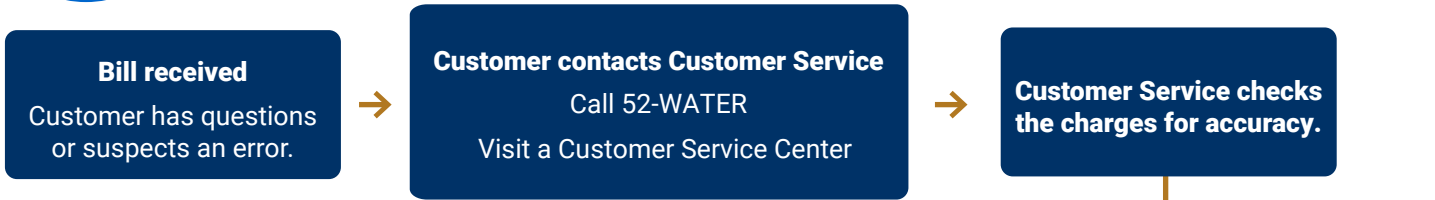




THE BILL DISPUTE PROCESS

Updated: July 2023



Potential Issue	Result
Are the fees correct? (i.e., late fee, NSF fee, tampering fee, obstruction fee)	No error found <u>or</u> incorrect fee adjusted
Does the issue have to do with an estimated meter reading?	If no error found, estimation method explained
Does the bill cover an unusual time period? (e.g., multiple months)	If no error found, billing period explained
Is the number of City Sanitation trash/recycling carts correct?	No error found <u>or</u> bill correction made
Is a commercial litter abatement sanitation fee waiver needed?	
Is the water or sewer connection information incorrect?	
Is the customer class correct?	

My high bill was correct, but I can't afford to pay it all at once.

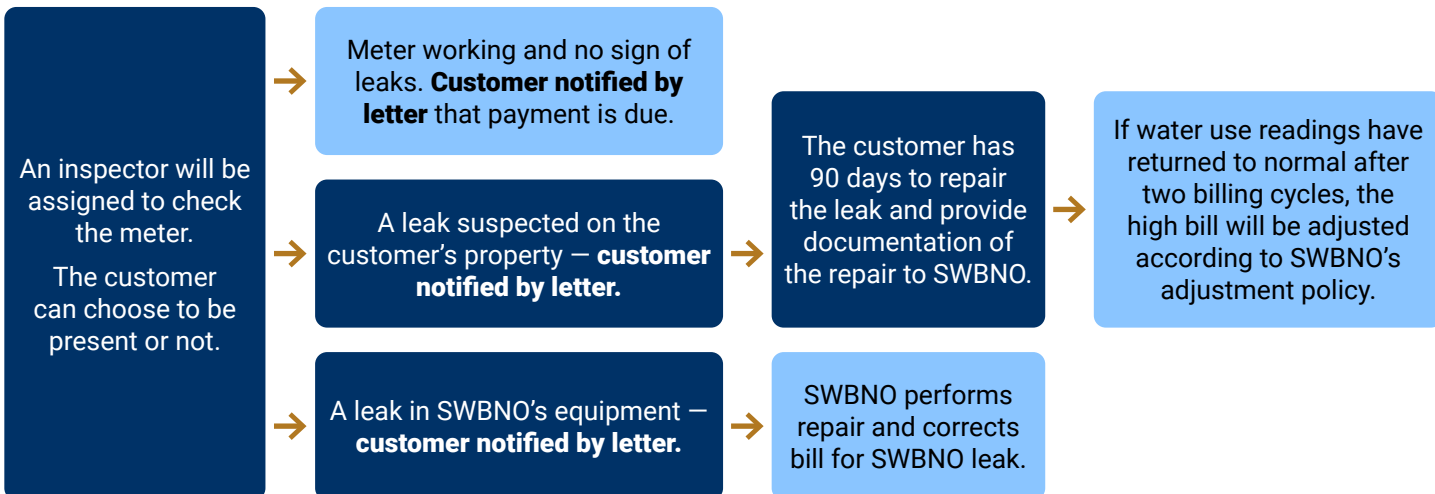
We can help! Contact Customer Service to arrange a payment plan and pay off your balance over time.

What if I am not satisfied with the results of an investigation?

If you do not think the process addressed your concern, you can request an administrative hearing.

In an administrative hearing, an outside hearing officer will take your case. They will review the evidence and determine if the amount is due or an adjustment needs to be made.

Is the cause of the high bill still unknown?



Appeal an Administrative Hearing Judgement

According to Ordinance No. 29278, you can appeal SWBNO's administrative hearing judgment to the New Orleans City Council within forty-five (45) days of receiving your judgment.

To learn more, visit council.nola.gov/resources/swbno-customer-appeals/

swbno.org



Learn more at swbno.org/CustomerService/BillDisputeAndAdjustments