



Annual Update and 2022 Consumer Confidence Report on Water Quality



Customer Service

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.



52-WATER
(504) 529-2837



swbno.org



@SWBNewOrleans

Letter from the Executive Director



Every time a New Orleanian or a visitor to our city turns on the tap, they're trusting us with their health. We take this responsibility seriously. The Sewerage and Water Board proudly provides safe drinking water to our community, and the 2022 water quality test results listed in this report speak to that.

Moving forward, SWBNO joins utilities across the country in navigating industry-shaping regulatory changes. Stricter and more protective laws related to lead water lines and proposed PFAS limitations will challenge us to deliver

even safer water to our customers in the years to come.

Our systems are already in need of repair and rehabilitation. To replace old infrastructure and meet new federal standards, we are exploring ways to achieve long-term financial stability, a fundamental focus of our Five-Year Strategic Plan. A recent study shows the revenue we receive from customer water and sewer bills only covers SWBNO's debt payments for past infrastructure projects and daily operational costs. There is little left to pay for much-needed future capital investments.

To fill this gap, we explore creative avenues for funding with our state and federal partners, proactively applying for and receiving grants and hundreds of millions of dollars in low-interest loans. Despite our success with outside funding, most of our infrastructure replacement needs remain unfunded. The SWBNO leadership team will continue to pursue outside funding. However, revenue from customer bills has flattened over the past few years, and costs continue to increase as our infrastructure replacement needs grow more critical. Soon, a time will come for a conversation about our rates and the options available to meet our needs. We look forward to exploring those changes with our customers, our Board of Directors, and city officials.

Despite our challenges, we continue to make progress toward modernization. In 2022, under the leadership of our Mayor and our Board of Directors, the Sewerage and Water Board:

- Began to implement a Five-Year Strategic Plan – the first in a generation.
- Launched a transition to smart water meters, which will generate more accurate bills and empower customers to better understand their water use.
- Improved bill accuracy with a new meter reading strategy.
- Initiated new efforts to address lead service lines connected to our drinking water system and further protect our customers.
- Conducted tests for PFAS (“forever chemicals”) in our drinking water.

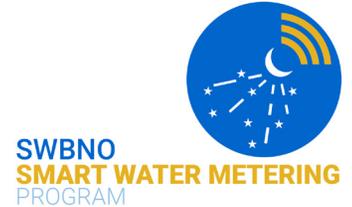
We believe our customers will begin to feel the positive impacts of these actions in the coming year. We are excited about the improvements the Sewerage and Water Board is making, and we ask for the partnership of our customers and community as we continue to modernize this organization.

Yours in Service,

GHASSAN KORBAN,
Executive Director

Smart Metering: A Modern System for More Accurate Bills

The Sewerage and Water Board is completing a smart metering program to replace nearly 140,000 water meters with **reliable, efficient, and industry-proven digital technology.**



The smart metering program aims to resolve challenges stemming from our aging water distribution system. The average age of our residential meters is 14 years old, and our commercial meters are 36 years old on average. Our current meters require manual readings, and they can gradually lose accuracy over time, often under-recording water use.

By contrast, smart meters will remotely read your water use hourly and transmit that information directly to SWBNO. The meters will also use built-in diagnostics to keep your bills accurate over time. Customers will soon have access to their water use information through a customer dashboard.

BILLS YOU CAN TRUST

Smart metering will give customers new reasons to be confident that bills reflect their actual water use.



Nearly eliminates estimated bills



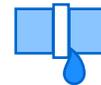
Accurate, frequent water use readings



Available meter diagnostics

ADVANCED TOOLS

Smart metering empowers customers with modern account management tools.



