

Reimbursable Metering Program

Private Installation/replacement of Water Meters

With Reimbursement

New York City Environmental Protection

Bureau of Customer Services

July 1, 2014

(Please discard earlier editions)



**Environmental
Protection**

Visit DEP on the Web!

<http://www.nyc.gov/dep>

For street leaks, noise complaints and other issues call the 24-hour HELP line, 311

For water/sewer billing assistance, call (718) 595-7000 during normal business hours

What You Need to Do or Submit to Obtain a Reimbursement

- 1. The “Property Owner’s Certification and Application for Reimbursement” must be submitted to the Borough Office by the Licensed Plumber along with the permit application.**
- 2. The Licensed Plumber or property owner must return the original completed meter permit to a DEP Bureau of Customer Services Borough Office within ten (10) business days, including a final reading for the old meter in the case of meter replacements/repairs. The property owner is responsible for ensuring that their Licensed Plumber performs this task.**
- 3. The Licensed Plumber must complete and sign the “Itemized Bill for Reimbursement” and the owner must complete and sign the “Property Owner’s Affidavit of Work Completed” forms included in the Reimbursable Metering booklet submitting them within 30 days of completion of the meter installation work.**
- 4. As soon as the meter work is completed the property owner or their agent must contact the Borough DEP office (phone numbers on page 9) and schedule an inspection to be held within 45 days. The AMR MTU will be installed during this inspection. If the Licensed Plumber must perform any corrective work the property owner must contact DEP when the work is completed for a confirmatory inspection.**

Contents

Changes in this edition 4
What is the “Reimbursable Metering Program”? 4
Which Properties Qualify for the Program? 4
Application Steps 6
Potential Problems with RMP Projects 7
Important Notification to Licensed Plumbers: 8
Sources of Additional Information..... 9
Reimbursement Schedules 10

Forms

- Property Owner’s Certification and Application for Reimbursement
Itemized Bill for Reimbursement
- Property Owner’s Affidavit of Work Completed
- Customer Certification Statement

Appendix

Guidelines and Requirements for Optional Individual Metering in
Certain Condominiums through Six Stories

Glossary and Acronyms

BCS: Bureau of Customer Services

Branch meter: A meter for an individual, usually commercial, tenant, which is billed by DEP. Also called “business portion” (BP) meter.

Completed permit: A meter permit returned to DEP within a required time period that includes the meter manufacturer/model, size, type, serial number, installation date and manufacturer test document for the new meter and the final reading for the old meter (for replacements/repairs). The permit is signed/sealed by the licensed plumber.

DEP: New York City Department of Environmental Protection

Domestic water service: Water piping associated with all water uses except fire protection. Compare with: Fire Meters

EP Meter: A meter used by DEP for billing an entire premises, located at the point where the water service enters the property. Sometimes called a “master meter.”

Electromagnetic or Electronic Meter: A water meter with no moving parts that operates on “Faraday’s Principle.”

Fire Service Meter: A heavy duty water meter used on combined services 3” and larger serving both domestic needs and sprinkler or other fire protection systems.

Local Law 53/1985: Requires the installation of a water meter as part of major building renovation projects or new construction

MTU: Meter Transmitter Unit, the meter-reading radio transmitter wired to a water meter used to send reads for Automated Meter Reading.

Pit meter: A water meter installed in an outside pit. Not to be confused with a meter installed in an indentation in the concrete in a basement or garage.

RCNY Title 15 Chapter 20: Rules of the City of New York; “Rules and Regulations Governing and Restricting the Use and Supply of Water.”

RMP: Reimbursable Metering Program

Submeters: Owner meters for tenants or for specific end uses (e.g., cooling towers).

Changes in this edition

References to compound meters have been removed as this meter type has been removed from DEP's "Approved List" as of May 1, 2014.

The temporary list of "Enhanced Meter Reimbursement Amounts" has been removed since the offer expired in 2012.

The age criterion for large meter replacements has been changed from five years to seven years.

DEP staff names have been updated and minor copy editing has been performed.

The "Guidelines and Requirements" for individual metering of condominiums four, five or six stories high has been added as an Appendix.

What is the Reimbursable Metering Program (RMP)?

Private meter installation with reimbursement is designed to provide property owners the opportunity to have their water meters installed/replaced by a New York City Licensed Master Plumber of their own choosing and to be reimbursed at least in part, with the exception of new or renovated construction. DEP has contractors available for this work as well, unless the property has received a "meter refusal" surcharge for failing to meter an unmetered property. Meter replacement/installation reimbursements do not include meters other than those used directly by DEP for billing. New construction, meters installed under the requirements of Local Law 53/1985 (major renovations), submeters, or meters for a specific end use (e.g., cooling towers or other end uses which qualify for a wastewater allowance or exemption) and meters removed illegally or without a permit *do not qualify*.

