



## Sewerage & Water Board of New Orleans

We're Here to Help You Recover!

# To our Customers Affected by the Recent Tornado We are Here to Help

- S&WB **will not** charge a fee to turn your services off or on\*
- Notify us if you want to close your account until you are able to return to your property to rebuild  
-or-
- You may keep your account open.  
(Basic charges continue to apply)
- Your account will remain open until you notify us to close it.
- Late fees and turn off penalties are **temporarily waived** for our customers in the affected area

Contact Customer Service at  
**52-WATER**  
(504) 529-2837  
Visit our website: [www.swbno.org](http://www.swbno.org)

*\* There is a nominal plumbing inspection fee of \$10 per fixture (\$50 minimum) when a home is constructed or rebuilt. This fee covers the cost of the plumbing inspection to ensure compliance with the plumbing code prior to occupancy.*

## Customer Service Locations

**S&WB EAST BANK**  
625 Saint Joseph Street  
New Orleans, LA 70165  
Hours: Monday - Friday  
8:00AM - 5:00PM

**S&WB WEST BANK**  
4021 Behrman Place, Suite M-2  
New Orleans, LA 70131  
Hours: Monday - Friday  
8:30AM - 4:30PM