthly water usage for the past two years. S&WB will be able to **provide electronic billing** for those customers who prefer not to receive a paper bill in the mail. Customers will be able to **access their account balances by phone** and **make payments by phone** 24 hours a day. And, we will be able to take **credit card payments in our lobby.**

Grant also noted that customer **communications will be enhanced** by providing **electronic reminders** to customers when their payment is due or when a pending bank draft is about to occur. A new interactive voice response system will be able to call customers to remind them about payment notifications or other advisories as well as when there is construction in their area. Customers can select from several delivery options including **texts, emails, or phone calls.**

Sewerage and Water Board employees will use tablets equipped with **electronic work orders and driving directions.** This will ensure quicker response times and real-time updates to customer accounts when payments are received and work orders are completed.

The new Cogsdale utility billing system replaces a system that was developed and first implemented by Sewerage and Water Board in 1987.

Grant noted that this is the culmination of work that began with the authorization of new water and sewer rates in 2012. “Without those new rates, we would not have been able to move forward with this project,” Grant stated. “We anticipate that this new system will also support improved collections.”

Grant went on to say that there will be a series of communications to customers describing the new system in more detail as S&WB gets closer to the Go-Live date.

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