NEW YORK CITY WATER BOARD

WATER AND WASTEWATER RATE SCHEDULE

EFFECTIVE JULY 1, 2026

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INTRODUCTION

This Water and Wastewater Rate Schedule of the New York City Water Board sets forth the rates, charges, fees and other service charges for services furnished, rendered or made available by the water and wastewater systems of the City of New York. All water and wastewater charges are the legal responsibility of the property owner. For information on paying charges, please visit nyc.gov/DEP.

PART I – DEFINITIONS

As used herein:

"Access" means the ability to inspect a Customer's water and/or wastewater service and premises in order to ensure the accuracy of charges and includes, but is not limited to, the ability to inspect, test, install, repair or upgrade water meters, remote and automated meter reading devices and any appurtenant system equipment.

"AMR" or Automated Meter Reading Device means a DEP-approved transmitter wired to the water meter to read the meter and monitor consumption.

"Apartment" means that portion of a building consisting of one or more rooms and occupied by one or more persons as a Dwelling Unit, separate and set apart from other rooms or groups of rooms within a building. This classification includes and applies to maisonette apartments, apartment houses, studio apartments, duplex apartments, kitchenette apartments and dormitories.

"Attributed Consumption Charges" means charges imposed on a property based on attributed consumption as calculated in Part V – Section 3.C of this Rate Schedule.

"Authorized Representative" means any individual or organization specifically authorized pursuant to a valid Letter of Authorization to represent a property owner in connection with water and wastewater billing for a specific property and the accounts related to that property's bills,

"BCS" means the Bureau of Customer Services of DEP, which may be contacted online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by mail to: DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055.

"Bill Date" means the date a bill was issued on DEP's billing system.

"Bill Period" means number of days listed as "Days" on a water and wastewater bill signifying the "to" and "from" dates that service was provided.

"Billing Programs" means all of the programs specified in Part IV – Billing Programs.

"Boarder, Roomer or Lodger" means a person residing within a household who pays a valuable consideration for residence and who does not occupy the space within the household as an incident of employment.

"City" means the City of New York.

"Commissioner" means the Commissioner of the Department of Environmental Protection of the City of New York, or designee.

"Complete Application" means a written submission in which all requested information is provided, that is signed by the Customer and notarized, and is accompanied by all other information and documentation required by the Commissioner. If an application is incomplete, program eligibility will be evaluated based on criteria in effect as of the date the customer submits a Complete Application.

"Con Edison" means the Consolidated Edison Company of New York, Inc. or any successor corporation or entity acceding to the wholesale distribution of steam to retail customers in the City.

"Customer" means a current property owner or Authorized Representative of a current property owner.

"Delinquent Charges" means billed amounts for which payment has not been received by the Water Board by each of the Due Dates appearing on the customer's corresponding water and wastewater bills.

"Denial of Access" means the failure of a Customer to provide and/or facilitate Access to DEP in response to a notice that required Access in a time and in a manner acceptable to DEP.

"DEP" means the Department of Environmental Protection of the City of New York and its authorized agents.

"Deputy Commissioner" means the Deputy Commissioner of the DEP Bureau of Customer Services, or designee.

"Dishonored Payment Charge" means a charge applied to a customer account due to a payment returned unpaid for any cause.

"DOB" means the New York City Department of Buildings.

"DOF" means the New York City Department of Finance.

"Due Date" means the date full payment must be received by the Water Board and is shown as 'Payment Due By' on the face of the bill.

"Dwelling Unit" means the separate residences of a premises. The number of separate residences is determined by the Certificate of Occupancy or Use or other acceptable records of the City. Where necessary, DEP may inspect the premises to determine the number of separate residences to be used for billing purposes.

“Effective Date” means the date a resolution is adopted by the Water Board or the date otherwise explicitly specified as the Effective Date in this Rate Schedule or in the authorizing resolution approved by the Water Board.

“Executive Director” means the Executive Director of the New York City Water Board, or designee.

“Fiscal Year” or “FY” means the period from July 1 through June 30.

“Flat-Rate Account Reconciliation” means a review of flat-rate billing to validate the fixture and/or billing unit count and to determine that an account is appropriately billed.

“HPD” means the New York City Department of Housing Preservation and Development.

“Late Payment Charges” or “LPC” means the percentage interest rate charges applied to an account’s Delinquent Charges.

“Letter of Authorization” or “LOA” is a specific authorization on file with DEP signed by the owner of the premises and notarized, designating an individual or organization as the Authorized Representative. An LOA is valid for a maximum of three years from the date of notarization, or a lesser period as explicitly written in the LOA. A valid LOA must contain a statement that the owner hereby rescinds any previously issued LOA. In cases where an owner has authorized multiple representatives, DEP shall deem the latest filed LOA to be valid, superseding any earlier dated LOA(s).

“Low-consumption Commercial Unit” means a unit in which water will be used primarily by employees for sanitary purposes with projected annual consumption of less than 63,000 gallons. Commercial units with laundry, medical, food or beverage-related businesses are specifically excluded.

“Metered Premises” is a property or premises that is metered at the point of entry of each water service pipe or at a location approved by the Commissioner.

“NYCPC” is the New York City Plumbing Code; the NYCPC is included in the construction codes published on the DOB website

“Rate Schedule” means this New York City Water Board Water and Wastewater Rate Schedule Effective July 1, 2026.

“Regulated Rate” means the rate per million gallons of water supplied to users outside of the City for water supplied that does not exceed the allowance quantity established in accordance with Section 24-360 of the Administrative Code of the City of New York.

“Residential Premises” means a property or premises that is classified as a private dwelling or as a Class A multiple dwelling under the New York State Multiple Dwelling Law.

"Retail Steam Customers" means persons, firms and entities that purchase, directly from Con Edison, steam sold and distributed by Con Edison.

"Retail Steam Customer Discharges" means discharges to the City's Wastewater System at any property served by the Steam System resulting from the condensation of steam delivered by Con Edison. Retail Steam Customer Discharges shall not include any Steam System Discharges.

"Room" means that portion of an Apartment or dwelling legally constructed so that it may be used for separate occupancy by one or more persons.

"Service Connection" means a service pipe connecting a property or premises to a water main. Property owners are responsible for maintaining service connections.

"Standard Wastewater Allowances" means the list of Wastewater Allowances in Part III – Section 7.D.

"Steam System" means the system owned and operated by Con Edison to distribute steam to properties in the City.

"Steam System Discharges" means any discharges to the City's Wastewater System from the condensation of steam distributed by Con Edison at any point along the route of the Steam System up to the property line of properties receiving steam from such Steam System.

"Stormwater" means that portion of precipitation that, once having fallen to the ground, is in excess of the evaporative or infiltrative capacity of soils or the retentive capacity of surface features and which flows or will flow off the site by surface runoff.

"Wastewater Allowance" is a percentage discount that applies to wastewater charges that otherwise would be assessed on a property or premises.

"Water Board" or "Board" means the New York City Water Board.

"Water Supply System" and "Wastewater System" mean, respectively, the water system and wastewater system of the City of New York.

PART II – WATER RATES AND CHARGES

Charges for water furnished by the Board to any premises will be computed in proportion to the water furnished as ascertained by meter, subject to minimum service charges, unless stated otherwise in this Rate Schedule. Charges apply unless the water tap has been destroyed in the street or shut off at the connection to the water main, by either DEP or a licensed plumber pursuant to valid permits, disconnecting water service to the premises. Water rates and charges included in this Part II do not include wastewater service charges, which are set forth in Part III.

Section 1. Metered Water

A. The charge for water billed on the basis of metered consumption is $5.35 per one hundred cubic feet. One hundred cubic feet is approximately equal to 748.052 gallons.

B. The minimum charge imposed for water service is $0.49 per day per water meter within a Bill Period. The minimum charge will be imposed for any Bill Period in which charges based on actual consumption and computed in accordance with Section 1.A above are less than the minimum charge. There is no minimum charge for fire sprinkler system water meters.

C. All accounts on metered billing must be metered to the satisfaction of the Commissioner, pursuant to applicable permits.

D. Use of Average Daily Flow

If a water meter registers incorrectly, stops registering, or is removed or bypassed for any cause or reason, a charge for water will be imposed for water consumed during that period of time based upon the consumption measured by an accurately functioning meter for a representative period of time either prior to or subsequent to the period of meter failure as reasonably determined by DEP, at the appropriate rates in effect for that period, except for accounts subjected to Attributed Consumption Charges pursuant to Part V – Section 3.

E. Estimated Bills

If DEP cannot read the meter or if the meter reading appears questionable, DEP may issue estimated bills based on previous consumption or other reasonable criteria. If not paid when due, estimated bills are subject to authorized Late Payment Charges and all collection enforcement options.

F. Any property with metered water charges is not permitted to return to water charges based upon unmetered rates or upon any fixed-rate Billing Program, unless otherwise authorized.

Section 2. Unmetered Water

Unmetered water rates apply to premises both wholly or partly unmetered and not billed on the basis of the Multi-family Conservation Program or on metered consumption. Rates are per year unless otherwise indicated.

Frontage rate billing is not available to properties that (i) are newly constructed after June 30, 2012, or (ii) were billed on a frontage rate, but that subsequently underwent a substantial renovation, in which more than 50% of a building's structure or assembly, components, or functional systems, such as lighting, HVAC, electrical, or plumbing, among other standard elements of a building, are replaced or newly constructed, or (iii) were not already billed on a frontage rate prior to June 30, 2012.

A. Frontage Rates

A minimum charge for frontage accounts shall consist of Item 1 – Front width of building, which includes the first story, one toilet, one bathtub or shower and one Dwelling Unit. A premises will be subject to the minimum frontage charge if the premises is vacant and sealed, from the date of discovery by DEP or the date certified by another agency of the City, provided that no such adjustment shall exceed the four-year complaint filing period.

Property owners are responsible for notifying DEP of any removal or replacement of a water-consuming fixture. As a general rule, DEP will impose fixture charges through the date the Customer notifies DEP in writing of the removal or replacement of a water-consuming fixture, as confirmed by DEP inspection. An exception to the general rule is permitted where fixture charges are different than the substantiated fixture profile. A substantiated fixture profile can be demonstrated only by (i) submission by the Customer to DEP of a valid Certificate of Occupancy which indicates a fixture profile different from DEP billing records, as confirmed by DEP inspection, or (ii) submission by the Customer to DEP of a valid work permit issued by DOB that indicates the nature and date of stated physical changes made to the property or its water consuming fixtures, as confirmed by DEP inspection. DEP will correct fixture charges based on a substantiated fixture profile from the date of issuance of the Certificate of Occupancy or completion of work indicated in (i) or (ii) above, provided that no such adjustment shall exceed the four-year complaint filing period.

The annual frontage rates are as follows:

1. Front width of building, which includes the first story, one toilet, one bathtub or shower and one Dwelling Unit.

16 feet and under	$224.57
Over 16 feet to 18 feet	280.75
Over 18 feet to 20 feet	336.94
Over 20 feet to 22 ½ feet	392.98
Over 22 ½ feet to 25 feet	449.01
Over 25 feet to 30 feet	561.56
Over 30 feet to 37 ½ feet	673.74
Over 37 ½ feet to 50 feet	786.14
Each additional ten (10) feet or part thereof	112.45

2. Each story in excess of one per building. 56.12

3. Rear building on any lot or lots with front building thereon, each twenty-five (25) feet front or fraction thereof. 280.75

   Note: A corner-lot building must pay the rates for front width and stories of building.

