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# Water and Sewer Permitting System (vwsPS) On-Line Payments

New York City (NYC) Department of Environmental  
Protection (DEP) Bureau of Customer Services

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New York, NY  
October 2011

The water and Sewer Permitting System which enables applicants to submit permit applications and receive approvals (or objections) for permits electronically is undergoing new technology that will now allow Licensed Master Plumbers (LMP) to also make permit payments online.



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Currently the WSPS system only includes no-fee permit applications for:

- In-kind Repair or Water Sewer Service Line Connections
- In-kind Relay of Water or Sewer Service Line Connections
- Tap Card Certification for self-certified water service line relays and repairs (for permits issued through WSPS or at one of the local offices).

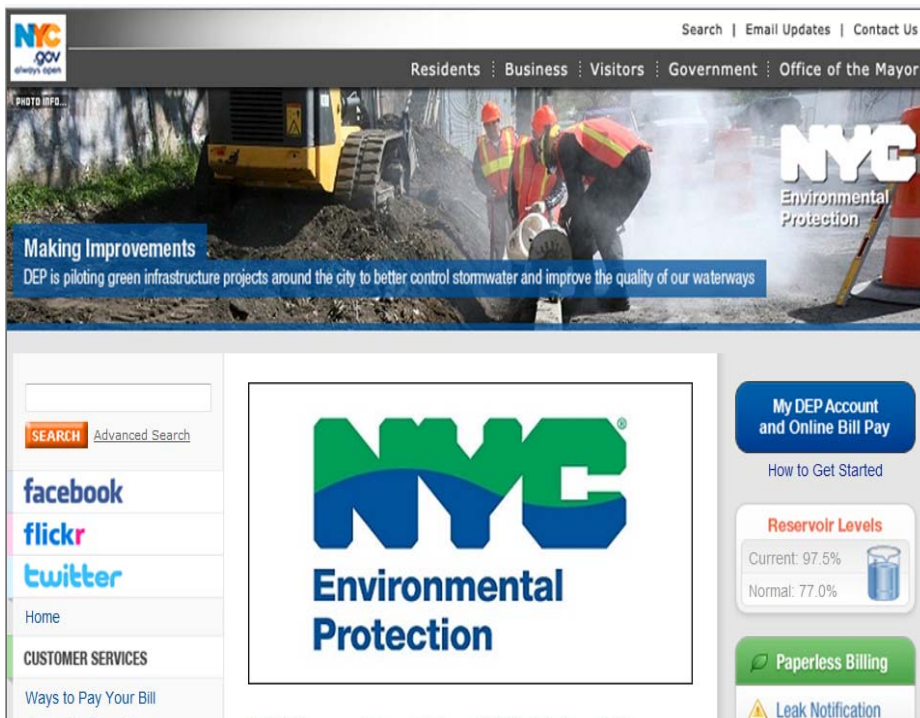
# Water and Sewer Permitting System (On-Line Payments)



Starting October 3<sup>rd</sup>, 2011 two Fee Required permits will be added to the WSPS System.

- Sewer Connection – Associated with allowing a property to connect to the Wastewater System – Fee: \$200.00
- Sewer Plugs – Certifies that a sewer service has been terminated – Fee: \$200.00

Applicants now have the option of performing this transaction on-line and will need to access the Water and Sewer Permitting System (WSPS) via the DEP website [www.nyc.gov/dep](http://www.nyc.gov/dep). Here they will be able to register and connect to WSPS Online Permitting.



Click on 'My DEP Account and Online Bill Pay' Link



# Water and Sewer Permitting System (On-Line Payments)




- Enter your User ID and password
- Click “Login”



**Registered Customers : Log In**

User ID:

Password:

**LOGIN** 

[Forgot Your Password?](#)

**New Customers? [Register Now](#)**

## Welcome to My DEP Account

*The centralized portal for all DEP customer online activities*

### Water and Sewer Customers

- Track your water use
- Pay your bill online
- Sign up for paperless billing and online leak notification

