



Annual Update and 2023 Consumer Confidence Report on Water Quality

Customer Service

EASTBANK LOCATION

625 Saint Joseph Street
New Orleans, LA 70165

Hours: Monday – Friday
8 a.m. – 5 p.m.

WESTBANK LOCATION

4021 Behrman Place, Suite M-2
New Orleans, LA 70131

Hours: Monday – Friday
8:30 a.m. – 4:30 p.m.



REQUEST A HARD COPY



52-WATER
(504) 529-2837



swbno.org



[@SWBNewOrleans](https://twitter.com/SWBNewOrleans)

Letter from the Executive Director



At SWBNO, clean drinking water is our life's work, and protecting New Orleans' health and well-being is our top priority. SWBNO is proud to produce this report each year to help our customers understand the importance of our water system, the quality of our drinking water, and other important utility updates.

It is undeniable that 2024 stands to be a defining year for the Sewerage and Water Board of New Orleans. With multiple flagship projects well underway and new laws impacting our utility, SWBNO is optimistic about our future. In following our Five-Year Strategic Plan, we have

made significant strides.

- Our Smart Metering Program is a flagship project that will revolutionize how our utility operates. With nearly 25,000 smart meters installed as of June, we anticipate half of our meters will be replaced by the end of 2024.
- The Power Complex, a critical project that will provide New Orleans a reliable source of power for drinking water and drainage pumps, is nearing completion. It is anticipated to be online by peak hurricane season 2025.
- We have initiated processes to upgrade many of our IT systems, including our financial system, asset management system, and customer portal.
- Workforce development and enrichment as well as organizational improvements remain a top priority for us. For example, we are committed to completing our People Plan study that will identify the right workforce model for our utility and our employees.
- SWBNO is also committed to working closely with our city and state delegates to implement policy changes that will benefit our customers and employees.

These are just a few examples of how we're working toward better every day to improve not only our water quality, but all our services. We are making unprecedented investments in our utility, preparing for a brighter future and overcoming generations of underinvestment. Through these efforts, we aim to give New Orleans a utility that is financially viable, stable, and has reliable and resilient infrastructure that our community can count on.

Yours in Service,

GHASSAN KORBAN,
Executive Director

Legislative Update

The 2024 regular session of the Louisiana Legislature ended recently. The new laws impacting the SWBNO mandate:

- We no longer send estimated bills;
- Customers can opt-in for a fixed bill amount;
- There will be bill dispute arbiters conducting hearings in locations to be announced in each council district;
- Catch basins (72,000) and what is known as the minor (smaller pipes) drainage system, currently under the responsibility of the City Department of Public Works (DPW), will be consolidated under SWBNO as it was over 30 years ago;
- An exception to the City's residency requirement for employment;
- And a law enabling SWBNO to execute the federal requirements for lead water service line replacement.

For more information and updates on SWBNO's implementation of these new efforts, please visit: swbno.org/Article/Details/louisiana-state-legislative-session-update-for-2024



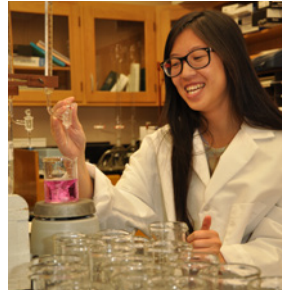
Water Quality as a Priority

DRINKING WATER SAMPLING IMPROVEMENTS

As a public drinking water utility, public health and safety are our top priority. Below are measures we've taken to ensure the water quality results shared in this report and in the future are reliable and accurate.

1. Immediately instituted random cross-referencing of GPS data from sample-taking vehicles and water sample reports
2. Installed cameras in sample-taking vehicles (for employee safety as well as internal training and accountability)
3. Obtained software to correlate sample data and GPS data to establish a system of continuous monitoring and heightened oversight
4. Hiring and training new samplers

If you have any concerns about water quality, contact 52-WATER.

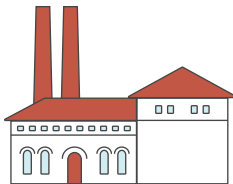


WATER QUALITY MASTER PLAN

Our primary water treatment plant—the Carrollton Water Treatment Plant—was last renovated in 1959. However, new, more efficient treatment technology has been widely adopted since that time. Additionally, the EPA is developing new water quality requirements.

SWBNO is in the process of developing a Water Quality Master Plan to identify the next level of investment and funding sources needed for our water treatment plants to keep up with the new technology and regulations. The Water Quality Master Plan will also consider the effects of climate change, including future threats of saltwater intrusion.

Work on the Water Quality Master Plan began in early 2024 and is anticipated to take 18 months.



A Modern System for More Accurate Data



The Smart Metering Program aims to resolve challenges stemming from our aging water distribution system. Our current meters are mechanical and require manual readings. Their age can cause them to gradually lose accuracy over time, often under-recording water use.

Smart meters are more precise, measuring smaller amounts of water that older meters may have missed. When the smart metering system is fully in place, we will be able to read all of our approximately 140,000 meters automatically and remotely. Additionally, the smart meter data will be available on an enhanced customer portal.

The result? **Empowered customers with access to accurate and timely data made available in a user-friendly portal, which will be available later this year.**

PRESERVING HISTORIC METER COVERS

As we implement this major modernization project, we recognize the importance of preserving our historic meter cover design—which also serves as our logo, a symbol in which the community holds much pride and ownership.

Our new smart meters require a different type of meter cover to meet the functional needs of the new technology. The new meter cover honors our utility's roots, incorporating the iconic crescent moon and stars design.



