



Department of Watershed Management

Reginald Wells
Interim Director

Chief Executive Officer
Michael Thurmond

Board of Commissioners

District 1
Nancy Jester

District 2
Jeff Rader

District 3
Larry Johnson

District 4
Stephen Bradshaw

District 5
Mereda Davis Johnson

District 6
Kathie Gannon

District 7
Gregory Adams, Sr.

Water Waste Notice

Code Section: Chapter 25, Article II, Division 1. 75 – Water Waste

https://library.municode.com/ga/dekalb_county/codes/code_of_ordinances?nodeId=CODECO_CH25WASESEDI_ARTIICOWASY_DIV1.75WAWA

If you received a Water Waste notice, don't panic! You have **2 business days** to fix the leak (county holidays and weekends excluded). **After you fix the leak within 2 business days**, contact the UCO: <https://www.dekalbcountyga.gov/departments/utilities-customer-operations> for a billing credit

- If the cost is above \$1,000 dollars and you can't fix the leak within 2 business days, you can file an "Economic Hardship Appeal" to receive an additional 15 business days to fix the leak.
- **The Appeal must be filed within 2 business days of receiving the notice** by completing the appeal agreement and submit to the Director's office via:

Email: DWMDirector@dekalbcountyga.gov
In Person: Department of Watershed Management
1580 Roadhaven Dr.
Stone Mountain, Georgia 30383

- Current contacts in the Director's office are:
LaTonya Hylton (770-621-7234)
Letitia Sloan (770-621-7267)
- If the leak is not repaired within the allotted time or an approved economic hardship appeal in place, the water will be terminated after the two business days specified.

If your water is terminated due to an ongoing leak and an economic hardship appeal was not received/approved please note the following:

- Water service will not be restored until the repair is completed and:
 1. All outstanding water bills (including the fees for termination and restoration of water service) is paid. No credit will be provided for water lost.
 2. All other outstanding county bills (overdue) must be paid.
- If the water is turned on without DWM approval – court citations will be issued, fines levied, and if necessary criminal charges pursued.

Stopping water waste is required under the Environmental Protection Division Rules:

<http://rules.sos.ga.gov/GAC/391-3-32> and the Metropolitan North Georgia Water Planning District Water Resource Management Manual: <http://northgeorgiawater.org/plans-manuals/>.

Help DWM and the environment by finding and fixing leaks in a timely manner. For more information on Water Conservation please see: <https://www.dekalbcountyga.gov/watershed-management/water-conservation>.



Department of Watershed Management
Reginald Wells
Interim Director

Chief Executive Officer
Michael Thurmond
Board of Commissioners

- District 1 Nancy Jester
District 2 Jeff Rader
District 3 Larry Johnson
District 4 Stephen Bradshaw
District 5 Mereda Davis Johnson
District 6 Kathie Gannon
District 7 Gregory Adams, Sr.

Water Waste
Economic Hardship Appeal Agreement

I, _____, certify that I have provided proof of economic hardship to the Director of the Department of Watershed Management required to repair the leaks, breaks, or malfunctions in the water pipe or fixture on premises owned or occupied by me. I understand, that by the Director granting this petition, I will receive no more than an additional fifteen (15) business days to correct the condition and, during this period, water service to the premises shall not be terminated.

I further understand that by requesting this extension, I shall be responsible for all costs and associated fees of water usage and wastage following the initial two (2) business-day period after discovery or notification until the leak, break, or malfunction is corrected. I further understand that if I have not provided proof of flow volume during the initial (2) business-day period since discovery or notification, that I will be responsible for all water charges and waive my right to dispute the charges.

Signed:

Signature

Date

Printed Name

Address:

Telephone Number(s):

(Mobile)

(Other)

Granted by the Director of the Department of Watershed Management

Reginald Wells, Interim Director

Date