



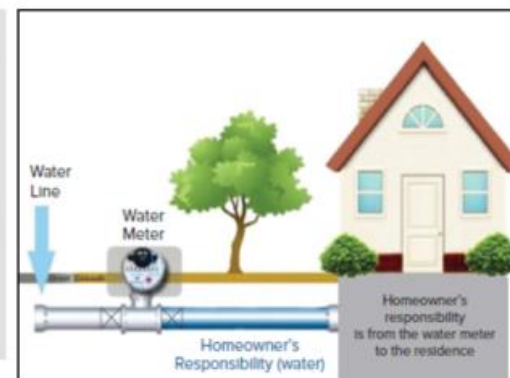
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Orleans Parish Drinking Water is Safe

As a result of the water crisis in Flint, Michigan, utilities nationwide are receiving questions about possible lead in drinking water. Although the situation in the Flint water system was caused by a change in source of water, the Sewerage & Water Board (SWB) - which has always used the same source of water, the Mississippi River - is sharing information about our drinking water and how to address concerns about lead service lines.

- Orleans Parish drinking water is SAFE; it is treated, tested & monitored regularly.
- SWB works closely with the Louisiana Department of Health and Hospitals and the Environmental Protection Agency to monitor & ensure that lead levels are below the guidelines.
- While lead service-lines exist, water is treated with a National Sanitation Foundation-certified additive that helps prevent lead from getting into the water.
- If your home was constructed before 1987, lead plumbing or solder may exist in your home and/or between the meter & your home.

View [Tips to Reduce Lead in Drinking Water](#) in the **Water Facts** section.



If you have concerns about the water service line between the water main and the meter, please [Contact Us](#).

- Things [To Do](#)
- Things [To Know](#)
- View Our FAQ
- Contact Us

Site Search



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Tips to Reduce Lead in Drinking Water

- 💧 **Flush & Brush** When you awake in the morning or return home from work or school, allowing the water to run for 45 seconds should ensure that the water coming into your home is lead free.
- 💧 **Drinking & Cooking** Always drink or cook with water from the cold tap! Water from the hot tap can contain higher levels of lead from your water heater or plumbing fixtures.
- 💧 **Bathing & Showering** Bathing and showering should be safe for you and your children, even if the water contains lead over the EPA's action level. Human skin does not absorb lead in water.
- 💧 **Children & Pregnant Women** The CDC says all sources of lead exposure for children should be controlled or eliminated because no safe blood level has been identified for children under age six.
- 💧 **Water Filters Help** To further reduce or eliminate exposure to lead, you can use a water filtration systems or water filters. Select a filter certified to meet NSF Standard 53 for lead. Be sure to change the filter according to the manufacturer's recommended schedule.

Read why [Orleans Parish Drinking Water is Safe](#) in the **Water Facts** section.



Looking for more health information about Lead? We recommend the following websites.

[Centers for Disease Control and Prevention](#)

[United States Environmental Protection Agency \(EPA\)](#)

[State of Louisiana Department of Health and Hospitals](#)

LET'S GET THE LEAD OUT!



Is Lead in Your Plumbing?

Today, there's growing awareness that some homes have lead in water pipes, fixtures and plumbing. Lead presents health concerns for people of all ages and particularly for infants and young children. In children, low levels of exposure have been linked to learning disabilities, behavioral problems and other issues.

Where water meets lead

The water leaving the treatment plant and traveling through water mains is almost always free of lead. However, lead is sometimes present in pipes connecting older homes to the water system or in fixtures and home plumbing. Water utilities adjust the water's chemistry at the treatment plant to minimize the possibility of lead dissolving into the water, but there are additional steps you can take at home.

What You Can Do

Have your water tested

Contact your water provider to see if it has home testing options available. If not, it can help you find a certified laboratory to test your water. Tests typically run between 15 and 50 dollars.



Find out if you have a lead service line

Your utility may or may not know if you have a lead service line. If not, you can find out yourself or with the help of a licensed plumber. Service lines typically enter the home in the basement or crawl space. If the pipe is lead, it will have a dull finish that shines brightly when scratched with a key or coin. Using a magnet can also help you identify a lead pipe, because even a strong magnet will not cling to lead.

