

Reimbursable Metering Program

Private Installation/Replacement of Water Meters
with Reimbursement

New York City Environmental Protection
Bureau of Customer Services

July 25, 2024

(Please discard earlier editions)



RREIMBURSABLE METERING PROGRAM OVERVIEW

All NYC properties with water service lines must also have a water meter attached that is properly functioning. Water meters measure how much water is used at your property and they are owned and maintained by the NYC Department of Environmental Protection (DEP).

Water Meter Installations / Replacements

To have DEP install a new water meter or replace or repair a water meter at your property, call (718) 595-7000.

Some property owners choose to use their own NYC licensed master plumbers to install or replace their water meters. Although rare, some property owners may be directed to hire a NYC licensed master plumber if DEP cannot perform necessary meter installation or replacement work due to issues with a property's water service line.

If a licensed master plumber installs a new water meter or replaces a water meter at your property, you may be eligible for reimbursement through DEP's Reimbursable Metering Program (RMP).

For water/wastewater billing assistance, call (718) 595-7000 during normal business hours.

What to Do and Submit to Obtain a Reimbursement

1. The "Property Owner's Certification and Application for Reimbursement" must be submitted to a DEP Bureau of Customer Services Borough Office (a "Borough Office") by the NYC Licensed Master Plumber ("NYC Licensed Plumber") along with the permit application.
2. The NYC Licensed Plumber or property owner must return the original completed meter permit and a final reading for the old meter in the case of meter replacements/repairs to a Borough Office within fifteen (15) business days. The property owner is responsible for ensuring that his/her NYC Licensed Plumber performs this task.
3. The NYC Licensed Plumber must complete and sign the "Itemized Bill for Reimbursement" and the property owner must complete and sign the "Property Owner's Affidavit of Work Completed" forms included in the Reimbursable Metering booklet and submit them within 30 days of completion of the meter installation work.
4. As soon as the meter work is completed, the property owner or his/her agent must contact the Borough Office (phone numbers on page 9) and schedule an inspection to be held within 45 days. The Automated Meter Reading ("AMR") Meter Transmission Unit ("MTU") will be installed during this inspection. If the NYC Licensed Plumber must perform any corrective work, the property owner must contact DEP when the work is completed for a confirmatory inspection.

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A. Glossary and Acronyms

BCS: Bureau of Customer Services

Branch Meter: A meter for an individual, usually commercial, tenant, which is billed by DEP. Also called “business portion” (BP) meter.

Completed Permit: A meter permit returned to DEP within a required time period that includes the meter manufacturer/model, size, type, serial number, installation date and manufacturer test document for the new meter and the final reading for the old meter (for replacement or eligible repair). The permit is signed/sealed by the Licensed Plumber.

DEP: New York City Department of Environmental Protection

Domestic Water Service: Water piping associated with all water uses except fire protection. Compare with: Fire Service Meter

EP Meter: A meter used by DEP for billing an entire premises, located at the point where the water service enters the property. Sometimes called a “master meter”.

Electromagnetic or Electronic Meter: A water meter with no moving parts that operates on “Faraday’s Principle”.

Fire Service Meter: A heavy-duty water meter used on combined services of 3” and larger serving both domestic needs and sprinkler or other fire protection systems.

Local Law 53/1985: Requires the installation of a water meter as part of major building renovation projects or new construction

NYC Licensed Plumber: A plumber licensed by the City of New York.

Meter Repair: The complete replacement of the measuring element and register of an approved turbine, single-jet or other meter approved by DEP as qualified for repair.

MTU: Meter Transmitter Unit, the meter-reading radio transmitter wired to a water meter used to send reads for Automated Meter Reading.

Pit Meter: A water meter installed in an outside pit. Does not include a meter installed in an indentation in the concrete in a basement or garage.

RCNY Title 15 Chapter 20: Rules of the City of New York; “Rules and Regulations Governing and Restricting the Use and Supply of Water”.

RMP: Reimbursable Metering Program

Submeters: Owner meters for tenants or for specific end uses (e.g., cooling towers).

B. Changes in this edition

A definition for “Meter Repair” and a separate Meter Repair Reimbursement Schedule have been added.