B. Extra Dwelling Unit Rate

Each Dwelling Unit in excess of one Dwelling Unit per building. $257.02

C. Boarder, Roomer or Lodger Rate

Each Room in a building or Apartment available for occupancy by a Boarder, Roomer or Lodger, in excess of the two (2) Rooms permitted a family, in addition to the Dwelling Unit charge, per person, per Room.	$37.51

D. Fixture Charges and Miscellaneous Rates

1. Ash lift. Thirty-can or less capacity per day.	$168.40
Each additional thirty-can lift or fraction thereof.	112.44
2. Bathtub or shower in excess of one (1) per building, or shower not installed over bathtub, or "sitz" bath, in excess of one (1) per building.	168.40
3. Bathtub located in a kitchen of a Dwelling Unit that has no other Room containing a bath.	74.80
4. Bathtub, in barber shop, public house and bathing establishment.	280.75
5. Bathtub or shower, outdoors, comprising a section of piping with or without spray attachment, located outside of a building.	280.75
6. Bakery. Each oven.	449.01
7. Barbershop, beauty, hairdressing and manicuring parlor. Up to and including three (3) chairs or tables.	449.01
Each additional chair or table.	56.12
8. Barge. Water for domestic use only.	280.75
9. Boiler, permanent, when used exclusively for a purpose not covered by any other fixture charge. Per horsepower.	121.31
10. Café, restaurant, and bar or any store similarly used.	
For each sink.	280.75
For each bar.	561.56
11. Café, luncheonette, lunch counter, restaurant, or other place where food is served for consumption on the premises.	449.01
12. Compressor (portable). For water used by a compressor of any gasoline-operated apparatus with a return cooling circulating system (rates given are per month).	56.12
13. Dentist. Each fountain cuspidor.	56.12

14. Fire line or sprinkler system, in a building. Per tap or connection:

Each 1½-inch or smaller	56.12
Each 2-inch	112.44
Each 3-inch	168.40
Each 4-inch	224.57
Each 5-inch	280.75
Each 6-inch	336.94
Each 8-inch	449.01

15. Florist or conservatory. 449.01

16. Fountain, ornamental or display. 280.75

17. Garage, connected to the City water supply, located in a building, capacity not more than three cars. 56.12

18. Hose connection, faucet, or other plumbing fixture attached to the inside or outside of a building or located at any point on a lot, for garden or lawn watering or street, sidewalk or step washing. Each. 280.75

19. Hospital business charge per each floor and area where there is a separate business, including lunch counters, gift shops, newspaper and magazine stands, employee cafeterias, etc. 449.01

20. Hospital developing tank located in a reception room, per faucet. 449.01

21. Ice machine or air conditioning unit, per quarter ton. Air conditioning units requiring a minimum rate of flow of water greater than one-half (½) gallon per minute must be metered 280.75

    a. If equipped with an approved water conserving device, per quarter ton. 42.05

    b. Air conditioning equipment with rated capacity in tons will be charged pro rata from date of installation to date of metering, per year, per quarter ton. 280.75

    c. Such units, when equipped with an approved water conserving device, will be charged pro rata from the date installed to the date when the supply is metered, per year, per quarter ton. 42.05

    d. Air conditioning apparatus not equipped with a refrigerating unit or using water for other than refrigerating uses, for the cleaning or conditioning of the air, for the period between the time the unit is installed and the date when the supply is metered:

Less than one-half (½) gallon per minute	224.57
½ gal. and up to but not including 1 gal./min.	280.75

1 gal. and up to but not including 2 gal./min.	842.25
2 gal. and up to but not including 3 gal./min.	1,122.87
3 gal. or more per minute, per gallon or fraction thereof.	561.56

22. Laundry. Each washtub, washing machine or apparatus for washing clothes located in a hospital or the common area of a Residential Premises. 449.01

23. Laundry. Each washtub, washing machine or apparatus for washing clothes located within an individual Apartment or intended for use by one Dwelling Unit. 85.62

24. Photograph gallery. Each faucet or outlet. 449.01

25. Soda or mineral water fountain. One sink or glass washing spray. 449.01
    Each additional sink or glass washing spray. 168.40

26. Soda, mineral or carbonic water manufacture. Each machine or apparatus (retail). 561.56

27. Steam presser. For each boiler serving steam to a presser in a tailoring or other establishment where garments are pressed. 112.44

28. Store. For each store or other independent portion of a building used for business purposes:
    Hot and cold water available. 449.01
    Hot water only or cold water only available. 224.57

29. Swimming pool, swimming tank, plunge bath or wading pool. Where located within building or heated so as to be usable on a year-round basis, per each ten (10) cubic feet or fraction thereof. 56.12

30. Swimming pool, swimming tank, plunge bath or wading pool. Where located outdoors and not heated so as to be usable on a year-round basis or where located within structures other than buildings but not so as to be usable on a year round basis:

Less than two thousand five hundred (2,500) cubic feet.	280.75
Each additional ten (10) cubic feet or fraction thereof.	18.61

    Note: Where a swimming pool, swimming tank, plunge bath or wading pool is conducted as a business enterprise and admission charged, the supply must be metered.

31. Testing of standpipe or other fire line within buildings, per test. 56.12

32. Toilet or urinal in excess of one (1) per building.

Ultra low flow toilet, as approved by the Commissioner.	51.34
All other fixtures.	112.44

33. Unmetered water used in the operation of any machine, apparatus or other facility not previously specified, including hospital fixtures, is charged per one hundred cubic feet of water. 5.35

34. Water motor. Where the capacity is not greater than one-hundredth (1/l00th) horsepower. 112.44

Section 3. Failure to Install a Meter or Remote

An annual surcharge will be imposed equal in amount to 100% of the last annual unmetered water charge when a Customer fails to install a meter or a remote reading device. The surcharge will be applied from July 1, 2000 until the date the installation takes place and, where a meter is installed by a private plumber, the permit for the work has been returned to DEP.

Section 4. Municipalities outside of the City of New York

The Regulated Rate for water supplied to users outside the City from either the Croton or Catskill/Delaware systems that is within the allowance quantities set forth in Section 24-360 of the Administrative Code of the City of New York is $2,193.07 per million gallons.

The rate and charge for water provided to users outside of the City that exceeds the allowance quantities set forth in Section 24-360 of the Administrative Code of the City of New York is $6,995.80 per million gallons.

In keeping with the provisions of Part VI, Section 3, Late Payment Charges are assessed on amounts owed by users located outside of the City on overdue bills for water supplied from either the Croton or Catskill/Delaware systems, at a rate equivalent to the highest interest rate applicable to overdue property taxes for properties located in the City of New York.

Section 5. The City of New York

Water is supplied to properties owned by the City in accordance with the terms set forth in section 1045-(j) (5) of the New York City Municipal Water Finance Authority Act.

PART III – WASTEWATER RATES AND CHARGES

Section 1. General Provisions

The owner of any property connected or required to be connected to the Wastewater System, including but not limited to property connected with the Wastewater System by means of a private sewer or drain, and any person benefiting from the use of, or services furnished, rendered or made available by the Wastewater System, whether or not the owner of any property connected or required to be connected to such system, shall pay a wastewater charge for the use

of, or services furnished, rendered or made available by the Wastewater System. In instances where a property is required to be connected and has not connected, charges will be assessed retroactive to the date that the property was required to be connected. In instances where a new sewer is installed, charges will be assessed six months after notification that the new sewer has been installed and made available. In instances where a property has connected to the Wastewater System, charges are assessed from the date of connection.

Section 2. Property Supplied by Water Supply System

The wastewater charge for any property supplied with water from the Water Supply System is one hundred fifty-nine percent (159%) of the charges for water supplied to that property from the system, including any surcharges, unless otherwise provided in this Rate Schedule.

Section 3. Property Supplied with River or Well Water

The wastewater charge for property supplied with river water or water from private wells is one hundred fifty-nine percent (159%) of the amount that would be charged for the quantity of water supplied from such sources if the water were supplied from the Water Supply System at the rates charged for water supplied to Metered Premises. The Customer must install an accurately functioning water meter approved by the Commissioner to measure the quantity of water supplied from such sources. If necessary, the Commissioner may estimate the quantity of water supplied from such sources and compute the wastewater charge on the basis of the estimated quantity. If property supplied with river water or water from private wells is also supplied with water from the Water Supply System, the wastewater charge for the property is the sum of the charge computed in accordance with this section and the charges computed in accordance with Section 2 of this Part III.

Section 4. Stormwater on Parking Lot not Supplied with Water Supply System, Well or River Water

An annual wastewater charge for Stormwater of $0.0907 per square foot of property area shall be assessed on all parking lots, where Stormwater may enter or drain into the Wastewater System from such lot, that are not supplied or ancillary to an adjacent use that is supplied with water from the Water Supply System, a river or a well. Parking lots are outdoor spaces or uncovered plots of ground that have the capacity to hold five or more motor vehicles and are used to accommodate, store, or keep any motor vehicle. Any such lot which has implemented Stormwater management practices specified by the Board shall be exempt from any wastewater charge for Stormwater upon approval by DEP.

Section 5. Miscellaneous Discharges

Any person or entity or the owner of any property who introduces water or wastewater into the Wastewater System, other than that originating from water provided by the Water Supply System, private wells, river water or Stormwater, shall pay a sewer use fee equal to the greater of:

A. $606.52; or,

B. If the discharge is introduced into a sanitary or combined sewer and could flow to a treatment plant, 159% of the amount that would be imposed if the discharge originated from water provided by the Water Supply System; or,

C. If the discharge is introduced into a storm sewer or other facility such that it does not receive treatment services, 38% of the amount that would be imposed if the discharge originated from water provided by the Water Supply System.

The Commissioner may estimate the quantity of such water or wastewater introduced into the Wastewater System and compute a charge based upon the estimated quantity.

Section 6. Property Connected to the Sewage Network Also Served by a Private Wastewater Treatment Plant

The wastewater charge for a property that discharges wastewater that is partially or fully treated by a private wastewater treatment plant that in turn discharges treated wastewater into either a storm sewer, water body, culvert or stream is thirty-eight percent (38%) of the charges for water supplied to the property from the Water Supply System, or if the water supply is provided by a private well or river water, the wastewater charge will be equal in amount to thirty-eight percent (38%) of the charge that would have been assessed for the quantity of water from such source if the water were supplied from the Water Supply System at the rates charged for water supplied to Metered Premises.

In order to qualify for the wastewater discount in this Section 6, a private wastewater treatment plant may release at most 25% of the annual wastewater flow attributable to the associated property into the City of New York Wastewater System for treatment. In the case of a private wastewater treatment plant that is shared among multiple properties, at most 25% of the combined annual wastewater flow attributable to all of the properties connected to the plant may be released into the City's Wastewater System. The estimated percentage release of wastewater by the private plant must be documented, with supporting diagrams and calculations, in a written report by a professional engineer licensed in the State of New York. In instances where more than one property shares a single private wastewater treatment plant, the application procedure for requesting a billing discount across all connected properties should follow the procedure described in Part IV, Section 6, Part A, numbered points 7, 8, and 9, in applying for a Comprehensive Water Reuse billing discount on a reuse system, particularly with respect to procedures and documentation requirements for seeking a discount on a collection of properties connected to a single system, in which the construction of the connected properties is completed in stages.

Properties receiving a billing discount pursuant to the provisions of this section are required to respond to any requests by DEP or the Board for re-certification of compliance with program terms, or to requests for an updated engineer's report. A failure to provide updated information as requested by DEP or the Board may result in the loss of a billing discount by all properties connected to the private treatment plant.

In order to obtain and continue to receive a wastewater discount pursuant to this section, applicants must provide evidence that the Private Wastewater Treatment Plant will obtain and then continue to maintain the necessary regulatory approvals required to operate such a system, as may be required by the New York State Department of Health, the New York City Department of Buildings, the New York City Department of Environmental Protection, and/or the New York City Administrative Code, in addition to any other governmental body with oversight authority over such systems.

The engineer's report provided when applying for this billing discount must include a diagram and explanation of the metering plan to illustrate how the discharge of wastewater to the City's wastewater system will be calculated. Meters must be installed to the satisfaction of the Commissioner of DEP. DEP may require the installation of sampling or gauging instruments or approved wastewater discharge meters on a case-by-case basis, if, in the opinion of the Commissioner, the equipment is necessary to verify or monitor flows or discharges for the purpose of determining actual charges or allowances. The owner is responsible for the cost of such meters or instrumentation, their installation and their maintenance. Owners shall maintain these meters to ensure that the meters or instrumentation are registered accurately within industry standards.

In order to obtain a discount under this section of the rate schedule, an accountholder must disclose if funds to purchase the private wastewater asset are being provided by a City of New York governmental agency or body. While receipt of City funds will not generally disqualify a property from seeking a billing discount under this section, the Commissioner of DEP maintains the discretion to determine eligibility when City funds are involved in the purchase of a private wastewater improvement on a case-by-case basis.

Section 7. Wastewater Allowances for Commercial or Industrial Property

A. Wastewater Allowances – General

Water consumption that is exclusively used for a commercial or industrial purpose and separately metered, where the process is such that water supplied is not discharged entirely into the Wastewater System, may be eligible for a Wastewater Allowance in accordance with the provisions of this Section.