Have your plumbing inspected

A licensed plumber can inspect both your service line and other materials in contact with your drinking water. Lead solders, pipe fittings and brass fixtures can be potential problems.

Protect Your Household

There are steps you can take right away to reduce the possibility of lead in your water:

■ Run the Tap Before Use

Lead levels are likely at their highest when water has been sitting in the pipe for several hours. Clear this water from your pipes

by running the cold water for several minutes—which allows you to draw fresh water from the main. Your water provider or plumber can help you assess the right length of time.



■ **Clean Aerators**—Aerators are small attachments at the tips of faucets which regulate the flow of water. They can accumulate small particles of lead in their screens. It's a good idea to remove your aerators at least monthly and clean them out.



■ **Use Cold Water-** Begin with cold water for drinking, cooking or preparing baby formula, because hot water dissolves lead more quickly.

■ **Filter the Water-** Many home water filters are effective at removing lead. If you purchase a filter, make sure it is certified for lead removal and that you maintain it properly. Find out more on filter certification at www.nsf.org.



For More Information

There are a number of resources available for more information about lead, water filtration systems and other related issues.

CDC-Lead in Drinking Water- The U.S. Centers for Disease Control and Prevention has information on lead's health effects and tips for protection from water and other common sources of exposure. www.cdc.gov/nceh/lead

Drinktap.org- A public service of the American Water Works Association, drinktap.org was created to provide people information about a variety of water-related issues, from water quality to conservation.

Epa.gov/lead- The federal agency responsible for the safety of America's drinking water, EPA hosts a comprehensive website that addresses all sources of lead in the home.

Nsf.org- NSF International provides consumer information about water filter capabilities, including claims to reduce lead. The NSF can also be reached at 800.NSF.8010.



American Water Works Association

Dedicated to the World's Most Important Resource®

4858/2016

Lead

Keep Your Water Safe

Test Your Water
Check Pipes and Plumbing
Protect Your Family
Get the Lead Out!



Let's Get the Lead Out!

The surest way to protect against lead in water is to get the lead out altogether.

■ Replace lead service lines

If you have a lead service line, talk to a licensed plumber about getting it replaced. Contact your utility to see if there are payment options or rebate programs.

■ Replace other plumbing that contains lead

Hire a licensed plumber to look for and replace lead solder, fixtures or other potential sources of lead.



Sewerage and Water Board of New Orleans

Customer Information on Lead Service Line Replacement

SWB replaced a lead service between the water main and your meter:

- As a result, the lead levels in your drinking water may increase temporarily (this could last several weeks to several months).
- You should run the cold water at a high flow at all of your faucets for at least 5 minutes each, one at a time, starting with the faucet closest to your water meter, to remove any lead particles that may have gotten into your plumbing when we were working on your service line.
- After flushing your faucets, clean your faucets' aerators. Lead particles can be trapped in aerators. Simply unscrew the aerator from the tip of the faucet, wash and replace it. We recommend continued flushing for at least a month before using the water for drinking and cooking after the repair has been completed.



- You may want to have a Licensed Master Plumber inspect your service line from the meter to your home. If it is a lead line, we suggest you have it replaced.
- Customers may also call our Water Quality Laboratory at 865-0420 to request to have your water tested for lead.
- You may also want to obtain NSF-certified filters that have been rated to remove lead. For more tips on reducing lead in drinking water visit our website at www.swbno.org/waterfacts the Environmental Protection Agency's website at www.epa.gov/safewater/lead. For more information call 52-WATER (504-529-2837).

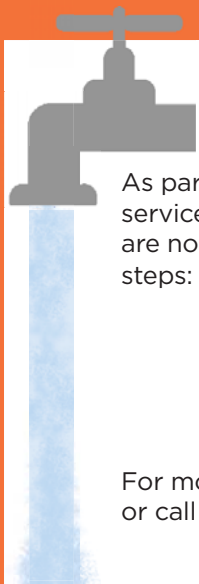


How to Have Your Water Tested

Sewerage & Water Board of New Orleans consistently provides clean, safe drinking water through a reliable distribution network of pipes. We have continually met the highest standards for water quality as measured by our federal and state regulators.

