

CENTRALIZED RESPONSIBILITY FOR ISSUING WATER/SEWER BILLS

The primary goals of this task were completed in mid-1995. The new "Customer Information System" (CIS) is operating citywide, new format water / sewer bills are being issued and batch processing and phone customer service functions are now all performed from DEP's Lefrak facility. This concludes the majority of the effort toward "centralized responsibility for issuing water/sewer bills."

QUARTERLY WATER / SEWER BILLING

The Bureau of Customer and Conservation Services is reading its meters on a quarterly cycle. The data for "Attempted Meter Reads," includes Con Edison. The number of attempted meter readings and meter bills issued during this six-month period are as follows:

Attempted Meter Reads and Meter Bills Issued: January 2002 – June 2002

Month	Attempted Meter Reads	Meter Bills
January	257,574	222,726
February	219,330	215,288
March	261,489	246,151
April	266,598	241,547
May	265,595	318,835
June	267,607	220,685
July		
August		
September		
October		
November		
December		

COMMERCIAL/INDUSTRIAL AND MULTIFAMILY WATER USE SURVEYS

During the semi-annual period, commercial/industrial and multifamily water use surveys were performed in private home dwelling units, multi-family dwelling units, and small commercial properties. DEP will submit the updates, in addition to the Leak Survey Status Reports, by August 30, 2002.

MANAGEMENT ALTERNATIVE TRAINING PROGRAM FOR BUILDING MANAGERS

HPD with DEP's supervision have been organizing several training sessions to accommodate as many as 200 to 300 property managers/owners, and building superintendents. They cover the routine information, with some emphasis on the Multifamily Conservation Program (MPC) and the drought. Appendix G provides the schedule of Water Conservation and Management Seminar offerings for the semi-annual period, and attendance lists of the Water Conservation Seminars held on April 23, April 25, and April 30, 2002, and May 7, 2002.

HYDRANT LOCKING DEVICES

The New York City Fire Department continues to conduct inspections of all hydrants City-wide every six (6) months. Illegally opened hydrants are reported to NYCDEP's 24-Hour Help Center. Defective hydrants are repaired by DEP.

LEAK DETECTION

The complete report of leak detection work in the Wards Island drainage area for the period January 1, 2002 through June 30, 2002 is provided in Modified Appendix A-1. Leak Detection summary of completed work is shown by drainage area and survey module. Water savings in the Wards Island drainage area for the six-month period is over 3.6 MGD.

HOUSING AUTHORITY RETROFIT

The New York City Housing Authority's update of the progress made on the existing Retrofit Program properties through March 30, 2002 is provided in Appendix O.

ACCELERATED WATER METERING

DEP has made progress in meeting this goal; more than 4,050 water meters have been installed in large buildings in the drainage area by DEP meter installation contractors since this order was modified. This number is in addition to the 2,641 water meters that had been installed in large buildings by DEP meter installation contractors in this drainage area at the time this order was modified. Therefore, more than 6,691 new meters have been installed in the Wards Island area by meter installation contractors. This total does not include meters installed during renovations under Local Law 53/1985 or under the Water Board's Reimbursable Metering Program (formerly known as the Window of Opportunity Program). These installations add at least 2,000 additional meters/buildings to the total, based on RMP installations alone. The most recent meter installation contracts bid cover several community boards each, so maintaining an exact count of installations in Wards Island is not as practical as in the past. As of June 1, 2002, there were approximately 59,000 unmetered water/sewer accounts citywide, 92,000 fewer than in July 1999. Of the unmetered properties, approximately 23,000 are surcharged for failing to install a meter while approximately 25,000 of the remainder are considered to be "in process" of being metered since they have submitted requests for DEP contractor installations. The remainder are vacant/unmeterable, duplicate accounts on a lot, exempt or otherwise not included. 93% of all water/sewer accounts are metered.

Final completion has been slowed by customers who refuse to have meters installed, and to some extent by contractual problems. These problems were not considered by either DEP or DEC at the time the Order was negotiated, yet they have caused delays in the substantial completion of meter installations.

These problems, and DEP's responses, include the following:

Small Residential Properties applicant

The first round of all small meter installation contracts was complete for all neighborhoods in the City by 1998. Completed installations during this "first round" total approximately 82% of all possible installations. Some properties are "unmeterable" for physical reasons at the present time, so the completion rate of "meterable" properties is closer to 93%. Of the remaining properties, 5-10% probably require the installation of pit meters. These installations were left until now so that DEP could issue specialized contracts for that work in each borough. The outdoor pit meter contractors began work in the Bronx and Brooklyn in late

Spring 1998 and in Queens and Staten Island during late Summer 1998. 2,106 pit meters have been installed in those four boroughs through July 31, 2001. Indoor small meter contracts began work during the last quarter of 1998. 57,000 meters were installed through May 31, 2002.

Over the last few years DEP has been monitoring pilot installations of "single-jet" type water meters, technology in common use in Europe. The single-jet technology has two advantages over displacement, turbine and compound meter technologies: 1) smaller size, which allows meters to fit in more confined locations, and 2) fewer parts, which suggest less of maintenance burden than compound meters. DEP has begun installing single-jet meters as a substitute for compound meters in some locations as of Fall 2000 and has been using them as a substitute for displacement meters in some confined locations where displacement meters cannot fit. In these cases an outdoor pit installation would otherwise have been the only viable alternative, at greater cost to DEP and inconvenience to the customer. Waiting for the delivery of single-jet meters resulted in a delay of at least several hundred and perhaps several thousand small meters in late 2000 which were installed during the first half of 2001.

