

EMBARGOED FOR RELEASE
MEDIA CONTACT: Edward Michel

February 28, 2023
Phone Number: 504-681-3200

PUBLIC LETTER CONCERNING SWBNO DELINQUENT ACCOUNTS

The Office of Inspector General (OIG) provides an independent and objective assessment of government policies, programs, and operations by conducting audits, evaluations, and investigations. The purpose of this letter is to discuss uncollected payments owed to Sewerage and Water Board of New Orleans (SWBNO), especially in light of the agency's stated desire to raise customer rates.

The SWBNO is currently considering a rate increase between 3% - 6% for its customers to facilitate the cost of long-deferred capital projects. In the interest of fiscal responsibility to the public, the OIG recommends a delay in any rate increase until the SWBNO makes every effort to collect monies validly owed for prior services rendered to its customers. The SWBNO should also utilize the tools currently at its disposal, and those in development, to increase bill accuracy prior to pursuing a rate increase. The OIG is an independent agency and will continue to facilitate the efficient and effective utilization of the City's limited resources as we identify and mitigate risks facing the City.

Edward Michel, Inspector General

For information on OIG initiatives and work products to include OIG Monthly and Annual Reports, please visit the newly re-designed OIG website at www.nolaoig.gov.

The public letter, news release and all other OIG work products associated with this report are **EMBARGOED FROM PUBLICATION UNTIL 4:00 P.M. TUESDAY, FEBRUARY 28, 2023. THE OIG PROVIDES THIS INFORMATION IN ADVANCE FOR EDITORIAL PLANNING PURPOSES ONLY.**