



WATER AND SEWER APPEALS BOARD: HOW TO FILE AN APPEAL

Customers that are dissatisfied with an adjustment decision have the right to appeal the decision to the City’s [Water and Sewer Appeals Board \(WSAB\)](#). The Water and Sewer Appeals Board is an independent board of citizens appointed by the Atlanta City Council. The Board hears appeals from customers regarding adjustment decisions made by the Department of Watershed Management.

The customer may appear before the Board in person or authorize the Board to administratively review the appeal without the customer appearing before the Board. An acknowledgement notification will be provided upon receipt of the appeal request. Once a resolution is reached, the Board will send the Customer a letter describing the Board’s decision.

Criteria for requesting an Appeal Hearing:

- An appeal can only be submitted after an adjustment request has been through the adjustment process and the Department has issued a decision letter to the Customer.
- The appeal form **must be submitted** by the Customer **within fourteen (14) days of receiving the decision letter** from the City. The Atlanta City Code ([section 154-29\(f\)](#)) defines when a customer “receives” the decision letter as:

Method	Date of Receipt
Email	The first business day following transmission of the email
First Class mail	The third business day after the letter was mailed
Certified mail	The date the confirmation receipt shows the letter was delivered

- If the Appeals Request Form is not complete, the hearing will not be scheduled. The Customer must have paid the Temporary Payment Amount, as determined by the Department, for the disputed billing period(s). Paying 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.

Instructions on submitting this form:

- **Online:** Visit ATL311.com – “[Water and Sewer Appeals Board Hearings](#),” complete the fields and upload the complete Appeal Request form.
- **Mail:** Download the [Appeal Request form](#), complete it, and mail it to:
Attn: Office of Customer Care & Billing Services, DWM Appeals
2 City Plaza, 72 Marietta St.,
Atlanta, GA 30303
- **In person:** Download the [Appeal Request form](#), complete it, 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

NOTES:

1. All appeals will be heard on the basis of the original adjustment request submitted
2. Failure to appear at a scheduled hearing will result in the case being moved to the next available hearing date.

More information about adjustments and appeals 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



**WATER AND SEWER APPEALS BOARD:
APPEAL 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 Other (List Type) : _____

Billing period (s): From _____ To _____

**Billing period must match dates on Adjustment Request form.
Appeals will be heard on the basis of the original adjustment request submitted**

Please attach:

- A copy of the adjustment decision letter
- Proof that supports the Appeal request e.g., repair invoices, plumbers' statements, photos and/or police reports etc.

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 am present

Please provide a detailed description of the Appeal Request: