

## Customer Service is our Priority

Our customers are important to us and delivering first-class customer service is one of our primary goals. The Department of Watershed Management is dedicated to continuously seeking new ways to serve our customers better. We thank you for your patience and support as we implement new systems to allow us to serve you more efficiently.

### New Customer Service Call Center Unveiled

The Department of Watershed Management capped off a series of major customer service improvements with the recent unveiling of its new Customer Service Call Center.

Mayor Shirley Franklin joined Department officials to celebrate the facility's grand opening at the City Court building at 150 Garnett Street. The centralized customer service unit will handle the Department's billing and service calls. Additional customer service representatives were hired to

staff the Call Center to cut down on hold times and serve callers more efficiently.



Mayor Franklin, Commissioner Hunter and Customer Service staff celebrate grand opening of new Call Center.

#### Call Center Facts

- The Call Center's phone number is 404.658.6500.
- Call Center representatives are available to answer customer calls 8:15 a.m. – 8 p.m., Monday through Friday.
- 27 representatives currently staff the Call Center.

### DWM Salutes Women in Water and Wastewater

As we celebrate National Women's History Month, the Department of Watershed Management salutes women in the water and wastewater industries making waves for clean water. We appreciate their valuable contributions as engineers, utility managers, water quality officers, construction managers and envi-

ronmental advocates to ensure that we all have access to safe drinking water and reliable wastewater systems now and in the future.

### Integrity Matters

Call 1.800.884.0911 to report illegal or fraudulent behavior by City employees.

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#### Important Numbers to Remember

Customer Service: 404-658-6500  
Customer Service E-mail: watershedhelp@atlwater.com  
Water Service Concerns: 404-658-7220  
Sewer Service Concerns: 404-624-0751



City of Atlanta

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City Council

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Kwanza Hall

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Cleta Winslow

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C.T. Martin

Jim Maddox

Joyce Sheperd

Cesar C. Mitchell

Mary Norwood

H. Lamar Willis

## Bill Payment Options



In addition to mailing your payment to us, we offer several convenient ways to pay your water/sewer bill:

- **Phone** – You can pay over the phone using a MasterCard or VISA credit or debit card by calling 404.658.6500, 24 hours a day, seven days a week.
- **Online** – Use our secure online bill payment service at [www.atlantawatershed.org](http://www.atlantawatershed.org). You will need your account number and checking account number with bank's routing number or ~~your VISA or MasterCard credit or debit card.~~

• **Payment Kiosk** – There are bill payment kiosks located in the atrium of City Hall and the North Fulton County annex building at 7741 Roswell Road. You can pay with a check or a VISA or MasterCard credit or debit card.

• **Satellite Payment Locations** – In partnership with Fidelity Express, we offer payment locations in neighborhoods through-out the city. You can find a list of payment locations at [www.atlantawatershed.org](http://www.atlantawatershed.org). There is a \$1.50 service charge to pay your bill at one of the satellite locations.

• **Payment Window** – The bill payment window at City Hall is open 8 a.m. - 5 p.m., Monday through Friday.

## Tip of the Month: Pay attention to boil-water advisories and other emergency alerts

Water main breaks and other emergencies in the water distribution system happen at a moment's notice, so it's important to pay attention to boil-water advisories and other safety alerts. When a main break occurs, the water pressure in the affected pipe and service lines in the vicinity drops. When water pressure drops, the normally sealed system can be exposed

to impurities. Boiling the tap water ensures the safety of your drinking water while the pipe is repaired and our water quality experts conduct tests to ensure that the system is contaminant-free. In the event of an emergency, alerts and advisories will be transmitted through the local media, automated telephone messages and our website.

## HOPE for Atlanta Homeowners in Danger of Foreclosure

Mayor Shirley Franklin recently announced a new foreclosure prevention program and hotline for homeowners behind on their mortgage or facing foreclosure. 1-888-995-HOPE (4673) is a 24-hour, non-profit hotline offering immediate help to Georgia homeowners. Call the HOPE hotline any time to speak to an expert counselor about options to avoid foreclosure. The call is free and completely confidential. *Si usted está atrasado o en peligro de perder su casa, hable al 1-888-995-HOPE (4673) las 24 horas del día.*

**1-888-995-HOPE™**

Help for homeowners.

*The HOPE hotline is funded by the Homeownership Preservation Foundation with counseling services from Consumer Credit Counseling Service Atlanta and the NeighborWorks® network. Financial support is provided by the Fannie Mae Foundation, NeighborWorks® America and United Way of Metro Atlanta.*

[www.atlantawatershed.org](http://www.atlantawatershed.org)  
**Visit the new Department of Watershed Management website today!**