DEP staff names have been updated and minor copy editing has been performed. All original documents should be submitted to the respective Borough Office. Copies are submitted to the RMP Unit at Lefrak (page 7)

The “Guidelines and Requirements for Individual Metering of Condominiums up through Six Stories Tall” has been added as an Appendix.

C. What is the RMP?

Private meter installation with reimbursement is designed to provide property owners the opportunity to have their water meters installed or replaced by a NYC Licensed Plumber of their own choosing and to be reimbursed, at least in part, with the exception of new or renovated construction. DEP also has contractors available to perform this work, unless the property has received a “meter refusal” surcharge for failing to meter an unmetered property.

Meter replacement/installation reimbursements are available only for meters used directly by DEP for billing. New construction, meters installed under the requirements of Local Law 53/1985 (major renovations), submeters or branch meters, bypass meters on backflow devices, meters for a specific end use (e.g., cooling towers or other end uses that qualify for a wastewater allowance or exemption), meters removed illegally or without a permit, and meters installed primarily to qualify for billing programs *do not qualify*.

If you choose to have your own NYC Licensed Plumber meter your building, any reimbursement received will be in the form of a credit on your property’s DEP account. Once the credit is applied to your property’s water/wastewater account, you, the owner, can apply to have a refund check issued to you, net of any water or wastewater debts owed and in accordance with Water Board regulations. Any such refund check will only be made out to the property owner listed on the DEP account. If the account is currently in the name, “Owner/Occupant”, the owner must submit a Customer Registration Form placing the owner’s name on the account before a refund check can be issued. Reimbursement is for the cost of the meter and the pipe work necessary for its installation only, up to a maximum reimbursement amount as stated in the Reimbursement Schedules in this booklet. The cost of any other work required to correct deficiencies or improve a building’s piping is not included.

Please see pages 11-14 for the Reimbursement Schedule and maximum reimbursement amounts. It is the property owner’s responsibility to ensure that the NYC Licensed Plumber has submitted all required documentation to DEP.

D. What Properties Qualify for RMP Installation of Original Meters?

Your property must be residential, mixed-use, or an exempt property and:

- Currently unmetered and receiving frontage or Multiple-family Conservation Program (MCP) billing, or,
- A Homeowner's Association (HOA) or condominium up through six stories that is currently master metered and wishes to install individual DEP meters for each dwelling unit. The HOA or condominium must have separate tax lots and water/wastewater accounts for each unit.

All of the domestic service lines on your property must be metered, regardless of size. You will be reimbursed for new meter installations that match the requirements herein.

Owners of 1-3 family properties other than HOAs or condominiums must complete and submit a "Customer Certification Statement" to DEP. This form can be found towards the back of this booklet. The NYC Licensed Plumber must not proceed with the work on such a 1-3 family property until the customer has signed this document. The property owner should not sign any contract with a NYC Licensed Plumber nor make any payment until the property owner reads, understands, and signs the "Customer Certification."

HOAs or Condominiums through Six Stories (Not Co-ops):

Please review the complete Guidelines and Requirements incorporated herein as an Appendix.

A DEP Inspector needs to confirm that each condominium or HOA dwelling unit has its own domestic hot water heating and space heating systems.

Currently unmetered: For HOAs or low-rise condominiums where there is a single water supply pipe for each dwelling unit, each unit has its own domestic hot water and space heating systems, and each unit has sufficient room to install a 3/4" or 1" meter under DEP's specifications and regulations, each dwelling unit shall be individually metered. If no dwelling units have single domestic water service entry points, each structure (cluster of attached units) shall be metered. The HOA or condominium governing body may decide to install one meter for each structure as an alternative to individual metering in cases where some of the dwelling units in a structure cannot be individually metered.

Currently master metered: If the HOA or condominium structure currently has a master meter and domestic hot water and space heating systems in each unit, the HOA or condominium may install individual meters for each dwelling unit under the RMP, provided that all of the owners in each affected structure or cluster agree to be individually metered and the HOA or condominium enacts necessary bylaw changes. A "Guidelines and Requirements" document for such properties is provided at the end of this booklet. In all cases, additional piping work and any general construction work (e.g., sheetrock, carpentry, moving appliances, etc.) required for meter installation shall not be included in the reimbursement. No reimbursements will be provided to any owner until all residential units furnish proof of having a meter installed and all bills on the master meter have been paid. Owners and Licensed Plumbers are advised to contact the DEP Reimbursable Metering Unit before proceeding with such a project.