A process is eligible for a Wastewater Allowance if the water supply to the process is fully metered to the satisfaction of DEP. DEP may require the installation of sampling or gauging instruments or approved wastewater discharge meters, if, in the opinion of the Commissioner, the equipment is necessary to verify or monitor flows or discharges for the purpose of determining actual charges or allowances. The owner is responsible for the cost of such meters or instrumentation, their installation and their maintenance. Owners shall maintain these meters to ensure that the meters or instrumentation are registering accurately within industry standards.

A Wastewater Allowance previously granted will be revoked if any delinquent charge remains unpaid after written notice of the delinquency is provided to the Customer by DEP

or the Board. If a Wastewater Allowance is revoked due to a delinquency, any reinstatement will be prospective only effective as of the date full payment is received.

B. Application for Wastewater Allowances

1. A Wastewater Allowance will be granted upon satisfaction of all of the following conditions:

   a. The Customer files a Complete Application, which includes proof satisfactory to the Commissioner that the system is metered and the meter is functioning properly;

   b. The written application includes, among other items that the Commissioner may specify, a copy of all required licenses necessary for business operation;

   c. DEP determines that the application is a Complete Application and the Customer is eligible for the Wastewater Allowance in accordance with this Section;

   d. For such property, DEP determines that there are no delinquent water or wastewater charges or real property taxes;

   e. An application for a cooling tower allowance must include written documentation demonstrating that (i) the cooling tower is registered on New York City's Cooling Tower Portal (https://coolingtowers.cityofnewyork.us), and (ii) is in current compliance with the requirements of both the New York City Department of Buildings and the New York City Department of Health and Mental Hygiene.

2. DEP may reject any application that, at the time of filing, is missing one or more items of information or documentation that is required in order to make the application a Complete Application.

3. A Customer whose application has been rejected in accordance with paragraph (2) above may re-file the application upon inclusion of the information or documentation that DEP previously determined to be missing.

C. Term of Wastewater Allowances

Upon receipt by DEP of a Complete Application and a determination that the Customer is eligible for a Wastewater Allowance, DEP will, by written notice to the Customer, grant the allowance, which will be prospective only, starting from the date the Complete Application was filed with DEP, and such Wastewater Allowance will expire five years from such date. Cooling tower allowances will be automatically renewed provided the Customer maintains compliance with annual registration requirements with both the New York City Department of Buildings and the New York City Department of Health and Mental Hygiene. The Customer must apply for renewal of all other Wastewater Allowances by submitting a written application before the expiration of the five-year period. Wastewater Allowances originally awarded with two-year terms prior to July 1, 2022 will be viewed as having five years terms, dated from the date on which the Wastewater Allowance was first granted.

D. Standard Wastewater Allowances

The following Standard Wastewater Allowances are authorized for any property that can demonstrate, to the satisfaction of the Commissioner, that its commercial purpose or process and predominate water use is consistent with the classification indicated for the allowance.

A property is not permitted to have more than one Standard Wastewater Allowance applied simultaneously to a single meter. If a Customer requests more than one Standard Wastewater Allowance per meter, the Customer must comply with Section E of this part, Exceptions to Standard Wastewater Allowances.

	Business or Water Use	Allowance
1.	Air Conditioning and Refrigeration *See Note 1*	85%
2.	Bakeries (Wholesale): Manufacturers of biscuits, pies, pastries, bread, etc.	40%
3.	Beverages: Soda and Soft Drink Manufacturers	15%
4.	Breweries	30%
5.	Building Construction and Sanitary Purposes (Metered)	90%
6.	Carpet and Rug Cleaning	20%
7.	Cemeteries	50%
8.	Chemical Industry (Flavoring Extractors)	20%
9.	Condiment Manufacturers: Pickles, Relishes, etc.	20%
10.	Confectioners (Wholesale)	10%
11.	Dry Cleaning Plants and Establishments	5%
12.	Florists and Plant Nurseries (Wholesale and Greenhouses)	50%
13.	High Pressure Boilers (for power only)	10%
14.	Ice Cream Manufacturers (Wholesale)	10%
15.	Ice Manufacturers (Wholesale)	85%
16.	Industrial Wiping Cloth Plants	10%
17.	Launderettes *See Note 2*	5%
18.	Laundries (Flat Finish) *See Note 2*	10%
19.	Laundries (Wet Wash and Combination) *See Note 2*	20%
20.	Meat (Wholesale): Processing, Packing and Slaughtering	10%
21.	Metal Products (Finished)	5%
22.	Paint, Varnish and Glue Manufacturers	10%
23.	Plastic Products Manufacturers	10%

	Business or Water Use	Allowance
24.	Textile: Yarn, Fur Dyers, Shrinkers and Spongers	25%

Note 1: Air conditioning or refrigeration systems of 25 tons and more, using recirculated water, will be authorized a Wastewater Allowance only when the system is metered to the satisfaction of the Commissioner. The allowance, if authorized, will be 85% of the registered volume based on an assumed 15% of water discharged into the Wastewater System for blow-down or bleed-off. This allowance also applies to Residential Premises.

Note 2: Launderettes are defined as establishments who service a predominately residential population using primarily coin-operated washers and dryers, which either allow customers to do their own washing or drying, or offer drop-off and pick-up service; Laundries (Flat Finish) are defined as establishments that perform pressing (flat finishing) exclusively; Laundries (Wet Wash and Combination) are defined as establishments that do washing or drying exclusively for commercial customers.

E. Exceptions to Standard Wastewater Allowances

Exceptions to the Standard Wastewater Allowances may be authorized in accordance with the provisions of this Section 7.E.

1. An exception to the Standard Wastewater Allowances will be granted upon satisfaction of all of the following conditions in addition to satisfaction of those conditions required for the Standard Wastewater Allowances:

    a. The Customer must include a certification by a professional engineer licensed to practice in the State of New York, as to the amount of fluid and solid material discharged to the Wastewater System (including wastewater from all sources, such as well water or river water), the amount of water absorbed by the process (and therefore not discharged), and all supporting data and analysis. In addition, such data and analysis must demonstrate any periodic or seasonal variations (including but not limited to maximum and minimum quantities) in process absorption.

        The certification must also include all of the following:

        i. A complete detailed description of all connections of the property and the commercial or industrial processes with the Wastewater System, and with all private sewers or drains discharging into the Wastewater System or otherwise;

        ii. If the property or process is connected to or utilizes wastewater disposal facilities other than those of the Wastewater System, a complete detailed description of the facilities;

        iii. A complete listing and description of every source of water supplied or connected to the property or process indicating flow at maximum demand;

        iv. A written statement that the applicant and owner of the property or process, and the subject property or process, are in full compliance with all rules and

regulations of DEP, the New York State Department of Environmental Conservation and the U.S. Environmental Protection Agency with respect to the use and supply of water and use of the Wastewater System, that any previously cited violations have been satisfied by compliance with the relevant regulation, and that all penalties associated therewith have been paid;

v. A statement disclosing the names and business addresses of all persons having ownership interest in the property or enterprise doing business at the subject premises. If the property or process is owned or operated by a corporation, the certificate(s) of incorporation must be provided.

b. Upon review of the application, DEP must determine that the application is a Complete Application and that the Customer is eligible for the exception to the Standard Wastewater Allowances.

c. For such property, DEP must also determine that there are no delinquent water or wastewater charges or real property taxes.

2. Upon receipt by DEP of a Complete Application for an exception to the Standard Wastewater Allowances and a determination that the Customer is eligible for the exception, DEP will, by written notice to the Customer, grant the exception, which will be prospective from the date of DEP's determination. All such allowances shall be rounded to the nearest integer percentage value; for example, 5.14% would round to 5.0%, and 17.73% would round to 18.0%. An exception to the Standard Wastewater Allowances will expire five years from the date of DEP's determination unless a renewal application is submitted to DEP. A renewal application must include a certification of a professional engineer licensed to practice in the State of New York that states all of the following:

a. No new uses of water, or changes in the property or process, or in the discharge volume have occurred;

b. The original certification supplied to DEP is an accurate representation of current and anticipated conditions at the premises;

c. The original certification is available for inspection by DEP.

Section 8. Steam Condensate Discharges

A wastewater charge shall be imposed for steam condensate discharges into the Wastewater System related to the distribution and sale of steam as an energy source.

A. Charges for Retail Steam Customer Discharges

The person or entity who shall be assessed and liable for the payment of wastewater charges for Retail Steam Customer Discharges shall be the Retail Steam Customer purchasing the steam that results in such discharges.

The wastewater rate set forth in Section 2 of this Part III shall be applied to a calculated volume of water consumption that represents steam condensate discharges to the Wastewater System. Such volume shall be determined from steam consumption data of the steam provider, which will be converted from thousand pounds of steam (Mlbs) to one hundred cubic feet equivalent units of water by dividing the Mlbs units of steam consumed by 6.2422 and multiplying by the following percentages based on Retail Steam Customer Classification:

1. Steam Classification-1 (SC1-Small Users): 90%
2. Steam Classification-2 (SC2-Large Commercial): 67%
3. Steam Classification-3 (SC3-Large Residential): 76%

In cases where the actual discharge of steam condensate to the Wastewater System differs significantly from the proportions established above for each customer's classification, an application for an alternative allowance may be submitted to DEP under Part III – Section 7.E hereof, Exceptions to Standard Allowances.

B. Charges for Steam System Discharges
The entity who shall be assessed and liable for the payment of wastewater charges for Steam System Discharges shall be Con Edison. The wastewater charges shall be equal to 6.3% of all charges for Retail Steam Customer Discharges.

PART IV – BILLING PROGRAMS

Section 1. General Provisions

The following conditions apply to all Billing Programs in this Part IV:

A. Accounts that are delinquent will not be eligible for any Billing Programs until the Customer pays the total amount due in full or enters into a payment agreement with either the Board or DEP to pay the total amount due, provided that delinquencies that are solely based on charges incurred for an extraordinary leak or disaster will not disqualify the account from program consideration. If the terms of a valid payment agreement are subsequently violated, any benefits received under a discretionary billing program after the date of such agreement will be withdrawn and the account's billing will revert to its original status.

B. Premises in violation of the Certificate of Occupancy or Use, as determined by DOB, or premises with open DEP violations are not eligible until the violation is corrected. Upon correction of the violation, the Billing Program's benefit will only apply from the date of correction. There will be no retroactive application of benefits for the period during which the premises was in violation.

C. Credit balances resulting from the application of a Billing Program will be refunded only if the entire credit balance will not be used under normal service usage within one year of the date of application of the Billing Program.

D. Information on Billing Programs may be obtained from BCS or the Board online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by mail to: DEP Bureau of Customer Services, P.O. Box 739055, Elmhurst, NY 11373-9055. Requests for Information on Billing Programs must be made in writing.

Section 2. Multi-family Conservation Program (MCP)

A. Definitions

As used in this Section, the following terms have the respective meanings below:

"Energy Star" means the program co-sponsored by the U.S. Environmental Protection Agency and the U.S. Department of Energy regarding water and energy efficiency standards for appliances.

"Substantial Leak(s)" means a water leak from:

1. A toilet;
2. Any water plumbing fixture that is measured from ten to fifty gallons per day (GPD) and will cost $250 or less to repair;
3. Any water plumbing fixture that is measured at fifty GPD or greater; or
4. Water service lines between two or more buildings in a housing complex.

"WaterSense" means the U.S. Environmental Protection Agency program that involves the testing and certification of high-efficiency toilets, faucets and showerheads.

B. Program Overview

The MCP provides qualified multi-family housing of four or more Dwelling Units with billing based on a fixed charge per unit in lieu of billing based on metered charges. The program objective is to promote water conservation in multi-family housing, while giving Customers control over their water and wastewater costs.

C. Annual Charge per Unit

The fixed charges for water and wastewater services are assessed for the Fiscal Year as follows:

1. Dwelling Unit	$1,412.60
2. Low-consumption Commercial Unit	$1,162.97
3. Boarder, Roomer or Lodger Unit	$400.54

4. Additional Charge for Non-Compliance with MCP Requirements - Suspended through June 30, 2027.

5. MCP charge(s) shall be prospective from the date of enrollment.

6. Any Wastewater Allowance, including but not limited to air conditioning and refrigeration allowances, that was previously authorized for a property shall be discontinued coincident with the effective date of the MCP charge(s), unless such Wastewater Allowance is solely for the consumption of a commercial unit that is not a Low-consumption Commercial Unit and is separately metered and billed by DEP.

D. Eligible Property Types

Residential Premises of four or more Dwelling Units per building may be eligible for the MCP, subject to the following limitations:

1. If such Residential Premises is newly constructed or substantially renovated, it is and will be subject to rent regulation and rent limitations under the laws of New York State or Federal regulations.

