



# Customer Dispute Resolution Process

---

You may request an explanation of your bill from the Department of Environmental Protection (DEP) at any time by contacting the DEP Customer Services Contact Center at (718) 595-7000, by visiting a borough office of the Bureau of Customer Services, by writing a letter to DEP/Bureau of Customer Services, P.O. Box 739055, Flushing, NY 11373-9055, or by visiting DEP's web site [www.nyc.gov/DEP](http://www.nyc.gov/DEP).

If you are not satisfied by the bill explanation, you may request a formal review of your charges. Customer disputes must be submitted to DEP in writing in order to begin the formal review process.

You are advised to pay all water and sewer charges during the Dispute Resolution Process. Late Payment Charges (LPC) will continue to accrue until all charges are paid in full.

If you choose not to pay for disputed charges, and the formal review is found in your favor, only the LPC associated with the disputed charge will be removed. Charges that are determined to be correct by DEP will accrue LPC from the original due date of the charge.

---

## **To file a written complaint – DEP BCS**

You have the right to file a formal dispute of a water and wastewater bill with DEP. Disputes must be submitted in writing within four years of the date of the bill in question.

DEP will provide a response within 90 days of receipt of complaint:

Customer Complaint  
DEP/Bureau of Customer Services  
P.O. Box 739055  
Flushing, NY 11373-9055

The following information must be included in this letter:

- *Identification of the property (or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the charge is incorrect*
- *Any supporting documentation*

You may also submit your written complaint using the dispute form available on the internet at <http://www.nyc.gov/dep>.

## **To file an initial appeal – Deputy Commissioner**

If you are not satisfied with DEP's decision, you have the right to appeal. DEP must receive your appeal (in writing) no later than 120 days from the date of the response letter. If you need an extension, you must file a petition before the appeal due date.

To appeal, you or an authorized representative must send a written statement to the Deputy Commissioner. This statement must include your property/street address and account number, and must explain why you think the charges are incorrect.

If you do not provide access to your property or meter, or take other action that prohibits the Deputy Commissioner from making a decision, you will be notified in writing why a decision cannot be made and what you must do to receive a decision.

continued..

If the Deputy Commissioner decides the charges are correct, you must send payment in full immediately. Payment can be made by check or money order via mail or in person. You can also pay by credit card or electronic funds transfer at <http://www.nyc.gov/dep>. If the charges are incorrect, DEP will adjust your account accordingly and payment is required immediately upon adjustment.

The appeal must be addressed to:

Initial Appeal  
DEP/ Deputy Commissioner – Bureau of Customer Services  
P.O. Box 739055  
Flushing, NY 11373

Please indicate in the subject line of your letter "INITIAL APPEAL." The following information must be included in this letter:

- *Identification of the property (street address, property number, or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the charge is incorrect*

The Deputy Commissioner will then make every effort to render a decision (in writing) on your appeal within 90 days after receiving it.

You may also submit your initial appeal using the dispute form available on the internet at <http://www.nyc.gov/dep>.

### **To file a final appeal – Water Board**

You have the right to appeal the Deputy Commissioner's decision. This appeal must be submitted in writing within 30 days of the date of the response letter and be accompanied by a copy of the Deputy Commissioner's decision. Billing decisions will not be reversed unless you can demonstrate an error has been made or present additional facts relevant to Water Board Rules.

Please send the Final appeal to:

Final Appeal  
Water Board/Executive Director  
59-17 Junction Blvd 19<sup>th</sup> Floor  
Flushing, NY 11373

Please indicate in the subject line of your letter "FINAL APPEAL." The following information must be included in this letter:

- *Identification of the property (street address, property number, or borough, block and lot number)*
- *The charge in dispute and date of bill*
- *Statement of reason(s) why you believe the decision in the appeal is incorrect*
- *Copy of the Initial Appeal*
- *Copy of the Deputy Commissioner's response to the Initial Appeal*
- *Any additional documentation to support the reversal of the appeal*

The Water Board will then make every effort to render a decision (in writing) on your final appeal within 60 days after receiving it.

### **For more information**

You may view the appeal guidelines in full at <http://www.nyc.gov/html/dep/pdf/partix.pdf>. For a copy by mail, call (718) 595-7000. A representative is available from 9 a.m. to 5 p.m. on Monday, Wednesday, Friday and Saturday, and from 9 a.m. to 8 p.m. on Tuesday and Thursday.