



INSTRUCTIONS ON HOW TO REQUEST AN ACCOUNT ADJUSTMENT

In accordance with Atlanta City Code Chapter 154 Article II, the Department of Watershed Management (DWM) may grant adjustments for water that flowed through a meter for the following:

- Billing Errors
- Fees and Penalties
- Leaks (including some customer-side leaks and leaks resulting from vandalism)
- Meter leaks

An adjustment request must be made by submitting this form. DWM will send an acknowledgement letter to the customer upon receipt of the adjustment request, which will include a Temporary Payment Amount. The Temporary Payment Amount **must be paid within twenty (20) days of receiving the acknowledgement letter, or the adjustment request will not be processed**. Once a decision regarding the adjustment request is made, a decision letter will be sent that details the decision. Submission of an adjustment request, receipt of a determination letter, or payment of the Temporary Payment Amount **does not** relieve the Customer of the obligation to pay undisputed past, current, or future charges for water and sewer services.

Customers that are dissatisfied with the adjustment decision have the right to appeal within fourteen (14) days of receiving the decision letter. A separate form and instructions for appeal can be found at <https://www.atlantawatershed.org/appeals> or submitted online at ATL311.com.

Instructions on submitting this form:

- **Online:** Visit ATL311.com – “[Request an Account Adjustment](#),” complete the fields and upload the complete [Adjustment Request Form](#).
- **Email:** Complete the [Adjustment Request form](#) and email it to: dwmadjustments@atlantaga.gov.
- **Mail:** Complete the [Adjustment Request form](#) and mail it to:
Attn: Office of Customer Care & Billing Services
2 City Plaza, 72 Marietta St.,
Atlanta, GA 30303
- **In person:** Complete the [Adjustment Request form](#) and submit it at one of DWM’s customer service walk-in centers:
 - Atlanta City Hall, 55 Trinity Ave., Atlanta, GA 30303
 - 2 City Plaza, 72 Marietta St., Atlanta, GA 30303

Requirements:

1. Adjustment requests must include proof supporting the adjustment requested. Acceptable proof may include receipts for paid invoices; receipts for parts or equipment; reports; photographs; evidence of vandalism such as a police report; or other evidence that, in the Commissioner’s discretion, supports an adjustment request. The Commissioner, at his/her discretion, may verify that repairs have been made. Invoices without proof of payment will not be accepted.
2. Adjustment requests must be received within 12 months of the charges being due and payable.
3. The Customer **MUST PAY** the Temporary Payment Amount, as determined by the Commissioner, for the disputed billing period(s) within twenty (20) days of receiving the Adjustment Acknowledgement Letter, **or the adjustment request WILL NOT be processed**.
4. If any part of this Adjustment Request Form is not completed, the adjustment request **will not** be processed.

More information about adjustments can be found in [Chapter 154 Article II](#) of the Atlanta City Code. For help with this form, please call ATL311 at 404.546.0311.



ALL SECTIONS OF THIS FORM MUST BE COMPLETE OR REQUEST WILL NOT BE PROCESSED.

ADJUSTMENT 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 correspondence from the City concerning this appeal may be sent to this email address. If I do not provide an email address, all correspondence will be mailed to me via the US Postal Service.

Type of property (check one):

Residential

Commercial or Industrial

Other (list type): _____

Billing Periods* subject to adjustment:

From _____ To _____

*The billing period(s) must be within 12 months of the charges Due Date stated on the bill.

Issue Type (check one):

Leak

Meter Leak

Fees or Penalties

Billing Error

Please provide a detailed description of the issue and actions to support the adjustment request, including evidence such as receipts for paid invoices; receipts for parts or equipment; reports; photographs; evidence of vandalism such as a police report or photographs; or other evidence that may support an adjustment request. Invoices without proof of payment will not be accepted. You may attach additional pages.