

Reimbursable Metering Program

Private Installation/Replacement of Water Meters
With Reimbursement

New York City Department of Environmental Protection

Bureau of Customer Service
59-17 Junction Blvd – 13th Floor
Technical Services/Conservation Division
Flushing, NY 11373-5107

September 28, 2007

(Please discard earlier editions)

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<http://www.nyc.gov/dep>

For street leaks, noise complaints and other issues call the 24-hour HELP line, 311

For water/sewer billing assistance, call (718) 595-7000 during normal business hours

What You Need to Do or Submit to Obtain a Reimbursement

- 1. The “Property Owner’s Certification and Application for Reimbursement” must be submitted to the Borough Office by the licensed plumber along with the permit application.**
- 2. The licensed plumber or property owner must return the original completed meter permit to a DEP Bureau of Customer Services Borough Office within 72 hours, including a final reading for the old meter in the case of meter replacements/repairs. The property owner is responsible for ensuring that their licensed plumber performs this task.**
- 3. The licensed plumber must complete and sign the “Itemized Bill for Reimbursement” and the owner must complete and sign the “Property Owner’s Affidavit of Work Completed” forms included in the Reimbursable Metering booklet submitting them within 30 days of completion of the meter installation work.**
- 4. As soon as the meter work is completed the property owner must contact the Borough DEP office (phone numbers on page 6) and schedule an inspection within 45 days. If the licensed plumber must perform any corrective work the property owner must contact DEP when the work is completed for a confirmatory inspection.**

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Forms

Property Owner’s Certification and Application for Reimbursement
Itemized Bill for Reimbursement
Itemized Bill for Reimbursement - AMR Only
Property Owner’s Affidavit of Work Completed
Customer Application and Certification Statement
Election of Metered Billing for Multifamily Property
Refund/Transfer of Credit Application
Meter Installation/Replacement Permit Application (for Licensed Plumbers)
AMR Application

Glossary and Acronyms

BCS: Bureau of Customer Services

Branch meter: A meter for an individual, usually commercial, tenant, which is billed by DEP. Also called “business portion” (BP) meter.

Completed permit: A meter permit returned to DEP within a required time period that includes the meter manufacturer, size, type, serial number, installation date and manufacturer test document for the new meter and the final reading for the old meter (for replacements/repairs). The permit is signed/sealed by the licensed plumber.

DEP: New York City Department of Environmental Protection

Domestic water service: Water piping associated with all water uses except fire protection. Compare with: Fire Meters

EP Meter: A meter used by DEP for billing an entire premise, located at the point where the water service enters the property. Sometimes called a “master meter.”

Fire Service Meter/Detector Check Valve Assembly: Equipment used to monitor consumption and rated for use on pipes serving sprinkler or other fire protection systems.

Local Law 53/1985: Requires the installation of a water meter as part of major building renovation projects

MIU: Meter Interface Unit, the generic term for the radio transmitter wired to a water meter used to send reads for Automatic Meter Reading.

Pit meter: A water meter installed in an outside pit. Not to be confused with a meter installed in an indentation in the concrete in a basement or garage.

RCNY Title 15 Chapter 20: Rules of the City of New York; “Rules and Regulations Governing and Restricting the Use and Supply of Water.”

RMP: Reimbursable Metering Program

Submeters: Owner meters for tenants or for specific end uses (e.g., cooling towers).

What is the Reimbursable Metering Program (RMP)?

Private meter installation with reimbursement is designed to provide owners of residential or exempt properties the opportunity to have their water meters installed by a New York City Licensed Master Plumber of their own choosing and to be reimbursed at least in part, with the exception of new or renovated construction. It also provides all property owners, both residential and commercial, with the ability to use their own licensed plumber to replace existing DEP billing meters that are no longer functioning properly or accurately. DEP has contracts available for this work as well, unless the property has received a “meter refusal” surcharge. Meter replacement/installation reimbursements do not include meters other than those used directly by DEP for billing. Also, new construction, meters installed under the requirements of Local Law 53/1985 (major renovations), submeters, or meters for a specific end use (e.g., cooling towers or other end uses which qualify for a wastewater allowance or exemption) and meters removed illegally or without a permit *do not qualify*.

If you choose to have your own plumber meter your building, you will be reimbursed in the form of a credit on future water and sewer bills. Once the credit is applied to the water/sewer account, you, the owner, can apply to have a refund check issued to you, net of any water/sewer debts owed and in accordance with Water Board regulations. Any such refund check will only be made out to the property owner listed on the account. Refund checks will not be made out to the licensed plumber or anyone other than the account holder. If the account is currently in the name, “Owner/Occupant,” the owner must submit a Customer Registration Form placing the owner’s name on the account before a refund check can be issued. Reimbursement is for the cost of the meter and the pipe work necessary for its installation only, up to a maximum reimbursement amount as stated in the Reimbursement Schedules in this booklet. The cost of any other work required to correct deficiencies or improve a building’s piping is not included. Please see pages 8-12 for the Reimbursement Schedule and maximum reimbursement amounts. We recommend that property owners confirm that the licensed plumber has submitted all required documentation to DEP to assure that proper reimbursement credit is processed in a timely manner.

What Properties Qualify for RMP Installation of Original Meters?

Your property must be residential, mixed-use or an exempt property and:

- ◆ currently unmetered and receiving frontage billing, or,
- ◆ a Homeowner’s Association (HOA) or low-rise condominium that is currently master metered and wishes to install individual DEP meters for each dwelling unit. HOA’s or condominiums must have separate tax lots and water/sewer accounts for each unit.

New construction, meter installations required under Local Law 53/1985, branch meters, submeters *and meters installed primarily to qualify for billing programs do not qualify*.

