

SEWER REPAIR ORDER



DATE: ____/____/____

TO THE OWNER, AGENT OR OCCUPANT of _____

THE NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION (DEP) HAS DISCOVERED THAT THERE IS DAMAGE TO YOUR SEWER SERVICE LINE.

- NON-EMERGENCY:** NYC RULES ALLOW YOU THIRTY (30) DAYS TO HIRE A LICENSED MASTER PLUMBER TO FIX THIS DAMAGE. IF REPAIRS ARE NOT MADE IN THIS TIME YOUR WATER SERVICE WILL BE SHUT OFF RESULTING IN ADDITIONAL COST TO YOU, INCLUDING A \$1000 SHUT OFF FEE.
- EMERGENCY:** NYC RULES REQUIRE YOU TO IMMEDIATELY HIRE A LICENSED MASTER PLUMBER TO FIX THIS DAMAGE. IF REPAIRS ARE NOT MADE IMMEDIATELY YOUR WATER SERVICE WILL BE SHUT OFF RESULTING IN ADDITIONAL COST TO YOU, INCLUDING A \$1000 SHUT OFF FEE.

Property owners own and are responsible for their sewer service line which connects their home to the City's sewer system.

Repairs may be covered by your property's insurance policy or if you are currently enrolled in the DEP/AWR Service Line Protection Program (see IMPORTANT PHONE NUMBERS listed below).

If you believe that this notice was sent to you by mistake – or have extreme circumstances that you want to bring to our attention, please call the inspector assigned to your case:

Inspector (Please Print): _____

Inspector Phone Number: _____

CSR# _____

To learn more about your responsibilities regarding your service line connection to the City's water main, visit nyc.gov/dep/watershutoff.

IMPORTANT PHONE NUMBERS

212-802-5755 - DEP General Inquiries - Assistance provided in multiple languages.

888-300-3570 – DEP/AWR Service Line Protection Program - **For Enrolled Customers**

311 - NYC General Non-Emergency Information Line

Para una copia en español, visite
nyc.gov/watershutoff

中文翻译, 请访问 nyc.gov/watershutoff

Для копии на русском языке, посетите
nyc.gov/watershutoff

Pou yon kopi nan lang kreyòl ayisyen, vizité
nyc.gov/watershutoff

한국어 복사본이 필요하시면
nyc.gov/watershutoff 를 방문하여 주세요.

Dla kopii w języku polskim, odwiedzić
nyc.gov/watershutoff

বাংলা কপিৰ জনো, অনুগ্রহ কৰে nyc.gov/watershutoff ওয়েব
সাইটে যোগাযোগ কৰুন

Pour lire ce document en français, visitez
nyc.gov/watershutoff

Per una traduzione in italiano, visitare
nyc.gov/watershutoff

للحصول على نسخه باللغة العربية، الذهاب الى
nyc.gov/watershutoff

ملاحظ کریں nyc.gov/watershutoff اردو ترجمہ کے لئے

פאָר אַ קאָפיע אין יידיש, באַזוכן nyc.gov/watershutoff