Leak detection



Customized alerts



24/7 access to an online customer portal



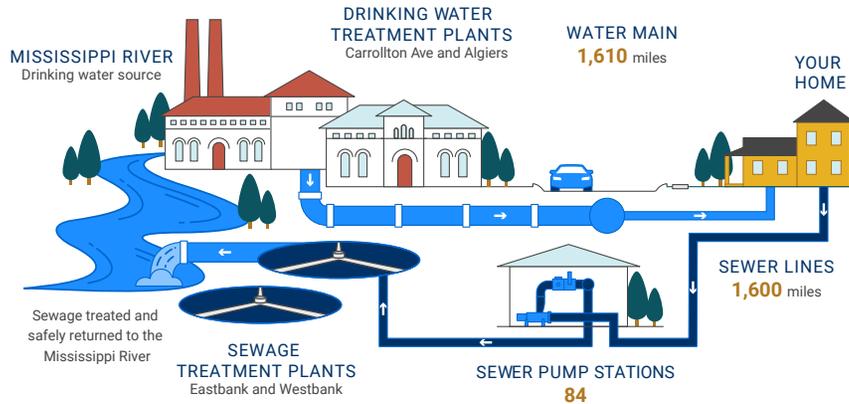
LEARN MORE at swbno.org/Projects/SmartMetering

Sewerage and Water Board at a Glance

1,300
EMPLOYEES

138,400+
CUSTOMER ACCOUNTS

DRINKING WATER AND SEWERAGE SYSTEMS



POWER SYSTEM

SWBNO uses turbine generators to produce electricity that powers our water and drainage pumps. We also purchase some electricity from Entergy.

Natural Gas
Produces 60Hz power Produces 25Hz power

T6 Built in 2012 **T5** Built in 1958

Steam
Produces 25Hz power

T4 Built in 1915

SWBNO uses frequency changer machines to convert electrical currents from 60Hz (for modern pumps) to 25Hz (for older pumps).

A new Power Complex, currently under construction, will replace the old power turbines and supply modern, reliable power to our systems with:

- Three modern turbines
- A power substation connected to Entergy’s grid
- Frequency changers to convert 60Hz power to the 25Hz currents our older pumps use

DRAINAGE INFRASTRUCTURE

SWBNO pumps all rainwater in a 95-square-mile area to Lake Pontchartrain. City-owned catch basins and lateral lines bring water from streets to SWBNO’s pump stations and canals.

- 24** drainage pump stations with
- 120** drainage and constant-duty pumps
- 12** underpass pump stations
- >170** miles of drainage canals



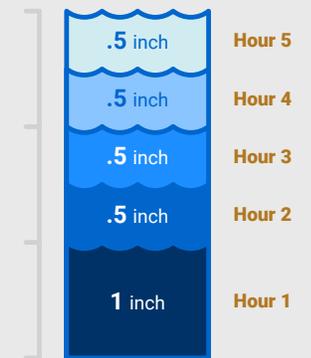
Mostly pump toward or into Lake Pontchartrain

NEW ORLEANS gets about **64 inches** of rain per year, the most among major US cities.

Drainage pumps could fill the Superdome in just over **40 minutes**

RAINFALL PUMPED PER HOUR

Three inches of rain that fall in one hour can be pumped in **five hours.**



Did you know?

The City’s Department of Public Works is responsible for the catch basins and smaller drainage lines. Call 311 with catch basin cleaning requests. To adopt a catch basin in your neighborhood and help improve drainage conditions, visit catchbasin.nola.gov.

2022-2027 Strategic Plan

In February 2022, SWBNO adopted a Five-Year Strategic Plan. The plan helps us set priorities, focus energy and resources, and strengthen operations.

A team of employees from across the utility led the plan's development with input from surveys, focus groups, and stakeholder meetings. The resulting document serves as our way of showing you, our customers, that we are committed to improvement. You can hold us to it.

VISION

To be a model utility that earns and holds the trust and confidence of our customers, community, and partners through reliable and sustainable water services.

MISSION

Our team of experts serves the people of New Orleans and improves their quality of life by reliably and affordably providing safe drinking water; removing wastewater for safe return to the environment; and draining.



