



DWM Customer Bill Payment Option FAQs

On March 22, 2018, the City of Atlanta experienced a ransomware cyber-attack which affected multiple customer-facing applications. While some customer applications are disabled, the City continues to operate and is open for business on behalf of its residents.

1. **Which services are still currently available at the DWM Customer Service Center?**
 - Bill payment services by credit card, debit card, check or money order
 - New water service requests
 - Hydrant meter rentals
 - Hydrant meter renewals
 - Hydrant meter rental returns
 - New meter sales
 - Right-of-way fee payments
 - Installment payment plans
 - High bill/account adjustments
 - Resolution of payment issues
 - Site development services/reviews (water, sewer and stormwater plan reviews). These services are only available at 55 Trinity Avenue; 4th floor Suite 4400.

2. **Which services are currently unavailable due to the ransomware incident?**
 - Access to the DWM online portal
 - DWM Account Refunds(due to the limitations with check printing)

3. **If your system is down, how are you able to send me a bill?** The meter reading and billing systems have been restored. However, there is limited access for some users.

4. **How has the ransomware incident impacted my meter reading?** Meter reading was suspended from March 22, 2018 - March 29, 2018. On March 30, 2018 all meter reads were completed for the month of March. We are currently completing meter reads for April and will return to our regularly reading schedule on April 16, 2018.

5. **Will the ransomware incident cause my bill to increase?** At this time we have not found any bill increases attributed to the ransomware incident. However, due to meter readings being suspended from March 22 - March 29, 2018, some customers' bills may reflect additional days of consumption. Please be aware that there are many factors that could cause an increase in your bill including a property leak, running toilets, increase consumption, outdoor watering, etc.

6. **Will my billing due date change?** Some customers may experience a temporary change to their billing due date. Some customers may receive two bills within one month as we resume the normal billing cycle.
7. **When will I receive my water/sewer bill?** Customers should receive a water bill each month, however customers who typically receive a bill between the 1st and 18th of the month may experience a delay due to meter reads that did not occur during their regularly scheduled times. All bills have been distributed for the month of March. April billing is currently in process.
8. **If I usually receive an electronic bill (e-bill) will I receive a paper bill instead?**
Yes. All customers will receive paper bills until further notice.
9. **How will auto-pay be managed?** Auto-pay has not been impacted, but there may be delays with payments being updated on the customer's account.
10. **Will late fees be charged?** No. Late fees will not be assessed until all payment options are fully restored.
11. **Where and how can I pay my bill?**
 - One-time online payment at www.payatwateronline.com
 - P.O. Box 105275, Atlanta, GA 30348
 - Western Union
 - Bill pay through personal bank
 - Walmart
 - Drop box at City Hall (68 Mitchell Street)
 - In person with credit card, debit card, check or money order at DWM Customer Service Centers:
 - City Hall - 55 Trinity Avenue
 - 2 City Plaza - 72 Marietta Street
12. **When will my payment post to my account? If paying by:**
 - One-time online payment at www.payatwateronline.com (immediately)
 - P.O. Box 105275, Atlanta, GA 30348 (1-2 business days after receipt of payment)
 - Western Union within (1-2 business days after receipt of payment)
 - Bill pay through personal bank within (1-2 business days after receipt of payment)
 - Walmart (1-2 business days after receipt of payment)
 - Drop box at City Hall (68 Mitchell Street) (3-5 business days after receipt of payment))
 - In person with credit card, debit card, check or money order at DWM Customer Service Centers: (3-5 business days after receipt of payment)
 - City Hall - 55 Trinity Avenue
 - 2 City Plaza - 72 Marietta Street

13. **How do I request new service?** New service and transfer service requests can be sent via fax to 404-979-6787, email swapdoc@Atlantaga.gov or visit one of our walk-in centers at:
- City Hall – 55 Trinity Avenue
 - 2 City Plaza – 72 Marietta Street
14. **How do I request disconnection of water/sewer service?** Disconnection of service requests can be:
- Called in to ATL311 at 404-546-0311
 - Faxed to 404-979-6787
 - Visit one of our Walk-in centers at:
 - City Hall - 55 Trinity Avenue
 - 2 City Plaza - 72 Marietta Street
15. **Can I purchase meter?** Yes. Meters can be purchased via credit card, check, or money order at our Meter Applications office located at 2 City Plaza - 72 Marietta Street. For more information, call 404-546-3390.
16. **Can I apply for a food service wastewater discharge permit?** Yes. Applications can be taken at 2 City Plaza - 72 Marietta Street or via email at coafog@atlantaga.gov. For more information, please call 404-546-1400.
17. **As a closing attorney, how do I request a payoff amount?**
- Customers, attorneys and title companies can continue to follow the current process as there have been no changes by submitting requests online and in writing using the appropriate request form.
 - Please allow (10) business days to process the request.
 - All pay-off requests are now up-to-date.
18. **Is my information exposed?** There has been no evidence that personal information was compromised as a result of this incident; however, in an abundance of caution, every customer is encouraged to take precautionary measures to check the safety and security of their personal information.
19. **When will the system be available?** Our cross-functional incident response team is working to resolve systems issues related to the ransomware attack. At this time we do not have a specific timeframe for the customer information and billing systems to be fully functional.