DEPARTMENT OF ENVIRONMENTAL PROTECTION

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 funds for operations and capital projects come 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 help such customers. Single-family homeowners may qualify for the Home Water Assistance Program (HWAP) based on their income. In Fiscal 2025, nearly 62,000 customers received about $9 million in HWAP credits. The Multi-family Water Assistance Program (MWAP) provides a bill credit to apartment building owners who demonstrate efficient water usage and keep rents affordable. In Fiscal 2025, multi-family buildings with approximately 48,000 units received approximately $12 million in MWAP credits.

In October 2024, DEP launched a free program to replace privately owned water service lines made of lead or galvanized steel at eligible Bronx properties. DEP is carrying out the work through a total of $72 million in grants and zero-interest loans received over three years under the federal Bipartisan Infrastructure Law (BIL), which designated $15 billion nationally for lead service line replacements, and anticipates another $48 million in future allocations. The program targets homeowners in environmental justice communities with high concentrations of lead service lines and a median household income below $47,600. By December 2025, more than 1,350 households had agreed to participate, and 451 of them required lead service line replacements.

DEP expanded the program in November 2025 by introducing three new grant-funded contracts worth a total of $24 million and extending future eligibility to additional areas in Queens and Brooklyn. However, participation has been lower than anticipated, with only 63 percent of owners choosing to receive a free lead service line replacement, despite the service being offered at no cost to homeowners. This underscores the challenge of advancing lead service line replacements on private property without requiring property owners to take action. DEP has proposed legislative reforms requiring replacement at the time of property sale, during major renovations, or when a no-cost replacement is available. It also establishes no-cost replacements when City construction disturbs a lead service line and includes outreach and exploration of financing options to help low-income homeowners manage associated costs. In addition, this program helps DEP integrate, refine and expand the lead service line inventory. The Commissioner plans to review the Agency's equity initiatives internally to determine whether revisions, improvements, or alternative approaches should be developed.

OUR SERVICES AND GOALS

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.

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.

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.

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.

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.

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

- In the first four months of Fiscal 2026, water quality complaints for taste and odor increased 14 percent compared to the same period in Fiscal 2025. Taste and odor vary due to natural factors and do not affect water quality or safety. The Department continues to optimize treatment to ensure New York City's water continues to meet all applicable standards.
- Over the first four months of Fiscal 2026, facility security checks decreased 18 percent from the same period last fiscal year, while enforcement activity had a slight uptick. The decline in security checks is largely due to an effective vacancy rate of 28 percent for environmental police officers during this period, as 31 officers are in the academy and not yet contributing to enforcement. Once these officers graduate in March 2026, the on-payroll vacancy rate will drop to 14 percent.
- In the first four months of Fiscal 2026, catch basin complaints rose to 4,136, a 56 percent increase compared with the same period in Fiscal 2025. Despite the higher complaint volume, the Department reduced the average resolution time for clogged catch basins to 1.5 days, cut in half from the same period last fiscal year. Across comparable reporting periods, the number of catch basins requiring cleaning declined by 41 percent, from 16,814 to 9,969.
- Street cave-in complaints received increased by 14 percent in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, increasing from 1,640 to 1,865. Despite this increase in complaints, the Department has improved its average response time to make safe by 36 percent, down from 1.2 days to 0.7 days.
- The number of water main breaks, and the corresponding water main breaks per 100 miles in the last 12 months, increased by 18 and 42 percent, respectively, in the first four months of Fiscal 2026 compared to the same period in Fiscal 2025. The 8.2 water main breaks per 100 miles in the last 12 months is the second highest figure since Fiscal 2016. Most water main breaks happen during the winter months when freeze and thaw cycles drive the number of breaks, thus DEP expects fluctuations in this indicator year to year. Despite this increase, DEP restored water to customers in under five hours on average, still below the target of six hours.
- The total number of leak complaints received fell to 970 in the first four months of Fiscal 2026, a 13 percent decrease compared to the same period in Fiscal 2025. Complaints related to City infrastructure decreased 14 percent, from 268 to 231, while leak resolution time for City infrastructure increased slightly from 8.0 to 9.0 days across comparable reporting periods but remained below the 12-day target.
- In the first four months of Fiscal 2026, the balance of accounts delinquent over 180 days increased slightly compared to the same period in Fiscal 2025, despite structural increases from accruing interest and rate increases. This stability reflects continued progress in limiting the growth of delinquent accounts through active collections including $427.8 million in customer payment agreements as of October 2025.
- Compared to the same reporting period in Fiscal 2025, the Department saw an increase in its estimated bill rate over the first four months of Fiscal 2026, up to 22.2 percent, from 10.1 percent. This is the driver behind the Automatic Meter Reading (AMR) Upgrade program, started in December 2024. The Department continues to advance its citywide AMR replacement initiative, aimed at maintaining consistent water use readings and reducing reliance on estimated billing. As of October 2025, over 130,000 devices have been replaced, with the current installation rate reaching approximately 5,000 devices per week.
- Total revenue collected increased during the first four months of Fiscal 2026 compared to the same period in Fiscal 2025, with DEP collecting more than $2.1 billion. The Fiscal 2027 target for total revenue is not yet available, as no rate has been established. The NYC Water Board is expected to adopt the budget for that fiscal year in May or June 2026.
- During the first four months of Fiscal 2026, the Department achieved measurable improvements in resolution times for noise, air quality, and asbestos complaints compared to the same period in Fiscal 2025. The average number of days to close noise complaints decreased from 4.9 days to 4.6 days. Air quality complaints decreased from 3.3 days to 2.8 days, and asbestos complaints decreased from 0.64 days to 0.60 days, despite asbestos complaints received increasing 22 percent. These reductions reflect enhanced operational efficiency, including more timely field responses and streamlined complaint processing.