To read more, visit swbno.org/Projects/Planning

The SWBNO Power Complex

In December 2022, we broke ground on Phase I of the Power Complex. 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.

Phase 1 will let us use 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 in the summer of 2025.

Phase 2 will include the full buildout of an operations center and final system configuration. The completion of this phase will be dependent on funding.

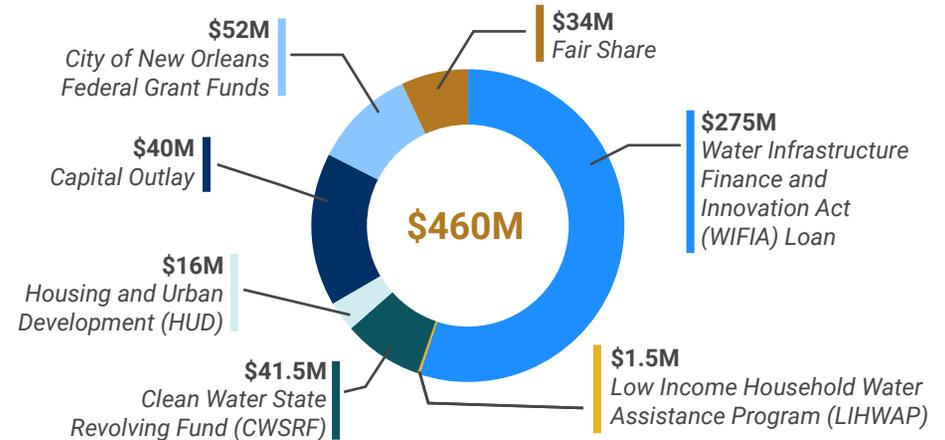


Success with State and Federal Funding

In 2022, SWBNO competed for and was awarded access to over \$316.5 million in low-interest state and federal loans, plus an additional \$143.5 million in grants. These dollars support projects like the Power Complex, the Smart Metering Program, and wastewater treatment plant improvements. Some funds even support our customer bill assistance programs.

Our focus on innovative funding sources in 2022 will benefit customers for decades. For instance, the largest of our low-interest loans – dedicated to completing mandatory repairs to our 1,600-mile sewage collection system – will save our customers over \$100 million in interest payments thanks to its flexible payment terms.

FUNDING IN 2022



APPLIED FOR IN 2022 FOR 2023



POTENTIAL FUTURE FUNDING SOURCES

Drinking Water State Revolving Fund for Smart Meters (\$67M)

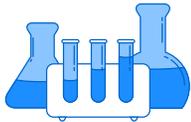
Lead Service Line Replacement Program \$42M available

Inflation Reduction Act

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, but, by the gallon, SWBNO's tap water costs less than a penny—that's less than \$10 for 1,000 gallons!

What Am I Paying For?



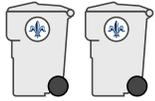
"Ready to Serve" Essentials

Minimum bill for everyone

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 sanitation. Call 311 for support.*

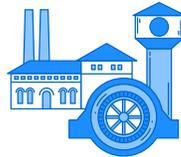
\$24.00



Sewer Infrastructure

"Ready to Serve - Sewer" on your bill

\$24.87



Drinking Water Infrastructure

"Ready to Serve - Water for 3/8" Meter" on your bill

\$8.69

Monthly Use

Based on Your Water Use



Gallons of Water In

"Water Usage" on your bill



Gallons of Sewage Out

*"Sewage Volume Charge" on your bill
Based on gallons of water in*



City Sales Tax

Varies with monthly use

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 or satellite center or visit a Fidelity Express Bill Pay location fidelityexpress.co/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 Eastbank 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, 8 a.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 JUDGMENT

- 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/

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

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

Who Should I Call?

When an issue arises 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

Are You Ready for Hurricane Season?



