

# DEPARTMENT OF ENVIRONMENTAL PROTECTION

Rohit T. Aggarwala, Commissioner



## WHAT WE DO

The Department of Environmental Protection (DEP) protects public health and the environment by supplying clean drinking water, collecting and treating wastewater, mitigating storm and coastal flooding, and reducing air, noise and hazardous materials pollution. The Department manages the City's water supply, which provides more than one billion gallons of high quality drinking water daily to more than half the population of New York State. It builds and maintains the City's water distribution network, fire hydrants, storm and sanitary sewage collection systems, and Bluebelt and green infrastructure systems. The Department also manages 14 wastewater resource recovery facilities in the City, as well as seven in the upstate watershed. DEP also implements federal Clean Water Act rules and regulations, handles hazardous materials emergencies and toxic site remediation, oversees asbestos monitoring and removal, enforces the City's air and noise codes, bills and collects on approximately 838,000 water and sewer accounts, and manages citywide water conservation programs.

## FOCUS ON EQUITY

Most of DEP's operations and capital projects are funded from revenues collected through water and wastewater bills. While water and wastewater billing rates in New York City are significantly lower than the average for the largest cities in the United States, some property owners have difficulty paying, so DEP has implemented a series of programs to provide assistance to vulnerable customers. Single-family and other small residential homeowners may qualify for the Home Water Assistance Program (HWAP) based on their income. In Fiscal 2024, around 66,000 customers received about \$9.5 million in HWAP credits. The Multifamily Water Assistance Program (MWAP) also provides a bill credit to eligible multi-family residential building owners who demonstrate efficient water usage and keep rents affordable. In Fiscal 2024, more than 1,000 customers received \$12 million in MWAP credits. Both programs continue to help residents in Fiscal 2025.

Additionally, in October 2024 DEP launched a free program to replace privately-owned water service lines made of lead or galvanized steel at eligible properties in the Bronx. The work is being done through \$24 million in grants and interest-free loans funded in part by the federal Bipartisan Infrastructure Law (BIL), which earmarked \$15 billion to be used nationally for lead service line replacements. The program is focused on homeowners who live in environmental justice communities with high concentrations of lead service lines and a median household income of less than \$47,600.

# OUR SERVICES AND GOALS

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## **SERVICE 1 Ensure the sufficiency, quality and security of the City's drinking water supply.**

- Goal 1a Comply with all federal and State drinking water quality standards and monitor and respond to customer-reported aesthetic issues.
  - Goal 1b Assure the integrity of the drinking water supply and distribution systems.
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## **SERVICE 2 Maintain the City's water delivery and sewer collection systems.**

- Goal 2a Resolve emergencies and perform preventive maintenance and required repairs to the water distribution and wastewater collection systems in a timely manner.
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## **SERVICE 3 Treat wastewater and sewage to protect water quality in the receiving waters surrounding the City.**

- Goal 3a Maintain high levels of compliance with federal and State treatment standards for wastewater and sewage entering receiving waters.
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## **SERVICE 4 Bill and collect revenue for water and sewer usage.**

- Goal 4a Ensure that customer billing is accurate, transparent and fair.
  - Goal 4b Meet revenue targets established by the NYC Water Board.
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## **SERVICE 5 Enforce City laws relating to air pollution, noise pollution and hazardous materials.**

- Goal 5a Investigate complaints in a timely manner.
  - Goal 5b Inspect facilities that store, use or handle hazardous materials within the five boroughs.
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## **SERVICE 6 Implement green infrastructure to improve water quality and resiliency.**

- Goal 6a Meet NYC and NYS combined sewer overflow targets for green infrastructure.

