



## **WATER AND SEWER APPEALS BOARD INSTRUCTIONS ON HOW TO FILE AN APPEAL HEARING**

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A customer has the right to file an appeal if they disagree with the decision provided at the conclusion of the adjustment or disputes process. An appeal must be filed within seven (7) business days of receiving the adjustment or dispute decision letter from the City.

The Water and Sewer Appeals Board (“Board”) provides residents the opportunity to present witnesses and documentary evidence related to water and sewer accounts. The Board consists of members who are independent of the City of Atlanta and are selected by members of City Council.

The customer may appear before the Board in person or authorize the Board to administratively review the matter without the customer having to appear before the Board.

An acknowledgement notification will be provided upon receipt of the appeal request. Once a resolution is reached updated correspondence, to include a decision, will be provided. This may be handed to the customer at the end of the hearing or mailed or emailed to the customer.

### **Criteria for requesting an appeal:**

- An appeal can only be filed once a request has been through the adjustment or dispute process and a decision has been made.
- An appeal must be filed within seven (7) business days of the date the dispute decision letter was mailed by the City of Atlanta Department of Watershed. The Atlanta City Code defines when a customer “receives” the decision letter as:
  - *If sent by email - on the first business day following transmission of the email by the City.*
  - *If sent by first class United States mail - on the third business day after the letter was mailed by the City.*
  - *If sent by certified letter - on the date that the confirmation receipt shows the letter was delivered.*
- Appeal must be requested in writing **by the customer**
- Customer must pay the average bill amount, as determined by the department, for the billing period(s) being disputed and/or appealed, including current charges incurred during the dispute and/or appeal process. If not, service is subjected to interruption

### **Instructions on submitting this form:**

***Note: The appeal will be heard on the basis of the original adjustment or dispute request submitted***

- **Online** – ATL311.com – Search “Information About Water and Sewer Appeals”
- **Facsimile** – 404-221-9518 Attn: Water and Sewer Appeals
- **Mail** – 2 City Plaza, 72 Marietta St., Atlanta, GA 30303 Attn: Office of Customer Care & Billing Services
- **In person** – Department of Watershed Management’s customer service walk-in centers:
  - Atlanta City Hall, 55 Trinity Ave., Atlanta, GA 30303 OR
  - 2 City Plaza, 72 Marietta St., Atlanta, GA 30303

**NOTE:** Failure to appear at a scheduled hearing will result in the case being moved to the next available hearing date. For more information, please visit [atl311.com](https://atl311.com) and search “How to Request Rescheduling of Your Water and Sewer Appeal Hearing”.

For help with this form, please call customer service at 404-546-0311 or more information regarding adjustments, disputes and appeals in the City Ordinance Code located at [https://library.municode.com/ga/atlanta/codes/code\\_of\\_ordinances](https://library.municode.com/ga/atlanta/codes/code_of_ordinances) (Chapter 154, Article II, Sections 154-27, 154-28 and 154-29)



## WATER AND SEWER APPEALS BOARD APPEALS HEARING REQUEST FORM

Today's Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

I agree that by providing my email address on this form, all notifications concerning this appeal hearing request may be sent by the City to this email address. If you do not provide an email address, the appeal outcome letter will be mailed to you via the US Postal Service.

**Type of property (check one):**

Residential     Commercial or Industrial     Other (List Type): \_\_\_\_\_

**Billing period:** From \_\_\_\_\_ to \_\_\_\_\_

**Please attach:**

- A copy of the adjustment or dispute decision letter
- Any repair invoices, plumbers' statements, and/or police reports etc. or any other evidence that supports the appeal request that were not included in your original adjustment or dispute submission

The customer may appear before the Water and Sewer Appeals Board ("Board") in person or authorize the Board to administratively review the matter without the customer having to appear before the Board.

**I would like my appeal to be:**     Reviewed Administratively     Hearing where I'm present

Please provide reason for appeal below:

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