As part of the Capital Improvement Program, Sewerage & Water Board may be replacing lead services lines between the water main and meters, which may cause temporary elevations in lead levels.

- ✓ If a lead service line is found during the course of construction, S&WB crews and/or contractors will notify the customers via a neighborhood canvass and provide them with specific instructions on how to mediate.
 - ✓ To have your water tested:
 - Contact S&WB's Lab at (504) 865-0420 or WaterInfo@swbno.org
 - A lab technician will take your name, address, phone number and email address.
 - A convenient time will be scheduled to drop off a test kit with instructions at your address.
 - Once you have completed the test, call (504) 865-0420 or email the lab at WaterInfo@swbno.org. A lab tech will pick up the kit for testing.
 - Results from lead testing may take approximately 6 weeks.
 - In the interim, you may consider:
 - Obtaining NSF-certified filters that are rated to remove lead. These can be purchased at an area retail outlet or hardware store.
 - Using bottled water until you receive your test results.
 - Flushing your system if you haven't used water in several hours.
 - ✓ Information about lead can also be found at www.roadwork.nola.gov and www.swbno.org.
-



Replacement of Lead Service Lines

As part of the Capital Improvement Program, the Sewerage & Water Board may be replacing lead services between the water main and meters, which may cause temporary elevations in lead levels. If you are notified that a lead service from the water main will be replaced, you should complete the following steps:

- **Flush your faucets** with cold water for at least **5 minutes each**, one at a time.
- **Clean your faucet's aerators** regularly. We recommend you **continue flushing for at least a month** before using the water for drinking and cooking.
- Consider having a Licensed Master Plumber **inspect the service line**.
- **Call 504-865-0420** to request to have your water tested for lead.
- Consider obtaining **NSF-certified filters** that are rated to remove lead.

For more tips on reducing lead in drinking water visit our website at www.swbno.org or call 52-water (504-529-2837).





Sewerage and Water Board of New Orleans

Customer Information on Lead Service Line Replacement

SWB replaced a lead service between the water main and your meter:

- As a result, the lead levels in your drinking water may increase temporarily (this could last several weeks to several months).
- You should run the cold water at a high flow at all of your faucets for at least 5 minutes each, one at a time, starting with the faucet closest to your water meter, to remove any lead particles that may have gotten into your plumbing when we were working on your service line.
- After flushing your faucets, clean your faucets' aerators. Lead particles can be trapped in aerators. Simply unscrew the aerator from the tip of the faucet, wash and replace it. We recommend continued flushing for at least a month before using the water for drinking and cooking after the repair has been completed.



- You may want to have a Licensed Master Plumber inspect your service line from the meter to your home. If it is a lead line, we suggest you have it replaced.
- Customers may also call our Water Quality Laboratory at 865-0420 to request to have your water tested for lead.
- You may also want to obtain NSF-certified filters that have been rated to remove lead. For more tips on reducing lead in drinking water visit our website at www.swbno.org/waterfacts the Environmental Protection Agency's website at www.epa.gov/safewater/lead. For more information call 52-WATER (504-529-2837).



Sewerage and Water Board has LOCATED a lead service line between the water main and your water meter.

As a result, the publicly owned portion of this water service line will be replaced which may cause temporary increases in lead levels. Following replacement, S&WB advises you to complete the following steps:

- Run the cold water at a high flow at each faucet for at least five minutes, one at a time, starting with the faucet closest to the water meter, to remove any lead particles that may have gotten into your plumbing when the service line was replaced. This includes outside faucets.
- After flushing your faucets, clean your faucet's aerators where lead particles may be trapped. Simply unscrew the aerator from the tip of the faucet, rinse and replace.



