

Clean drinking water is our life's work at the Sewerage and Water Board of New Orleans (SWBNO). Since our founding in 1899, it has been our mission to protect the health and safety of our beloved City.

We take pride in our ability to pull source water from the Mississippi River, purify it at our two treatment plants, and deliver it to homes and businesses for the more than 390,000 people who call New Orleans home. It is a duty we do not take lightly, and we hope this report provides confidence that your water supply is clean and protected.

The sources of drinking water (both tap water and bottled water) include rivers, lakes, streams, ponds, reservoirs, springs, and wells. 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.

Source and Treatment

Our water source is the Mississippi River, a surface water source. A Source Water Assessment has been conducted by the State of Louisiana Department of Environmental Quality. This is an assessment of a delineated area around our water source through which contaminants, if present, could migrate and reach our source water. It also includes an inventory of potential sources of contamination within the delineated area, and a determination of the water supply's susceptibility to contamination by the identified potential sources. According to the Source Water Assessment, our water system had a susceptibility rating of high. 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.

Mississippi River water is treated at the Carrollton Water Purification Plant for East Bank customers in Orleans Parish and at the Algiers Water Purification Plant for West Bank customers in Orleans Parish. In 2020, the Carrollton Water Purification Plant provided an average of 135 million gallons of drinking water per day. The Algiers Water Plant provided an average of 10.5 million gallons of drinking water per day. The treatment process at each plant is similar. The raw water is treated with chemicals called "coagulants" which cause the small particles in the water to come together to form larger particles which are then allowed to settle out of the water. Rapid sand filtration is used to remove even smaller particles. During the process, chloramine is added to disinfect the water. Lime is added to provide corrosion control and to increase the pH of the water to stabilize the disinfectant. Fluoride is added to prevent tooth decay.

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. Immuno-compromised persons such as persons with cancer undergoing chemotherapy, persons who have undergone organ transplants, people with HIV/AIDS or other immune system disorders, some elderly, and infants can be particularly at risk from infections. These people should seek advice about drinking water from their health care providers. EPA/CDC guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbial contaminants are available from the Safe Drinking Water Hotline 800.426.4791.

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 waste- water 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.

Who Tests Your Water?

Testing to determine if New Orleans' drinking water complies with State and Federal drinking water quality standards is performed by the Louisiana Department of Health, the SWBNO Water Quality Laboratory, and LDH certified contract laboratories. Where a contaminant was detected in compliance monitoring, we have reported it in the table on this page.

In addition to the compliance monitoring required by drinking water regulations, the SWBNO performs daily quality control testing in its laboratory as well as continuous online monitoring of important water quality parameters.

Checking for Chemical Spills in the Mississippi River

SWBNO participates in a program set up by the Louisiana Department of Environmental Quality called the Early Warning Organic Compound Detection System (EWOCDS). DEQ provides equipment at locations along the Mississippi River from Baton Rouge to New Orleans to check for volatile organic contaminants in the river.

The New Orleans location is the SWBNO Water Quality Laboratory. Lab personnel analyze river samples each day and report contamination to DEQ. The SWBNO in turn benefits from advance notification of spills provided by upriver EWOC locations.

