



SEWERAGE AND WATER BOARD OF NEW ORLEANS CUSTOMER APPEAL FORM

Internal Use Only
Date Received _____
Appeal Number _____

ACCOUNT INFORMATION

Account Number _____

Name of Account Holder _____

Service Address _____

City _____ State _____ Zip _____

Phone Number _____ Email _____

Type of Property Residential Commercial Industrial Mixed-Use Other _____

CONTACT INFORMATION (if different from above)

Name _____

Address _____

City _____ State _____ Zip _____

Phone Number _____ Email _____

ADMINISTRATIVE HEARING/APPEAL INFORMATION

Date of administrative hearing _____

Briefly explain why you are appealing the administrative hearing judgment or believe the administrative hearing judgment is incorrect.

CERTIFICATION

I hereby certify that the information provided is correct, accurate and complete to the best of my knowledge.

Name _____

Signature _____ Date _____



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HOW TO SUBMIT THIS FORM

1. An online version of this form is available on the City Council's website at <https://council.nola.gov/resources/swbno-customer-appeals/>
2. You may email this form along with the administrative hearing judgment and any supporting documentation to swbnoappeals@nola.gov.
3. You may submit the form along with the administrative hearing judgment and any supporting documentation in person or via mail to the Council Utilities Regulatory Office located at City Hall.

Council Utilities Regulatory Office
ATTN: SWBNO Appeals
1300 Perdido Street, Room 6E07
New Orleans, LA 70112

4. If you have any further questions or comments, please contact the Council Utilities Regulatory Office at 504-658-1110.

ABOUT THE CITY COUNCIL APPEALS PROCESS

1. The customer has 45 days from receipt of the hearing officer's written decision to appeal the decision to the City Council. In the event the customer requests a rehearing pursuant to Louisiana Revised Statutes Section 49:959(A), the 45 day period to appeal the hearing officer's decision to the Council shall toll until the rehearing process has concluded.
2. The City Council shall retain the services of a third party consultant to review SWBNO's investigation records, the administrative hearings records, and the hearing officer's written decisions on a quarterly basis. The consultant shall submit a recommendation on each customer appeal received during the calendar quarter, including directing SWBNO to adjust a billed amount and/or to reevaluate or replace the customer's meter. The consultant shall submit its recommendations to the Council no later than the last day of the subsequent quarter.
3. Within 90 days of receipt of the consultant's recommendation, the Council may accept, modify, or reject the recommendation by motion. If the Council does not act within 90 days, the consultant's recommendation shall be deemed accepted as the Council's final decision. In accordance with Louisiana Revised Statutes Section 49:964(B), a decision by the Council shall be treated as final and the customer shall have 30 days from the transmission of the notice of the final decision to appeal that decision to district court."