WHAT TO EXPECT AT YOUR INSTALL

Before your installation, we will send a postcard to the account holder and the service address. For most residential customers, the meter upgrade should take about 15-30 minutes, and you do not need to be home for the install. Learn more at swbno.org/Projects/SmartMetering.



CHECK OUT OUR NEW SMART METERING DASHBOARD to see where we've already installed smart meters and where we'll be replacing meters in the next few months.

◀ Scan me with your smartphone!

Your First Smart Meter Bill

After receiving your meter upgrade, your first bill with smart meter data will be a “transitional bill.” For most customers, the transitional bill will include data from the old mechanical meter combined with data from the new smart meter. All future bills will include smart meter data only.

SEWERAGE & WATER BOARD OF NEW ORLEANS
 625 SAINT JOSEPH ST
 NEW ORLEANS, LA 70165-6501
 52-WATER or (504) 529-2837
 Hearing Impaired TRS 711
 Visit us on the web at www.swbno.org

Account Number: [Redacted]
 Service Address: [Redacted]
 Total Due: \$100.61
 Date Due: 04/24/2024
 Total Due After 04/24/2024: \$112.91

Meter	Service Class	Bill	Read Date	Reading	Read Type	Usage*	Days Of Use	Avg Usage/Day*
95473744	SM COMMERCIAL	This Bill	03/26/2024	0.5	Actual	0.5	12	0.04
		Last Bill						
A350872	SM COMMERCIAL	This Bill	03/15/2024	941.5	Actual	0.7	16	0.04
		Last Bill	02/28/2024	940.8	Actual	-1.6	29	-0.05

**Usage in thousands of gallons*

Water Usage Graph* (in thousands of gallons)
 Last Year (grey bars), Current Year (black bars)

Previous Activity
 Last Bill: \$51.31
 Payment Received - Thank You: -\$51.31
 Late Fees: \$0.00
 Adjustments: \$0.00
 Balance Forward: \$0.00

Current Activity
 Meter 95473744 / A350872
 Ready To Serve - Water for 5/8" Meter: \$8.09
 Water Usage: \$6.96
 Safe Drinking Water Fee: \$1.00
 Ready To Serve - Sewer: \$24.87
 Sewer Volume Charge: \$10.39
 Commercial Sanitation Charges (1 unit): \$48.00
 State Sales Tax: \$0.31
 City Sales Tax: \$0.39
Current Charges: \$100.61

Important Information
 This is your first bill reflecting new smart meter data, which is more precise. You may notice a difference in water use compared to previous bills. Learn more at swbno.org/Projects/SmartMetering

This bill reflects new smart meter data, which is more precise. You may notice a difference in water use compared to previous bills. Learn more at swbno.org/Projects/SmartMetering.

SCAN ME to learn more about bill impacts

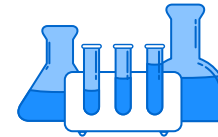
PRECISE SMART METER DATA MAY IMPACT BILLS

The new smart meters can accurately measure water moving through customers’ pipes—even smaller amounts of water that older meters may have missed. Therefore, the new meters will reflect actual customer use. In some instances, customers who had a mechanical meter that under read their water use may see a bill increase.

WATER CONSERVATION TIPS

The data available through smart meters (and the customer portal coming soon) will empower customers to have more control over their water use and, ultimately, their bill. For water conservation tips, visit swbno.org/ConservationTips.

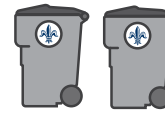
What Am I Paying For?



State Dept. of Health Water Quality Testing

“Safe Drinking Water” on your bill

\$1.00



Trash and Recycling Pickup

“Residential Sanitation Charges” on your bill collected on behalf of City of New Orleans

\$24.00

“Ready to Serve” Essentials

Minimum bill for everyone

Your Monthly Bill =
 “Ready to Serve” Essentials \$34.65
 + City Trash Collection \$24.00
 + Your Monthly Use

Monthly Use

Based on your water use



Gallons of Water In

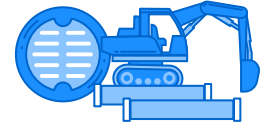
“Water Usage” on your bill



Gallons of Sewage Out

*“Sewer Volume Charge” on your bill
 Based on gallons of water in*

Total cost for **one gallon** of water use
1.3¢



Sewer Infrastructure

“Ready to Serve- Sewer” on your bill

\$24.87



Drinking Water Infrastructure

“Ready to Serve- Water for 5/8” Meter” on your bill

\$8.69



City Sales Tax

Varies with monthly use

Last revised: April 2024

Choose Tap!

Bottled water can cost up to 1,000 times more than tap water. The average cost of a 20-ounce bottle of water is \$1.50. By the gallon, SWBNO’s tap water costs roughly one penny—that’s less than \$15 for 1,000 gallons!

The Power Complex

Phase 1 of the highly-anticipated Power Complex project is currently well under way. This significant upgrade and modernization will replace century-old power generation equipment. As a result, New Orleans will have more reliable drainage and drinking water services.



BOARD OF DIRECTORS ON POWER COMPLEX SITE



ENERGY SUBSTATION



UTILITY RACK BRINGING ENERGENCY POWER FROM SUBSTATION TO SWBNO

PHASE 1

Phase 1 provides cleaner, less costly electricity from the Entergy grid to power our pumps. It will also add a new turbine generator to our in-house fleet for backup. We expect Phase I to be complete for peak hurricane season 2025.

PHASE 2

Phase 2 will include a new state-of-the-art operations center and final system setup. The completion of this phase will be dependent on funding.