You must meter all of the service lines on your property, regardless of size. You will be reimbursed for all new meter installations. *Owners of 1-3 family properties other than HOA’s or condominiums must complete and submit a “Customer Application and Certification Statement” to DEP. This form can be found toward the back of this booklet. The licensed plumber must not proceed with the work on such a 1-3 family property until the customer has signed this document. The property owner should not sign any contract with a licensed plumber nor make any payment until the property owner has read, understands and signs the “Customer Application and Certification.”*

Note Concerning Home Owners Associations (HOA) or Low-Rise Condominiums:

Currently unmetered: For Home Owners Associations or low-rise condominiums where there is a single water supply pipe for each dwelling unit, and each unit has sufficient room to install a 3/4" or 1" meter under DEP's specifications and regulations, each dwelling unit shall be individually metered. If no dwelling units have single domestic water service entry points, each structure (cluster of attached units) shall be metered. If some units within a structure have single domestic water service entry points and others do not, the dwelling units that can be individually metered shall be so metered and the other units shall be left unmetered. However, the HOA or condominium governing body may decide to install one meter for each structure as an alternative to individual metering in cases where some of the dwelling units in a structure cannot be individually metered.

Currently master metered: If the structures each currently have a master meter, the HOA or condominium may install individual meters for each dwelling unit under this Program, provided that all of the owners in each affected structure or cluster agree to be individually metered. In all cases, additional piping work and any general construction work (sheet rock, carpentry, moving appliances, etc.) required for meter installation or for allowing individual meter installation shall not be included in the reimbursement. No reimbursements will be provided to any owner until all residential units furnish proof of having a meter installed and all bills on the old master meters have been paid. Owners and licensed plumbers are advised to contact the DEP Reimbursable Metering Unit before proceeding with such a project.

What Properties Qualify for RMP Replacement of Existing Meters?

A reimbursement will only be provided for the replacement of a broken or non-removable existing meter, a meter 1½" or larger meter more than five years old or a meter smaller than 1½" that is more than 15 years old that DEP uses for direct billing purposes, in any building class. Reimbursements will not be provided for replacement of cooling tower meters, branch or submeters, meters removed without a permit or meters used primarily for qualifying for a sewer allowance or billing program. If the old installation does not meet current installation regulations as described by RCNY Title 15 Chapter 20 and the List of Approved Water Meters, the replacement must be brought up to specifications, including the installation of a remote meter-reading receptacle or automatic meter reading transmitter ("MIU") which meets DEP standards, and, for turbine and compound meters, a meter manufacturer's strainer and test tee. Separate reimbursement amounts are provided for replacement of the meter and for replacement/installation of any required strainer, if a strainer is not already present. The licensed plumber must report the final reading from the old meter on the completed permit.

Application Steps:

1. The owner of a residential property decides to install a water meter(s) for the property on their own, or to replace a meter that is no longer functioning properly, or does not allow remote readings. The owner calls one or more licensed plumbers to obtain bids for the work. The plumber should survey the property and provide the owner with a cost proposal. Owners are cautioned against taking bids from contractors who have not surveyed the property and are also cautioned that there is always the possibility that complications will result in costs which were not included in the estimate. The licensed plumber should clearly indicate to the customer any cost which is above the DEP reimbursement or costs which are not covered by the DEP reimbursement which the owner must pay. The owner may also wish to call DEP and request the current list of plumber complaints to determine whether their prospective plumber has a poor "track record." See the section "Important Notice to Licensed Plumbers," below. The owner should also ask the licensed plumber about insurance coverage and the length of their

warranty on labor. For information, DEP's contractors provide the City with a one-year warranty on labor, starting on the date DEP inspects and approves an installation. DEP will not assume maintenance responsibility for an RMP meter until one year after successful inspection of the meter installation. An owner should not sign any contract or agree to any cost proposal from a licensed plumber unless the plumber has surveyed the property, provided a detailed cost proposal and indicated any costs above the reimbursement amount. If it is a 1-3 family property, the customer must read and sign the "Customer Application and Certification Statement."

2. The Owner completes the "Property Owner's Certification and Application for the RMP," and the licensed plumber submit that form and a permit application at one of the BCS Borough offices, which issues the permit. Meter permits are required for original and replacement meter installations and repairs. A "break seal" permit is required for the replacement of a meter register. The plumber should make sure that the clerk at the borough office stamps the permit "Reimbursable Metering" or "Window of Opportunity" but a failure by DEP staff to do this shall not disqualify an application. In the case of outdoor pit meter installations, DEP must pre-inspect the site to confirm that an outdoor pit meter installation is appropriate or the owner risks the possibility that DEP will only approve reimbursement for an indoor installation.
3. The licensed plumber installs the meter and the associated equipment, valves, fittings, and instrumentation and then submits the following documents to the BCS Borough Office **and** to the "Reimbursable Metering Unit" at DEP's Lefrak Office:

Submit the following documents to the DEP BCS Borough Office [within 30 calendar days of meter work except for the completed permit] (addresses are on page 7):

- ◆ Completed Permit (original) – **MUST BE SUBMITTED WITHIN 72 HOURS OF METER INSTALLATION/REPLACEMENT**
- ◆ "Itemized Bill for Reimbursement" (copy)
- ◆ "Owner's Affidavit of Work Completed" (copy)
- ◆ "Customer Application and Certification" (For 1-3 family properties, only - copy)

Submit the following documents to the "Reimbursable Metering Unit" [within 30 calendar days or the meter work](James Gallagher, New York City Department of Environmental Protection, 59-17 Junction Blvd.- 1st Floor Low Rise - Metering, Flushing, New York 11368-5107):

- ◆ Completed Permit (copy)
- ◆ "Property Owner's Certification and Application for RMP" (copy)
- ◆ "Itemized Bill for Reimbursement" (original)
- ◆ "Owner's Affidavit of Work Completed" (original);
- ◆ "Customer Application and Certification" (For 1-3 family properties, only - original)

- ◆ “Refund and Transfer Form,” (original) if you wish to receive a refund check instead of leaving the credit on your water/sewer account.

