



## INSTRUCTIONS ON HOW TO REQUEST AN ADJUSTMENT FOR REPAIR OR VANDALISM

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Customers who have made a repair on private property, had a repair made by the City of Atlanta Department of Watershed or fallen victim to vandalism, may be eligible for an account adjustment.

Per the City of Atlanta Code 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 (*above ground pipes*)
- Toilet/Faucet (*certified medical documentation of hearing impairment required*)
- Vandalism

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 the date that the decision letter was mailed.

### **Instructions on submitting this form:**

- **Online** – ATL311.com – Search “Information on How to Request an Account Adjustment Due to Repair of a Water Leak or Vandalism”
- **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
2. Adjustment requests **MUST** be received within 12 months of the bill in dispute
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](https://library.municode.com/ga/atlanta/codes/code_of_ordinances) Section 154.

For help with this form, please call ATL311 at 404.546.0311



## ADJUSTMENT REQUEST FOR REPAIR OR VANDALISM

Today's Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

*Please note that communication regarding adjustments will be sent via email*

Type of property (check one):

Residential     Commercial or Industrial     Other (List Type): \_\_\_\_\_

### REASON FOR REQUEST

*(PLEASE COMPLETE ALL SECTIONS OF THIS FORM)*

Issue Occurred: From \_\_\_\_\_ to \_\_\_\_\_

**Issue Type:** (Check One)

Underground – Burst Pipe     Irrigation System     Toilet/Faucet     Leak

Above ground – Burst Pipe     Vandalism

Other type (please list) \_\_\_\_\_

Please provide a detailed description of the issue and actions taken to complete the repairs or stop vandalism. Please attach all repair invoices, plumbers' statements, and/or police reports.