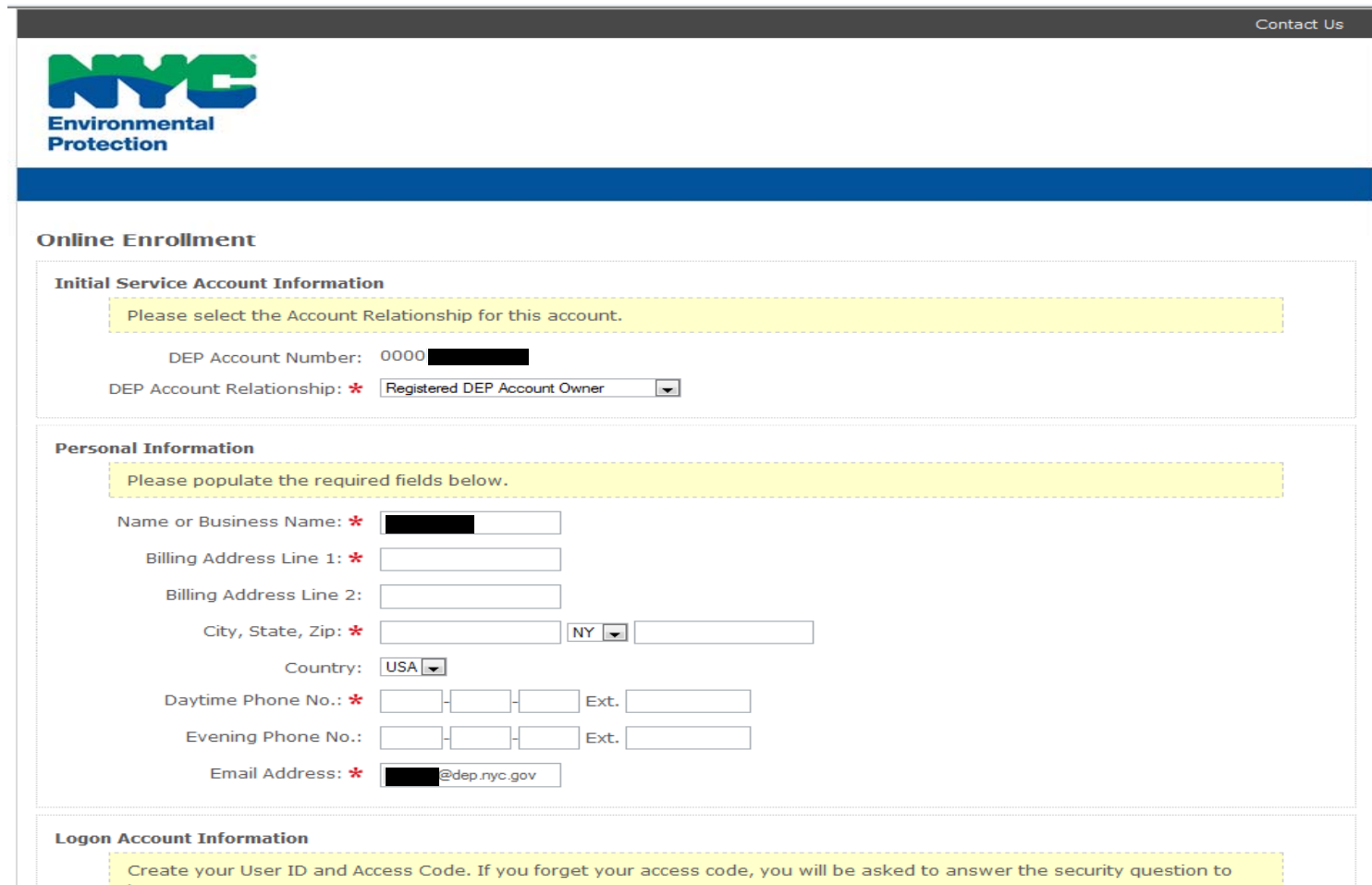
### Plumbing Professionals

- Apply for and receive water and sewer permits online
- Pay any applicable fees online

- **See Your Water Use:** If you have an AMR device installed on your property, you can track your water use up to four times daily, allowing you to spot potentially costly water leaks before they become a billing problem.
- **Pay Your Bill:** Paying your bill online is fast, easy, and convenient. Instead of sending a check in the mail or paying in person, you can simply login to My DEP Account and pay online any time. No stamps or envelopes and no standing in line. You can even get a 2% discount on your water and sewer bill when you sign up online for direct debit. Click [here](#) to learn more.
- **Go Paperless:** Going paperless is the most environmentally friendly way to get your quarterly water bill. By signing up to receive your bills online you'll save time and help improve our environment by reducing paper consumption. Instead of a paper bill, you'll receive an email notification when your next bill is due. You can then log in to My DEP Account to see an electronic copy of your bill.
- **Sign up for Leak Notification:** DEP is now offering its customers a leak notification program that will automatically send you an alert if we notice dramatic increases in your daily water use. This tool allows you to react quickly to sudden changes in consumption that could indicate a potential leak. Instead of waiting months for your next water bill, you'll be alerted to a leak the next day, allowing you to catch and fix the problem before it becomes a billing problem.