2. If such Residential Premises has combined residential and commercial use that is measured by an entire premise meter:

   a. The predominant use of the property must be residential, and

   b. i. The commercial water use must be by Low-consumption Commercial Unit(s), or

      ii. Any commercial unit that is not a Low-consumption Commercial Unit must be separately metered and billed by DEP.

   Note: If more than one commercial tenant needs to be metered, one separate meter must be used for all such commercial tenants together; except that, if the commercial tenants are not in reasonable proximity to each other and installing an individual meter for each tenant will be prohibitively expensive, the owner may make a written request for a variance. The variance request shall include a schematic sketch that illustrates the incoming water service, the branch piping to the commercial tenants, and the commercial tenant meter locations and connections.

E. General Requirements

1. DEP-approved meter(s) and AMR device(s) must be installed and accurately registering consumption for the entire property, or the property must be an Automatically Enrolled Property as defined in Part IV – Section 2.G. At the Customer's expense, DEP may also require the Customer to install and maintain a meter on the makeup-line of a boiler to monitor condensate or return water leaks.

2. The Customer must:

    a. Provide and/or facilitate DEP Access to the property;

    b. Allow DEP to perform interior leak detection surveys, which may be based on a random sample of at least 25% of the units, and to distribute and post notification flyers prior to the leak survey;

    c. If a housing complex of three or more buildings, allow DEP to complete a perimeter leak detection survey, which is an inspection of the underground service lines that connect buildings within a multiple-building complex to one another and the street main;

    d. Maintain all water using plumbing fixtures, the building shut-off valve and major piping in good working order;

    e. Promptly repair any Substantial Leaks; and

    f. Not become more than 90 days delinquent on any billed charges.

3. Any property failing to meet the program requirements may be removed from the MCP, and the account will be converted to meter-based billing or, if applicable, Attributed Consumption Charges. Additionally, buildings with substantial increases in water consumption caused by unaddressed leaks or waste may be expelled from the program.

F. High-efficiency Fixture Requirements

For an existing property to be eligible for the MCP, at least 70% of each type of the building's fixtures (i.e., toilets, showerheads and faucets) must be high-efficiency. The fixture requirements for all units are as follows.

1. For all fixtures installed prior to July 1, 2012, the requirements are as follows:

    a. Toilets must:

        i. Use a maximum of 1.6 gallons per flush; or

        ii. According to DEP's records, have been installed pursuant to DEP's original Toilet Rebate Program.

    b. Showerheads must be a high-efficiency type with a fixed restrictor that allows for no more than 2.5 gallons per minute as measured at the showerhead.

    c. Faucets shall flow at 2.5 gallons per minute or less either through the design of the faucet or by the installation of a "tamper-resistant" aerator.

2. After July 1, 2012, all new fixtures installed in existing buildings or new construction must meet NYCPC requirements, which are currently found in Section 604.4. Additionally, in every unit that becomes vacant, the Customer shall replace all fittings and fixtures with fixtures that meet NYCPC requirements.

3. High-efficiency replacement parts must be used in any repairs. For gravity-flush toilets, refill devices that will not refill the tank unless the toilet is flushed or devices that shutoff the water supply if a leak occurs are strongly recommended, along with a replacement-compatible flapper that is warranted for corrosion resistance for at least five years. Replacement faucets must be washer-less (ceramic disk or cartridge models).

4. Any building with a common area laundry room shall ensure that all washing machines are Energy Star-rated for high-efficiency. If they are not, all common area washing machines must be replaced with Energy Star-rated machines at the end of the normal replacement cycle if the machines are owned by the Customer or at the time of the next contract award, renewal, or extension, if such machines are provided by a vendor. If the building allows occupants to have their own clothes washers, the building shall place a rider on all future leases and lease renewals requiring that all new clothes washers be Energy Star-rated for high-efficiency, unless the Customer demonstrates to the satisfaction of the Commissioner that such lease rider is legally impermissible. If the building is a cooperative or condominium, this policy shall be implemented by amending the cooperative or condominium bylaws or other appropriate mechanism.

G. Automatically Enrolled Properties

Automatically Enrolled Properties are those that were automatically enrolled in the MCP pursuant to the New York City Water Board Water and Wastewater Rate Schedule Effective July 1, 2012.

Such Automatically Enrolled Properties must have installed the required meter(s) and AMR device(s) and/or meet the high-efficiency fixture requirements in Part IV – Section 2.F by December 31, 2018. If such properties failed to meet these requirements, they will be billed the Additional Charge that represents a portion of the increased consumption of non-compliant buildings. Additionally, such properties must cooperate with DEP with regards to the requirements of Part IV – Section 2.E.2, or they may be subject to the actions noted in Part IV – Section 2.E.3.

H. Enrollment Pursuant to Application

1. Application Process
Customers billed on metered consumption that are interested in enrolling in the MCP must submit a Complete Application on the enrollment form prescribed by DEP, including a copy of the Certificate of Occupancy and the laundry room contract showing expiration or renewal date, if applicable. If an application is being submitted by an Authorized Representative, the Letter of Authorization must include specific authorization to select the billing basis for that property. A separate application and Letter of Authorization must be submitted for each building. DEP will approve or reject applications upon review for completeness and conformance with all eligibility requirements of the MCP. For any Complete Application, DEP shall be allowed a period of time not to exceed four weeks between the receipt of a Complete Application and the issuance of a reply letter, which will note DEP's determination of the property's eligibility.

2. Accepted Application
   The Customer will be enrolled in the MCP from the date of DEP's acceptance letter.

3. Rejected Application
   Applications are subject to rejection for circumstances, including but not limited to the following:
   a. The application is missing information or documentation, contains illegible printing, or lacks an appropriate signature or notarization.
   b. The building is not metered or does not have an AMR device.
   c. The property's water/wastewater account is not current with respect to payment of charges due, and the Customer has not executed a valid installment payment agreement.
   d. The property is not predominantly residential.
   e. The property switched from the MCP to metered billing within the past two years.
   f. High-use commercial tenants are not metered to the satisfaction of the Commissioner.
   g. The installation standards for high-efficiency fixtures have not been met.

4. Provisional Acceptance and Qualification
   If an application is not rejected, it may be provisionally accepted, and MCP charges will commence as of the date of the provisional acceptance if the applicant completes all outstanding requirements within the compliance time frame indicated in the provisional acceptance letter.

I. Conversion to and from the MCP Charge

Customers are solely responsible for analyzing their properties and determining which billing method is best suited to their specific circumstances. Neither DEP nor the Water Board makes any claim with regard to whether meter-based billing or the MCP will produce the lowest charge for a Customer. Neither DEP nor the Water Board will be liable for any financial loss incurred by a Customer's choice.

1. Electing Metered Billing
   A Customer may elect to convert to meter-based billing at any time. To do so, the Customer must initiate the conversion process by submitting DEP's Election of Meter Billing form to DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055. Meter based charges will be effective upon DEP's obtaining a meter reading to establish the initial consumption baseline on the meter and confirming that the meter is registering accurately. If an Election of Meter Billing form is submitted when a meter is not installed or operating to the satisfaction of the Commissioner, the conversion will be effective on a prospective basis only from the date an approved meter is subsequently installed and read by DEP.

2. Mandatory Metered Billing Period
   Any property that has converted to meter-based billing by election or because of expulsion from the MCP shall not be eligible to convert back to the MCP for two (2) years from the start date of metered billing.

   Any property returning to the MCP charge after a period of metered billing shall submit a new Complete Application.

J. Conservation Monitoring

Customers with AMR devices installed may sign-up for DEP's online leak notification system to help identify leaks. Also, DEP may monitor or audit each building's water consumption through AMR or periodic direct inspection to ensure that conservation requirements are being met and water usage is being reasonably controlled by the Customer. A Customer's failure to repair a Substantial Leak(s) will be deemed sufficient grounds to deny the property continued eligibility for the MCP. In addition, DEP may issue notices of violation, which may result in the assessment of fines and penalties.

For each property in the MCP, DEP will establish an estimate of expected consumption based on reasonable consumption for a premises of its size and occupancy. Properties that demonstrate recurring consumption in excess of the expected consumption will be notified. If the owner fails to reduce consumption following such notification, the building will be audited or inspected to survey for leaks, waste and compliance with MCP requirements. If a leak(s) is found, the owner will be notified and required to repair the leak(s) within a time frame indicated in the notice.

Consumption greater than a property's expected consumption that is accompanied by one or more of the following conditions, shall be deemed sufficient grounds to deny the property continued eligibility for the MCP:

1. Failure to allow DEP Access to the premises;
2. Failure to remain in compliance with any MCP requirement;
3. Failure to repair a Substantial Leak(s);
4. Failure to take actions to reduce water consumption as directed by DEP;
5. Failure to report to DEP material changes in commercial use.

Section 3. Title Read Letter

A. Customers meeting the conditions of this Section may request and receive a Title Read Letter.

1. Prior to the date of the property transfer, a title read must have been requested by any of: (a) email sent to TitleReadRequests@dep.nyc.gov; (b) in person at a borough office of BCS; (c) by telephone to the BCS call center; or (d) by mail to DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055;

2. The property transfer must be an arm's length transaction as indicated on the real property transfer tax form;

3. DEP will assess a $25 Title Read Fee to the property;

4. DEP will review all accounts associated with the property, adjust the bills if applicable, and issue a Title Read Letter within 30 days after the receipt of a Title Read request, or, if applicable, within 10 days after the field inspection is completed;

5. The amount shown on a Title Read Letter shall remain on the account until paid;

6. Provided that the property transfer is an arm's length transaction, DEP will not later adjust charges on an account upward for any applicable period prior to the issuance of a Title Read Letter;

7. The provisions of this section shall not apply where the culpable conduct of the Customer prevents or impedes DEP from securing a meter reading or inspection of the property.

8. A Title Read Letter that is properly requested and issued pursuant to this Section shall remain in effect for 60 days following the date of its issuance.

B. Customers who request a Title Read Letter after the date of the property transfer will receive an Off-Cycle Reconciliation Letter.

1. DEP will assess a $25 Off-Cycle Read Fee to the property;

2. DEP will review all accounts associated with the property, adjust the bills if applicable, and issue an Off-Cycle Reconciliation Letter within 30 days after the receipt of an Off-Cycle bill request or, if applicable, 10 days after the field inspection is completed;

3. The amount shown on an Off-Cycle Reconciliation Letter shall remain on the account until paid;

4. DEP may later adjust charges on an account, upward or downward, for any applicable period prior to the issuance of an Off-Cycle Reconciliation Letter, in accordance with the terms and provisions of the Rate Schedule and the policies and procedures of DEP;

5. The provisions of this section shall not apply where the culpable conduct of the Customer prevents or impedes DEP from securing a meter reading or inspection of the property.

Section 4. Metered Bill Cap

A. A Residential Premises receiving a large and unexpected bill for metered water and wastewater service for reasons outside of the customer's control is eligible to have its metered water and wastewater charges limited to a maximum amount, as set forth in this Section. Reasons outside the customer's control may include, but are not limited to, the unavailability of timely meter readings for reasons outside the customer's control, or the presence of a leak condition or other cause of excess water use that could not reasonably have been known by the customer. The maximum metered charge applies to all routine domestic use of water and wastewater service. This provision will not apply to premises that have excessive water use related to a known or knowable leak, irrigation, commercial processes, recreational activities, or other intentional usage. A proportional cap for an account receiving only water service may be determined with reference to the rate in effect during the period covered by a specific bill. A mixed-use premises that has both residential and commercial use, with a DEP-approved meter on the entire commercial use, may receive a cap on metered charges only for the separately metered residential portion of the premises.

B. A metered Residential Premises is eligible to have a maximum metered charge imposed for water and wastewater services if all of the following conditions are met:

1. The Customer has permitted, if requested by DEP, an authorized DEP employee to perform a leak and waste inspection, residential water survey or water audit, and DEP has sufficient meter data to evaluate the presence of a leak or waste condition at the premises and to conclude from the inspections, survey results, and data, as applicable, that no leak or waste condition was present at the premises;

2. The Customer has provided and/or facilitated any requested Access to the property to DEP;

3. At least 70% of the toilets at the premises are low-consumption toilets.

C. The maximum metered charge under this section for any qualified Residential Premises is $3,205.13 per year for the first Dwelling Unit and $2,135.93 per year per additional Dwelling Unit.