E. What Properties Qualify for RMP Replacement of Existing Meters?

A reimbursement will be provided for the replacement of a meter in any building class that DEP would otherwise replace itself using its Contractors or Inspection staff. These include: inoperable meters of any age, meters 1½" or larger more than seven (7) years old, or a meter smaller than 1½" that is more than 10 years old. Additional qualification requirements are noted above in Section C. If the existing installation does not meet current installation regulations as described by RCNY Title 15 Chapter 20 and the List of Approved Water Meters, the replacement must be brought up to specifications, and for turbine meters, a meter manufacturer's strainer and test tee or faucet must be installed. Separate reimbursement amounts are provided for replacement of the meter and for the replacement or installation of any required strainer for a turbine meter if a strainer is not already present. Additionally, an MTU meeting DEP standards must be installed by DEP.

The NYC Licensed Plumber must report the final reading from the old meter on the completed permit.

F. Application and Process Steps

1. The owner of an unmetered residential property decides to install a water meter(s) for the property on his/her own or the owner of any type of property decides to replace a meter that meets the criteria listed in Section E, above. The owner calls one or more NYC Licensed Plumbers to obtain bids for the work. The NYC Licensed Plumber should survey the property and provide the owner with a cost proposal. Owners are cautioned against taking bids from contractors who have not surveyed the property and are also cautioned that there is always the possibility that complications will result in costs which were not included in the estimate. The NYC Licensed Plumber should clearly indicate to the customer any cost that exceeds the DEP reimbursement or costs that are not covered by the DEP reimbursement, which the owner will have to pay. The owner should also ask the NYC Licensed Plumber about insurance coverage and the length of their warranty on labor. For information, DEP's contractors provide the City with a one-year warranty on labor, starting on the date DEP inspects and approves an installation. DEP will not assume maintenance responsibility for an RMP meter until one year after successful inspection of the meter installation. An owner should not sign any contract or agree to any cost proposal from a NYC Licensed Plumber unless the plumber has surveyed the property, provided a detailed cost proposal, and indicated any costs above the reimbursement amount. If it is a 1-3 family property, the customer must also read and sign the "Customer Certification Statement" for submission to DEP.
2. The owner completes the "Property Owner's Certification and Application for the RMP", and the NYC Licensed Plumber submits such form with a meter permit application at a Borough Office, which issues the permit. Meter permits are required for original and replacement meter installations and repairs. A "break seal" permit is required for the replacement of a meter register. The NYC Licensed Plumber should make sure that the clerk at the Borough Office stamps the permit "Reimbursable Metering," but a failure by DEP staff to do this shall not disqualify an application. In the case of outdoor pit meter installations, DEP must pre-inspect the site to confirm that an outdoor pit meter installation is appropriate, or the owner risks the possibility that DEP will only approve reimbursement

for an indoor installation.

3. The NYC Licensed Plumber installs the meter and the associated equipment, valves, and fittings, and then submits the following documents to the Borough Office **and** to the “Reimbursable Metering Unit” at DEP’s Lefrak Office
 - a. **The original completed permit must be submitted to a Borough Office within 10 business days of the meter installation or replacement, preferably the Borough Office where the work was performed.** Borough Office addresses are listed on page 9.
 - b. **The following documents must be submitted to a Borough Office within 30 calendar days of the meter work.** Borough Office addresses are listed on page 9.
 - “Itemized Bill for Reimbursement” (original)
 - “Owner’s Affidavit of Work Completed” (original)
 - “Customer Certification” (original) (for 1-3 family properties only)
 - c. **The following documents must be submitted to the “Reimbursable Metering Program Unit” within 30 calendar days of the meter work.** Such submission should be directed to: James Gallagher, DEP BCS Metering/Conservation Unit, 96-05 Horace Harding Expressway, 1st Floor, Corona, NY 11368-4100.
 - Completed Permit (copy)
 - “Property Owner’s Certification and Application for RMP” (copy)
 - “Itemized Bill for Reimbursement” (copy)
 - “Owner’s Affidavit of Work Completed” (copy)
 - “Customer Application and Certification” (copy) (for 1-3 family properties only)
 - “Refund and Transfer Form” (copy) (only required if you wish to receive a refund check instead of leaving the credit on your water/wastewater account)

Mixing up which office receives copies and which receives originals, as long as one office receives the originals, will not be a basis for rejection.