(over)

- Continue flushing for at least a month, at one faucet, for 10 minutes before using the water for drinking and cooking after the repair has been completed.
- Have a Licensed Master Plumber inspect your service line from the meter to your home. If it is a lead service line, we suggest you have it replaced.
- Customers may also request to have you water tested by contacting S&WB's Water Quality Lab at (504) 865-0420 or WaterInfo@swbno.org
- Consider obtaining an NSF-certified water filter that is rated to remove lead. These can be purchased at local retail outlets or hardware stores.

For more tips on reducing lead in drinking water visit www.swbno.org or www.epa.gov/safewater/lead.

Any other questions may be directed to 52-WATER. That's (504) 529-2837.





Sewerage and Water Board has REPLACED a lead service line between the water main and your water meter.

As a result, your address may experience temporary increases in lead levels. S&WB advises you to complete the following steps:

- Run the cold water at a high flow at each faucet for at least five minutes, one at a time, starting with the faucet closest to the water meter, to remove any lead particles that may have gotten into your plumbing when the service line was replaced. This includes outside faucets.
- After flushing your faucets, clean your faucet's aerators where lead particles may be trapped. Simply unscrew the aerator from the tip of the faucet, rinse and replace.



(over)

- Continue flushing for at least a month, at one faucet, for 10 minutes before using the water for drinking and cooking after the repair has been completed.
- Have a Licensed Master Plumber inspect your service line from the meter to your home. If it is a lead service line, we suggest you have it replaced.
- Customers may also request to have you water tested by contacting S&WB's Water Quality Lab at (504) 865-0420 or WaterInfo@swbno.org
- Consider obtaining an NSF-certified water filter that is rated to remove lead. These can be purchased at local retail outlets or hardware stores.

For more tips on reducing lead in drinking water visit www.swbno.org or www.epa.gov/safewater/lead.

Any other questions may be directed to 52-WATER. That's (504) 529-2837.





State of Louisiana
Louisiana Department of Health
Office of Public Health

April 13, 2017

TO: Cedric S. Grant
Sewer & Water Board of New Orleans (SWBNO) Executive Director
625 St. Joseph Street, Suite 233
New Orleans, LA 70165

Re: Lead & Copper Compliance: S&WB of New Orleans – Carrollton and Algiers Water Systems

Dear Mr. Grant,

This letter is in response to the email received from Lisa C. Martin (Deputy Director of Communications – Sewer & Water Board of New Orleans) on April 11, 2017, wherein a request was made for the Louisiana Department of Health (LDH) to provide written confirmation of proper compliance with Federal and State requirements of the Lead and Copper Rule. As you and/or your staff are aware, under the authority of the Safe drinking Water Act, the U.S. Environmental Protection Agency (EPA) set the action level for lead in drinking water at 15 ppb and the action level for copper in drinking water at 1.3 ppm. This means utilities must ensure that water from the customer's tap does not exceed these levels in at least 90 percent of the homes sampled (90th percentile value). The action level is the concentration of a contaminant which, if exceeded, triggers corrosion control treatment, public education, and/or other requirements which a water system must follow.

Please be aware that based upon the past results of the required lead and copper tap water samples collected by the SWBNO, and LDH's review(s) of all related material, documentation, etc. during the past three monitoring periods, the 90th percentiles for lead and copper have remained below their respective action levels for both the SWBNO's Carrollton Water System and Algiers Water System. For your convenience, attached are the lead and copper sample results cover letters for the past three rounds of lead and copper tap water monitoring for the above mentioned water systems.

Sincerely,

A handwritten signature in blue ink, appearing to read "Amanda Laughlin".

Amanda Laughlin, P.E.
Chief Engineer

Louisiana Department of Health
Office of Public Health/Engineering Services



State of Louisiana
Louisiana Department of Health
Office of Public Health

October 20, 2016



TO: Vincent P, Jr Fouchi
8800 S Claiborne Ave
New Orleans, LA 70118

Re: **Notice of lead and copper sample results**
New Orleans Algiers Water Works
PWS ID #: LA1071001

Dear Mr. Fouchi,

Attached are the lead and copper sampling results for the above named water system. Based on the sampling results, the lead action level was exceeded at one or more sampling locations. A Lead consumer notice shall be distributed to each consumer who participated in the sampling event. **The notice must be delivered to those customers with an individual lead action level exceedance (result > 15 ppb) within 14 days of receipt of this letter. The notice must be delivered to those remaining customers below the lead action level within 30 days of receipt of this letter.** Blank consumer notice forms are attached for your convenience. Please note that one form is used specifically for those customers below the lead action level and a separate form is used specifically for those customer(s) above the action level.