Pumping and Power Updates

ONLINE DASHBOARD

At the end of 2023, SWBNO launched a beta version of a public dashboard that shows which pumping stations are on in real-time. The dashboard also features our available power more prominently.



Customers can access the dashboard at swbno.org/projects/PumpingAndPower. The page will evolve as we add more capabilities.

Green Infrastructure

Power sources and our grey infrastructure—like drainage pipes and pumping stations—are critical in minimizing damage from excessive stormwater. However, it cannot be our only defense.

We need to work with nature—not just against it—to live well with water. That's why we have been investing in green infrastructure.

Green infrastructure uses vegetation, soils, and natural processes to manage water and create healthier urban environments. This type of stormwater management mimics nature by soaking up and storing water.

10

SWBNO owned and managed green infrastructure projects

274,500

gallons of stormwater managed with green infrastructure

BAYOU ST. JOHN

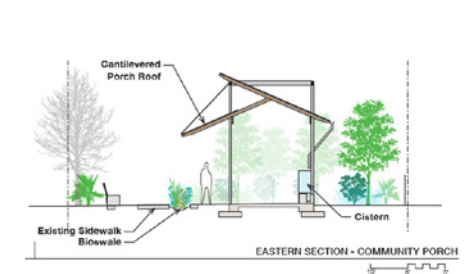
SWBNO's Most Recent Green Infrastructure Project

Completed in 2023



HOLLYGROVE GREENLINE PROJECT

Completed in 2023



Customer Service Resources

As a part of our commitment to you, we are improving the quality of our customer service and expanding the range of options you have for interacting with us.



REPORT A WATER OR SEWER ISSUE

Call 52-WATER

(Available 24/7 for emergencies)

OFFICE LOCATIONS

Eastbank Location

625 Saint Joseph Street
New Orleans, LA 70165

Monday–Friday, 8 a.m.–5 p.m.

Westbank Location

4021 Behrman Place, Suite M-2
New Orleans, LA 70131

Monday–Friday, 8:30 a.m.–4:30 p.m.

PAY A BILL

- Visit an office/satellite center or visit a Fidelity Express Bill Pay location: fidelityexpress.com/find-a-location
- Pay online or by AutoPay via your secure online account: account.swbno.org/app/login.jsp
- 52-WATER or (504) 529-2837 | any time, 24/7
- Send checks or money orders to our Cashiers Department at our East Bank office.

OPEN AN ACCOUNT

- Visit an office or satellite center

CLOSE AN ACCOUNT

- swbno.org/Form/CloseAccount
- customerservice@swbno.org

DISPUTE A BILL

- 52-WATER or (504) 529-2837
Monday–Friday, 8a.m.–6 p.m.
- swbno.org/Form/ContactDepartment?d=custserv
- customerservice@swbno.org
- You can mail your bill inquiry to our Mail Resolving Department at our Eastbank office.

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.
- Complete an online form at council.nola.gov/resources/swbno-customer-appeals/

PROMISEPAY

- Need help paying your water bill? Sign up for a flexible, affordable, and convenient PromisePay payment plan.
- swbno.promise-pay.com
- (504) 565-2905




WANT TO SUPPORT THOSE IN NEED BY CONTRIBUTING TO OUR PAYMENT ASSISTANCE PROGRAM?


Add exactly \$1 to your bill for Water Help!
Learn more at swbno.org/CustomerService/PaymentAssistance.

Who Should I Call?

When an issue comes up in your home or neighborhood, figuring out who to call can be confusing. Here is a quick reference guide to help.

SEWERAGE AND WATER BOARD OF NEW ORLEANS

 52-WATER

 swbno.org/Form/ReportALeak



Water Leak



Leaking Hydrant



Low Water Pressure




Sewer Odor

CITY SERVICES – NOLA 311

The following issues are addressed by departments within the City of New Orleans, not SWBNO:



311  Text HELLO to 311YES (311937)



nola311.org



Potholes



Clogged Catch Basins*



Trash Collection



Roadway Signs



Street Lights



Traffic Lights

EMERGENCY SERVICES



911



streetwise.nola.gov



Flooded Roadway

*Catch basins will soon become SWBNO's responsibility. Learn more at swbno.org/Article/Details/louisiana-state-legislative-session-update-for-2024

DRINKING WATER WATER SOURCE AND TREATMENT

New Orleans’ drinking water comes from the Mississippi River, a surface water source. Other sources of drinking water outside of this city (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells.

SWBNO operates two water purification plants to supply drinking water to residents, visitors, and businesses in the City of New Orleans. Customers on the Eastbank of the Mississippi River receive their water from the Carrollton Water Treatment Plant, and Westbank customers receive water from the Algiers Water Treatment Plant. In 2023, the Carrollton Plant provided an average of 137 million gallons of drinking water per day. The Algiers Plant provided an average of 12 million gallons per day.

The Louisiana Department of Health (LDH) grades water systems’ long-term ability to provide safe drinking water. In 2023, the Carrollton Plant and the Algiers Plant received a **D grade (64)** and a **B grade (85)**, respectively. A low water system grade does not imply unsafe water, and it does not pose an immediate health risk. A lower grade, however, does indicate issues with long-term viability of the water system, which may need major improvements and upgrades in order to continue providing safe drinking water over time.

For example, for the Carrollton Plant, many of the point deductions were due to an Administrative Order, which our Board and Leadership Team addressed through training earlier this year. There are also unresolved deficiencies related to our older turbines, which will be addressed with the future Power Complex, slated to come online by mid-2025. Currently, the utility is undertaking a Water Quality Master Plan, which will address the overall needs of our water treatment plant, which has not had a meaningful investment since the 1950s. The LDH also cited the lack of a rate study as a reason for point deductions. Learn more at ldh.la.gov/page/4815.