4. DEP reserves the right to inspect each completed installation; therefore, as soon as the meter work is completed and the permit is returned to a Borough Office, the property owner must contact that Borough Office to schedule an inspection that must occur within 45 days of the completion of the meter work. Failure to schedule and/or keep this appointment will disqualify the work from RMP reimbursement. DEP will install and/or program the MTU during that inspection. To note, the NYC Licensed Plumber is responsible for the meter installation’s compliance with all codes and regulations. DEP will not be responsible for any additional installation costs resulting from errors in the Licensed Plumber’s original work.

Upon submission of the completed permit, the Borough Office will attribute the meter to the building’s water/wastewater account.

5. Once the meter has been attributed to the property’s account and the work has passed Borough Office inspection, DEP’s Reimbursable Metering Unit will apply a credit to the

property's water/wastewater account to reimburse the owner for the meter installation costs.

At this point, if the owner has submitted a "Refund and Transfer Form" to DEP and the credit will not be consumed by bills within a period of time established by Water Board rules, DEP's Refund Unit will process a refund check for the net reimbursement credit on the water/wastewater account. The refund check will be payable to the party listed in the water/wastewater account for the property. The check will not be made out to anyone else. Any monies owed to the Water Board for unpaid water/wastewater charges will automatically be deducted from the credit before a check is issued.

G. Potential Problems with RMP Projects

The following problems are the common sources of delay for reimbursements and approvals:

1. The NYC Licensed Plumber fails to return the completed **sealed** permit to the Borough Office from which it was issued or fails to include the meter number, final reading for the old meter, new meter make/models, or the set date of the new meter on the permit. Neither can the meter be set up on the water/wastewater account, nor can an inspection be scheduled until the sealed permit is properly returned. **The permit must be returned within ten business days of completion of the work or the NYC Licensed Plumber will be issued a Notice of Violation.**
2. The NYC Licensed Plumber fails to install wires from the meter register to the exterior of the building properly so that DEP can install the MTU.
3. The NYC Licensed Plumber fails to drill holes in the flanges for seal wire (1½" and larger).
4. The owner or NYC Licensed Plumber fails to send documents to ***both*** the Borough Office and RMP Unit.
5. Documents are mailed to a general DEP address, instead of a specific person or unit.
6. The NYC Licensed Plumber charges the customer sales tax. Meter installations are ***not*** subject to sales tax for the customer.
7. The Refund Application is not signed and dated.
8. The customer submits a refund application form for refunds other than the meter installation or replacement form. Doing this will slow the refund process.
9. The reimbursement is requested for a meter that was illegally removed or for a meter that is being replaced only because the owner has increased the size of the water service. Neither of these replacements is eligible for the RMP, unless the water service is being replaced with a larger service *and the original meter was not operating properly*; if the original meter was not operating properly and the water service is replaced with a larger service, reimbursement for the original meter size can be issued.

H. Important Notification to Licensed Plumbers

DEP maintains a log of inspection failures or other repeated problems and will make a list of Licensed Plumbers with chronic work problems that will be made available to the public on request. The following problems will be logged:

- Installing a pit meter when an indoor meter installation was appropriate or telling a customer that an indoor installation will lead to a reimbursement for an outdoor pit meter
- Poor work quality or installation work that violates Codes or DEP specifications
- Failure to return permits to the Borough Office or furnishing incorrect information on permits
- Failure to submit reimbursement forms in a timely manner, resulting in a delay in the customer receiving his/her bill credit
- Misleading or false advertising, including anyone other than a plumbing company advertising plumbing services, offering unsecured guarantees of savings, or making other claims that are not consistent with RMP rules or procedures
- Failure by the NYC Licensed Plumber to provide a labor warranty of at least one year from the date of DEP acceptance

I. Sources of Additional Information

The following documents are available at DEP's website, [nyc.gov/dep](https://www.nyc.gov/dep), at the following link: <https://www.nyc.gov/site/dep/pay-my-bills/resources-for-property-managers.page>.

