



PHOTO INFO...

Fall Foliage

Ashokan Reservoir - New York City Water Supply System

**SEARCH** [Advanced Search](#)**facebook****flickr****twitter**[Home](#)**CUSTOMER SERVICES**[Ways to Pay Your Bill](#)[Account Information](#)[Customer Assistance](#)[Water Rates](#)[Property Managers and Trade Professionals](#)**WATER UTILITIES**[Drinking Water](#)[Wastewater](#)[Stormwater](#)[Harbor Water](#)**THE WATERSHED**[Watershed Protection](#)[Watershed Recreation](#)**CITYWIDE INITIATIVES**[Regulatory Reform](#)[Environmental Education](#)[Conservation Programs](#)[Air Pollution Control](#)[Noise Codes & Complaints](#)**BUSINESSES & PROFESSIONALS**[Forms & Permits](#)[Doing Business with DEP](#)[Asbestos Abatement](#)

FOR IMMEDIATE RELEASE

07-29

Friday, June 1, 2007

CONTACT: Natalie Millner (718) 595-6600

MORE INFORMATION

NYC Department of
Environmental Protection
Communications &
Intergovernmental Affairs

59-17 Junction Boulevard
19th Floor
Flushing, NY 11373

(718) 595 - 6600

DEP Will Hold Customer Service Outreach Event For Water And Sewer Account Holders In Manhattan

As part of its commitment to improve its customer service practices and ensure that water and sewer customers receive the help they need to manage their accounts, DEP is holding a series of public outreach sessions staffed by customer service representatives. Council Member Robert Jackson will host an outreach event on Tuesday, June 12 at Riverbank State Park Cultural Center. Consumers will have an opportunity to conveniently obtain information and assistance about their water and sewer bills.

Date:	Tuesday, June 12, 2007
Time:	5:00 – 8:00 pm
Location:	Riverbank State Park Cultural Theatre 679 Riverside Drive at 145th Street, New York City 10031 Take No. 1 train to 145th Street or Buses Bx 19 and M 11

Commissioner Lloyd, said, "We are committed to improving our customer service operations to ensure account holders can quickly and efficiently contact the agency to obtain information about their bills. We have reduced waiting time at our call center from 6 minutes to 40 seconds; and expanded our call center hours to include Saturdays from 9:00 am to 5:00 pm and until 8:00 pm on Tuesdays and Thursdays. We are currently setting up outreach meetings throughout the City where DEP customer service staff will be on hand to provide help with any questions or concerns about water bills including water usage, water meters, and also set up payment agreements. I want to thank Council Member Jackson for setting up this meeting in support of our outreach efforts."

DEP is also working with other City agencies that offer programs of interest to property owners. Staff members from the Department of Finance, Department for the Aging and the Department of Housing Preservation and Development will attend the meeting to assist with questions and problems relating to their own programs.

For further information about future outreach events or to learn about New York City's water supply system call 311 or

[Construction, Demolition & Abatement](#)

ABOUT DEP

[Inside DEP](#)

[News](#)

[DEP Featured In...](#)

[Stories from DEP](#)

[Press Releases](#)

[Public Notices](#)

[Testimony and Public Comments](#)

[Capital Projects](#)

[Job Opportunities](#)

[Environmental Reviews](#)

[A to Z Index](#)

[Contact Us](#)

visit the DEP website at www.nyc.gov/dep.

The Department of Environmental Protection (DEP) protects the environmental health, welfare and natural resources of the City and its residents. The Department manages the City's water supply, serving more than half the population of New York State with over one billion gallons of quality drinking water daily. Nineteen reservoirs provide water to eight million City residents through a network grid of over 6,200 miles of water mains throughout the five boroughs as well as an additional one million consumers in four upstate counties. DEP manages 14 in-City wastewater treatment plants, and an additional nine treatment plants upstate. DEP carries out federal Clean Water Act rules and regulations, handles hazardous materials emergencies and toxic site remediation, oversees asbestos monitoring and removal, enforces the City's air and noise codes, bills and collects on City water and sewer accounts, provides educational materials and resources to City schools, and manages City-wide water conservation programs.