WHO TESTS YOUR WATER?

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems. Food and Drug Administration (FDA) regulations establish limits for contaminants in bottled water, which must provide the same protections for public health.

LDH, the SWBNO Water Quality Laboratory, and LDH-certified contract laboratories determine if New Orleans’ drinking water complies with state and federal drinking water quality standards. The table on page 19 reports regulated contaminants detected in compliance monitoring in 2023.

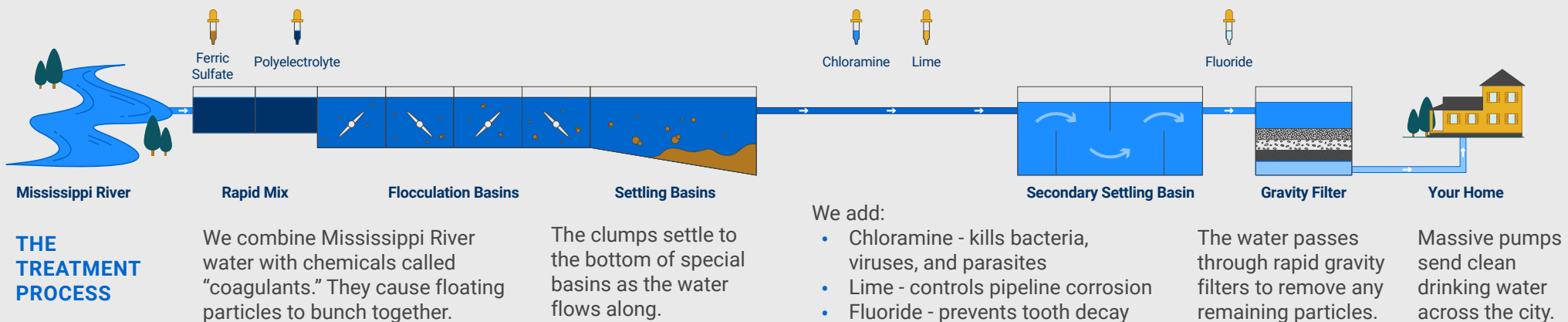
SWBNO is committed to keeping your water clean. In addition to the compliance monitoring required by drinking water regulations, we perform daily quality control testing in our laboratory as well as continuous online monitoring of important water quality parameters. Our team monitors your water and responds to water main breaks, service outages, and other issues 24/7 via our hotline: 52-WATER.

ABOUT WATER SOURCES AND RISKS

As water travels over the surface of the land or through the ground, it dissolves naturally occurring minerals and, in some cases, radioactive material, and can pick up substances resulting from the presence of animals or from human activity.

Contaminants that may be present in source water include:

- Microbial contaminants, such as viruses and bacteria, which may come from sewerage treatment plants, septic systems, livestock operations, and wildlife.



- Inorganic contaminants, such as salts and metals, which can be naturally occurring or result from urban stormwater runoff, industrial or domestic wastewater discharges, oil and gas production, mining, or farming.
- Pesticides and herbicides, which may come from a variety of sources such as agriculture, urban stormwater runoff, and residential uses.
- Organic chemical contaminants, including synthetic and volatile chemicals, which are byproducts of industrial processes and petroleum production, and can come from gas stations, stormwater runoff, and septic systems.
- Radioactive contaminants, which can be naturally occurring or be the result of oil and gas production and mining activities.

Drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some contaminants. The presence of contaminants does not necessarily indicate that water poses a health risk. More information about contaminants and potential health effects can be obtained by calling the Environmental Protection Agency's Safe Drinking Water Hotline (1-800-426-4791).

Some people may be more vulnerable to contaminants in drinking water than the general population. Immunocompromised individuals, including people with cancer, organ transplant recipients, persons with HIV/AIDS or other immune system disorders, and some elderly and infants can be particularly at risk of infections. Such individuals should seek advice about drinking water from their health care providers. EPA/Centers for Disease Control (CDC) and Prevention guidelines on appropriate means to lessen the risk of infection by *Cryptosporidium* and other microbial contaminants are available from the EPA's Safe Drinking Water Hotline (1-800-426-4791).

Louisiana's Source Water Assessment Program is conducted jointly by the Department of Environmental Quality (DEQ) and the Louisiana Department of Health (LDH). These agencies assess and examine the area around the Mississippi River where contaminants could, if present, potentially reach our source water. The program provides an inventory of potential sources of contamination and determines the likelihood that the water supply could be contaminated by those potential sources. As with most surface water sources, our water system has been given a "high" susceptibility rating, regardless of if there are identified contaminant sources in the watershed or if those sources have produced contaminants. If you would like to review the Source Water Assessment, contact the Sewerage and Water Board Laboratory at 504-865-0420 or waterinfo@swbno.org.

