

Community Cleanup Day



This past Sunday, DEP joined the Department of Sanitation (DSNY), New York City Council Member **Chaim Deutsch** and numerous volunteers for a community catch basin cleanup day in the Midwood and Sheepshead Bay neighborhoods of Brooklyn. Participants met at Council Member Deutsch's office, located at 2401 Avenue U, and then spread out to clear catch basins of litter and debris. DSNY then picked up the bagged litter. The event served not only to improve the operation of the City's drainage system, but also helped to educate the public about the importance of not littering.

Spotlight on Safety

National Preparedness Month

September is National Preparedness Month—in part because high winds, thunderstorms and flooding are more common during this time of year. When severe weather hits New York City and its watersheds, DEP employees often work tirelessly, both during and after the events. Therefore, it is important that DEP's employees are prepared for natural disasters and emergencies. [DEP's Emergency Planning Policy](#) outlines programs for developing, updating, and maintaining emergency action and response plans.

To be prepared in an emergency, facilities should follow these steps:

- train employees on emergency action and response plans

- maintain an updated list of key personnel and their telephone numbers
- practice evacuation drills at least once a year
- have a plan in place to account for personnel following an evacuation

Remember, emergencies can happen at any time or in any place. The Occupational Safety and Health Administration (OSHA) offers several resources to help workers prepare for, stay safe during and recover from severe weather events and natural disasters. For more information, visit [OSHA: Emergency Preparedness and Response](#).

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*

Nancy Cianflone, DEP's Deputy Commissioner for the Bureau of Customer Services, is a guest commentator this week.



More than 9 million New Yorkers rely on DEP for a reliable supply of high quality drinking water, and DEP relies on our 835,000 bill-paying customers for the revenue necessary to build, operate and maintain the City's water and sewer infrastructure. We have an obligation to meet our customers' needs and strive to meet and exceed their expectations. In response to customer requests, we now offer two new programs—an option to pay bills monthly online, and flexible scheduling windows for appointments with a DEP inspector.

DEP customers can now enroll in **monthly e-Billing** and those whose stay enrolled for three consecutive months will automatically receive a one-time \$10 credit on their water bill. By switching to monthly e-Billing, homeowners can manage their water and sewer bills more effectively and receive more frequent information about their water usage, which enables them to more quickly detect higher-than-normal water consumption from an undetected leak. E-Billing is a convenient and environmentally friendly way to receive a water bill. Instead of a paper bill in the mail, customers will receive an email notification when their next bill is due. Homeowners will also be able to view their current and past bills by accessing their [My DEP Account](#). You can sign up for a My DEP Account online at

nyc.gov/dep, by downloading our smartphone app for [iOS](#) and [Android](#) or by calling DEP's Customer Service Call Center at (718) 595-7000.

Scheduling an appointment with DEP is more convenient than ever. Customers now have the option to schedule an appointment with a DEP inspector that works best with their daily schedule. They can choose from the following appointment windows: 7am to 9am, 9am to 1pm, 1pm to 5pm, or 5pm to 7pm. Customers providing DEP with an email address will receive confirmation and cancellation notices as well as reminder emails for upcoming appointments.

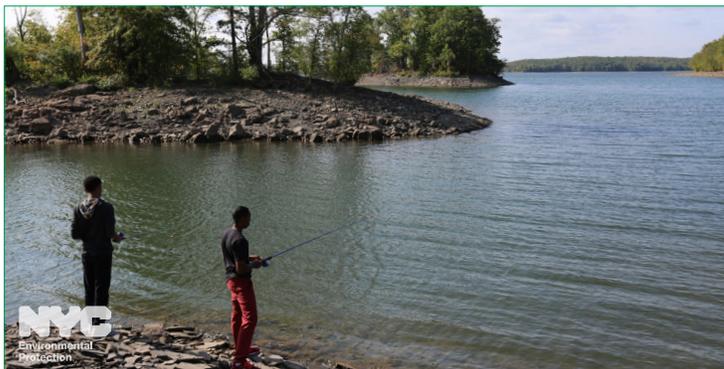
We heard a desire for these programs from both our customers and their elected representatives, and we responded. These enhancements put DEP at the industry forefront in customer service, and we will continue to build on this foundation by listening and responding to the voice of our customers.



Family Fishing Day at Ashokan



As part of Ulster County Creek Week, DEP will host the third annual Family Fishing Day at Ashokan Reservoir on Sept. 19. The event is being co-sponsored by the state Department of Environmental Conservation (DEC), which will supply fishing poles and bait to those who do not have their own. In addition, DEP and DEC staff will be available to teach beginners how to fish. Ashokan Reservoir is home to many different species of fish, including smallmouth and largemouth bass, yellow and white perch, yellow and brown bullhead, sunfish, and trout. More information on the event can be found [here](#), additional photos can be viewed [here](#) and a list of all the Creek Week events can be found [here](#).



Can't 'Beat It'



DEP's Water-On-the-Go team was at an event in Brooklyn this past weekend to help keep revelers hydrated as they celebrated pop icon Michael Jackson and Brooklyn native Spike Lee. The event also marked the renaming of a stretch of Stuyvesant Avenue to "Do The Right Thing Way."

DEP in the Community



It's been a busy summer season for the Bureau of Public Affairs. To date, staff have coordinated 20 Rain Barrel Giveaways in neighborhoods throughout the Bronx, Brooklyn, Queens and Staten Island. This past weekend, DEP joined New York City Council Member **Mark Treyger** in Coney Island. Thus far, during the 2015 season, DEP has provided free rain barrels to nearly 4,000 New York City homeowners. Many thanks to **Frank Fontana, Eva Lynch, Denise Hubbard, Lakeisha Bradshaw and Karen Ellis**. Also to **Humberto Galarza, Effie Ardizzone and Ibrahim Abdul-Matin** (not pictured).

Mark Your Calendars



SEPTEMBER BLOOD DRIVE: To help ensure that blood will be available to those who need it, DEP is hosting blood drives at the below locations and times.

Lefrak: 6th Floor Lecture & Training Rooms, 9/1 – 9/3, 7:45am to 1:45pm;
Downsville Region Area: Downsville Fire Hall, 9/9, 9am to 2pm;
Kensico/Highland Regions - Sutton Park Area: Sutton Park-2nd Floor, 9/10, 8:30am to 2:30pm; **Kingston:** 51 Albany Avenue, 9/14 and 9/21, 1pm to 6pm.

SMART WATER METERING TECHNOLOGIES: DEP is sponsoring a Lunchtime Continuing Education technical skills webinar on [Smart Water Metering Technologies](#). The program will be held at Lefrak Headquarters 6th Floor Learning Center on Wednesday, September 9, from noon to 1pm. External experts Michael Rotunno, P.E., and Steve Davis, P.E., will lead the presentation.

FLU VACCINATION: DEP employees will have the opportunity to receive a free flu vaccination at Lefrak Headquarters 6th Floor Lecture and Training Rooms on the following dates: 10/2, 8am to 4pm; 10/5, 11am to 2pm; and 10/7, 8am to 4pm. For additional information, please contact ralfieri@dep.nyc.gov.

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