- "List of Approved Meters and Related Equipment"
- "RCNY Title 15 Chapter 20"

Meter Technical Issues (Meter and Installation Specifications)

Chief Inspector, Meter Test Facility: (718) 326-8383

Chief Inspector, Manhattan Office: (212) 643-2205

Chief Inspector, Bronx Office: (718) 466-8441

Chief Inspector, Brooklyn Office: (718) 923-2603

Chief Inspector, Queens Office: (718) 595-4592

Chief Inspector, Staten Island: (718) 876-6807

Reimbursement Metering Program (General Non-Technical Questions)

Sharandeo Singh: (718) 595-4695; email: shsingh@dep.nyc.gov

Mailing Address:

DEP BCS Account Maintenance Unit
59-17 Junction Blvd, 7th Floor
Elmhurst NY 11373-9055

Bureau of Customer Services Borough Offices

Manhattan: 55 West 125th Street - 9th Floor, 10027

Bronx: 1932 Arthur Avenue - 6th Floor, 10457-6374

Brooklyn: 250 Livingston Street - 8th Floor 11201-5808

Queens: 59-17 Junction Blvd - 9th Floor, 11373

Staten Island: 60 Bay Street - 6th Floor, 10301-2514

Permit Issues

Manhattan Permit Supervisor: (212) 643-2209

Bronx Permit Supervisor: (718) 466-8460

Brooklyn Permit Supervisor: (718) 923-2643

Queens Permit Supervisor: (718) 595-5292

Staten Island Permit Supervisor: (718) 876-6831

Refund Unit

Supervisor: (718) 595-7335

J. Reimbursable Metering Reimbursement Schedule (1)

New Residential Meters for Unmetered Properties Only
Effective for Permits Returned After November 1, 2010

Type and Size of Meter	Scheduled Reimbursement
Displacement Meters	
5/8" or 3/4"	\$1,000
1"	\$1,100
1.5"	\$1,500
2"	Use Single-jet or Electromagnetic meter
Turbine Meters	
1.5"	\$1,800
2"	\$2,500
3"	\$4,000
4"	\$5,500
6"	\$8,000
8"	\$15,000
10"	\$20,000
12"	\$23,000
Electromagnetic Meters	
2"	\$3,000
3"	\$4,000
4"	\$5,000
6"	\$7,500
8"	\$13,000
10"	\$20,000
12"	\$23,000
Single-Jet Meters	
3/4"	\$1,000
1"	\$1,300
1 1/2"	\$1,800
2"	\$2,600
3"	\$3,500
4"	\$5,000
6"	\$7,500

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE (1) New Residential Outdoor Pit Meters For Unmetered Properties Only Effective for Permits Returned After November 1, 2010	
Displacement Meters Installed in Outside Pits (See Note 2)	
3/4"	\$3,000
1"	\$3,500
1-1/2"	\$4,000
2"	\$4,500
Turbine or Electromagnetic Meters Installed in Pits (See Note 2)	
2"	\$11,800
3"	\$12,575
4"	\$13,575
6"	\$20,100
Single-Jet or Electromagnetic Meters Installed in Pits (See Note 2)	
2"	\$12,370
3"	\$13,600
4"	\$15,130
6"	\$21,975
All Other Meters Installed in Pits or in Above-Ground Enclosures (See Note 2)	
Over 6" in Outdoor Vault, Any Size in Above-Ground Enclosure	Individually negotiated

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE**Replacement Meters Only****Effective for Permits Returned After November 1, 2010**

Replacement of Displacement Meters	
5/8"	\$700
3/4"	\$820
1"	\$850
1.5"	\$1,500
2" with 2" Single-Jet	\$1,700
Replacement of Small Single-Jet Meters	
3/4"	\$820
1"	\$850
1.5"	\$1,500
Replacement of Turbine Meters with Turbine or Electromagnetic Meters	
Replacement of 1.5" - 3"	\$2,000
4"	\$2,900
6"	\$4,000
8"	\$6,000
10"/12"	\$10,000
16"	\$13,000
Replacement of Compound, Single-Jet or Electromagnetic Meters with Single-Jet, Sensus OMNI C2 or Electromagnetic Meters (See Note 7)	
2"/3"	\$2,600
4"	\$3,500
6"	\$7,000
8"	\$8,000
Replacement of Fire Service Meter with New Fire Service Meter (Combined Services Only where one Fire Service Meter covers the entire service)	
3"	\$8,000
4"	\$8,500
6"	\$10,000
8"	\$12,000
10"	\$15,000
12"	\$20,000