Mixing up which office receives copies and which receives originals, as long as one office receives the originals, shall not be a basis for rejection.

4. DEP reserves the right to inspect all or a sample of completed installations. As soon as the meter work is completed and permit returned, the property owner must contact the DEP Borough Office to schedule an inspection to occur within 45 days of completion of the meter work. Failure to schedule and keep this appointment will disqualify the work from RMP reimbursement. The licensed plumber is responsible for the installation’s compliance with all codes and regulations. DEP will not be responsible for any additional costs resulting from errors in the original work. Upon submission of a completed permit the DEP Borough office will establish a meter on the building’s water/sewer account or place the new meter on the account.
5. Once the meter has been established for the property’s account and the work has passed inspection, DEP’s Reimbursable Metering Unit will apply a credit to the property’s water/sewer account to reimburse the owner for the meter installation costs. At this point, if the owner has submitted a “Refund and Transfer Form” to DEP, and the credit will not be consumed by bills within a year, DEP’s Refund Unit will process a refund check for the net reimbursement credit on the water/sewer account. The refund check will be payable to the party listed in the water/sewer account for the property. The check will not be made out to anyone else. Any monies owed to the Water Board for unpaid water/sewer charges will automatically be deducted from the credit before a check is issued.

Common Problems with RMP Projects

The following problems are the common sources of delay for reimbursements and approvals:

1. The licensed plumber fails to return the completed **sealed** permit to the BCS Borough office from which it was issued, or fails to write the meter number, remote ID number (ABB/Kent, Badger, Hersey and Sensus meters), final reading for the old meter, or the set date on the permit. The meter cannot set up on the water/sewer account and an inspection cannot be scheduled until the sealed permit is properly returned. **The permit must be returned within 72 hours of completion of the work or the project will not qualify for reimbursement.**
2. The licensed plumber fails to properly wire the remote receptacle or AMR MIU. The contractor should possess a “probe” or “gun” for testing the ability to get a good remote reading. DEP may decide to install the MIU’s itself.
3. Owner or licensed plumber fails to send documents to **both** the Borough office and RMP Unit (James Gallagher).
4. Documents are mailed to a general address (“DEP” instead of the specific person or their title).
5. The licensed plumber charges the customer sales tax. Meter installations are **not** subject to sales tax on the customer.

6. The licensed plumber fails to drill holes in flanges for seal wire.
7. The Refund Application is not signed and dated.
8. For meter replacements, the licensed plumber has not written the final reading from the old meter on the completed permit.
9. The customer submits a refund application form for refunds other than the meter installation or replacement. Doing this will slow all of the refund checks. For refunds other than the meter installation/replacement, send the refund application directly to: BCS Refund Unit, 7th Floor, New York City Department of Environmental Protection, 59-17 Junction Blvd., Corona, NY 11368.
10. Reimbursements are not provided for meters that were illegally removed or for meters being replaced only because the owner has increased the size of the water service. If the water service is being replaced with a larger service *and the original meter was not operating properly*, a meter replacement reimbursement for the original meter size can be issued.

Important Notifications to Licensed Plumbers:

DEP will report licensed plumbers who are found to have been responsible for any of the following more than once per year to the Department of Buildings. DEP will also maintain a log of inspection failures of other repeated problems and will make a list of plumbers with chronic work problems available to the public on request. The following problems will be logged:

- ◆ Installing a pit meter when an indoor meter installation was appropriate or telling a customer that an indoor installation will lead to a reimbursement for an outdoor pit meter
- ◆ Poor work quality or workmanship
- ◆ Installation work that violates Codes or DEP specifications
- ◆ Failure to return permits to the Borough Office or furnishing incorrect information on permits
- ◆ Failure to submit reimbursement forms in a timely manner, resulting in a delay in the customer receiving their bill credit
- ◆ Misleading or false advertising, including anyone other than a plumbing company advertising plumbing services, unsecured guarantees of savings and other claims which are not consistent with program rules or procedures
- ◆ Failure by the licensed plumber to provide a labor warranty of at least one year from the date of DEP acceptance

Note: Pit meter installations must conform to the technical specifications of BCS pit meter installation contracts. All remote meter reading receptacles for all projects must be the “touch pad” type.

Sources of Additional Information

Licensed plumbers should obtain the following documents. They are available from DEP’s Reimbursable Metering Unit and from www.nyc.gov/dep :

“List of Approved Meter and Related Equipment” (This document also includes current meter installation drawings)

Meter Technical Issues (Meter and installation specifications)

Jerry Califana, Bureau Engineer (718) 595-4685
William Calbert, Chief Inspector, Meter Test Facility: (718) 802-1532
Jerry Archibald, Chief Inspector, Manhattan Office: (212) 643-2205
Winston Shirley, Chief Inspector, Bronx Office: (718) 579-6981
Barry Parks, Chief Inspector, Brooklyn Office: (718) 923-2603
James Pena, Chief Inspector, Queens Office: (718) 595-4592
John Bil, Chief Inspector, Staten Island: (718) 876-6807

Reimbursable Metering Reimbursement Processing (and general non-technical questions):

