

## DEP Water and Sewer Bill: Frequently Asked Questions

### What is My DEP Account?

My DEP Account is an online customer service portal that allows you to:

- Pay your bill online
- Convert your billing from paper to a much more efficient eBilling option
- Review your billing history for the last 12 periods
- View and print your current bill or retrieve and print past bills
- Track your water usage and sign up for online leak notification
- Track the status of any billing disputes

### How do I pay my bill online?

To make a one-time electronic payment and pay without logging in, use [DEP QuickPay](#). You will be prompted to enter your DEP Account Number, house number and your bank account/credit card information.

***OR***

You may register to make recurring payments:

1. Go to [nyc.gov/dep](http://nyc.gov/dep) and click the blue “My DEP Account” button at the top right of the page.
2. Set up your My DEP Account profile and then log in to My DEP Account and click the “Make a Payment” link at the top of the page.
3. Follow the instructions on the screen to register for ePayment.
4. Enter your newly created access code and answer your security question. Once you reach the ePayment “Home” page, click “Recurring Payments” by moving your cursor over the “Payments” tab at the top of your screen.
5. Follow the instructions to complete the set-up.
6. Once you have established your My DEP Account profile, your information will be securely stored online to make ePayments more convenient. In addition to ePayments, you will be able to track your water usage and sign up for online leak notifications.

### I forgot my access code. How do I get back into my account?

You can request to have a temporary access code sent to your registered email address by clicking the “Forgot your Access Code?” link below the “Continue” button. Fill in the requested information, click “Continue,” answer your security question, and click

“Submit”. Once you have correctly responded to the security question, an email containing a temporary access code will be sent to your registered email address.

Once you have entered your updated Access Code within the ePayment screen, you will receive confirmation that it has been successfully changed and be prompted to log-in.

Please call us at 718-595-7000 during regular business hours if you are still having trouble.

### **Is there any cost to sign up for My DEP, eBilling or ePayment?**

**NO.** These are all *services* we are offering at **NO COST** to provide easier and more flexible options for our water and sewer customers. The only time you would ever encounter a fee is if you choose to use a debit or credit card. We accept debit and credit cards from MasterCard, American Express and Discover with a 2.25% convenience fee. We do not accept Visa at this time.

### **Can I make a payment by phone?**

Yes. Call our toll free number at (866) 622-8292, and follow the instructions.

### **Can I pay multiple bills at once?**

Yes. Once you are an ePayment customer on [My DEP Account](#), you can pay multiple bills with a single payment.

### **I have someone else managing my property. How do I allow them access to My DEP Account?**

Property owners can go to [My DEP Account](#), go to “My Profile” and click on “Delegate Accounts.” Then, select “Click here” when asked if you “Want to register new delegate”. Fill in the requested information of your delegate user and click “Create User ID”. Please provide your delegate user with the User ID and Password that you have created. Delegate users can then be able to set up their own profile and have access to interface with DEP electronically for any matters relating to that property.

### **Can I make payments if I’m in a payment agreement?**

Yes. You can make a payment online, by phone, by check, or in person as described above. Our online and pay by phone options will tell you your amount due, so you know how much you need to pay to remain current on your agreement.