

New Orleans Water Access Guide for Gardens & Farms

Water is necessary for any garden or farm to succeed. Gardeners and farmers have faced many obstacles to getting reliable and affordable water access on their site. This guide aims to clarify the process for getting an IRRIGATION ONLY water meter.

Designation as an IRRIGATION ONLY account allows you to pay for water charges only. These accounts shouldn't be paying sewerage and sanitation fees, because they're not using these services.

How do I get an IRRIGATION ONLY meter?

DOES YOUR SITE HAVE AN ACTIVE WATER LINE?

YES

NO

ARE YOU GETTING CHARGED FOR SEWERAGE & TRASH PICK UP?

YES

NO

GO TO #1: CHANGE METER TO IRRIGATION ONLY ACCOUNT
This is the simplest scenario.

HAS YOUR SITE EVER HAD A WATER METER ON IT?

YES

NO

GO TO #2: FIND OLD METER
This is the most common scenario.

GO TO #3: VIRGIN LOT
Unfortunately, this is the costliest scenario.

CONGRATS!
It looks like you have an irrigation only account.

A few things you should know as you get ready to get your garden/farm connected to the citywide water system:

- Property owners are responsible for installing any water lines within the private property's boundaries using a licensed master plumber.
- If you're a renter, you'll need to provide an active lease and a letter from your landlord (if you're installing a new meter).
- In all cases, before any needed public work can be done, you must show you have a permit for your private plumbing work.



GETTING INCORRECTLY CHARGED FOR SEWERAGE / TRASH PICK UP?

Contact our Urban Agriculture Liaison
urbanag@nola.gov




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#1: CHANGE METER TO IRRIGATION ONLY ACCOUNT

You have an existing water meter and active water line. The meter is currently designated as **residential** but there is no house, brick-and-mortar business, or other structure with a sewerage line on the site. You need SWBNO to **re-designate your meter to irrigation-only**.

- 1 If the account is already in your name:**
Call SWBNO Customer Service at (504) 52-WATER (504-529-2837) to have them change to an “**Irrigation Only account.**”
- 2 If it’s a new account or not already in your name:**
Go to the SWBNO office at 625 St. Joseph Street or 4021 Behrman Place, Suite M-2.
- 3 At the office:**
 - Pay deposit upon account opening based on the size of the meter (see deposit table below).
 - **Tell the customer service agent that there is no structure on the property and to mark the account as Irrigation Only** to avoid sewerage and sanitation fees.
- 4 SWBNO inspects the location and confirms the information provided.**
They redesignate as an Irrigation Only account.
- 5 You are ready to GROW!**
Check your next bill to confirm everything is correct. If not, email urbanag@nola.gov for help.



Check here for your deposit amount, depending on the water meter/tap size you need

METER/TAP SIZE (inches)	DEPOSIT FEE
5/8	\$100
3/4	\$100
1	\$125
1.5	\$300
2	\$550



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#2 FIND OLD METER & GET WATER RUNNING AGAIN

Your site used to have a water meter, but it has been removed. You need to find the water meter, get a water hook-up installed, and get a new account with SWBNO. This is the most common scenario for growers.



1

Locate Existing Meter:

If you can't find the old meter, call SWBNO Customer Service to request a meter locate. If a new meter is needed, SWBNO will install it.

2

Permit & Plumbing:

Your licensed master plumber must file the job through the City's One Stop system, pay any necessary fees, and complete a \$10 Water Card in person at 625 St. Joseph St., Room 261R.

3

Water Line Installation:

SWBNO's contractor installs service lines from the main to the meter. Your plumber handles the line from the meter to the outlet.

4

Inspection:

After plumbing work is complete, your plumber schedules an inspection with SWBNO's Plumbing Department.

5

Account Creation:

Once approved, SWBNO will send two letters:

- One with the deposit amount needed to open the account
- Another with the account number and location ID

6

Open Your Account:

Bring both letters to SWBNO Customer Service (625 St. Joseph St. or 4021 Behrman Pl.) to open your Irrigation Only account. Let them know there's no structure on the property to avoid sewerage/sanitation fees.

7

Confirm Your Bill:

Check your next bill to make sure everything is correct. If not, contact urbanag@nola.gov for help.

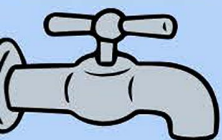


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#3 VIRGIN LOT: NEEDS WATER METER INSTALLED

Your site has never had a water meter on it. You need to hire a licensed master plumber and go through the process of getting the meter installed, installing a water hook-up on your site, and connecting the two. This is the costliest scenario.



1

Contact SWBNO:

When you're ready to begin, reach out to Customer Service at customerservice@swbno.org or (504) 52-WATER.

2

Permits & Water Card:

Your licensed master plumber applies for a Plumbing Permit via One Stop. They must also complete a \$10 Water Card in person at SWBNO House Connections Department (625 St. Joseph St., Room 261R).

3

Water Line Installation:

SWBNO installs the service line from the main water feed to the meter box. Your plumber installs the line from the meter to your outlet—be sure to tell them where you want the spigot!

4

Inspection:

Once plumbing is done, your plumber schedules an inspection with SWBNO's Plumbing Department for approval. SWBNO Plumbing meets the plumber in the field and approves the connection.

5

Account Creation:

SWBNO sends two letters:

- one with your deposit amount needed to open the account
- one with your account number and location ID.

6

Open Your Account:

Bring both letters to SWBNO Customer Service (625 St. Joseph St. or 4021 Behrman Pl.) to open your Irrigation Only account. Let them know there's no structure on the property to avoid sewerage/sanitation fees.

7

Start Growing!

Check your next bill to confirm everything is correct. If not, email urbanag@nola.gov for help.



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