## Payment On-Line Enrollment

- You will be taken to DEP's online payment site, where you will be required to enter some additional personal information related specifically to billing.



The screenshot shows the 'Online Enrollment' page of the NYC Environmental Protection website. At the top right is a 'Contact Us' link. The page features the NYC Environmental Protection logo. Below the logo is a blue header bar. The main content area is titled 'Online Enrollment' and contains three sections: 'Initial Service Account Information', 'Personal Information', and 'Logon Account Information'. Each section has a yellow instruction box at the top. The 'Initial Service Account Information' section includes a DEP Account Number (0000 [redacted]) and a DEP Account Relationship dropdown menu set to 'Registered DEP Account Owner'. The 'Personal Information' section includes fields for Name or Business Name, Billing Address Line 1 and 2, City, State, Zip (with a state dropdown set to NY), Country (USA), Daytime and Evening Phone Numbers (each with area code, number, and extension fields), and an Email Address field (with a redacted address and '@dep.nyc.gov' domain). The 'Logon Account Information' section has a yellow instruction box stating: 'Create your User ID and Access Code. If you forget your access code, you will be asked to answer the security question to'.

Contact Us

**NYC**  
Environmental  
Protection

**Online Enrollment**

**Initial Service Account Information**

Please select the Account Relationship for this account.

DEP Account Number: 0000 [redacted]

DEP Account Relationship: \* Registered DEP Account Owner

**Personal Information**

Please populate the required fields below.

Name or Business Name: \* [redacted]

Billing Address Line 1: \*

Billing Address Line 2:

City, State, Zip: \* [redacted] NY [redacted]

Country: USA

Daytime Phone No.: \* [redacted] [redacted] [redacted] Ext. [redacted]

Evening Phone No.: [redacted] [redacted] [redacted] Ext. [redacted]

Email Address: \* [redacted]@dep.nyc.gov

**Logon Account Information**

Create your User ID and Access Code. If you forget your access code, you will be asked to answer the security question to

- Scroll down to see more...

# Water and Sewer Permitting System (On-Line Payments)



- You will also be asked to create a unique access code, which will serve as an extra layer of security. Customers must enter their access code whenever they use the online payment site.

Country:

Daytime Phone No.: \* -- Ext.

Evening Phone No.: -- Ext.

Email Address: \*

**Logon Account Information**

Create your User ID and Access Code. If you forget your access code, you will be asked to answer the security question to Logon.

Access Code: \*  [access code requirements](#)

Confirm Access Code: \*

Challenge Question: \*

Challenge Answer: \*

**Terms and Conditions**

Please review the terms and conditions outlined in the Electronic Bill Disclosure & Agreement below and then click the check box at the bottom.

**Electronic Bill Disclosure & Agreement**

By continuing, you accept the terms of this agreement, and hereby authorize **NYC Water Board (NYCWB)** to provide periodic financial bills to you electronically. Your authorization means that you consent and agree to the following:

- You will provide us with an email address that will be used to send you all electronic bill related notifications. You will let us know immediately if this email address changes (See Contact Information below). You understand that you have no expectation of privacy if the bill link is transmitted to an email address owned by your employer. You further agree to release **NYCWB** from any liability if the information is intercepted or viewed by an unauthorized party at your employer or other email address selected by you.
- Upon receipt of your consent and using the email address you provide, we will send you notification of the availability of your periodic account bill each bill period (bill cycle) and you will be required to access the **NYCWB** web site in order to view your

☐ I have read and agree to the Terms and Conditions outlined above and wish to continue with enrollment.

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Once you have completed all required fields and agreed to the terms and conditions, click Continue

# Water and Sewer Permitting System (On-Line Payments)



- You will be asked to verify the information you entered.



## Online Enrollment

### Enrollment Confirmation

Please verify the information below then click **Submit** to complete the enrollment or **Previous** to go back and update the information.

DEP Account Number: 0000000 [REDACTED]

Account Name: [REDACTED]

Service Address: [REDACTED]

Name or Business Name: [REDACTED]

Address: 5917 junction blvd  
flushing NY 11373 USA

Email Address: [REDACTED]@nyc.dep.gov

Daytime Phone: [REDACTED]

Challenge Question: What is your favorite city?

