



# QUESTIONS ABOUT YOUR WATER BILL?

## FAST FACT

There is only  
one process to  
address concerns  
about your bill.

Did you recently receive a water bill that you believe is inaccurate? Atlanta City Code (Chapter 154 Article II) allows the Department of Watershed Management (DWM) to grant adjustments and credits for meter leaks, billing errors, fees and penalties, and in some cases, water leaks on the customer's property.

Customers may request an adjustment by completing the [Adjustment Request Form](#) and submit it to the Department of Watershed Management online or via email, mail, or in person.

- **Online:** Visit [ATL311.com](http://ATL311.com) – "[Request an Account Adjustment](#)," complete the fields and upload the complete [Adjustment Request form](#).
- **Email:** Download the [Adjustment Request form](#), complete it, and email it to: [dwmadjustments@atlantaga.gov](mailto:dwmadjustments@atlantaga.gov)
- **Mail:** Download the [Adjustment Request form](#), complete it, and mail it to:  
Attn: Office of Customer Care & Billing Services  
2 City Plaza, 72 Marietta Street, NW  
Atlanta, GA 30303
- **In person:** Download the [Adjustment Request form](#), complete it, and submit it a one of the DWM's customer service walk-in centers:
  - Atlanta City Hall, 55 Trinity Avenue, Atlanta, GA 30303
  - 2 City Plaza, 72 Marietta Street NW, Atlanta, GA 30303

If you believe you were billed incorrectly, you may request and adjustment to your bill. To request an adjustment, you must:

### HOW TO REQUEST AN ADJUSTMENT



Submit an adjustment request via one of the methods listed above.



Submit your request within 12 months of the bill in question being due and payable.



Pay the temporary payment amount, as determined by the Department, for the billing periods in dispute, and all undisputed bills.



DWM will review your request and documentation and decide whether to grant an adjustment.

More information about requesting an adjustment can be found at <https://www.atlantawatershed.org/account-review-request/> and [ATL311.com](http://ATL311.com)

### HOW TO FILE AN APPEAL

If you do not agree with DWM's adjustment decision, you have the right to appeal. To appeal the decision, you must:



Submit your appeal request within **fourteen days** of receiving the Department's decision letter.



Complete the [Appeal Request Form](#) and attach the Department's decision letter.



Submit the Appeal Request Form either in-person, via mail, via email to [appeals@atlantaga.gov](mailto:appeals@atlantaga.gov); or online at [ATL311.com](http://ATL311.com);



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](http://ATL311.com).

More information about the Water and Sewer Appeals Board process is available at [ATL311.com](http://ATL311.com) or <https://www.atlantawatershed.org/appeals/>.