Replacement of Hot Water Meters (See Note 8)	
¾"	\$800
1"	\$850
1½"	\$1,500
2"	\$1,700

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE Meters Repairs Only Effective for Permits Returned After November 1, 2010	
Rebuild of Turbine or Single-Jet Meters (See Note 11)	
1.5" – 3"	\$700
4"	\$1,000
6" – 8"	\$1,500
10" – 12"	\$3,000
Furnishing and Installing Strainers (only where existing turbine meter lacks a strainer)	
3"	\$520
4"	\$660
6"	\$890
8"	\$1,290
10"	\$1,660
12"	\$1,870
Replacement of Meter Register Head(s) Only	
Displacement Meters, Turbine Meters, Single-Jet Meters	\$150 (Displacement or horizontal turbine), \$300 (Metron-Farnier Hawkeye to Innov8), \$1,000 (Sensus OMNI)

K. Notes, Terms, and Conditions

1. Reimbursement amounts shown are for the cost of the meter, fittings, and pipe work necessary for its installation and/or replacement *only*. Except for the installation of a strainer in meter replacement projects, the cost of any other work that may be necessary to correct deficiencies or improve a building's piping or general construction work is not included in the scheduled amounts and will not be reimbursed. The reimbursement will be equal to the scheduled amount for each size and type of meter installed or the actual amount paid to a plumber, whichever is less. The NYC Licensed Plumber shall provide the owner with a one-year warranty on labor.

2. Meters installed in outdoor pits are only allowed for locations when a meter location indoors is not possible as determined and approved in writing by DEP. Failure to have DEP pre-inspect possible outdoor pit meter locations exposes the owner to the possibility that DEP will determine that an indoor installation could have been performed and that only reimbursement for an indoor installation will be provided. Outdoor pit installations are generally limited to a) homes that have finished basements where the water service enters the home and b) confined locations where neither a positive displacement nor a single-jet meter can be installed indoors. The reimbursement amounts indicated above include the cost of the meter, all required appurtenances, and the meter pit itself, which must conform to the DEP's regulations and specifications for meter pit installations that are contained in the "List of Approved Water Meters and Related Equipment with Typical Water Meter Setting Details". The "pit meter" reimbursement amounts apply only to pits dug outside. They do not apply to the expansion of concrete pits inside a basement, garage, or home.
3. All work must comply with the most recent version of "Rules and Regulations Governing and Restricting the Use and Supply of Water" (Rules of the City of New York, Title 15, Chapter 20) and DEP's "List of Approved Water Meters and Related Equipment".
4. As noted in Section C, the following meters and applications do not qualify for reimbursement: new construction meters required to comply with Local Law 53/1985 (substantial renovations or new construction), fire service meters on dedicated fire services, submeters of any kind, meters for an end use which may qualify for a wastewater allowance or billing program under the Water and Wastewater Rate Schedule, or the replacement of meters that were removed illegally.
5. The NYC Licensed Plumber and applicant shall follow the specific application procedures described in the Department's booklet, "Reimbursable Metering Program".
6. The reimbursement for strainers applies only if the existing meter lacks a strainer. The NYC Licensed Plumber must submit photos of the "before" and "after" conditions.
7. Existing compound meters must be replaced with single-jet, advanced turbine (Sensus OMNI C2 or T2), or electromagnetic meters. Turbine meters will generally be replaced with either another approved turbine meter or an electromagnetic meter. A single-jet meter may be used to replace a turbine only if the maximum flow rate (in gallons per minute) on any building house pump does not exceed the maximum continuous flow rate for the meter. This must be reviewed and approved by the BCS Bureau Engineer.
8. Please refer to the Approved Meter List for circumstances under which hot water meters will be replaced with reimbursement. Only large consumers of hot water within flat-rate accounts will be considered.
9. This reimbursement schedule shall supersede all previous reimbursement schedules for permit applications submitted after the effective date.
10. DEP reserves the right to photograph installations.

