



WATER METER REPLACEMENT NOTICE

Dear Property Owner or Manager:

Our records indicate that the water meter(s) at the above-referenced property needs to be replaced or repaired. As the maintenance of our meters is an important part of ensuring the highest level of water and wastewater services to our customers, your water meter(s) must be replaced or repaired due to its age or inability to fully record water consumption.

Please contact SAKS PLUMBING by one month from letter date for an appointment to replace or repair your water meter(s). SAKS PLUMBING is an authorized contractor for the New York City Department of Environmental Protection (DEP) and can be contacted during regular business hours by phone at (718) 406 - 9360 or anytime by email at info@saksmetering.com.

Appointments are available seven days a week from 9am to 5pm. Exceptions can be made for off-hour installations on a per building basis. Please note that the right to gain access to your property in order to repair, replace, or inspect your water meter is a condition of providing water and sewer service to any property.

The repair and/or replacement of your water meter(s) by SAKS PLUMBING will be performed at no cost to you. However, failure to cooperate in scheduling or granting access will result in additional charges. Also, please note that it is the sole responsibility of the property owner to maintain the building's plumbing system including: service lines, control valves, check valves, and internal piping.

Included with this letter is a list of Frequently Asked Questions (FAQ) that provides additional details about this metering program. If you have any questions about the repair or replacement of your water meter(s) that are not addressed in the attached FAQ, please visit nyc.gov/dep, email us at customerservice@dep.nyc.gov, or call us at 718-595-7000 Monday-Friday, 9AM - 6PM or Saturday, 9AM - 2PM.

Thank you in advance for your cooperation. We look forward to serving you.

Sincerely,

A handwritten signature in black ink, appearing to read "Warren C. Liebold".

Warren C. Liebold
Director, Technical Services/Conservation

Water Shutoff Requirement

For small properties with ¾" or 1" water service lines, the Contractor will usually be able to shut off the water either by using the home's water shutoff valve or the isolation valves in the meter setting.

For properties with service lines 1½" or larger, it is normally required that you have an operable shutoff valve in the basement or at the curb **and that your maintenance staff shuts off the water before the Contractor begins work. Once the Contractor completes the repair or installation, your maintenance staff may turn the water back on.**

After the water is turned back on, DEP recommends that internal plumbing fixtures are briefly turned on to vent out any air in the system. This can be particularly important if you have "flushometer-type" toilets since their valves can stick in an open position, particularly if someone tries to flush the toilet while the water is turned off. Venting any air out of the system is the responsibility of the property owner.



Environmental Protection

IMPORTANT NOTICE

FROM NEW YORK CITY DEPARTMENT OF ENVIRONMENTAL PROTECTION



On the date noted below, a DEP plumbing contractor will be installing, replacing or repairing a water meter in this building. To perform this work, the water supply must be turned off for a few hours. We apologize for this inconvenience.

Please do not leave your faucets in an "open" position while the water is shut off. Please leave them closed.

Once the water supply is turned back on, please open the hot and cold water faucets in your kitchen and bathroom for a few seconds to vent any air that might have entered the plumbing system. Don't be alarmed if there is a burst of air when you first turn the faucets on. This is normal.

If you have "flushometer" type toilets (the type without a toilet tank, just a push handle) please also flush the toilet once to make sure the valve is properly seated. If the toilet flushes constantly, contact the building super immediately.

Thank you for your cooperation and again, we apologize for the inconvenience.

Date of Work:

Contractor Name: **Saks Plumbing**
NYC DEP Contracts BCS-4412, BCS-5512
CustomerService@dep.nyc.gov

Water will be off for 20 minutes.

311 Dial 311 for All Non-Emergency
NYC Government Information and Services