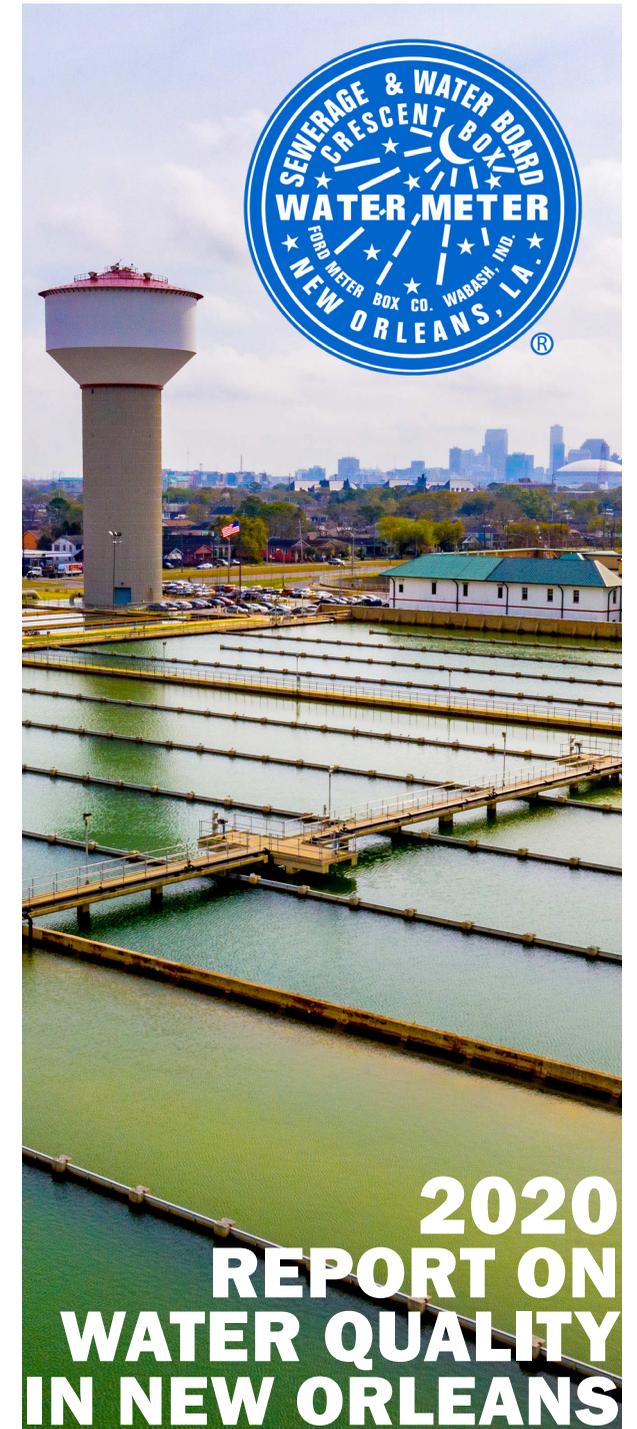
Is There Lead in New Orleans' Tap Water?

There is no lead in the purified water that leaves our two treatment plants in Carrollton for the East Bank and Algiers for the West Bank. But New Orleans is an old city, and older buildings may still use lead pipes. Homes that are unoccupied and homes that are undergoing or have recently undergone plumbing renovation may experience elevated lead concentrations in their tap water. Homeowners should thoroughly flush all household plumbing before re-occupying the property.

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. 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. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your drinking water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the US EPA Safe Drinking Water Hotline 800.426.4791 or <http://www.epa.gov/safewater/lead>.

Whenever our crews or our contractors come across a lead water line, we strive to alert the property owner or occupant. Funding permitting, we replace the line from our water main to the meter and advise our customers to replace the remaining lead service line under their private property. 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 eligible streets and the infrastructure beneath them.

Our goal is to ultimately eliminate lead as a material for moving water and we are paying close attention to the potential changes under the Lead and Copper Rule.



