



ACCOUNT NUMBER	BILL DATE	PAYMENT DUE BY	AMOUNT DUE	AMOUNT ENCLOSED
10002-51624-001	Aug 20, 2020	Sep 17, 2020	\$ 448.21	\$



Check for name/address change (See reverse side)

031100025162400108202020000000448213

Make check payable to: NYC Water Board.  
Please send payment in the enclosed envelope to:

\*\*\*\*\*AUTO\*\*5-DIGIT 11220

T12 P1 2370



A B9 W 120 1000251624001 D

**NYC WATER BOARD**  
PO BOX 11863  
NEWARK, NJ 07101-8163

**FELIX RIVERA**  
**LUPERCINIA RIVERA**  
263 45TH ST  
BROOKLYN NY 11220-1005



PLEASE DETACH AND RETURN THIS PORTION WITH YOUR MAILED PAYMENT. PLEASE WRITE YOUR ACCOUNT NUMBER ON YOUR CHECK.

ACCOUNT NUMBER	BILL DATE	PAYMENT DUE BY	AMOUNT DUE	AFTER SEP 17, 2020 INTEREST CHARGES AT THE RATE OF 0.27% PER MONTH ARE INCLUDED.
10002-51624-001	Aug 20, 2020	Sep 17, 2020	\$ 448.21	

**BILLING INFORMATION**

Previous bill - May 21, 2020 \$404.82

Payment Received - Jun 9, 2020 Thank you 404.82-

**PRIOR BALANCE** 0.00

**RATE: WATER SERVICE LINE PROTECTION**

From 5/22/20 To 8/20/20 Days 91 Charge 16.64

**RATE: SEWER SERVICE LINE PROTECTION**

From 5/22/20 To 8/20/20 Days 91 Charge 28.54

**RATE: BASIC WATER AND SEWER**

Meter Number E20714097 From 5/14/20 To 6/30/20 Days 47  
Read type ACTUAL Prior Read 83600 Current Read 85600 Usage 2000 Cubic Feet  
2000 Cubic Feet = 20 Hundred Cubic Feet (HCF).  
Total Usage 20 HCF  
Water charge 79.80  
Sewer charge 126.88

**RATE: BASIC WATER AND SEWER**

Meter Number E20714097 From 6/30/20 To 8/13/20 Days 44  
Read type ACTUAL Prior Read 85600 Current Read 87500 Usage 1900 Cubic Feet  
1900 Cubic Feet = 19 Hundred Cubic Feet (HCF).  
Total Usage 19 HCF  
Water charge 75.81  
Sewer charge 120.54

This bill reflects payments processed before Aug 20, 2020.  
Your next bill date is scheduled for Nov 23, 2020.  
Your meter(s) will be read during the preceding week.

Total amount due \$448.21

**PLEASE PAY THIS AMOUNT \$448.21**

Please see the back of the bill for an explanation of the rates.

Service Address:  
263 45 ST  
BROOKLYN NY 11220-1005

Please direct correspondence or calls to:  
DEP/BCS CUSTOMER SERVICE  
PO BOX 739055  
ELMHURST, NY 11373-9055  
(718) 595-7000

**IS YOUR NAME AND BILLING ADDRESS CORRECT?**

**NAME OR ADDRESS CHANGE:** To change the name on the account or the address to where the bill should be mailed, please **check the box** on the front of the bill, **complete** the information below and submit this coupon with your payment. A Customer Registration Form is also available on our website, [nyc.gov/dep](http://nyc.gov/dep) or by calling our Customer Service Call Center at (718) 595-7000, Monday through Friday, 9:00am to 6:00pm.

Name: \_\_\_\_\_ (print)

Phone: Home ( ) \_\_\_\_\_ Mobile ( ) \_\_\_\_\_ E-mail \_\_\_\_\_

Street: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_ Zip: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**QUESTIONS ABOUT YOUR BILL:** Please call the Customer Service Call Center at (718) 595-7000, Monday through Friday, 9:00am to 6:00pm. Please direct correspondence to: DEP/BCS Customer Service PO Box 739055 Flushing, NY 11373.

**MY DEP ACCOUNT:** You can sign up for monthly eBilling, direct debit and leak notifications through the My DEP Account. For details, visit [nyc.gov/dep](http://nyc.gov/dep).

