

# DEPARTMENT OF WATERSHED MANAGEMENT

## Customer Service

Function Area	Responsibilities	Type of Inquiries	Contact Number
<b>Emergency Service</b> <hr/> <b>Construction &amp; Maintenance</b> <hr/> <b>Customer Service</b>	<ul style="list-style-type: none"> <li>Low water pressure</li> <li>Water leak</li> <li>Sink hole</li> <li>Sanitary Sewer Spills</li> </ul> <hr/> <ul style="list-style-type: none"> <li>Water main breaks</li> <li>Hydrants relocations &amp; inspections</li> </ul> <hr/> <ul style="list-style-type: none"> <li>Landscaping</li> <li>Property Damage claims</li> </ul>	<ul style="list-style-type: none"> <li>Who will come and check the sewer system if I have sewer backing up in my house?</li> <li>How do I file a claim for damage to my property or house by water or sewer?</li> <li>When will my yard landscaping/sidewalk/drive way/curb be restored after the Water and Sewer work was done recently?</li> <li>Who do I speak with to report part of my yard sank in after some Water and Sewer work was done?</li> </ul>	770-270-6243 24-hour Dispatch <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>  Email: <a href="mailto:dekalbwaterops@dekalbcountyga.gov">dekalbwaterops@dekalbcountyga.gov</a>
<b>Utility Customer Operations</b> 774 Jordan Lane Suite 200 Decatur, GA 30033 Lobby Hours - 8:00 a.m. - 5:00 p.m. Monday - Friday  <b>*Note:</b> <b><u>ALL billing inquiries are resolved by contacting the Utility Customer Operations Department</u></b>  <b>Inefficient Plumbing Fixtures Replacement Plan</b>	<ul style="list-style-type: none"> <li>Generate monthly bills</li> <li>Establish new service</li> <li>manage efficient plumbing ordinance</li> <li>Water meter issues</li> </ul>	<ul style="list-style-type: none"> <li>What is the balance on my account?</li> <li>Who do I contact to change information on my account?</li> <li>Who do I call to discontinue service?</li> <li>Why is my water bill so high?</li> <li>Where do I pay my bill?</li> <li>I had a high water bill and repaired the leak. How do I get a credit on my bill?</li> <li>My home was built prior to 1993. Must I upgrade the plumbing fixtures?</li> </ul>	Main: 404-378-4475  Billing inquires: <a href="mailto:dekalbwaterservice@dekalbcountyga.gov">dekalbwaterservice@dekalbcountyga.gov</a>  <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>
<b>Industrial Pretreatment</b>	<ul style="list-style-type: none"> <li>Industrial Discharge Permit applications</li> <li>Inspections</li> <li>Chemical Sampling</li> <li>Plan Review</li> <li>Pre/Post Installation Inspections</li> </ul>	<ul style="list-style-type: none"> <li>What is Industrial Pretreatment?</li> <li>How do I apply for and Industrial Discharge Permit?</li> </ul>	404 294-2067  <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>  Email: <a href="mailto:IPP@dekalbcountyga.gov">IPP@dekalbcountyga.gov</a>

