



Large Meter Installations: Frequently Asked Questions

The following are general answers to commonly asked questions regarding large meter replacements. Answers to questions regarding your specific property may be different; therefore you may want to contact (718) 595-7000 or CustomerService@dep.nyc.gov if you have any concerns.

1. What is a water meter?

A water meter measures the amount of water used, just as an electric or gas meter measures electricity or gas usage. DEP is undertaking a program to install a wireless meter reading system on all meters citywide. Once the system is installed on your property, you can view your property's water use online at nyc.gov/dep by setting up a *My DEP Account*.

2. Why does my property's water meter need to be replaced?

Water meters have moving parts that wear down over time. They often begin to "under record" the amount of water that is actually being used. In order to accurately track citywide consumption, DEP needs to replace your meter.

3. Will you have to shut off the water to my building?

Yes, we will need to shut off the water to replace or repair the meter. This work will take approximately 30 to 60 minutes for smaller meters and a few hours for larger meters. DEP will send a notification letter asking you to contact a Meter Installation Contractor so that an appointment can be scheduled at a convenient time. In most cases, the Contractor will first visit the building to survey the meter, associated valves and piping to make sure everything is in proper working order. Next, the Contractor will make an appointment with you to perform the actual meter replacement. A few days before the service shut down and meter replacement, the Contractor will provide flyers for you to post informing building occupants of the work and how it will affect them.

4. What if there are special circumstances that prevent turning off the water or replacing the meter during normal working hours?

- a. To minimize the impact of having water temporarily shut off, for non-residential buildings, the work can be scheduled for evenings or early morning or other hours convenient to you.
- b. Should there be any medical issues for building occupants that might be affected by the temporary shut off of water, please advise the Contractor of such issues at the time of the initial survey or when the appointment is made.

5. What will this cost me?

The replacement or repair of your water meter will be performed at no additional cost to you. This replacement program is being funded through the current water rates.

However, for a small group of customers, if either the water service piping or the building's shutoff valve must be replaced or repaired, you will be responsible for such work, as the service piping and valves are the responsibility of the property owner and must be kept operational at all times. If such work is required on your property, you will have 45 days to hire a licensed master plumber to repair the conditions.

6. Can I install the meter myself?

Yes, the Reimbursable Metering Program provides reimbursement for meter installations and replacements performed for owners by their own licensed master plumber. Reimbursement rates can be found online at nyc.gov/dep.

7. Who can I contact if I have additional questions?

Our customer service representatives can be contacted during regular business hours by email at customerservice@dep.nyc.gov or by phone at 718-595-7000.

8. How will this impact my water bill?

Properties billed on metered charges in New York City are billed for the amount of water and sewer services used. Therefore, if you are billed on metered charges, the impact on your bill will depend on the condition of your old meter. It is possible that your old meter was “under recording” your water use. However, the exact amount is difficult to predict and is not known until you receive your first bill after the meter has been replaced. You can view your water use online by visiting nyc.gov/dep and clicking the blue *My DEP Account* button at the top of the screen.

Billing based on metered charges is the fairest way to ensure customers only pay for services they use. DEP is replacing old water meters across the city in order to ensure they are accurately recording water usage so that all customers pay for the actual amount of water they use.

9. What happens if I do not schedule an appointment?

Allowing DEP to replace, repair or read your meter is a condition of receiving water/sewer service. Failure to set up an appointment or to make repairs in a timely manner when requested by DEP will initiate “Denial of Access” procedures authorized by the Water Board. Upon failure to comply with our notices, you will receive a \$250 administrative charge. Continued failure to grant timely access to your meter will result in placement on “Attributed Consumption Charges”. These charges are significantly higher than your normal bill. Visit nyc.gov/dep to learn more about “Attributed Consumption Charges”.

10. I have been receiving estimated bills. How will installing this new meter affect the next bill I receive?

Estimated bills can vary widely from your actual usage. As a part of the installation, we will obtain a “Final Reading” of the actual registration on your old meter. This actual registration reading will be used to determine your next bill, along with the registration from the new or repaired meter. Any previous estimates will be adjusted according to the actual meter reading information pursuant to Water Board regulations.

11. If the replaced meter is under registering usage, will I be charged for previous bills I received and paid?

After the new meter is installed, DEP may use the actual readings to adjust previously issued bills for up to four years prior to the meter replacement date. More information can be found by viewing the New York City Water Board Water and Wastewater Rate Schedule at http://www.nyc.gov/html/nycwaterboard/html/rate_schedule/index.shtml