

Press Release



City of Shreveport Department of Water And Sewerage



Barbara Featherston,
Director of Water & Sewerage

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The City of Shreveport Department of Water and Sewerage is experiencing a phone system outage at its Customer Service and Field Operations Divisions. The following phone numbers **are currently out of service:**

Customer Service – 318-673-5510

Field Operation Emergency Dispatch – 318-673-7600

If you have a water or sewer related emergency and need to contact our Department, please call **318-525-7781**. If you have a billing related call or are trying to make a payment by phone, we ask you to utilize the services on the City's web page at www.shreveportla.gov and click on "Online Bill Pay" or "My Water Account" or wait until our phone systems are operational. Our dispatch operator taking calls at 318-525-7781 will not be able to answer billing questions. We are working diligently to get the issue resolved.