

SERVICE NOTICE

Buildings Information System (BIS) Transactions Impacted by Service Disruption

Due to a service disruption from an unexpected power outage at the City's data center that occurred on April 29, 2022, BIS is not reflecting some transactions. DOB is working diligently to address the issue.

Transactions between April 29 and May 6, 2022 may have been impacted as well as limited transactions prior to April 29, 2022. If you believe that your BIS transaction has been impacted by this service disruption, please first check BIS at www.nyc.gov/bis to see if it accurately reflects the transaction. If it does not accurately reflect the transaction, submit an inquiry through the DOB help form at www.nyc.gov/dobhelp or call **(212) 566-5000** and **select 0 for Customer Service** so that we can assist you. Issues arising from this service disruption are being prioritized by the Department.

Further updates will be provided in future Service Notices.