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Back Flow Prevention	<ul style="list-style-type: none"> <li>• Change of Ownership</li> <li>• Inspections</li> <li>• Pre/Post Installations</li> <li>• Equipment Certification</li> </ul>	<ul style="list-style-type: none"> <li>• Do I have to have a backflow device in my home or business sewer system? If so, Why?</li> <li>• Who is responsible for the cost involved with the backflow device installation, maintenance and testing?</li> </ul>	<p>770-414-6184 404-687-4075</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p> <p>Email: <a href="mailto:dekalbbackflow@dekalbcountyga.gov">dekalbbackflow@dekalbcountyga.gov</a></p>
Document Control	<ul style="list-style-type: none"> <li>• Records retention and destruction</li> <li>• *Maintains Consent Decree Records</li> <li>• *Open Records Requests/Requests for Records</li> <li>• *Document Library (department records are kept for reading, reference, and lending)</li> <li>• *Coordination of Legal Matters (such as lawsuits, subpoenas, summons, etc.).</li> </ul>	<ul style="list-style-type: none"> <li>• I need the contract for "XYZ" project—where can I get a copy to review?</li> <li>• My property was checked for a leak/ low pressure (or a sewer back-up)—I need a copy of the service request report.</li> <li>• I need to file an open records request (or freedom of information request)—where do I send it?</li> <li>• I have files that need to be stored (or destroyed). What is the procedure?</li> </ul>	<p>770-414-6188 Jeanette Hunt</p> <p>Email: <a href="mailto:jdhunt@dekalbcountyga.gov">jdhunt@dekalbcountyga.gov</a></p> <p>Open Records Request: <a href="mailto:watershedorr@dekalbcountyga.gov">watershedorr@dekalbcountyga.gov</a></p>
Water & Sewer Capacity	<ul style="list-style-type: none"> <li>• For Water &amp; Sewer Inspections (Scheduling &amp; Coordinating)</li> <li>• Water Meter Info (After Payment has been made)</li> <li>• Dekalb County Health Department /Septic Tank Questions</li> <li>• Sewer Stub/Water Tap Locations</li> <li>• Sewer Lateral &amp; Water Main Location</li> <li>• Site Plan Reviews</li> <li>• Watershed Plan Review, General Inquiries &amp; Assignments</li> </ul>	<ul style="list-style-type: none"> <li>• I would like Information about completing a Sewer Capacity Form.</li> <li>• I would like to check the status of my Sewer Capacity form.</li> </ul>	<p>404-371-2835 Vicci Lee</p> <p>Capacity Email: <a href="mailto:sewercapacity@dekalbcountyga.gov">sewercapacity@dekalbcountyga.gov</a></p> <p>Inspections Email: <a href="mailto:dwminspect@dekalbcountyga.gov">dwminspect@dekalbcountyga.gov</a></p> <p>New Water Meter Email: <a href="mailto:newmeter@dekalbcountyga.gov">newmeter@dekalbcountyga.gov</a></p> <p>Septic Tank Questions 404-508-7900</p> <p>Site Plan Review 404-687-3599 <a href="mailto:dwmplan@dekalbcountyga.gov">dwmplan@dekalbcountyga.gov</a></p>

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FOG/Grease traps Fats, Oils, and Greases	<ul style="list-style-type: none"> <li>• Change of Name</li> <li>• Change of Ownership</li> <li>• Inspections</li> <li>• New Food Service Establishments</li> <li>• Permit Renewal</li> <li>• Plan Review</li> <li>• Industrial Pre-Treatment</li> <li>• Pre/Post Installations</li> </ul>	<ul style="list-style-type: none"> <li>• What is FOG?</li> <li>• Do I need a FOG Interceptor?</li> <li>• Is the FOG Interceptor I have adequate?</li> </ul>	<p>404-687-7150</p> <p>UCO 404.378.4475</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p> <p>Email: <a href="mailto:FOG@dekalbcountyga.gov">FOG@dekalbcountyga.gov</a></p>
Engineering and Construction Management Services (ECMS)	<ul style="list-style-type: none"> <li>• Verify customer connection to water and/or sewer lines</li> <li>• Maps – water and sewer line</li> <li>• Hydrant meters &amp; inspections and repairs</li> </ul>	<ul style="list-style-type: none"> <li>• How do I determine if I am connected to the County sewer system?</li> <li>• How can I avoid sewer fees when I fill up my pool?</li> <li>• I would like a map of the water/sewer lines in my subdivision?</li> </ul>	<p>770-724-1429</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p>
GPS/Utility Locate	<ul style="list-style-type: none"> <li>• Gas lines</li> <li>• Sewer lines</li> <li>• Water lines</li> <li>• Map of sewer and water lines on property</li> </ul>	<ul style="list-style-type: none"> <li>• Why are there blue marks on the street and surveyors surveying the water lines in my neighborhood?</li> <li>• Who do I call to get the coordinates of a DeKalb County benchmark, GPS point, survey point, etc. related to water and sewer?</li> </ul>	<p>811</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p>
GIS Technical Services	<ul style="list-style-type: none"> <li>• Verify any sewer or water data</li> <li>• Verify customer connection to water and/or sewer assets</li> <li>• Provide maps for sewer and water data</li> </ul>	<ul style="list-style-type: none"> <li>• How do I get a map of my property that shows sewer or water assets?</li> <li>• How do I verify any sewer or water assets for any property?</li> <li>• How do I determine if I am connected to the County sewer system?</li> </ul>	<p>Farrah Prewitt Manager 678-296-3391</p> <p>Email: <a href="mailto:DWM_GIS@dekalbcountyga.gov">DWM_GIS@dekalbcountyga.gov</a></p> <p>Map Request Form <a href="#">DWM GIS MAP REQUEST FORM</a></p>
Lead & Copper	<ul style="list-style-type: none"> <li>• Service Line Inspection Program</li> <li>• Lead Health Information</li> <li>• Assist with identifying service Line material</li> </ul>	<ul style="list-style-type: none"> <li>• How do I know if I have lead pipes?</li> <li>• How can I have my water tested for lead?</li> </ul>	<p>404-371-2229 Justin Broderway</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p> <p>Email: <a href="mailto:LeadCopperRule@dekalbcountyga.gov">LeadCopperRule@dekalbcountyga.gov</a></p>