If you choose to have your own Licensed Plumber meter your building, you will be reimbursed in the form of a credit on future water and sewer bills. Once the credit is applied to the water/sewer account, you, the owner, can apply to have a refund check issued to you, net of any water/sewer debts owed and in accordance with Water Board regulations. Any such refund check will only be made out to the property owner listed on the account. If the account is currently in the name, "Owner/Occupant," the owner must submit a Customer Registration Form placing the owner's name on the account before a refund check can be issued. Reimbursement is for the cost of the meter and the pipe work necessary for its installation only, up to a maximum reimbursement amount as stated in the Reimbursement Schedules in this booklet. The cost of any other work required to correct deficiencies or improve a building's piping is not included. Please see pages 10-13 for the Reimbursement Schedule and maximum reimbursement amounts. We recommend that property owners confirm that the Licensed Plumber has submitted all required documentation to DEP to assure that proper reimbursement credit is processed in a timely manner.

Which Properties Qualify for RMP Installation on Unmetered Properties?

Your property must be residential, mixed-use or an exempt property and:

- currently unmetered and receiving frontage or MCP billing, or,
- a Homeowner's Association (HOA) or condominium up through six stories that is currently master metered and wishes to install individual DEP meters for each dwelling unit. HOA's or condominiums must have separate tax lots and water/sewer accounts for each unit.

New construction, meter installations required under Local Law 53/1985 or the Administrative Code, branch meters, submeters, bypass meters on backflow devices, *and meters installed primarily to qualify for billing programs do not qualify.*

You must meter all of the domestic service lines on your property, regardless of size. You will be reimbursed for all new meter installations. *Owners of 1-3 family properties other than HOA's or condominiums must complete and submit a "Customer Certification Statement" to DEP. This form can be found toward the back of this booklet. The Licensed Plumber must not proceed with the work on such a 1-3 family property until the customer has signed this document. The property owner should not sign any contract with a licensed plumber nor make any payment until the property owner has read, understands and signs the "Customer Certification."*

Note Concerning Home Owners Associations (HOA) or Condominiums Through Six Stories (Not Co-ops):

A DEP Inspector needs to confirm that each condo/HOA dwelling unit has its own domestic hot water heating and space heating system.

Currently unmetered: For Home Owners Associations or low-rise condominiums where there is a single water supply pipe for each dwelling unit, each unit has its own domestic hot water and heating system and each unit has sufficient room to install a 3/4" or 1" meter under DEP's specifications and regulations, each dwelling unit shall be individually metered. If no dwelling units have single domestic water service entry points, each structure (cluster of attached units) shall be metered. The HOA or condominium governing body may decide to install one meter for each structure as an alternative to individual metering in cases where some of the dwelling units in a structure cannot be individually metered.

Currently master metered: If the structures each currently have a master meter and domestic hot water and heating systems in each unit, the HOA or condominium may install individual meters for each dwelling unit under this Program, provided that all of the owners in each affected structure or cluster agree to be individually metered and the Condo/HOA enacts necessary bylaw changes. A "Guidelines and Requirements" document for such condominiums is provided at the end of this booklet. In all cases, additional piping work and any general construction work (sheet rock, carpentry, moving appliances, etc.) required for meter installation or for allowing individual meter installation shall not be included in the reimbursement. No reimbursements will be provided to any owner until all residential units furnish proof of having a meter installed and all bills on the old master meters have been paid. Owners and Licensed Plumbers are advised to contact the DEP Reimbursable Metering Unit before proceeding with such a project.

Which Properties Qualify for RMP Replacement of Existing Meters?

A reimbursement will be provided for the replacement of a meter in any building class that DEP would otherwise replace itself using its Contractors or Inspection staff. These include: inoperable meters of any age and meters 1½" or larger meter more than seven (7) years old or a meter smaller than 1½" that is more than 10 years old. Only meters that DEP uses for direct billing purposes qualify. Reimbursements will not be provided for replacement of cooling tower meters, branch or submeters, meters removed without a permit or meters used primarily for qualifying for a sewer allowance or billing program. If the existing installation does not meet current installation regulations as described by RCNY Title 15 Chapter 20 and the List of Approved Water Meters, the replacement must be brought up to specifications, including the installation of an automatic meter transmitter unit ("MTU") which meets DEP standards, and, for turbine meters, a meter manufacturer's strainer and test tee or faucet. Separate reimbursement amounts are provided for replacement of the meter and for replacement/installation of any required strainer for a turbine meter, if a strainer is not already present. The Licensed Plumber must report the final reading from the old meter on the completed permit. The MTU is furnished

and installed by DEP.

