



QUESTIONS ABOUT YOUR WATER BILL?

DID YOU KNOW?

There are various ways to handle concerns with your water and sewer bill!

HOW TO REQUEST A BILL ADJUSTMENT

You may be eligible for a billing adjustment, per Atlanta City Code, if you had a plumbing repair or City of Atlanta repair. The Department of Watershed Management (DWM) is only allowed to grant adjustments for meter leaks, underground leaks, other identified leaks and for vandalism. For toilet and faucet leaks, certified medical documentation of your hearing impairment is required. **To request a bill adjustment, you must:**

- ✓ Complete the Adjustment Request Form and attach all plumber's invoices or receipts for parts.
- ✓ Submit your request within **12 months** of receiving the bill in dispute.
- ✓ Submit the Adjustment Request Form either online at ATL311.com; fax: 404-221-9518; or by mail - Attn: Adjustment Request, 72 Marietta St. NW, Atlanta, GA 30303.
- ✓ Pay the average bill amount, as determined by the Department, for the billing periods in dispute and the amount of the undisputed bill.

The Adjustment Request Form is available by visiting ATL311.com.

HOW TO FILE A DISPUTE

If you believe you were billed incorrectly, you have the right to dispute your bill. To file a dispute, you must:



Submit a dispute request online at ATL311.com or call 404-546-0311.




Submit your request within **12 months** of receiving the bill in dispute.




Pay the average bill amount, as determined by the Department, for the billing periods in dispute and the amount of the undisputed bill.

DON'T AGREE WITH THE ADJUSTMENT OR DISPUTE DECISION? FILE AN APPEAL


If you do not agree with the adjustment or dispute decision, you have the right to request an appeal. **To appeal the decision:**




You must submit your appeals request within **seven days** of being notified of the Department's decision.



Complete the Appeals Request Form and attach the Department's decision letter.



Submit the Appeals Request Form either at ATL311.com; fax: 404-221-9518; or by mail - Attn: Appeals Request, 72 Marietta St. NW, Atlanta, GA 30303.



The Water and Sewer Appeals Board is made up of private citizens and their decisions are independent of the Department's decisions.

The Appeals Request Form is available by visiting ATL311.com.