

**MINUTES OF THE MEETING OF THE  
NEW YORK CITY WATER BOARD  
DECEMBER 5, 2019**

A meeting of the New York City Water Board (the “Board”) was held on December 5, 2019 starting at approximately 8:30 a.m. at 255 Greenwich Street, 8th Floor Room 8-S1S2, New York, New York 10007. The following members of the Board attended the meeting:

Alfonso Carney,  
Dr. Demetrius Carolina, Sr.,  
Evelyn Fernandez-Ketcham,  
Adam Freed, and  
Jonathan Goldin,

constituting a quorum. Mr. Carney chaired the meeting, and Albert Rodriguez served as Secretary of the meeting. At the start of the meeting, Chair Carney noted that the minutes of the October 11, 2019 meeting should be revised to reflect the fact that he introduced Dr. Carolina in absentia at the October 11, 2019 meeting.

**Adoption of Rate Schedule Effective January 1, 2020**

The next item discussed was an increase to the rates for both the water and sewer service line protection (“SLP”) plans. Chair Carney noted that a hearing regarding the increase was conducted on November 15, 2019. At the hearing, American Water Resources, the SLP provider, gave a presentation on the reasons for the requested increase to the plan rates. Chair Carney recited some highlights from the presentation including 1) nearly 1/3 of water and sewer customers are enrolled in the programs, 2) the average customer satisfaction score is 95%, 3) the rates have not been increased since July 1, 2014, and 3) the plan’s terms and conditions were

modified to include additional coverage items as well as clear and plain language. Member Freed thanked staff for providing information on the program and requested going forward additional reporting on claim denial rates and the reasons for the denial. Omar Nazem, Treasurer, agreed to provide quarterly reports on claim denials as part of the regular financial updates provided to Board members. Member Goldin also thanked staff for the information provided and added that the plumbing index inflation report was helpful in analyzing the requested increase.

There being no further discussion, upon motion duly made and seconded, the following resolution was unanimously adopted by the Board.

### **RESOLUTION**

**WHEREAS**, the Board is authorized pursuant to Section 1045-g(4) of the New York City Municipal Water Finance Authority Act (the “Act”) to establish, in accordance with Section 1045-j of the Act, fees, rates, rents or other charges for the use of, or services furnished, rendered or made available by the water and wastewater system of the City of New York (the “City”); and;

**WHEREAS**, in accordance with Section 1045-j (3) of the Act, a public hearing concerning a proposal to change the rates charged for the water and sewer service line protection plan was held on November 15, 2019, and a summary of the hearing and all written statements submitted by November 14, 2019 have been received and reviewed by the Board; and

**WHEREAS**, based on the testimony and statements submitted in connection with the aforementioned public hearing, the Board has determined to increase the annual rate for the water service line protection plan from \$53.88 to \$66.84 and to increase the annual rate for the sewer service line protection plan from \$101.64 to \$114.60 effective January 6, 2020; it is therefore,

**RESOLVED**, that the Water and Wastewater Rate Schedule dated January 6, 2020, a copy of which is attached hereto, which reflects the increases to the annual rates of the water and sewer service line plans as described above is hereby approved.

### **Update on DEP Customer Information System Upgrade**

The next agenda item was a presentation on DEP’s customer information system (CIS) upgrade. Executive Director Joseph Murin introduced Albert Kramer, the project manager responsible for implementation of the new CIS and Cecil McMaster, DEP’s Business

Information Officer. Mr. Kramer gave a comprehensive presentation on the progress of the implementation. Mr. Kramer noted that the new system would be based on a Microsoft platform that will be regularly updated and will provide advanced customer service enhancements as well as additional reporting and rate flexibility options. Mr. McMaster noted that the new system will provide enhanced information security. At the conclusion of the presentation, Chair Carney requested a further update as the implementation progresses.

### **Approval of the Minutes**

The next item discussed was approval of the minutes of the Board's previous meeting held on October 11, 2019 subject to the change noted at the start of the meeting. There being no further discussion, upon motion duly made and seconded, the minutes of the meeting held on October 11, 2019 were unanimously adopted.

### **Adjournment**

There being no further business to come before the Board, upon motion duly made and seconded, the meeting was duly adjourned.

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SECRETARY