**PAYING ONLINE:** The quickest and most convenient payment method is to pay online. Visit [nyc.gov/dep](http://nyc.gov/dep) and click "Pay Online" or for additional service features, click the blue "My DEP Account" button. There is no charge for payments from your bank account. Credit or Debit cards will be charged a convenience fee of 2.25%.

**PAY BY PHONE:** Call (866) 622-8292.

**MAIL:** Send your payment, check or money order, in the enclosed envelope to the NYC Water Board, at the address on the front of the bill. Please place a stamp on the envelope and write the account number on the face of the check or money order.

**AUTOMATED METER READING (AMR)** equipment has been installed at most properties in New York City. DEP may need access to your property in order to repair or replace this equipment. DEP employees will have DEP ID's showing an employee name and picture. For more information on AMR, visit [nyc.gov/dep](http://nyc.gov/dep).

**BEWARE OF SCAMS:** All DEP field employees and contractors wear uniforms, carry official DEP identification cards and never ask for payment. DEP will **never** reach out to you for your Social Security Number or banking information.

**PLEASE NOTE:** Failure to pay water and sewer charges will lead to enforcement actions.

**INTEREST CHARGES:** Your payment in full must be **received** by the Water Board no later than the "**Due Date**" listed on the front of this bill. Interest charges will be added if the payment is received after that date.

**UNDERSTANDING THE CHARGES:**

- **Basic Water Rate:** Effective 7/1/20 you are charged \$3.99 per hundred cubic feet (HCF), which is equivalent to 748 gallons of water. **Sewer Rate (Wastewater):** Properties connected to the City sewer system are charged 159% of the water charge. The current **combined water and sewer** charges are \$10.33 per HCF.
- **Minimum Metered Charges:** A minimum charge is billed when water usage is less than \$0.49 per day. Minimum charges are billed as long as the service line and connection to the water main exists. Sewer fees of 159% apply. The combined minimum charge for water and sewer services is \$1.27 per day.
- **Estimated Charges:** If an actual meter reading is not obtained or the reading does not appear to match your historical usage, you will receive an estimated charge. Estimated bills are based upon historical usage and are valid bills that must be paid. Call (718) 595-7000 to schedule a meter reading appointment.

**EMERGENCIES:** To report water service disruptions, water or sewer main breaks, open hydrants or to file an air, noise or hazardous material complaint, please call the City's 311 hotline, 7 days a week, 24 hours a day.

DEP: Dial 311 for all City Services, Help Desks and Hotlines.

Contact DEP: (718) 595-7000

**ESPAÑOL:** Para obtener servicio en Español, llame (718) 595-7000, Lunes a Viernes, 9:00am a 6:00pm,

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# **IMPORTANT MESSAGES**

This billing period:

For meter E20714097

Your daily average usage = 0.43 HCF (322 GALLONS)

Your daily average cost = \$ 4.40

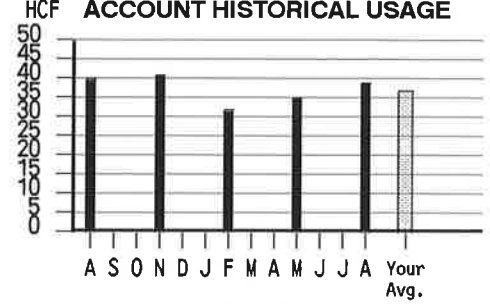
For meter E20714097

Your daily average usage = 0.43 HCF (322 GALLONS)

Your daily average cost = \$ 4.46

DEP GETS QUESTIONS ABOUT WATER HARDNESS FROM PEOPLE WHO ARE INSTALLING DISWASHERS, HOT WATER HEATERS, AND VARIOUS OTHER EQUIPMENT THAT USE WATER. TO LEARN MORE, PLEASE VISIT [NYC.GOV/DEP/WATER-HARDNESS](http://NYC.GOV/DEP/WATER-HARDNESS) FOR ADDITIONAL INFORMATION. LATE PAYMENT CHARGES WILL BE ASSESSED 3.25% ANNUALLY STARTING 07/01/2020.

## **ACCOUNT HISTORICAL USAGE**



BILLED  
1 HCF = 100 CUBIC FEET = 748 GALLONS

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