Large Residential Properties

Large meter installations have been a different story. Among the large meter contracts that are substantially complete, the average completion rate is only 50%, reflecting primarily a lack of cooperation from multifamily building owners. Although perhaps 5% of the total large properties are "unmeterable" for physical reasons, and a somewhat larger number may be delayed by the need for specialized large meter installations in outdoor vaults, the primary barrier has been non-cooperation among multifamily residential property owners. The "first round" of large meter installation contracts is complete in all community boards with the exception of a half dozen in Brooklyn and Queens, which have relatively few large residential properties. They were bid in mid-1999, and work began during the first quarter of 2000. "Second round" large meter contracts for the Bronx, Staten Island and Manhattan also began work in late 2000. In addition to approximately 65,000 meters installed in multifamily buildings by DEP contractors, another 14,100 have been installed by private plumbers throughout the city under the Reimbursable Metering Program.

Meter Refusal Surcharge

DEP mailed warning notices to property owners about the meter refusal surcharge during October/November 1999 and a second mailing was issued in March 2000 to properties which did not respond to the first mailing. Meetings with multifamily housing organizations and managers were held during August-October 1999 and a mailing was sent to major real estate managing agents in September. The surcharge warning notices led to record numbers of phone calls to DEP's Call Centers and submission of meter installation requests by more than 75,000 properties. On July 1 approximately 43,000 surcharge bills were issued to unmetered properties which had not submitted requests for meter installations. The number of surcharged properties has since been reduced to approximately 23,000 due to meter installations and cancellation of surcharges for administrative reasons, particularly issues of defective notification of owners.

DEP conducted negotiations to meter New York Housing Authority ("NYCHA") buildings during Summer/Fall 1999. The agreement was finalized during February 2000. Under this agreement NYCHA will meter its own buildings at its own cost over the next three years and will cooperate with DEP on a host of water efficiency programs while being provided several years of "flat-rate" transitional billing. Work on NYCHA's Staten Island properties has begun and the contract for the Queens properties has been awarded. Contracts for the properties in the Bronx were bid during Summer 2001. Commencement of work has been delayed by the relocation of most of NYCHA's central staff after September 11, 2001 from offices at 250 Broadway and 75 Park Place.

Unmemorable Properties

Part of the shortfall among both large and small meter installations is associated with the discovery of properties which are unoccupied, sealed, abandoned or otherwise not consuming water and therefore, unmeterable. This number is estimated at 5,000 - 7,000 Citywide. 1-2% of properties have been found with plumbing systems in a state of imminent failure, preventing meter installation until repairs have been effected. Owners with properties in a state of "imminent failure" are being informed as part of the surcharge process that DEP will provide them an additional three months time to complete repairs and install their meter through the Reimbursable Metering Program. In the case of vacant buildings, DEP recommends a solution of requiring metering (and any associated service line repairs) when the property is sold or transferred or when a renovation occurs (Local Law 53/1985).

DEP does not install meters in vacant buildings.

Contracting Issues.

The initial small meter contracts met with the default of a major contractor, setting the installation schedule back by more than a year and committing limited DEP to spend additional time resolving problems left incomplete by the original contractor. This work, which was only finally resolved in 1999, occupied significant staff time without resulting in a net increase in meters installed.

The bidding of contracts for a final round of small meter installations, and small pit meter installations was twice delayed by legal challenges from licensed plumber organizations and/or unsuccessful bidders. These are factors, which have been beyond DEP's control and required the rebidding of these contracts, for a delay of almost two years (1996-1998).

There are currently no significant contracting problems.

INTERIM PLANT EXPANSION

This report includes a construction schedule progress analysis for the construction contracts, and the completion date for obtaining Milestone No. 9, "Obtain Beneficial Use of Increased Capacity."

Overall Wards Island Project Status

Milestone No. 9, to Obtain Beneficial Use of Increased Capacity at the Wards Island Plant was achieved on August 27, 1997. The Interim Plant Expansion Facilities are currently in operation under the supervision of the Bureau of Wastewater Pollution Control.

Modified Order on Consent

The New York City Law Department, in a letter dated June 19, 1997 to NYSDEC, formally requested a modification of Milestone No. 9 to extend the June 23, 1997 milestone date to August 29, 1997. The NYCDEP, in a letter dated September 9, 1999, confirmed that the subject milestone was met on August 27, 1997, the modified milestone date.

Construction Schedule Progress and CPM Analysis

The main issue which is presently being pursued in an effort to complete all construction and close out of this phase, is resolution of Fire Department deficiencies listed against the New Return Sludge Pump Station and the New Fuel Oil Storage Facility.

Update through June 2002:

All nine Consent Decree Milestone dates have been achieved. The overall construction work at Wards Island is approximately 99% complete. The contractors have responded to orders to replace and/or correct equipment for which the Fire Department issued deficiency reports. A reinspection has been requested of the Fire Department.

A successful reinspection report will allow testing of the last segment of work to proceed, and acceptance of the fuel facility for plant take over. Completion is now projected for December 31, 2002, instead of June 2002.