Application Steps:

1. The owner of a residential property decides to install a water meter(s) for the property on their own, or to replace a meter that is no longer functioning properly, or that does not allow remote readings. The owner calls one or more Licensed Plumbers to obtain bids for the work. The Licensed Plumber should survey the property and provide the owner with a cost proposal. Owners are cautioned against taking bids from contractors who have not surveyed the property and are also cautioned that there is always the possibility that complications will result in costs which were not included in the estimate. The Licensed Plumber should clearly indicate to the customer any cost which is above the DEP reimbursement or costs that are not covered by the DEP reimbursement which the owner must pay. The owner should also ask the Licensed Plumber about insurance coverage and the length of their warranty on labor. For information, DEP's contractors provide the City with a one-year warranty on labor, starting on the date DEP inspects and approves an installation. DEP will not assume maintenance responsibility for an RMP meter until one year after successful inspection of the meter installation. An owner should not sign any contract or agree to any cost proposal from a Licensed Plumber unless the plumber has surveyed the property, provided a detailed cost proposal and indicated any costs above the reimbursement amount. If it is a 1-3 family property, the customer must read and sign the "Customer Certification Statement" for submission to DEP.
2. The owner completes the "Property Owner's Certification and Application for the RMP," and the Licensed Plumber submits that form and a permit application at one of the BCS Borough Offices, which issues the permit. Meter permits are required for original and replacement meter installations and repairs. A "break seal" permit is required for the replacement of a meter register. The Licensed Plumber should make sure that the clerk at the Borough Office stamps the permit "Reimbursable Metering" or "Window of Opportunity" but a failure by DEP staff to do this shall not disqualify an application. In the case of outdoor pit meter installations, DEP must pre-inspect the site to confirm that an outdoor pit meter installation is appropriate or the owner risks the possibility that DEP will only approve reimbursement for an indoor installation.
3. The Licensed Plumber installs the meter and the associated equipment, valves and fittings, and then submits the following documents to the BCS Borough Office **and** to the "Reimbursable Metering Unit" at DEP's Lefrak Office:

Submit the following documents to the DEP BCS Borough Office [within 30 calendar days of meter work except for the completed permit] (addresses are on page 9):

- Completed Permit (original) – **MUST BE SUBMITTED WITHIN TEN BUSINESS DAYS OF METER INSTALLATION/REPLACEMENT**
- "Itemized Bill for Reimbursement" (copy)
- "Owner's Affidavit of Work Completed" (copy)
- "Customer Certification" (For 1-3 family properties, only - copy)

Submit the following documents to the “Reimbursable Metering Unit” [within 30 calendar days of the meter work] (James Gallagher, DEP BCS Metering/Conservation Unit, 96-05 Horace Harding Expressway, 1st Floor, Corona, NY 11368-4100):

- Completed Permit (copy)
- “Property Owner’s Certification and Application for RMP” (copy)
- “Itemized Bill for Reimbursement” (original)
- “Owner’s Affidavit of Work Completed” (original);
- “Customer Application and Certification” (For 1-3 family properties, only - original)
- “Refund and Transfer Form,” (original) if you wish to receive a refund check instead of leaving the credit on your water/sewer account.

Mixing up which office receives copies and which receives originals, as long as one office receives the originals, shall not be a basis for rejection.

4. DEP reserves the right to inspect all or a sample of completed installations. As soon as the meter work is completed and permit returned, the property owner must contact the DEP Borough Office to schedule an inspection to occur within 45 days of completion of the meter work. Failure to schedule and keep this appointment will disqualify the work from RMP reimbursement. The MTU shall be installed and/or programmed during that inspection. The Licensed Plumber is responsible for the installation’s compliance with all Codes and regulations. DEP will not be responsible for any additional costs resulting from errors in the original work. Upon submission of a completed permit the DEP Borough office will establish a meter on the building’s water/sewer account or place the new meter on the account.
5. Once the meter has been established for the property’s account and the work has passed inspection, DEP’s Reimbursable Metering Unit will apply a credit to the property’s water/sewer account to reimburse the owner for the meter installation costs. At this point, if the owner has submitted a “Refund and Transfer Form” to DEP, and the credit will not be consumed by bills within a period of time established by Water Board rules, DEP’s Refund Unit will process a refund check for the net reimbursement credit on the water/sewer account. The refund check will be payable to the party listed in the water/sewer account for the property. The check will not be made out to anyone else. Any monies owed to the Water Board for unpaid water/sewer charges will automatically be deducted from the credit before a check is issued.

Potential Problems with RMP Projects

The following problems are the common sources of delay for reimbursements and approvals:

1. The Licensed Plumber fails to return the completed **sealed** permit to the BCS Borough office from which it was issued, or fails to write the meter number, final reading for the old meter, meter make/model or the set date on the permit. The meter cannot set up on the water/sewer account and an inspection cannot be scheduled until the sealed permit is properly returned. **The permit must be returned within ten business days of completion of the work or the Licensed Plumber will be issued a Notice of Violation.**

2. The Licensed Plumber fails to install wires from the meter register to the exterior of the building properly. DEP will install the AMR MTU.
3. The owner or Licensed Plumber fails to send documents to *both* the Borough office and RMP Unit (James Gallagher).
4. Documents are mailed to a general address (“DEP” instead of the specific person or their title).
5. The Licensed Plumber charges the customer sales tax. Meter installations are *not* subject to sales tax on the customer.
6. The Licensed Plumber fails to drill holes in flanges for seal wire.
7. The Refund Application is not signed and dated.
8. For meter replacements, the Licensed Plumber has not written the final reading from the old meter on the completed permit.
9. The customer submits a refund application form for refunds other than the meter installation or replacement. Doing this will slow all of the refund checks. For refunds other than the meter installation/replacement, send the refund application directly to: BCS Refund Unit, 7th Floor, New York City Department of Environmental Protection, 59-17 Junction Blvd., Flushing, NY 11373-5108.
10. Reimbursements are not provided for meters that were illegally removed or for meters being replaced only because the owner has increased the size of the water service. If the water service is being replaced with a larger service *and the original meter was not operating properly*, a meter replacement reimbursement for the original meter size can be issued.