**2020
REPORT ON
WATER QUALITY
IN NEW ORLEANS**

SEWERAGE AND WATER BOARD OF NEW ORLEANS 2020 WATER QUALITY DATA

Contaminant	Meets Requirements?	Units	Amounts Detected		Highest Level Allowed (MCL)	MCL Goal (MCLG)	Likely Sources
			East Bank	West Bank			
REGULATED CONTAMINANTS detected in 2020							
Total Coliform Bacteria	Yes	% Positive Samples per Month	0 – 1.8	0 – 0	5	0	Naturally present in the environment
Turbidity ¹	Yes	NTU: Lowest monthly % of samples ≤ 0.3:	0.03 – 0.30 100	0.02 – 0.26 100	1 for any one sample; 95% of samples each month should be ≤ 0.3	N/A	Soil runoff
Fluoride	Yes	ppm	0.56 – 0.90 Avg = 0.71	0.46 – 0.95 Avg = 0.71	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrite (as Nitrogen)	Yes	ppm	1.2 – 1.3	1.1	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Copper (Data from 2019, latest survey)	Yes	90th percentile ppm: Range ppm: No. sites exceeding AL:	0.1 0.0 – 0.2 0 of 58 samples	0 0.0 – 0.1 0 of 38 samples	Action Level = 1.3 ppm for 90th percentile	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead (Data from 2019, latest survey)	Yes	90th percentile ppb: Range ppb: No. sites exceeding AL:	8 0 – 26 1 of 58 samples	2 0 – 7 0 of 38 samples	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
Combined Radium	Yes	pCi/L	ND – 0.163	ND	5	0	Erosion of natural deposits
Gross Beta Particle Activity ²	Yes	pCi/L	2.46 – 2.58	3.24	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.0 – 4.6 highest RAA = 3.2	0.3 – 4.2 highest RAA = 2.7	MDRL: RAA should be ≤ 4	MDRLG: RAA ≤ 4	Water additive used to control microbes
Total Organic Carbon Removal ³	Yes	ratio	1.00 – 1.40 lowest RAA = 1.03	1.00 – 1.56 lowest RAA = 1.02	TT RAA should be ≥ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	12 – 28 highest LRAA = 22	6 – 38 highest LRAA = 20	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	Yes	ppb	11 – 24 highest LRAA = 27	14 – 36 highest LRAA = 28	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection
UNREGULATED CONTAMINANTS⁴ detected in 2019-20 (from EPA's Unregulated Contaminant Monitoring Regulation⁴)							
Manganese	N/A	ppb	0.40 – 1.6	ND – 0.52	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	N/A	ppb	6.5 – 25	14 – 43	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA6Br)	N/A	ppb	2.1 – 7.8	2.0 – 4.6	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA9)	N/A	ppb	8.6 – 26	17 – 46	N/A	N/A	Byproduct of drinking water disinfection

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.
N/A = not applicable ND = not detected

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: (504) 52-WATER (529-2837)
E-mail address: waterinfo@swbno.org
More information can be obtained by attending our Board of Directors meetings, on the third Wednesday of every month. The schedule and location can be viewed here: www2.swbno.org/news_boardmeetings.asp.

Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien.

TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER

- Test your water for lead. We can provide you with lead-testing kits. Call 504.865.0420 or email WaterInfo@swbno.org.
- Replace lead service lines. If you detect high levels of lead, you may have a lead pipe leading to your house. We will replace the line from our main to your meter, but you are responsible for replacing a lead line on your private property. Visit www.swbno.org/drinkingwater for more information.
- Consider a water filter that meets NSF Standard 53 for lead.
- Flush your tap if you haven't used it in several hours. Lead can dissolve in water when it sits in lead pipes for long periods.
- Use cold tap water to cook or prepare beverages and infant 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. Louisiana Law requires primary medical providers to perform lead testing on children ages 6 months to 6 years.
- Clean your faucet aerators to dispose of any captured lead particles.
- Replace galvanized plumbing. Lead from lead service lines can build up in galvanized pipes and be later released.

ACRONYM DEFINITIONS

ppm, parts per million: This is a measure of concentration which corresponds to one milligram of a substance in one liter of water (mg/L), or about one drop in 10 gallons.

ppb, parts per billion: This is a measure of concentration which corresponds to one microgram of a substance in one liter of water (ug/L), or about 1 drop in 10,000 gallons.

ppt, parts per trillion: Parts per trillion (ppt) – This is a measure of concentration which corresponds to one nanogram of a substance in one liter of water (ng/L), or about one drop in 10,000,000 gallons.

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 5 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.