

OFFICE OF INSPECTOR GENERAL  
**CITY OF NEW ORLEANS**



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**City Loses Millions in Uncollected Sanitation Fees**

The City of New Orleans Inspector General today released an audit report on the Sewerage and Water Board's Collection of Sanitation Fees.

The audit found that the City did not routinely review adjustments to customer accounts. The audit also found that the S&WB was unable to locate requested records, and charged a penalty rate that did not comply with the governing ordinance. The audit revealed that 35.6% of accounts were delinquent and uncollected fees were \$3.1 million in 2010 and \$8.5 million in 2011. The report observed that the current system is ineffective because there were insufficient consequences for non-payment.

Inspector General Ed Quatrevaux said, "The uncollected fees grew from 15% to 21% of that billed and the losses will grow if action is not taken to penalize non-payers."

For comment, additional information or to schedule an interview, call Laura Paul, 504 344-4884

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