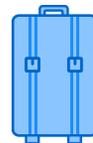
PREPARING FOR A STORM

- Know your flood risk
- Insure your property. Flood insurance takes 30 days to go into effect
- Clear debris from catch basins. Call 311 to report clogged catch basins
- Remove debris from gutters and downspouts
- Prune trees and shrubs
- Bring outdoor furniture and decorations inside
- Secure or bring garbage and recycling bins inside
- Move possessions to your highest floor
- Photograph your property for insurance purposes
- Check your roof and siding for any loose pieces
- Cover your windows with plywood or storm shutters
- Secure boats and recreational vehicles



SHELTERING IN PLACE

- Have 3+ gallons of drinking water per person
- Stock nonperishable food for 3+ days
- Make sure you have a manual can opener
- Put fresh batteries in flashlights and lanterns
- Get a week's supply of prescription medications
- Turn your fridge to the lowest temperature
- Charge electronic devices
- Fill your bathtub with water to clean and flush toilets
- Pack your go bag in case you must evacuate
- Fill up your car(s) with gas



MAKE SURE YOU PACK:

- Clothes
- Soap, toothbrush, and toothpaste
- Bedding
- Identification
- Cash
- List of emergency contacts
- Medications, copies of medical records and prescriptions
- Birth and marriage certificates
- Documents that prove where you live
- Insurance policies
- Pet supplies



KNOW YOUR EVACUATION ROUTE



MAKE ARRANGEMENTS FOR LODGING



Text **NOLAREADY** to 77295 for alerts.

YOUR DRINKING WATER

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.

WATER SOURCE AND TREATMENT

New Orleans' drinking water comes from the Mississippi River, a surface water source. Other sources of drinking water (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 2022, the Carrollton Plant provided an average of 141 million gallons of drinking water per day. The Algiers Plant provided an average of 9.9 million gallons per day.

The Louisiana Department of Health (LDH) grades water systems' long-term ability to provide safe drinking water. In 2022, the Carrollton Plant and the Algiers Plant received a C grade (74) and a B grade (80), respectively. A low water system grade does not imply unsafe water, and it does not pose immediate health risk. A lower grade does indicate concern 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. Learn more at ldh.la.gov/page/4815.

WHO TESTS YOUR WATER?

In order to ensure that tap water is safe to drink, the 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 protection for public health.

The 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 2022.

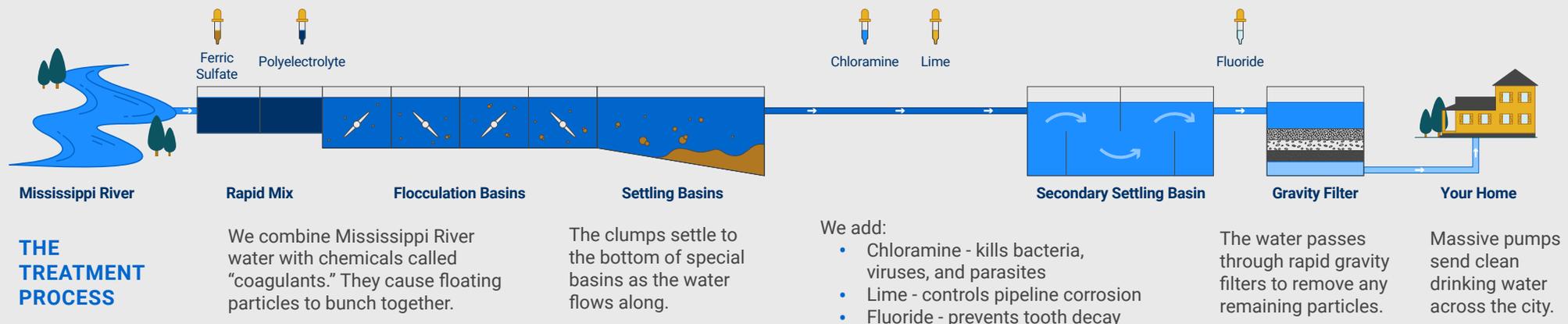
SWBNO is committed to keeping your water clean. In addition to the compliance monitoring required by drinking water regulations, we perform daily quality control testing in our laboratory as well as continuous online monitoring of important water quality parameters. Our team monitors your water and responds 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).

