



**DEKALB COUNTY, GEORGIA**  
**DEPARTMENT OF FINANCE – UTILITY CUSTOMER OPERATIONS**  
**ACH RECURRING PAYMENT AUTHORIZATION FORM**

Dear Customer,

Thank you for your interest in our automatic debit program for your DeKalb County Water/Sewer or Commercial Sanitation bill. To initiate this program, we will need the information indicated on the form below. A voided check encoded with both your bank’s routing number and account number or a bank letter (on bank letterhead) certifying the bank account name and account number **must be provided** in order to process the application. If the name on the utility account is not the same as the person signing the application, please have the utility account owner submit a signed letter giving authorization.

There are three options of returning the authorization form: email (attach scanned copy of voided check) [dekalbwaterbillingfn@dekalbcountyga.gov](mailto:dekalbwaterbillingfn@dekalbcountyga.gov) , fax (404) 371-2679, or mail (see address below).

**Businesses, garden clubs, homeowners associations or similar type accounts/applications:** If a **business check** is submitted with the application, and **the name of the person signing the application is not printed on the check**, please include a letter, on **bank letterhead**, stating that this person is an authorized signer on that bank account. For the security identification portion of the application, you may use your tax identification number (TIN).

**NOTICE:** Any outstanding balance will not be drafted until the next billing cycle; customers with an outstanding balance will need to use another method of payment until you receive a bill indicating that an automatic debit payment has been scheduled.

You will continue to receive your regular bills. Once automatic debit is active, your bill will have a message on it indicating that you are scheduled for automatic debit on the due date printed on that bill. If there is no message on the bill, you should pay the bill as you have in the past. A fee of **\$30.00** will be charged for any debit that is returned, unpaid, by your bank. Service will be subject to disconnection, without further notice, if not paid promptly.

For any questions about your bill, please call Customer Care at (404) 378-4475 prior to the due date.

*Please fill out the information below and return it to the address:*

**Utility Customer Operations, ATTN: Billing - ACH, 774 Jordan Lane, Suite 200, Decatur, GA 30033**

*Please be sure to include a voided check with encoded account numbers in the return envelope provided.*

**Automatic Pre-Authorized Debit Withdrawal for DeKalb Water/Sewer or Commercial Sanitation Billing**

New Enrollment     Change in Financial Institution

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

Daytime Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_

Service Address: \_\_\_\_\_

Bank or Financial Institution: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_ Routing Number: \_\_\_\_\_

Name Assigned to Bank Account Number: \_\_\_\_\_

Security Identification (Mother’s maiden name, TIN, or last four-digits of your SSN#): \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

I authorize the Department of Finance of DeKalb County, Georgia and the bank of financial institution indicated above to automatically debit my account for payment of water billing for the indicated account. I agree that in no event shall DeKalb County or the financial institution be liable for indirectly or consequential monetary damage resulting from authorized automatic debit transactions. This authority agreement will remain in effect until I cancel in writing, and I agree to notify DeKalb County in writing of any changes in my account information or termination of this.

DeKalb County Utility Customer Operations – <http://www.dekalbwatershed.com/>

Customer Care Center Contact Number: (404) 378-4475