



Sample Bill

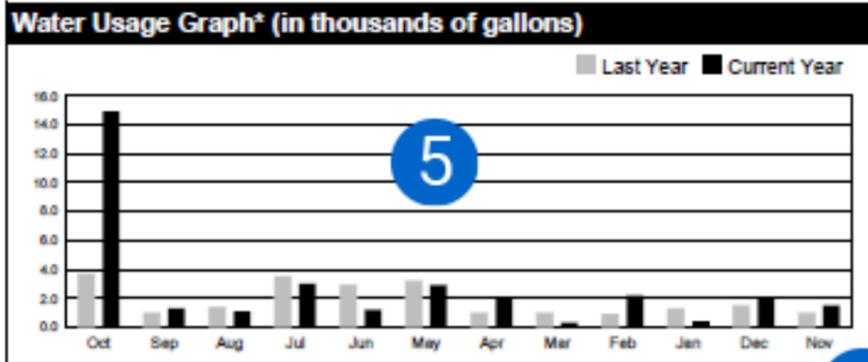


SEWERAGE & WATER BOARD OF NEW ORLEANS
 625 SAINT JOSEPH ST
 NEW ORLEANS, LA 70165-6501
 52-WATER or (504) 529-2837
 Hearing Impaired TRS 711
 Visit us on the web at www.swbno.org

Account Number	123456-789012
Service Address	123 ST JOSEPH ST
Total Due	\$59.36
Date Due	3/8/2024
Total Due After 3/8/2024	\$68.22

Meter	Service Class	Bill	Read Date	Reading	Read Type	Usage*	Days Of Use	Avg Usage/Day*
A123456	RESIDENTIAL	This Bill	02/04/2024	49.6	Actual	1.0	28	0.04
		Last Bill	01/03/2024	48.8	Estimate	0.9	33	0.03

*Usage in thousands of gallons



Previous Activity

Last Bill	\$62.54
Payment Received - Thank You	-\$62.54
Late Fees	\$0.00
Adjustments	\$0.00
Balance Forward	\$0.00

Current Activity

Adjustment for Estimate	\$6.53
Ready To Serve - Water for 5/8" Meter	\$4.35
Water Usage	\$1.00
Safe Drinking Water Fee	\$18.68
Ready To Serve - Sewer	\$5.53
Sewer Volume Charge	\$24.00
Residential Sanitation Charges (1 unit)	\$0.27
City Sales Tax	\$59.36
Current Charges	\$59.36

Important Information

Your current bill has been adjusted due to an estimated read on your previous bill. The adjustment averages the total consumption of the previous and current reads.

If you are 62 years or older or disabled, and you are having trouble paying your bill, contact TCA at 504-324-8609 to see if you qualify for Water Help.

Total Due (Balance Forward + Current Charges)	\$59.36
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Please add \$1.00 to Your Payment for Water Help

PLEASE DETACH AND RETURN BOTTOM PORTION WITH PAYMENT IF PAYING BY MAIL



SEWERAGE & WATER BOARD
 625 SAINT JOSEPH ST
 NEW ORLEANS, LA 70165-6501
 Return Service Requested

Account Number	Date Due	Total Due
190516-462078	11/16/2023	\$59.36
Total Due After 11/16/2023		\$68.22
Amount Paid		

15 CHECK HERE FOR CHANGE OF MAILING ADDRESS. PLEASE COMPLETE FORM ON REVERSE SIDE.

SAMPLE, BILL
 123 ST JOSEPH
 NEW ORLEANS, LA 70126-1829

16 **Pay by Internet**
 To pay securely using credit card, debit card, or electronic check please visit us at www.swbno.org
Pay by Phone
 To pay by using our automated phone system dial 1-504-529-2837 (available 24 hours, 7 days)
Pay by Mail
 To pay by mail please return the bottom portion with payment. Make check payable to: Sewerage and Water Board 625 Saint Joseph St. Rm. 154, New Orleans, LA 70165-6501

0 1001905164620780002995911162300033031

- 1 The first six digits of the **Account Number** is the location number that is unique to that service address. The second six digits is the customer number which should be the same across all accounts owned by the same customer.
- 2 **Reading** is the numbers read off the dial of your water meter. To determine how many gallons of water has passed through your meter since it was installed, multiply the difference between your previous reading and your current reading by 1,000.
- 3 **Read Type** indicates if your meter reading was an **Actual** reading of your meter's dials, or if it was an **Estimate** of your water usage since your last bill, because we were not able to read your meter this month.
- 4 **Usage** is your water usage for this billing period. To determine how many gallons of water has passed through your meter since the last reading, multiply your current month's usage by 1,000.
- 5 Use this graph to monitor your water usage from month to month. The current month is on the far left.
- 6 Look here for important messages specific to your account, your street, or your community.
- 7 The Sewerage and Water Board charges a 10% **Late Fee** for the unpaid water and sewer balance remaining after the bill due date, and 15% of the unpaid sanitation charges remaining after the bill due date.
- 8 **Ready to Serve - Water** is the Monthly Water Service Charge that covers the fixed costs of maintaining the treatment plants, pumping stations, and underground pipes. These charges are billed even if no water is used. To learn more, see our [Rates, Fees & Charges](#).
- 9 **Water Usage** is the Water Quantity Charge calculated as the difference between the previous meter reading and the most recent meter reading. To learn more, see our [Rates, Fees & Charges](#).
- 10 A \$1.00 per month **Safe Drinking Water Fee** is assessed for every meter servicing drinking water in the State of Louisiana. The Louisiana Legislature on April 19, 2000 authorized the Safe Drinking Water Fee for the benefit of the Department of Health (DHH) to perform all inspections, tests or procedures of public water supplies to comply with the federal Safe Drinking Water Act.
- 11 **Ready to Serve - Sewer** is the Monthly Sewer Service Charge that covers the fixed costs of maintaining the treatment plants, pumping stations, and underground pipes. These charges are billed even if no water is used. To learn more, see our [Rates, Fees & Charges](#).
- 12 **Sewer Volume Charge** Charge is based on the Water Quantity Charge for the same billing period. All Residential and Public Housing Class quantity charges are applied to 85 percent of the metered water consumption, allowing 15 percent of water use for lawn watering and other uses that contribute no flow to the sanitary sewer. Quantity charges for Commercial and Industrial Classes of customers are based on 100% of metered water consumption. To learn more, see our [Rates, Fees & Charges](#).
- 13 **Sanitation Charges** are collected on behalf of the City of New Orleans for garbage and recycling pickup. The sanitation rate is multiplied times the number of living units served by each water meter. To learn more, see [Sanitation Services](#).
- 14 **City Sales Tax** is 2 1/2% of water charges.
- 15 To change your mailing address or contact information, check here and fill out the Change of Mailing Address Form on the back of your bill.
- 16 You may pay your Sewerage and Water Bill using any of these convenient methods, or you may visit one of our [customer service centers](#).
- 17 Adjustment for estimate - When a customer receives an actual read bill immediately following an estimated read bill and consumption units fell into different tiers, the actual-read bill will be adjusted for any difference by spreading the consumption units over both bills resulting in a credit or charge that reflects the true usage over the two bills. The first bill is never modified since it was already posted and the adjustment for estimate is credited on the second bill.