

Account Name Attn: Responsible Party Mailing Address Mailing City/State/Zip June 10, 2013

SUBJECT: Water and Sewer Billing

PROPERTY: DEP Account Number

Borough/Block/Lot Property Address

Carter H. Strickland, Jr. Commissioner

Dear Customer:

Joseph F. Singleton, Jr. Deputy Commissioner Customer Services CustomerService@dep.nyc.gov At the New York City Department of Environmental Protection, we recognize that Hurricane Sandy had a tremendous financial impact on many of our customers whose property was damaged by the storm. To provide relief Mayor Bloomberg and Commissioner Strickland announced that water and sewer bills for impacted properties would be temporarily deferred and interest suspended until June 17, 2013 as part of the Hurricane Sandy Bill Deferral Program (the "Program").

59-17 Junction Boulevard Flushing, NY 11373 T: (718) 595-7000 F: (718) 595-5647 DEP enrolled you in this Program based on data provided by the Department of Buildings. As a result, you have not received a water and sewer bill since before Hurricane Sandy, and you have not been charged interest on any water or wastewater charges during this extended period. Additionally, DEP has reviewed all water consumption recorded by your meter after October 29, 2012 and applied leak forgiveness as appropriate to eligible customers.

Beginning June 17, 2013 we will resume mailing water and sewer bills to customers enrolled in the Program, including you. Your next bill will cover the last eight months since the storm occurred plus the time between your last bill and Hurricane Sandy. The bill will include all leak forgiveness adjustments, if applicable, have no new interest charges, and be due 30 days from the bill date.

Please note that all customers, even those with little or no consumption during this extended period, are still subject to DEP's minimum charge of \$1.19 per day. This represents the base cost of connecting to the water and sewer system.

If we did not obtain an actual read, an estimated bill was produced; these bills will have a read type ESTIMATED on the bill. If you receive an estimated bill, please review the bill and call or email DEP using the contact information provided.

If you have any questions or believe that your bill warrants additional review, please contact one of our billing specialists using the contact information listed below:

- Email: HurricaneBillingReviews@dep.nyc.gov
- <u>Phone:</u> 718-595-7000 Monday-Friday, 9AM 6PM, Saturday, 9AM 2PM

Thank you,

Joseph F. Singleton, Jr.