

Frequently Asked Questions

I get paid at the beginning of the month. Can you change my billing cycle to coincide with my pay date?

Approximately 164,000 customers are billed per month. Because we send out so many bills, customers are billed daily. The city is divided into cycles. Billing date is based on the cycle you live in. Unfortunately, there is no way for us to manually change your billing cycle.

If my service is in a cutoff status is there a fee?

Yes, a \$45 fee is assessed if you are scheduled for cutoff. This fee is to re-establish service.

Who pays to fix leaks on my property?

The maintenance and repair of pipes and fixtures after the water meter are the sole responsibility of the resident. This includes any charges associated with a leak in that system.

What do I do if my water tastes or smells funny?

Different factors can affect the taste and smell of your water. To report a problem with your water, call the Customer Service Call Center at 404-546-0311 during office hours Monday - Friday 7 a.m. - 8 p.m.

What if water is pouring out of my meter or running down my street?

To report a large volume leak call our 24-hour Emergency Dispatch at 404-546-0311.

Where can I find information on the current water restrictions?

Visit our website at www.atlantawatershed.org for current water restrictions.

NEW OR CHANGE IN SERVICE

Customers can establish new water services online at payatwateronline.com or in person at the Customer Service facility Monday through Friday or at the Customer Service Facility Monday through Friday 8:15 a.m. to 5 p.m. We ask that you notify us 3 business days prior to the date you need new or change in service. For new service, an initiation of service fee and a one-time deposit may be required. Call 404-546-0311.

SENIOR CITIZEN'S DISCOUNT

To receive a discount, customers must be 65 years old or over with an income less than \$25,000 per year. An application must be completed and returned. Call 404-546-0311 or visit our website at www.atlantawatershed.org for more information.

Contact Us

CUSTOMER SERVICE FACILITIES

City Hall Address: 55 Trinity Ave. Atlanta, GA 30303

2 City Plaza: 72 Marietta Street, Atlanta GA 30303

Hours of Operation:

Monday Thru Friday 8:15 a.m. - 5 p.m.

Customer Service Call Center: 7 a.m. - 8 p.m.

Night Deposit: 24 hours/7 Days

24 Hour/7 Day Emergency Service:

Emergency Dispatch 404-546-0311

System Website: www.atlantawatershed.org

Government Website: www.cityofatlantaga.gov

City of Atlanta Keisha Lance Bottoms, Mayor

City Council Felicia A. Moore, President

Carla Smith
Amir R. Farokhi
Antonio Brown
Clela Winslow
Natalyn Mosby
Archibong
Jennifer N. Ide
Howard Shook

J.P. Matzigkeit
Dustin Hillis
Andrea L. Boone
Marc Collier Overstreet
Joyce Sheperd
Michael Julian Bond
Matt Westmoreland
Andre Dickens

Department of Watershed Management
Kishia L. Powell, Commissioner



Customer Information Guide



55 Trinity Avenue, SW • Suite 1650
Atlanta, Georgia 30303

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2 City Plaza
72 Marietta Street, NW
Atlanta, Georgia 30303

Welcome to the Department of Watershed Management

Whether you've just moved to a new home or recently established a business in the area, the employees of the Department of Watershed Management would like to say, "Welcome to our community."

Our Organization

The City of Atlanta Department of Watershed Management employs a skilled, professional workforce and services over 164,000 accounts. Our top priority is to provide our customers with reliable water service in a safe, respectful, responsive and environmentally responsible manner.

The Department of Watershed Management is dedicated to providing high quality drinking water, waste water and storm water services to residential, business and wholesale customers at a fair and reasonable cost while enhancing and protecting urban waterways and regional water resources.

The Department is comprised of the Commissioner's office and six major offices:

- The Office of Water Treatment & Reclamation
- The Office of Linear Infrastructure Operations
- The Office of Watershed Protection
- The Office of Engineering Services
- The Office of Financial Administration
- The Office of Customer Care and Billing Services

About the System

The Department of Watershed Management delivers quality drinking water to customers throughout the City of Atlanta, unincorporated areas of Fulton County (south of the City), Cities of Sandy Springs and Chattahoochee Hills and portions of incorporated areas in South Fulton recently annexed into cities served by Atlanta City Government.

The City's distribution system includes more than 2750 miles of water distribution pipelines, four finished water pump stations, three re-pump stations, eleven

booster pump stations, two raw water pump stations, one reservoir emergency draw down pump station, four surge tanks and twelve ground and elevated storage tanks.

The resident or property owner is responsible for all piping and fixtures on the customer's side of the meter. Proactive maintenance of your plumbing is recommended and may help prevent expensive repairs and high consumption.

Your Water Bill

The City of Atlanta Department of Watershed bills for water and sewer service on a regular cycle. We strive to read each meter every 28-32 days. Sometimes weather, holidays, or service issues will extend the reading period. If we provide you with both water and wastewater service, you should see a line for each on your bill. Billing for both services is based on metered water in centum cubic feet (CCF) increments. Your bill may vary slightly from month to month, but you will never be billed for more water than you use. Current rates and fees may be found on your water bill and at www.atlantawatershed.org.

Bill Payments

For your convenience, we offer several ways to pay your water/sewer service bill:

By phone – You can pay over the phone using a MasterCard or Visa card by calling 404-546-0311, 24 hours a day, seven days a week.

By smartphone/tablet – Make easy payments on payatlwateronline.com

Mail Payment City of Atlanta Department of Watershed, Attn: Payments, P.O. Box 105275, Atlanta GA 30348-5275

Western Union Locations with a convenience fee of just \$1.50 to process your payment.

Customer Service Center – Payment windows are available on the first floor of Atlanta City Hall, 55 Trinity Ave. SW, Atlanta, GA 30303 and 2 City Plaza, 72 Marietta Street, 2nd Floor, Atlanta, GA 30303.

We accept Visa, Master Card, American Express and Discover cards. Hours of operation 8:15 a.m. - 5 p.m.

Night Deposit Drop Box is available at the 68 Mitchell Street entrance of Atlanta City Hall. (checks and money orders only)

Monitoring Your Water Usage

There are many reasons to monitor your water usage. A sudden increase in water usage could indicate a leak. Your monthly water bill contains information to help you monitor and manage your system.



Do You Have A Leak?

It is important to check your home plumbing system for leaks regularly. Your home plumbing system consists of all the pipes and fixtures on your property after the water meter connection. Visual inspections and leak tests should be a routine part of home maintenance. Faucets, toilets and irrigation systems are common locations for leaks around the home. If you have an older home, an annual inspection by a licensed plumber, is recommended to ensure your system is functioning efficiently and there are no hidden or slow leaks. Any private plumbing system issues are the customer's responsibility. City of Atlanta Water System does not offer repair services on private property; you should contact a licensed plumber. The Water System does not maintain a list of recommended plumbers. If you are concerned about a possible leak, please contact our Customer Call Center 404-546-0311 during office hours of 7 a.m. - 6 p.m. For after hour emergencies contact our Emergency Dispatch line at 404-546-6340.