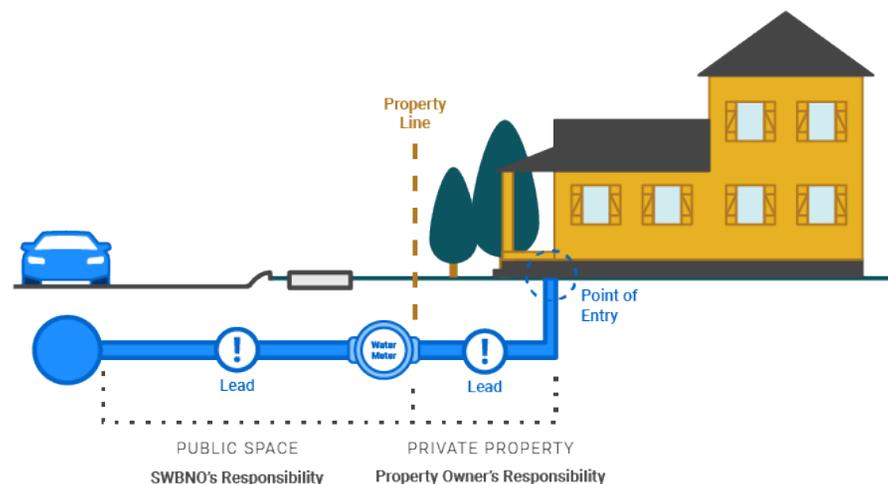
Louisiana's Source Water Assessment Program is conducted jointly by the Department of Environmental Quality (DEQ) and the Louisiana Department of Health (LDH). These agencies assess and examine the area around the Mississippi River where contaminants could, if present, potentially reach our source water. 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

IS THERE LEAD IN NEW ORLEANS' TAP WATER?

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. 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.

LEAD PLUMBING COMPONENT TIMELINE



SWBNO treats the water it produces to reduce corrosion and minimize the tendency for lead to dissolve into it. Results show that we have been successful. Still, households with infants, young children, and pregnant women should take special precautions to minimize lead exposure.

If you are concerned about lead in your water, you may wish to have your water tested. For more information on lead in drinking water, testing, and steps you can take to minimize exposure, call the Safe Drinking Water Hotline at 1-800-426-4791 or visit epa.gov/safewater/lead.

UNDERSTANDING WHERE LEAD IS IN NEW ORLEANS

SWBNO is working with BlueConduit, a water analytics company funded by Google.org, to take an inventory of the types of materials used in water lines servicing each SWBNO customer. That data will then be translated into a map to show where lead is located throughout the city. The map will help ensure SWBNO's compliance with the EPA's Lead and Copper Rule 2022 Revisions ahead of an October 2024 deadline.

We are also partnering with the Water Collaborative of Greater New Orleans, Total Community Action, and Civic Studio to educate you on the process, show you how to access the map when it's available, and collect community input. National environmental organizations WE ACT for Environmental Justice and Natural Resources Defense Council (NRDC) are also involved in this effort. For more information about this community partnership and upcoming events, please visit tca-nola.org.

MINIMIZE RISK

Our goal is to ultimately eliminate lead service lines within our water system. 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.

If funding is available, we replace the line from our water main to the meter and advise the customer to replace the remaining lead service line on their private property. In cases when we cannot replace the line right away, we are exploring options to provide approved water filters for customers and other efforts to ensure their safety.

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.

TIPS FOR REDUCING LEAD EXPOSURE FROM DRINKING WATER

- If you have a lead service line, replace it! This is the most important step you can take. Homes constructed or plumbing replaced 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. Call (504) 865-0420 or email waterinfo@swbno.org.
- Consider a water filter that meets NSF Standard 53 for lead.
- If you have not used your water for several hours, flush your tap before drinking or cooking to remove any stagnant water that has potentially been sitting in a lead service line. Allow water to run for approximately three to five minutes before use.
- Use cold tap water for cooking or preparing 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 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 Lead Testing Kit

You do not need to own your home or receive a SWBNO bill to get a free testing kit.

