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- [Account Information](#)
- [Customer Assistance](#)
- [Water Rates](#)
- [Property Managers and Trade Professionals](#)

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- [Wastewater](#)
- [Stormwater](#)
- [Harbor Water](#)

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- [Watershed Recreation](#)

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08-07

March 25, 2008

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**NYCDEP and Water Board Launch 'Pay-by-Phone' Bill Payment Service**

**Allows Customers To Pay Bills Around the Clock by Using Interactive Voice Response (IVR)**

The New York City Department of Environmental Protection (DEP) and the New York City Water Board launched a toll free "pay-by-phone" water and sewer bill payment service on March 3. The Interactive Voice Response (IVR) feature is convenient for customers and builds on previous service enhancements by the Bureau of Customer Services. The toll free number **(866) 622-8292** is available 24 hours a day, 7 days a week and will allow for partial, full, and advanced bill payments without a transaction fee.

"The pay-by-phone service is an easy way for the public to pay their water bills from wherever they are at any time of day," said DEP Commissioner Emily Lloyd. "Around-the-Clock payment service is another key step in making the Bureau of Customer Services more efficient. We have already made great strides in improving customer access and in communicating more clearly with our customers."

DEP has expanded call center hours for customer convenience, dramatically reduced customer call wait time, reduced the response time for written customer inquiries, added online bill payment to its website, and begun notifying customers of unusual increases in water consumption.

The IVR payment option allows customers to pay water and sewer bills and also to enroll in the Payment Incentive Program.

To pay water and sewer payments through Electronic Funds Transfer (EFT), customers should have the following items available when calling:

1. A copy of their Water and Sewer Bill Account number (13 digits, ending with 001)
2. Personal bank routing number (9 digits)
3. Personal savings or checking account number

Also as part of further enhancements, DEP is also piloting two automated meter reading technologies, and will begin

**MORE INFORMATION**

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City-wide installation this spring. Automated meter reading is used throughout the country and will provide DEP and its customers with more comprehensive, up-to-date and accurate account information.

**TO USE THE 'PAY-BY-PHONE' BILL PAYMENT SERVICE, CALL (866) 622-8292. FOR FURTHER INFORMATION, GOTO THE DEP WEBSITE AT [WWW.NYC.GOV/DEP](http://www.nyc.gov/dep)**