

Procedures for Addressing Commercial Container Repair Issues

Contact the Commercial Customer Care Team

Via **email** at CommercialService@dekalbcountyga.gov.

- Provide customer code, business name, representative's name, business address, email address, and a full description of the container issue, **i.e.**, damaged side doors, damaged lids, or rusted bottoms, etc.
- Initial response provided within 24 business hours.
- Work order dispatched to the field team.

Via **telephone** at 404-294-2900

- Provide account number, business name, representative's name, business address, email address, and a full description of the container issue, **i.e.**, damaged side doors, damaged lids, or rusted bottoms, etc.
- Work order dispatched to the field team.

In person at the Sanitation Division's administration building, 3720 Leroy Scott Drive, Decatur, GA 30032, Monday through Friday, between 9 a.m. and 3 p.m.

- Provide account number, business name, representative's name, business address, email address, and a full description of the container issue, **i.e.**, damaged side doors, damaged lids, or rusted bottoms, etc.
- Work order dispatched to the field team.

On-site Container Inspection

- Complete on-site visual container inspection within five business days of receiving the repair request.

Post-Inspection Update

- Provide an update regarding repair timeline, etc., to the customer once an on-site inspection has been completed.

Container Repair Timeline

- Repair requests will be completed as soon as possible as staffing and other resources allow.