



May 18, 2006

ANNOUNCEMENT

July 1, 2006, the Department of Environmental Protection and Bureau of Customer Services will implement new procedures which will affect the purchase and/or sale of property in New York City.

To assist with the clarification of outstanding charges and permit both buyer and seller or their legitimate representatives to clearly understand and make provision for water and sewer liens, the Bureau will provide the following services related to the request and purchase of a 'final reading', 'title reading' or 'flat-rate reconciliation' on any property we currently assess for water and wastewater charges.

For a fee of \$25.00, (a check payable to the NYC Water Board), received by the Bureau of Customer Services at borough locations, (listed below), a minimum of 30 days before a legitimate closing, the Bureau will provide within 30 days:

For:
Meter 'Only' Billed Property (Part Meters – commercial/mixed use or Entire Premises Meters – commercial/residential)

- All meters at the designated property used by the Bureau in the development and issue of Water and Wastewater charges will be read on the same date¹. A formal letter of determination will be issued and sent to the requesting party/individuals which confirms existing charges as valid and includes charges for current consumption or revisions if required up to the reading date; or, clearly states the charges cannot be confirmed and what action the Bureau is planning, which may include violations or conditions which must be resolved to the satisfaction of the Bureau.

NOTE: If meters are missing, broken or illegally removed, if conditions at the premises prevent the Bureau from rendering a determination², a formal notification will be issued within the time frame clarifying the Bureau's position and that Innocent Purchaser will not be offered or honored.

- The protection of Innocent Purchaser if the Bureau fails to meet the above requirements, unless due to deliberate interference or something outside the control of the Bureau, as defined in the Rate Schedule, Part VI, Section 3. Innocent Purchaser, items A. through E.

¹ The Bureau must have access to all listed meters. Culpable conduct or complicit behavior will render the guarantees of the Innocent Purchaser policy null and void.

² The Bureau retains the right to render a determination even though these conditions may exist.

DEPARTMENT OF
ENVIRONMENTAL
PROTECTION

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Emily Lloyd
Commissioner

Joseph F. Singleton, Jr.
Acting Deputy
Commissioner

Bureau of Customer
Services



www.nyc.gov/dep

DIAL 311 Government Information
and Services for NYC

For:

Flat-Rate Reconciliation - frontage (fiscal billing)

If property is billed on Transition Program (6 or more units with an approved meter installed at the head of the service) and commercial portions (if any) are metered to the satisfaction of the Bureau, within 30 days from requesting a Flat-Rate Reconciliation the Bureau will:

- Issue a letter to the requesting party/individual confirming the fiscal billing is correct as issued up to the current fiscal year. If required, any conditions³ at the premises which may affect the continued Fiscal Billing⁴ will be detailed in the letter.
- A separate letter addressing any commercial meter(s) at the premises and inclusion of any outstanding issues as described above⁵.
- The Entire Premises meter (required under any flat or fixed billing rate program) will be read and if determined to not be operating correctly, a recommendation to repair or replace will be made.

Refund of any credit resulting from bill revisions under a Title/Final Bill Procedure.

If a credit results from required bill revisions initiated by a Title/Final Bill Procedure as described above, the Bureau intends to issue said credit within 45 days of the billing revisions, barring circumstances beyond the control of the Bureau. In such cases, the requesting party must identify where a refund check is to be delivered. Alternative delivery instructions must be submitted to the Bureau before the closing. All refund checks will be payable only to the account name, no exceptions.

Customers can elect to leave any resulting credit on their customer account. Choosing this option will require written instructions submitted before closing and a copy of that instruction as well as acknowledgement of the request will be sent to the official existing account mailing addresses.

Manhattan BCS	1250 Broadway (32 nd St) 8 th floor	(212) 643 – 2201
Bronx BCS	1932 Arthur Avenue, 6 th floor	(718) 579 – 6967
Brooklyn BCS	250 Livingston Street, 8 th floor	(718) 923 – 2647
Queens BCS	96-15 Horace Harding Expy, 1 st floor	(718) 595 – 4428
Staten Island BCS	60 Bay Street, 6 th floor	(718) 876 - 6831

³ Conditions may include but are not limited to: illegal removal of EP or commercial meters; the EP meter indicates evidence of tampering; the commercial meters indicate evidence of tampering; illegal occupancy; theft of services; or any other condition that would potentially invalidate existing billing or require action by the Bureau under law.

⁴ Fiscal billing includes Water Board Programs such as Multi-Family Conservation Program.

⁵ The Bureau retains the right to issue a determination although any of the above conditions may exist.