11. Reimbursement for meter repairs shall be limited to those manufacturers that offer complete replacement measuring element kits for their products. A “repair” shall include replacement of the register head(s), measuring element(s), seals, gaskets, strainer basket, and any other additional parts included in the manufacturer’s “kit”. The completed permit must include a final reading from the old meter. “Repair” does not include conversion of a meter with mechanical or other non-magnetic couplings to modern functionality. Meters of such age must be replaced. Meter Repairs do not involve any repairs other than those specified here.



**Environmental
Protection**

**PROPERTY OWNER'S CERTIFICATION AND APPLICATION FOR
REIMBURSEMENT**

Reimbursable Metering Program

I certify that I am the property owner or the HPD-registered managing agent of a multiple dwelling, that I have obtained a current copy of DEP's Reimbursable Metering Program booklet and that I understand the requirements and my obligations for obtaining a reimbursement for the metering work.

Print Name: _____

Property Address: _____

Borough: _____ **Block:** _____ **Lot:** _____

Signature: _____ **Date:** _____

Notary:



ITEMIZED BILL FOR REIMBURSEMENT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES

Billed to: _____

Address: _____

Meter Location: _____

Boro: _____ Block: _____ Lot: _____

Meter Set Date: _____ Meter Serial No. _____

Size: _____ Meter Type (circle): ☐ Displ. ☐ Turbine ☐ Single-Jet ☐ Electromagnetic

Old Meter No. _____ Final Reading : _____

(For replacements/repairs)

Reimbursable Material Used:

List of Items Used	Quantity	Cost
TOTAL MATERIAL COST	\$	
TOTAL LABOR COST	\$	
TOTAL INSTALLED COST	\$	

NOTE: METER INSTALLATIONS ARE SALES TAX EXEMPT

Plumber Information:

Name (Print): _____ Signature: _____

License No. _____ Permit No. _____



**Environmental
Protection**

PROPERTY OWNER'S AFFIDAVIT OF WORK COMPLETED
REIMBURSABLE METERING PROGRAM
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES

I, _____ do hereby certify that the attached
Itemized Bill for Reimbursement accurately reflects the cost of and amount paid for the meter
installation/replacement at the property designated on the City Tax Map as

Borough _____ Block _____, Lot _____,

(Property Address _____)

Owner's Signature

Date: _____

Sworn to before this _____ day

of _____, 20____.

Notary Public



Environmental Protection

CUSTOMER CERTIFICATION REIMBURSABLE METERING PROGRAM

NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION BUREAU OF CUSTOMER SERVICES

(Required for all 1-3 family installations, except multifamily homeowner associations or condominiums)

PLEASE TYPE OR PRINT

Owner's Name:		
Installation Address:		
City:	State:	Zip Code:
Mailing Address (if different):		
City:	State:	Zip Code:
Account Number (from Water/Wastewater Bill):		
Borough:	Block:	Lot:
Home Phone:()	Business Phone:()	

Customer Certification

1. I certify that I am the owner of the above-referenced property and have the legal authority to enter into a contract with a New York City-NYC Licensed Plumber to install or replace a water meter at this property. I certify that I have read DEP's "Reimbursable Metering Booklet."
2. I recognize that the NYC Licensed Plumber that I hire to conduct this work is **my contractor**. I recognize that the NYC Licensed Plumber is **not** a contractor of the New York City Department of Environmental Protection (DEP) or the New York City Water Board (NYCWB), and that DEP and the NYCWB do not "approve," "endorse," or "certify" the licensed plumbing contractor. I recognize that any and all disputes or complaints between the contractor and myself must be resolved as a contractual matter between the contractor and myself and that DEP has no role in mediating or arbitrating these disputes. Professional complaints concerning the licensed plumbing contractor may be referred to the New York City Department of Buildings. Claims for any alleged damages are a matter for

the licensed plumber's insurance carrier.