Further instructions are included in the attached certification form. The certification form and a copy of one of the consumer notices must be submitted to the State within 90 days of distributing the notices. Failure to distribute lead consumer notice will result in a violation.

The water system 90th percentiles for lead and copper can not exceed 15 ppb and 1.3 ppm, respectively. This office has calculated the 90th percentile values for the water system and they are both below their respective action levels. The following are the 90th Percentile Values for the water system:

The 90th Percentile for Lead is 3 ppb

The 90th Percentile for Copper is 0.1 ppm

The water system has been scheduled to continue sampling every three years. The next monitoring period will be June through September 2019. This office will forward information to the water system related to the next sampling event at that time. Please keep these results for your records. If this office can be of further assistance, please call me at 225-342-7471. Further information can also be found at www.dhh.la.gov/safedrinkingwater.

Respectfully,

A handwritten signature in cursive script that reads "Jeremy Harris".

Jeremy Harris
Compliance Engineer
LDH/OPH Engineering Services



State of Louisiana
Louisiana Department of Health
Office of Public Health

October 20, 2016

RECEIVED

OCT 27 2016

OPERATIONS DIVISION

TO: Vincent P, Jr Fouchi
8800 S Claiborne Ave
New Orleans, LA 70118

Re: **Notice of lead and copper sample results**
New Orleans Carrollton Water Works
PWS ID #: LA1071009

Dear Mr. Fouchi,

Attached are the lead and copper sampling results for the above named water system. Based on the sampling results, the lead action level was exceeded at one or more sampling locations. A Lead consumer notice shall be distributed to each consumer who participated in the sampling event. **The notice must be delivered to those customers with an individual lead action level exceedance (result > 15 ppb) within 14 days of receipt of this letter. The notice must be delivered to those remaining customers below the lead action level within 30 days of receipt of this letter.** Blank consumer notice forms are attached for your convenience. Please note that one form is used specifically for those customers below the lead action level and a separate form is used specifically for those customer(s) above the action level.

Further instructions are included in the attached certification form. The certification form and a copy of one of the consumer notices must be submitted to the State within 90 days of distributing the notices. Failure to distribute lead consumer notice will result in a violation.

The water system 90th percentiles for lead and copper can not exceed 15 ppb and 1.3 ppm, respectively. This office has calculated the 90th percentile values for the water system and they are both below their respective action levels. The following are the 90th Percentile Values for the water system:

The 90th Percentile for Lead is 7 ppb

The 90th Percentile for Copper is 0.2 ppm

The water system has been scheduled to continue sampling every three years. The next monitoring period will be June through September 2019. This office will forward information to the water system related to the next sampling event at that time. Please keep these results for your records. If this office can be of further assistance, please call me at 225-342-7471. Further information can also be found at www.dhh.la.gov/safedrinkingwater.

Respectfully,

A handwritten signature in cursive script that reads "Jeremy Harris".

Jeremy Harris
Compliance Engineer
LDH/OPH Engineering Services

2016 REPORT OF THE STATE OF TAP WATER IN NEW ORLEANS

The Sewerage and Water Board is pleased to provide you with this Annual Water Quality Report (also known as the Consumer Confidence Report) for the year 2016. *(Este informe contiene información muy importante sobre su agua potable. Tradúzcalo o hable con alguien que lo entienda bien).* The Board is proud to provide the citizens of New Orleans each day with an abundant supply of quality water for personal and business needs and fire protection.

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.