Challenge Answer: nyc

[Previous](#)

[✓ Submit](#)



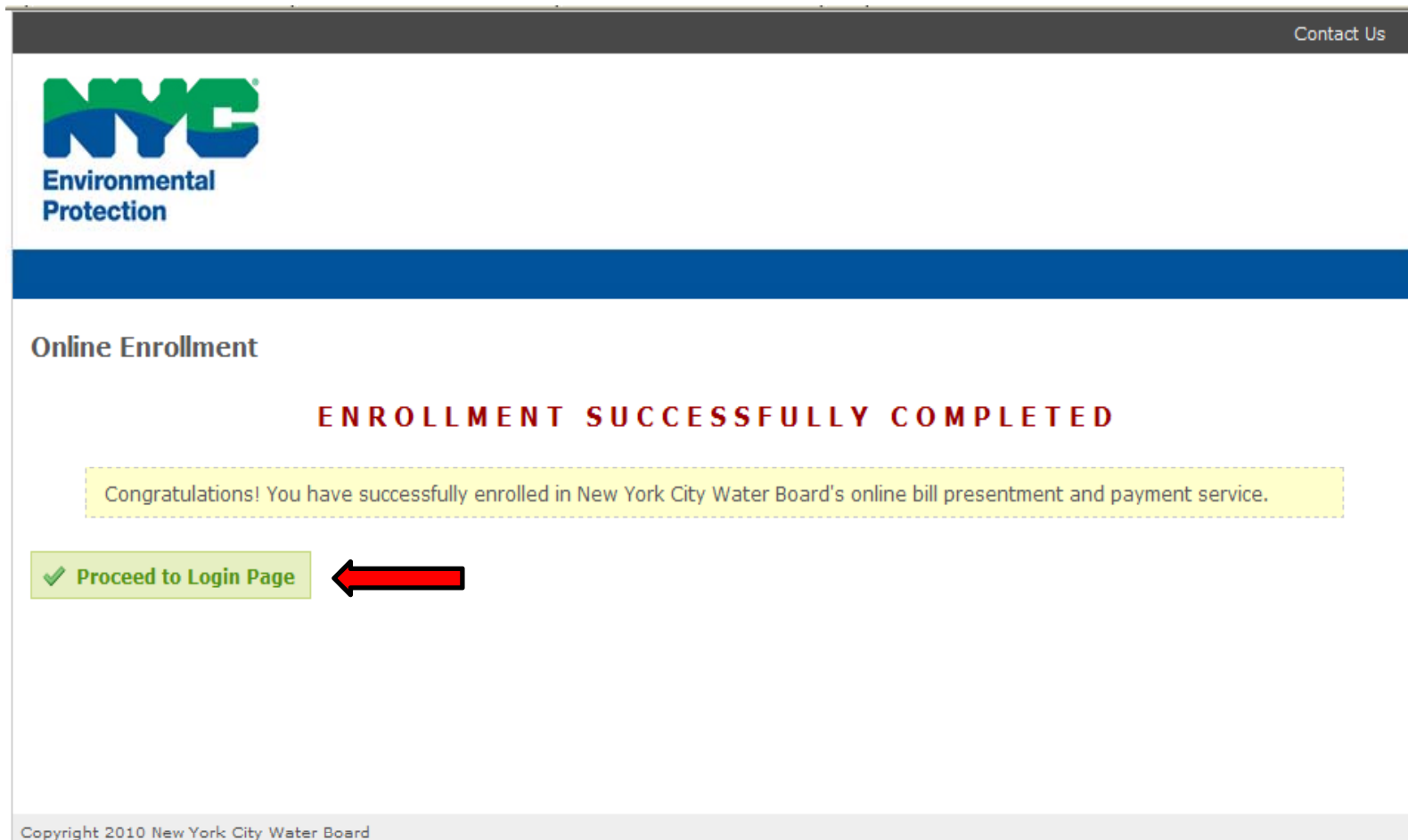
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Once you are satisfied, click "Submit"

# Water and Sewer Permitting System (On-Line Payments)



- You will see an on-screen message indicating confirmation of enrollment
- Click "Proceed to login page"





## WSPS Main Menu

Type your DEP account number, and perform one of the three options. Get a Permit, Make a Payment, or See My Payments.



