

Multi-family Conservation (MCP) Program Frequently Asked Questions

Why did you convert me to this MCP plan?

The NYC Water Board established June 30, 2012 as the last day of service for customers with four or more units on “frontage” billing. You were automatically enrolled in the MCP to keep you on the same fixed rate billing but in a much simplified form. We also hope that you will examine whether metered billing is beneficial to you. If you wish to continue on flat-rate billing there are water conservation requirements that must be met over the next two years.

Do I have to make this change to MCP?

You were automatically enrolled in the MCP program. However, you may elect to be converted to metered billing at any time. DEP cautions customers to carefully consider their water consumption and building use patterns before converting. Once you switch to metered billing you cannot go back to the MCP rate for two years.

What is the Flat Rate Comparison Tool?

The flat rate consumption tool is available through My DEP Account and allows customers to see what their metered billing was for a specific period of time. It also allows for a comparison to flat rate billing. The tool can help customers make an informed decision on which option is best for them: metered billing or MCP flat rate charges.

How do I access the Flat Rate Comparison Tool?

If your property is metered and has an Automatic Meter Reading (AMR) device, you can access the Flat Rate Comparison Tool by visiting My DEP Account to view your water usage. After you click the “See my Water Use” link, click the flashing “Flat Rate Comparison” button. If you have not enrolled in the My DEP account or need an AMR device or meter installed I can help you do that.

Why does the Comparison Tool say something about my meter age?

Some meters can slow down as they age. Because of the age of your meter, a message on the tool alerts you that the posted metered usage may be understated. Your actual usage may be higher. This is a consideration you will have to take into account when choosing a program: MCP or metered billing.

Should I convert to metered billing or stay on MCP?

DEP cannot advise you as to whether you should convert to metered billing. But, tools are available through My DEP Account to help you evaluate which option is right for you. Please note that customers who convert to metered billing cannot return back to the MCP for a period of two years.

When do I have to make a decision to stay on MCP or switch to metered billing?

Customers can take as much time as they like. All charges on your bill are due by July 31, 2012.

Where did you get the unit count from?

Your unit count is based on a combination of our records and those from the Department of Finance Real Property tax records. The unit count was also provided on your previous bill(s).

What are the conservation requirements and when must they be completed?

The MCP requires participants to implement certain conservation measures in order to remain on flat rate billing. Properties must have an Automatic Meter Reading (AMR) compatible contemporary meter and an AMR device installed by January, 2014, and high-efficiency water using fixtures installed in 70% of all units by June, 2015. Toilets installed as a part of DEP's original 1994 to 1997 Toilet Rebate Program will count towards this requirement.

How do I know if I have low flow toilets already?

Customers who had toilets installed between 1994 and 1997 as a part of DEP's Toilet Rebate Program may already meet the MCP fixture requirement. All low consumption toilets have a marking indicating that they use 1.6 gallons or less per flush.

What do I have to do to get metered?

You can learn more about installing a water meter [here](#). You can contact your licensed plumber who will arrange for a DEP approved meter to be installed. Permits are required for all meter installations. You can also download information concerning our Reimbursable Metering Program [here](#).

What happens if I am delinquent on my water and sewer bill for more than 90 days?

MCP customers who are over 90 days delinquent may be converted to metered billing and will no longer be eligible for the MCP program.

I just bought the property and found out that I am on metered charges. Can I go back to MCP?

Four family properties or larger can apply to the MCP from metered billing. Applicants must meet all the conservation requirements of the program before being accepted. Please note that properties converted to metered billing cannot return to MCP for a period of two years.

If I have a Wastewater Allowance can I keep it after I am enrolled in MCP?

Any Wastewater Allowance, including but not limited to air conditioning and refrigeration allowances, that was previously authorized for a property are discontinued with the effective date of the MCP charge(s).

Do I have to separately meter my commercial spaces? What if I physically cannot meter them?

MCP customers do not have to separately meter "Low-Consumption Commercial Units". These units are used primarily by employees for sanitary purposes with projected annual consumption of less than 63,000 gallons annually. Commercial units with projected annual consumption of more than 63,000 gallons annually (laundry, food, medical or beverage-related businesses) must be separately metered. Failure to do so could lead to expulsion from the program and conversion to metered billing.

I'm in a payment agreement am I still eligible for MCP?

Yes, your participation in a payment agreement does not affect your eligibility for MCP as long as you remain current on all your new charges and the charges in the payment agreement.

How long do I have to install a meter and AMR device to remain on MCP billing?

Auto-enrolled MCP customers have until January 1, 2014 to install a meter and AMR device except that if DEP or a DEP Contractor arrives and asks you to make an appointment to have a meter installed or an AMR device installed. In that case you must make an appointment at that time you will be considered to have refused a meter installation.

How much will it cost to install a meter with my own licensed plumber if I wish to do that?

DEP will refund the cost of a meter according to the schedule provided in the [Reimbursable Metering Program](#).