Important Notification to Licensed Plumbers:

DEP maintains a log of inspection failures or other repeated problems and will make a list of Licensed Plumbers with chronic work problems available to the public on request. The following problems will be logged:

- Installing a pit meter when an indoor meter installation was appropriate or telling a customer that an indoor installation will lead to a reimbursement for an outdoor pit meter
- Poor work quality or installation work that violates Codes or DEP specifications
- Failure to return permits to the Borough Office or furnishing incorrect information on permits
- Failure to submit reimbursement forms in a timely manner, resulting in a delay in the customer receiving their bill credit
- Misleading or false advertising, including anyone other than a plumbing company advertising plumbing services, unsecured guarantees of savings and other claims which are not consistent with program rules or procedures

- Failure by the Licensed Plumber to provide a labor warranty of at least one year from the date of DEP acceptance

Sources of Additional Information

The following documents are available at DEP's website, www.nyc.gov/dep, at the following link: http://www.nyc.gov/html/dep/html/water_and_sewer_bills/propmgmt.shtml

“List of Approved Meter and Related Equipment”

“RCNY Title 15 Chapter 20”

Meter Technical Issues (Meter and installation specifications)

David Ventura, Manager, Meter Test Facility: (718) 326-8383

Barry Parks, Chief Inspector, Manhattan Office: (212) 643-2205

Nicholas Lasalle, Chief Inspector, Bronx Office: (718) 466-8441

John Bil, Chief Inspector, Brooklyn Office: (718) 923-2603

Winston Shirley, Chief Inspector, Queens Office: (718) 595-4592

Guy Martinez, Chief Inspector, Staten Island: (718) 876-6807

Reimbursable Metering Reimbursement Processing (and general non-technical questions):

James Gallagher: (718) 595-4701

(James Gallagher, DEP BCS Metering/Conservation Unit, 96-05 Horace Harding Expressway, 1st Floor, Corona, NY 11368-4100)

Permit Issues

Ivy Cornish, Manhattan Chief Clerk: (718) 643-2203

Antoinette Newell, Bronx Chief Clerk: (718) 466-8460

Helen S. Jarrett, Brooklyn Chief Clerk: (718) 923-2607

Vacant, Queens Chief Clerk: (718) 595-4604

Isabella Burns, Staten Island Chief Clerk: (718) 876-6809

Bureau of Customer Services Borough Offices

Manhattan: 1250 Broadway - 8th Floor (at 32nd Street), 10001-3718

Bronx: 1932 Arthur Avenue - 6th Floor, 10457-6374

Brooklyn: 250 Livingston Street - 8th Floor 11201-5808

Queens: 96-05 Horace Harding Expressway – 1st Floor, 11368-4100

Staten Island: 60 Bay Street - 6th Floor, 10301-2514

Refund Unit

Mona Lisa Mathieu (718) 595-7321

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE (1)
New Residential Meters for Unmetered Properties Only
Effective for Permits Returned After November 1, 2010

Type and Size of Meter	Scheduled Reimbursement
Displacement Meters	
5/8" or 3/4"	\$1,000
1"	\$1,100
1.5"	\$1,500
2"	Use Single-jet or Electromagnetic meter
Turbine Meters	
1.5"	\$1,800
2"	\$2,500
3"	\$4,000
4"	\$5,500
6"	\$8,000
8"	\$15,000
10"	\$20,000
12"	\$23,000
Electromagnetic Meters	
2"	\$3,000
3"	\$4,000
4"	\$5,000
6"	\$7,500
8"	\$13,000
10"	\$20,000
12"	\$23,000
Single-Jet Meters	
3/4"	\$1,000
1"	\$1,300
1 1/2"	\$1,800

2"	\$2,600
3"	\$3,500
4"	\$5,000
6"	\$7,500

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE (1) <u>New Residential Outdoor Pit Meters For Unmetered Properties Only</u> Effective for Permits Returned After November 1, 2010	
Displacement Meters Installed in Outside Pits (See Note 2)	
3/4"	\$3,000
1"	\$3,500
1-1/2"	\$4,000
2"	\$4,500
Turbine or Electromagnetic Meters Installed in Pits (See Note 2)	
2"	\$11,800
3"	\$12,575
4"	\$13,575
6"	\$20,100
Single-Jet or Electromagnetic Meters Installed in Pits (See Note 2)	
2"	\$12,370
3"	\$13,600
4"	\$15,130
6"	\$21,975
All Other Meters Installed in Pits or in Above-Ground Enclosures (See Note 2)	
Over 6" in Outdoor Vault, Any Size in Above-Ground Enclosure	Individually negotiated