- The Department introduced a triage intake system that improved prioritization of hazardous material complaint responses in Fiscal 2025. The system also enabled complaint calls outside of the Department's jurisdiction to be rerouted directly to appropriate City, state, or federal agency equipped to respond, or be returned to 311, streamlining intake and reducing unnecessary response activity. Despite increased service demand driven by lithium-ion battery-related incidents, which increased hazardous materials complaints received by 13 percent across comparative periods, the enhanced triage process contributed to a 68 percent reduction in the average time to respond to hazardous material complaints and make safe during the first four months of Fiscal 2026.

- As required by law, the Department's Right-to-Know program regulates the storage, use, and handling of hazardous materials that pose a threat to the City's public health and the environment. DEP completed 2,427 Right-to-Know inspections in the first four months of Fiscal 2026, a 26 percent increase compared to the same period in Fiscal 2025. The increase reflects operational changes to the program, including a new scheduling approach that rotates staff between office-based reviews and field inspections, improving workflow efficiency and inspection capacity.

- The Department issued 35,468 violations in the first four months of Fiscal 2026, a 13 percent increase compared to the same period in Fiscal 2025. This increase was partially influenced by the growth of the Citizen Idling Complaint Program. The Citizen Idling Complaint Program allows residents to report commercial vehicles idling illegally for more than three minutes and earn part of the resulting fines, incentivizing public participation in enforcing anti-idling laws to combat air pollution and improve public health.

- In the first four months of Fiscal 2026, the percentage of calls answered within 30 seconds decreased to 31 percent, down nearly 15 percentage points compared to the same period in Fiscal 2025, and less than half the target of 76 percent. The change was primarily driven by increased call volume and staffing shortages among customer service representatives. In response, the Department has hired additional staff in recent months to improve call handling times.

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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Taste and odor complaints	264	250	264	*	*	84	96
Samples testing positive for coliform bacteria (%)	0.50%	0.98%	0.43%	*	*	0.74%	0.99%
★ In-City samples meeting water quality standards for coliform bacteria (%)	100%	100%	100%	100%	100%	100%	100%
Water supply - Critical equipment out of service (%)	0.4%	0.3%	0.5%	*	*	0.4%	0.7%
Deficiency reports as percent of security checks (%)	0.2%	0.2%	0.2%	*	*	0.1%	0.3%

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Goal 1b Assure the integrity of the drinking water supply and distribution systems.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Facility security checks	303,993	298,123	289,094	285,000	285,000	102,201	83,506
Overall enforcement activity	827	441	464	*	*	248	251

