

**Customer Service**

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

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

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Engineering and Asset Management	<ul style="list-style-type: none"> <li>Verify customer connection to water and/or sewer lines</li> <li>Maps – water and sewer line</li> <li>Hydrant meters &amp; inspections and repairs</li> <li>Irrigation meters</li> </ul>	<ul style="list-style-type: none"> <li>How do I determine if I am connected to the County sewer system?</li> <li>How can I avoid sewer fees when I fill up my pool?</li> <li>I would like a map of the water/sewer lines in my subdivision?</li> </ul>	770-621-7200 <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>
Meter Applications & Installations	<ul style="list-style-type: none"> <li>New Meters installation Purchase</li> <li>New Meters installation Status ¾ &amp; 1"</li> <li>Residential Meters installations - ¾ &amp; 1"</li> <li>Commercial Meters- Installations – 1 ½ inch &amp; larger</li> </ul>	<ul style="list-style-type: none"> <li>I would like information about installing an irrigation meter or a new residential water meter.</li> <li>I applied for a new water meter, when will it be installed.</li> </ul>	(404) 371-3010 Option 1 Planning and Sustainability  (770) 724-1461 Wanda Davidson  (770) 621-3524 Rodney Edwards  (770) 621-7219 Bobby Dunning
<b>Public Relations</b>			
Watershed Management	<ul style="list-style-type: none"> <li>Media outlets want a statement about a main break, project, employee issue or other media related inquiry</li> </ul>	<ul style="list-style-type: none"> <li>Where can I get a copy of the annual water quality report?</li> <li>When will the water main be repaired?</li> </ul>	678-858-9488 Alicia Pennie <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>
County	<ul style="list-style-type: none"> <li>Media outlets want a statement about a main break, project, employee issue or other media related inquiry</li> </ul>	<ul style="list-style-type: none"> <li>Who can provide a statement about a water main break and repair?</li> </ul>	Alicia Pennie
Toilet Rebate	<ul style="list-style-type: none"> <li>Toilet Rebate Program</li> </ul>	<ul style="list-style-type: none"> <li>What is the Toilet Rebate program?</li> <li>Who qualifies for the program?</li> <li>How do I get an application?</li> </ul>	770-414-2360 Toilet Rebate Line <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>

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