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE
Replacement Meters Only
Effective for Permits Returned After November 1, 2010

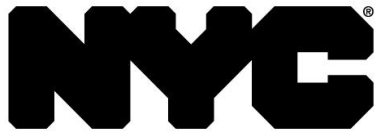
Replacement of Displacement Meters	
5/8"	\$700
3/4"	\$820
1"	\$850
1.5"	\$1,500
2" with 2" Single-Jet or Electronic	\$1,700
Replacement of Small Single-Jet Meters	
3/4"	\$820
1"	\$850
1.5"	\$1,500
Replacement of Turbine Meters with Turbine or Electromagnetic Meters	
Replacement of 1.5" - 3"	\$2,000
4"	\$2,900
6"	\$4,000
8"	\$6,000
10"/12"	\$10,000
16"	\$13,000
Repair/Rebuild of Turbine Meters (See Note 12)	
1.5" – 3"	\$700
4"	\$1,000
6" – 8"	\$1,500
10" – 12"	\$3,000
Replacement of Compound, Single-Jet or Electromagnetic Meters with Single-Jet, Sensus OMNI C2 or Electromagnetic Meters (See Note 7)	
2"/3"	\$2,600
4"	\$3,500
6"	\$7,000

Replacement of Compound, Single-Jet or Electromagnetic Meters with Single-Jet Sensus OMNI or Electromagnetic Meters (Continued from previous page)	
8"	\$8,000
Replacement of Fire Service Meter with New Fire Service Meter (Combined Services Only where one Fire Service Meter covers the entire service)	
3"	\$8,000
4"	\$8,500
6"	\$10,000
8"	\$12,000
10"	\$15,000
12"	\$20,000
Replacement of Hot Water Meters (See Note 8)	
¾"	\$800
1"	\$850
1½"	\$1,500
2"	\$1,700
Furnishing and Installing Strainers (only where existing turbine meter lacks a strainer)	
3"	\$520
4"	\$660
6"	\$890
8"	\$1,290
10"	\$1,660
12"	\$1,870
Replacement of Meter Register Head(s) Only	
Displacement Meters, Turbine Meters, Single-Register Compound Meters	\$150 (Displacement or horizontal turbine), \$300 (Metron-Farnier Hawkeye to Innov8), \$1,000 (Sensus OMNI)

NOTES, TERMS AND CONDITIONS

1. Reimbursement amounts shown are for the cost of the meter, fittings and pipe work necessary for its installation/replacement *only*. Except for the installation of a strainer in meter replacement projects, the cost of any other work which may be necessary to correct deficiencies or improve a building's piping is not included in the scheduled amounts and will not be reimbursed. The reimbursement will be equal to the scheduled amount for each size and type of meter installed or the actual amount paid to a plumber, whichever is less. The Licensed Plumber shall provide the owner with a one-year warranty on labor.
2. Meters installed in outdoor pits are only allowed for locations when a meter location indoors is not possible as determined and approved in writing by DEP. Failure to have DEP pre-inspect possible outdoor pit meter locations exposes the owner to the possibility that DEP will determine that an indoor installation could have been performed and that only reimbursement for an indoor installation shall be provided. These are generally limited to a) homes with finished basements where the water service enters the home, b) confined locations where neither a positive displacement nor single-jet meter can be installed indoors. The reimbursement amounts indicated above include the cost of the meter, all required appurtenances, and the meter pit itself which must conform to the Department's regulations/specification for meter pit installations contained in the "List of Approved Water Meters and Related Equipment with Typical Water Meter Setting Details" The "pit meter" reimbursement amounts apply only to pits dug outside. They do not apply to expansion of concrete pits inside a basement, garage or home.
3. All work must comply with the most recent version of "Rules and Regulations Governing and Restricting the Use and Supply of Water" (Rules of the City of New York, Title 15, Chapter 20) and DEP's "List of Approved Water Meters and Related Equipment".
4. New construction meters required to comply with Local Law 53/1985 (substantial renovations or new construction), fire service meters on dedicated fire services, submeters of any kind or meters for an end use which may qualify for a wastewater allowance or billing program under the Water and Wastewater Rate Schedule do not qualify for reimbursement under the "Reimbursable Metering Program."
5. The Licensed Plumber and applicant shall follow the specific application procedures described in the Department's booklet, "Reimbursable Metering Program."
6. The reimbursement for strainers applies only if the existing meter lacks a strainer.
7. Existing compound meters must be replaced with single-jet, advanced turbine (Sensus OMNI C2 or T2) or electromagnetic type meters.
8. Please refer to the Approved Meter List for circumstances under which hot water meters will be replaced with reimbursement. Only large consumers of hot water within flat-rate accounts will be considered.