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Sewer backup complaints received	11,705	11,421	7,345	*	*	2,388	2,928
– Confirmed (on City infrastructure)	2,164	2,851	1,401	*	*	434	583
– Unconfirmed (not on City infrastructure or unfounded)	9,543	8,567	5,946	*	*	1,956	2,341
★ Sewer backup resolution time (hours:minutes)	3:23	3:12	2:24	7:00	7:00	2:30	3:18
Street segments with confirmed sewer backup in the last 12 months (% of total segments)	1.0%	1.3%	0.6%	*	*	0.7%	0.7%
★ Street segments with recurring confirmed sewer backups in the last 12 months (% of total segments)	0.2%	0.3%	0.2%	0.6%	0.6%	0.2%	0.2%
Catch basin complaints received	8,585	11,064	6,835	*	*	2,651	4,136
Clogged catch basin resolution time (days)	2.9	2.2	2.7	8.0	8.0	3.0	1.5
Catch basins inspected (% of target)	103.3%	105.3%	93.6%	100.0%	100.0%	37.6%	27.1%
Catch basins cleaned	42,214	42,443	43,699	*	*	16,814	9,969
★ Backlog of catch basin repairs (% of system)	2.9%	2.9%	2.9%	1.0%	1.0%	3.3%	2.4%
Street cave-in complaints received	3,617	3,745	3,573	*	*	1,640	1,865
Average time to respond to street cave-in complaints and make safe (days)	0.8	1.0	0.9	*	*	1.2	0.7
Water main breaks	403	359	552	*	*	100	118
Water main breaks per 100 miles of main in the last 12 months	5.8	5.1	7.9	*	*	5.7	8.2
★ Average time to restore water to customers after confirming breaks (hours:minutes)	4:34	3:47	3:47	6:00	6:00	4:04	4:52
Leak complaints received	3,528	3,139	3,766	*	*	1,120	970
– City infrastructure	626	607	756	*	*	268	231
★ Leak resolution time (days) (City infrastructure only)	9.7	8.8	7.9	12.0	12.0	8.0	9.0
★ Broken and inoperative hydrants (%)	0.39%	0.31%	0.31%	0.80%	0.80%	0.38%	0.25%
★ Average time to repair or replace high-priority broken or inoperative hydrants (days)	2.2	1.7	1.6	5.0	5.0	1.6	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 4a

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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Water resource recovery facility (WRRF) effluent meeting State Pollutant Discharge Elimination Standards (%)	99.9%	99.9%	99.7%	100.0%	100.0%	99.7%	99.9%
WRRFs - Critical equipment out-of-service (% below minimum)	0.9%	0.7%	0.9%	3.5%	3.5%	0.8%	0.9%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Average daily in-City water consumption (millions of gallons)	1,004	997	998	*	*	1,053	1,028
Accounts receivable balance — Accounts delinquent more than 180 days ($000,000)	$852	$1,036	$1,087	*	*	$1,043	$1,075
★ Estimated bills (%)	4.8%	7.9%	17.5%	4.0%	4.0%	10.1%	22.2%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Total revenue collected ($000,000)	$4,095.0	$4,188.0	$4,746.0	$4,615.0	*	$2,020.0	$2,117.0
★ Total revenue as percent of target (%)	106.7%	100.8%	109.6%	100.0%	100.0%	103.3%	105.1%
Billed amount collected in 30 days (%)	67.7%	69.6%	70.2%	*	*	70.6%	71.3%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
★ Air quality complaints received	12,306	10,761	9,723	*	*	3,205	3,758
★ Average days to close air quality complaints	2.4	2.9	3.3	7.0	7.0	3.3	2.8
★ Air quality complaints responded to within seven days (%)	99%	99%	98%	88%	88%	99%	99%
Noise complaints received	50,341	55,731	57,528	*	*	19,403	20,172
★ Average days to close noise complaints	4.1	5.4	5.7	7.0	7.0	4.9	4.6
Noise complaints not requiring access to premises responded to within seven days (%)	98%	97%	98%	88%	88%	98%	98%
Asbestos complaints received	1,048	1,057	995	*	*	338	413
★ Average days to close asbestos complaints	0.53	0.43	0.57	1.00	1.00	0.64	0.60
Asbestos complaints responded to within three hours (%)	100%	100%	100%	100%	100%	100%	100%
Hazardous materials complaints received	2,961	3,033	3,293	*	*	1,269	1,430
★ Average time to respond to hazardous material complaints and make safe (days)	0.3	1.0	2.5	1.5	1.5	4.1	1.2
Hazardous materials complaints responded to within three hours (%)	96%	95%	93%	*	*	89%	99%