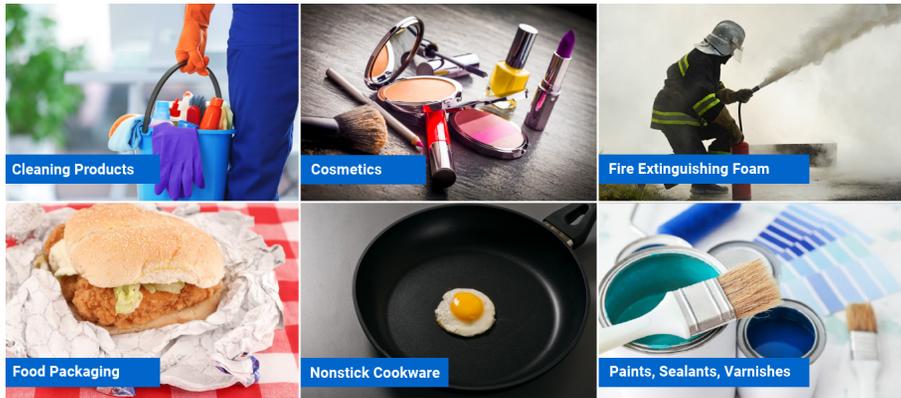
- Contact SWBNO's Lab at (504) 865-0420 or waterinfo@swbno.org.
- A test kit with instructions will be mailed to your address. Kits are delivered by USPS, and return postage is provided. A signature is not required for delivery.
- Results from lead testing may take approximately six to eight weeks. All 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: Newly Proposed 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 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.

RECENTLY PROPOSED STANDARDS

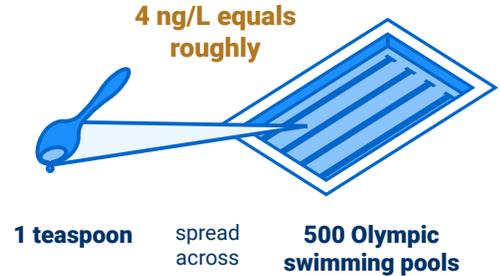
In March 2023, the EPA's proposed limits for six kinds of PFAS in treated drinking water: PFOA, PFOS, PFNA, PFHxS, PFBS, and GenX. The new regulations are part of a broader effort to protect people from the health risks associated with the chemicals.

Under the proposal, the EPA would limit PFOA and PFOS to 4 ng/L (nanograms per liter), a concentration roughly equivalent to one teaspoon spread across 500 Olympic swimming pools. The draft rule also proposes a joint limit called a “hazard index” on the other four chemicals (PFNA, PFHxS,

PFBS, and GenX). This will determine if the combined levels of these PFAS pose a potential risk.

To understand this issue and protect our customers' health, the Sewerage and Water Board tests its drinking water for certain PFAS compounds.

SWBNO'S WATER APPEARS TO MEET THE PROPOSED STANDARDS



During Louisiana Department of Health testing in 2021 and 2022, we detected trace amounts of PFOA and PFOS (two of the soon-to-be regulated PFAS) in our treated drinking water. The results, topping out at 2.8 ng/L, are below the EPA's new proposed limit of 4 ng/L.

WHAT IS SWBNO DOING ABOUT PFAS?

We are collecting more data on PFAS in our water. In 2023, SWBNO will be one of the first utilities in the country to test its water as part of a nationwide study of 29 different PFAS, including the six compounds covered by the proposed regulation.

Even though our drinking water currently appears to meet the U.S. EPA's proposed standards for PFOS and PFOA, we are exploring ways to reduce PFAS concentrations even further.

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 percent, 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).



