

LETTER FROM THE COMMISSIONER



Caswell F. Holloway
Commissioner

Dear Friends:

When Mayor Bloomberg appointed me Commissioner of the Department of Environmental Protection (DEP) in January 2010, he asked for two things: accountability and results. The result DEP needs to achieve is clear: supply, deliver, and treat the high-quality water that more than nine million New Yorkers need every day; and protect and improve the air we breathe, the waterways that surround us, and our overall quality of life by preventing excessive noise and the other environmental hazards that New Yorkers confront in a city of 8.4 million (and growing).

This plan establishes 29 goals and 100 specific strategies and initiatives to achieve them to get that result—at a cost New Yorkers can afford. Four core functions contribute to achieving DEP’s mission, and are reflected in the structure and organization of this plan:

- We are a customer service organization that serves more than nine million New Yorkers, including 835,000 property owners who pay their water bills, and thousands of people and businesses who need to hook into the water system to build homes and businesses throughout the five boroughs;
- We are the largest municipal water and wastewater utility in the country, supplying and distributing more than one billion gallons of drinking water each day, and treating 1.3 billion gallons of wastewater generated in New York City and the watershed;
- We have one of the largest capital programs in the region, with \$14 billion of projects currently in active design and construction, including City Water Tunnel No. 3, and the \$5 billion re-construction of Newtown Creek Wastewater Treatment Plant; and
- We have a key role in making New York City sustainable today and for future generations by providing clean water, clean air, and a healthy environment for all New Yorkers, and the millions of commuters and visitors who come to the city every day.

Performing each of these functions well requires clear goals and the means to achieve them, and that’s what this plan is intended to provide. It is also designed so that New Yorkers—and all of DEP’s many stakeholders—can hold us accountable for getting the great results that you have a right to expect. Whether you are a customer concerned about a bill, a contractor who needs to get paid, a developer or entrepreneur trying to open a new restaurant, or a citizen or regulator concerned about water quality in New York Harbor, this plan articulates clear goals and how we intend to achieve them.

I want to thank our nearly 6,000 skilled and dedicated employees for their unwavering commitment to DEP, and to the City we serve. Thanks to their hard work, New Yorkers need only turn on the tap to enjoy one of the City’s greatest resources: NYC water.

A handwritten signature in black ink, appearing to read 'Caswell F. Holloway'.

Caswell F. Holloway
Commissioner