James Gallagher: (718) 595-4701
(New York City Department of Environmental Protection, 1st Floor BCS
Metering/Conservation, 59-17 Junction Blvd., Flushing, NY 11368-5109)

Permit Issues

Ivy Cornish, Manhattan Chief Clerk: (718) 643-2203
Jamilla Rosa, Bronx Chief Clerk: (718) 579-6935
Helen S. Jarrett, Brooklyn Chief Clerk: (718) 923-2607
Antoinette Newell, Queens Acting Chief Clerk: (718) 595-4604
Bella Burns, Staten Island Chief Clerk: (718) 876-6824(5)

Bureau of Customer Services Borough Offices

Manhattan: 1250 Broadway - 8th Floor (at 32nd Street), 10001-3718
Bronx: 1932 Arthur Avenue - 6th Floor, 10457-6374
Brooklyn: 250 Livingston Street - 8th Floor 11201-5808
Queens: 96-05 Horace Harding Expressway - First Floor, 11368-4100
Staten Island: 60 Bay Street - 6th Floor, 10301-2514

Refund Unit

Janet Wildrick (718) 595-7829

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE (1)
New Residential Meters for Unmetered Properties Only
Effective for Permits Returned After October 1, 2007

Type and Size of Meter	Scheduled Reimbursement
Displacement Meters	
3/4"	\$500
1"	\$600
1.5"	\$1,125
2"	\$1,400
Turbine Meters	
1.5"	\$1,125
2"	\$2,500
3"	\$4,000
4"	\$5,500
6"	\$8,000
8"	\$15,000
10"	\$20,000
12"	\$23,000
Compound or Electromagnetic Meters	
2"	\$3,000
3"	\$4,000
4"	\$5,000
6"	\$9,000
8"	\$13,000
Single-Jet Meters	
3/4"	\$480
1"	\$790
1 1/2"	\$1,125

2"	\$2,125
3"	\$4,000
4"	\$5,000
6"	\$9,000
Detector Check Assemblies	
2"	\$3,000
2½"	\$2,525
3"	\$4,000
4"	\$5,000
6"	\$6,000
8"	\$8,000
10"	\$12,000

**REIMBURSABLE METERING REIMBURSEMENT SCHEDULE (1)
New Residential Outdoor Pit Meters For Unmetered Properties Only
Effective for Permits Returned After October 1, 2007**

Displacement Meters Installed in Outside Pits (See Note 2)	
3/4"	\$3,000
1"	\$3,500
1-1/2"	\$4,000
2"	\$4,500
Turbine Meters Installed in Pits (See Note 2)	
2"	\$11,800
3"	\$12,575
4"	\$13,575
6"	\$20,100
Compound or Electromagnetic Meters Installed in Pits (See Note 2)	
2"	\$12,370
3"	\$13,600
4"	\$15,130
6"	\$21,975
Detector Checks Installed in Pits (See Note 2)	
3"	\$13,100
4"	\$13,700
6"	\$19,025
All Other Meters Installed in Pits (See Note 2)	
Over 6"	Individually negotiated

REIMBURSABLE METERING REIMBURSEMENT SCHEDULE	
Replacement Meters Only	
Effective for Permits Returned After October 1, 2007	
Replacement of Displacement Meters	
5/8"	\$400
3/4"	\$450
1"	\$500
1.5"	\$700
2"	\$900
Replacement of Turbine Meters	
Replacement of 1.5" - 3"	\$1400
4"	\$2,900
6"	\$4,000
8"	\$5,000
10"/12"	\$10,000
Repair/Rebuild of Turbine Meters (See Note 14)	
1.5" – 3"	\$700
4"	\$800
6" – 8"	\$1,000
10" – 12"	\$1,300
Replacement of Compound Meters with Compound or Electromagnetic Meters	
2"/3"	\$2,200
4"	\$3,500
6"	\$5,000
8"	\$8,000
Replacement of Compound Meters with Single-Jet Meters (See Note 8)	
2"	\$1,407

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3"	\$2,427
4"	\$3,485
6"	\$5,632
Repair/Rebuild of Compound Meters (See Note 14)	
2" – 4"	\$750
6" – 8"	\$850
Replacement of Fire Service Meter with New Fire Service Meter (Combined Services Only where one Fire Service Meter covers the entire service)	
3"	\$4,000
4"	\$6,000
6"	\$8,000
8"	\$10,000
10"	\$15,000
Replacement of Fire Meter or Detector Check with New Detector Check in Residential Buildings (only if old meter does not have an encoded register or DEP has certified that old meter is not operating)	
3"	\$1,164
4"	\$1,304
6"	\$1,630
8"	\$2,540
10"	\$3,780
Replacement of Hot Water Meters (See Note 9)	
¾"	\$200
1"	\$250
1½"	\$300
2"	\$350
Furnishing and Installing Strainers (only where existing meter lacks a strainer)	
3"	\$520

4"	\$660
6"	\$890
8"	\$1,290
10"	\$1,660
12"	\$1,870
Installation/Replacement of Remote Receptacle Only (New shall be Touch Pad-type only) See Note 11 under "Automatic Meter Reading Equipment Notes, Terms and Conditions," below.	
All	\$59
Replacement of Meter Register Head(s) Only (See Note 10)	
Displacement Meters, Turbine Meters, Single-Register Compound Meters	\$150
Double-Register Compound Meters	\$300

In-Bound Telephone Automatic Meter Reading Equipment Effective for Permits Returned After October 1, 2007	
All installations, per panel, initial installation	\$500
Replacement panel after at least three years of service	\$300
See "Telephone AMR Notes, Terms and Conditions" below	

Radio-Based Automatic Meter Reading Equipment	
All Installations, per Meter Interface Unit	\$200
See Note 11 under "Automatic Meter Reading Equipment Notes, Terms and Conditions," below	

NOTES, TERMS AND CONDITIONS

1. Reimbursement amounts shown are for the cost of the meter, fittings and pipe work necessary for its installation/replacement *only*. Except for the installation of a strainer in meter replacement projects, the cost of any other work which may be necessary to correct deficiencies or improve a building's piping is not included in the scheduled amounts and will not be reimbursed. The reimbursement will be equal to the scheduled amount for each size and type of meter installed or the actual amount paid to a plumber, whichever is

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less. The licensed plumber shall provide the owner with a one-year warranty on labor.

