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PUBLIC LETTER IDENTIFIES OVERBILLING OF SEWERAGE & WATER BOARD CUSTOMERS

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 promote efficiency and effectiveness specific to the Sewerage & Water Board's (S&WB) billing process for residential customers. The OIG found that S&WB did not accurately calculate the Sewer Volume Charge for many residential customers, resulting in overcharges on their monthly bills. The OIG recommended S&WB make immediate corrective actions, including determining the cause of the miscalculation and crediting all customer accounts impacted by the error. The OIG also recommended S&WB should conduct routine internal audits to verify customers receive accurate bills.

“The S&WB recently reported that customer accounts delinquent more than 30 days totaled approximately \$109 million. In order for S&WB to collect delinquent accounts efficiently and effectively, it must first ensure that customers are billed the correct amounts for their monthly usage.”

Edward Michel, Inspector General

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