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FOR IMMEDIATE RELEASE

April 11, 2017

Tonight

Customers to Receive Help with Water Bills
CEO Thurmond to give water billing update

DECATUR, Ga.— Water billing customers will have an opportunity to speak to DeKalb County Utility Customer Operations representatives from 4 to 6 p.m. **Tuesday, April 11**, in the Maloof Auditorium, **1300 Commerce Drive, Decatur, GA 30030**.

The representatives will be on hand before DeKalb CEO Michael Thurmond gives an update on progress made toward addressing the water billing crisis at **6:30 p.m.**

Customers will be able to submit new water billing disputes and ask general water billing questions.

Representatives will be able to verify whether the customer is in dispute process. Customers who have had their bills held will be able to learn whether their bills will be one of the 8,000 bills to be released beginning the week of April 10 or whether their bills still will be held for evaluation.

DeKalb County water billing representatives will not be able to access the billing system, provide specific account information or review the current dispute status.

During the update at 6:30 p.m., CEO Thurmond will discuss the most recent steps the county has taken to resolve the county's water billing crisis. This meeting is part of CEO Thurmond's commitment to be transparent by regularly updating residents about the county's efforts to improve customer service in water billing.

The meeting will be broadcast live on Comcast Cable Channel 23 for residents living in DeKalb County. It also will be streamed live on the county website at www.dekalbcountyga.gov.

For more information, visit www.dekalbcountyga.gov/waterbilling.

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