The Sewerage and Water Board of New Orleans

625 St. Joseph Street
New Orleans, LA 70165

Dear Customer:

As a utility focused on public health, the Sewerage and Water Board of New Orleans (SWBNO) recognizes the health impacts our customers could experience from exposure to lead through water. Lead can enter tap water from lead pipes that carry water from the water main in the street to older homes, called service lines. SWBNO is starting a multi-year program to replace lead water service lines throughout Orleans Parish.

Your service line is a shared responsibility between the property owner and SWBNO. We own the part of your line from the water main to your property line. Property owners are responsible for the part of the line from the property line to the building. Orleans Parish deserves a lead-free water system, and that includes private service lines SWBNO does not own.

Public health does not stop at property lines.
We need your help to confirm the type of pipe you have and/or replace your service line. Your property either:

1. Has a lead service line and requires replacement according to SWBNO records, OR
2. Does not have service line material data in SWBNO's system and SWBNO needs to conduct a small dig pipe check to determine the type of pipe you have.

To complete a small dig pipe check or a lead service line replacement, SWBNO needs written authorization from the property owner before work can begin. The property owner must sign a Right of Entry (provided with this letter). If you are a renter, please ask your landlord to complete and sign the form.

What to Expect During a Small Dig Pipe Check
If SWBNO does not have a record of your service line material, we need to identify the type of pipe you have to see if it needs replacement. Our first step is to attempt a pipe type check (first inspection that does not require digging), which involves getting verbal permission to inspect the above-ground part of your pipe where it enters the building. Sometimes, our crews cannot identify the type of pipe at this first inspection. That is when we need the property owner's permission to conduct a small dig pipe check (see form attached), which involves digging a small area to expose your pipe and identify the material. For a small dig pipe check, our contractors will:

1. Knock on your door to identify themselves before they start work.
2. Dig one or two holes near your property line, depending on what side of the pipe they need to see. Only one of those holes will be on your private property.
3. Crews will typically dig an area no larger than 2 feet wide and 2 feet long.
4. Examine the pipe to determine line material and fill the holes the same day.

5. The property will be restored to its original condition shortly after the small dig pipe check.
6. Let you know your material via a doorhanger.

If the small dig pipe check confirms your line is lead, SWBNO strongly encourages the property owner to sign up for replacement.

What to Expect During a Lead Service Line Replacement
If pipe type check (first inspection) or a small dig pipe check (more investigative inspection) finds a lead service line, SWBNO and its contractors will replace that line at no cost to you. SWBNO will only complete the replacement with the property owner's written approval (see form attached).

SWBNO will complete replacements in phases by neighborhood to efficiently use resources. So, scheduling and completing your replacement may take months, sometimes over a year. Replacing lead service lines across our city is a major undertaking. It will take time, and we appreciate your patience as we work systematically to remove lead service lines in Orleans Parish. To complete your replacement, the contractor will typically:

1. Mark the location of underground utilities before digging.
2. Tell you in advance when they will be at your property to do the work.
3. Identify themselves when they enter your property.
4. Temporarily shut off your water service, usually for less than 8 hours.
5. Dig a trench from the water main in the street to the shut-off valve outside the building. Most trenches are 2-3 feet wide and 2-3 feet deep.
6. If possible, the contractor may use trenchless technology to replace your line, where they will only need to dig in the street, at the meter, and sometimes at the building connection.
7. Disconnect the lead service line and replace the water service with a new plastic pipe.
8. Connect the new water service line to the shut-off valve outside the building. Contractors typically do not need to enter the building for the replacement. They will inform you if they need to work inside your building.
9. Turn the water back on and run water through the newly installed service line to remove any dirt or debris from the pipe replacement.
10. Any holes dug for the replacement will be filled the same day. The property will be restored to its previous condition, or as close to it as reasonably possible, within 2 months.
11. Provide steps for running water through your inside pipes and a water pitcher filter to use for 6 months after the replacement.

If you have questions, you can visit www.swbno.org/Projects/LeadAwareness, email us at LSLR@swbno.org, or call 504-420-1357.

Thank you,

Sewerage and Water Board of New Orleans

Sewerage and Water Board of New Orleans
Right of Entry Form

Property Address: _____

Property Owner Name: _____

Date: _____

To protect public health, Sewerage and Water Board of New Orleans (SWBNO) is replacing lead service lines in Orleans Parish.

SWBNO's records indicate that part or all of the water service line between the water main in the street and your property is made of, or may be made of, lead or lead-containing material, such as galvanized iron or steel. These materials can release harmful lead into drinking water. Although the property owner owns the service line from the property line to the plumbing connection outside the building, SWBNO is committed to replacing lead service lines throughout Orleans Parish at no cost to property owners to protect public health. Replacements will typically happen through a two-step process:

Step 1: SWBNO or their contractors will visit your home to perform a small dig pipe check by digging a hole on your property near the property line. This is only done if the initial pipe type check, which involves getting verbal permission to inspect the above-ground part of your pipe where it enters the building, is inconclusive or not possible. The contractor will inform you of the results of the pipe type check or small dig pipe check via a doorhanger.

Step 2: If our crews determine you have a lead service line, SWBNO's contractors will perform a lead service line replacement at your property when replacements occur in your area.

