



**Environmental  
Protection**

# REGISTRATION FOR WATER & SEWER BILLING

Please use this form for newly purchased property or mailing address updates.

Submit it to:

DEP-BCS

Attn: Registration Unit

59-17 Junction Blvd, 7th Floor

Flushing, NY 11373

## PROPERTY INFORMATION/SERVICE ADDRESS:

ACCOUNT NUMBER: _____ - _____ - _____	Borough: _____
STREET ADDRESS: _____ Block: _____ Lot: _____	
CITY: _____ STATE: <u>NEW YORK</u> ZIP: _____	Purchase Date: _____

## OWNER'S CONTACT INFORMATION:

-----Please print clearly-----

OWNER NAME: \_\_\_\_\_  
*First* *Last*

SECOND NAME or BUSINESS NAME: \_\_\_\_\_  
*First* *Last*

CONTACT INFORMATION: (Email) \_\_\_\_\_

MOBILE PHONE: \_\_\_\_\_ EVENING/HOME PHONE: \_\_\_\_\_

## CHECK THE CORRECT BOX(ES) BELOW AND SIGN:

I affirm I am the owner of the above property and understand that the DEP will deliver water and sewer bills and other communications to the Service (Property) Address shown above. I acknowledge that charges issued against the property must be paid in full by the due date listed or interest charges will be imposed.

\_\_\_\_\_  
*Signature of Owner* *Date* *Second Signature* *Date*

**ALTERNATE or DUPLICATE BILL MAILING INFORMATION:**  Alternate  Duplicate Bill Copy

I affirm I am the owner of the above property and authorize DEP to deliver water and sewer bills and other communications to the Name(s) and Address(es) shown below. I acknowledge responsibility for ensuring charges issued against the property must be paid in full by the due date listed or interest charges will be imposed.

\_\_\_\_\_  
*Signature of Owner* *Date*

<p><b>SEND BILLS TO A DIFFERENT ADDRESS:</b></p> <p>_____ <i>Name</i></p> <p>_____ <i>Second Name/Attention:</i></p> <p>_____ <i>Street Address (Apt/Room)</i></p> <p>_____ <i>City</i> <span style="margin-left: 50px;"><i>State</i></span> <span style="margin-left: 50px;"><i>Zip</i></span></p>	<p><b>SEND DUPLICATE BILLS TO:</b></p> <p>_____ <i>Name</i></p> <p>_____ <i>Second Name/Attention:</i></p> <p>_____ <i>Street Address (Apt/Room)</i></p> <p>_____ <i>City</i> <span style="margin-left: 50px;"><i>State</i></span> <span style="margin-left: 50px;"><i>Zip</i></span></p>
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# IMPORTANT INFORMATION FOR PROPERTY OWNERS INSTRUCTIONS FOR COMPLETING YOUR REGISTRATION FORM

## **Ownership & Mailing**

Property owners are responsible for ensuring that bills issued for water and sewer services delivered and used at the property are paid in full by the due date listed on the bill. Charges for water and sewer services are considered a true lien against the property until paid in full.

The property owner must receive the bill. It will automatically be delivered to the property address if the owner does not complete this form and submit it to the Department of Environmental Protection (DEP) at the address below. The property owner can choose to have the bill delivered to another address by using this form and checking the 'alternate' mailing information box on the front of this form.

A property owner can choose to send a duplicate copy of the bill to another name and address if they check the 'duplicate bill copy' box on the front of this form. If a property owner chooses to send a copy of the bill to a tenant, the property owner is still responsible for ensuring payment is received.

## **Meter Reading & AMR**

Your property should be equipped with an AMR (Automated Meter Reading) device. If it is not, please contact the DEP at (718) 595-7000 and request an inspection to either install, repair or replace your AMR device. The AMR device allows property owners to create a My DEP Account, which is a fast and easy way to view, manage, and pay your water and sewer bills. You can also track your water usage and sign up for online leak notifications and monthly eBilling to better manage your water and sewer costs.

## **Payments**

The mailing address for payment is located on the bill. DEP accepts electronic payments and provides a toll free number for phone payments. If you cannot pay your bill in full, DEP also accepts partial payments. For larger balances, DEP can set up a Payment Agreement. Please be aware that all amounts charged and not paid in full by the due date, will be charged late payment charges (interest) at 7% per year, billed monthly on the unpaid balance.

## **General Information**

To learn more about DEP or if you have questions about your bill, visit [nyc.gov/dep](http://nyc.gov/dep) or call our Customer Service Call Center by phone at the number below. Language services are available. Our website has information about conservation, water saving appliances and other tips to assist you with managing consumption and/or leaks in your property. If you wish to file a complaint about your bill, please follow the instructions below.

To file a complaint (complaints must be submitted in writing):

- Please include your name, account number, property address and a brief description of the bill problem.

**Mail to:**

DEP-BCS, Attn: Correspondence  
59-17 Junction Blvd, 7th floor  
Flushing, NY 11373

To inquire about DEP services or seek assistance with electronic processes:

- Call our Customer Service Call Center at (718) 595-7000, Monday to Friday from 9:00am to 6:00pm.
- For information about payment agreements, call (718) 595-7890, Monday to Friday from 9:00am to 5:00pm.
- Email DEP at: [customerservice@dep.nyc.gov](mailto:customerservice@dep.nyc.gov)
  - o Please include your account information, property address, contact information.

## **Office Locations:**

<b>Manhattan:</b> 1250 Broadway 8th floor New York, NY 10001	<b>Bronx:</b> 1932 Arthur Ave. 6th floor Bronx, NY 10457	<b>Brooklyn:</b> 250 Livingston St. 8th floor Brooklyn, NY 11201	<b>Queens:</b> 96-05 Horace Harding Expy 1st fl Flushing, NY 11368	<b>Staten Island:</b> 60 Bay Street 6th floor S.I., NY 10301	<b>Central Office:</b> 59-17 Junction Blvd. Flushing, NY 11373
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