



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 07-14

Friday, May 3, 2007

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DEP Will Hold Customer Service Outreach Event for Water and Sewer Account Holders in Brooklyn

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 David Yassky will host an outreach event on Thursday, May 10 at St. Francis College. Consumers will have an opportunity to conveniently obtain information and assistance about their water and sewer bills.

Date:	Tuesday, May 10, 2007
Time:	5:00 – 8:00 pm
Location:	St. Francis College 182 Remsen Street, Brooklyn (between Court and Clinton Streets) Take M, N, or R train to Court Street; 2,3,4 or 5 train to Borough Hall

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 Yassky 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 Departments of Finance, Aging and Housing Preservation and Development will attend the meetings to assist with questions and problems relating to their own programs.

MORE INFORMATION

NYC Department of
Environmental Protection
Communications &
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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	
	<p>For further information about future outreach events or to learn about New York City's water supply system call 311 or visit the DEP website at www.nyc.gov/dep.</p> <p>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.</p>
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