

DEP Amnesty Program & Low Income Household Water Assistance Program+

March 2023



SAVE NOW ON YOUR WATER BILL, GET AMNESTY TODAY!

DEP IS OFFERING A LIMITED ONE-TIME AMNESTY

With up to 100% of interest forgiveness.

DON'T MISS YOUR CHANCE, THIS ONE-TIME AMNESTY ENDS SOON!



For fastest service to get more information, confirm your eligibility, or receive amnesty immediately go to nyc.gov/dep/amnesty or scan the code here.

Property Owner: JOHN SMITH
Service Address: 100 MAIN STREET, NEW YORK, NY 10001

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Your Water & Wastewater Bill - Dated on 8/3/2021

How much do I owe?	
Your previous charges - Reflects payments before 8/3/2021	\$115.49
Prior Balance	-\$115.49
Payments	
Your new charges & credits	\$113.68
Water & Wastewater	\$113.68
Total Due	\$113.68
Due Date	9/7/2021

Annual interest charge of 3.00% will apply to unpaid charge past the due date.
Please see the next page for detailed information.

Same great water. Simpler bill.
A summary of your charges are on the front. The details are now on the back.

Have questions? Visit: nyc.gov/dep/newbill

PAST DUE

Contact Us:
By Web: nyc.gov/dep (click "Contact Us")
By Phone: (718) 590-7000
By E-mail: customerservice@dep.nyc.gov

The NYC Department of Environmental Protection collects bill payments on behalf of the NYC Water Board.
Please detach and return this portion with your mailed payment.

Bureau of Customer Services
59-17 Junction Blvd.
Flushing, NY 11373-5106

Account: 0000000000000
Amount due: \$113.68

Amount Enclosed: \$

Please make check or money order payable to NYC Water Board. Send your payment in envelope to:

144394

DEP has launched a one-time water bill Amnesty Program.

The water system's expenses are directly funded by revenue collected from water bills.

DEP is facing a **growing delinquent accounts receivable (AR) balance** which poses a serious threat.

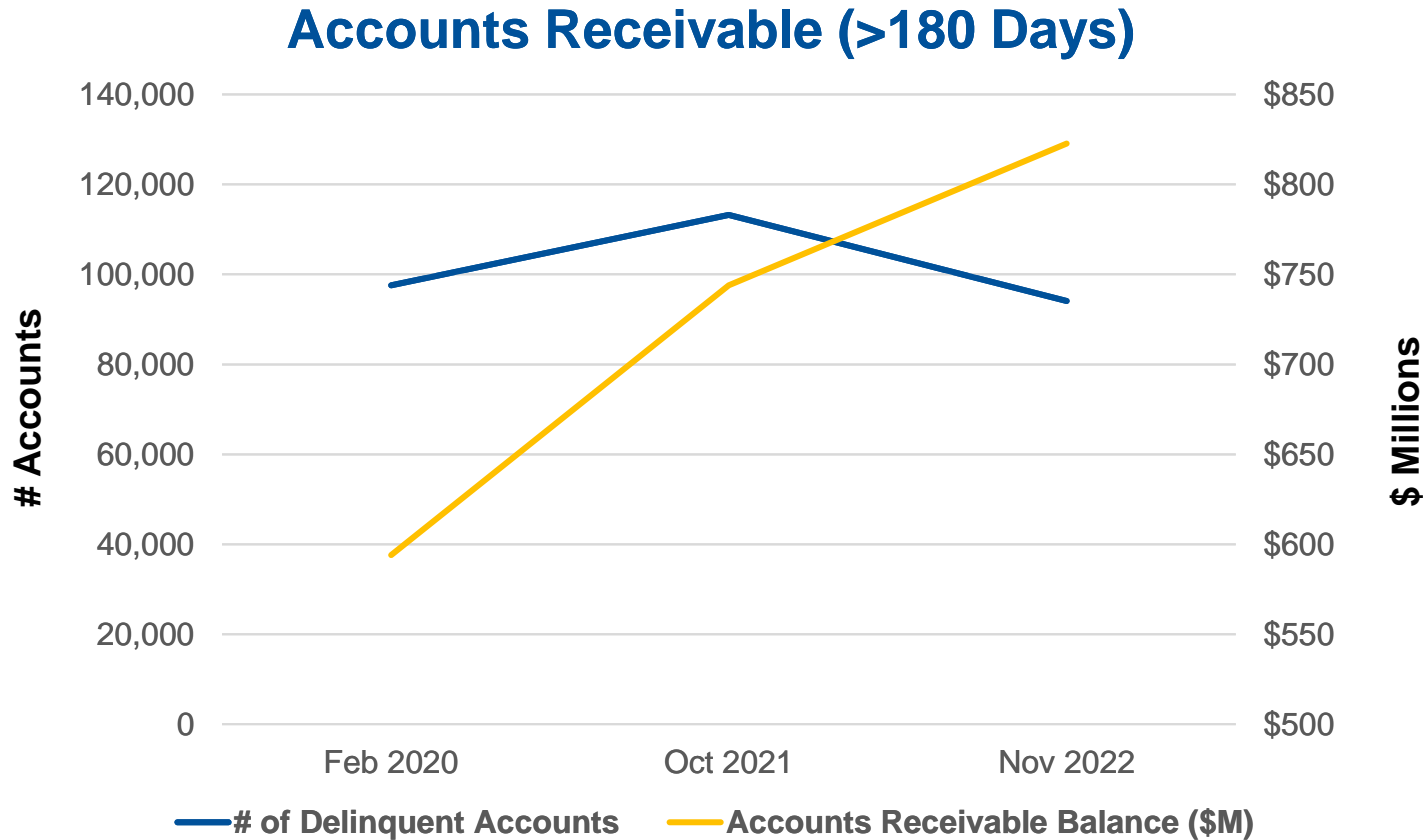
Nearly 1 in 4 NYC water customers is behind on their bill, representing a combined \$1.2 billion owed to DEP.