2. Meters installed in outdoor pits are only allowed for locations when an inside-the-building meter location is not possible as determined and approved in writing by DEP. Failure to have DEP pre-inspect possible outdoor pit meter locations exposes the owner to the possibility that DEP will determine that an indoor installation could have been performed and that only reimbursement for an indoor installation shall be provided. These are generally limited to a) homes with finished basements where the water service enters the home, b) confined locations where neither a positive displacement nor single-jet meter can be installed indoors. The reimbursement amounts indicated above include the cost of the meter, all required appurtenances, and the meter pit itself which must conform to the Department's regulations/specification for meter pit installations contained in the "List of Approved Water Meters and Related Equipment With Typical Water Meter Setting Details" The "pit meter" reimbursement amounts apply only to pits dug outside. They do not apply to expansion of concrete pits inside a basement, garage or home.
3. All work must comply with the "Rules and Regulations Governing and Restricting the Use and Supply of Water" (Rules of the City of New York, Title 15, Chapter 20) and DEP's "List of Approved Water Meters and Related Equipment With Typical Water Meter Setting Details".
4. New construction, meters required to comply with Local Law 53/1985 (substantial renovations or new construction), fire meters on dedicated fire services, submeters of any kind or meters for an end use which may qualify for a wastewater allowance or billing program under the Water and Wastewater Rate Schedule do not qualify for reimbursement under the "Reimbursable Metering Program."
5. The licensed plumber and applicant shall follow the specific application procedures described in the Department's booklet, "Reimbursable Metering Program."
6. The reimbursement for strainers applies only if the old meter lacks a strainer.
7. The reimbursement for replacement of fire meters or detector check valve assemblies ("DCV") shall only apply if the existing fire meter or DCV does not have an encoded register (register does not permit remote reading) or DEP has previously found that the existing meter is not operating properly. The replacement meter on any fire line or branch shall be a detector check valve assembly.
8. Existing compound meters must be replaced with single-jet type meters when the existing

compound meter lacks the required straight pipe lengths and must be calibrated in place.

9. Please refer to the Approved Meter List for circumstances under which hot water meters will be replaced with reimbursement. Only large consumers of hot water within flat-rate accounts will be considered.
10. When a register head is replaced the remote receptacle shall be replaced as well. The reimbursement is for both the register head and the remote receptacle.
11. This reimbursement schedule shall supersede all previous reimbursement schedules for permit applications submitted after the effective date.
12. The reimbursement for Inbound AMR equipment is on a per panel basis. One panel accommodates three or four water meters. Additional panels will be reimbursed when the initial panel is not filled only if meters are located more than 100 feet away from each other.
13. DEP reserves the right to photograph installations.
14. Reimbursement for repair of compound or turbine meters shall be limited to those manufacturers which offer complete rebuild parts kits for their products. A "repair" shall include replacement of the register head(s), measuring element(s), seals, gaskets, strainer basket, changeover valves and any other additional parts included in the manufacturer's "kit". The completed work order must include a final reading from the old meter. "Repair" does not include conversion of a meter with mechanical or other non-magnetic couplings to modern functionality. Meters of such age must be replaced.

AUTOMATIC METER READING ("AMR") EQUIPMENT NOTES, TERMS AND CONDITIONS

Manufacturers of in-bound telephone AMR equipment should contact DEP to obtain the performance specifications for qualifying their products. The only product currently approved is the in-bound telephone system by Reactel (203-773-0135). DEP is in the process of deciding on an AMR technology for citywide installation during the period 2007-2010.

1. An AMR Application must be submitted and approved before any work can begin.
2. If the AMR equipment is being installed as part of a new meter installation or a

meter replacement the meter installation or replacement permit application must **clearly** indicate that the meter will be read by AMR and a copy of the meter permit must be sent to DEP's Universal Metering Division. The remote receptacle ordinarily installed along with the water meter must be installed and wired. DEP will disconnect the wires after testing. If the AMR equipment is being installed by itself, a permit is not required because no plumbing work will be performed. A written notification must be sent to Chief Inspector Steven Wallace in the Universal Metering Division (fax 718-595-4623) by the AMR manufacturer or contractor once the equipment is installed.

