Water and Sewer Permitting System (WSPS)

On-Line Payments

New York City (NYC) Department of Environmental Protection (DEP) Bureau of Customer Services

New York, NY
October 2011
The Water and Sewer Permitting System which enables applicants to submit permit applications and receive approvals (or objections) for permits electronically is undergoing new technology that will now allow Licensed Master Plumbers (LMP) to also make permit payments online.

Currently the WSPS system only includes no-fee permit applications for:

- In-kind Repair or Water Sewer Service Line Connections
- In-kind Relay of Water or Sewer Service Line Connections
- Tap Card Certification for self-certified water service line relays and repairs (for permits issued through WSPS or at one of the local offices).
Starting October 3rd, 2011 two Fee Required permits will be added to the WSPS System.

- Sewer Connection – Associated with allowing a property to connect to the Wastewater System – Fee: $200.00
- Sewer Plugs – Certifies that a sewer service has been terminated – Fee: $200.00

Applicants now have the option of performing this transaction on-line and will need to access the Water and Sewer Permitting System (WSPS) via the DEP website www.nyc.gov/dep. Here they will be able to register and connect to WSPS Online Permitting.
- Enter your User ID and password
- Click “Login”
Payment On-Line Enrollment

- You will be taken to DEP’s online payment site, where you will be required to enter some additional personal information related specifically to billing.

• Scroll down to see more…
You will also be asked to create a unique access code, which will serve as an extra layer of security. Customers must enter their access code whenever they use the online payment site.

Once you have completed all required fields and agreed to the terms and conditions, click Continue.
You will be asked to verify the information you entered. Once you are satisfied, click “Submit”
You will see an on-screen message indicating confirmation of enrollment
Click “Proceed to login page”

ENROLLMENT SUCCESSFULLY COMPLETED

Congratulations! You have successfully enrolled in New York City Water Board’s online bill presentation and payment service.

Proceed to Login Page
WSPS Main Menu

Type your DEP account number, and perform one of the three options. Get a Permit, Make a Payment, or See My Payments.
Plumbers making a payment to apply credit to their DEP Plumber account to purchase permits will need to go through a series of screens. Enter Access Code that would have been established during the registration to My DEP Account.

If you forgot your access code, click on the link to answer a security question which will give the user their access code.
New York City Water & Sewer Payment Options

Plumbers should select the option for (One Time Payment) which allows them to pay any amount they wish to apply to their DEP Plumber Account or (Future/Recurring Payments) but in the future only, which will pay on a certain date. Recurring is for Utility accounts only.

Account: 1000 [Redacted]
Service Address: 0 PLUMBER ONLY 10002

New York City Water & Sewer Payment Options

<table>
<thead>
<tr>
<th>One Time Payment</th>
<th>Direct Debit Payment</th>
<th>Future/Recurring Payments</th>
<th>Account Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>This option allows you to make a one time payment that will be submitted today. Make sure your bill gets paid on time by allowing at least 3 days for processing.</td>
<td>This option allows you to sign up for direct debit payments and paperless billing in order to receive a 2% discount on your water bill. If you sign up for this option, you will be enrolled in paperless billing and your bill will be paid in full automatically, 5 days after the charge is created on your account.</td>
<td>This option allows you to set up payments for a future date or to set up a series of regularly scheduled payments. You must select the number of payments, the interval between payments, and the length of time you want the payment to run for.</td>
<td>Click here to manage your account. You can add or delete accounts, edit your payment source information, update your profile and contact information.</td>
</tr>
</tbody>
</table>

- My Statements
- My Accounts
- My Profile

Attention Account Managers:
If you manage multiple accounts, please make sure you have the correct account number open when reviewing payment instructions - see the box in the upper right corner with the service address underneath.
Making Payments

Verify the account number accuracy, each time a payment is posted online, the user will have to enter Payment Amount, and Payment Source information.

If multiple accounts are registered, user will be asked to affirm that they are the owner of that account.

**Figure 1 Making a One Time Payment**

![Figure 1 Making a One Time Payment](image)

**Figure 2**

![Figure 2](image)
**Making Payments**

To schedule a payment in the future, users can click on the calendar icon to select any date they wish a payment to be applied on.
Once the user agrees with the Terms and Conditions they will click the continue button to navigate to the confirmation of payment details screen and enter their card three digit Security Code. The transaction can be changed or canceled if needed. Press the Make Payment button.
System will navigate to the final confirmation screen, the page will display payment details with the transaction status set to (Payment Accepted). Click on the Return to My Statements button.
The user will be able to view their Account Statement. If the amount due is displayed in open and closed (parenthesis) the dollar amount represents a credit balance on the account.

Click “Home” on the blue menu bar to go back to the main menu.
Payment History

Selecting the Payment Link on the blue menu bar will display upcoming, recurring or future payments that are scheduled, it will show past payments with confirmation numbers, convenience fees if applicable and payment dates.
**Payment History**

- Payments listed as Auto: represent scheduled posting on future date payments.

- Payments listed as Self: represent real time posting of a payment.
See My Payments

From the main menu user may choose to (Get Permits, Make a Payment or See My Payments). The See My Payments link will display payments from the DEP AMR Website and will only show them after 24 hrs. of posting. The list consist of payments made to the account for the past 3 years.

<table>
<thead>
<tr>
<th>Date</th>
<th>Transaction Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>09/07/11</td>
<td>$262.00</td>
</tr>
<tr>
<td>2</td>
<td>09/06/11</td>
<td>$280.00</td>
</tr>
<tr>
<td>3</td>
<td>08/31/11</td>
<td>$262.00</td>
</tr>
<tr>
<td>4</td>
<td>08/24/11</td>
<td>$262.00</td>
</tr>
<tr>
<td>5</td>
<td>08/22/11</td>
<td>$262.00</td>
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<tr>
<td>6</td>
<td>08/19/11</td>
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</tr>
<tr>
<td>7</td>
<td>08/15/11</td>
<td>$1,743.00</td>
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<tr>
<td>8</td>
<td>08/10/11</td>
<td>$280.00</td>
</tr>
<tr>
<td>9</td>
<td>08/09/11</td>
<td>$262.00</td>
</tr>
</tbody>
</table>
Get Permits

New users will see a page to add new applications. History of Permits in process and any permits submitted will also be displayed on the page for returning users.