



Instructions: Water and Sewer Applications and Permits

To ensure the safety of our customers and professionals during the COVID-19 public health emergency, all customer service and records offices will be closed until further notice. We are no longer accepting walk-ins. Please file all non-emergency permits online or via email (instructions below).

Instructions for Emergency Water and Sewer Permits

- To set up an appointment for an **emergency repair permit involving a meter**, call (718) 595-3590, 4604, or 4051 to set up an appointment.
- To set up an appointment for an **emergency permit involving connections**, call 718-595-5762 or 4238, or email acosentino@dep.nyc.gov.

Permits Available Online (WSPS):

Water Repair; Water Relay; Sewer Repair; Sewer Relay; New Sewer Connection and Sewer Plugs

Instructions for Non-Emergency Water and Sewer Permits

For New Water Service Permits Including:

Tap; Wet Connections; Tap & Plug; Wet Connection & Plug; Water Plugs

- LMPs should submit these applications by email to BWSOLocalOffices@dep.nyc.gov.
- Once application is approved, our Bureau of Customer Service (BCS) will issue permits to LMPs by email.
- LMPs should ensure they have funds in their CIS accounts to cover the costs of permits. (see instructions attached)
- Permit application approvals will be delayed by an additional 6 days, due to reduced staffing while we implement COVID-19 safety measures for our staff.

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Cross Connection Plans & Applications (Backflow Prevention)

- Applicants must submit scans of cross connection plans & the application to connections@dep.nyc.gov.
- Application fees must be submitted by mail.
- We will review plans and send any objections or corrections via email.
- If no corrections are needed and payment has been received by mail, DEP will email the approval.
- **No WSPS filing available**

Cross Connection Test Reports (Backflow Prevention)

- Test reports for backflow prevention devices must be sent to connections@dep.nyc.gov. After review, a copy of test reports will be sent via email.
- **No WSPS filing available**

Site Connection Proposals & House Connection Proposals

All paper submissions of proposals must be mailed to our main office at:

NYC-DEP
Bureau of Water and Sewer Operations
Connections and Permitting
59-17 Junction Blvd, 3rd Floor Low Rise
Flushing, NY 11373

We are also requiring you to submit an electronic copy of all paper submissions. Send electronic copies for review to sewerinfo@dep.nyc.gov. Failure to do so could delay review of your project.

Please include:

- The cover letter, explaining the submission.
- The application form, attachment 'F' (if necessary), and site plan.
- Survey, completed within two years of the submission date.
- The tentative lot sheet (RP-602) if applicable.
- The boring log (if applicable)
- Any draft legal documents (if applicable)
- Any other document not listed above which is typically submitted with the application
- As soon as the fee is received by mail, when the application is approved, DEP will scan the application and email to the applicant.
- All files should be in PDF format, either scanned or exported.

****DEP has a hard 20 megabyte (MB) limit on files sent or received by our email server. If the files associated with your project exceed 20 MB (in total), please send us multiple emails, and indicate in the subject line (Email x/y) where x is the number of that email, and y is the number of total emails to be sent.**

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The subject line of all emails for Site Connection Proposals MUST be in the following format:

“Site Connection Proposal – Digital Recordkeeping Submittal - <Address> <Block> <Lot(s)> x/y”

The subject line of all emails for House Connection Proposals MUST be in the following format:

“House Connection Proposal – Digital Recordkeeping Submittal - <Address> <Block> <Lot(s)> x/y”

**If emails are not sent in the format above, it will cause a delay in the review of your project. Additionally, if electronic versions of your application are not sent, or sent with incomplete files, it will cause a delay in the review of your project.

In order to receive certification, you must send us the normal number of paper copies of the associated documents, per the normal process, along with the review fee. **This policy does not replace paper submissions.