★ 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	
	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Right-to-Know inspections completed	4,111	5,659	5,458	*	*	1,923	2,427

★ 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.

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Green infrastructure assets implemented (CY)	12,781	13,723	16,321	*	*	NA	NA
Green infrastructure greened acres managed (CY)	2,299	2,363	2,853	*	*	NA	NA
★ Green infrastructure combined sewer overflow reduction (CY)	NA	680	807	⇧	⇧	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY-WIDE MANAGEMENT

	Actual			Target		4-Month Actual	
Performance Indicators	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Payout ($000)	$16,173	$15,464	$20,917	*	*	$3,506	$2,137
Total violations issued	74,356	80,801	115,004	*	*	31,264	35,468
Violations admitted to or upheld at the Environmental Control Board (%)	93.9%	92.3%	92.5%	*	*	91.7%	91.6%
Workplace injuries reported	346	434	425	*	*	131	153

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY CUSTOMER SERVICE

Performance Indicators	Actual			Target		4-Month Actual	
Customer Experience	FY23	FY24	FY25	FY26	FY27	FY25	FY26
E-mails responded to within 14 days (%)	100%	99%	100%	95%	95%	100%	99%
Letters responded to within 14 days (%)	97%	100%	100%	95%	95%	99%	100%
Calls answered within 30 seconds (%)	28%	46%	28%	76%	76%	46%	31%
Average customer in-person wait time (minutes:seconds)	2:15	1:52	3:56	5:00	5:00	NA	NA
Completed customer requests for interpretation	18,312	17,841	17,655	*	*	NA	NA
Visitors rating customer service at borough centers as good or better (%)	94.0%	93.0%	91.0%	90.0%	90.0%	NA	NA
CORE facility rating	99	100	95	90	90	NA	NA

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

Performance Indicators	Actual			Target		4-Month Actual	
Response to 311 Service Requests (SRs)	FY23	FY24	FY25	FY26	FY27	FY25	FY26
Percent meeting time to first action - Sewer Maintenance - Catch Basin Clogged/ Flooding (6 days)	92%	94%	94%	85%	85%	91%	98%
Percent meeting time to first action - Sewer Maintenance - Sewer Backup (0.25 days)	92%	91%	96%	85%	85%	94%	89%
Percent meeting time to first action - Water Maintenance - Hydrant Running (2 days)	82%	83%	83%	85%	85%	82%	79%
Percent meeting time to first action - Water Maintenance - Hydrant Running Full (1 day)	79%	76%	79%	85%	85%	72%	76%
Percent meeting time to first action - Water Maintenance - Leak (0.7 days)	89%	88%	84%	85%	85%	85%	85%

★ Critical Indicator ✹ Equity Indicator "NA" Not Available ⇧⇩ Directional Target * None

AGENCY RESOURCES

Resource Indicators	Actual FY23	Actual FY24	Actual FY25	Sept. 2025 MMR Plan FY26	Updated Plan FY26[1]	Plan FY27[1]	4-Month Actual FY25	4-Month Actual FY26
Expenditures ($000,000)[2]	$1,535.9	$1,622.7	$1,678.1	$1,751.6	$1,890.3	$1,686.8	$742.0	$778.3
Revenues ($000,000)[3]	$22.3	$22.2	$21.0	$20.6	$20.6	$20.6	$5.6	$5.9
Personnel	5,761	5,759	5,813	6,515	6,547	6,512	5,728	5,790
Overtime paid ($000,000)	$63.4	$65.4	$62.1	$47.1	$48.2	$47.1	$19.0	$18.2
Capital commitments ($000,000)	$2,402.5	$2,501.2	$3,221.9	$3,945.6	$4,840.0	$4,972.3	$942.1	$480.3

