



Sewerage and Water Board of New Orleans

625 St. Joseph Street
New Orleans, LA 70165

August 13, 2026

Policy: Reactivation of Water Meters Inactive for More Than One Year

Purpose

The purpose of this policy is to ensure that properties with water meters that have been inactive for more than one (1) year are inspected for compliance with applicable plumbing codes and requirements before water service is re-established. This procedure is intended to protect the health and safety of residents and help ensure that the property's plumbing system is safe and properly maintained.

Policy

Any water meter that has remained inactive for more than one (1) year shall require the customer/property owner to hire a **licensed Master Plumber** to initiate the process for obtaining or reactivating water service.

The licensed Master Plumber shall be responsible for filing the required water meter application and completing any required plumbing work and inspections necessary to demonstrate that the property complies with applicable plumbing codes and Sewerage & Water Board requirements.

Procedure

1. The Plumbing Department shall identify the water meter as inactive for more than one (1) year.
2. The customer/property owner shall be advised that a licensed Master Plumber is required to initiate the water meter application or reactivation process.
3. The licensed Master Plumber shall inspect the property's plumbing system and determine whether any repairs, corrections, or upgrades are necessary to bring the property into compliance with applicable codes.
4. The licensed Master Plumber shall file the appropriate permit/application and provide any required documentation to the Plumbing Department.
5. Required plumbing inspections shall be completed before water service is authorized for reactivation, as applicable.
6. Any deficiencies identified during the inspection process shall be corrected before final approval.
7. Once all required requirements have been satisfied and applicable inspections have been approved, the water meter may proceed through the appropriate reactivation process.



Safety and Code Compliance

This requirement is intended to ensure that a property has a safe and functional plumbing system before water service is restored after an extended period of inactivity. Requiring a licensed Master Plumber to inspect and initiate the process provides an additional safeguard against unsafe plumbing conditions, unauthorized connections, leaks, cross-connections, or other conditions that could pose a risk to residents, the public water system, or the property.

Department Responsibility

The Plumbing Department shall administer this policy consistently and ensure that customers are provided with the applicable requirements for reactivating a water meter that has been inactive for more than one (1) year.

Plumbing Department

Michael Evans

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Chief of Plumbing