The screenshot shows the WSPS Main Menu web interface. At the top, there is a header with the NYC Environmental Protection logo on the left and a background image of a waterfall on the right. Below the logo, there is a navigation bar with links: Home, My Profile, DEP Website, and Log-off. Below the navigation bar, there is a secondary navigation bar with links: Get Permits, Make a Payment, and See My Payments. The main content area has a heading: Welcome to My DEP Account Water & Sewer Permitting System (WSPS). Below the heading, there is a step indicator: Step 1: Please select your account number below. There is a text input field labeled Account No: with the value 1000 and a dropdown arrow. Below the input field, there is a step indicator: Step 2: Please select a service above. Below the step indicator, there is a welcome message: Welcome to the Water & Sewer Permitting System. This online tool helps you prepare, submit and get water/sewer permits. Below the welcome message, there is a section titled From here you can: with three bullet points: Submit your application online: You can submit your application on line instead of going to DEP personally. Review and respond to objections online: If your application gets objection, you will receive an Email immediately. You can review all objections and submit responses in time. Get permit online: You will receive and Email once your application is approved. Then you can review and print your permit online immediately. At the bottom, there is an attention section: Attention: For any questions or problems or to provide feedback, please contact [wsps@dep.nyc.gov](mailto:wsps@dep.nyc.gov) or 718-595-3088.

# Water and Sewer Permitting System (On-Line Payments)



Plumbers making a payment to apply credit to their DEP Plumber account to purchase permits will need to go through a series of screens. Enter Access Code that would have been established during the registration to My DEP Account.

If you forgot your access code, click on the link to answer a security question which will give the user their access code.

[Contact Us](#)

The logo for the New York City Department of Environmental Protection, featuring the letters 'NYC' in a stylized font with 'Environmental Protection' written below it.

## Secure Logon

**ACCESS CODE?** Why do I need an 'Access Code'?

DEP has been working hard to improve and simplify the online services we offer to our customers. Customers can now see their water use and pay their bill online using a single sign on process through My DEP Account. In order to ensure that your banking information remains confidential, we require all online payment users to create a unique access code that will provide an additional layer of security and protection.


If you need assistance setting one up, please contact us at [CustomerService@dep.nyc.gov](mailto:CustomerService@dep.nyc.gov) or call 718-595-7000, and we will have a Customer Service Representative assist you.

**Welcome to the New York City water bill payment service.**

Access Code:  [Forgot your access code?](#)

## New York City Water & Sewer Payment Options

Plumbers should select the option for (One Time Payment) which allows them to pay any amount they wish to apply to their DEP Plumber Account or (Future/Recurring Payments) but in the future only, which will pay on a certain date. Recurring is for Utility accounts only.



Account: 1000   
Service Address:  
0 PLUMBER ONLY 10002

Home Account Management Payments Log Out

### New York City Water & Sewer Payment Options

<b>One Time Payment</b> <p>This option allows you to make a one time payment that will be submitted today. Make sure your bill gets paid on time by allowing at least 3 days for processing.</p> <div>Continue</div>	<b>Direct Debit Payment</b> <p>This option allows you to sign up for direct debit payments and paperless billing in order to receive a 2% discount on your water bill. If you sign up for this option, you will be enrolled in paperless billing and your bill will be paid in full, automatically, 5 days after the charge is created on your account.</p> <div>Continue</div>	<b>Future/Recurring Payments</b> <p>This option allows you to set up payments for a future date or to set up a series of regularly scheduled payments. You must select the number of payments, the interval between payments, and the length of time you want the payment to run for.</p> <div>Continue</div>	<b>Account Management</b> <p>Click here to manage your account. You can add or delete accounts, edit your payment source information, update your profile and contact information.</p> <ul style="list-style-type: none"><li><a href="#">My Statements</a></li><li><a href="#">My Accounts</a></li><li><a href="#">My Profile</a></li></ul>
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#### Attention Account Managers:

If you manage multiple accounts, please make sure you have the correct account number open when reviewing payment instructions - see the box in the upper right corner with the service address underneath.

# Water and Sewer Permitting System (On-Line Payments)



## Making Payments

Verify the account number accuracy, each time a payment is posted online, the user will have to enter Payment Amount, and Payment Source information.

If multiple accounts are registered, user will be asked to affirm that they are the owner of that account.

**Figure 1 Making a One Time Payment**

The screenshot shows the 'Make a One Time Payment' page. At the top, the NYC Environmental Protection logo is on the left, and account information (Account: 1000, Service Address: 00000 PLUMBER ONLY, User: ) is on the right. A navigation bar includes 'Home', 'Account Management', 'Payments', and 'Log Out'. The main section is titled 'Make a One Time Payment'. Under 'Payment Amount', users can choose to pay the 'Total Amount Due' (which includes a credit of \$-344.00) or 'Other Amount' (set to 150.00). A note states that late payment charges will be assessed if the balance is not paid in full by the due date. A checkbox for 'Do you understand and agree to these terms?' is checked. The 'Payment Source' section allows users to choose a payment source from a dropdown menu (currently showing 'Add a credit/debit card') or to 'Add/Edit Payment Sources'. A note indicates a 2.45% fee for credit/debit card payments. At the bottom, the 'Card Type' is set to 'Credit'.