D. A Customer must request application of the Metered Bill Cap in writing or request a review or reduction that has been documented by DEP within 120 days of the Bill Date of the original bill containing the unexpected charge.

E. The Deputy Commissioner may apply the Metered Bill Cap without a Customer request if other eligibility criteria are met and, due to extenuating circumstances beyond the Customer's control, the Customer had a limited ability to determine their consumption levels during the period resulting in the large and unexpected charge.

F. The Metered Bill Cap will be granted only once to the same Customer for the same premises in any two-year period from Bill Date of the original bill containing the large and unexpected charge.

G. The provisions of this Section do not apply when the action or inaction of a Customer or a third-party caused or contributed to the failure to render timely or accurate billing. Such action or inaction includes, without limitation, failure to provide Access to the meter or premises for inspection, failure of a Customer's plumber or other authorized party to secure or return a meter permit and failure of a Customer to properly protect the meter.

Section 5. Forgiving Charges Due to Extraordinary Leaks or Disasters

A. A Customer is eligible under the terms of this section for partial forgiveness of an unusually high metered water and wastewater charges if:

1. The unusually high charge was assessed on the basis of the Board's metered rate schedule; and,

2. The unusually high water and wastewater charge is due to a leak, a disaster or emergency that was declared by the Mayor of the City or recognized by resolution of the Water Board, or resulted from a fire or other natural disaster outside the control of the Customer; and,

3. The leak is repaired within 120 days of the Bill Date of the original bill for the high charge. Leak repair may be confirmed by the transmitted meter readings of a functioning AMR device, or, if such information is not available, as confirmed by proof in the form of an itemized dated bill from a licensed plumber, or a similarly verifiable document. DEP may extend the time period in which the leak may be repaired if the customer submits acceptable proof from a licensed plumber or a similarly verifiable document that the leak could not reasonably be discovered within the 120-day repair period, provided that the extended repair period shall not exceed an additional 180 days; and,

4. The Customer has permitted DEP or DEP's duly authorized contractor to perform a leak and waste inspection, residential water survey or water audit upon request by DEP, and the inspection, survey or audit indicates that no leak or waste condition exists at the premises; or, if the inspection, survey or audit indicates that a leak or waste condition exists, the leak or waste condition is repaired within ten (10) days of notification, and the Customer submits a report from a licensed plumber that the leak or waste condition was repaired; and,

5. The unusually high charge results from an average daily flow (ADF) that is:

   a. At least 200% of the ADF of the most recent representative bill based on comparable usage and metered data for the premises; or,

   b. If, due to factors outside of the customer's control, the representative billing period immediately prior to the metered bill that indicated unusually high water charges includes a period of estimated billing that extends for a time of at least 180 days, then the indicated water usage must be at least 150% of the applicable charges during the representative billing period; and,

6. A Customer must request application of the Leak Forgiveness Program in writing or request a review or reduction that has been documented by DEP within 120 days of the Bill Date of the original bill for the high charge.

B. A premises meeting the above conditions is eligible for partial forgiveness of the unusually high water and wastewater charge calculated as follows:

7. The unusually high bill will be reduced by a maximum of one half of such high bill, provided however, that no revised bill issued will be less than 150% of the charge calculated by multiplying the ADF of the most recent representative bill by the number of days in the period covered by the unusually high bill, and multiplying that consumption by the metered water and wastewater rates in effect during the period covered by the unusually high bill, except as provided in the Metered Bill Cap Program;

8. If the unusually high bill meets criteria listed in IV(5)(A)(5)(a)-(b) above and the calculated reduction is less than $50.00, the bill will be credited in the amount of $50.00.

9. If the previous bill for the premises was based on the Board's unmetered water rates, the unusually high bill will be reduced by a maximum of one half of such high bill, provided however that no revised bill issued will be less than 150% of the previous flat-rate charge for the premises adjusted to cover the number of days in the period covered by the unusually high metered bill, and adjusted to reflect rate increases;

10. In the event a premises was fully or partially vacant during the previous period and the previous ADF does not represent reasonable expected consumption for the premises, DEP may adjust the ADF of the previous period to reflect typical per Dwelling Unit consumption, or may use the ADF of as much as the prior three-year period to represent the expected consumption for the premises, whichever is higher.

C. Forgiveness of a water and wastewater charge will be granted only once to the same Customer for the same premises in any two-year period from the date of the original bill for the high charge.

D. Nothing contained in this section precludes a Customer from being eligible for the Metered Bill Cap Program.

E. Premises with unresolved violations issued by DEP's Bureau of Customer Services may be eligible to participate in the Leak Forgiveness Program prior to correction of the violation. The Deputy Commissioner of the Bureau of Customer Services will have the discretion to determine eligibility in such cases.

Section 6. Comprehensive Water Reuse

A. Program Requirements

The Comprehensive Water Reuse Program is for properties that have a Comprehensive Water Reuse System (CWRS). To be eligible for and enrolled in this program:

1. The property meets the provisions of NYCPC Appendix C, "Water Recycling Systems".

2. The property demonstrates an aggregate annual reduction in demand for potable water of at least 25% as compared to non-CWRS properties of similar size and use. If a CWR System is shared among properties, the combined aggregate annual reduction in demand for potable water must be at least 25% as compared to non-CWRS properties of a similar size and use. A baseline of 60 gallons per person per day shall be used for residential properties and 10 gallons per employee per day for indoor use in office buildings. Baselines for other occupancies may be proposed for review by an applicant.

3. The property is metered on all Service Connections to the Water Supply System, as well as on all service lines from the collection reservoir.

4. The property is equipped with low-consumption plumbing fixtures that meet NYCPC requirements, which are currently found in Section 604.4.

5. The property complies with all requirements of other governmental agencies having jurisdiction over the design, construction and operation of its water and wastewater systems, including DOB, the New York City Department of Health and Mental Hygiene, New York State Department of Health, New York State Department of Environmental Conservation and, if appropriate, the U.S. Environmental Protection Agency. All required construction and operating permits and water quality design and post-monitoring reporting requirements from such agencies must have been obtained.

6. The Customer must file a Complete Application with DEP on such forms and conditions as DEP prescribes, including a valid system certification from DOB; and DEP must approve such property for the Comprehensive Water Reuse Program in writing.

7. CWR Systems shared among more than one property may submit a combined Application. Each property sharing the System must file a complete, standalone, application, which may be accompanied by a written request for a combined System review, and an explanation of the overall System profile, including an engineer's report explaining the System's reliance on City water and wastewater infrastructure, as well as explaining the System's reuse characteristics and percentage reductions to water and wastewater flows.

8. CWR Systems shared by more than one property are eligible to receive a billing discount only on those individual buildings that have reached the completed construction stage. All properties connected to a qualifying shared CWRS would receive the standard CWRS Water Rate described below in Section B, based on the overall water reduction achieved by constructed properties connected to the shared CWRS. The water reduction is measured based on the aggregate reduction to consumption across the properties constructed and connected to the system, not at the individual property level.

9. Properties sharing a reuse system that receive a discount are required to respond to any requests by DEP or the Board for re-certification of compliance with program terms, or to requests for an updated engineer's report. A failure to provide updated information as requested by DEP or the Board may result in the loss of a billing discount by all properties connected to the reuse system.

   In order to obtain a discount under this section of the rate schedule, an accountholder must disclose if funds to purchase the CWR System are being provided by a City of New York governmental agency or body. While receipt of City funds will not generally disqualify a property from seeking a billing discount under this section, the Commissioner of DEP maintains the discretion to determine eligibility when City funds are involved in the purchase of a CWR System on a case-by-case basis.

B. Conservation Incentives for CWRS Properties

1. CWRS Water Rate – The charge for water measured by the meter supplying water subject to the CWRS is $4.00 per one hundred cubic feet.

2. Exception to Standard Wastewater Allowances – All CWRS properties, even those that are residential or mixed-use, may be granted an Exception to the Standard Wastewater Allowances utilizing the procedures contained within Part III – Section 7.E of this Rate Schedule. DEP's grant to a CWRS property of an Exception to the Standard Wastewater Allowances does not mean that the CWRS property is automatically entitled to Standard Wastewater Allowances. In addition, DEP's grant of this Exception to the Standard Wastewater Allowances to residential and mixed-use properties that qualify as a CWRS Building does not mean that other residential and mixed-use properties that do not qualify as a CWRS Building may be granted any other Exceptions to the Standard Wastewater Allowances, unless otherwise explicitly stated in this Rate Schedule.

3. The incentives enumerated in this Section B are prospective only, from and after the date of approval by DEP of a Complete Application, consistent with the provisions of Section A, in the case of multiple properties sharing a single reuse System. DEP will not grant any benefits under this program retroactively.

4. The continuation of the incentives enumerated in this Section B is conditioned on:
   a. The property's continued CWRS program eligibility; and,
   b. The payment in full, on or before the Due Date, of all water and wastewater charges billed to the property.
   c. Compliance with any requests by DEP or the Board for additional documents, such as updated technical reports or written self-certification of ongoing compliance with Program terms.

5. If, at any time,

a. DEP determines that either (i) the property in question is no longer eligible for CWRS program, or (ii) the property has Delinquent Charges, or

b. DEP, after giving reasonable advance notice to the Customer, is denied Access to inspect the property for the purpose of determining whether it continues to meet the CWRS program requirements or to confirm any of the statements or representations made by the Customer in the application for incentives hereunder, or

c. DEP, after giving reasonable advance notice to the Customer, is denied Access to read any meter or meters at the property, or

d. The customer fails to provide written responses to DEP's request for updated application materials, updated technical reports, or to provide written certification of continued compliance with Program requirements,

the Water Board may, in addition to any other rights or remedies available to it at law or in equity, terminate the incentives provided to such property under this Section B, by written notice to the Customer, specifying the date of termination.

PART V – MISCELLANEOUS FEES AND CHARGES

Section 1. Service Line Protection Program

The Water Board has entered into an agreement with American Water Resources (also d/b/a Oncourse Home Solutions) to make a water and sewer service line protection program available to DEP and the Board's residential Customers with a water service line of 2" or less. American Water Resources is an independent private entity; it is not a governmental body. Customers choosing to purchase water and/or sewer service line coverage through AWR will be billed for such coverage through their DEP water bill at the following annual rates, prorated from the customer's date of enrollment:

A. Basic Coverage Water Service Line Protection Policy: up to $84.84.

B. Basic Coverage Sewer Service Line Protection Policy: up to $143.04.

Terms and conditions of the service line protection program and the specific list of repair or replacement claims that are eligible, or ineligible, for coverage are available at awrusa.com/nyc/terms. Customers of DEP and the Board are free to enroll in either or both of the Basic Coverage service line plans at any time, and are free to un-enroll at any time as well. Customers who are enrolled in any of the plans will be automatically un-enrolled from such plans in the event of a delinquency on their DEP water and wastewater charges that exceeds $500 of past due charges past due by six or more months.

Section 2. Dishonored Payment Charge

A charge of $20.00 will be imposed on each account where a payment is returned unpaid for any cause.

Section 3. Denial of Access, Billing Interference and Attributed Consumption Charges

A. Denial of Access Charges

DEP requires Access to inspect a premises and to install, repair, replace or upgrade water meters and remote reading and AMR devices in order to ensure the accuracy of charges rendered for services received and to ensure that all Customers are billed appropriately and in proportion to other Customers in accordance with this Rate Schedule. It shall be the Customer's responsibility as a condition of service to provide and/or facilitate Access to a premises at a time and in a manner acceptable to DEP. If a Customer fails to provide and/or facilitate Access as required by DEP, Denial of Access charges shall be imposed.

1. Denial of Access Notice Procedure
   If a Customer fails to provide and/or facilitate Access as required by DEP, DEP may issue a first written notice to the Customer that requires the Customer to provide and/or facilitate Access to DEP within a fixed period of time. This first written notice shall be sent by regular mail to the owner and any Authorized Representative at the property address and any other address to which the Customer receives the bills for water and wastewater charges, to any Authorized Representative at the address provided to DEP, and to any email addresses of the Customer or Authorized Representative on file with DEP. If Access has not been provided and/or facilitated by the expiration date set forth in the first written notice, the account will be subject to the imposition of a Denial of Access Account Administration Fee.

