



sanitation

Non-Payment Appeal Form for NYC Businesses

CUSTOMER APPEAL AGAINST CARTER SUSPENSION OR TERMINATION FOR NON-PAYMENT

INSTRUCTIONS

Use this form if you are a business in an implemented Commercial Waste Zone (CWZ) with an authorized carter and you want to appeal your suspension or termination of services due to non-payment. Per [Section 20-22\(b\) of Title 16](#) of the Rules of the City of New York, your carter must follow **Notification Requirements** before suspending or terminating your commercial waste collection service for reasons of non-payment. Carters are required to notify customers by mail when a business is 30 Days Past-Due and by certified mail after at least 45 calendar days of non-payment. Please note, if your carter has suspended service pursuant to [Section 20-22\(b\) of Title 16](#), they are in no obligation to provide service during the appeal process. Any late payment fees set forth in your contract may continue to accrue on unpaid invoices.

As a business in the City of New York, you are required by law to retain an authorized carter that operates in your Commercial Waste Zone, to collect your commercial waste.

In order to appeal:

- You must fill out the appeals form on page 2 and successfully submit the form and supporting evidence to CWZAppeal@dny.nyc.gov.
- Additionally, you must send a complete copy of this appeal package (the form and all evidence) to your carter, as required by law. Your carter's contact information can be found in your service agreement.

Notification Requirements

Your carter must follow the below procedure before suspending or terminating your commercial waste collection service for non-payment.

- **30 Days Past-Due:**
 - If you are 30 calendar days late on paying your carter, your carter must notify you in writing that (1) your payment is past due and (2) your service may be suspended or terminated if you are more than 30 calendar days late.
- **45 Days Past-Due:**
 - Your carter can only suspend or terminate your service if you are at least 45 calendar days late on paying your carter.
 - In order to suspend or terminate your service, your carter must notify you by certified mail (1) that your service is being suspended or terminated, (2) the reason why your service is being suspended or terminated, and (3) of the process for appealing the suspension or termination to DSNY.

Deadline to Appeal

- **You have 60 calendar days** from receiving the 45 Day Past-Due cancellation notice to submit your appeal to DSNY.
- A carter **may** continue service during the review at their discretion. Late fees can still accrue.

If you are unable to submit via e-mail, you may alternatively mail your appeal materials to:

NYC Department of Sanitation
Bureau of Commercial Waste
ATTN: CWZ Appeal
PO Box 915
New York, New York 10272

Note:

DSNY will review your appeal and notify you of a determination in writing within **30 days, unless additional information is requested**. You may be contacted if additional information is needed.

APPEALS FORM

I. Business Information *All fields are required*

- Business Name _____
- Address _____
- Contact name & relationship to business _____
- Contact phone number _____
- Contact email _____
- Preferred Method of Contact _____ CT#: (Your contract number can be found on your decal provided by your carter) _____
- If the carter listed in this appeal terminated your contract, do you currently have a different carter? If so, who? _____
- If you answered no to the above question, please state how you manage your waste _____

II. Carter Information *All fields are required*

- Carter Name _____
- Posted date of 45-day past-due notice _____

III. Reason for Appeal *What is the primary basis for your appeal? Grounds for appeal include:*

1. Carter did not follow required **Notification Requirements** (see page 1)
2. Billing dispute / incorrect charges
3. Payment was made or attempted or a payment plan was created

Reason for Appeal (choose from above) _____

IV. Documentation: Please provide documentation that supports your reason for appeal as indicated in Section III. The appeal decision will be made based on the documentation you provide, so you must submit all documentation you would like the Department to consider.

1. Notification Requirements not met

- **45 Days Past-Due Certified Notice** from your carter (If carter did not provide this notice, please indicate. Note: This notice is sent via certified mail and mailing records are retained by your carter.)

2. **Bill disputes / incorrect charges:** Provide all disputed invoices
3. **Payments were made or payment plan created.** Provide proof of payment or payment plan, as applicable.

In addition to the above, you may include other documentation in support of your claim. Evidence may include:

- Service agreement / contract
- Documentation of billing errors / disputed charges
- Correspondence with carter
- Other evidence

V. Certification

I certify that the information provided is accurate and that I am authorized to submit this appeal on behalf of the business.

Signature _____

Printed Name _____

Submission Date _____

Next Steps:

- You are responsible for sending a complete copy of your appeal package to your carter, as required by law. Your carter's contact information can be found in your service agreement.
- If you are unable to email the form and supporting evidence to CWZAppeal@dny.nyc.gov, you may alternatively mail your appeal materials to:

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