

New Croton Aqueduct



DEP recently completed a multi-year, \$177 million comprehensive inspection and rehabilitation of the New Croton Aqueduct. The aqueduct was originally placed into service in 1890. It is a 33-mile-long, 13-foot-diameter, brick-lined tunnel that was engineered to convey, by gravity, up to 290 million gallons of drinking water each day from the New Croton Reservoir in Westchester County to Jerome Park Reservoir in the Bronx. For more information [click here](#). To see photos of the work, visit DEP's Flickr page [here](#).

Spotlight on Safety

Machine Guarding

Moving parts in machines like grinders, conveyors, and power presses have the potential to cause severe workplace injuries, such as pinched or crushed fingers and hands, amputations, burns, and even blindness. These hazards must be identified and safeguarded in accordance with the Occupational Health and Safety Administration's

(OSHA) standards. OSHA's goal is to protect any point where it is possible for a part of a worker's body to be caught between moving parts of a machine, between stationary and moving parts, or between material and any part of the machine. For more information please visit [OSHA's Machine Guarding Safety](#) page.

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

Mathilde McLean, Treasurer of the NYC Water Board, is a guest commentator this week.



Providing the highest quality service is an important part of DEP's mission, and yesterday we announced new, more efficient payment options for our nearly 836,000 customers. These improvements are the result of months of implementation that required the hard work and coordination of staff from the Bureau of Customer Services, the Water Board, and the Office of Information Technology. These employees will be recognized for their dedication at tomorrow morning's Employee Award Ceremony.

What's new? Our check processing is now done in New York City on Staten Island. Cash payments are now accepted at more than 1,100 Western Union locations in New York City. And, many upgrades have been implemented for both online and phone-based payments. Online, the new website allows customers to enroll and store payment information or make a one-time *QuickPay* and pay a bill without logging in. Customers with smartphones or tablets can pay through a new mobile interface. And, property owners with multiple accounts can make consolidated payments online. Additionally, lower convenience fees for credit card payments now apply to both phone and online payments. For customers who want to pay in person, DEP Borough Offices will also be staying open an extra hour on Wednesdays to accept walk-in customers until 6 p.m. Each of these new payment options is the result of the commitment the staff at DEP has shown to our customers and the implementation project with Citibank.

As part of DEP's commitment to providing the highest quality

service while ensuring effective and fair revenue collection, a number of new initiatives have been implemented since 2011. These programs include the installation of a network of Automated Meter Reading devices, which helps ensure that bills are based on actual consumption and allows customers to access data about their water use in near real time; a leak detection system that has already saved customers more than \$40 million; the Water Debt Assistance program that helps property owners at risk of foreclosure manage their water and sewer debt; and the replacement of thousands of large meters on industry-recommended cycles.

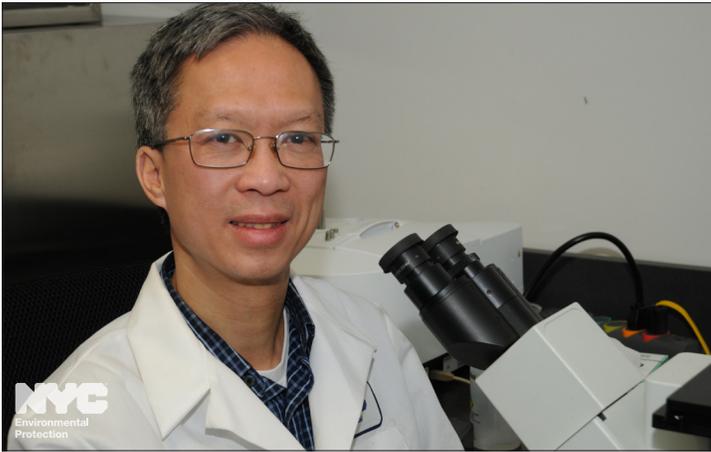
In addition, more than 121,000 DEP customers have signed up for our Service Line Protection Program. During the first year of the program, our partner, American Water Resources, successfully performed more than 2,000 covered repairs, saving our customers millions of dollars.

Providing the highest quality service to our customers is one of the goals outlined in Strategy 2011-2014, a far-reaching strategic plan that lays out 100 distinct initiatives to make DEP the safest, most efficient, cost-effective, and transparent water utility in the nation.