Lead Safety

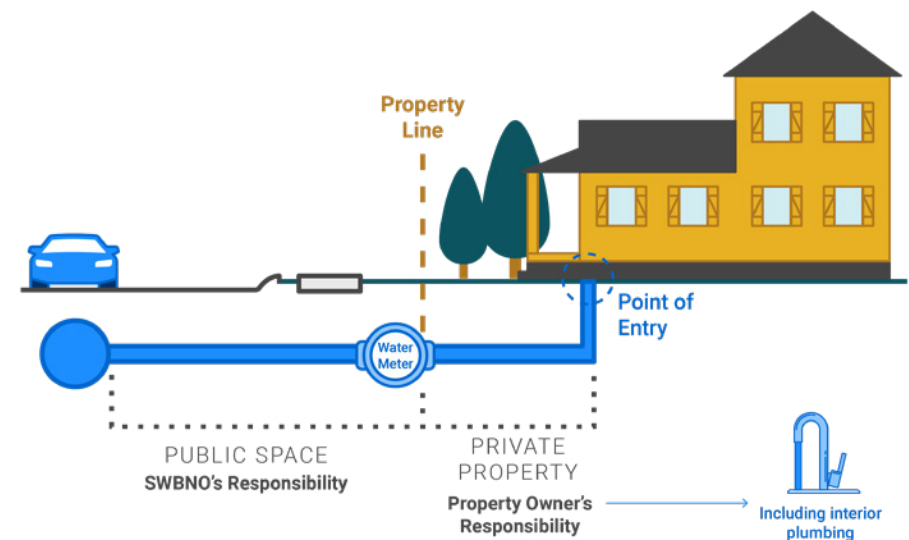
As a drinking water agency committed to public health, SWBNO recognizes the risk lead can present to our customers, so we have been actively taking steps for years to protect our community.

SWBNO treats the water it produces to reduce corrosion and minimize the tendency for lead to dissolve into it. Water quality tests show there is no detectable lead in the water that leaves our treatment plants.

However, there is a potential that lead can make it into your water somewhere between our plant and your tap. The risk of lead exposure can vary and can be location dependent. If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children.

SOURCES OF LEAD

Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. SWBNO is responsible for providing high-quality drinking water but cannot control the variety of materials used in plumbing components. It is important to be aware of your privately owned plumbing. Some older buildings in New Orleans may still have lead pipes and fixtures. You can take responsibility by identifying and removing lead materials within your home plumbing and taking steps to reduce your family's risk.



Before drinking tap water, flush your pipes for several minutes by running your tap, taking a shower, doing laundry or a load of dishes. You can also use a filter certified by an American National Standards Institute accredited certifier to reduce lead in drinking water.

If you are concerned about lead in your water, and wish to have your water tested, visit swbno.org/Projects/LeadAwareness to request a lead testing kit. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available at epa.gov/safewater/lead.

LEAD PIPES IN NEW ORLEANS

Our goal is to ultimately eliminate lead service lines within our water system. New Orleans' families deserve a lead-free water system, and removing lead pipes across the community is critical to getting us there. Making that happen means locating lead pipes on public and private property, getting access to replace them, and securing all available funding from state and federal resources.

SWBNO is working with BlueConduit, a water analytics company funded by Google.org, to inventory the types of materials used in water lines servicing each SWBNO customer. That data will then be translated into a public-facing map to show where lead lines are located throughout the city. The map will help ensure SWBNO's compliance with pending federal regulations from the EPA ahead of an October 2024 deadline.

MINIMIZE RISK

We are currently working toward a lead service line replacement plan to be in compliance with the EPA's regulations. In the meantime, whenever our crews or contractors come across a lead water line, we strive to alert the property owner or occupant. This will also be the case as we install smart meters across the city.

We also replace lead service lines under the Joint Infrastructure Recovery Roads program, a federally financed joint venture with the City's Department of Public Works to rebuild streets and the infrastructure beneath them.

TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER

- Replace lead service lines if located on your private property. This is the most important step you can take. Homes constructed or plumbing installed before 1988 may contain lead in plumbing, fixtures, and/or the service lines leading to your meter, putting you at risk.
- Install "lead-free" fixtures. Prior to January 2014, fixtures containing up to 8% lead were allowed to be labeled "lead-free." Now all fixtures are required to contain less than 0.25% lead.
- Test your water for lead. We can provide you with lead-testing kits.
- Consider using a water filter that meets NSF Standard 53 for lead.

- Visit our Lead Awareness webpage at swbno.org/Projects/LeadAwareness to request a free water pitcher that filters for lead.
- When water hasn't been used for six hours or more, run the faucet for 3-5 minutes before using for drinking or cooking. Household tasks like showering or running the dishwasher can also help flush the system.
- Use cold tap water for drinking, cooking, and preparing baby formula. Lead dissolves more easily in hot tap water.
- Do not boil water to remove lead. Boiling your water will not reduce lead.
- Ask your physician to test your child's blood levels for lead. Louisiana Law requires primary medical providers to perform lead testing on children ages six months to six years. Lead may also come from sources other than drinking water, such as soils and lead paint.
- Clean your faucet aerators to dispose of any captured lead particles. Unscrew the aerator from the tip of the faucet, soak it in white vinegar for five minutes, gently scrub with a brush, rinse, and place the aerator back on your faucet.
- Replace galvanized plumbing. Lead from lead service lines can build up in galvanized pipes and be later released.



Get a Free Water Filter Pitcher

We are providing pitchers that filter for lead to customers who are concerned about lead in their drinking water. This is part of our effort to empower customers until their potential lead service lines are replaced.

Visit swbno.org/Projects/LeadAwareness or scan the QR code above to request a pitcher.

Get a Free Lead Testing Kit

Test kits are for residential locations in Orleans Parish only. You do not need to own your home or receive a SWBNO bill to get a free testing kit.

- Contact 52-WATER or complete our online form by visiting swbno.org/Form/LeadTestingKitRequest or by scanning the QR code above.
- A test kit with instructions will be mailed to your address. Kits are delivered by USPS, and return postage is provided. A signature is not required for delivery.
- Results from lead testing may take approximately six to eight weeks. All results are provided by mail. If your results are above the EPA's action level, you will also receive notification by phone or email.

