



**Fall Foliage**

Cannonsville Reservoir - New York City Water Supply System

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FOR IMMEDIATE RELEASE

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**Call Waiting Times on Water Bill Inquiries Reduced By 90 Percent to Less Than 40 Seconds**

**Commissioner presents Call Center staff with Customer Service Awards**

New York City Department of Environmental Protection (DEP) Commissioner Emily Lloyd today recognized a 90 percent reduction in customer call waiting times, by presenting the entire Call Center staff of 45 operators and supervisors along with 66 other employees that serve on a rotational basis in the Call Center with Customer Service Awards. The DEP Call Center – part of the Department’s Bureau of Customer Services (BCS) – responds to over 20,000 customer service inquiries concerning water and sewer charges per month, and in recent months, the Call Center staff has worked diligently to reduce average waiting times from 6.4 minutes to less than 40 seconds. The Call Center now offers evening hours on Tuesday and Thursday until 8 PM and Saturday hours from 9 AM to 5 PM, making access more convenient for all account holders.

“Reducing customer call waiting time is part of making it easier for DEP’s customers to get the help they need, particularly good information about their bills. This is a very important indicator of the type of turnaround that is taking place in DEP’s Bureau of Customer Service,” said Commissioner Lloyd. “We know that in the past, account holders have often found it difficult to get clear information about their bills. As we improve the operations of the Bureau of Customer Service, with a new deputy commissioner, a new first deputy commissioner, and with the assistance of the consulting firm, Booz Allen, we are keeping the needs of our customers at the forefront.”

Along with reducing customer call wait times, the Call Center staff can respond immediately to a variety of inquiries. These include questions about an open balance, requests for water meter inspections, payment agreements, billing history as well as requests for free DEP conservation audits and inspections.

The Bureau of Customer Services is responsible for all functions related to water and sewer billing for residents of New York City and certain upstate communities. Additionally, the Bureau contracts for the installation of water meters in unmetered buildings and tests and validates the accuracy of water meters installed by private plumbers prior to installation and administers the City’s water conservation programs.

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 1 billion gallons of quality drinking water daily. Nineteen reservoirs provide water to 8 million City residents through a network grid of over 6,200 miles of water mains throughout the five boroughs as well as an additional 1 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.

**MORE INFORMATION**

NYC Department of Environmental Protection, Communications & Intergovernmental Affairs

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**Award Recipients**

Patricia Abbott	Flatlands	Brooklyn
Irma Amador	Jamaica	Queens
Barbara Baird	Flatbush	Brooklyn
Dawn Banks	Manhattan Valley	Manhattan
Gladys Becerril	Woodhaven	Queens
Panduranga Bkakta	Glendale	Queens
Carmen Blackwood	Flatbush	Brooklyn
Equila Blair	East Tremont	Bronx
Karen Blyden-de Castro	Saint Albans	Queens
Marrena Bonner	Bedford-Stuyvesant	Brooklyn
Gwendolyn Brown	Corona	Queens
Paul Burbank	Ozone Park	Queens
Patricia Butler	Jamaica	Queens
Teresa Calderon	Mt. Eden	Bronx
Rhonda Castro	High Bridge	Bronx
Zola Chacon	Morris Park	Bronx
Yin Zhu Chin-Hong	Elmhurst	Queens
Linda Chronowitz	Flushing	Queens
Yin Mei Chung	College Point	Queens
Sharon Clark	Fort Greene	Brooklyn
Luanna Conyers-Ramcharan	Hollis	Queens
Elena Cracchiolo	Howard Beach	Queens
Opal Crayton	Rego Park	Queens
Samantha Cresswell	Jamaica	Queens
Michael Cruz	Levittown	Long Island
Cathy Daughtry	Bed-Stuy	Brooklyn
Lillye Davenport	Flatbush	Brooklyn
Angela Emile	Bed-Stuy	Brooklyn
Bertha Enciso	Bayside	Queens
Angela Evans	Saint Albans	Queens
Tahseen Fatima	Flushing	Queens

Call Waiting Times on Water Bill Inquiries Reduced By 90 Percent to Less Than 40 Seconds

