

LESLEI D. HARRIS  
COUNCILMEMBER, DISTRICT B

JASON HUGHES  
COUNCILMEMBER, DISTRICT E



OFFICE: (504) 658-1020  
CITY HALL, ROOM 2W10  
1300 PERDIDO STREET

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## NEW ORLEANS CITY COUNCIL

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**March 11, 2026**

Randy Hayman, Executive Director  
Sewerage and Water Board of New Orleans  
625 St. Joseph Street  
New Orleans, LA 70165

**Re: Request for Information Regarding Recent Water Main Breaks**

Dear Mr. Hayman,

We are writing to request information regarding the recent series of water main breaks that have occurred across the City of New Orleans. Over the past two months, the City has experienced four reported water main breaks; two in District B and two in District A. These incidents have caused disruptions for residents, businesses, and commuters, and have raised concerns about the condition and reliability of our water

**COUNCILMEMBER LESLEI HARRIS:** As the Councilmember representing District B, I have received multiple complaints from residents regarding water leaks and infrastructure issues in their neighborhoods. These repeated incidents have caused significant disruption for residents and businesses, and they highlight the importance of ensuring that water infrastructure failures are addressed quickly and transparently.

My office has received several complaints from residents about repeated disruptions to water services. These are not just inconveniences, they have real impacts on our community. CrescentCare, a major healthcare provider in District B, has experienced six water shutoffs in the last 18 months without any notice. Each incident forces them to cancel an entire day of patient appointments, resulting in roughly \$8,000–\$10,000 in lost services and leaving patients without access to care that day.

**COUNCILMEMBER JASON HUGHES:** As Chair of the City Council's Public Works Committee, I am focused on ensuring that the Council has a full accounting of these incidents. Understanding where water main breaks are occurring, how long repairs are taking, and what steps are being taken to prevent future failures is essential for the Council's oversight of critical infrastructure systems.

To assist the Council in fulfilling its oversight responsibilities, we respectfully request that the Sewerage and Water Board provide the following:

- A comprehensive list of all reported water main leaks in the City of New Orleans over the past twelve (12) months.

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- The location and date of each reported leak.
- The timeline for repairs on all leaks including an estimated start and finish date.
- Any available information regarding the cause of each of the recent water main breaks and whether the infrastructure involved has experienced prior failures.
- How S&WB notifies residents of water shutoffs?
- How can we limit consistent water shutoffs, especially to vital community businesses?

Providing this information will help the Council better understand current system conditions and ensure that the necessary steps are being taken to minimize future disruptions.

Thank you for your attention to this matter. We look forward to your prompt response.

Sincerely,

**Councilmember Lesli Harris**

District B  
Chair, Budget Committee

**Councilmember Jason Hughes**

District E  
Chair, Public Works Committee