## HOW WE PERFORMED

- While ongoing DEP police attrition issues have not impacted the critical metrics of facility checks, they have impacted enforcement activity. Over the first four months of Fiscal 2025, enforcement activity decreased 14 percent from that same period last year. Attrition continues to outpace hiring. The current vacancy rate for DEP police is 21 percent. To boost interest in these positions, DEP has been attending job fairs and collaborating with the Department of Citywide Administrative Services on job postings and exams.
- Due to a historic lack of precipitation in September and October 2024, the Mayor declared a Drought Watch on November 2nd which was escalated to a Drought Warning on November 18th. This lack of rain impacted many metrics and played a role in their improvement across comparative reporting periods, including catch basin complaints received (49 percent decrease) and sewer backup complaints received (56 percent decrease). While the backlog of catch basin repairs slightly worsened to over three percent, nine percent more catch basins were inspected and 15 percent more were cleaned. Additionally, the catch basin resolution time increased from two days to three days because the Department prioritized responding to drought-related issues. However, the resolution time is still below the eight day target. Catch basin complaints, which can be based on a variety of factors, do not always result in a catch basin repair, and thus catch basin complaints can decrease while the backlog of repairs increases. The drought ended on January 3rd, 2025.
- There was a 72 percent increase in water main breaks through the first four months of Fiscal 2025 compared to the same period in Fiscal 2024, increasing from 58 to 100, but the number remains comparable to the 95 water main breaks seen during this period in Fiscal 2023. The number of water main breaks per 100 miles of main relatedly increased from 5.2 to 5.7. Fiscal 2024 was a record-low year for the number of water main breaks with 359 compared to the previous 5-year average of 427 water breaks per year. This increase in the first four months of Fiscal 2025 is likely a return to what is typically observed. Despite this increase, the average time to restore water to customers after confirming breaks was four hours this reporting period compared to over five hours during the same period last year.
- The 41 percent increase in leak complaints on City infrastructure across comparative reporting periods can be attributed in part to the Department's proactive leak detection program, which is included in this count. DEP uses listening devices to find leaks and water mains breaks, often before they are reported. Due to the ongoing drought, the Department increased its leak detection investigative efforts and has therefore found more leaks. The increase in leaks detected led to a 5 percent increase in the leak resolution time.
- The Department saw an increase in its estimated bill rate over the first four months of Fiscal 2025, up to 10.1 percent from five percent from the same period last year, due to known battery life issues affecting many of its meter transmission units (MTUs). A large-scale capital replacement project was launched in Fiscal 2025, targeting the replacement of approximately three-quarters of DEP's MTUs over the next several years. This initiative is expected to reduce estimated bills and improve billing accuracy.
- Over the first four months of Fiscal 2025, the accounts receivable balances that were more than 180 days overdue increased by 18 percent compared to the same period last year to over one billion dollars. This is due to a decline in payment rates by annually billed customers in the summer and fall of Fiscal 2024 that is now reflected in the accounts receivable balances overdue by more than 180 days for this reporting period. However, the Department anticipates the balance to decrease in the future, and to recoup a significant proportion of this money through payment, or secure through payment agreements, through the Fiscal 2025 lien sale which will take place in spring 2025.
- While the number of air quality complaints decreased 10 percent across comparative reporting periods, the time to close air quality complaints over the first four months of Fiscal 2025 compared to the same period last year increased 14 percent largely due to an increase in complaints related to idling, which typically take longer to resolve. The Department addresses idling complaints by conducting up to three inspections within five days to observe the vehicle idling firsthand. Complaints remain open until all three attempts to investigate are made or the inspector has directly observed the idling firsthand. Consequently, an increase in these complaints leads to a longer overall time to resolve air quality complaints. Additionally, during this period, there was an increase in air quality odor type complaints, which require scheduling appointments with complainants. These appointments take time to arrange and complete.

