

PRORATED FEE PAYMENT OPTIONS

New Sanitation Service

The following are prorated fee payment options for new sanitation service requests (**new customer account number provided**):

Online

1. Visit www.dekalbsanitation.com
2. Click the **Make an Online Payment** option on the Welcome page
3. Enter new customer number provided ; click log in
4. Click the **Make a Payment** option
5. Click the **Proceed with Payment** option
6. Click the **Sanitation Bill** option
7. Enter new customer number provided
8. Enter **Prorated** in the **Last Name** field
9. Enter **30032** in the **Zip Code** field
10. Enter the **Captcha code** automatically provided; click continue
11. The account may indicate a credit balance; please disregard
12. Enter the appropriate payment amount in the **Payment Amount** field; click continue
13. Follow the remaining prompts to complete payment. At the end of the transaction, a confirmation number will be provided, and will be required for completing the new service request.
A \$4 nonrefundable third-party processing fee will be added to online payments.

Telephone automated system

1. Call 1-866-227-8924
2. Select option 2
3. Select the **Pay Commercial Sanitation Bill** option
4. Enter new customer account number when prompted for a customer number. The account may indicate a credit balance; please disregard.
5. Enter the appropriate payment amount and follow the remaining prompts to complete payment. At the end of the transaction, a confirmation number will be provided, and will be required for completing the roll cart request. A \$4 nonrefundable third-party processing fee will be added to telephone payments.

Mail

Make checks payable to the DeKalb County Sanitation Division and mail to 3720 Leroy Scott Drive, Decatur, GA 30032. **Please reference the service address and "new sanitation service fee" in the memo section of your check.**

Roll cart delivery time line - Once payment has been made and confirmed, residents should allow up to 10 business days for roll cart delivery.