   The owner will be notified of the imposition of the Denial of Access Account Administration Fee through the issuance of a second written notice sent by regular and certified mail to the owner and any Authorized Representative at the property address and any other address to which the Customer receives the bills for water and wastewater charges, to any Authorized Representative at the address provided to DEP, and to any email addresses of the Customer or Authorized Representative on file with DEP. This second notice will cite the Denial of Access Account Administration Fee and require that the Customer provide and/or facilitate Access to DEP within an additional fixed period of time. If a Customer fails to provide and/or facilitate Access by the expiration date set forth in the second written notice, the account will be subject to the imposition of Attributed Consumption Charges from the expiration date of the second written notice to the date the Customer provides and/or facilitates Access in a manner acceptable to DEP.

   The bill containing Attributed Consumption Charges and a third written notice requiring the Customer to provide and/or facilitate Access to DEP within a fixed period of time will be sent by regular and certified mail to the owner and any Authorized Representative at the property address and any other address to which the Customer receives the bills for water and wastewater charges, to any Authorized Representative at the address provided to DEP, and to any email addresses of the Customer or Authorized Representative on file with DEP. The third written notice will advise the Customer that if Access is not provided and/or facilitated by the expiration date set forth in this third notice, the account will be subject to any and all enforcement options available to DEP, including those

noted in this Rate Schedule or the Water Board's Regulation Number 3 – Denial of Access.

Should DEP not make any of the mailings or email notifications as set forth in this subsection 1, it shall have no bearing on DEP's ability to impose the Denial of Access Account Administration Fee or any Attributed Consumption Charges, provided that DEP has proof of the Customer's or Authorized Representative's actual knowledge of the Denial of Access condition.

2. Denial of Access Account Administration Fee

DEP shall impose a Denial of Access Account Administration Fee of $500 on each account when a Customer fails to provide and/or facilitate Access as required by DEP in a first written notice. DEP will adjust the Denial of Access Account Administration Fee to the Customer by issuing a credit on the Customer's Water Board account, under the following circumstances:

(a) Access has been provided and/or facilitated;

(b) DEP has ceased billing any Attributed Consumption Charges placed on the Customer's Water Board account as a result of the Determination of a Denial of Access because the issue requiring Access has been resolved to DEP's satisfaction;

(c) Other than the Denial of Access Account Administration Fee and any related Attributed Consumption charges, there are no other Delinquent Charges on the Customer's Water Board account;

(d) There has been no Termination of Service as a result of the Denial of Access;

(e) The number of calendar days between the date of the first Demand for Access and the date when Access is provided and/or facilitated is less than 90 days, unless an appointment for a DEP inspection is not available within 90 days of the first Demand for Access and the Customer provides and/or facilitates Access to DEP at the first available, scheduled appointment date; and

(f) Notwithstanding whether the Customer meets the requirements of subsections (a) to (e) above, the Deputy Commissioner, under appropriate, extenuating circumstances, may agree to refund the Denial of Access Account Administration Fee.

3. Attributed Consumption Charges

DEP shall impose Attributed Consumption Charges for each applicable service where a Customer fails to provide and/or facilitate Access as required by DEP in a second written notice. DEP will stop billing based upon Attributed Consumption Charges once Access has been facilitated and/or provided to DEP's satisfaction.

At the discretion of the Commissioner or the Deputy Commissioner of the Bureau of Customer Services, DEP will adjust Attributed Consumption Charges for Denial of Access consistent with the criteria in this Section V(3), provided that the number of calendar days between the date of the imposition of Attributed Consumption Charges and the date when access is facilitated is fewer than 90 days unless, due to the unavailability of DEP appointments, the facilitation of access within 90 days was not possible and the customer accordingly took reasonable measures to promptly further facilitate access based on the availability of DEP appointment dates.

B. Billing Interference Charges

If DEP observes a Billing Interference condition, DEP shall issue a Billing Interference Warning Notice. This Warning Notice shall be sent by regular mail to the owner and any Authorized Representative at the property address and any other address to which the Customer receives the bills for water and wastewater charges, to any Authorized Representative at the address provided to DEP, and to any email addresses of the Customer or Authorized Representative on file with DEP. The Billing Interference Warning Notice shall require the Customer to correct any unlawful plumbing arrangement within thirty days of the notice date and shall require the Customer to promptly provide and/or facilitate Access to the premises for a confirmation inspection at a time and in a manner acceptable to DEP. Should the Customer fail to correct the unlawful condition and request a confirmation inspection within 30 days of the Billing Interference Warning Notice, or, in the case where DEP has evidence or a reasonable belief of actual water usage during any time when the billing interference condition persisted and regardless of whether the illegal plumbing condition is fixed within the 30 day period, DEP shall issue a Determination of Billing Interference and a Billing Interference Cease and Desist Order, which shall impose on the Customer's account the Billing Interference Account Administration Fee and Attributed Consumption Charges as indicated in the Rate Schedule. This Determination and Order shall be sent by regular and certified mail to the owner and any Authorized Representative at the property address and any other address to which the Customer receives the bills for water and wastewater charges, to any Authorized Representative at the address provided to DEP, and to any email addresses of the Customer or Authorized Representative on file with DEP.

Should DEP not make any of the mailings or email notifications as specified in this Part V, Section 3.B, it shall have no bearing on DEP's ability to impose the Billing Interference Account Administration Fee or any Attributed Consumption Charges, provided that DEP has proof of the Customer's or Authorized Representative's actual knowledge of the Billing Interference condition.

Where a Determination of Billing Interference has been made by DEP pursuant to Water Board Regulation Number 4 – Billing Interference, DEP shall impose:

1. A billing Interference Account Administration Fee of $650 for each account; and,

2. Attributed Consumption Charges for each applicable service. The account's charges will be adjusted retroactively based on DEP's determination. DEP shall impose Attributed Consumption Charges backdated to the date that DEP has a reasonable belief that the

Billing Interference began up to a maximum of four years in each case where DEP has issued a Determination of Billing Interference pursuant to this Regulation. The Attributed Consumption Charges will continue until the Billing Interference Cease and Desist Order is complied with as confirmed by DEP inspection.

C. Attributed Consumption

Attributed Consumption will be based on the predominant usage as set forth below:

1. Fully or Predominately Residential Service
   A predominately residential service means a service where DEP has reasonably determined that 50% or more of the water consumption is residential. In such case, Attributed Consumption Charges will be based on an annual consumption rate of 200,000 gallons per year for the first residential unit and 170,000 gallons per year per unit for each additional unit after the first unit. In predominately residential service buildings, DEP may assign a residential unit equivalency or equivalencies for the commercial units at the premises in calculating the building's total units.

2. Fully or Predominately Non-Residential Service
   In cases where DEP has determined that service at the property is fully or predominately non-residential, Attributed Consumption Charges will be imposed on each applicable service based on the meter size, or if there is no authorized meter installed, the rate will be based on the size of the meter that DEP would require to be installed on the service line. If neither the meter nor the service line size is known to DEP, DEP may estimate the service line and meter size most likely to be installed based on the size and usage of the premises.

Meter Size	Attributed Consumption Rate (Gallons per Year)
5/8" and less	400,000
3/4" or more and less than 1.5"	1,000,000
1.5" or more and less than 3"	3,000,000
3" or more and less than 4"	5,000,000
4" or more and less than 6"	10,000,000
6" or more and Less than 8"	25,000,000
8" or more and less than 10"	50,000,000
10" or greater	200,000,000

   One hundred cubic feet approximately equals 748.052 gallons.

3. A premises that is connected or required to be connected to the Wastewater System, shall be subject to the wastewater charges imposed pursuant to Part III of the Rate Schedule on any attributed water consumption.

4. Nothing contained herein shall limit DEP's ability to bill the account on a consumption rate that is higher than the Attributed Consumption Charges, as otherwise authorized by the Rate Schedule.

D. Payment Enforcement

Delinquent Charges are subject to any and all enforcement options for nonpayment available to DEP by property class, including but not limited to interest charges on unpaid amounts, sale of the lien, a collection action, and termination of service in accordance with Water Board Regulation Number 2 – Termination of Service.

Section 4. Miscellaneous Fees and Charges for Water Service

Backflow Prevention Plan Review – This fee applies when DEP reviews a backflow prevention plan, and the fee is charged for each Service Connection.

Fee: $350.00

Backflow Exemption Approval Fee – This fee applies when DEP reviews an application for an exemption from the backflow prevention plan requirement, and the fee is charged for each Service Connection exemption application.

Fee: $100.00

Building Purpose Charge –For new construction, alterations or rehabilitations, which substantially improve or alter the property as defined in Local Law 53 of 1985, a water meter must be installed before any water from the property is used for building purposes, and charges will be assessed based upon the metered rates.

Drilling or Excavation – This fee is charged to obtain a permit issued pursuant to the uniform standards for certain drilling and excavation activity conducted in close proximity to Department of Environmental Protection water tunnels, shafts, and other critical infrastructure.

Fee: $1,000.00

Hydrant Use Fee – This fee is a daily charge for use of a hydrant to provide water for various activities, including, but not limited to, mixing cement, wetting buildings, sandblasting and other forms of construction.

Fee: $55.00 for each 30-day period or portion thereof
$18.10 per day for water use

Note: In any case where the Commissioner determines that a hydrant use fee is not representative of the amount of water to be used during construction, the Commissioner may install a temporary construction meter, and charges will be assessed based upon the metered rates.

Hydrant Flow Test – This fee is for testing conducted to measure pressure adequacy of hydrants for firefighting purposes.

Fee: $500.00

Meter Accuracy Test – This fee is to measure the recording accuracy of a meter at a Customer's request.

Fee: $180.00

Meter Installation – This fee is for installing a meter, setter, valves, or reading device in non-pit installation (cut-in or replacement).

Fee: DEP's recent contract prices for similar work or in the absence of a recent contract price, some other reasonable measure

Meter Installation in Pit at Customer's Request – This fee is for installing a meter pit at a Customer's request for a new installation, where plumbing configuration does not require a pit.

Fee: DEP's recent contract prices for similar work or in the absence of a recent contract price, some other reasonable measure

Meter Permit – This fee is for administrative costs associated with permit processing and maintaining an accurate meter record.

Fee: $35.00 for 5/8" – 2" meter
$75.00 for 3" meter or larger

Meter Reading – This fee is for each manual meter reading requested by a Customer.

Fee: $25.00

Meter Repair/Replacement Due to Vandalism or Failure to Reasonably Protect Meter – Charges levied when failure of the meter or components is due to the Customer's vandalism or failure to reasonably protect the meter or components.

Fee: DEP's recent contract prices for similar work or in the absence of a recent contract price, some other reasonable measure

Minor Sales – This fee is charged for the sale of minor materials, such as elbow joints and water taps, to contractors and utilities to expedite the completion of a job.

Fee: Cost of materials plus 10 percent

Private Water Main Review and Inspection – This fee is for the review and inspection of private water main constructions.

Fee: Water main diameter less than 8" $1.15 per foot or part
Water main diameter 8" or greater $1.95 per foot or part

Title Read Fee – This fee is to validate water and wastewater charges upon transfer of property.

Fee: $25.00

Service Call – This fee is for a service inspection at the request of the Customer and the complaint is found to be outside the jurisdiction of DEP.

Fee: up to $450.00

Ship Connections – This fee is for tugboats and other vessels connecting to the City water supply on a pier, wharf or bulkhead.

Fee: $60.55, and consumption charges will be assessed based upon metered rates.

Tap Fees – This fee is for the permit, labor and materials related to the installation of a water tap connecting the water main to the service pipe of a newly constructed building or replacing water

taps for an existing building. Fees vary according to tap size and whether or not DEP provides the tap. For tap sizes larger than 2" see “Wet Connection Fees”.

Tap Size	DEP Tap	Without Tap
¾”	$258.00	$250.00
1”	$262.00	$250.00
1½”	$280.00	$250.00
2”	$295.00	$250.00

Tap Location Fee – This fee is for a tap location through the use of an electrical indicator.
Fee: $375.00

Tap or Wet Connection Plug – This fee is for administrative costs and to certify that a tap or wet connection is no longer in use.
Fee: $200.00

Water Connection Fee – This fee is for administrative costs associated with allowing a property to connect to the Water Supply System.
Fee: $200.00 for water connections

Water Shut Off – This fee is levied when DEP shuts off a Customer's water service at the tap.
Fee: $1,000.00

Wet Connection Fees – This fee is for the permit, labor and materials related to the installation of a water wet connection connecting the water main to the service pipe of a newly constructed building or replacing water wet connections for an existing building. See Wet Connection Fee Schedule below.

Note: The fee for a tap size not specified in the table below is the fee for the next largest tap size.