- Despite a 10 percent increase in noise complaints across reporting periods, the time it took the Department to close these complaints improved 10 percent. This is due to fewer noise complaints requiring access to dwellings over the reporting period. Such complaints typically cause delays due to the need for scheduled appointments to investigate and close.
- While there were slightly fewer asbestos complaints over the comparative reporting periods, the 16 percent increase in the time to close asbestos complaints during the first four months of Fiscal 2025 compared to the same period in Fiscal 2024 was primarily due to issues with access to inspection locations, such as instances where inspectors were unable to conduct inspections because no one was home. Despite this, complaints continued to be closed within the target of one day.
- Compared to the first four months of Fiscal 2024, the number of hazardous materials complaints received increased 16 percent over the first four months of Fiscal 2025, largely due to the growing number of high-priority service requests associated with damaged lithium-ion batteries. The average time to respond to these complaints and make safe increased to over 4 days from less than half a day last year and exceeding the target of 1.5 days. With a vacancy rate of approximately 22 percent, the Department’s hazardous materials inspection unit is currently facing a staffing shortage while experiencing the increase in complaints, which, in combination, contributes to the longer response times. To manage this increase in demand the Department has implemented a triage system to prioritize urgent calls. This resulted in delays in actioning lower priority service requests. To help address this increase, the Department is working to collaborate with other City agencies to improve the triage system, ensuring that calls outside the Department’s jurisdiction are properly routed to the relevant agency. This will help reduce inefficiencies and allow the Department to focus on its core responsibilities as it relates to these complaints.
- The Department has also made strides in improving the efficiency of its Right to Know inspections. A new pilot program was introduced this year, allowing inspectors to conduct inspections earlier in the technical review process. This adjustment has led to more timely inspections without compromising safety, with Right-to-Know inspections completed increasing 35 percent across comparative reporting periods. Given the success of this pilot, the new inspection protocol will be adopted permanently going forward.
- Over comparative reporting periods, there was a decline in the percentage of calls to the DEP Call Center answered within 30 seconds due to hiring challenges that resulted in a decline in actual filled headcount from 84 percent in Fiscal 2024 to 61 percent in Fiscal 2025.

## SERVICE 1 Ensure the sufficiency, quality and security of the City’s drinking water supply.

**Goal 1a** Comply with all federal and State drinking water quality standards and monitor and respond to customer-reported aesthetic issues.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Taste and odor complaints	703	264	250	*	*	70	84
Samples testing positive for coliform bacteria (%)	0.35%	0.50%	0.98%	*	*	2.13%	0.74%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	100%	100%
Water supply - Critical equipment out of service (%)	0.5%	0.4%	0.3%	*	*	0.4%	0.4%
Deficiency reports as percent of security checks (%)	0.2%	0.2%	0.2%	*	*	0.2%	0.1%
★ Critical Indicator	● Equity Indicator	“NA” Not Available	↕↔ Directional Target	* None			

**Goal 1b**

Assure the integrity of the drinking water supply and distribution systems.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Facility security checks	304,189	303,993	298,123	285,000	285,000	100,429	102,201
Overall enforcement activity	620	827	441	*	*	287	248
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↕ Directional Target	* None		

**SERVICE 2 Maintain the City's water delivery and sewer collection systems.**

**Goal 2a**

Resolve emergencies and perform preventive maintenance and required repairs to the water distribution and wastewater collection systems in a timely manner.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Sewer backup complaints received	16,652	11,705	11,421	*	*	5,382	2,388
– Confirmed (on City infrastructure)	4,795	2,164	2,851	*	*	1,685	434
– Unconfirmed (not on City infrastructure or unfounded)	11,858	9,543	8,567	*	*	3,697	1,956
★ Sewer backup resolution time (hours:minutes)	15:42	3:23	3:12	7:00	7:00	4:00	2:20
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	2.2%	1.0%	1.3%	*	*	1.3%	0.7%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.5%	0.2%	0.3%	0.6%	0.6%	0.3%	0.2%
Catch basin complaints received	11,447	8,585	11,064	*	*	5,183	2,651
Clogged catch basin resolution time (days)	3.7	2.9	2.2	8.0	8.0	2.0	3.0
Catch basins inspected (% of target)	NA	103.3%	105.3%	100.0%	100.0%	28.9%	37.6%
Street cave-in complaints received	3,905	3,617	3,745	*	*	1,632	1,641
Average time to respond to street cave-in complaints and make safe (days)	0.8	0.8	1.0	*	*	0.9	1.2
Catch basins cleaned	29,511	42,214	42,443	*	*	14,664	16,814
★ Backlog of catch basin repairs (% of system)	2.4%	2.9%	2.9%	1.0%	1.0%	2.8%	3.3%
Water main breaks	459	403	359	*	*	58	100
Water main breaks per 100 miles of main in the last 12 months	6.6	5.8	5.1	*	*	5.2	5.7
★ Average time to restore water to customers after confirming breaks (hours:minutes)	4:18	4:57	3:47	6:00	6:00	5:38	4:07
Leak complaints received	3,491	3,528	3,139	*	*	976	1,124
– City infrastructure	546	626	607	*	*	189	267
★ Leak resolution time (days) (City infrastructure only)	6.7	9.7	8.8	12.0	12.0	7.6	8.0
★ Broken and inoperative hydrants (%)	0.26%	0.39%	0.31%	0.80%	0.80%	0.23%	0.38%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	2.1	2.2	1.7	5.0	5.0	1.8	1.6
★ Critical Indicator	● Equity Indicator	"NA" Not Available		↕ Directional Target	* None		