3. For telephone-based AMR systems, the customer is responsible for providing and maintaining an analog telephone connection. A standard RJ-11 telephone jack must be provided within close proximity of the AMR panel. The AMR panel must be close enough to the meter to minimize wiring lengths between the panel and the meter register. If the installation develops telephone line problems and the customer fails to resolve them within 45 days, the account will be removed from AMR reading and placed on a manual meter reading route until citywide radio-based AMR equipment is installed during 2008-2010. Any RMP incentive will be forfeit on a pro-rated basis for a three-year period after installation.
4. The wiring connections between the AMR panel and the meter and between the AMR panel and the telephone jack, must be completed by the AMR panel manufacturer. A licensed plumber is not necessarily qualified to perform this work unless their staff has been properly trained.
5. The owner should ensure that the water meters are in working order and are compatible with the AMR equipment. Any AMR equipment currently approved by DEP will be compatible with current meters on DEP's Approved Meter List. Meters manufactured before 1990 before the metering program may not be compatible and may need to be replaced. If in doubt, confirm with DEP that the meters are "remote capable" meters by consulting DEP's current Approved Meter List.
6. The owner or their contractor is responsible for confirming the initial telephone connections between the AMR panel and DEP, and for maintaining the functionality of the equipment during the warranty period. If the phone connection is interrupted and the owner fails to make corrections within 45 days of notification, DEP will place the building on manual meter reading or radio-based AMR.
7. The AMR manufacturer must provide a three-year parts/material warranty. After the warranty period is over DEP is responsible for the normal maintenance of the equipment

except that RMP-installed AMR equipment that fails shall be replaced through RMP.

8. Once the AMR equipment is connected the customer is eligible to receive monthly bills from DEP. The customer may elect to contract other services from a consultant or the AMR manufacturer, but those services are not necessary for the customer to receive monthly bills from DEP.
9. Up to four meters located in the same vicinity in a building shall be connected to the same AMR panel. Additional panels may be installed and reimbursed only where meters are located sufficiently far apart that wiring becomes impractical. If additional panels are installed where DEP determines they are not necessary, DEP will not reimburse for the unnecessary panels. Reimbursements will not be provided for AMR panels used **exclusively** for meters that are not used for direct DEP billing purposes (e.g., submeters, meters used for wastewater allowances or exempt properties). **All meters used for billing purposes, directly or indirectly, must be incorporated into the AMR system for a reimbursement to be approved.**



www.nyc.gov/dep

Property Owner's Certification And Application for Reimbursement Reimbursable Metering Program

I certify that I am the property owner, or the HPD-registered managing agent of a multiple dwelling, that I have obtained a current copy of DEP's Reimbursable Metering Program booklet and that I understand the requirements and my obligations for obtaining a reimbursement for the metering work.

Print Name: _____

Property Address: _____

Borough: _____ **Block:** _____ **Lot:** _____

Signature: _____ **Date:** _____

Notary:

**ITEMIZED BILL FOR REIMBURSEMENT
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

Billed To: _____

Address: _____

Meter Location: _____

Boro: _____ Block: _____ Lot: _____

Meter Set Date: _____ Meter Serial No. _____

Size: _____ Meter Type: Displacement Compound Turbine Single-Jet
 Electromagnetic Detector Check Valve Assembly

Remote No.: _____

Old Meter No. _____ Final Reading : _____ (For
replacements/repairs)

Reimbursable Material Used:

List of Items Used	Quantity	Cost
TOTAL MATERIAL COST	\$	
TOTAL LABOR COST	\$	
TOTAL INSTALLED COST	\$	

NOTE: METER INSTALLATIONS ARE SALES TAX EXEMPT

Plumber Information:

Name (Print): _____ Signature: _____

License No. _____ Permit No. _____

**ITEMIZED BILL FOR REIMBURSEMENT
AUTOMATIC METER READING (“AMR”) PANELS ONLY
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

Billed To: _____

Address: _____

Meter Location: _____

Borough: _____ Block: _____ Lot: _____

AMR Set Date: _____ Meter Serial No. _____

AMR Teleprobe No. _____

List of Items Used	Quantity	Cost
TOTAL MATERIAL COST	\$	
TOTAL LABOR COST	\$	
TOTAL INSTALLED COST	\$	

NOTE: METER INSTALLATIONS ARE SALES TAX EXEMPT

Vendor
Name (Print): _____ Signature: _____

NOTES:

This form must be accompanied by an Owner’s Affidavit of Work Completed.

A copy of this form must be submitted to: Sal Culmone (fax 718-595-4623) **and** mailed to the Reimbursable Metering Unit (James Gallagher, New York City Department of Environmental Protection, BCS Metering/Conservation, 96-05 Horace Harding Expressway, Corona, NY 11368)

**PROPERTY OWNER'S AFFIDAVIT OF WORK COMPLETED
REIMBURSABLE METERING PROGRAM
DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

I, _____ do hereby certify that the attached Itemized Bill for Reimbursement accurately reflects the cost of and amount paid for the meter installation/replacement at the property designated on the City Tax Map as

Borough _____ Block _____, Lot _____,

(Property Address _____)

Owner's Signature

Date: _____

Sworn to before this _____ day

of _____, 20 _____.

Notary Public

**CUSTOMER CERTIFICATION
REIMBURSABLE METERING PROGRAM
NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES**

(Required for all 1-3 family installations, except multifamily homeowner associations or condominiums)

PLEASE TYPE OR PRINT

Owner's Name:		
Installation Address:		
City:	State:	Zip Code:
Mailing Address (if different):		
City:	State:	Zip Code:
Account Number (from Water/Sewer Bill):		
Borough:	Block:	Lot:
Home Phone:()	Business Phone:()	

Customer Certification

1. I certify that I am the owner of the above-referenced property and have the legal authority to enter into a contract with a New York City-licensed plumber to install or replace a water meter at this property. I certify that I have read DEP's "Reimbursable Metering Booklet."

2. I recognize that the licensed plumber that I hire to conduct this work is **my contractor**. I recognize that the licensed plumber is **not** a contractor of the New York City Department of Environmental Protection (DEP) or the New York City Water Board (NYCWB), and that DEP and the NYCWB do not "approve," "endorse," or "certify" the licensed plumbing contractor. I recognize that any and all disputes or complaints between the contractor and myself must be resolved as a contractual matter between the contractor and myself and that DEP has no role in mediating or arbitrating these disputes. Professional complaints concerning the licensed plumbing contractor may be referred to the New York City Department of Buildings. Claims for any alleged damages are a

matter for the licensed plumber's insurance carrier.

