

DEPARTMENT OF WATERSHED MANAGEMENT

Customer Service

Function Area	Responsibilities	Type of Inquiries	Contact Number
<p>Emergency Service</p> <p>-----</p> <p>Construction & Maintenance</p> <p>-----</p> <p>Customer Service</p>	<ul style="list-style-type: none"> • Low water pressure • Water leak • Sink hole • Sanitary Sewer Spills <p>-----</p> <ul style="list-style-type: none"> • Water main breaks • Hydrants relocations & inspections <p>-----</p> <ul style="list-style-type: none"> • Landscaping • Property Damage claims 	<ul style="list-style-type: none"> • Who will come and check the sewer system if I have sewer backing up in my house? • How do I file a claim for damage to my property or house by water or sewer? • When will my yard landscaping/sidewalk/drive way/curb be restored after the Water and Sewer work was done recently? • Who do I speak with to report part of my yard sank in after some Water and Sewer work was done? 	<p>770-270-6243 24-hour Dispatch</p> <p>Website: http://dekalbwatershed.com</p>
<p>Utility Customer Operations 774 Jordan Lane Suite 200 Decatur, GA 30033 Lobby Hours - 8:00 a.m. - 5:00 p.m. Monday - Friday</p> <p>*Note: <u>ALL billing inquiries are resolved by contacting the Utility Customer Operations Department</u></p> <p>Inefficient Plumbing Fixtures Replacement Plan</p>	<ul style="list-style-type: none"> • Generate monthly bills • Establish new service • manage efficient plumbing ordinance • Water meter issues 	<ul style="list-style-type: none"> • What is the balance on my account? • Who do I contact to change information on my account? • Who do I call to discontinue service? • Why is my water bill so high? • Where do I pay my bill? • I had a high-water bill and repaired the leak. How do I get a credit on my bill? • My home was built prior to 1993. Must I upgrade the plumbing fixtures? 	<p>Main: 404-378-4475</p> <p>Billing inquires: dekalbwaterservice@dekalbcountyga.gov</p> <p>Website: www.dekalbwatershed.com</p>

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Back Flow Prevention	<ul style="list-style-type: none"> • Change of Ownership • Inspections • Plan Review • Equipment Certification • Pre/Post Installations 	<ul style="list-style-type: none"> • Why do I have to have a backflow prevention device? • Do I have to have a backflow device in my home or business sewer system? • Who is responsible for the cost involved with the backflow device installation, maintenance and testing? 	404-687-4075 http://dekalbwatershed.com/
Document Control	<ul style="list-style-type: none"> • Records retention and destruction • *Maintains Consent Decree Records • *Open Records Requests/Requests for Records • *Document Library (department records are kept for reading, reference, and lending) • *Coordination of Legal Matters (such as lawsuits, subpoenas, summons, etc.). 	<ul style="list-style-type: none"> • I need the contract for "XYZ" project—where can I get a copy to review? • My property was checked for a leak/ low pressure (or a sewer back-up)—I need a copy of the service request report. • I need to file an open records request (or freedom of information request)—where do I send it? • I have files that need to be stored (or destroyed)—what is the procedure? 	770-414-6188 Jeanette Hunt Email: jdhunt@dekalbcountyga.gov Open Records Request: watershedorr@dekalbcountyga.gov
FOG/Grease traps Fats, Oils, and Greases	<ul style="list-style-type: none"> • Change of Name • Change of Ownership • Inspections • New Food Service Establishments • Permit Renewal • Plan Review • Pre/Post Installations • Industrial pre-treatment 	<ul style="list-style-type: none"> • What is FOG? • Do I need a FOG Interceptor? • Is the FOG Interceptor I have adequate? 	Bernard Bethea 404-687-7150 http://dekalbwatershed.com/
GIS/GPS/Utility Locate	<ul style="list-style-type: none"> • Gas lines • Sewer lines • Water lines • Map of sewer and water lines on property 	<ul style="list-style-type: none"> • Why are there blue marks on the street and surveyors surveying the water lines in my neighborhood? • Who do I call to get the coordinates of a DeKalb County benchmark, GPS point, survey point, etc. related to water and sewer? 	770- 621-7200 http://dekalbwatershed.com/