Scan the QR code to learn more.

2022 Water Quality Results

Contaminant	Meets Federal Quality Standard?	Units	Amounts Eastbank	Amounts Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Regulated Contaminants detected in 2022							
Total Coliform Bacteria	Yes	% Positive samples per month	0 – 9.8 ¹	0 – 2.6	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
E. coli	Yes	No. of samples present	1	0	Routine and repeat samples are total coliform-positive and either is E. coli-positive	0	E. coli are bacteria whose presence indicated that the water may be contaminated with human or animal wastes. Microbes in these wastes can cause short-term effects, such as diarrhea, cramps, nausea, headaches, or other symptoms. They may pose a special health risk for infants, young children, some of the elderly, and people with severely compromised immune systems
Turbidity ²	Yes	NTU: Lowest monthly % of samples ≤ 0.3:	0.03 – 0.30 100.0	0.02 – 0.30 100.0	1 for any one sample; 95% of samples each month should be ≤ 0.3	N/A	Soil runoff
Fluoride	Yes	ppm	0.50 – 0.82 Avg = 0.66	0.34 – 0.93 Avg = 0.71	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrate (as Nitrogen)	Yes	ppm	1.1	1.0	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: Range ppm: No. sites exceeding AL:	0.1 0.0 – 0.1 0 of 57 samples	0.0 0.0 – 0.1 0 of 37 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 2022, latest survey)	Yes	90th percentile ppm: Range ppm: No. sites exceeding AL:	5 0 – 22 1 of 57 samples	6 0 – 15 0 of 37 samples	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
Atrazine	Yes	ppb	0.048 – 0.089	0.048 – 0.088	3	3	Runoff from herbicide used on row crops
Simazine	Yes	ppb	ND – 0.096	ND – 0.12	4	4	Herbicide runoff

Contaminant	Meets Federal Quality Standard?	Units	Amounts Eastbank	Amounts Westbank	Highest Level Allowed (MCL)	Highest Level Goal (MCLG)	Likely Sources
Trichloroethylene	Yes	ppb	ND – 0.77	ND	5	0	Discharge from metal degreasing sites and other factories
Gross Beta Particle Activity ³	Yes	pCi/L	ND – 2.24	2.39	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.6 – 4.8 highest RAA = 3.2	0.5 – 4.2 highest RAA = 2.8	MDRL: RAA should be ≤ 4	MDRLG: RAA ≤ 4	Water additive used to control microbes
Total Organic Carbon Removal ⁴	Yes	ratio	0.00 – 1.56 lowest RAA = 1.03	0.00 – 1.52 lowest RAA = 0.87	TT RAA should be ≥ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	10 – 40 highest LRAA = 22	11 – 40 highest LRAA = 28	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA5)	Yes	ppb	10 – 31 highest LRAA = 22	9 – 42 highest LRAA = 32	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection
Unregulated Contaminants⁵							
Perfluorooctanoic acid (PFOA) ^{7,8}	N/A	ppt	2.4 – 2.6	ND	N/A	N/A	Discharge from industrial processes and wastewater treatment; runoff from firefighting foam; leachate from landfills
Perfluorooctanesulfonic acid (PFOS) ^{7,8}	N/A	ppt	2.7 – 2.8	ND	N/A	N/A	
Perfluorobutanoic acid (PFBA) ⁷	N/A	ppt	ND	6.8	N/A	N/A	
Perfluorobutanesulfonic acid (PFBS) ^{7,8}	N/A	ppt	1.5 – 1.6	ND	N/A	N/A	
Perfluorohexanoic acid (PFHxA) ⁷	N/A	ppt	1.3	ND	N/A	N/A	
Perfluoroheptanoic acid (PFHpA) ⁷	N/A	ppt	0.99 – 1.1	ND	N/A	N/A	
Perfluorohexanesulfonic acid (PFHxS) ^{7,8}	N/A	ppt	0.73 – 0.81	ND	N/A	N/A	
Manganese ⁶	N/A	ppb	0.40 – 1.6	ND – 0.52	N/A	N/A	Erosion of natural deposits; corrosion of iron pipes
Haloacetic Acids (HAA5) ⁶	N/A	ppb	6.5 – 25	14 – 43	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA6Br) ⁶	N/A	ppb	2.1 – 7.8	2.0 – 4.6	N/A	N/A	Byproduct of drinking water disinfection
Haloacetic Acids (HAA9) ⁶	N/A	ppb	8.6 – 26	17 – 46	N/A	N/A	Byproduct of drinking water disinfection