The 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 2016, the Carrollton Water Purification Plant provided an average of 131.6 million gallons of drinking water per day to an estimated population of 348,420. The Algiers Water Plant provided an average of 9.7 million gallons of drinking water per day to an estimated population of 53,547. (Source of population figures is GCR, Inc). 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 (1-800-426-4791).

Contaminants that may be present in source water include:

- **Microbial contaminants**, such as viruses and bacteria, which may come from sewage treatment plants, septic systems, agricultural 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 organic chemicals, which are byproducts of industrial processes and petroleum production, and can also come from gas stations, urban stormwater runoff, and septic systems.
- **Radioactive contaminants**, which can be naturally-occurring or be the result of oil and gas production and mining activities.

Cryptosporidium

Cryptosporidium is a microscopic organism which, if ingested, can cause diarrhea, nausea, cramps, fever, and other gastrointestinal symptoms. It is found in sewage and animal waste which is washed into rivers and streams when it rains. Cryptosporidium can be found in nearly all surface waters in the United States. The best defense a water utility can provide is an effective treatment process which includes the multiple barriers of effective and continuous coagulation, disinfection, and filtration.

In healthy persons, symptoms usually last two to three days. However, cryptosporidiosis can be very serious for people with severely weakened immune systems, such as chemotherapy and transplant patients and people with HIV infections. These people should consult a physician about extra protection, including boiling water, using certified bottle water, or using a home water filter capable of removing Cryptosporidium.

While we occasionally detect low levels of Cryptosporidium in our source water (Cryptosporidium was not detected in any of our 2016 monthly Mississippi River samples), it has only been detected in our tap water three times – twice in 1998 and once in March 2014. In each instance, the concentration was 1 oocyst or less per 100 liters of water. The test for Cryptosporidium cannot determine if an oocyst is viable or capable of causing illness, and an occasional oocyst in the drinking water of utilities that use surface water is not unusual and does not necessarily indicate a health problem.

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 and Hospitals, the Sewerage and Water Board Water Quality Laboratory, and DHH certified contract laboratories. Where a contaminant was detected in compliance monitoring, we have reported it in the table on the back of this page.

In addition to the compliance monitoring required by drinking water regulations, the S&WB 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

The Sewerage and Water Board 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 Sewerage and Water Board Water Quality Laboratory. Lab personnel analyze river samples each day and report any contamination to DEQ. The S&WB in turn benefits from advance notification of spills provided by upriver EWOCDS locations.

Question: Is There Lead in New Orleans' Tap Water?

Answer: There is no lead in the treated water leaving our purification plants.

However, 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. The Sewerage and Water Board of New Orleans 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 (1-800-426-4791) or at <http://www.epa.gov/safewater/lead>.

Tips for Reducing Lead Exposure from Drinking Water

1. **Flush** your tap if your water has not been used for several hours. Depending on the source of lead, this may take from 30 seconds to 5 minutes. Lead can dissolve into drinking water from lead-containing plumbing when it sits in pipes for several hours.
2. **Use only cold water** for cooking and preparing beverages and infant formula. Lead dissolves more easily in hot water.
3. **Do not** boil water to remove lead. Boiling your water will not reduce lead.
4. **Ask your physician** to test your child's blood lead levels. Louisiana Law requires primary medical providers to perform lead testing on children ages 6 months to 6 years.
5. **Test** your water for lead. Contact the S&WB at 52-WATER for more information.
6. **Regularly clean** your faucets' aerators. Lead particles can collect in aerators.
7. **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.
8. **Replace** galvanized plumbing. Lead from lead service lines can build up in galvanized pipes and later be released.
9. **Replace** lead service lines. **The service line from the meter to the house is the property owner's responsibility.** If water testing finds high lead levels in your water, the S&WB may replace the service line from the water main to your meter if it is lead. **Be aware** that service line replacements may cause a temporary increase in lead in your drinking water. Studies have found elevated lead levels lasting from days to 6 months after a lead service line replacement.
10. **Consider** using a water filter. Not all filters remove lead. **Be sure the filter meets NSF Standard 53 for lead. Be sure** to replace and maintain the filter according to the manufacturer's instructions.