3. I recognize that DEP will provide me with a credit on my water/sewer account which shall be equal to, but not more than, the amount listed in the Reimbursable Metering Reimbursement Schedule" or "Reimbursable Metering Pit Installation Reimbursement," as applicable. I am responsible for any costs above the listed reimbursement amount.
4. The credit shall be applied to my water/sewer account after the installation has been inspected and approved and the meter has been established on my account by the DEP Borough Office. Through his license responsibilities, the licensed plumber certifies that the installation has been performed under the applicable Codes and Regulations. Once the credit has been posted to my water/sewer account I may receive a refund check if I have submitted a " Refund or Transfer Form." The check will be issued in the name on the water/sewer account for any net amount of the credit. I recognize that if I owe any money in water/sewer bills at the time the credit is posted, that amount will be subtracted from the "refund" check. The "refund" check will only be made out to the person named on the water/sewer account and can not be made out to the licensed plumber contractor or anyone else.
5. Before making any final payment to the licensed plumber I have confirmed that the licensed plumber has returned the permit to DEP and has also completed the "Itemized Bill for Reimbursement," and provided me with the original of that document, or submitted the original to DEP, while providing me with a copy.
6. I also recognize that DEP will place a credit on my water/sewer account for the unused portion of this year's frontage (flat-rate) water/sewer bill. That credit shall be applied against future metered water/sewer bills.
7. If this is an original meter installation, I recognize that I will be placed on metered billing within several weeks after the meter installation is inspected and approved.

Print Name Legibly or Type

Signature

Date: _____

Notary:



AUTOMATIC METER READING PROGRAM APPLICATION

PROPERTY INFORMATION		
BOROUGH:	BLOCK:	LOT:
DEP ACCOUNT NUMBER(S):		
SERVICE ADDRESS:		
PLEASE LIST ALL COMMERCIAL USES OF THIS PROPERTY:		

METER INFORMATION		
METER NUMBER	METER LOCATION	DOMESTIC, FIRE, OR COMBINED SERVICE
1.		
2.		
3.		
4.		
Note: If more than 4 meters are located at this property, attach an additional application.		

CONTACT INFORMATION	
CONTACT PERSON:	RELATIONSHIP TO PROPERTY:
DAYTIME PHONE NUMBER:	EVENING PHONE NUMBER:
MAILING ADDRESS:	

I hereby certify that I am the owner or owner's authorized agent and request that the above referenced property be billed via Automatic Meter Reading (AMR) equipment. I understand that in order to participate in the AMR program, this property must have no unpaid water bills, outstanding Warning Notices or Violations and no unresolved conditions on past water bills. I further acknowledge that I am responsible for maintaining the telephone connection to the AMR equipment. I acknowledge that DEP reserves the right to inspect any and all meters on this property and I will provide access and assistance in order to do so.

Signature: _____ **Date:** _____

Print Name: _____ **Owner / Employee / Agent (Circle One)**

Title (if employee) or Company (if agent): _____



NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION
BUREAU OF CUSTOMER SERVICES - REFUND UNIT
REFUND & TRANSFER OF CREDIT APPLICATION

ACCOUNT INFORMATION:

- Account No. (found on water bill): - -
- BOROUGH: _____ BLOCK: _____ LOT: _____
- Service Address: _____
(Include City, State, Zip Code)
- Applicant / Owner's Name: _____
IF YOU ARE NOT THE OWNER OF THE PROPERTY, YOU MUST SUBMIT A NOTARIZED LETTER OF AUTHORIZATION FROM THE OWNER AND ATTACH TO THIS FORM.
- Mailing Address: _____
(If same as Service Address, write "Same")
- Date Property Purchased: _____
- Daytime Phone Number: _____
- Do you wish a refund or a transfer of credit (check appropriate box and specify dollar amount):
 - ◆ REFUND Specify Amount \$ _____
 - ◆ CREDIT TRANSFER Specify Amount \$ _____

IF TRANSFER, INDICATE ACCOUNT NUMBER CREDIT IS TO BE TRANSFERRED TO:

- -

NOTE: NEW CHARGES BILLED TO THE ACCOUNT WILL BE DEDUCTED FROM ANY CREDIT BALANCE.

IF REFUND: MAIL REFUND CHECK TO:

NAME: _____

ADDRESS: _____

9. Were your payments made through a mortgage escrow account? Yes No

10. If yes, give the name of the bank or mortgage company / address:

Name: _____

Address: _____

11. GUARANTEE

PAYEE AGREES TO HOLD THE CITY HARMLESS AND GUARANTEES THAT IN THE EVENT THAT ANY OTHER PARTY SUCCESSFULLY PROVES THAT THIS CREDIT WAS DUE TO THAT PARTY, PAYEE WILL INDEMNIFY THE WATER BOARD FOR ANY ADDITIONAL FUNDS THAT ARE REQUIRED TO BE DISBURSED.