## SERVICE 3 Treat wastewater and sewage to protect water quality in the receiving waters surrounding the City.

**Goal 3a** Maintain high levels of compliance with federal and State treatment standards for wastewater and sewage entering receiving waters.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Water resource recovery facility (WRRF) effluent meeting State Pollutant Discharge Elimination Standards (%)	99.7%	99.9%	99.9%	100.0%	100.0%	99.7%	99.7%
WRRFs - Critical equipment out-of-service (% below minimum)	1.8%	0.9%	0.7%	3.5%	3.5%	1.1%	0.8%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

## SERVICE 4 Bill and collect revenue for water and sewer usage.

**Goal 4a** Ensure that customer billing is accurate, transparent and fair.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Average daily in-City water consumption (millions of gallons)	981	1,004	997	*	*	1,042	1,053
Accounts receivable balance — Accounts delinquent more than 180 days (\$000,000)	\$823	\$852	\$1,036	*	*	\$884	\$1,043
★ Estimated bills (%)	3.5%	4.8%	7.9%	4.0%	4.0%	5.0%	10.1%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

**Goal 4b** Meet revenue targets established by the NYC Water Board.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Total revenue collected (\$000,000)	\$3,772.0	\$4,095.0	\$4,188.0	\$4,321.0	\$4,321.0	\$1,856.0	\$2,020.0
★ Total revenue as percent of target (%)	107.0%	106.7%	100.8%	100.0%	100.0%	98.4%	103.3%
Billed amount collected in 30 days (%)	61.2%	67.7%	69.6%	*	*	69.1%	70.6%
★ Critical Indicator	● Equity Indicator	"NA" Not Available	↕ Directional Target	* None			

## SERVICE 5 Enforce City laws relating to air pollution, noise pollution and hazardous materials.

### Goal 5a Investigate complaints in a timely manner.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Air quality complaints received	12,326	12,306	10,761	*	*	3,565	3,205
★ Average days to close air quality complaints	2.8	2.4	2.9	7.0	7.0	2.9	3.3
★ Air quality complaints responded to within seven days (%)	99%	99%	99%	88%	88%	98%	99%
Noise complaints received	47,811	50,341	55,731	*	*	17,686	19,403
★ Average days to close noise complaints	4.1	4.1	5.4	7.0	7.0	5.4	4.9
Noise complaints not requiring access to premises responded to within seven days (%)	99%	98%	97%	88%	88%	98%	98%
Asbestos complaints received	1,070	1,048	1,057	*	*	346	338
★ Average days to close asbestos complaints	0.62	0.53	0.43	1.00	1.00	0.55	0.64
Asbestos complaints responded to within three hours (%)	100%	100%	100%	100%	100%	100%	100%
Hazardous materials complaints received	2,640	2,961	3,033	*	*	1,092	1,269
★ Average time to respond to hazardous material complaints and make safe (days)	0.8	0.3	1.0	1.5	1.5	0.2	4.3
Hazardous materials complaints responded to within three hours (%)	98%	96%	95%	*	*	96%	89%
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️⬆️ Directional Target      * None							

### Goal 5b Inspect facilities that store, use or handle hazardous materials within the five boroughs.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Right-to-Know inspections completed	8,135	4,111	5,659	*	*	1,415	1,912
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️⬆️ Directional Target      * None							

