



MY FAQ'S TO YOU

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I don't want to keep harping on this. I know I sound like a broken record but all I'm trying to do is keep you out of trouble. Are you sure you can properly report a sanitary sewer overflow (SSO), combined sewer overflow (CSO) or unpermitted bypass? I ask this question on almost all of my visits and the answer is always "yup". Then, inevitably, a short while later, I get the frantic phone call saying "I tried to log onto NY-Alert but couldn't". So here are the top three frequently asked questions I ask you and the answers I give.

Q. Do you have an active Everbridge/NY-Alert notifier account?

A(1). If you registered for a notifier account, you would have received a "72 hour invitation" to activate your account. This "invitation" would have been sent to the e-mail address you listed on your registration form. Always check your spam/junk folder just in case it got sent there. You would have had 72 hours to click on the provided link, create a user name, password, confirm your password, answer a security question and click on your time zone (Eastern Standard New York).

A(2). If you have not registered for a notifier account, you will need to fill out and submit a notifier agreement form to DEC in Albany. This form can be found on DEC's website on the Sewage Pollution Right to Know page at <http://www.dec.ny.gov/chemical/90323.html>. After you fill out and submit your notifier agreement, follow the steps in A(1) above.

A(3). If your "72 hour invitation" has expired, you can request another one by sending an e-mail to either sprtkcomments@dec.ny.gov or NYAlertSupport@its.ny.gov. In the subject box make sure to put Everbridge/NY-Alert Notifier Account. In the body request another "72 hour invitation". Once you receive the new "invitation", follow the steps in A(1) above.

Q. Can you logon to your Everbridge/NY-Alert account?

A. If you are trying to logon to anything other than <https://manager.everbridge.net/login> you will just frustrate yourself. Do yourself a favor. Bookmark this site. If you try searching NY-Alert you will wind up on the public page which is ONLY for receiving alerts, not submitting them.

Q. Did you know you have to change your password every so often?

A. After some initial confusion the dust has finally settled. Keeping in line with CDX/NetDMR, your Everbridge/NY-Alert password needs to be changed every 90 days (or so). It is still my understanding that the cycle is 3, meaning that after the 3rd

reset you can use the first password again. Suggestion: if you are the one doing the NetDMR, change your Everbridge/NY-Alert password when CDX/NetDMR prompts you to change that password. You might even want to consider using the same user name and password for both.

One final comment before I put this subject to bed. Don't not report a spill. Regardless of the volume, report it. If you (or your elected officials) worry about the press coverage you may receive for reporting a spill just think of the coverage you will receive if it's found out you didn't report at all.

Questions? Give me a call at 518 828-3155 ext 180. 💧💧💧