

Disputing a Water Bill

A Louisiana customer checklist

Babcock Injury Lawyers | Reviewed October 27, 2026

Identify the provider and disputed charge. A water company, public sewer authority, and sanitation department may collect different charges on one bill.

Provider / account: _____

Bill period: _____ Disputed amount: _____

- ☐ Save complete bills, payment receipts, shutoff notices, and prior dispute decisions. Record when each notice arrived.
- ☐ Identify the exact amount, billing periods, factual reason for the dispute, and correction requested.
- ☐ Request the account ledger, meter number, actual and estimated readings, dates, units, rate schedule, and available test or work-order records.
- ☐ Keep repair invoices, safe photographs, and a timeline of calls, reference numbers, staff names, and responses.
- ☐ Send the dispute through the provider's designated route. Get a receipt, case number, next step, and any hearing deadline.
- ☐ If shutoff is threatened, seek immediate review. Obtain written confirmation of any hold, required payment, and payment allocation.
- ☐ For New Orleans, contact the dispute office at 504-910-6484. A Council appeal is a later step after a hearing judgment; the Council page states 45 days from receipt.
- ☐ For an LPSC-regulated utility, contact the proper commissioner. Municipal utilities have separate routes; a complaint does not automatically prevent shutoff.

A letter requesting records is not a formal appeal. Follow the required form and filing method. Ask separately about assistance if the bill is unaffordable. New Orleans Council appeals: council.nola.gov/resources/swbno-customer-appeals/; 504-658-1110.

Next step / contact: _____

Deadline to confirm: _____ Reference number: _____

Notes: _____

Full guide, sample letter, and legal sources: stephenbabcock.com

Sources: LPSC complaint instructions; SWBNO dispute page; N.O. Council appeals page.