

Outdoor Watering Restrictions

Confused about watering restrictions that vary from area to area as North Georgia's severe drought conditions continue? The Department of Watershed Management (DWM) wants to ensure that our customers understand the outdoor watering policies in place for our service area for this extremely dry year.

City of Atlanta customers may only water outdoors on Saturdays and Sundays between 12:01 a.m. and 10 a.m.; even-numbered addresses on Saturday and odd-numbered addresses on Sunday. Outdoor watering for personal gardens, newly installed landscapes (in place less than 30 days) and some commercial outdoor water users (visit www.atlantawatershed.org for a complete list) are exempt from these restrictions. This service area includes the City of Atlanta, Sandy

Springs and unincorporated South Fulton County. Customers who do not adhere to these watering restrictions will face the following penalties:

- 1st offense - Written complaint
- 2nd offense - Notice of violation and \$100 fine
- 3rd offense - \$500 fine
- 4th offense - \$1,000 fine and disconnection of water service

Customers who wish to contest these penalties must apply to the Water and Sewer Appeals Board. See *Bill Appeals* on the reverse side.

The DWM is dedicated to protecting and conserving Atlanta's water resources to ensure that we have an adequate supply of clean water for all of our customers for years to come. To report illegal watering in your neighborhood, call Customer Service at 404.658.6500.

Free Water Conservation Workshops

The Department of Watershed Management is offering free water conservation workshops to its customers. Participants will receive free outdoor watering kits to help them conserve water. For more information, or to request a workshop for your neighborhood group, call Nettie Douglass at 404.589.2684.

Pool Maintenance Tips

Help protect our local waterways when caring for your pool this summer.

- Do not use copper-based algaecides to treat algae growth, as copper is harmful to aquatic life and cannot be completely removed during wastewater treatment.
- Dispose of backwash water in soil.
- Handle filters as you would solid waste, and dispose of them in the trash.
- Store chlorine and other chemicals in a covered area, out of contact with rainwater.

Ready to fill your pool? Save money by calling 404.658.6500 to schedule an appointment to have your pool filled. If the Department uses a nearby fire hydrant to fill your pool, only water charges and a service fee will be assessed. If you fill your own swimming pool, you will incur sewer charges as well as water charges on your bill for the water used. The charge for sewer service per ccf (100 cubic feet) is considerably higher than the charge for water service per ccf, so the savings can be significant.

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Important Numbers to Remember

Customer Service: 404-658-6500
Customer Service Fax: 404-658-6637
Customer Service E-mail: watershedhelp@atlwater.com
Sewer Service Concerns: 404-624-0751

City of Atlanta • Department of Watershed Management
55 Trinity Avenue • Suite 5400 • Atlanta, Georgia 30303



July 2007





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Landscaping Water Conservation Tips

Don't let the dry weather get the best of you or your garden. Use these helpful tips to conserve water while maintaining your lawn and garden this summer and in the future.

- Don't over-water your lawn. An established lawn generally needs only about an inch of water every 7 to 10 days to remain healthy.
- Soak don't sprinkle. When you water, aim the nozzle at the base of plants so more water will reach the roots. Trees should be watered to the dripline.
- Check your sprinkler system and adjust sprinklers so only your lawn and not the house, sidewalk or street is watered.
- Avoid over-fertilizing your lawn. The application of fertilizers increases the need for water and is a source of stormwater pollution.
- Create a rain barrel to capture water from your gutters and downspouts and use it to water plants and shrubs.

- Adjust your lawn mower to a higher setting. Longer grass shades root systems and holds soil moisture better than a closely trimmed lawn.
- Avoid the installation of ornamental features in your garden unless the water is recycled.
- Add a layer of organic mulch such as pine straw, bark chips or ground hardwood around plants and trees to reduce evaporation and help the soil to retain moisture.
- Plant native and/or drought-tolerant grasses, shrubs and plants.
- Use the following links for more tips and information on efficient outdoor watering:
www.americanwater.com/49ways.htm
www.eartheasy.com/live_water_saving.htm
www.wateruseitwisely.com
www.epa.gov/watersense/pubs/simple.htm

Super Water Saver

Lena Woods, an Old Fourth Ward resident, is always looking for ways to conserve and reuse water around the house. Ms. Woods captures the water that drips from her home air conditioning unit in a watering can and uses it to water her plants. On most hot, muggy days, much like the ones we've been having lately, Ms. Woods is able to get two full cans of water each day—keeping her plants healthy and saving water!

We are recognizing residential and commercial customers who go the extra mile to conserve water. Send your story/water conservation tips to:
 Department of Watershed Management
 c/o Water Bill Insert Editor
 236 Forsyth Street, Suite 400
 Atlanta GA 30303
 or jcarlile@atlantaga.gov

Bill Appeals

Our Customer Service Division is dedicated to working with you on any billing inquiry/issue you may have to ensure that your bill is accurate. Customers not satisfied with the outcome of a billing investigation can have their issue heard by the City Council-appointed Water and Sewer Appeals Board. Ask a Customer Service Representative (404-658-6500) for more information.

New Call Center Hours



Beginning July 1, operating hours of the Customer Service Call Center are 7 a.m. to 8 p.m. Monday through Friday. 404-658-6500

Visit our website!
www.atlantawatershed.org