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Engineering and Asset Management	<ul style="list-style-type: none"> Verify customer connection to water and/or sewer lines Maps – water and sewer line Hydrant meters & inspections and repairs Irrigation meters 	<ul style="list-style-type: none"> How do I determine if I am connected to the County sewer system? How can I avoid sewer fees when I fill up my pool? I would like a map of the water/sewer lines in my subdivision? 	<p>770-621-7200</p> <p>http://dekalbwatershed.com/</p>
Meter Applications & Installations	<ul style="list-style-type: none"> New Meters installation Purchase New Meters installation Status ¾ & 1” Residential Meters installations - ¾ & 1” Commercial Meters- Installations – 1 ½ inch & larger 	<ul style="list-style-type: none"> I would like information about installing an irrigation meter or a new residential water meter. I applied for a new water meter, when will it be installed. 	<p>(404) 371-3010 Option 1 Planning and Sustainability</p> <p>(770) 724-1461 Wanda Davidson</p> <p>(770) 621-3524 Rodney Edwards</p> <p>(770) 621-7219 Bobby Dunning</p>
Public Relations			
Watershed Management	<ul style="list-style-type: none"> Media outlets want a statement about a main break, project, employee issue or other media related inquiry 	<ul style="list-style-type: none"> Where can I get a copy of the annual water quality report? When will the water main be repaired? 	<p>770-621-7266 Alicia Pennie</p> <p>http://dekalbwatershed.com/</p>
County	<ul style="list-style-type: none"> Media outlets want a statement about a main break, project, employee issue or other media related inquiry 	<ul style="list-style-type: none"> Who can provide a statement about a water main break and repair? 	<p>Alicia Pennie</p>
Toilet Rebate	<ul style="list-style-type: none"> Toilet Rebate Program 	<ul style="list-style-type: none"> What is the Toilet Rebate program? Who qualifies for the program? How do I get an application? 	<p>770-414-2360 Toilet Rebate Line</p> <p>http://dekalbwatershed.com/</p>

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Capital Improvement Program (CIP) – (Engineering & Construction Mgmt. Services Division)	<ul style="list-style-type: none"> • Questions about new construction projects. • Snapfinger blasting claims 	<ul style="list-style-type: none"> • What is the project I just received a notice about? • How will I be impacted by this construction project? • When will my property be restored after the recent water/sewer work? • The construction contractor told me XYZ about the work, and I need answers. • When will this project be complete? • Can I still file a claim? • My claim has not been resolved. 	<p>1-800-986-1108</p> <p>projectinfo@dekalbcountyga.gov</p>
Water Treatment Plants and Labs			
Lab – Snapfinger	<ul style="list-style-type: none"> • WQC Lab & Monitor 	<ul style="list-style-type: none"> • Who do I contact to do a one-time dump of Industrial Waste to the Sewer System? 	<p>Jody Shoemaker 770-391-6017 http://dekalbwatershed.com/</p>
Water Treatment Plant Scott Candler	<ul style="list-style-type: none"> • Filtration Plant 	<ul style="list-style-type: none"> • Where does the drinking water come from for DeKalb County? 	<p>Sandy Smith, Superintendent 770-391-6055 http://dekalbwatershed.com/</p>
Wastewater treatment – PoleBridge	<ul style="list-style-type: none"> • Sludge issues 	<ul style="list-style-type: none"> • How do I arrange a group tour of a wastewater or water plant? 	<p>Alton Reed, Superintendent (770) 414-2162 http://dekalbwatershed.com/</p>
Wastewater treatment - Snapfinger	<ul style="list-style-type: none"> • Lift stations • Pump stations 	<ul style="list-style-type: none"> • How do I arrange a group tour of a wastewater or water plant? 	<p>Kenneth Gobin, Superintendent 770-808-2913 http://dekalbwatershed.com/</p>