



INSTRUCTIONS ON HOW TO REQUEST AN ACCOUNT ADJUSTMENT

Per the Atlanta City Code Chapter 154, the Department of Watershed Management is only allowed to grant adjustments to a billing account for the following:

- Meter leaks
- Underground leaks
- Other identified leaks (*e.g. above ground pipes*)
- Toilet (*certified medical documentation of hearing impairment required*)
- Vandalism
- Meter reading errors
- Computer entry billing errors

An acknowledgement notification will be provided upon receipt of the adjustment request. Once a resolution is reached updated correspondence, to include a decision, will be provided.

Customers that are dissatisfied with the adjustment decision have the right to appeal within seven (7) business days of receiving the decision letter from the City.

Instructions on submitting this form:

- **Online** – ATL311.com – Search “Information on How to Request an Account Adjustment”
- **Facsimile** – 404-221-9518 **Attn: Adjustment Request**
- **Mail** – 2 City Plaza, 72 Marietta St., Atlanta, GA 30303 Attn: Office of Customer Care & Billing Services
- **In person** – Department of Watershed Management’s customer service walk-in centers:
 - Atlanta City Hall, 55 Trinity Ave., Atlanta, GA 30303 OR
 - 2 City Plaza, 72 Marietta St., Atlanta, GA 30303

Requirements:

1. Adjustment requests **MUST** include all plumbers’ invoices, receipts for parts, a statement detailing supplies on hand for self-repairs, and/or police reports or any other evidence that supports the adjustment request
2. Adjustment requests **MUST** be received within 12 months of the charges becoming due and payable
3. Customer must pay the average bill amount, as determined by the department, for the billing period(s) being disputed and/or appealed

You can find more information regarding adjustments in the City Ordinance Code located at https://library.municode.com/ga/atlanta/codes/code_of_ordinances Chapter 154 Article II.

For help with this form, please call ATL311 at 404.546.0311



ADJUSTMENT REQUEST

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 notifications concerning this adjustment request may be sent by the City to this email address. If you do not provide an email address, the decision letter will be mailed to you via the US Postal Service.

Type of property (check one):

Residential Commercial or Industrial Other (List Type): _____

REASON FOR REQUEST

(PLEASE COMPLETE ALL SECTIONS OF THIS FORM)

Billing period: From _____ to _____

Issue Type: (Check One)

Underground leak Vandalism Toilet Meter Leak

Meter reading error Computer entry billing error

Other leak (please list) _____

Please provide a detailed description of the issue and actions taken to complete any repairs or to prevent vandalism. Please attach all repair invoices, plumbers' statements, and/or police reports or any other evidence that supports the adjustment request.