Kudos Corner

Nearly 2,000 employees submitted responses to the 2014 DEP Organizational Health Index survey and hard copy responses from employees in the field increased by 109 percent over the 2012 survey. The responses are being analyzed now to identify themes of progress and/or areas where improvement is needed. A special thanks to all the employees who participated and contributed to the huge turnout!

Focus on the Field



Ensuring the delivery of high quality drinking water to DEP's more than nine million customers and the continued improvement of the health and cleanliness of the city's local waterways requires one of the largest capital construction programs in the region—and the Bureau of Engineering, Design, and Construction (BEDC) oversees these critical capital projects. Tucked away on the 6th Floor of the Lefrak low-rise is BEDC's In-House Design Lab Services Unit, which is overseen by Section Chief **William Leong**. The unit performs quality assurance and materials analysis for all BEDC projects, as well as conducting similar work for the other bureaus.

Leong was born in Brooklyn and raised in the Sheepshead Bay neighborhood. He attended Brooklyn Technical High School in Fort Greene and earned a bachelor's degree in metallurgical engineering from Brooklyn Polytechnic University. After graduation, he joined DEP in 1985 as an Engineering Intern where he assisted with corrosion testing for materials to be used in Stage 1 of City Water Tunnel No. 3. He also attended night school and received a master's degree in metallurgical engineering from Polytechnic University.

In 1989, Leong left DEP for the private sector and he spent the next 16 years doing materials testing in a manufacturing setting and consulting on failure analysis projects. This experience provided him with valuable insight into what may cause a material to fail or not perform as it was intended to. "Materials such as cast iron and stainless steel are often manufactured far from where

they will eventually be used in an infrastructure project, sometimes even in a different country," said Leong. "Understanding how the metal, for example, was heated and worked in the manufacturing process informs how it will ultimately perform."

In 2006, Leong rejoined DEP as Section Chief in BEDC's Lab Services Unit where he has worked with a team of chemists to verify the integrity of materials used in the construction of Stage 2 of City Water Tunnel No. 3, as well as the selection of materials for the construction of the Delaware Aqueduct Bypass Tunnel. They also provide engineering support to the operational bureaus, and recently worked with the Bureau of Water Supply to determine the condition of a nearly 100 year old shaft cap on a drainage chamber for the Catskill Aqueduct.

"DEP's infrastructure delivers critical services that must be built to last for decades," said Leong. "The details of the projects are important, and the Lab Services Unit is proud to provide its expertise wherever it is needed."

"William is the go-to person when there is a material analysis or failure analysis to be performed," said **Patrick O'Connor**, Director of In-House Design, BEDC. "This work is critical to every BEDC project and we are truly lucky to have such a professional team of analysts led by William."

Leong still lives in Sheepshead Bay, now with his wife and 12 year old daughter. In his free time he enjoys working on his classic 1974 MG sports car and is currently teaching himself how to play the blues on his vintage electric guitar.

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

Upstate Snow Survey



The Bureau of Water Supply measures the snowpack throughout the upstate New York City watersheds regularly to help determine how much water is in the snow and what kind of runoff we can expect to enter the reservoirs when the snow begins to melt. Last week, **Stan Taylor** and **Mike Ansaldi** used an aluminum tube to take snow cores and measure the depth and weight of the snow pack in the East of Hudson watershed. Current calculations show that there is roughly 26.1 billion gallons of water in the East of Hudson snowpack, as compared to the historic average for this time of year which is 7.7 billion gallons. The West of Hudson snowpack is roughly double its historic average for this time of year.

Press Box

New York Tries to Rid its Sewers of FOG (Fat, Oil and Grease):

"Out of sight of most New Yorkers is a sprawling underground labyrinth of about 7,500 miles of sewers, part of the city's vast and, in many cases, aging subterranean infrastructure. Besides old age, the sewers, which are essential to the health of the city, are under assault from a nemesis above ground: grease.... The city has now gone on the offensive, embarking on an aggressive multipronged campaign to make residents and businesses aware of the threat posed by grease, not only in creating foul messes, but also in requiring expenditures..."

View the entire New York Times article [here](#)

Welcome Aboard!



Yesterday, 4 new employees attended orientation and received an overview of the department from Commissioner **Carter Strickland** and Deputy Commissioner for Organizational Development **Diana Jones Ritter**. We hope everyone will join us in welcoming them to DEP!

Courtney Auterbridge, Imran Baksh, Nanwei Chen, and Ana Tejada with BWSO.