Many customers fell behind on their water bill during the pandemic.

**Trouble paying your water bill?
We can help.**



DEP saw a significant increase in delinquency over the course the pandemic, driving up the AR balance.



- Some delinquent customers deserve assistance, but others are choosing to withhold payment.
- In the past year, more than 20,000 previously delinquent customers became current on their bills
- However, **the AR balance continues to increase** due to new unpaid bills at the higher FY23 water rate and accruing interest on unpaid balances
- Nearly 85% of AR is from residential property



Increasing AR balance creates key problems for DEP.



Growing debt and uncertainty for those in true difficulty



Lack of debt collection encourages abuse

DEP is offering a **limited one-time amnesty** to eligible customers with up to 100% interest forgiveness!

- This program will help customers get caught up while also helping the city recoup money in order to keep rates low and continue investing in the water system's resiliency.
- This program available to all delinquent customers* forgives interest in exchange for principal repayment.

Customer Account	Interest Amnesty Offers
A. Seriously Delinquent (>\$1,000 balance for >1 year)	<ul style="list-style-type: none">• <u>Option 1</u>: 100% principal paid, 100% interest forgiven• <u>Option 2</u>: 50% principal paid, 75% interest forgiven• <u>Option 3</u>: 25% principal paid, 50% interest forgiven
B. All Other Delinquent	<ul style="list-style-type: none">• 100% principal paid, 100% interest forgiven

- If there is a remaining delinquent balance is greater than \$500, customers will be required to enter into a new payment agreement with DEP upon request.
- Interest amnesty program ends on April 30, 2023.



**Delinquent balances eligible for amnesty were set as of January 29th, 2023. Any charges that accrued after that date are not eligible for Amnesty and must be paid in full. Credits will be applied 5-10 days after payment is received.*

Get amnesty in 4 easy steps!

1. Go to nyc.gov/dep/amnesty and use our account look-up tool
2. Enter your account #
3. Check eligibility and review your options
4. Pay principal amount as indicated on your preferred option

The screenshot shows the NYC Environmental Protection website's Amnesty Program page. The browser address bar displays nyc.gov/site/dep/pay-my-bills/amnesty-program.page. A notification banner at the top reads "Get the latest on the COVID-19 Vaccine". The page header includes the NYC Environmental Protection logo, a search bar, and navigation links for "Pay My Bills", "About", "Water", "Environment", "Recreation", and "What's New". The main heading is "Amnesty Program". Below this, there are social media share icons (Facebook, Twitter, Tumblr, Email) and a "Print" button. A large promotional banner features the NYC logo and the text: "SAVE NOW ON YOUR WATER BILL, GET AMNESTY TODAY!". It states: "DEP IS OFFERING A LIMITED ONE-TIME AMNESTY With up to 100% of interest forgiveness. DON'T MISS YOUR CHANCE, THIS ONE-TIME AMNESTY ENDS SOON!". An image of a water bill is shown with a red "PAST DUE" stamp. Below the banner is a "Guidelines and Frequently Asked Questions" section with a plus icon. The "Amnesty Look Up Tool" section includes the instruction: "Simply insert your account number below, view your options and click any option to make a payment." It features a form with the label "Enter Your Account Number:", a text input field containing "Account Number", and a blue "Search" button. A "Privacy - Terms" link is located in the bottom right corner.

DEP also launched LIHWAP+ to help struggling customers.

Low Income Household Water Assistance Program+ (LIHWAP+)

- DEP's customers may be eligible for up to \$5,000 in affordability assistance on their water bills through New York State's Low Income Household Water Assistance Program (LIHWAP) administered through New York State's Office of Temporary and Disability Assistance
- If a customer receives LIHWAP from New York State, **DEP will match up to an additional \$5,000 as part of LIHWAP+**, for a combined total savings of up to \$10,000, on any remaining delinquent water bill balance
- For income guidelines, more information and to apply directly with New York State, visit <https://otda.ny.gov/programs/water-assistance/>



Amnesty and LIHWAP+ Outreach

- DEP sent targeted letters and emails to seriously delinquent amnesty-eligible customers.
- DEP is including amnesty inserts in all delinquency notices and information on bills to delinquent customers.
- DEP called and sent targeted letters and emails to potentially LIHWAP-eligible customers encouraging them to apply for NYS LIHWAP.
- Promotional materials are posted at all borough offices.

