

DEPARTMENT OF WATERSHED MANAGEMENT

Customer Service

Function Area	Responsibilities	Type of Inquiries	Contact Number
Emergency Service Construction & Maintenance Customer Service	- Low water pressure - Water leak - Sink hole - Sanitary Sewer Spills - Water main breaks - Hydrants relocations & inspections - Landscaping - Property Damage claims	- Who will come and check the sewer system if I have sewer backing up in my house? - How do I file a claim for damage to my property or house by water or sewer? - When will my yard landscaping/sidewalk/drive way/curb be restored after the Water and Sewer work was done recently? - Who do I speak with to report part of my yard sank in after some Water and Sewer work was done?	770-270-6243 24-hour Dispatch http://dekalbwatershed.com/ Email: dekalbwaterops@dekalbcountyga.gov
Utility Customer Operations 774 Jordan Lane Suite 200 Decatur, GA 30033 Lobby Hours - 8:00 a.m. - 5:00 p.m. Monday - Friday *Note: <u>ALL billing inquiries are resolved by contacting the Utility Customer Operations Department</u> Inefficient Plumbing Fixtures Replacement Plan	- Generate monthly bills - Establish new service - manage efficient plumbing ordinance - Water meter issues	- What is the balance on my account? - Who do I contact to change information on my account? - Who do I call to discontinue service? - Why is my water bill so high? - Where do I pay my bill? - I had a high water bill and repaired the leak. How do I get a credit on my bill? - My home was built prior to 1993. Must I upgrade the plumbing fixtures?	Main: 404-378-4475 Billing inquires: dekalbwaterservice@dekalbcountyga.gov http://dekalbwatershed.com/
Industrial Pretreatment	- Industrial Discharge Permit applications - Inspections - Chemical Sampling - Plan Review - Pre/Post Installation Inspections	- What is Industrial Pretreatment? - How do I apply for and Industrial Discharge Permit?	404 294-2067 http://dekalbwatershed.com/ Email: IPP@dekalbcountyga.gov

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Back Flow Prevention	• Change of Ownership • Inspections • Pre/Post Installations • Equipment Certification	• Do I have to have a backflow device in my home or business sewer system? If so, Why? • Who is responsible for the cost involved with the backflow device installation, maintenance and testing?	770-414-6184 404-687-4075 http://dekalbwatershed.com/ Email: dekalbbackflow@dekalbcountyga.gov
Document Control	• Records retention and destruction • *Maintains Consent Decree Records • *Open Records Requests/Requests for Records • *Document Library (department records are kept for reading, reference, and lending) • *Coordination of Legal Matters (such as lawsuits, subpoenas, summons, etc.).	• I need the contract for "XYZ" project—where can I get a copy to review? • My property was checked for a leak/ low pressure (or a sewer back-up)—I need a copy of the service request report. • I need to file an open records request (or freedom of information request)—where do I send it? • I have files that need to be stored (or destroyed). What is the procedure?	770-414-6188 Jeanette Hunt Email: jdhunt@dekalbcountyga.gov Open Records Request: watershedorr@dekalbcountyga.gov
Water & Sewer Capacity	• For Water & Sewer Inspections (Scheduling & Coordinating) • Water Meter Info (After Payment has been made) • Dekalb County Health Department /Septic Tank Questions • Sewer Stub/Water Tap Locations • Sewer Lateral & Water Main Location • Site Plan Reviews • Watershed Plan Review, General Inquiries & Assignments	• I would like Information about completing a Sewer Capacity Form. • I would like to check the status of my Sewer Capacity form.	404-371-2835 Vicci Lee Capacity Email: sewercapacity@dekalbcountyga.gov Inspections Email: dwminspect@dekalbcountyga.gov New Water Meter Email: newmeter@dekalbcountyga.gov Septic Tank Questions 404-508-7900 Site Plan Review 404-687-3599 dwmplan@dekalbcountyga.gov