[1]February 2026 Financial Plan. [2]Expenditures include all funds "NA" - Not Available [3]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 FY25[1] ($000,000)	February 2026 Financial Plan FY26[2] ($000,000)	Applicable MMR Goals[3]
Personal Services - Total	$659.2	$728.2	
001 - Executive and Support	$55.6	$67.9	All
002 - Environmental Management	$32.0	$33.7	5a
003 - Water Supply and Wastewater Collection	$257.5	$278.5	1a, 1b, 2a, 3a, 5a
007 - Central Utility	$89.8	$97.7	1a, 4a, 4b
008 - Wastewater Treatment	$224.3	$250.4	2a, 3a
Other Than Personal Services - Total	$1,018.9	$1,162.1	
004 - Utility	$905.2	$1,036.4	1a, 1b, 2a, 3a, 5a
005 - Environmental Management	$37.1	$41.7	1a, 1b, 2a, 3a, 5a
006 - Executive and Support	$76.5	$84.1	All
Agency Total	$1,678.1	$1,890.3	

[1]Comprehensive Annual Financial Report (CAFR) for the Fiscal Year ended June 30, 2025. Includes all funds. [2]Includes all funds. [3]Refer to agency goals listed at front of chapter.

NOTEWORTHY CHANGES, ADDITIONS OR DELETIONS

- Previously published Fiscal 2025 figures for the following indicators in Goal 2a were revised after a review of historical data:
  - ‘Sewer backup resolution time (hours:minutes)’ was revised from 2:30 to 2:24.
  - ‘Catch basin complaints received’ was revised from 6,837 6,835.
  - ‘Clogged catch basin resolution time (days)’ was revised from 2.6 to 2.7.
  - ‘Catch basins cleaned’ was revised from 43,697 to 43,699.
  - ‘Leak complaints received’ was revised from 3,768 to 3,766.
  - ‘—City infrastructure’ was revised from 758 to 756.
  - ‘Average time to repair or replace high-priority broken or inoperative hydrants (days)’ was revised from 1.8 to 1.6.
- The previously published Fiscal 2025 four-month actual figures for the following indicators in Goal 2a were revised after a review of historical data:
  - ‘Sewer backup resolution time (hours:minutes)’ was revised from 2:20 to 2:30.
  - ‘Street cave-in complaints received’ was revised from 1,641 to 1,640.
  - ‘Average time to restore water to customers after confirming breaks (hours:minutes)’ was revised from 4:07 to 4:04.
  - ‘Leak complaints received’ was revised from 1,124 to 1,120.
  - ‘—City infrastructure’ was revised from 267 to 268.
- Previously published Fiscal 2025 figures for the following indicators in Goal 5a were revised after a review of historical data:
  - ‘Average time to respond to hazardous material complaints and make safe (days)’ was revised from 2.6 to 2.5.
  - ‘Hazardous materials complaints responded to within three hours (%)’ was revised from 92 percent to 93 percent.
- The previously published Fiscal 2025 four-month actual figure for the indicator ‘Average time to respond to hazardous material complaints and make safe (days)’ in Goal 5a were revised from 4.3 to 4.1 after a review of historical data.
- The previously published Fiscal 2025 four-month actual figure for the indicator ‘Right-to-Know inspections completed’ in Goal 5b were revised from 1,912 to 1,923 after a review of historical data.
- Previously published Fiscal 2025 figures for the following indicators in Agency-wide management were revised after a review of historical data:
  - ‘Payout ($000)’ was revised from $7,697 to $20,917. Preliminary data for this indicator was sourced from the Law Department for publication in the Fiscal 2025 Mayor’s Management Report, while this revised value was provided by the Office of Management and Budget.
  - ‘Workplace injuries reported’ was revised from 418 to 425.
- The previously published Fiscal 2025 four-month actual figure for the indicator ‘Workplace injuries reported’ in Agency-wide Management were revised from 134 to 131 after a review of historical data.

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.