



# Customer Dispute Resolution Process

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You may request an explanation of your bill from the Department of Environmental Protection (DEP) by contacting the DEP Customer Services Contact Center at (718) 595-7000, by visiting a borough office of the Bureau of Customer Services, by writing a letter to DEP/Bureau of Customer Services, P.O. Box 739055, Flushing, NY 11373-9055, or by emailing [customerservice@dep.nyc.gov](mailto:customerservice@dep.nyc.gov). You may also review your bill online using your [My DEP Account](#). For more information, please visit DEP's web site at [nyc.gov/dep](http://nyc.gov/dep). Please be advised that filing a dispute will not stop the accrual of interest charges on the unpaid balance.

If you are not satisfied by the bill explanation, you may request a formal review of your charges. Customer disputes must be submitted to DEP in writing in order to begin the formal review process. Customers can do so by submitting a [customer dispute form](#), by letter, email or using their [My DEP Account](#).

You are advised to pay all water and wastewater charges during the dispute resolution process. Interest will continue to accrue until all charges are paid in full.

If you choose not to pay for disputed charges and the formal review is decided in your favor, only the interest associated with the disputed charge will be removed. Charges that are determined to be correct by DEP will accrue interest from the original due date of the charge and the customer will be responsible for the entire balance on their account.

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## **To file a Written Complaint (Dispute) – DEP BCS**

You have the right to file a formal dispute of a water and wastewater bill with DEP. Disputes must be submitted in writing within four years of the date of the bill in question. DEP will make best efforts to render a written decision within 90 days of receipt of the complaint.

1. You may mail your Dispute to:  
Customer Complaint  
DEP/ BCS Customer Service  
P.O. Box 739055  
Elmhurst, NY 11373-9055
2. You may email your dispute to [customerservice@dep.nyc.gov](mailto:customerservice@dep.nyc.gov). If this is the first time you are writing about this issue, in the subject field note **Dispute**.
3. You may also submit your dispute online using your [My DEP Account](#).

The following information must be included in your dispute request:

- *Identification of the property (or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the charge is incorrect*
- *Any supporting documentation and evidence*

## **To file an Initial Appeal – Deputy Commissioner**

If you are not satisfied with DEP's decision, you have the right to appeal. DEP must receive your appeal (in writing) no later than 120 days from the date of the initial DEP response letter. If you need an extension, you must file a petition before the appeal due date.

To appeal, you or an authorized representative must send a written statement to the Deputy Commissioner. This statement must include your property/street address and account number and must explain why you think the charges are incorrect.

If you do not provide access to your property or meter or take other action that prohibits the Deputy Commissioner from making a decision, you will be notified in writing why a decision cannot be made and what you must do to receive a decision.

If the Deputy Commissioner determines that the DEP decision was correct, the contested charges are due and payable as set forth on the bill or delinquency notices. If the DEP decision is determined to be incorrect, appropriate remedial action will be taken, including the issuance of cancellations or corrected bills, and providing information relating to refunds.

1. You may mail your Initial Appeal to:  
Initial Appeal  
Deputy Commissioner of BCS  
59-17 Junction Blvd., 13<sup>th</sup> Floor  
Flushing, NY 11373-5108
2. You may email your initial appeal to [customerservice@dep.nyc.gov](mailto:customerservice@dep.nyc.gov).
3. You may also submit your initial appeal online using your [My DEP Account](#).

Please indicate in the subject line of your letter or email "**INITIAL APPEAL**". The following information must be included in this letter or email:

- *Identification of the property (street address, property number, or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the charge is incorrect*

The Deputy Commissioner will make best efforts to render a decision (in writing) on your appeal within 90 days after receiving it.

### **To file a Final Appeal – Water Board**

You have the right to appeal the Deputy Commissioner's decision. This appeal must be submitted in writing within 60 days of the date of the response letter and be accompanied by a copy of the Deputy Commissioner's decision. Billing decisions will not be reversed unless you can demonstrate an error has been made or present additional facts relevant to Water Board Rules.

1. You may mail your Final Appeal to:  
Final Appeal  
Executive Director of the Water Board  
59-17 Junction Blvd., 8<sup>th</sup> Floor  
Flushing, NY 11373-5108
2. You may email your Final Appeal to [nycwaterboard@dep.nyc.gov](mailto:nycwaterboard@dep.nyc.gov)

Please indicate in the subject line of your letter or email "**FINAL APPEAL**". The following information must be included in this letter:

- *Identification of the property (street address, property number, or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the decision in the appeal is incorrect*
- *Copy of the Initial Appeal*
- *Copy of the Deputy Commissioner's response to the Initial Appeal*
- *Any additional documentation to support the reversal of the appeal*

The Water Board will make best efforts to render a decision (in writing) on your final appeal within 60 days after receiving it.

If you disagree with the Water Board determination, you may file an Article 78 through the NY Supreme Court within 120 days of the Water Board decision. You should contact your own attorney for information about this process.

### **For more information**

You may view the appeal guidelines in full at <http://www.nyc.gov/html/dep/pdf/partviii.pdf>. For a copy by mail, call (718) 595-7000. A representative is available from 9 a.m. to 6 p.m. Monday to Friday.