## SERVICE 6 Implement green infrastructure to improve water quality and resiliency.

### Goal 6a Meet NYC and NYS combined sewer overflow targets for green infrastructure.

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
★ Green infrastructure assets implemented (CY)	11,553	12,781	13,723	⬆️	⬆️	NA	NA
Green infrastructure greened acres managed (CY)	2,094	2,299	2,363	*	*	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⬆️⬇️⬆️ Directional Target      * None							

## AGENCY-WIDE MANAGEMENT

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Payout (\$000)	NA	\$16,173	\$15,464	*	*	\$4,217	\$3,506
Total violations issued	31,006	74,356	80,801	*	*	29,915	31,264
Violations admitted to or upheld at the Environmental Control Board (%)	88.9%	93.9%	92.3%	*	*	92.7%	91.7%
Workplace injuries reported	402	346	434	*	*	146	134
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

## AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Customer Experience							
E-mails responded to within 14 days (%)	98%	100%	99%	95%	95%	100%	100%
Letters responded to within 14 days (%)	66%	97%	100%	95%	95%	100%	99%
Calls answered within 30 seconds (%)	16%	28%	46%	76%	76%	73%	46%
Average customer in-person wait time (minutes:seconds)	2:15	2:15	1:52	5:00	5:00	NA	NA
Completed customer requests for interpretation	8,327	18,312	17,841	*	*	NA	NA
Visitors rating customer service at borough centers as good or better (%)	95.0%	94.0%	93.0%	90.0%	90.0%	NA	NA
CORE facility rating	100	99	100	90	90	NA	NA
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

Performance Indicators	Actual			Target		4-Month Actual	
	FY22	FY23	FY24	FY25	FY26	FY24	FY25
Response to 311 Service Requests (SRs)							
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/Flooding (6 days)	88%	92%	94%	85%	85%	94%	91%
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	75%	92%	91%	85%	85%	85%	94%
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	82%	82%	83%	85%	85%	80%	82%
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	78%	79%	76%	85%	85%	71%	72%
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	85%	89%	88%	85%	85%	88%	85%
★ Critical Indicator      ● Equity Indicator      "NA" Not Available      ⇅ Directional Target      * None							

## AGENCY RESOURCES

Resource Indicators	Actual			Sept. 2024 MMR Plan	Updated Plan	Plan	4-Month Actual	
	FY22	FY23	FY24	FY25	FY25 <sup>1</sup>	FY26 <sup>1</sup>	FY24	FY25
Expenditures (\$000,000) <sup>2</sup>	\$1,449.9	\$1,535.9	\$1,622.7	\$1,677.4	\$1,725.7	\$1,640.6	\$742.2	\$742.0
Revenues (\$000,000) <sup>3</sup>	\$23.8	\$22.3	\$22.2	\$20.6	\$20.6	\$20.6	\$6.2	\$5.6
Personnel	5,592	5,761	5,759	6,503	6,514	6,514	5,845	5,728
Overtime paid (\$000,000)	\$55.0	\$63.4	\$65.4	\$46.1	\$49.4	\$47.1	\$18.6	\$19.0
Capital commitments (\$000,000)	\$1,609.6	\$2,402.5	\$2,501.2	\$3,252.8	\$3,392.7	\$3,928.8	\$198.5	\$942.1

<sup>1</sup>January 2025 Financial Plan.

<sup>2</sup>Expenditures include all funds

"NA" - Not Available

<sup>3</sup>DEP revenues shown here do not include any of the approximately \$1.5 billion the City receives annually from the NYC Water Board in reimbursement for operations & maintenance and in rent.

## SPENDING AND BUDGET INFORMATION

Where possible, the relationship between an agency's goals and its expenditures and planned resources, by budgetary unit of appropriation (UA), is shown in the 'Applicable MMR Goals' column. Each relationship is not necessarily exhaustive or exclusive. Any one goal may be connected to multiple UAs, and any UA may be connected to multiple goals.