Wet Connection Fees				
Size	**Valve**	**Sleeve**	**Labor & OTPS**	**Total**
6" x 2"	$56	$261	$1,200	$1,517
6" x 3"	280	368	1,200	1,848
6" x 4"	304	346	1,200	1,850
8" x 3"	280	308	1,200	1,788
8" x 4"	304	352	1,200	1,856
8" x 6"	380	412	1,200	1,992
12" x 3"	280	301	1,200	1,781
12" x 4"	304	407	1,200	1,911
12" x 6"	380	444	1,200	2,024
12" x 8"	550	696	1,200	2,446
16" x 3"	280	442	1,200	1,922
16" x 4"	304	495	1,200	1,999
16" x 6"	380	537	1,200	2,117
16" x 8"	550	788	1,200	2,538
16" x 12"	895	788	1,200	2,883
20" x 3"	280	404	1,200	1,884
20" x 4"	304	790	1,200	2,294
20" x 6"	380	828	1,200	2,408
20" x 8"	550	1,180	1,200	2,930
20" x 12"	895	1,453	1,200	3,548
24" x 3"	280	481	1,200	1,961
24" x 4"	304	585	1,200	2,089
24" x 6"	380	798	1,200	2,378
24" x 8"	550	1,228	1,200	2,978

Section 5. Miscellaneous Fees and Charges for Wastewater Service

Dye Test or Engineering Field Inspection – This fee is charged when DEP, at the request of a Customer, performs a dye test to determine a property's connection to the Wastewater System or performs an engineering field inspection to verify the existence and condition of a sewer, catch basin, seepage basin, watercourse or a watercourse diversion.

Fee: $600.00

Manhole, Catch Basin/Basin Connection or Seepage Basin Permits – This fee is for the issuance of permits for the construction of new manholes, catch basin/basin connections and seepage basins.

Fee: $200.00

Private Drainage Proposal Review and Amended Drainage Plan Review – This fee applies to the review of private drainage proposals and amended plans as they relate to work involving public or private wastewater systems.

Fee: $1,500.00 for the first 100 linear feet
$2.00 per linear foot for each foot thereafter

Private Sewer/Drain Plan Review – This fee applies to the review of private sewer/drain plans submitted for the construction of private wastewater systems.

Fee: $1,500.00 for the first 100 linear feet
$2.00 per linear foot for each foot thereafter

Private Sewer/Drain Field Inspection – This fee is charged for the field inspection of the construction of private wastewater systems.

Fee: $7.00 per linear foot

Sewer Connection Fee – This fee is for the review and administrative costs associated with allowing a property to connect to the Wastewater System.

Fee: $200.00

Sewer Connection Review – 1, 2 and 3 family homes (SD 1 & 2) – This fee is for the review and administrative costs associated with determining the capability of the Wastewater System to receive wastewater flow from the new connection.

Fee: $200.00

Site Connection Review – Properties other than 1, 2 and 3 family homes – Same as above; in addition, the review requires that catch basins must meet DEP specifications for capacity. $325.00 minimum.

Fee: $0.02 per square foot for the first 10 acres
$0.015 per square foot for each square foot after 10 acres

Sewer Plugs – This fee is to certify that a sewer service has been terminated.

Fee: $200.00

Section 6. Miscellaneous Credits

A. Lead and Copper Monitoring Program

A Customer, whose property meets DEP's required plumbing criteria and who is pre-registered for DEP's lead and copper monitoring program and has successfully completed all program requirements to the satisfaction of DEP, will receive a credit of $100 on his/her next regularly scheduled bill.

B. Customers Registered for Monthly eBilling

A Customer whose property is enrolled in monthly eBilling will be eligible to receive a one-time credit of $10 after issuance of the third consecutive eBill. Only one $10 credit will be available for each qualifying account.

C. Home Water Assistance Program

Effective July 1, 2026, a Customer meeting at least one of the following conditions will receive an automatic single credit of up to $196.00 on the customer's DEP account:

1. Receives a Home Energy Assistance Program grant administered by the New York City Human Resources Administration or
2. Receives one or more of the following exemptions administered by DOF:
   a. Senior Citizen Homeowners' Exemption (SCHE) or
   b. Disabled Homeowners' Exemption (DHE), including Physically Disabled Crime Victims or
   c. Veterans Exemption or
3. Is identified by DOF as a senior citizen owner-occupant with less than $50,000 of annual income.

If the Customer qualifies for more than one grant and/or exemption, only one credit will be given per account.

D. Multi-family Water Assistance Program

Effective July 1, 2026, a Customer meeting all of the following conditions will be eligible to receive a $250 credit per Dwelling Unit (program limited to no more than 75,000 Dwelling Units prioritized by lowest to highest rent affordable to households earning no more than 60% of area median income) based on figures for the mostly recently available fiscal year:

1. Is a multi-family affordable housing property identified by HPD with at least four residential Dwelling Units, and
2. Average rent or maintenance is affordable (e.g., 30% of income) for average household earning no more than 60% of Area Median Income, and
3. 100% of Dwelling Units are affordable (as restricted by a regulatory agreement with HPD or the NYC Housing Development Corporation (HDC)), and
4. Has an executed agreement with HPD or HDC to preserve affordability for at least a 15-year period from July 1, 2026 or the date of contract execution, whichever is later, and
5. Is in compliance with all applicable DEP and Water Board regulations, including conservation requirements for metering and high-efficiency fixtures.

E. Customer Assistance Program for Qualified Affordable Housing Developments

The Board shall have the authority to issue up to $1,250,000 of bill credits and make billing adjustments, pursuant to such policies as may be established at the discretion of the Commissioner, with respect to properties organized as qualified Housing Development Fund Corporations (HDFC) or which are subject to an affordability agreement or other affordability

program involving the City's Housing Development Corporation. In order to receive a billing adjustment under the billing provisions of this Section E, a property must:

1. Be organized as an HDFC building within the meaning of Article XI of the New York State Private Housing Finance Law or have an affordability agreement or other legal arrangement involving the City's Housing Development Corporation that ensures the building's affordability.

2. Sign a valid payment agreement with DEP upon request that would include any unpaid remaining account balance after any applicable bill credit or billing adjustment as provided for in this section are reflected in the account's balance.

3. Not face any charges or notices related to improper or insufficient metering, denial of access or billing interference notices, ongoing estimated or attributed consumption charges, absence or improper functioning of an automated meter reader, or other facts or circumstances leading to irregular water and wastewater billing.

4. Remit a qualifying payment to the Board, defined as:

    a. For Group 1 payors, comprised of accounts with an unpaid account balance of $1,000 or more that is overdue by more than one year, a payment that:

        i. If equal to 100% of the account's unpaid utility charges will result in the cancellation of 100% of the account's accrued late interest charges.

        ii. If equal to between 50% and 99% of the account's unpaid utility charges will result in the cancellation of 75% of the account's accrued late interest charges.

        iii. If equal to between 25% and 49% of the account's unpaid utility charges will result in the cancellation of 50% of the account's accrued late interest charges.

    b. For Group 2 payors, comprised of accountholders with a billing delinquency that are not included in Group 1, a payment equal to 100% of the value of unpaid utility charges that will result in the cancellation of 100% of the account's accrued late interest charges.

For all of the programs in this section, please visit DEP's website nyc.gov/DEP for program information, terms, and conditions.

PART VI – PAYMENT AND BILLING TERMS

Section 1. General Provisions

Please visit DEP's website at nyc.gov/DEP for available payment and billing options. Bills may be issued annually, quarterly, or monthly. Water and wastewater charges and all unpaid charges are the legal responsibility of the owner of a property receiving water and wastewater service. The owner's responsibility to pay such charges is not affected by non-receipt of bills or any lease, license or other arrangement, or any assignment of responsibility for payment of such charges. Water and wastewater charges constitute a lien on the property and a charge against the owner(s) thereof. This lien is not removed when property is transferred. As a consequence, property owners and purchasers are advised to obtain a meter reading or flat-rate account reconciliation in connection with a transfer of property ownership through the date of property ownership transfer in accordance with Part IV – Section 3. In addition to collection action against the owner, failure to pay charges when due may result in foreclosure of the lien by the City, the property being placed in a lien sale by the City or any other collection enforcement remedy available to the Water Board or DEP, including but not limited to termination of service. All water and wastewater charges must be paid to the Water Board or authorized agents. Full payment must be received by the Due Date to avoid the imposition of Late Payment Charges.

Section 2. Owner Registration

Property owners are responsible for ensuring receipt of water and wastewater bills and related notices. To this end, property owners must file a Customer Registration Form for Water and Wastewater Billing when a property is acquired or when a change in the mailing address occurs or for any reason necessary to ensure receipt of water and wastewater bills and related notices. Original bills for water and wastewater service and related notices will be mailed to the owner, at the owner's address specified on DEP's Customer Registration Form for Water and Wastewater Billing, which may be obtained from BCS online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by writing to: DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055. DEP will provide a duplicate copy of bills to one other party (such as a managing agent) if so requested, provided, however, that any failure or delay by DEP in providing duplicate copies of bills shall in no way relieve the owner from their liability to pay all outstanding water and wastewater charges.

Section 3. Late Payment Charges

Late Payment Charges are the rate of interest on overdue water and wastewater bills that are assessed in accord with the provisions of New York State Public Authorities Law §1045(j)(5). All billed amounts not paid by the date stated on each bill are assessed a Late Payment Charge that is based on an annual percentage rate of interest, or the applicable portion of an annual rate of interest, when the time period in question is more than, or less than, one year. The Late Payment Charge percentages are the same as those percentages used in connection with past due taxes on real property located in the City of New York. The percentages are established legislatively by the New York City Council, which takes into account a recommendation presented to the City Council by the New York City Banking Commission. The City Council and the Banking Commission typically establish a rate of interest each year during the

springtime, and information about current interest rates can be found on the websites of the New York City Department of Finance, the City Council, and the City Banking Commission.

Section 4. Adjustment of Due Date

Due Dates of water and wastewater bills may be adjusted in accordance with the following:

A. If a water and wastewater bill becomes delinquent because an escrow arrangement for paying water and wastewater bills expired less than twelve (12) months before the Bill Date of the original bill and DEP was provided notice of a change in the account's mailing name and address, and if the property owner brings the correct mailing name and address to the attention of DEP by submitting an appropriate registration card to DEP within twelve months of the Due Date of the original bill, then upon written request to DEP by the Customer, Late Payment Charges will be removed.

B. A retroactive water and wastewater bill that covers a Bill Period of more than one year may have its Due Date extended for six months from the original Due Date.

C. If the installation of an AMR device results in the issuance of a bill that includes consumption that had not been previously billed due to prior under-estimated bills (i.e., a "catch-up" bill), Late Payment Charges will be suspended for ninety days after the Bill Date.

Section 5. Remedies and Penalties for Nonpayment

The provisions of the Administrative Code of the City of New York relating to the imposition and collection of water and wastewater rates and charges, and relating to remedies and penalties for nonpayment continue in full force and effect to the extent not inconsistent with section 1045(j) of the Public Authorities Law and these regulations.

Section 6. Refunds

Credit balances will be applied to future charges and to charges due on other accounts of the same owner. Any remaining credit may be refunded upon the Deputy Commissioner's approval of a Complete Application and verification of a valid credit, subject to the limitations in Part IV – Section 1 with respect to credit balances resulting from the application of a Billing Program. A Customer must submit verifiable proof of payment, acceptable to DEP, in addition to the complete refund application. A Customer may elect to transfer an overpayment to another account in lieu of a refund check. Refund applications can be requested from BCS online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by mail to: DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055. Any credit on an inactive account will expire 6 years after the account is closed.

Section 7. Back-billing Limits

As used in this section, "Unbilled Service" means service was provided to a property and no billing transaction(s) for that service period was posted to the records of either the Water Board, DEP or DOF. "Unbilled Service" does not mean that a paper bill(s) was not provided, or that the

U.S. Postal Service failed to deliver a bill(s), or that the owner's name or address was incorrectly recorded in the billing records with the result that a bill(s) was not received or was forwarded to an incorrect party or to an incorrect address.

DEP shall not issue a bill for previously Unbilled Service or upwardly adjust previously issued billing to a property after four years from the time service was provided to such property. A reasonable administrative delay between the end date of the service period being billed, or the date of discovery of an unbilled or under-billed period, and the actual new bill issuance date is permitted and not inconsistent with this provision. The Executive Director may establish specific criteria for which a shorter back-billing limit can be applied.