3. I recognize that DEP will provide me with a credit on my water/wastewater account which shall be equal to the amount listed in the Reimbursable Metering Reimbursement Schedule or "Reimbursable Metering Pit Installation Reimbursement," as applicable, or the plumber's actual installation price, whichever is less. I am responsible for any costs above the listed reimbursement amount.
4. The credit shall be applied to my water/wastewater account after the installation has been inspected and approved and the meter has been established on my account by the DEP Borough Office. Through his license responsibilities, the NYC licensed plumber certifies that the installation has been performed under the applicable Codes and Regulations. Once the credit has been posted to my water/wastewater account I may receive a refund check if I have submitted a "Refund or Transfer Form." The check will be issued in the name on the water/wastewater account for any net amount of the credit. I recognize that if I owe any money in water/wastewater bills at the time the credit is posted, that amount will be subtracted from the "refund" check. The "refund" check will only be made out to the person named on the water/wastewater account and can not be made out to the NYC licensed plumber contractor or anyone else.
5. Before making any final payment to the NYC licensed plumber I have confirmed that the NYC licensed plumber has returned the permit to DEP and has also completed the "Itemized Bill for Reimbursement," and provided me with the original of that document, or submitted the original to DEP, while providing me with a copy.
6. If this is an original meter installation, I recognize that I will be placed on metered billing within several weeks after the meter installation is inspected and approved.
7. If this is an original meter installation, I also recognize that DEP will place a credit on my water/wastewater account for the unused portion of this year's frontage (flat-rate) water/wastewater bill. That credit shall be applied against future metered water/wastewater bills.

Print Name Legibly or Type

Signature

Date: _____

Notary:

APPENDIX A: GUIDELINES AND REQUIREMENTS FOR INDIVIDUAL METERING IN CONDOMINIUMS UP THROUGH SIX STORIES TALL

Requirements

1. The building must be a legally established condominium with each individual condominium unit having a domestic hot water heater and space heating unit within the dwelling unit and only one cold water connection into the condominium unit.
2. Individual water meters that are on the current DEP List of Approved Water Meters must be installed at or very near the point of entry of the main water service for the building. The meters must be installed according to DEP specifications including inlet and outlet isolation valves, test port, outward facing register face, electrical continuity (or setter) and other requirements set forth in Title 15 Chapter 20-05 and associated sketches. If the individual meters are not yet installed, or if existing meters must be replaced, they may qualify for the Water Board's Reimbursable Metering Program. Existing meters more than twelve years old shall be replaced by the condo with new approved meters meeting DEP's current meter sizing and other criteria. Pre-existing submeters must meet current DEP requirements as described in this paragraph. DEP will not install or replace meters itself for this purpose.
3. The condominium Board of Directors must pass and provide to DEP a resolution or bylaw amendment that commits the condominium to the issues listed below under "Required Contents of Condominium Resolution or Bylaw Amendment."
4. DEP "Customer Registration Forms" for each individual condominium unit must be submitted listing the owner's name, condominium lot and block number, service address including apartment number, mailing address (if different), email address and phone number. All owners of all individual condominium units must agree to individual DEP metering before AMR boxes will be installed and individual meter billing can begin.
5. All accounts must be registered with "My DEP Account" for leak alert notifications and consumption monitoring. If the owner does not have an email address, the email address of a managing agent or someone else in the employ of the owner or the condominium may be substituted.
6. The condominium must be current with its existing bill and/or current with any payment agreement.
7. An entire premises meter must be installed. The meter will be placed on "monitor only" status once the individual meters are activated.
8. If there is a separate irrigation connection or other service, it shall have its own meter(s) associated with the condominium's common account.

Required Contents of Condominium Board Resolution or Bylaws Amendment

1. The condominium acknowledges and agrees that each individual condominium unit will be separately charged and billed for water/wastewater services for that individual condominium unit under the terms and conditions of the Water and Wastewater Rate Schedule of the New York City Water Board. Unpaid charges are a lien against the individual condominium unit and could be sold in a tax lien sale which could ultimately result in the owner losing their property if they do not pay what they owe.
2. The condominium acknowledges and agrees to the “Requirements” section of the “Guidelines and Requirements for Optional Individual Metering in Certain Condominiums of Four or Five Stories” listed above.
3. The condominium understands and agrees with the proposed permanent mounting location for the AMR boxes.
4. The condominium will require any purchaser of a condominium unit to complete and submit to DEP a Customer Registration Form at or within one week of closing on that unit.

Note on MTU Mounting

The MTU must be located above ground level and must almost always be mounted on the exterior of the building. A minimum of six inches of space must be available between adjacent MTUs. There may be several different possible mounting locations or arrangements, and DEP will provide an inspector to survey and discuss alternatives. The final location(s) are dependent on DEP receiving transmissions from the MTUs.