9. This reimbursement schedule shall supersede all previous reimbursement schedules for permit applications submitted after the effective date.
10. DEP reserves the right to photograph installations.
11. Reimbursement for repair of turbine meters shall be limited to those manufacturers which offer complete rebuild parts kits for their products. A “repair” shall include replacement of the register head(s), measuring element(s), seals, gaskets, strainer basket, and any other additional parts included in the manufacturer’s “kit”. The completed permit must include a final reading from the old meter. “Repair” does not include conversion of a meter with mechanical or other non-magnetic couplings to modern functionality. Meters of such age must be replaced



**Environmental
Protection**

**Property Owner's Certification
and Application for Reimbursement
Reimbursable Metering Program**

I certify that I am the property owner or the HPD-registered managing agent of a multiple dwelling, that I have obtained a current copy of DEP's Reimbursable Metering Program booklet and that I understand the requirements and my obligations for obtaining a reimbursement for the metering work.

Print Name: _____

Property Address: _____

Borough: _____ **Block:** _____ **Lot:** _____

Signature: _____ **Date:** _____

Notary:



**ITEMIZED BILL FOR REIMBURSEMENT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

Billed to: _____

Address: _____

Meter Location: _____

Boro: _____ Block: _____ Lot: _____

Meter Set Date: _____ Meter Serial No. _____

Size: _____ Meter Type (circle): Displ. Turbine Single-Jet Electromagnetic

Old Meter No. _____ Final Reading : _____

(For replacements/repairs)

Reimbursable Material Used:

List of Items Used	Quantity	Cost
TOTAL MATERIAL COST	\$	
TOTAL LABOR COST	\$	
TOTAL INSTALLED COST	\$	

NOTE: METER INSTALLATIONS ARE SALES TAX EXEMPT

Plumber Information:

Name (Print): _____ Signature: _____

License No. _____ Permit No. _____



**Environmental
Protection**

**PROPERTY OWNER’S AFFIDAVIT OF WORK COMPLETED
REIMBURSABLE METERING PROGRAM
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

I, _____ do hereby certify that the attached Itemized Bill for Reimbursement accurately reflects the cost of and amount paid for the meter installation/replacement at the property designated on the City Tax Map as

Borough _____ Block _____, Lot _____,

(Property Address _____)

Owner’s Signature

Date: _____

Sworn to before this _____ day

of _____, 20 _____.

Notary Public



Environmental Protection

**CUSTOMER CERTIFICATION
REIMBURSABLE METERING PROGRAM
NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

(Required for all 1-3 family installations, except multifamily homeowner associations or condominiums)

PLEASE TYPE OR PRINT

Owner's Name:		
Installation Address:		
City:	State:	Zip Code:
Mailing Address (if different):		
City:	State:	Zip Code:
Account Number (from Water/Sewer Bill):		
Borough:	Block:	Lot:
Home Phone:()	Business Phone:()	

Customer Certification

1. I certify that I am the owner of the above-referenced property and have the legal authority to enter into a contract with a New York City-licensed plumber to install or replace a water meter at this property. I certify that I have read DEP's "Reimbursable Metering Booklet."
2. I recognize that the licensed plumber that I hire to conduct this work is **my contractor**. I recognize that the licensed plumber is **not** a contractor of the New York City Department of Environmental Protection (DEP) or the New York City Water Board (NYCWB), and that DEP and the NYCWB do not "approve," "endorse," or "certify" the licensed plumbing contractor. I recognize that any and all disputes or complaints between the

contractor and myself must be resolved as a contractual matter between the contractor and myself and that DEP has no role in mediating or arbitrating these disputes. Professional complaints concerning the licensed plumbing contractor may be referred to the New York City Department of Buildings. Claims for any alleged damages are a matter for the licensed plumber's insurance carrier.

3. I recognize that DEP will provide me with a credit on my water/sewer account which shall be equal to the amount listed in the Reimbursable Metering Reimbursement Schedule or "Reimbursable Metering Pit Installation Reimbursement," as applicable, or the plumber's actual installation price, whichever is less. I am responsible for any costs above the listed reimbursement amount.
4. The credit shall be applied to my water/sewer account after the installation has been inspected and approved and the meter has been established on my account by the DEP Borough Office. Through his license responsibilities, the licensed plumber certifies that the installation has been performed under the applicable Codes and Regulations. Once the credit has been posted to my water/sewer account I may receive a refund check if I have submitted a "Refund or Transfer Form." The check will be issued in the name on the water/sewer account for any net amount of the credit. I recognize that if I owe any money in water/sewer bills at the time the credit is posted, that amount will be subtracted from the "refund" check. The "refund" check will only be made out to the person named on the water/sewer account and can not be made out to the licensed plumber contractor or anyone else.
5. Before making any final payment to the licensed plumber I have confirmed that the licensed plumber has returned the permit to DEP and has also completed the "Itemized Bill for Reimbursement," and provided me with the original of that document, or submitted the original to DEP, while providing me with a copy.
6. If this is an original meter installation, I recognize that I will be placed on metered billing within several weeks after the meter installation is inspected and approved.
7. If this is an original meter installation, I also recognize that DEP will place a credit on my water/sewer account for the unused portion of this year's frontage (flat-rate) water/sewer bill. That credit shall be applied against future metered water/sewer bills.

