

## Commissioner's Corner



Today, **Mayor de Blasio** announced that **Emily Lloyd** will be leading the New York City Department of Environmental Protection during his administration, and I'll be working closely with Emily to ensure a smooth transition.

I want to take the opportunity to let you all know that it has been an honor and privilege to serve this wonderful organization. I have had the opportunity to meet with thousands of employees personally, and every day I wake up inspired by your creativity, hard work, and commitment to our critical mission of protecting public health and the environment. DEP is rightly considered one of the leading utilities in the world with a

relentless drive to improve our delivery of services, which has led to world class capabilities and programs in watershed protection, infrastructure construction, emergency response, climate change planning and resiliency investment, pollution reduction, green infrastructure, ecosystem restoration, and energy generation and management. I'm proud to have been part of that tradition and to have focused on recognition, training, and development of employees, who are our most valuable resource.

DEP is on a roll and will build on our strong foundation for even greater achievements going forward. I will think of all of you every time I turn the tap, swim at the beach, and enjoy the cleanest air of any major city.

In this edition of Pipeline, I want to share a handful of memorable accomplishments we achieved together over the last few years.

Thank you.

Sincerely, Carter

*Carter H. Strickland, Jr.*


## Spotlight on Safety

### DEP Safety Gains

During the past six months DEP employees experienced a 36 percent decrease in injuries, as defined by the Occupational Safety and Health Administration, over the same six month period from a year earlier. The Bureau of Water and Sewer Operations saw the most dramatic improvement. Agency-wide, safe driving showed impressive gains as preventable

motor vehicle accidents were down by 27 percent.

Further, DEP continues to drive overall injury numbers down. While the industry average's 6.2 injuries for every 100 employees, DEP's injury rate has fallen consistently from 6.0 in 2010 to 3.8 in 2013. These reductions reflect a strong commitment by all employees to make DEP among the safest water utilities in the nation.

At DEP, everyone is responsible for safety. If you or anyone on your team is concerned about your working conditions, it's okay to ask your supervisor or your bureau's EHS liaison how they can help. If you've still got questions, you can call the EHS Employee Concerns Hotline. It's DEP's responsibility to acknowledge and fix unsafe situations, procedures, and practices. With your help, we'll not only get the job done, we'll make it safer for ourselves, our coworkers, our families, and our city. CALL (800) 897-9677 OR SEND A MESSAGE THROUGH PIPELINE. HELP IS ON THE WAY. 

## Customer Service



As part of our commitment to providing the highest quality service while ensuring effective and fair revenue collection, a number of customer service initiatives have been implemented since 2011. These include the completion of a network of Automated Meter Reading devices to ensure bills are based on actual consumption and that allows customers to access data about their water use in near real time, a leak detection system that has already saved customers more than \$40 million, the Water



Debt Assistance program, which helps property owners at risk of foreclosure manage their water and sewer debt, and the creation of a Service Line Protection Program to shield homeowners from the high cost of unexpected breaks in their water and sewer lines. During the first year of the Service Line Protection Program more than 100,000 people enrolled and more than 2,000 covered repairs were completed—saving enrolled homeowners more than \$7 million.

## Green Infrastructure



In 2012 we reached a historic agreement with New York State to reduce combined sewer overflows in New York City and improve the health of our waterways through the installation of innovative green infrastructure technologies to manage stormwater before it enters the combined sewer system. DEP committed to invest \$187 million on green infrastructure projects during three years of the program and more than \$2 billion over the next two decades. DEP's Green Infrastructure Program has been a huge success. Hundreds of bioswales and green streets have already been installed in priority areas and we have partnered with 29 different organizations to construct green roofs and stormwater management systems on private property through our GI Grant Program. By 2017 we will install more than 7,000 green infrastructure installations citywide. This innovative program is just one example of ways we have worked hard to meet our environmental goals and keep rates low for our customers.



## Renewable Energy



In December 2013, we announced two new partnerships that will reduce the amount of organic waste sent to landfills, produce a reliable source of clean energy, and improve air quality. Waste Management has begun delivering pre-processed organic food waste to the Newtown Creek Wastewater Treatment Plant where it is added to wastewater sludge to increase the production of biogas. A first-of-its kind project with National Grid will convert the biogas by-product into pipeline quality renewable natural gas for residential and commercial use. Together, these projects have the potential to produce enough energy to heat nearly 5,200 New York City homes, and reduce annual greenhouse gas emissions by more than 90,000 metric tons—the equivalent of removing nearly 19,000 cars from the road

## Ensuring High Quality Water



Last year, we cut the ribbon on the \$1.6 billion ultraviolet light disinfection facility. The world's largest such facility, it is designed to treat more than 2 billion gallons of water per day and provides an added layer of protection to all of New York City's drinking water. It is also a testament to DEP's outstanding capital program, as the project came in on-time, on-budget, and with an impressive safety record.

## Serving All of the City



The commercial and residential development of portions of the city, notably southeast Queens and Staten Island, outpaced the extension of the city's sewer system and many of these neighborhoods are not yet equipped with catch basins and storm sewers to effectively drain precipitation from the roadways. DEP has focused capital resources in these areas in order to provide these essential services and is also expanding the use of the award winning Bluebelts to naturally filter and drain stormwater. In fact, over the next ten years DEP will commit more than \$500 million to upgrade sewers in Queens alone.

## City Water Tunnel No. 3



In October 2013, we activated the final stage of City Water Tunnel No. 3 in Manhattan. The 8.5 mile-long tunnel runs down the west side from Central Park to the southern tip of the island. This historic accomplishment will eventually allow for the inspection and repair of City Water Tunnel No. 1 for the first time since it was put into service in 1917.

From engineers to laborers, many workers have spent their entire careers planning and building City Water Tunnel No. 3 and many of the hundreds of laborers who contributed to the construction have fathers, uncles, and grandfathers who worked on Tunnels No. 1 and 2, and other New York City water supply tunnel projects.

## NYC Wastewater Resiliency Plan

In October 2013, we released the NYC Wastewater Resiliency Plan, the nation's most detailed and comprehensive assessment of the risk climate change poses to a wastewater collection and treatment system. The groundbreaking study, initiated in 2011 and expanded after Hurricane Sandy, was based on an asset-by-asset analysis of the risks from storm surge under new flood maps at all 14 treatment plants and 58 pumping

stations, representing more than \$1 billion in infrastructure. If no action is taken, it is estimated that damage to the equipment from repeated coastal flooding at projected sea levels could exceed \$2 billion over the next 50 years. The analysis recommends \$315 million in cost-effective upgrades at these facilities to protect valuable equipment and minimize disruptions to critical services during future storms.

## Emergency Response



From the upstate watersheds to the southern tip of Staten Island, DEP's operations have been challenged by Mother Nature. In 2011, Hurricane Irene battered

many upstate towns and swollen rivers flooded out bridges and local infrastructure. A year later, Hurricane Sandy's record storm surge inundated portions of New York City, including our wastewater infrastructure, and knocked out power to portions of lower Manhattan. Thanks to a significant financial investment in our infrastructure over the previous decade, robust planning measures prior to the storms, and an unbelievable commitment by our workforce, we continued to provide a reliable source of high quality drinking water and were back up and treating wastewater within a few days.

**We welcome your feedback! To submit an announcement or suggestion, please email us at: [newsletter@dep.nyc.gov](mailto:newsletter@dep.nyc.gov).**