This work occurs on private property. To complete this work, the SWBNO needs written authorization from the property owner for both steps. *The **property owner** must sign this form. If you are a renter, please ask your landlord to complete and sign this Right of Entry Form.*

Sewerage and Water Board of New Orleans
Right of Entry Form

Scan me to complete this form online.

Property Owner's Authorization

Please use this section to authorize or decline the lead service line small dig pipe check and/or replacement provided by SWBNO. If you prefer to authorize or decline using a digital form, please scan the QR Code.

☐ **I understand and acknowledge the following:**

a. SWBNO does not maintain water service lines and fixtures within private property and assumes no obligation for the maintenance of the water service line(s) and fixtures on the Property by performing this work.
b. Work cannot begin until SWBNO has received this signed Right of Entry Form and it is on file with SWBNO.
c. Louisiana law governs this Agreement. The property owner agrees that any legal dispute related to this Agreement will be handled in the state civil courts of Orleans Parish, Louisiana, and will not object to those courts because the Property owner lives or is located elsewhere.
d. All claims related to or arising from this Right of Entry Form are to be submitted to SWBNO Risk Management Department.

☐ **I authorize SWBNO to perform a small dig pipe check near my property line to determine the material of my service line if a pipe type check (no-dig inspection) is inconclusive or not possible.**

a. I affirm that I am the lawful owner of the Property, which has the street address of _____and hereby grant employees and independent contractors of the SWBNO the right to enter and access my Property, to perform a small dig pipe check near my property line.
b. I understand that SWBNO is continuing to review records and other information and they may determine my pipe material using other methods that do not require digging and a hole will only be dug if the other methods are inconclusive.

- I authorize SWBNO, its agents, contractors and employees to: take photographs and videos of water service line and property before and after the small dig pipe check.
- I understand that my property will be restored to the same condition as prior to the small dig pipe check or as close to the condition prior to the small dig pipe check as reasonably possible.

c. I agree to tell the Contractor about known underground hazards (like gas lines, electrical lines, or buried tanks).

I understand I need to follow flushing instructions that are provided to me after the Small Dig Pipe Check is completed to flush out any remaining debris in plumbing.

Sewerage and Water Board of New Orleans
Right of Entry Form

☐ **If SWBNO confirms that my service line contains lead, I authorize SWBNO to replace the lead service line from the water main in the street to the plumbing connection where the water line enters my building on my property.**

a. I affirm that I am the lawful owner of the Property, which has the street address of _____and hereby grant employees and independent contractors of SWBNO the right to enter and access my Property, so that SWBNO can perform and complete lead service line replacement work on the Property.
b. I agree to tell the Contractor about known underground hazards (like gas lines, electrical lines, or buried tanks).
c. I understand that I am responsible for providing safe and clear access to the service line during the designated appointment. I agree to move items that block access to the water line, such as lawn mowers, furniture, hoses, decorations, or trash cans.
d. I understand that an adult over the age of 18 must be present the entire time of the replacement.
e. I authorize SWBNO, its agents, contractors and employees to: take photographs and videos of the interior and exterior of the Property in the area of the water service line before and after installation.
f. I understand that my property will be restored to the same condition as prior to the lead service line replacement or as close to the condition prior to the replacement as reasonably possible.
g. I understand SWBNO, its employees, agents and contractors are not responsible for any damage or failure of existing systems at the Property, including faulty existing electrical (such as incorrect grounding) or plumbing systems. If SWBNO, or its contractor find any improper electrical services or grounding, the Owner will be notified to first contact an electrician to correct the electrical issues before the lead service line work can proceed.
h. I understand that the new service line will be under a 1-year warranty as provided by the contractor.
i. I understand I need to follow the flushing instructions provided to me after the replacement is completed to flush out any remaining lead debris in plumbing.
j. I understand I need to use the provided water pitcher filter for drinking and cooking for 6 months after replacement.

☐ **If the small dig pipe check confirms that my service line contains lead, I would like to review the investigation results before deciding whether to authorize a service line replacement.**

☐ **I do not authorize SWBNO to perform a small dig pipe check at my property at this time.**

☐ **I decline participation in the lead service line replacement program provided by SWBNO from the water main in the street to the plumbing connection on my property.**

a. I am aware of the health hazards associated with a lead service line.

b. I understand that I will be responsible for the cost of any future maintenance, repairs or replacement of the lead service line located on my property.

c. I am aware that the service line inventory on the SWBNO public website will continue to show the presence of a lead water service line at my property.

Property Information and Signature

Property Address: _____

I am: (check one)

- The owner of this property.
- The tenant at this property. *This form must be signed by the property owner. If you are a tenant, please provide a copy of this Right of Entry Form to your landlord to complete and sign.*

Property Owner's Name_____

Property Owner's Mailing Address_____

Property Owner's Phone Number_____

Property Owner's Email Address_____

Tenant's Name (if rental property)_____

Tenant's Phone Number_____

Tenant's Email Address_____

Property Owner Signature: _____ Date: _____

Return this complete form to: LSLR@swbno.org, or

CDM Smith
Attn: Jackie Biles
1555 Poydras Street, Suite 1750
New Orleans, LA 70112