

Sewerage and Water Board of New Orleans
Steps to apply for a Non-Profit Irrigation - Hydrant Meter

1. Customer submits application:

- Application available online at swbno.org/Business/HydrantMeters.
 - Non-potable meter applications to be submitted one day prior to meter usage.
- Customer applies in-person at 625 St. Joseph St.
 - Customer submits the following forms:
 - i. Non-Profit Irrigation Hydrant Meter Request Application
 - ii. Non-Profit Irrigation Hydrant Meter Guarantor Form *with notarized signature*.
 - iii. EIN# Letter from IRS. This must include IRS Letterhead.
 - Application is submitted and processed through Customer Service (mail resolving), who reviews accounts for good standing and sets up a new account.
 - Once approved, the customer receives a new account number.

2. Customer goes to Meter Shop at 8800 Claiborne Avenue to pick up hydrant meter (8am – 2pm)

- 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.
- 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.

3. Meter readings are done annually.

- SWBNO Meter Shop will record the meter reading during the annual recalibration.

4. 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.
- If there is an issue with the meter, 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.

5. 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.

Additional information:

Lost or Stolen Meter:

- Customer is solely responsible for lost or stolen equipment.
- 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.

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.