

CUSTOMER SERVICE

Strategy	Progress to Date	Status	
Goal: Provide the highest quality service to nine million New Yorkers, including our 836,000 bill-paying customers.			
3	Substantially complete the installation of Automated Meter Reading (AMR) devices citywide by January 2012 and continue to improve the online AMR tool.	DEP substantially completed installing the AMR network in early 2012 and by the end of 2012 more than 96% of our customers have AMR devices. AMR technology has resulted in a five-year low in billing disputes and a 60% reduction in the number of estimated bills. To date, 230,000 customers have registered their accounts through our online platform "My DEP Account," allowing them to monitor daily water consumption, view and pay water bills, and track the status of a billing dispute online. AMR devices have also allowed DEP to target billing relief efforts to customers affected by Hurricane Sandy.	Achieved ◆◆◆
4	Develop a leak detection system for customers who want to know when their water use deviates from normal consumption patterns.	In 2012, DEP expanded the Leak Notification Program to include residential properties with four or more units and commercial buildings. These larger customers now have the ability to customize their own leak alert parameters based on their individual needs. Since the program's inception in 2011, DEP has sent more than 31,600 leak notifications, saving our customers more than \$26 million in water and sewer charges - the equivalent of 2.2 billion gallons of wasted water.	Achieved and Ongoing ◆◆◆+
5	Reduce call response time to 30 seconds or less.	DEP is committed to providing quality customer service in a timely manner. In 2012, DEP Call Center representatives answered all calls, on average, in 66 seconds, and 67% of all calls in 30 seconds or less.	Initiated ◆◇◇
6	Continue and expand programs for customers in financial distress.	In 2012, DEP assisted 146 customers at risk of mortgage foreclosure through the Water Debt Assistance Program. DEP has also created new consolidated monthly payment agreements for more than 12,000 customers. Monthly billing helps our customers keep track of and budget for their water bills. New payment agreement terms do not require a down payment and payments can be spread out over 10 years. In November 2012, DEP deferred water bills for customers whose properties were severely damaged by Hurricane Sandy. DEP also waived standard fees for properties where water service has been disconnected due to storm damage and will suspend interest fees and collection actions on affected properties. DEP continues to explore new ways to assist customers in financial distress.	Achieved and Ongoing ◆◆◆+
7	Offer customers a service line protection plan.	In 2012, DEP selected American Water Resources to launch a water and sewer service line protection program. In January 2013, DEP launched the Service Line Protection Program, available to more than 640,000 customers.	Achieved and Ongoing ◆◆◆+
8	Promote NYC Water by building partnerships with community organizations, businesses, and other city agencies.	In 2012, DEP served more than 500,000 New Yorkers through Water-On-the-Go and the program has become a key initiative of the Mayor's Obesity Task Force. Following Hurricane Sandy, DEP deployed ten Water-On-the-Go fountains in the Rockaways and Manhattan, providing drinking water to those without power and distributing more than a thousand water bottles.	Achieved and Ongoing ◆◆◆+
Goal: Ensure effective and fair revenue collection.			
9	Replace the DEP customer information data system and convert to monthly account billing.	DEP is currently modernizing the existing customer information system. The project is expected to be operational in 2013.	Partially Achieved ◆◆◇
10	Convert customers to paperless billing and specific online payment methods.	More than 51,000 customers – 27% of all registered My DEP Account users – have signed up for paperless billing. To increase participation in this program, DEP includes a brochure outlining the benefits of a My DEP Account and paperless billing to any customer that contacts us by mail. DEP will continue to advertise our electronic billing and payment options via mailings and customer outreach events.	Partially Achieved ◆◆◇

