

Sewerage and Water Board of New Orleans
Steps to apply for a Hydrant Meter

1. Customer submits application:

- Application available online at swbno.org/Business/HydrantMeters.
 - Non-potable meter applications to be submitted day prior to meter usage.
 - Potable meter application to be submitted one week prior to meter usage.
- Customer applies in-person at 625 St. Joseph St.
 - Customer submits the following forms:
 - i. Hydrant Meter Request Application
 - ii. Hydrant Meter Guarantor Form *with notarized signature*.
 - iii. W-9 Taxpayer ID form.
 - Application is submitted and processed through Customer Service (mail resolving), who reviews accounts for good standing, sets up a new account and directs customer to the cashier to accept deposit payment.
 - Once approved, the customer receives a new account number.

2. Customer pays a deposit of \$2,500 for Hydrant Meter and Backflow Preventer.

- Pay in-person: Cash, Check, Certified Check, Credit Card or Money Order
Location: Cashiers desk at 625 St. Joseph St.
- Customer receives receipt of deposit to bring to Meter Shop.

Note: Customer must pay deposit and pick up meter within 21 days or account will be closed.

3. Customer goes to Meter Shop at 8800 Claiborne Avenue to pick up hydrant meter (8am – 3pm)

- Location: Sewerage and Water Board Meter Shop at 8800 S. Claiborne Ave.
 - a. Customer provides identification at security and is then directed to Meter Shop.
- Customer provides receipt of deposit payment.
- Meter Shop updates account with meter number and photo of driver's license.
- Customer signs the Hydrant Meter check out form.
- Customer receives Hydrant Meter, Backflow Preventer, Wrench Key and Accessories.

4. Meter readings are provided monthly.

Meter Reading Process: Readings are obtained monthly.

- SWBNO Meter Readers collect monthly readings between 1st and 5th of each month. They will inspect the meter and test as needed. If the meter shows signs of wear or damage, they will inform the customer to bring the meter to the meter shop for exchange.

Service Location Updates:

- Meter should be at the location of record.
- If the customer changes the service location of the meter, they are required to send email with new service location prior to the 1st of the month to mailresolvedistribution@swbno.org.
- If the meter is not at location during the meter read cycle; the account will be fined \$150 missed read fee in addition to the ready-to-serve fee. Customer will be sent a non-compliance warning notification.

5. Customer pays bill monthly.

- Customer pays monthly service fee of \$29.38 plus minimum usage charge of \$303.37(plus tax). Any water accrued above \$303.37 will be charged at general service quantity rates.

6. Annual Recalibration: Customer returns meter annually for recalibration and testing.

- Meter to be returned within 30 days of (1) year mark for recalibration.
- Location: Sewerage and Water Board Meter Shop at 8800 S. Claiborne Ave.
- A new meter will be issued to customer and entered as their new hydrant meter of record.

- Failure of customer to bring the meter for recalibration will result in a \$150 penalty charge with possible closure of the account and default of deposit if not resolved within 30 days.

7. To close out account:

- Customer returns Hydrant Meter, Backflow Preventer and Wrench Key and Accessories to 8800 S. Claiborne Ave.
 - a. A service order will be processed to finalize the hydrant meter account.
 - b. Customer will be billed for any remaining usage and fees.
 - c. Deposit will be returned or applied to the account in the following billing period. (less any amounts for repairs, damage or replacement of missing parts).

Additional information:

Lost or Stolen Meter:

- Customer is solely responsible for lost or stolen equipment which will result in the forfeit of a refundable deposit.
- Customer must contact SWBNO Customer Service to report the stolen meter.
- Customer must email police report or bring report to SWBNO meter shop.
- Police report is entered into account by the meter shop.
- Once the police report is received and all bills and fees are paid, the account will be closed. The customer can then start a new application process to obtain another Hydrant Meter if needed.

Lost Meter Wrench Key

- Customer reports lost wrench key to SWBNO meter shop.
- Meter Shop will provide replacement wrench key and customer will be billed a \$500 replacement fee.

Change of service location:

- Hydrant meter should only be used at one location. If the location needs to change, the customer is responsible for sending email to mailresolvedistribution@swbno.org providing the new service location address prior to 1st of the month.
- Failure to report to a new location will result in a fine of \$150.

Tampering detected on the meter:

- Per the City of New Orleans Code of Ordinances Article VI. Sec 158-831, tampering or obstruction to meters is an unlawful violation with applicable penalties. The account owner is responsible for the meter and any associated acts of tampering or damage. Penalties can be up to \$1000 in additional fees as well as loss of deposit. Further information at swbno.org/Reports/Tampering.
- All hydrant meters have a lockable valve which can prevent unauthorized use of water at your expense. SWBNO does not supply pad locks.

Unauthorized use of hydrant:

- City Municipal Code 59-7 prohibits anyone except SWBNO personnel, New Orleans Fire Department and authorized persons from opening fire hydrants. Hydrant account owners are considered authorized. Any unauthorized person taking water from a SWBNO fire hydrant will be fined under the provisions of the ordinance. The hydrant meter and hose will be confiscated.

Meter to be used for Potable Water Use: (\$1,000 fee)

- Customer to make request as part of the hydrant meter application process.
- Hydrants will require disinfection or flushing of the hydrant, bacteriological testing, and cross-connection control following the Special Festival Process. This use will need to be identified when applying for the meter and will involve SWBNO Environmental Affairs.

Limit of 10 meters per customer

- There is a limit of (10) hydrant meters per customer.