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Meter Applications & Installations	<ul style="list-style-type: none"> <li>• New Meters installation Purchase</li> <li>• New Meters installation Status ¾ &amp; 1"</li> <li>• Residential Meters installations - ¾ &amp; 1"</li> <li>• Commercial Meters- Installations – 1 ½ inch &amp; larger</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• I would like information about installing an irrigation meter or a new residential water meter.</li> <li>• I applied for a new water meter, when will it be installed?</li> </ul>	<p>Email: <a href="mailto:newmeter@dekalbcountyga.gov">newmeter@dekalbcountyga.gov</a></p> <p>770-724-1461 Wanda Davidson</p> <p>770-621-7219 Bobby Dunning</p>
<b>Public Relations</b>			
Watershed Management	<ul style="list-style-type: none"> <li>• Media outlets want a statement about a main break, project, employee issue or other media related inquiry</li> <li>• Media outlets want a statement about a main break, project, employee issue or other media related inquiry</li> <li>• Adopt-A-Stream</li> <li>• Residential FOG Outreach</li> </ul>	<ul style="list-style-type: none"> <li>• Where can I get a copy of the annual water quality report?</li> <li>• When will the water main be repaired?</li> <li>• Who can provide a statement about a water main break and repair?</li> </ul>	<p>678-858-9488 Alicia Pennie</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p>
Toilet Rebate	<ul style="list-style-type: none"> <li>• Toilet Rebate Program</li> </ul>	<ul style="list-style-type: none"> <li>• What is the Toilet Rebate program?</li> <li>• Who qualifies for the program?</li> <li>• How do I get an application?</li> </ul>	<p>770-414-2360 Toilet Rebate Line</p> <p>Email: <a href="mailto:dwmtoiletrebate@dekalbcountyga.gov">dwmtoiletrebate@dekalbcountyga.gov</a></p>
Capital Improvement Program (CIP) – (Engineering & Construction Mgmt. Services Division)	<ul style="list-style-type: none"> <li>• Questions about new construction projects.</li> <li>• Blasting Claims</li> </ul>	<ul style="list-style-type: none"> <li>• What is the project I just received a notice about?</li> <li>• How will I be impacted by this construction project?</li> <li>• When will my property be restored after the recent water/sewer work?</li> <li>• The construction contractor told me XYZ about the work, and I need answers.</li> <li>• When will this project be complete?</li> <li>• Can I still file a claim?</li> <li>• My claim has not been resolved.</li> </ul>	<p>1-800-986-1108</p> <p><a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a></p> <p>Email: <a href="mailto:projectinfo@dekalbcountyga.gov">projectinfo@dekalbcountyga.gov</a></p>

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<b>Water Treatment Plants and Labs</b>			
Lab – Snapfinger	<ul style="list-style-type: none"> <li>Water Quality Control Lab &amp; Monitor</li> </ul>	<ul style="list-style-type: none"> <li>Who do I contact to do a one-time dump of industrial waste to the sewer system?</li> </ul>	770-391-6017 Jody Shoemaker Laboratory Manager
Water Treatment Plant Scott Candler	<ul style="list-style-type: none"> <li>Water Filtration Plant</li> </ul>	<ul style="list-style-type: none"> <li>Where does the drinking water come from for DeKalb County?</li> <li>How do I arrange a group tour of a wastewater or water plant?</li> </ul>	770-391-6055 John Patterson Plant Manager <a href="http://dekalbwatershed.com/">http://dekalbwatershed.com/</a>
Wastewater Treatment Plants: PoleBridge	<ul style="list-style-type: none"> <li>Sludge issues</li> </ul>		770-593-9651 Alton Reed Interim Plant Operations Superintendent
Snapfinger	<ul style="list-style-type: none"> <li>Lift stations</li> <li>Pump stations</li> <li>Sludge issues</li> </ul>		770-808-2912 Malcolm Gavin Plant Manager