The provisions of this Section do not apply when the action or inaction of a Customer or a third-party caused or contributed to the failure to render timely or accurate billing. Such action or inaction includes, without limitation, failure to facilitate and/or provide Access to the meter or premises for inspection, failure of a Customer's plumber or other authorized party to secure or return a meter permit and failure of a Customer to properly protect the meter. Premises in violation of the Certificate of Occupancy or Use, as determined by DOB, are not eligible for back-billing limits. The provisions of this Section shall not apply to billing unbilled periods or upwardly adjusting bills covering specific periods where such billing periods are contained within a longer period for which a billing adjustment is sought by the Customer provided that the total amount rebilled is less than the total amount billed prior to the billing adjustment. Nothing contained herein shall require DEP to adjust a bill unless a written complaint is filed within four years of the Bill Date.

Section 8. Exemptions

In accordance with New York State Law (Chapter 696 of the Laws of 1887, as amended by Chapter 893 and 894 of the Laws of 1980), the premises of certain qualifying organizations may be eligible for a full or partial exemption from water and wastewater charges. Such premises must meet the eligibility criteria established by law and are subject to certain administrative guidelines established by DEP. Further information including an exemption application is available from BCS online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by mail to: DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055.

PART VII – COLLECTION ENFORCEMENT

Section 1. Sale of Liens Arising from Outstanding Water and Wastewater Charges

A. Notwithstanding anything to the contrary in this Rate Schedule, after a lien has been sold by or on behalf of the Board, charges comprising such lien may be canceled or adjusted only with Board officer approval or a final, non-appealable order from a court of competent jurisdiction requiring the Board to do so.

B. If a lien arising from outstanding water or wastewater charges is sold by or on behalf of the Board, Billing Programs, including but not limited to the Cap on Metered Charges and leak

forgiveness programs, will be available on a prospective basis only, limited to charges billed after the date a lien relating to the property affected is sold.

C. If a Customer has filed a complaint, appeal or final appeal of charges pursuant to Part VIII, Sections 2.A, B or C, and a determination of such complaint, appeal or final appeal has not been rendered as of the date of the issuance of the 90-day lien sale list, such Customer's water and wastewater charges will be excluded from that lien sale.

Section 2. Termination of Water and/or Wastewater Service

In accordance with Sections 1045-(g)(3), 1045-(g)(4), 1045-(g)(17), 1045-h(8), and 1045-j(5) of the New York State Public Authorities Law, the Board approved Regulation Number 2, which authorizes DEP to discontinue or disconnect the supply of water or the provision of wastewater service, or both, for nonpayment of charges imposed by the Board, failure to facilitate and/or provide Access to the premises required by DEP, or failure to comply with a Billing Interference Cease and Desist Order. The regulation sets forth the conditions under which DEP may terminate service and the procedures to be followed to effect a service termination.

Section 3. Installment Payment Agreements

A Customer may enter into an installment payment agreement with DEP or the Water Board for Delinquent Charges. Payment agreement terms may include no minimum down payment and a repayment period of not more than 120 months for the balance due, including interest at the rate prevailing for delinquent water/wastewater charges. Customers can elect to make a down payment and/or a repayment period of less than 120 months.

The proposed sale of a tax lien or tax liens on a property shall be cancelled when a Customer enters into an agreement with DEP or the Water Board for the payment of any such lien. If payments required from a Customer pursuant to such an installment payment agreement are not made for a period of six months, such Customer shall be in default of such agreement, and the tax lien or tax liens on the subject property may be sold, provided, however, that such default may be cured upon such Customer's bringing all installment payments and all current charges that are outstanding at the time of the default to a current status, which shall include, but not be limited to, any outstanding interest and fees, prior to the date of sale. If such default is not cured prior to the date of sale, such Customer shall not be eligible to enter into an installment agreement for the subject property for five years, unless there is a finding of extenuating circumstances by the Commissioner or the Executive Director of the Board. In addition, if a Customer defaults on the payment agreement or fails to remain current on future charges, DEP or the Board may exercise all available collection enforcement options, including but not limited to termination of service.

The Commissioner or the Executive Director of the Board may prescribe either more stringent or less stringent alternate payment agreement guidelines which would apply as appropriate to cases including but not limited to instances where a Customer has defaulted on a prior payment agreement and seeks to avoid a subsequent collection enforcement action or otherwise has exhibited bad faith, or upon a showing of cause or financial hardship demonstrated to the

satisfaction of the Commissioner or Executive Director. DEP or the Water Board may terminate payment agreements if a lien is sold by or on behalf of the City for unpaid property taxes.

PART VIII – CUSTOMER ACCOUNT INFORMATION AND COMPLAINT RESOLUTION

Section 1. Customer Account Information

Customers are advised to review all charges carefully and promptly upon receipt of a bill for service. A Customer may request an explanation of a bill or charge from BCS online at nyc.gov/DEP, by telephone at (718) 595-7000, at a borough office, or by mail to: DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055. If a Customer is not satisfied with the explanation, a written complaint must be filed within four years of the Bill Date in accordance with Part VIII – Section 2 below.

Customers are also encouraged to establish a *My DEP Account* on DEP's website, which will enable them to manage their account online and sign up for DEP services such as paperless billing and direct debit payments. Customers with an AMR device installed on their meter will also be able to monitor their consumption through a *My DEP Account*.

Section 2. Complaint Resolution and Appeal Process

The following procedures are available to Customers to dispute a water and wastewater bill until such time as a lien arising from such bill has been sold by or on behalf of the Board. After a lien has been sold, a Customer challenging the bills comprising such lien must challenge the bills through the entity that owns such sold liens or its agents.

A. Complaint Resolution

The Customer must file a written complaint of a disputed water and wastewater bill, which specifically sets forth the basis for such claim, within four years of the Bill Date to DEP/BCS Customer Service, P.O. Box 739055, Elmhurst, NY 11373-9055 or by email to customerservice@dep.nyc.gov, provided that the time and date stamp of the email when received by DEP and the Board will be the definitive record of the submission time and date, and provided further that emails to other addresses whether within or outside of DEP and the Board's email system will not be considered as a written submission of the complaint. To submit such complaint, the customer may also use DEP's Customer Dispute Form, which is available on DEP's website atnyc.gov/DEP or may be obtained from DEP by mail by calling (718) 595-7000. DEP will not adjust a disputed bill unless the written complaint is filed within four years of the Bill Date. DEP will make best efforts to render a written decision within 90 days of receipt of the complaint. DEP will conduct a review of the entire account and all charges assessed within the preceding four years of the date of the written complaint.

B. Appeal

A Customer may appeal the decision or resolution of a Customer complaint. An appeal must be made no later than 120 days after the date DEP provides a written response to the

complaint. Petitions for an extension of this 120-day deadline may be presented before an appeal's due date and will be granted upon a showing of reasonable cause. An appeal of the charges must be made through a written request to the Deputy Commissioner of BCS, 59-17 Junction Blvd., 13th Floor, Flushing, NY, 11373-5108 or by email to customerservice@dep.nyc.gov, provided that the time and date stamp of the email when received by DEP and the Board will be the definitive record of the submission time and date, and provided further that emails to other addresses whether within or outside of DEP and the Board's email system will not be considered as a written submission of the appeal. The appeal must include the identification of the property (street address, account number) and charge or charges that the Customer is disputing, and a statement of the reason or reasons why the Customer believes the DEP decision is incorrect. The Deputy Commissioner will make best efforts to render a written decision as to whether the DEP decision is correct or incorrect, including a statement of the reasons for the decision, within 90 days of receipt of the Customer's appeal. If circumstances within the control of the Customer, including but not limited to a failure to facilitate and/or provide Access to a premises or a meter, prohibit the Deputy Commissioner from making a decision, the Customer will be notified in writing stating why a decision cannot be rendered and indicating what actions the Customer must take to enable the Deputy Commissioner to render 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.

C. Final Appeal

If a Customer disagrees with the decision rendered by the Deputy Commissioner in accordance with Part VIII – Section 2.B above, the Customer may appeal the decision by submitting a written request to the Executive Director of the Water Board, 59-17 Junction Blvd., 8th Floor, Flushing, NY, 11373-5108 or by email to nycwaterboard@dep.nyc.gov, within 60 days of the date of the denial by the Deputy Commissioner, provided that the time and date stamp of the email when received by DEP and the Board will be the definitive record of the submission time and date, and provided further that emails to other addresses whether within or outside of DEP and the Board's email system will not be considered as a written submission of the appeal. Petitions for an extension of this 60-day deadline may be presented before an appeal's due date and will be granted upon a showing of reasonable cause. The Final Appeal must include: the identification of the property (street address, account number, or borough, block and lot number) and charge or charges that the Customer is disputing; the Customer's bases for disputing such charges; a statement of the reason or reasons why the Customer believes the Deputy Commissioner's decision was incorrect; a copy of the Customer's initial appeal to the Deputy Commissioner, including any documentation submitted with that initial appeal; and the decision of the Deputy Commissioner; and the Final Appeal may include additional documentation to support the reversal of the appeal. The Water Board will conduct a review of the Deputy Commissioner's decision. Final Appeals to the Executive Director must establish at least one of the following conditions to be considered: (1) new or additional information is presented;

(2) the Customer demonstrates that factual information stated in the decision of the Deputy Commissioner is incorrect; (3) the Deputy Commissioner has not correctly interpreted or applied a Water Board rule or rules; (4) the material facts are not as described in the decision. Final Appellants should be aware that the Executive Director is not empowered to overrule Water Board rules and regulations. Arguments based on hardship, inability to pay, or lack of knowledge of rules and regulations do not constitute a basis for overturning a previous decision. The Deputy Commissioner's decision will not be reversed unless the Customer can demonstrate that an error has been made or presents additional facts relevant to Water Board rules. The Executive Director will make best efforts to render a decision in writing within 60 days of receipt of the final appeal. If circumstances within the control of the Customer, including but not limited to failure to facilitate and/or provide Access to a premises or a meter, prohibit the Executive Director from making a decision, the Customer will be notified in writing stating why a decision cannot be rendered. If the Executive Director determines that the Deputy Commissioner's decision was correct, the contested charges are due and payable as set forth on the bill or delinquency notices. If the Deputy Commissioner's 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 requests for refunds or credits.

D. Disposition of Late Payment Charges During the Complaint Resolution Process

1. Customers are advised to pay all charges and appeal afterward. During the complaint resolution process, LPC on unpaid charges continue to accrue until the charges are paid in full.
2. If a Customer decides not to pay a charge and in the case of an appeal being decided in favor of a Customer, LPC in connection only with the erroneous charge(s) will be waived.
3. If a Customer decides not to pay a charge and in the case of the appeals process taking longer than the time periods specified, unless due to circumstances within the control of the Customer as noted above, all LPC in connection with the disputed charge may be waived for the period of the additional delay beyond the time periods set forth above, provided that the Executive Director does not find any such appeal to be frivolous.
4. If a Customer decides not to pay a charge and the questioned charges are determined to be correct, LPC will continue to accrue from the original Due Date of the charge until the charge is paid in full.

PART IX – USE OF METERS

Section 1. Universal Water Metering Program

A. The Commissioner is authorized to install, cause to be installed, or authorize owners to have installed, water meters on all Service Connections to the Water Supply System. DEP approved water meters will be used to determine water charges on all such premises unless stated otherwise in this Rate Schedule.

B. The Commissioner is directed to develop programs to ensure the installation of water meters on all Service Connections to the Water Supply System. These programs may include, but are not limited to reimbursable metering programs and may be implemented through the adoption of appropriate rules, regulations and policy guidelines by the Commissioner.

Section 2. Maintenance and Repair of Meters

The Commissioner is responsible for the maintenance and repair of all water meters that are connected to the Water Supply System and used by DEP for billing purposes, except for meters used exclusively to measure Wastewater Allowances, meters in upstate communities under separate contract with the City, sub-meters installed or maintained as private property, and meters that are required to be installed, repaired or maintained by the Customer to be eligible for a reduction in charges pursuant to a Billing Program, Wastewater Allowance, or any other modification to standard billing rates, and meters illegally removed, vandalized, or not properly protected. The Commissioner's responsibility for the maintenance and repair of water meters used for billing purposes does not extend to the building's plumbing system, including but not limited to service lines, control valves, check valves, and internal piping that are the responsibility of the property owner. Accordingly, owners are responsible for ensuring that the building's plumbing system is in an adequate state of repair so as to enable DEP to repair, upgrade or replace the meter.