The flyer features the NYC Environmental Protection logo in the top left. The main headline reads "SAVE NOW ON YOUR WATER BILL, GET AMNESTY TODAY!". Below this, it states "DEP IS OFFERING A LIMITED ONE-TIME AMNESTY With up to 100% of interest forgiveness. DON'T MISS YOUR CHANCE, THIS ONE-TIME AMNESTY ENDS SOON!". A QR code is provided with the text "For fastest service to get more information, confirm your eligibility, or receive amnesty immediately go to nyc.gov/dep/amnesty or scan the code here." On the right side, there is an image of a "Your Water & Wastewater Bill" with a "PAST DUE" stamp in red. The bill includes a table of charges and credits, a bar chart showing water usage, and a "Messages from DEP" section. The NYC logo is also present in the bottom right corner of the flyer.

NYC Environmental Protection

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PAST DUE

NYC Environmental Protection

Contact DEP about Amnesty

The fastest service for amnesty is available at nyc.gov/dep/amnesty.

Call Center

- **Hours:** Monday to Friday, 8am–7pm, Saturday 9am to 2pm
- **Contact:** Call **718-595-7000** or email amnesty@dep.nyc.gov

Borough Offices

- **Hours:** Monday to Friday, 8am–7pm
- **Locations:**
 - **Bronx:** 1932 Arthur Avenue, 6th Floor
 - **Brooklyn:** 250 Livingston Street, 8th Floor
 - **Manhattan:** 55 West 125th Street, 9th Floor
 - **Queens:** 96-05 Horace Harding Exp., 1st Floor
 - **Staten Island:** 60 Bay Street, 6th Floor



How do I pay?

You can make payments online, by phone, mail, or in person. To learn more visit: [How to Pay](#). You can view and pay your bill online the fast and easy way using My DEP Account. To signup, visit nyc.gov/dep and click the “My DEP Account” button. Our customer service representatives can help you set up a water and sewer account, look up your account information, schedule service inspections, repairs, and permit requests, and help you understand your payment options.

Can I make multiple payments to my account, or does it have to be a single payment?

We encourage customers to pay in full to receive the interest amnesty as quickly as possible. However, you can make multiple payments on your account, but the interest amnesty only starts after you have reached your principal payment threshold identified on the [Amnesty Look Up Tool](#). For more help with multiple payments, please call us at (718) 595-7000.

Can I receive Amnesty on more than one property I own?

Yes, you may receive amnesty for any property you own with a qualifying delinquency. Separate payments need to be made for each account.

What does DEP mean by “Amnesty”?

Amnesty means forgiveness. In this context, it means partial or complete interest forgiveness for qualified customers.

What is the Amnesty Program?

The Amnesty Program is designed to provide much-needed relief to all qualified delinquent customers struggling to pay their water and wastewater bills due to the pandemic. This limited one-time amnesty starts on January 30, 2023, and runs for only 90 days until April 30, 2023, and allows you to have your accrued interest reduced or forgiven by paying your principal balance.

How can eligible New Yorkers find out more about this program?

The fastest way for New Yorkers to get their amnesty options is to visit nyc.gov/dep/amnesty. Additional info can be quickly found by calling us during our extended business hours Monday through Friday (8am to 7pm) and Saturday (9am to 2pm) at (718) 595-7000 or email us at amnesty@dep.nyc.gov.



How can I apply for the Amnesty Program?

There is no formal application needed to apply for this program. Simply use our online [Amnesty Look Up Tool](#) to confirm your eligibility, view your options and make a payment before the program end date. While there, enter your account number in the Amnesty lookup tool. If eligible, pay the principal amount as indicated on your preferred option. A credit for the interest forgiveness will be applied to your account within 10 business days. Please note that your balance may not go down to zero if you receive new charges and interest.

What does principal amount mean?

Your principal amount is the total of original billed charges owed from your water and wastewater bill and does not include any interest.

What does interest amount mean?

Interest is due for overdue charges and is compounded monthly. The interest rate charged is visible on your bill.



When do I need to enter into a payment agreement?

Please pay the principal amount and get your interest forgiven first. Then if your remaining delinquent balance is greater than \$500 after receiving the interest amnesty, you will be required to enter into a payment agreement with DEP, upon request. To enter into a payment agreement, call us during extended business hours Monday through Friday (8am to 7pm) and Saturday (9am to 2pm) at (718) 595-7000 or email collectionsplus@dep.nyc.gov.

What is the amnesty freeze date?

The amnesty freeze date is the date on which all eligibility criteria will be locked in place, including your total delinquent balance, principal balance, and interest balance. Any additional interest that accrues after that date will not be eligible for amnesty. The freeze date is January 29, 2023.

When does the program end?

April 30, 2023. This is the last day you can make a payment online or in person.