I, _____, (applicant name), have overpaid water/sewer charges and am entitled to the refund and/or credit from the N.Y.C. Water Board for Account # _____

located at _____
(Service Address)

Print Name: _____
(PLEASE PRINT FULL NAME HERE)

Sign Name: _____ Date of Application: _____
(Month / Day / Year)

* NO REFUNDS WILL BE ISSUED WITHOUT ORIGINAL SIGNATURE

FOR OFFICE USE ONLY:

Application Processed by: _____	Date: _____
Application Reviewed by: _____	Date: _____
Approved by: _____	Date: _____
Approved by: _____	Date: _____

FOR OFFICE USE ONLY

Tracking No. _____

Date Received: _____

IMPORTANT: ATTACH COPIES OF ALL CANCELED CHECKS & RECEIPTS showing payment to be refunded or transferred. RETURN COMPLETED APPLICATION TO:

Department of Environmental Protection
Bureau of Customer Services - REFUND DEPT.
59-17 JUNCTION BLVD., 7th Floor
CORONA, N.Y. 11368

INSTRUCTIONS FOR FILLING OUT THIS REFUND APPLICATION

1. Account Number: Enter the frontage or meter account number.
2. Borough - Block - Lot: Enter the borough, block, and lot number where the premise is located.
3. Service Address: Enter the street address of the premise.
4. Applicant / Owner's Name: Enter the name of the person or entity that owns the property. If the applicant applying for refund is NOT the owner, indicate this. If applicant is not OWNER OF THE PROPERTY, applicant must submit a notarized letter of authorization signed by the owner.
5. Mailing Address: Enter the mailing address for the property, if different from the service address. If same, you can enter "SAME".
6. Date Property Purchased - Date the owner acquired this property.
7. Daytime Phone Number: Enter your home and/or business phone number, or a cell phone or beeper number where you can be reached or where a message can be left for you during normal business hours (9 am - 5 pm).
8. Refund or Transfer - Indicate whether you wish to receive a refund check, or transfer the funds to another account - Specify dollar amount.
If Transfer indicate account number the credit is to be transferred to.
If Refund, indicate name of payee and address where the refund check is to be mailed.
9. Please check the appropriate box.
10. If yes, give the name and address of bank or mortgage company.
11. Guarantee: Read agreement, write name, enter signature, enter account number, service address, date signed. Please note that **NO REFUNDS WILL BE ISSUED WITHOUT AN ORIGINAL SIGNATURE.**

NOTE: ALL CREDIT BALANCES ARE SUBJECT TO VERIFICATION. YOU MUST ATTACH COPIES OF CANCELED CHECKS AND/OR RECEIPTS. THE AMOUNT OF THE CHECKS AND/OR RECEIPTS SHOULD BE EQUIVALENT OR GREATER THAN THE AMOUNT OF THE REFUND YOU ARE REQUESTING. IF YOU DO NOT PROVIDE PROOF OF PAYMENT(S), YOUR REFUND MAY NOT BE PROCESSED.



**ELECTION OF METERED BILLING
FOR MULTIFAMILY PROPERTIES
WITH SIX OR MORE
RESIDENTIAL UNITS**

Account No. - -

Borough: _____ Property Address: _____

Block No. Lot No.

Owner: _____

No. of Buildings: _____ No. of Residential Units: _____ No. of Commercial Units: _____

Contact: _____

Phone No.: _____ Best Time to Call: _____

Mailing Address: _____

City: _____ State: _____ Zip: _____

**DO NOT RETURN THIS FORM UNLESS YOU WISH TO BE PLACED ON METERED BILLING
IMMEDIATELY**

I hereby certify that I am the owner or owner's authorized agent and request that the above-referenced property be billed on a metered basis, in accordance with Part VI Section 6, of the New York City Water Board Water and Wastewater Rate Schedule. I understand that the conversion to metered billing will be effective as of the date DEP obtains a reading after my request is received, and that my request may be denied if this form is incomplete (e.g., not notarized), if I fail to facilitate access to the meter, or if my meter is determined to be defective or not installed to the satisfaction of DEP.

I understand that my election of metered billing is irrevocable and that once I have elected to be billed on a metered basis, this property CANNOT be returned to frontage billing. I also understand that unless I elect to be billed on a metered basis, my residential usage will continue to be billed on a frontage basis, until such time as the property is deemed ineligible for frontage billing.

Print Name: _____

Signature: _____ Date: _____

Notary:

Please return this form to:
NYC Department of Environmental Protection
BCS 7th Floor Correspondence Unit
59-17 Junction Blvd
Corona, New York 11368-5107

Application for Meter Permit

Please Print

Application is hereby made for permission to (Check One): <input type="checkbox"/> Set New Meter <input type="checkbox"/> Disconnect and Reset <input type="checkbox"/> Break Seal <input type="checkbox"/> Permanently Remove Meter <input type="checkbox"/> Replace Meter	Property Description Block: _____ Lot: _____ Property Address: _____ City/State/Zip: _____
Information about Meter to be Removed/Repaired/Replaced Meter Size: _____ Type: _____ Manufacturer: _____ Meter Number: _____ Meter Location: _____ Tap Size: _____ Service Size: _____ Reason for work being done: _____ Which part of building is covered by the meter? Building occupied as: Dept. of Buildings New Building #: _____ Alteration #: _____	Information about New Meter (Complete if available) Meter Size: _____ Type: _____ Manufacturer: _____ Meter Number: _____
Is this work being performed under the Reimbursable Metering Program? Yes No	
"I authorize the licensed plumber named below to do the work described in this application." Name of Owner: _____ Signature of Owner or Agent: _____ Date: _____ Mailing Address: _____ City/State/Zip: _____ Telephone: () _____	
"I certify that I am authorized by the owner of the premises to do the work described herein." Name of Applicant (Licensed Plumber): _____ Signature of Licensed Plumber: _____ Application Date: _____ Mailing Address: _____ City/State/Zip: _____ License No.: _____ Plumber's CIS Acct #: _____ Telephone: () _____	
For Office Use only: Premises Account Number: _____ Plumber Account Number: _____ Permit Type: _____ Permit Number: _____ Fee: _____ Date Issued: _____ Issued By: _____	