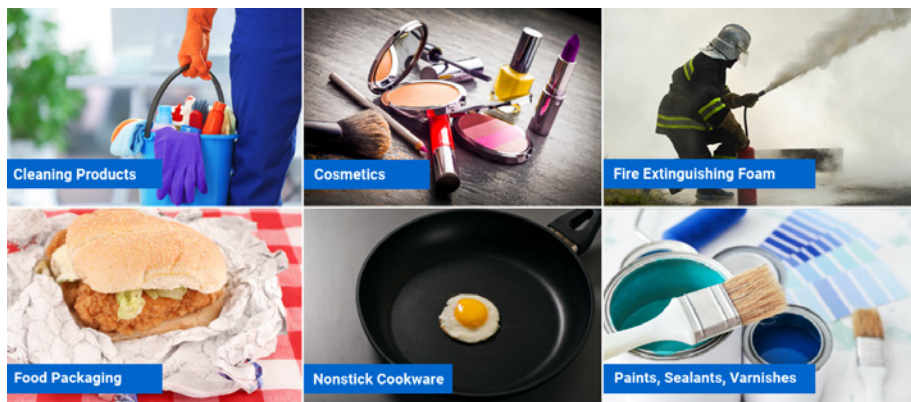
PFAS in Drinking Water: Finalized Regulations

PFAS (Per- and poly-FluoroAlkyl Substances) are a family of chemicals sometimes called “forever chemicals.” These chemicals are part of our daily lives and can find their way into drinking water from many different sources.

COMMON PFAS SOURCES

These compounds are common in everyday products because they are water-resistant, stain-resistant, and very durable.

HEALTH CONCERNS WITH PFAS



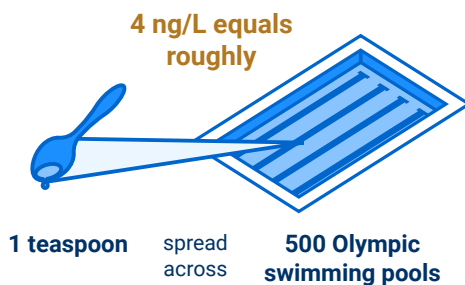
PFAS do not break down quickly, and they can build up in people, animals, and the environment over time.

Current studies show that long-term exposure to PFAS may impact birth weight, affect physical development in children, increase the risk of some cancers, suppress the immune system, interfere with hormones, and increase cholesterol levels. However, scientists are still learning about the health risks posed by PFAS, especially at very low doses received over long periods. Visit the U.S. Environmental Protection Agency (EPA) website for more information.

DRAFT RULE FOR DRINKING WATER

In April 2024, the EPA finalized a rule that limits six kinds of PFAS in treated drinking water: PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX. The new regulations are part of a broader effort to protect people from the health risks associated with the chemicals.

Under the finalized rule, the EPA



limits PFOA and PFOS to 4 parts per trillion (ppt), a concentration roughly equivalent to one teaspoon spread across 500 Olympic swimming pools. PFNA, PFHxS, and GenX will be limited to 10 ppt.

The rule also includes a joint limit called a “hazard index” for four of the compounds (PFNA, PFHxS, PFBS, and GenX). It will determine if the combined levels of these PFAS pose a potential risk.

SWBNO’s water already appears to meet the rule’s requirements.

Our 2023 tests for PFOA and PFOS indicate that we will be below the Maximum Contaminant Level on both sides of the river. Compliance is assessed annually based on the average of quarterly readings, and that average must be less than 4 ppt. See page 20 for more details.

RESULTS	EASTBANK 2023		WESTBANK 2023	
	Range	Annual Average	Range	Annual Average
PFOA	0 – 4.1 ppt	.9 ppt	0 – 4.0 ppt	1 ppt
PFAS	0 – 4.2 ppt	.9 ppt	0 – 4.5 ppt	1.1 ppt

WHAT IS SWBNO DOING ABOUT PFAS?

Although our samples so far have been below the regulatory limits, we will continue to collect data on PFAS in our water. The new PFAS rule requires ongoing monitoring, so we will know if levels change over time.

Independent of the new PFAS rule, we are developing a Water Quality Master Plan. This effort, which we expect to be complete in approximately 18 months, will look holistically at our treatment process, capacity, and technologies. That includes PFAS, but it also includes the many other factors that go into serving reliable, safe drinking water.

WHAT CAN I DO TO LIMIT MY EXPOSURE TO PFAS?

- Be aware of the many sources of PFAS exposure. The majority of a typical person’s PFAS intake – around 80%, according to U.S. EPA estimates – comes from sources other than drinking water.
- Everyday products like nonstick food packaging and cookware, stain-resistant fabrics, and cosmetics, to name a few, contain PFAS.
- If you’re concerned about exposure, check household product ingredient labels for compounds with “perfluoro” or “polyfluoro” in the name.
- Reach out to manufacturers of nonstick, water-resistant, and stain-resistant products for information about their contents.
- Learn more about the issue from the EPA, The Center for Disease Control (CDC), and the American Water Works Association (AWWA).

