

1 began to question the billing policies and procedures of the Sewerage and Water Board as
2 they were repeatedly receiving erroneous water bills; and

3 WHEREAS, on May 8, 2018, the Sewerage and Water Board announced its plan to
4 implement a new billing system to address customer complaints about high water bills; and

5 WHEREAS, after the implementation of the new billing system the city's residents
6 have found more errors in their water bills, and the staff of the Sewerage and Water Board
7 has been slow to respond to their complaints; and

8 WHEREAS, it is imperative that the Sewerage and Water Board establish new billing
9 policies and procedures for sewerage, water, and drainage services to provide for a more
10 efficient and accurate billing system, and such policies and procedures should include rules
11 authorizing the adjusting, releasing, or extinguishing of any indebtedness from a customer's
12 sewerage and water bill as provided in R.S. 33:4071(F); and

13 WHEREAS, the new billing policies and procedures should also address the
14 following: discounts for elderly, disabled, and low-income customers; eliminate arbitrary
15 estimate billing; improving customer service, public outreach, and overall communication,
16 including holding community meetings and written notification of rate increases at least
17 ninety days prior to an increase; and

18 WHEREAS, the Sewerage and Water Board should provide a written report on the
19 status of billing policies and procedures to the House Committee on Municipal, Parochial
20 and Cultural Affairs on a quarterly basis.

21 THEREFORE, BE IT RESOLVED that the House of Representatives of the
22 Legislature of Louisiana does hereby urge and request the New Orleans Sewerage and Water
23 Board to review its current billing policies and procedures for sewerage, water, and drainage
24 services and to take all necessary steps to establish new policies and procedures that provide
25 for a more efficient and accurate billing system.

26 BE IT FURTHER RESOLVED that a copy of this Resolution be transmitted to the
27 executive director of the New Orleans Sewerage and Water Board.

DIGEST

The digest printed below was prepared by House Legislative Services. It constitutes no part of the legislative instrument. The keyword, one-liner, abstract, and digest do not constitute part of the law or proof or indicia of legislative intent. [R.S. 1:13(B) and 24:177(E)]

HR 205 Original

2018 Regular Session

Jimmy Harris

Requests the New Orleans Sewerage and Water Board to review its current billing policies and procedures for sewerage, water, and drainage services and to take all necessary steps to establish new policies and procedures that provide for a more efficient and accurate billing system.