Sewerage & Water Board of New Orleans 2016 Water Quality Data

Contaminant	Meets Requirements?	Units	Amounts East Bank	Detected West Bank	Highest Level Allowed (MCL)	MCL Goal (MCLG)	Likely Sources
REGULATED CONTAMINANTS detected in 2016							
Total Coliform Bacteria	Yes	% Positive Samples per Month	0 – 1.3	0 – 4.0	5	0	Naturally present in the environment
Turbidity ¹	Yes	NTU: Lowest monthly % of samples ≤ 0.3:	0.05 – 0.3 100.0	0.06 – 0.3 100.0	1.49 for any one sample; 95% of samples each month should be ≤ 0.3	N/A	Soil runoff
Fluoride	Yes	ppm	0.26 – 0.92 Avg = 0.71	0.53 – 0.92 Avg = 0.76	4	4	Erosion of natural deposits; water additive which promotes strong teeth; discharge from fertilizer and aluminum factories
Nitrate+Nitrite (as Nitrogen)	Yes	ppm	1.7 – 1.7	1.9	10	10	Runoff from fertilizer use; leaching from septic tanks, sewage; erosion of natural deposits
Copper	Yes	90th percentile ppm: No. sites exceeding AL:	0.2 0 of 60 sampled	0.1 0 of 47 sampled	Action Level = 1.3 ppm for 90th percentile	1.3	Corrosion of household plumbing systems; erosion of natural deposits; leaching from wood preservatives
Lead	Yes	90th percentile ppb: No. sites exceeding AL:	7 1 of 60 sampled	3 1 of 47 sampled	Action Level = 15 ppb for 90th percentile	0	Corrosion of household plumbing systems; erosion of natural deposits
Barium	Yes	ppm	0.046 – 0.047	0.025	2	2	Discharge of drilling wastes; Discharge from metal refineries; Erosion of natural deposits
Selenium	Yes	ppb	ND	0.52	50	50	Discharge from petroleum and metal refineries; Erosion of natural deposits; Discharge from mines
Uranium	Yes	ppb	0.53 – 0.54	0.87	30	0	Erosion of natural deposits
Combined Radium	Yes	pCi/L	ND – 2.3	ND	5	0	Erosion of natural deposits
Gross Beta Particle Activity ²	Yes	pCi/L	2.5 – 3.9	1.4	50	0	Decay of natural and man-made deposits
Total Chlorine Residual	Yes	ppm	0.5 – 5.0 highest RAA = 3.4	0.0 – 4.9 highest RAA = 2.7	MDRL: RAA should be ≤ 4	MDRLG: RAA ≤ 4	Disinfectant added during water treatment
Total Organic Carbon Removal ³	Yes	ratio	1.00 – 2.08 lowest RAA = 1.19	1.00 – 1.58 lowest RAA = 1.01	TT RAA should be ≥ 1	N/A	Naturally present in the environment
Total Trihalomethanes (TTHMs)	Yes	ppb	15 – 39 highest LRAA = 30	11 – 57 highest LRAA = 34	LRAA should be ≤ 80	N/A	Byproduct of drinking water disinfection
Total Haloacetic Acids (HAA5s)	Yes	ppb	6 – 29 highest LRAA = 26	7 – 46 highest LRAA = 31	LRAA should be ≤ 60	N/A	Byproduct of drinking water disinfection