2023 Water Quality Results

Contaminant	Meets Federal Quality Standard?	Units	Amounts Detected Eastbank	Amounts Detected Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Regulated Contaminants Detected in 2023							
Total Coliform Bacteria	Yes	% Positive Samples per Month	0 – 1.5	0	TT % positive samples per month > 5.0 triggers an assessment	0	Coliforms are bacteria that are naturally present in the environment and are used as an indicator that other, potentially-harmful, bacteria may be present.
Turbidity ¹	Yes	NTU	0.03 – 0.30	0.02 – 0.30	1 for any one sample; 95% of samples each month should be ≤ 0.3	N/A	Soil runoff
		Lowest monthly % of samples ≤ 0.3	100.0	100.0			
Fluoride	Yes	ppm	0.29 – 0.83 Avg = 0.65	0.40 – 0.92 Avg = 0.67	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrite (as Nitrogen)	Yes	ppm	1.1 – 1.3	1.2	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Copper (Data from 2022, latest survey)	Yes	90th percentile ppm	0.1	0.0	Action Level = 1.3 ppm for 90th percentile	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
		Range ppm	0.0 – 0.1	0.0 – 0.1			
		No. sites exceeding AL	0 of 57 samples	0 of 37 samples			
Lead (Data from 2022, latest survey)	Yes	90th percentile ppb	5	6	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
		Range ppb	0 – 22	0 – 15			
		No. sites exceeding AL	1 of 57 samples	1 of 37 samples			
Atrazine	Yes	ppb	0.049 – 0.05	0.051 – 0.091	3	3	Runoff from herbicide used on row crops
Combined Radium	Yes	pCi/L	ND – 0.178	ND	5	0	Erosion of natural deposits

Contaminant	Meets Federal Quality Standard?	Units	Amounts Detected Eastbank	Amounts Detected Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Gross Alpha Particle Activity	Yes	pCi/L	ND	2.28	15 pCi/L	0	Erosion of natural deposits
Gross Beta Particle Activity ²	Yes	pCi/L	ND – 2.99	ND	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.5 – 5.0 highest RAA = 3.2	0.5 – 4.4 highest RAA = 2.8	MDRL: RAA should be ≤ 4	MDRLG: RAA ≤ 4	Water additive used to control microbes
Total Organic Carbon Removal ³	Yes	ratio	0.78 – 1.92 lowest RAA = 1.12	1.00 – 1.52 lowest RAA = 1.11	TT RAA should be ≥ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	9 – 37 highest LRAA = 28	10 – 39 highest LRAA = 30	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	Yes	ppb	7 – 25 highest LRAA = 26	7 – 49 highest LRAA = 29	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection
UNREGULATED CONTAMINANTS⁵							
Perfluorooctanoic acid (PFOA) ^{5,6}	N/A	ppt	ND – 4.1 Avg = 0.9	ND – 4.0 Avg = 1.0	Avg should be ≤ 4.0	0	Discharge from industrial processes and wastewater treatment; runoff from firefighting foam; leachate from landfills
Perfluorooctanesulfonic acid (PFOS) ^{5,6}	N/A	ppt	ND – 4.2 Avg = 0.9	ND – 4.5 Avg = 1.1	Avg should be ≤ 4.0	0	
Perfluorobutanoic acid (PFBA) ⁵	N/A	ppt	5.4 – 9.1 Avg = 6.7	5.4 – 8.5 Avg = 7.0	N/A	N/A	
Perfluorohexanoic acid (PFHxA) ⁵	N/A	ppt	ND – 3.0 Avg = 0.3	ND	N/A	N/A	
Lithium ⁵	N/A	ppt	ND – 11.5 Avg = 2.5	ND – 11.4 Avg = 2.9	N/A	N/A	Naturally present in the environment

1 Turbidity is a measure of the cloudiness of the water. We monitor it because it is a good indicator of the effectiveness of our filtration system. The major sources of turbidity include soil runoff.

2 The MCL for Beta Particles is 4 mrem/yr. EPA considers 50 pCi/L to be the level of concern for Beta Particles and uses 50 pCi/L as a screening level.

3 Total Organic Carbon Removal is reported here as the ratio of TOC removal credits to that required by regulation.

4 Unregulated contaminants are those that don't yet have a drinking water standard set by EPA. Monitoring for these contaminants helps EPA decide whether these contaminants should have a standard. See www.epa.gov/dwucmr.

5 Detected in 2023 during EPA's Unregulated Contaminant Monitoring Rule 5.

6 In April 2024, EPA finalized regulatory limits for these chemicals. Water utilities must comply with the limits by 2029. See www.epa.gov/sdwa/and-polyfluoroalkyl-substances-pfas.

DEFINITIONS

- **N/A** = not applicable
- **ND** = not detected
- **ppm**: 1 part per million = 1 mg/L = 1 milligram per liter
- **ppb**: 1 part per billion = 1 ug/L = 1 microgram per liter
- **1 ppm** = 1000 ppb
- **ppt** = 1 part per trillion = 1 ng/L = 1 nanogram per liter
- **RAA, Running Annual Average**: average of data from the previous 12 months, calculated after each monitoring event or period.
- **LRAA, Locational Running Annual Average**: average of data at a specific monitoring location from the previous 12 months, calculated after each monitoring event or period.
- **NTU, Nephelometric Turbidity Unit**: This is a measure of the cloudiness of water. Turbidity in excess of five NTU is just noticeable to the average person. We monitor turbidity because it is a good indicator of the effectiveness of our treatment process.
- **AL, Action Level**: The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.
- **TT, Treatment Technique**: A required process intended to reduce the level of a contaminant in drinking water.
- **MCLG, Maximum Contaminant Level Goal**: The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **MCL, Maximum Contaminant Level**: The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLGs as feasible using the best available treatment technology.
- **MRDL, Maximum Residual Disinfectant Level**: The highest level of disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbial contaminants.
- **MRDLG, Maximum Residual Disinfectant Level Goal**: The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.

NOTICE ABOUT YOUR DRINKING WATER FROM THE SEWERAGE AND WATER BOARD OF NEW ORLEANS TO CUSTOMERS ON THE EAST BANK OF NEW ORLEANS:

The New Orleans Carrollton Water Works monitors your drinking water for specific contaminants on a regular basis. Results of regular monitoring are

an indicator of whether or not your drinking water meets health standards as set forth in the State and Federal Primary Drinking Water Regulations [Louisiana State Sanitary Code (LAC 51:XII) and Code of Federal Regulations (40 CFR 141)].