Tanisha Frazier	Flushing	Queens
McKinley Fulton	Corona	Queens
Wilhemina Gamble	Jamaica	Queens
Rosa Garcia	Bushwick	Brooklyn
Iris Gayle	Ditmas Park	Brooklyn
Patrick Giagnacova	Bed - Stuy	Brooklyn
Nkenge Gibson	Ozone Park	Queens
Evangeline Giordano		Manhattan
Linda Greene	Richmond Hill	Queens
Charles Greene	Richmond Hill	Queens
Marietta Guerrant	Rego Park	Queens
Lachaune Hackett		Nanuet, NY
Pamela Hall -Canton	Saint Albans	Queens
Deborah Harrigan	South Ozone Park	Queens
Edward Hayes	Jamaica	Queens
Judy Hu	Flushing	Queens
Uwe Hurley	Queens Village	Queens
Shaher Khan	Holbrook	Suffolk County
Sonia Kirton	Flatbush	Brooklyn
Kathleen Knight	Ditmas Park	Brooklyn
Robert Ko	Oakland Gardens	Queens
Vadim Kurolapnik	Coney Island	Brooklyn
Merander Layne	Woodhaven	Queens
Karen LeClaire	Elm Park	Staten Island
Tyrone Liggians	East Harlem	Manhattan
Princess Lopez	Flushing	Queens
Yamilka Lopez	Middletown	Bronx
Jeanette Lugo	Mott Haven	Bronx
Judith Marshall	Brownsville	Brooklyn
Owen Marshall	Saint Albans	Queens
Lonnie McCombs	Corona	Queens
Linda Meyers	Highland Park	Brooklyn

Call Waiting Times on Water Bill Inquiries Reduced By 90 Percent to Less Than 40 Seconds

Christine Miller	Jamaica	Queens
Carleen Millwood	Bronxdale	Bronx
Maureen Morris	College Point	Queens
Paula Mostoslavsky	Flatbush	Brooklyn
Trudy Myers-Tim	Jamaica	Queens
Vidyawatee Naidu	Hollis	Queens
Antionette Newell	Bronx River	Bronx
Lalainya Newman	Saint Albans	Queens
Efrain Nieves	University Heights	Bronx
Donald Oral	Bayside	Queens
Nicola Palmer	Flatbush	Brooklyn
Deborah Perkins	Bed-Stuy	Brooklyn
Olga Prior	Grand Concourse	Bronx
Kimberlin Purvis		Brooklyn
Janet Rabin	Flushing	Queens
Toinette Raeburn	Flatbush	Brooklyn
Annette Reid	Flatbush	Brooklyn
Barbara Robinson	Jamaica	Queens
Dorothy Robinson	Cambria Heights	Queens
Wendy Ann Robinson	Canarsie	Brooklyn
Betsy Rodriguez	Morrisania	Bronx
Steven Roldan	University Heights	Bronx
Janice Ross	Middle Village	Queens
David Rothstein	Flushing	Queens
Subrina Sarjoo	Queens Village	Queens
Florence Sayers	Bed-Stuy	Brooklyn
Rhonise Sellers	Castle Hill	Bronx
Juanita Simmons	Fort Greene	Brooklyn
Jasmattie Singh	Edenwald	Bronx
Anitra Singh	Queens Village	Queens
Khemwati Singh	Jamaica	Queens
Leena Smith	Brownsville	Brooklyn
Shirley Smith	Jamaica	Queens

Richard Somrah	Hollis	Queens
Cynthia Spann	Brownsville	Brooklyn
Roma Stanley	Flatbush	Brooklyn
Linda Stein	Flushing	Queens
Jaichand Surajpal	Ozone Park	Queens
Margarita Tenenbaum	Coney Island	Brooklyn
Wilfred Thomas	St. Albans	Queens
Venecia Thomas	High Bridge	Bronx
Kim Toro	Woodhaven	Queens
Marianne Tucarella	Flushing	Queens
Henry Vargas		Bronx
Jacqueline Victoria	Corona	Queens
Gloria Williams	Briarwood	Queens
Peta Gaye Wilson	Flatbush	Brooklyn
Dean Wingfield	Far Rockaway	Queens
Michelle Ye	Elmhurst	Queens