Unit of Appropriation	Expenditures FY24 <sup>1</sup> (\$000,000)	January 2025 Financial Plan FY25 <sup>2</sup> (\$000,000)	Applicable MMR Goals <sup>3</sup>
Personal Services - Total	\$672.8	\$703.0	
001 - Executive and Support	\$55.5	\$64.8	All
002 - Environmental Management	\$31.0	\$30.2	5a
003 - Water Supply and Wastewater Collection	\$255.0	\$268.3	1a, 1b, 2a, 3a, 5a
007 - Central Utility	\$91.3	\$95.4	1a, 4a, 4b
008 - Wastewater Treatment	\$240.0	\$244.3	2a, 3a
Other Than Personal Services - Total	\$949.8	\$1,022.8	
004 - Utility	\$820.9	\$892.7	1a, 1b, 2a, 3a, 5a
005 - Environmental Management	\$56.3	\$50.3	1a, 1b, 2a, 3a, 5a
006 - Executive and Support	\$72.7	\$79.8	All
Agency Total	\$1,622.7	\$1,725.7	

<sup>1</sup>Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2024. Includes all funds. <sup>2</sup>Includes all funds. <sup>3</sup>Refer to agency goals listed at front of chapter.

## NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- A number of previously published figures were updated as part of this publication after a review of historical data:
  - The four-month actual Fiscal 2024 figure for '— Confirmed (on City infrastructure)' updated from 1,679 to 1,685.
  - The Fiscal 2024 figure for '— Unconfirmed (not on City infrastructure or unfounded)' updated from 8,568 to 8,567. 4 mo FY24 also updated from 3,703 to 3,697.
  - The Fiscal 2024 figure for 'Catch basin complaints received' updated from 11,066 to 11,064. 4 mo FY24 updated from 5,184 to 5,183.
  - The Fiscal 2024 figure for 'Clogged catch basin resolution time (days)' from 2.4 to 2.2. 4 mo FY24 also from 2.1 to 2.0.
  - The Fiscal 2024 figure for 'Catch basins cleaned' from 42,430 to 42,443. 4 mo FY24 from 14,657 to 14,664.
  - The Fiscal 2024 figure for 'Water main breaks' from 360 to 350. 4 mo FY24 from 55 to 58.
  - The Fiscal 2024 figure for 'Water main breaks per 100 miles of main in the last 12 months' from 5.2 to 5.1.

- The Fiscal 2024 figure for ‘Average time to restore water to customers after confirming breaks (hours:minutes)’ from 3:44 to 3:47.
  - The Fiscal 2024 figure for ‘Leak complaints received’ from 3,142 to 3,139. 4 mo FY24 from 979 to 976.
  - The Fiscal 2024 figure for ‘— City infrastructure’ from 610 to 607. 4 mo FY24 from 194 to 189.
  - The Fiscal 2024 figure for ‘Average time to repair or replace high-priority broken or inoperative hydrants (days)’ from 1.8 to 1.7.
  - The Fiscal 2024 figure ‘Street cave-in complaints received’ from 3,746 to 3,745.
  - The four-month actual Fiscal 2024 figure for ‘Hazardous materials complaints received’ from 1,052 to 1,092.
  - The four-month actual Fiscal 2024 figure for FY24 for ‘Average time to respond to hazardous material complaints and make safe (days)’ from 1.0 to 0.2.
  - The four-month actual Fiscal 2024 figure for ‘Right-to-Know inspections completed’ from 5,646 to 5,659.
  - Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.
- Preceding the Fiscal 2025 Preliminary Mayor’s Management Report, the Mayor’s Office of Operations continued to standardize indicator names, implementing changes in the Customer Experience section. Indicator definitions and historic data were not changed.

## ADDITIONAL RESOURCES

For additional information go to:

- Home Water Assistance Program:  
<https://www1.nyc.gov/site/dep/pay-my-bills/home-water-assistance-program.page>
- Multifamily Water Assistance Program (MWAP):  
<https://www1.nyc.gov/site/dep/pay-my-bills/multi-family-water-assistance-program.page>
- Rainfall Ready NYC:  
<https://www1.nyc.gov/site/dep/whats-new/rainfall-ready-nyc.page>
- Citizens Air Complaint Program:  
<https://www.nyc.gov/site/dep/environment/idling-citizens-air-complaint-program.page>

For more information on the agency, please visit: [www.nyc.gov/dep](http://www.nyc.gov/dep).