**Figure 2**

The screenshot shows the credit card payment form. It includes fields for 'Card Number' (with a note to not use dashes or spaces), 'Expiration Date' (Month: June, Year: 2013), and 'Cardholder Name' (First Name, M.I., Last Name). The 'Billing Address of Card Holder' section includes fields for 'Address' (59-17 Junction Boulevard), 'City' (Corona), 'State' (NEW YORK), and 'ZIP Code' (11368). The 'Name this Payment' field is set to 'Test Payment 1', and the 'Source' is 'My credit card'. A 'Terms and Conditions' section contains a scrollable text area with the NYC Water Board's terms of service. A checkbox for 'Do you understand and agree to these terms?' is checked. The 'Payment Date' section shows 'Today: 09/29/2011' and a note that the payment will be submitted today with a 3-day processing time. At the bottom, there are 'Cancel' and 'Continue' buttons.

# Water and Sewer Permitting System (On-Line Payments)



## Making Payments

To schedule a payment in the future, users can click on the calendar icon to select any date they wish a payment to be applied on.

**NYC Environmental Protection**

Account: 6000 [REDACTED]  
Service Address: 00 [REDACTED]  
User: [REDACTED]  
Replicating User: [REDACTED] Log Out

Home Account Management Payments Log Out

### Future Payment / Scheduled Payment

#### Payment Amount

Choose a payment amount:

☒ Total Amount Due You have a credit of \$-13.86

☐ Other Amount

If your account balance is not paid in full by the due date, DEP will assess late payment charges.

☐ Do you understand and agree to these terms?

#### Payment Source

Choose a payment source: -- Select or add a payment method -- Add/Edit Payment Sources

If you pay with a credit card or debit card, you will be charged a 2.45% fee.

#### Payment Date

Choose a payment date:

☒ Pay On 10/13/2011

☐ Setup R

Please allow

ent is due today, you may incur late payment charges.

ie

	S	M	T	W	T	F	S
40	25	26	27	28	29	30	1
41	2	3	4	5	6	7	8
42	9	10	11	12	13	14	15
43	16	17	18	19	20	21	22
44	23	24	25	26	27	28	29
45	30	31	1	2	3	4	5


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# Water and Sewer Permitting System (On-Line Payments)



Once the user agrees with the Terms and Conditions they will click the (Continue) button to navigate to the confirmation of payment details screen and enter their card three digit Security Code. The transaction can be changed or canceled if needed. Press the Make Payment button.

[Contact Us](#)



Account: 1000[REDACTED]  
Service Address:  
00000 PLUMBER ONLY  
User: [REDACTED]

[Home](#) [Account Management](#) [Payments](#) [Log Out](#)

## Make a One Time Payment

**Confirm Payment Details**  
Your payment has not been processed yet.  
Please take a moment to review the information below and submit your payment.

Payment Source	Payment Date	Payment Amount
<b>Payment Source:</b> Test Payment 1 <b>Name on Credit Card:</b> [REDACTED] <b>Card Type:</b> Credit <b>Card Number:</b> xxxxxxxxxxxx5454 <b>Security Code(CVV):</b> <input type="text"/> <a href="#">What's this?</a>	09/29/2011	\$150.00 plus \$3.68 Convenience Fee*.


[Cancel](#) [Change](#) [Make Payment](#)

# Water and Sewer Permitting System (On-Line Payments)



System will navigate to the final confirmation screen, the page will display payment details with the transaction status set to (Payment Accepted). Click on the Return to My Statements button.


[Contact Us](#)



Account: 1000 [REDACTED]  
Service Address:  
00000 PLUMBER ONLY  
User: [REDACTED]

[Home](#) [Account Management](#) [Payments](#) [Log Out](#)

### Make a One Time Payment

 [Print this page for your records.](#)

Your payment has been submitted.

Transaction Date	Transaction ID	Payment Amount	Payment Source	Transaction Status
9/29/2011 12:40:14 PM	[REDACTED]	\$150.00 plus \$3.68 Convenience Fee*	Credit Card xxxxxxxxxxxx5454	Payment Accepted

[Return to My Statements](#)


\* Convenience fee applies to credit card transactions.

# Water and Sewer Permitting System (On-Line Payments)



The user will be able to view their Account Statement. If the amount due is displayed in open and closed (parenthesis) the dollar amount represents a credit balance on the account.