UNREGULATED CONTAMINANTS ⁴ detected in 2014 and 2015 (from EPA’s Unregulated Contaminant Monitoring Regulation 3)							
1,4-Dioxane	N/A	ppb	ND – 0.40 Avg = 0.18	0.10 – 0.21 Avg = 0.15	N/A	N/A	Used in the manufacture of paper, cotton, textile products, automotive coolant, cosmetics, and shampoos.
Vanadium	N/A	ppb	0.5 – 1.1 Avg = 0.8	0.5 – 4.1 Avg = 2.4	N/A	N/A	Naturally present in the environment; used as vanadium pentoxide which is a chemical intermediate and a catalyst.
Molybdenum	N/A	ppb	ND – 2.6 Avg = 1.6	ND – 2.2 Avg = 1.2	N/A	N/A	Naturally present in the environment; molybdenum trioxide is a commonly used chemical reagent.
Strontium	N/A	ppb	120 – 230 Avg = 176	110 – 180 Avg = 139	N/A	N/A	Naturally present in the environment; was used in the glass of CRT televisions.
Chromium – total	N/A	ppb	ND – 0.26 Avg = 0.06	ND – 0.80 Avg = 0.27	N/A	N/A	Naturally present in the environment; used in the manufacture of steel and other alloys.
Chromium – hexavalent	N/A	ppb	ND – 0.09 Avg = 0.03	ND – 0.12 Avg = 0.09	N/A	N/A	Naturally present in the environment; used in the manufacture of steel and other allows, chrome plating, dyes and pigments, leather tanning, and wood preservation.
Chlorate	N/A	ppb	120 – 490 Avg = 273	92 – 1100 Avg = 438	N/A	N/A	Byproduct of drinking water disinfection; agricultural defoliant; used in the production of chlorine dioxide.

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. Its sources 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.
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.
N/A = not applicable

In the table above, you will find many terms and abbreviations, some with which you might not be familiar. To help you better understand these terms, we provide the following definitions:
Parts per million (ppm) – 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.
Parts per billion (ppb) – 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.
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.
Running Annual Average (RAA) – average of data from the previous 12 months, calculated after each monitoring event or period.
Locational Running Annual Average (LRAA) – average of data at a specific monitoring location from the previous 12 months, calculated after each monitoring event or period.
Nephelometric Turbidity Unit (NTU) – 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.
Action Level (AL) – The concentration of a contaminant, which, if exceeded, triggers treatment or other requirements which a water system must follow.
Treatment Technique (TT) – A required process intended to reduce the level of a contaminant in drinking water.
Maximum Contaminant Level Goal (MCLG) – 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.
Maximum Contaminant Level (MCL) – 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.
Maximum Residual Disinfectant Level (MRDL) – 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.

Notice of Monitoring Violation at East Bank Water Treatment Plant: Louisiana and Federal regulations require us to monitor the turbidity of the water from individual filters at least once every four hours and to monitor the turbidity and chlorine residual of the combined water from all of the filters just before it leaves the water plant at least once every two hours. On March 22, 2016, complications from maintenance activities at the S&WB Carrollton Water Treatment Plant resulted in an electrical outage affecting the continuous turbidity and chlorine monitoring equipment in one of the two filter galleries at the water treatment plant for a period of five hours. During this five hour period, we did not perform this required monitoring in the filter gallery affected by the electrical outage. This incident constituted a monitoring violation of Louisiana Administrative Code 51:XII.1123.C, E.1, and 1125.B. Actual filter operations and water treatment processes were not affected by this incident. Monitoring in other parts of the water treatment plant and in the distribution system demonstrated that the water supply met drinking water quality standards. While there is no reason to believe that this incident resulted in any microbial contamination of the drinking water, people with severely compromised immune systems, infants, and some elderly may have been at increased risk.This incident only affected the water treatment plant for the East Bank of New Orleans. Algiers has a separate water system and was not affected. Public notification of this violation was made after the incident as required by LAC51:XII.1139.D.

An online version of our water quality report which includes additional interesting information about drinking water is available on our web site in the section titled “Documents and Reports”. If you have questions about your drinking water, or this report, please contact the Sewerage & Water Board using one of the following methods:
Sewerage and Water Board of New Orleans
Laboratory: (504) 865-0420
Emergency Department: (504) 52-WATER (529-2837)
E-mail address: waterinfo@swbno.org
Internet Home Page: www.swbno.org

More information can be obtained at Sewerage and Water Board meetings which are held on the third Wednesday of every month at 625 St. Joseph St., New Orleans, LA 70065, at 9 a.m.
U.S. E.P.A. Safe Drinking Water Hotline: 1-800-426-4791
U.S. E.P.A. Drinking Water Internet Home Page:
www.epa.gov/safewater

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