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FOG/Grease traps Fats, Oils, and Greases	• Change of Name • Change of Ownership • Inspections • New Food Service Establishments • Permit Renewal • Plan Review • Industrial Pre-Treatment • Pre/Post Installations	• What is FOG? • Do I need a FOG Interceptor? • Is the FOG Interceptor I have adequate?	404-687-7150 UCO 404.378.4475 http://dekalbwatershed.com/ Email: FOG@dekalbcountyga.gov
Engineering and Construction Management Services (ECMS)	• Verify customer connection to water and/or sewer lines • Maps – water and sewer line • Hydrant meters & inspections and repairs	• How do I determine if I am connected to the County sewer system? • How can I avoid sewer fees when I fill up my pool? • I would like a map of the water/sewer lines in my subdivision?	770-724-1429 http://dekalbwatershed.com/
GPS/Utility Locate	• Gas lines • Sewer lines • Water lines • Map of sewer and water lines on property	• Why are there blue marks on the street and surveyors surveying the water lines in my neighborhood? • Who do I call to get the coordinates of a DeKalb County benchmark, GPS point, survey point, etc. related to water and sewer?	811 http://dekalbwatershed.com/
GIS Technical Services	• Verify any sewer or water data • Verify customer connection to water and/or sewer assets • Provide maps for sewer and water data	• How do I get a map of my property that shows sewer or water assets? • How do I verify any sewer or water assets for any property? • How do I determine if I am connected to the County sewer system?	Farrah Prewitt Manager 678-296-3391 Email: DWM_GIS@dekalbcountyga.gov Map Request Form DWM GIS MAP REQUEST FORM
Lead & Copper	• Service Line Inspection Program • Lead Health Information • Assist with identifying service Line material	• How do I know if I have lead pipes? • How can I have my water tested for lead?	404-371-2229 Justin Broderway http://dekalbwatershed.com/ Email: LeadCopperRule@dekalbcountyga.gov

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Meter Applications & Installations	• New Meters installation Purchase • New Meters installation Status ¾ & 1" • Residential Meters installations - ¾ & 1" • Commercial Meters- Installations – 1 ½ inch & larger •	• I would like information about installing an irrigation meter or a new residential water meter. • I applied for a new water meter, when will it be installed?	Email: newmeter@dekalbcountyga.gov 770-724-1461 Wanda Davidson 770-621-7219 Bobby Dunning
Public Relations			
Watershed Management	• Media outlets want a statement about a main break, project, employee issue or other media related inquiry • Media outlets want a statement about a main break, project, employee issue or other media related inquiry • Adopt-A-Stream • Residential FOG Outreach	• Where can I get a copy of the annual water quality report? • When will the water main be repaired? • Who can provide a statement about a water main break and repair?	678-858-9488 Alicia Pennie http://dekalbwatershed.com/
Toilet Rebate	• Toilet Rebate Program	• What is the Toilet Rebate program? • Who qualifies for the program? • How do I get an application?	770-414-2360 Toilet Rebate Line Email: dwmtoiletrebate@dekalbcountyga.gov
Capital Improvement Program (CIP) – (Engineering & Construction Mgmt. Services Division)	• Questions about new construction projects. • Blasting Claims	• What is the project I just received a notice about? • How will I be impacted by this construction project? • When will my property be restored after the recent water/sewer work? • The construction contractor told me XYZ about the work, and I need answers. • When will this project be complete? • Can I still file a claim? • My claim has not been resolved.	1-800-986-1108 http://dekalbwatershed.com/ Email: projectinfo@dekalbcountyga.gov

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Water Treatment Plants and Labs			
Lab – Snapfinger	Water Quality Control Lab & Monitor	Who do I contact to do a one-time dump of industrial waste to the sewer system?	770-391-6017 Jody Shoemaker Laboratory Manager
Water Treatment Plant Scott Candler	Water Filtration Plant	- Where does the drinking water come from for DeKalb County? - How do I arrange a group tour of a wastewater or water plant?	770-391-6055 John Patterson Plant Manager http://dekalbwatershed.com/
Wastewater Treatment Plants: PoleBridge	Sludge issues		770-593-9651 Issac Hagans Plant Manager
Snapfinger	- Lift stations - Pump stations - Sludge issues		770-808-2912 Malcolm Gavin Plant Manager