

OFFICE OF INSPECTOR GENERAL  
CITY OF NEW ORLEANS



ED QUATREVAUX  
INSPECTOR GENERAL

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**MILLIONS IN SANITATION FEES REMAIN UNCOLLECTED; LACK OF ENFORCEMENT  
AND POOR CONTROLS PERSIST**

The New Orleans Office of Inspector General (OIG) today released a [report](#) titled “Sanitation Fees Collected by the Sewerage and Water Board - Follow-up Report.”

Auditors conducted the follow-up to determine the extent to which the City and the Sewerage and Water Board (S&WB) implemented OIG recommendations from its 2013 report. The original report found \$8.5 million in unpaid sanitation fees and that neither sanitation nor water services were discontinued for customers who did not pay their sanitation bill.

In June 2014 the City authorized termination of water service for customers with delinquent sanitation fees. However, auditors found that the City did not instruct the S&WB to terminate water service for customers with \$7 million in delinquent sanitation fees in 2014.

In the original report, auditors also found that the City did not effectively review adjustments to sanitation fees to determine whether they were valid. This practice continued: the City issued \$1.4 million in sanitation adjustments in 2014 but still lacked effective controls to mitigate the risk of fraud and errors.

“The amount of uncollected sanitation fees decreased from \$8.5 million to \$7 million between 2011 and 2014,” stated Inspector General Quatrevaux, “but the City failed to exercise its authority to shut off water for non-payment of fees or to improve controls over the issuance of fee adjustments totaling \$1.4 million.”

In addition to today’s report, the OIG released a [brief](#) with highlights. All OIG reports can be viewed at [nola.oig.gov](http://nola.oig.gov).

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