



MEDIA CONTACTS

[Andrew Cauthen](#)

Communications Manager

404-371-2806 (o)

470-553-4408 (c)

[Sarah Page](#)

Public Information Officer

404-371-2705 (o)

404-989-1386 (c)

[Suzanne Forte](#)

Public Information Officer

404-371-2709 (o)

470-512-0148 (c)

FOR IMMEDIATE RELEASE

September 19, 2017

CEO Thurmond to Give Water Billing Update

Meeting also to be livestreamed and on Facebook Live

DECATUR, Ga.—DeKalb CEO Michael Thurmond will detail progress made toward addressing the water billing crisis during an update meeting on **Monday, Sept. 25**, at **6:30 p.m.**, at **Maloof Auditorium, 1300 Commerce Drive, Decatur, GA 30030**.

Before the meeting, DeKalb County water billing representatives will be available to assist customers with new water billing disputes and general water billing questions. Representatives also will be able to verify whether the customer is in dispute process. Customers also will be able to learn whether their bills are still being 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.

In addition to the question-and-answer period held during the update, citizens can submit questions on It's in DeKalb's Facebook page or Twitter account, @ItsInDeKalb. Due to time constraints, not all questions may be answered at the meeting. Questions should be general in nature; CEO Thurmond will be unable to answer specific account questions. For specific account information, call Utility Customer Operations at 404-378-4475.

The update will be available live on It's In DeKalb's Facebook page and live-tweeted with the hashtag #NewDayProject. Also, it will be broadcast on Comcast Cable Channel 23 for residents living in DeKalb County and livestreamed at www.dekalbcountyga.gov/dctv.

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

###