

BOARD OF COMMISSIONERS

JERRY LANDSBERG
CHAIRMAN

STEVE REITER
SECRETARY

PATTY KATZ
TREASURER



GREAT NECK
WATER POLLUTION CONTROL DISTRICT

236 EAST SHORE ROAD
GREAT NECK, NEW YORK 11023

TEL: (516) 482-0238
FAX: (516) 482-8713

WWW.GNWPCD.NET

*****PRESS RELEASE*****

GNWPCD Upgrades Website for Added Customer Convenience

Improvements Made to Include Digital Forms, Applications, and Payment Options

Great Neck, N.Y. (September 9, 2020)–The Great Neck Water Pollution Control District (GNWPCD) is proud to announce some significant upgrades to their website that all focus on customer convenience. With the latest round of website enhancements, residents and local business owners now have the convenience of a new secure online bill payment portal for certain transactions, interactive forms for sewer connection and disconnection, and grease trap applications. As the GNWPCD and the community continue to navigate through the COVID-19 pandemic, the District has taken many measures to limit face-to-face interactions to keep both employees and residents safe.

“The COVID-19 pandemic, like for so many, has really made us take a second look at how we can improve the customer service experience in the name of safety and convenience,” said GNWPCD Chairman Jerry Landsberg. “The launch of these website upgrades was also fostered by our continued pursuit to improve services for our customers while streamlining operations to become more efficient and cost effective. This project has certainly accomplished all of these goals and we could not be prouder to offer them to the community we serve.”

As the District embarked on making upgrades to decrease physical contact with the public due to the COVID-19 pandemic, it has analyzed the most common hand to hand transactions. After a comprehensive review, it was quickly determined that changes to payment and application processes would provide the most cost-effective solution while also making operations more efficient. The new process allows customers to submit payments for certain transactions and complete applications for the most common procedures from any device with an internet connection. The old method would require downloading the form electronically, printing, writing in information, and then delivering or mailing to the District. Online payments were not accepted and required submission either in-person or by mail.

“Not only is this more convenient for customers, it saves a lot of staff time that would have otherwise been spent processing paperwork,” added Commissioner Steve Reiter. “Now that these processes are essentially automated, we can focus our resources to identify additional areas for improvement and efficiency.”

For additional information and updates about the Great Neck Water Pollution Control District, visit the website at www.gnwpcd.net to sign up for email newsletters or call the office at 516-482-0238.

About the GNWPCD

The Great Neck Water Pollution Control District (GNWPCD) is a commissioner-run Special Improvement District within the Town of North Hempstead. The GNWPCD has provided sewage services for the Great Neck area since 1914, and currently serves more than 25,000 residents and

businesses in the villages of Great Neck, Saddle Rock, Kensington, and those parts of Thomaston and Great Neck Plaza east of Middle Neck Road; as well as all unincorporated areas north of the Long Island Rail Road and a part of Manhasset. The GNWPCD's mission is to protect our bay, the environment and the health of our society.

###