NOTES

1 During 2022, we were required to complete one Level 1 assessment. Coliforms were found in more than five percent of samples in the Eastbank system in February, and this was a warning of potential problems. We issued a boil water advisory for the affected area, took corrective action, and conducted a Level 1 assessment.

2 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.

3 The MCL for Beta Particles is 4 mrem/yr (millirem per year). The EPA considers 50 pCi/L (picocuries per liter) to be the level of concern for Beta Particles and uses 50 pCi/L as a screening level.

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

5 Unregulated contaminants are those that do not yet have a drinking water standard set by the EPA. Monitoring for these contaminants helps the EPA decide whether these contaminants should have a standard. See epa.gov/dwucmr.

6 Detected in 2019-20 during the EPA's Unregulated Contaminated Monitoring Regulation 4.

7 Detected in 2022 during investigative testing by the Louisiana Department of Health.

8 The EPA has proposed regulatory limits for these chemicals. 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.
- **Level 1 assessment**: A Level 1 assessment is a study of the water system to identify potential problems and determine (if possible) why total coliform bacteria have been found in our water system.



Notices of Violation

In the first through third quarters of 2022, the New Orleans Westbank water supply did not achieve the minimum percentage reduction of total organic carbon (TOC) required by the Louisiana State Sanitary Code. This treatment technique violation is not an emergency. Your water remains safe to use. If this had been an emergency, you would have been notified immediately.

TOC has no health effects. However, TOC provides a medium for the formation of chemicals called disinfection byproducts (DBPs). Where disinfection is used in the treatment of drinking water, disinfectants combine with organic and inorganic matter present in water to form DBPs. These byproducts include trihalomethanes (THMs) and haloacetic acids (HAAs). Drinking water containing these byproducts in excess of the maximum contaminant level standard may lead to adverse health effects, liver or kidney problems, or nervous system effects, and may lead to an increased risk of cancer.

The levels of THMs and HAAs in New Orleans' water supply are well below the maximum contaminant level standards. Surface water utilities are required to lower TOC amounts in drinking water supplies by a percentage based on source water parameters, but there is no maximum contaminant level for TOC. Removal of TOC is a performance indicator for the control of such disinfection byproducts.

Compliance with the TOC standard is determined by calculating a running annual average (RAA) of TOC levels, determined quarterly, using the previous 12 monthly TOC sample result removal ratios. Water systems are required to achieve a RAA removal ratio of 1.00 or greater. The Algiers RAA removal ratios at the end of the first, second, and third quarters of 2022 were 0.87, 0.87, and 0.96, respectively. The SWBNO recently completed planned improvements to the Algiers water treatment plant that are expected to improve TOC removal and help ensure compliance with the Louisiana Sanitary Code's TOC removal requirements.

Louisiana and federal regulations require us to monitor your drinking water once per month for TOC and alkalinity which are used in determining disinfection byproduct precursor removal levels and to report the results to the Louisiana Department of Health. We failed to monitor for disinfection byproduct precursor removal levels in March 2022. This monitoring violation was corrected in April 2022. This is not an emergency. If it had been, you would have been notified immediately. EPA does not consider this monitoring violation to have any serious adverse health effects on human health.

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.

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:

- SWBNO laboratory: (504) 865-0420
- Emergency department: 52-WATER (504-529-2837)
- 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 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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