

DEP Ranks #1 in Customer Service



Thanks to the tremendous efforts of nearly 6,000 employees, DEP ranks #1 in customer satisfaction among water utilities in the Northeast Region. The recently released [J.D. Power 2019 Water Utility Residential Customer Satisfaction Study](#) measured satisfaction among residential customers of 89 water utilities, each delivering water to a population of at least 400,000 people in four geographic regions: Midwest, Northeast, South, and West. Nationally, DEP placed #6 in overall customer satisfaction.

Congratulations!

Vincent Sapienza, Commissioner

Spotlight on Safety

National Safe Boating Week

May 18–24 is National Safe Boating Week. This year's theme is "Wear It," reminding boaters to always wear a life jacket. Some DEP employees, such as the Bureau of Wastewater Treatment's Marine section, operate sludge boats and other harbor vessels. The Bureau of Water Supply also uses boats to perform various tasks, including reservoir sampling, while DEP Police often use boats for rescue operations. To prevent slips and fall hazards while on a boat:

- keep walkways clear of obstructions/debris
- make sure manholes/hatches are closed

- wear slip resistant footwear
- paint the perimeter of barges and all tripping hazards with a contrasting color
- when boarding/departing vessels, ensure gangways, ramps, and ladders are properly secured, and hold onto guardrails
- never jump over open water

All vessels must be equipped with Personal Flotation Devices and all on board should be aware of rescue procedures. Notify emergency personnel and supervisors immediately if a person falls overboard. For more information, read [OSHA's Publication on Deck Barge Safety](#).

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.

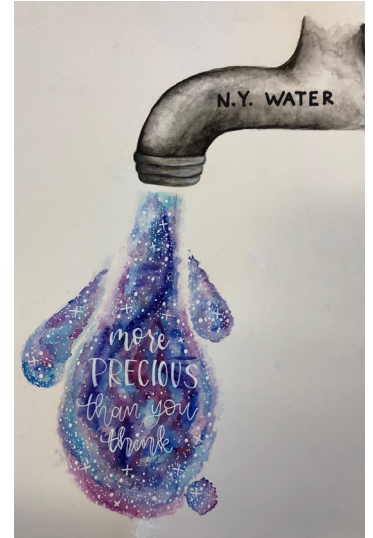
Special Guest Commissioner's Corner



Michael DeLoach
Deputy Commissioner
Public Affairs and Communications

Last Friday, I joined **Commissioner Sapienza** at El Museo del Barrio to celebrate the winners of our annual Water Resources Art and Poetry Contest. A group of judges selected more than 100 entries as this year's Water Champions. At the event, students were honored for their outstanding work and received certificates recognizing their contribution. We were treated to poetry readings, student-produced videos, and even a live musical performance. Artist **Ebony Bolt**, whose artwork "City of Dreamers" is featured in the MTA's Arts & Design Program, gave remarks as well, inspiring the students to continue their artistic pursuits.

Nearly 1,700 students in grades 2 through 12—representing 85 schools in New York City and watershed communities, as well as homeschooled children—participated in the contest. Creating more than 1,600 original pieces of artwork and poetry, the submissions reflected an appreciation for New York's water resources, the drinking water supply, harbor water, wastewater treatment, and the importance of water conservation. Student entries also raised awareness about the



importance of maintaining New York City's critical water supply and wastewater infrastructure.

Thank you to all the volunteers and BPAC's Education Team for organizing the event, particularly **Helene Amato, Robin Sanchez, LaToya Anderson, Lakeisha Bradshaw, Isabel Avina, Eva Lynch, Joe Sokolowski** and Trout Unlimited's **Lillit Genovesi**. I'd also like to give a special thanks to **Kim Estes-Fradis**, who developed the contest more than three decades ago. Thank you Kim for your service and thank you all for making learning about our world-class water system fun and exciting.



Energy Award for 26th Ward WRRF



The 26th Ward Wastewater Resource Recovery Facility (WRRF) was recently recognized with the “No Limit Award” for its record-breaking performance last year in Demand Response (DR), a program that improves the reliability of the electric grid by financially incentivizing facilities to safely reduce their energy usage during peak hours, thereby preventing blackouts and protecting the economic productivity of New York City. The Wards Island WRRF was also recognized with the “Full House Award” for its consistently outstanding DR performance. Congratulations to BWT’s **Chris Martell**, **Hayman Lochan**, **Eugene Tripi**, **Ravi Basant**, and Deputy Commissioner **Pam Elardo**, and special thanks to DEP’s Demand Response Operations Manager, **Mikael Amar**. Also pictured are the DEP Office of Energy and Resource Recovery Programs’ **Jennifer McDonnell**, **Jane Gajwani**, and **Sylvana Vicuna Carrasco**, as well as DCAS Deputy Commissioner **Anthony Fiore**, and DCAS Commissioner **Lisette Camilo**.

Celebrate Wetlands at Ashokan



DEP will [celebrate American Wetlands Month](#) by hosting a wetlands discovery event Friday at Ashokan Reservoir. The event will be located at the Olivebridge Dam parking area on Route 28A from 1:30-6pm. DEP wetlands scientists will display living samples of plants and wildlife found in nearby wetlands, and answer questions about these unique habitats. Wetlands help to maintain the high quality of New York City’s drinking water supply. Approximately 35,000 acres of wetlands are located within the watersheds that surround New York City’s reservoirs.

We welcome your feedback! To submit an announcement or suggestion, please email us at: newsletter@dep.nyc.gov.

31st Annual Equipment & Vehicle Show



DEP Fleet Services participated in the 31st Annual Equipment & Vehicle Show held last Thursday in Flushing Meadows Corona Park, Queens, by the Unisphere. Hosted by the Department of Citywide Administrative Services/NYC Fleet and NYC Parks, the event highlighted vendors who support NYC’s Clean Fleet and Vision Zero initiatives, as well as daily operations. Vendors displayed a wide array of products designed to improve vehicle safety including cameras, truck side guards, systems to track and manage fleets, and systems to avoid or mitigate collisions. The show also featured vehicles and equipment with alternative fuels and emissions reducing technologies, along with the latest in light and heavy-duty vehicles, trucks, horticultural equipment, tools, fleet services, and more.

Welcome Aboard!



Last week, 21 new BWSO City Park Workers attended orientation and received an overview of the department from Director of Planning and Recruitment **Grace Pigott** and Recruitment Coordinator **Briana Lomax-Day**. We hope everyone will join us in welcoming them to DEP!

Tolani M. Abrams, **Ricardo S. Adams**, **Zachary D. Allard**, **Lavinia N. Baltazar**, **Johnathan G. Brown**, **Leah J. Edwards**, **Ronald E. Firpo**, **Laurynn Harmon**, **Kenneth E. Jones**, **Paris E. Leacraft Jr.**, **Maria D. Lopez**, **Lakisha Marshall**, **Calvin L. Marshall**, **James B. Mendez**, **Theo Mixon**, **Malachy F. Mulvey**, **Frank K. Sachitey**, **Andrew Sampson**, **Vesta Smartt**, **Nickita Stoupaikov**, and **Matthew Sweezer**.



This month, DEP is celebrating our value of transparency. If you know someone who embodies this value, please send an email by May 21 to values@dep.nyc.gov, and include the name of who you are nominating, their bureau, and a brief description of how they embody this value.