Click “Home” on the blue menu bar to go back to the main menu.



Account: 1000 [REDACTED]  
Service Address:  
0 PLUMBER ONLY 10002

HomeAccount Management▼Payments▼Log Out

### My Statements

Current Balance Information for 1000 [REDACTED] - 0 PLUMBER ONLY 10002

Account Number	Last Bill Date	Bill Due Date	Amount Due
1000 [REDACTED]	03/17/2011	03/18/2011	(\$344.00)

The Current Balance reflects payments processed before 03/17/2011.  
After 03/18/2011 late payment charges (LPC) at the rate of 0.75% per month are included.  
Are you interested in receiving a 2% credit back when paying your bills through this service? Read more at [www.nyc.gov/dep](http://www.nyc.gov/dep).

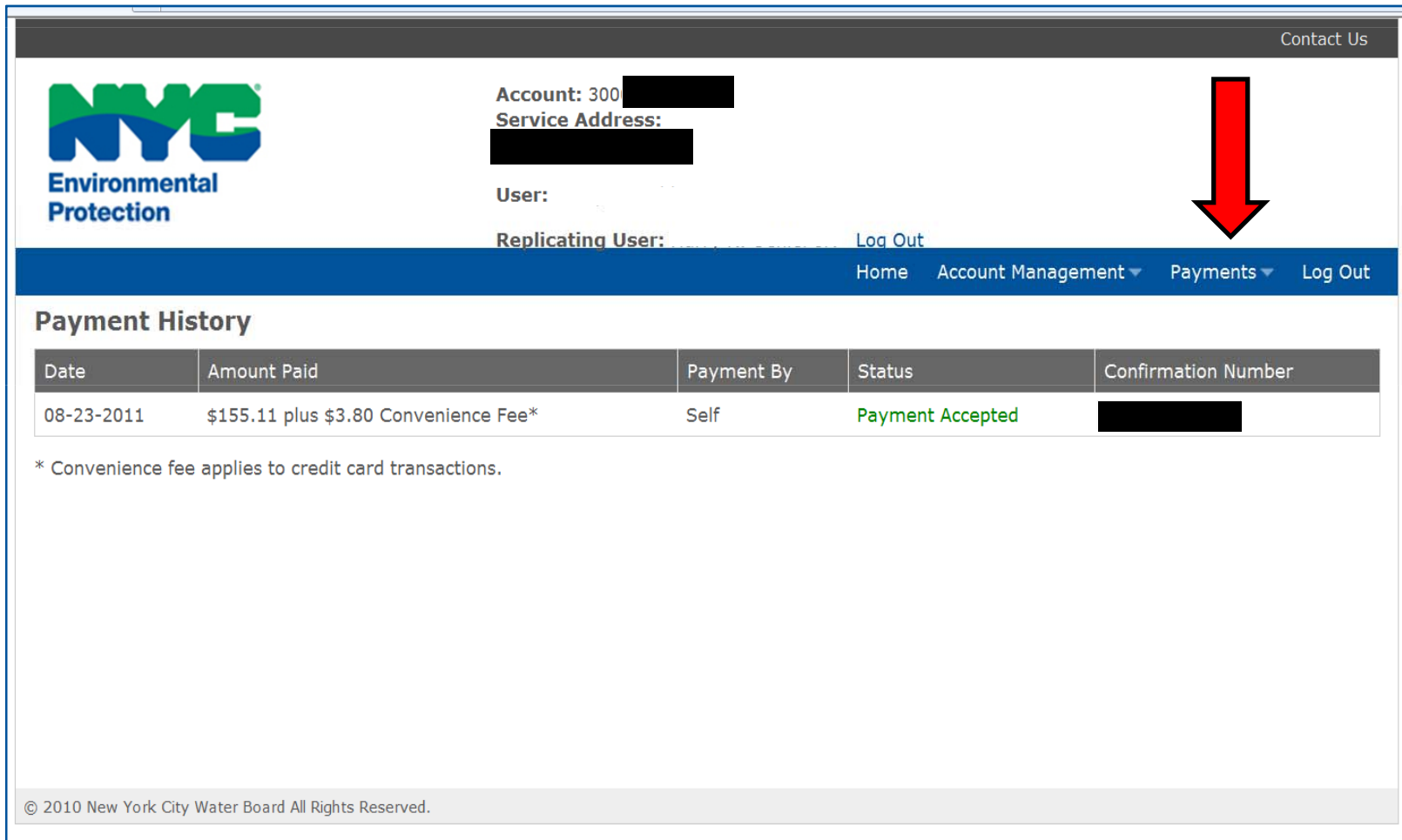
### Account Transactions

Description	Date	Amount	Fee	Details	Show Me: Last 3 Months ▼
Payment - Thank You	09/29/2011	\$150.00	\$3.68	Confirmation # [REDACTED]	
Payment - Thank You	09/16/2011	\$200.00	\$4.90	Confirmation # [REDACTED]	
Payment - Thank You	09/16/2011	\$30.00	\$0.74	Confirmation # [REDACTED]	
Payment - Thank You	09/15/2011	\$222.01	\$5.44	Confirmation # [REDACTED]	
Payment - Thank You	09/15/2011	\$100.99	\$2.47	Confirmation # [REDACTED]	



## Payment History

Selecting the Payment Link on the blue menu bar will display upcoming, recurring or future payments that are scheduled, it will show past payments with confirmation numbers, convenience fees if applicable and payment dates.



The screenshot shows the NYC Environmental Protection website. At the top right is a 'Contact Us' link. The main header area includes the NYC Environmental Protection logo on the left and user information on the right: 'Account: 300 [redacted]', 'Service Address: [redacted]', 'User: [redacted]', and 'Replicating User: [redacted]'. A 'Log Out' link is next to the Replicating User. Below this is a blue navigation bar with links: 'Home', 'Account Management', 'Payments', and 'Log Out'. A large red arrow points down to the 'Payments' link. Below the navigation bar is the 'Payment History' section, which contains a table with the following data:

Date	Amount Paid	Payment By	Status	Confirmation Number
08-23-2011	\$155.11 plus \$3.80 Convenience Fee*	Self	Payment Accepted	[redacted]


\* Convenience fee applies to credit card transactions.

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## Payment History

- Payments listed as Auto: represent scheduled posting on future date payments.
- Payments listed as Self: represent real time posting of a payment.

Contact Us



