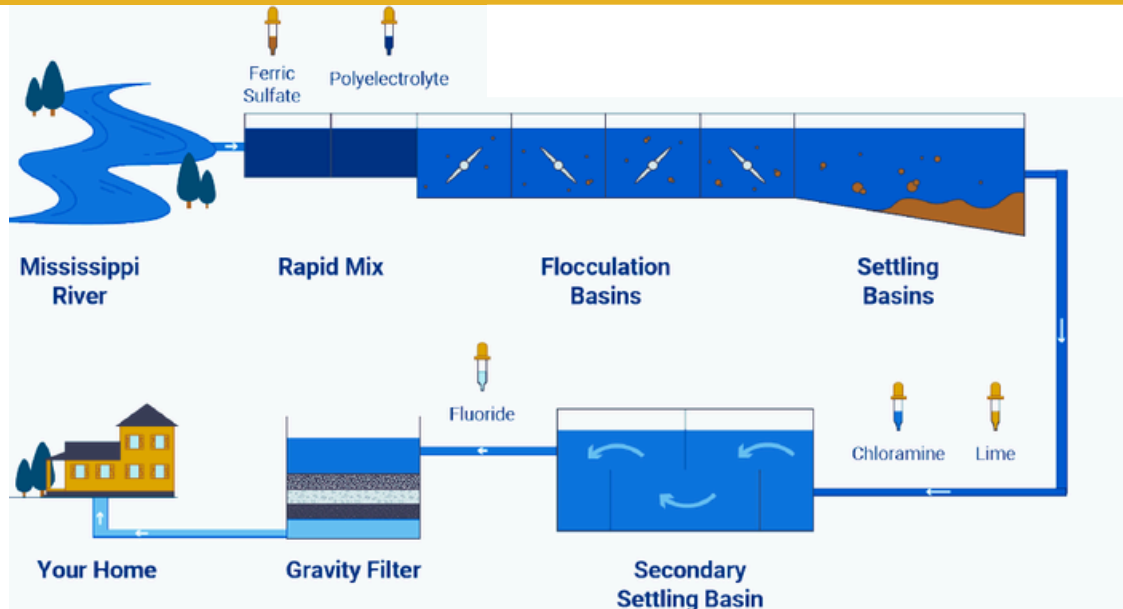




# UNDERSTANDING YOUR DRINKING WATER

## SEWERAGE & WATER BOARD OF NEW ORLEANS



### HOW IS MY WATER TREATED?

SWBNO operates two water purification plants to supply drinking water to residents, visitors, and businesses in the city of New Orleans. Customers on the East Bank of the Mississippi River receive their water from the Carrollton Water Treatment Plant, and the Westbank customers receive water from the Algiers Water Treatment Plant.

### FUTURE IMPROVEMENTS

In April 2026, SWBNO will start incorporating a food-grade additive known as zinc orthophosphate into our treatment process at the Algiers Water Treatment Plant to enhance our current corrosion control and further reduce lead levels in drinking water. Zinc orthophosphate forms a protective barrier to the interior of a pipe and reduces corrosion. Reducing corrosion lowers lead levels for all customers as SWBNO continues to remove old lead service lines from our drinking water system.



### WHERE DOES MY WATER COME FROM?

River water from the Mississippi River is pumped to the Carrollton Water Purification Plant from two large river pumping stations and pumped to the Algiers Water Plant from one large pumping station.

### WHO MAKES SURE MY WATER IS SAFE?

In order to ensure that tap water is safe to drink, the Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain contaminants in water provided by public water systems.

LDH, the SWBNO Water Quality Laboratory, and LDH-certified contract laboratories determine if New Orleans drinking water complies with state and federal drinking water quality standards.

SWBNO is committed to keeping your water clean. We perform daily quality control testing in our laboratory as well as continuous online monitoring of important water quality parameters.