During the monitoring period of December 1, 2002 through December 31, 2022, New Orleans Carrollton Water Works collected 147 of 150 required monthly compliance samples for coliform bacteria. During the monitoring period of June 1, 2023 through June 30, 2023, New Orleans Carrollton Water Works collected 173 of 180 required monthly compliance samples for coliform bacteria. New Orleans Carrollton Water Works failed to collect the required number of samples for the two months in question. Therefore, the New Orleans Carrollton Water Works cannot be sure of the quality of your drinking water for all areas during that time period.

Investigations determined that some sample tap locations and records were falsified by sample collectors. As a result of the rejection of those invalid samples, Carrollton Water Works did not monitor at the required minimum number of locations during the monitoring periods listed above. Those sample collectors are no longer collecting water samples for the SWBNO, and to prevent this from happening again, we are taking additional actions to ensure sampling integrity, including increased GPS monitoring of sample collections and additional training.

This is not an emergency. There is nothing you need to do at this time. As our customer, you have the right to know what happened and what is being done to correct the situation.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact New Orleans Carrollton Water Works at (504) 865-0405 or waterinfo@swbno.org.

NOTICE ABOUT YOUR DRINKING WATER FROM THE SEWERAGE AND WATER BOARD OF NEW ORLEANS TO CUSTOMERS ON THE EAST BANK OF NEW ORLEANS:

The New Orleans Carrollton Water System violated State and Federal Primary Drinking Water Regulations during the September 2023 and October 2023 monthly operating periods.

We are required to continuously monitor your drinking water for disinfectant and turbidity and to report such results to the Department of Health within ten (10) days of the end of each monitoring period. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards.

A failure in continuous, combined, turbidity monitoring equipment resulted in the collection of grab samples from the Claiborne Filter Gallery from 2023-09-25, 0515 to 2023-09-30 2359 and 2023-10-01, 0000 to 2023-10-12, 1015 (more than five working days).

A failure in continuous, individual, turbidity monitoring equipment resulted in the collection of grab samples from the Claiborne Filter Gallery, Filters 1A - 8B, from 2023-09-25, 0515 to 2023-09-30 2359 and 2023-10-01, 0000 to 2023-10-12 1015 (more than five working days).

A failure in continuous disinfectant residual monitoring equipment resulted in the collection of grab samples from the Claiborne Filter Gallery from 2023-09-25, 0515 to 2023-09-30 2359 and 2023-10-01, 0000 to 2023-10-12 1015 (more than five working days).

Failure to have continuous disinfectant and turbidity monitoring equipment replaced or repaired and put back into service after five working days is considered to be a monitoring violation and therefore New Orleans Carrollton Water Works cannot be sure of the quality of your drinking water during that time period.

These violations resulted from the failure of a computer system to record monitoring data from automated instruments. Grab samples were collected and results were recorded manually during this period. Replacement of the failed computer system was completed on October 12, 2023.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact New Orleans Carrollton Water Works at (504) 865-0405 or waterinfo@swbno.org.

NOTICE ABOUT YOUR DRINKING WATER FROM THE SEWERAGE AND WATER BOARD OF NEW ORLEANS TO CUSTOMERS IN ALGIERS:

The New Orleans Algiers Water System violated State and Federal Primary Drinking Water Regulations during the September 2023 monthly operating period.

We are required to continuously monitor your drinking water for disinfectant and turbidity and to report such results to the Department of Health within ten (10) days of the end of each monitoring period. Results of regular monitoring are an indicator of whether or not your drinking water meets health standards.

A failure in continuous residual monitoring equipment resulted in the collection of grab samples from Algiers Clearwells 3 and 4 from 2023-09-07, 0515 to 2023-09-12, 1800 (more than five working days).

Failure to have continuous disinfectant and turbidity monitoring equipment replaced or repaired and put back into service after five working days is considered to be a monitoring violation and therefore New Orleans Algiers Water Works cannot be sure of the quality of your drinking water during that time period.

This violation resulted from the failure of electronic communications between continuous monitoring equipment and an associated data recording system. Grab samples were collected and results were recorded manually during this period. Repairs to the electronic communication system were completed on September 12, 2023.

Please share this information with all the other people who drink this water, especially those who may not have received this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

For more information, please contact New Orleans Algiers Water Works at (504) 865-0405 or waterinfo@swbno.org.

Contact



For more information about contaminants and potential health effects, call the Environmental Protection Agency's Safe Drinking Water Hotline: 1-800-426-4791.

You can view this report and more information about New Orleans' drinking water online at: www.swbno.org/Reports/WaterQuality.

If you have questions about your drinking water or this report, please contact SWBNO using one of the following methods:

- SWBNO Laboratory: (504) 865-0420
- Emergency Department: 52-WATER (504-529-2837)
- Email address: waterinfo@swbno.org

You can learn more by attending our Board of Directors meetings, which take place on the third Wednesday of every month. The schedule and location are available here: www2.swbno.org/news_boardmeetings.asp.

Este informe contiene información importante acerca de su agua potable. Haga que alguien lo traduzca para usted, hable con alguien que lo entienda, o visite www.SWBNO.org/reports/waterquality.

Tài liệu này có tin tức quan trọng về nước uống của quý vị. Hãy nhờ người dịch cho quý vị, hỏi người nào hiểu tài liệu này hoặc truy cập trang web www.SWBNO.org/reports/waterquality.



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