Account: 6000 [REDACTED]  
Service Address: [REDACTED]  
User:  
Replicating User: [REDACTED]

Log Out

[Home](#) [Account Management](#) [Payments](#) [Log Out](#)

### Payment History

Date	Amount Paid	Payment By	Status	Confirmation Number
09-27-2011	\$693.01	Auto	Payment Accepted	[REDACTED]
07-24-2011	\$420.23	Auto	Payment Accepted	[REDACTED]
04-28-2011	\$392.59	Self	Payment Accepted	[REDACTED]
01-31-2011	\$400.29	Self	Payment Accepted	[REDACTED]
10-20-2010	\$547.01	Auto	Payment Accepted	[REDACTED]
06-29-2010	\$452.91	Self	Payment Accepted	[REDACTED]
04-03-2010	\$209.56	Self	Payment Accepted	[REDACTED]

\* Convenience fee applies to credit card transactions.

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# Water and Sewer Permitting System (On-Line Payments)



## See My Payments

From the main menu user may choose to (Get Permits, Make a Payment or See My Payments). The See My Payments link will display payments from the DEP AMR Website and will only show them after 24 hrs. of posting. The list consist of payments made to the account for the past 3 years.



### MARTIN J O'GRADY

#### Service Address

PLUMBER ONLY  
NEW YORK, NY 10002-0000

#### Account #:

1000 [REDACTED]  
Borough: Manhattan Block: 99999 Lot: 9999  
Building Class: 77

#### Account Balance:


-\$307.00

### Payments for last 3 Years

	Date	Transaction Type	Amount
1	09/07/11	Payment	\$262.00
2	09/06/11	Payment	\$280.00
3	08/31/11	Payment	\$262.00
4	08/24/11	Payment	\$262.00
5	08/22/11	Payment	\$262.00
6	08/19/11	Payment	\$262.00
7	08/15/11	Payment	\$1,743.00
8	08/10/11	Payment	\$280.00
9	08/09/11	Payment	\$262.00

## Get Permits

New users will see a page to add new applications. History of Permits in process and any permits submitted will also be displayed on the page for returning users.



The screenshot displays the user interface of the Water & Sewer Permitting System (WSPS). At the top left is the NYC Environmental Protection logo. To its right is a header image showing a water treatment facility. The main title "Water & Sewer Permitting System (WSPS)" is centered below the header. On the left, under the heading "Main Menu", there is a button labeled "Add New Application". Below this, the sections "Requests in Progress:" and "Requests Submitted:" are visible, each followed by a large empty space for content. On the right side of the page, the user's login information is displayed: "Name: John Doe | User ID: johndoe@plumbing.com", with a "Log Out" link positioned above the User ID.