Print Name Legibly or Type

Signature

Date: _____

Notary:



**Environmental
Protection**

**Guidelines and Requirements for Optional Individual Metering in
Certain Condominiums Up Through Six Stories**

Joseph F. Singleton, Jr.
Deputy Commissioner
Customer Services
CustomerService@dep.nyc.gov

59-17 Junction Boulevard
Flushing, NY 11373
T: (718) 595-7000
F: (718) 595-5647

Requirements

1. The building must be a legally established condominium with each individual condominium unit having a domestic hot water heater and space heating unit within the dwelling unit and only one cold water connection into the condominium unit.
2. Individual water meters that are on the current DEP List of Approved Water Meters must be installed at or very near the point of entry of the main water service for the building. The meters must be installed according to DEP specifications including inlet and outlet isolation valves, test port, outward facing register face, electrical continuity (or setter) and other requirements set forth in Title 15 Chapter 20-05 and associated sketches. If the individual meters are not yet installed, or if existing meters must be replaced, they may qualify for the Water Board's Reimbursable Metering Program. Existing meters more than twelve years old shall be replaced by the condo with new approved meters meeting DEP's current meter sizing and other criteria. Pre-existing submeters must meet current DEP requirements as described in this paragraph. DEP will not install or replace meters itself for this purpose.
3. The condominium Board of Directors must pass and provide to DEP a resolution or bylaw amendment that commits the condominium to the issues listed below under "Required Contents of Condominium Resolution or Bylaw Amendment."
4. DEP "Customer Registration Forms" for each individual condominium unit must be submitted listing the owner's name, condominium lot and block number, service address including apartment number, mailing address (if different), email address and phone number. All owners of all individual condominium units must agree to individual DEP metering before AMR boxes will be installed and individual meter billing can begin.
5. All accounts must be registered with "My DEP Account" for leak alert notifications and consumption monitoring. If the owner does not have an email address, the email address of a managing agent or someone else in the employ of the owner or the condominium may be substituted.
6. The condominium must be current with its existing bill and/or current with any payment agreement.

7. An entire premises meter must be installed. The meter will be placed on “monitor only” status once the individual meters are activated.
8. If there is a separate irrigation connection or other service, it shall have its own meter(s) associated with the condominium’s common account.

Required Contents of Condominium Board Resolution or Bylaws Amendment

1. The condominium acknowledges and agrees that each individual condominium unit will be separately charged and billed for water and sewer services for that individual condominium unit under the terms and conditions of the Water and Wastewater Rate Schedule of the New York City Water Board. Unpaid charges are a lien against the individual condominium unit and could be sold in a tax lien sale which could ultimately result in the owner losing their property if they do not pay what they owe.
2. The condominium acknowledges and agrees to the “Requirements” section of the “Guidelines and Requirements for Optional Individual Metering in Certain Condominiums of Four or Five Stories” listed above.
3. The condominium understands and agrees with the proposed permanent mounting location for the AMR boxes.
4. The condominium will require any purchaser of a condominium unit to complete and submit to DEP a Customer Registration Form at or within one week of closing on that unit.

Note on MTU Mounting

The Meter Transmission Unit (“MTU”) must be located above ground level and must almost always be mounted on the exterior of the building. A minimum of six inches of space must be available between adjacent MTU’s. There may be several different possible mounting locations or arrangements and the DEP will provide an inspector to survey and discuss alternatives. The final location(s) are dependent on DEP receiving transmissions from the MTU’s.

Property Management & Trade Professionals (www.nyc.gov/dep)

Large Water Meter Installations and Repair Work

The maintenance of our water meters is one of the most important parts of ensuring the highest level of water and wastewater services to our customers. DEP has begun contacting customers to schedule an appointment to have their meter installed, repaired, or replaced. Below is a list of frequently asked questions to help property owners and managers understand what this means. Large Meter Installations: Frequently Asked Questions ; List of Authorized Large Meter Contractors

Multi-Family Conservation Program

The Multi-Family Conservation Program (MCP) provides qualified multiple-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 multiple-family housing, while giving Customers control over their water and wastewater costs. At the discretion of the Commissioner, buildings with substantial increases in water consumption caused by unaddressed leaks or waste may be expelled from the program.

MCP Program Guidelines

MCP Program guidelines can be found in Part IV, Section 2 of the FY2015 Water and Wastewater Rate Schedule. (PDF)

Where applicable, MCP properties will be billed for services provided between July 1, 2014 and June 30, 2015 at an annual charge of \$975.85 per Dwelling Unit, \$803.39 per Low-use Commercial Unit, and \$276.73 per Boarder, Roomer, or Lodger Unit. These rates include both water and sewer charges.