11	Increase revenue collection with new collection tools and by targeting specific customer segments.	DEP has entered into a contract with Municipal Services Bureau (MSB), a third-party collection agency to improve revenue collection. In early 2013, DEP will send our most delinquent single family customers to MSB in an effort to ensure that all New Yorkers pay their fair share for water and sewer services.	Partially Achieved ◆◆◇
12	Renew and expand DEP's lien sale authority.	DEP has successfully conducted two lien sales since the City Council reauthorized our authority in 2011 to keep water rates as low as possible and to ensure that all New Yorkers pay their fair share for water and sewer service. Beginning January 1, 2012, all customers who enter into a payment agreement with DEP now receive monthly water and sewer bills. New payment agreement terms do not require a down payment and payments can be spread out over 10 years. DEP is preparing for a third lien sale in 2013.	Achieved and Ongoing ◆◆◆+
13	Replace approximately 30,000 large meters on industry-recommended cycles over the next 10 years.	DEP is developing a methodology to prioritize large meter replacements. We will continue to refine our large meter replacement program based on results from the ongoing pilot phase, which has already replaced 130 meters that were not functioning correctly. DEP has registered three installation contracts, all of which are expected to be operational in early 2013, in anticipation of program expansion next year.	Initiated ◆◇◇
14	Evaluate new water rate structures.	<p>In 2012, DEP converted more than 30,000 customers from frontage rates to the Multifamily Conservation Program (MCP). As a part of this conversion, customers are required to meet certain conservation requirements and will be eligible to participate in our Toilet Replacement Program. DEP launched an online Metered Billing Comparison tool to help our customers determine if they should switch from the MCP program, which is based on a per-unit charge, to metered billing. This tool allows customers to see what their bill would be through both the flat-rate Multifamily Conservation Program and regular metered billing. While DEP does not advise customers whether they should convert from flat-rate to metered billing, the tools offered help our customers evaluate which option is right for their property. In 2012, nearly 2,000 customers opted to switch from flat-rate to metered billing.</p> <p>In 2011, DEP piloted a new stormwater charge of \$0.05 per square foot for stand-alone parking lots that do not receive or pay for water service but that discharge stormwater to our sewers. In 2012, DEP billed 364 accounts for a total of \$188,000. The charge continues to generate revenue for important stormwater related expenditures and targets existing private development, in conjunction with DEP's stormwater performance standard. In 2012, DEP used updated data to capture additional stand-alone parking lots not originally charged in 2011, and will begin billing these additional accounts in 2013. DEP continues to explore other potential stormwater charges and reforms.</p>	Partially Achieved ◆◆◇
Goal: Encourage economic development by simplifying and improving permitting processes.			
15	Increase online permitting for businesses, engineers, and contractors.	Through the online Water and Sewer Permitting System, accessible through My DEP Account, Licensed Master Plumbers can apply for and receive permit approvals without visiting a DEP office. In 2012, DEP continued to work to publish additional permits online, and will move water service and meter permits online as part of the Water and Sewer Permitting System in 2013.	Partially Achieved ◆◆◇
16	Consolidate permitting functions to simplify customer interactions with DEP.	In 2012, DEP completed simplifying the permitting process for converting boilers from high-sulfur residual fuel oil to cleaner fuels. Permits for converting boilers to cleaner fuels require approval from both the Department of Buildings and DEP. In order to make the system as efficient and integrated as possible, DEP worked with DOB to design a shared system that avoids duplicity, speeds up permitting processes, and ultimately simplifies customer interactions with DEP.	Achieved and Ongoing ◆◆◆+
17	Update and improve DEP's air permitting database.	In 2012, DEP launched the Clean Air Tracking System (CATS), a new online program designed to expedite boiler and equipment registrations and renewals, enable online payment of fees, and consolidate registration filings for building owners and property managers. New Yorkers can now register boilers and equipment online, saving paperwork and in-person visits to DEP offices while also reducing the costs of complying with new boiler emissions standards and the New York City Air Code.	Partially Achieved ◆◆◇
18	Publish an annual regulatory agenda.	DEP published a regulatory in 2012 and will publish the 2013 regulatory agenda in the spring of 2013.	Achieved and Ongoing ◆◆◆+

19	Publish regulatory guidance manuals.	In 2012, DEP drafted an Automotive Industry Guide and a Hospital Industry Guide, which will both be published in early 2013. In 2012, DEP produced a video on grease traps for the restaurant industry and is developing two additional videos for businesses on commercial music and backflow prevention devices.	Achieved and Ongoing 
20	Simplify the reporting process for businesses and other entities that are required to report their hazardous substances to DEP.	The Community Right-to-Know Tier II Filing System (Tier II) is a web-based system that allows facilities to submit their annual chemical inventories online. In 2012, DEP improved the Tier II system by adding more online payment options. DEP continues to provide assistance to the filing community in the transition to online submissions. Last year, approximately 330 facility owners or their representatives visited DEP for assistance with their Tier II submissions. In 2012, more than 75% of facilities filed online, and we will continue to work with the remaining facilities to increase online filing next year.	Achieved and Ongoing 