

MEMORANDUM

To: All Councilmembers

From: CURO By: Jared Reese

CC: Justyn Hawkins and Anita Curran

Date: February 25, 2026

RE: The Sewerage and Water Board of New Orleans Meeting 2/25/2026

EXECUTIVE SUMMARY

The Sewerage and Water Board of New Orleans (SWBNO) Board of Directors (the Board) met on Friday, February 25, 2026. The complete packet for the meeting may be found [here](#).

A. Water Main Break - 7900 Block of Panola Street

Crews responded to a significant water main break at the 7900 block of Panola Street on Saturday, January 31. The company isolated the valves by 6 p.m. on January 31. Crews arrived on site Sunday morning to begin repairs and installed a fire hydrant for water main. SWBNO initiated a precautionary boil water alert and lifted it Monday afternoon. Water receded quickly due to catch basin cleaning efforts in the area. The company anticipated completed pavement restoration by Friday, February 27.

SWBNO issued a press release regarding the cautionary boil water alert and provided visual communications to the Mayor and Council. The company held on-site meetings on Sunday and posted updates on social media. The Interim Superintendent and Executive Director met with residents on the affected block on Sunday. The company conducted media communications on Monday and provided individual customer communications by flyer and customer portal on Monday.

B. Water Main Break - South Claiborne and Toledano

Crews responded to a significant water main break at South Claiborne and Toledano on Monday, February 23, at approximately 4 a.m. SWBNO issued a cautionary boil water alert and expanded the impacted area to include the Central Business District, French Quarter, and Leonidas neighborhoods. Crews isolated the break by 8:30 a.m. The break occurred on an 88-year-old pipe. The company completed street preparation by Tuesday afternoon and anticipated the street would be passable by Friday.

SWBNO issued press releases regarding the cautionary boil water alert and posted updates on social media. The company produced videos early Monday morning and provided updates on social media Monday afternoon. SWBNO continued social media updates on Tuesday, February 24. The company provided individual communications with Mayor and Council staff, including

on-site meetings on Sunday. Staff conducted media interviews on-site on Monday and Tuesday. SWBNO lifted the boil water alert on Tuesday, February 24.

C. Dwyer Canal

SWBNO met with Council staff, residents, and environmental groups regarding Dwyer Canal on February 6. Residents identified issues regarding sewer and water leaks along the canal. The company reviewed several locations along the canal. SWBNO identified several locations of sewer discharge and addressed some immediately. The company pumped impacted water from the canal, completed a point repair at Bonita Street on Mardi Gras Day, and cleaned and flushed sewer lines on affected blocks. The Cerise lift station underwent repairs. SWBNO increased staff monitoring along the canal and scheduled additional meetings with environmental groups.

D. Sewer Main Break - North Galvez and St. Louis Street

Crews responded to a sewer main break in the early morning hours on February 15. The break occurred on a 48-inch steel force main. The configuration of the sewer system prevented isolation. Crews pressure-washed and disinfected neighboring streets and sidewalks. SWBNO completed emergency repairs by Monday afternoon. The company backfilled the area and expedited the award of a contract for permanent replacement with WIFIA funding.

E. Customer Communication Improvements

SWBNO developed new door tags to improve communication during infrastructure incidents. The tags identified the type of incident, such as a water main break or sanitary sewer overflow, advised residents to exercise caution, and included instructions for filing claims. The company planned to use these tags for future incidents.

F. Infrastructure Improvement Strategy

SWBNO planned to evaluate new technologies, solutions, and processes to address water main breaks. The company considered issuing a Request for Information (RFI) for new solutions. SWBNO planned to pursue funding from federal and state governments for infrastructure improvements.