The MCP requires participants to implement certain conservation measures in order to remain on flat-rate billing. Properties must have an Automated Meter Reading (AMR) compatible contemporary meter and an AMR device installed by January 2015, and high-efficiency water-using fixtures installed in 70% of all units by June 2016. Toilets installed as a part of DEP's original 1994 to 1997 Toilet Rebate Program will count towards this requirement. MCP Frequently Asked Questions (PDF); View your water consumption online.

Applying to the Multi-family Conservation Program

Customers currently billed on metered charged can apply to have qualified buildings enrolled in the MCP. Please note that 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.

To apply to the Program, print out the application and reference the documents below, fill out the application form and send it to DEP at the address listed on the form: MCP Program Application Form; MCP Application Check List; Installing a Separate Water Meter for High-Consumption Commercial Tenants; Customer Registration Form; High Efficiency Clothes Washers; Showerheads, Aerators, and Toilet Flappers; Standard Sketch for Separate Commercial Meter for MCP Buildings

Property Management

Water Conservation Tips

New York City Department of Environmental Protection has put together a presentation to help building managers, superintendents, home owners and the public learn more about how to conserve water. Water conservation tips

Letter of Authorization

A letter of authorization is required for a third party to conduct certain types of business with DEP. All letters should be mailed to:

Letter of Authorization

DEP/Bureau of Customer Services


 Search

- [Home](#)
- [Mission Statement](#)
- [Pay Your Water Bill](#)
- [Water Board Members](#)
- [Water Board Officers](#)
- [Rates & Regulations](#)
- [Rate Reports](#)
- [Public Notices](#)
- [Meeting Minutes](#)
- [Financial Statements](#)
- [Documents & Policies](#)
- [Contact](#)

Adobe Acrobat Reader
(required to read PDFs)

Rates & Regulations

Current Rate Schedule

- ▶ [FY2015 Rate Schedule \(PDF\)](#)

Regulations

- ▶ [Theft of Services Regulation \(5/15/09\)](#)
- ▶ [Denial of Access Regulation \(5/15/09\)](#)
- ▶ [Termination of Service for Nonpayment \(2/29/08\)](#)
- ▶ [Reimbursable Metering Program \(11/1/10\)](#)
- ▶ [Approval of Stormwater Management Practices \(01/28/11\)](#)

Rate History

The New York City Water Board has made the history of metered water and sewer rates available for review, beginning in Fiscal Year 1980.

- ▶ [FY2014 Rate Schedule \(PDF\)](#)
- ▶ [FY2013 Rate Schedule \(PDF\)](#)
- ▶ [FY2012 Rate Schedule \(PDF\)](#)
- ▶ [FY2011 Rate Schedule \(PDF\)](#)
- ▶ [FY2010 Rate Schedule \(PDF\)](#)
- ▶ [FY2009 Rate Schedule \(PDF\)](#)
- ▶ [FY2008 Rate Schedule \(PDF\)](#)

Fiscal Year	Period Covered	Change in metered water	Water Rate per 100 cf (748 Gals)	Sewer Rate per 100 cf (748 Gals)	Total W/S
2015	7/1/14-6/30/15	+ 3.35%	\$3.70	159% of water = \$5.88	= \$9.58
2014	7/1/13-6/30/14	+ 5.6%	\$3.58	159% of water = \$5.69	= \$9.27
2013	7/1/12-6/30/13	+ 7.0%	\$3.39	159% of water = \$5.39	= \$8.78
2012	7/1/11-6/30/12	+ 7.5%	\$3.17	159% of water = \$5.04	= \$8.21
2011	7/1/10-6/30/11	+ 12.9%	\$2.95	159% of water = \$4.69	= \$7.64
2010	7/1/09-6/30/10	+ 12.9%	\$2.61	159% of water = \$4.15	= \$6.76
2009	7/1/08-6/30/09	+ 14.5%	\$2.31	159% of water = \$3.67	= \$5.98
2008	7/1/07-6/30/08	+ 11.5%	\$2.02	159% of water = \$3.21	= \$5.23
2007	7/1/06-6/30/07	+ 9.4%	\$1.81	159% of water = \$2.88	= \$4.69
2006	7/1/05-6/30/06	+ 3%	\$1.65	159% of water = \$2.62	= \$4.27
2005	7/1/04-6/30/05	+ 5.5%	\$1.60	159% of water = \$2.54	= \$4.14
2004	7/1/03-6/30/04	+ 5.5%	\$1.52	159% of water = \$2.42	= \$3.94
2003	7/1/02-6/30/03	+ 6.5%	\$1.44	159% of water = \$2.29	= \$3.73
2002	7/1/01-6/30/02	+ 3%	\$1.35	159% of water = \$2.15	= \$3.50
2001	7/1/00-6/30/01	+ 1%	\$1.31	159% of water = \$2.08	= \$3.39
2000	7/1/99-6/30/00	+ 4%	\$1.30	159% of water = \$2.07	= \$3.37
1999	7/1/98-6/30/99	+ 4%	\$1.25	159% of water = \$1.99	= \$3.24
1998	7/1/97-6/30/98	+ 6.5%	\$1.20	159% of water = \$1.91	= \$3.11