

# CHECKLIST FOR WATER/SEWER SERVICE APPLICATION

**OWNERS:** Along with the **NEW SERVICE** application, please provide:

- Copy of Settlement Statement\*\*
- Valid Government Issued picture identification for applicant (**Mandatory**)
- Completed Certificate of Compliance or Exemption Form.
- Management Agreement: **ONLY** if you will have your property managed by a third party.

\*\*In lieu of settlement statement; Deeds (e.g., Foreclosure, Security and Warranty) may be submitted; however, the document **MUST** be recorded by the court.

**Certificate of Compliance:** This form is required for properties in unincorporated DeKalb County purchased after 06/01/2008 and were built before 1993. If there is any question to whether you are in unincorporated or incorporated DeKalb County, please check your address at <https://propertyappraisal.dekalbcountyga.gov/Search/Disclaimer.aspx?FromUrl=../search/commonsearch.aspx?mode=realprop>. The Tax District field will display “unincorporated” if it is in unincorporated DeKalb County, but for incorporated properties the field will display a city name (e.g., “Avondale” or “Decatur”). **This form must be submitted within 30 days of receipt of the application to avoid an interruption of service. You must contact us for any EXTENSIONS for any occupied properties. To schedule an appointment for an inspection you may contact any licensed plumber or home inspector.**

**Exemption Form:** Please refer to the Exemption Form for the list of exemptions. Be sure to check the box next to the appropriate exemption. **NOTE:** The box stating “Any real property that is being advertised for foreclosure;” does not include a home purchased as a foreclosure unless the property was purchased on the courthouse steps, which means there was no closing or settlement statement. The Exemption Form should be submitted with your application, proof of ownership and identification.

**TENANTS:** Along with the **NEW SERVICE** application please, provide:

\*Please note that the **OWNER/MANAGEMENT COMPANY** of the property must have an account for a tenant to establish service.\*

- First page of lease, which includes owner/tenant information and dates of lease;
- Signature page of lease, which includes signatures of both parties on lease;
- Valid Government Issued picture identification. (**Mandatory**)

**MANAGEMENT COMPANY:** Along with the **NEW SERVICE** application, please provide:

\*Please note that the **OWNER** of the property must have an account for a Management Company to establish service.

\***HOWEVER**, if the **OWNER** provides a copy of Management Agreement with their application the Management Company will not need to apply.

- Management Agreement, which includes owner information and dates of contract, and signatures of both parties on the agreement.
- Valid Government Issued picture identification of the representative of the company that completes the application. (**Mandatory**)

**REALTORS:** Along with the **NEW SERVICE** application, please provide:

- Listing Agreement **OR** Proof of Assignment, which should have the property address, the realty company name, and the realtor’s name that is applying for service.
- Valid Government Issued picture identification of realtor. (**Mandatory**)

**INSPECTION (30 days):** Along with the **TEMPORARY SERVICE** application, please provide:

- \$90** (\$45 “turn on” fee and \$45 “turn off” fee) - (If the property is purchased before the inspection period (30 days), \$45 credit will apply toward your first bill).
- Mailing address for statement, which should be different than the service address.
- Valid Government Issued picture identification. (**Mandatory**)

**\*\*Applications can be emailed (using new address in the subject line), faxed, mailed or brought into our office.**

**\*\*APPLICATIONS WILL NOT BE PROCESSED WITHOUT APPROPRIATE DOCUMENTATION- PLEASE REFER TO NEW SERVICE CHECKLIST\*\***



DeKalb County, Georgia

Utility Customer Operations

4572 Memorial Dr. Suite 200  
Decatur, Georgia 30032

Phone: (404) 378-4475 Fax: (404)-687-3504

Email: [newwaterservice@dekalbcountyga.gov](mailto:newwaterservice@dekalbcountyga.gov)

Online New Service Application: [myaccount.dekalbcountyga.gov/app/?](http://myaccount.dekalbcountyga.gov/app/?)

Office Hours: 8:00 a.m. – 5:00 p.m., Monday through Friday; excluding legal holidays

Phone Hours: 7:00 a.m. - 7:00 p.m., Monday through Friday; excluding legal holidays

\_\_\_\_\_  
(PLEASE PRINT) LAST NAME FIRST NAME MI

\_\_\_\_\_  
NEW ACCOUNT NUMBER

\_\_\_\_\_  
SERVICE ADDRESS

\_\_\_\_\_  
MAILING ADDRESS

\_\_\_\_\_  
INSPECTION DATE

\_\_\_\_\_  
CITY, STATE, ZIP CODE

\_\_\_\_\_  
CITY, STATE, ZIP CODE

BUYER  REALTOR

**The following is required to establish temporary water service for an inspection:**

- \$90 (2 trip fees)
- Billing address (must be different from service address)
- Government Issued picture identification

Temporary service will be established for thirty days for inspection purposes. You are responsible for water/sewer usage during the inspection period. The account may be closed at any time during the 30-day period by contacting our office. If the Application for Water/Sewer Service and the settlement/closing statement are received within the 30-day inspection period, a permanent account will be established in your name and the \$45 trip fee will be credited to your account,

\_\_\_\_\_  
SIGNATURE

\_\_\_\_\_  
DATE

\_\_\_\_\_  
DRIVERS LICENSE

\_\_\_\_\_  
HOME TELEPHONE

\_\_\_\_\_  
WORK TELEPHONE

\_\_\_\_\_  
SOCIAL SECURITY / TAX ID#

**\*\*\*DeKalb County reserves the right to denied or terminate services based on fraudulent activity per Municode: Sec. 25-87. Refusal of service, Sec.25-50.2. – Illegal use of water, Sec. 25-30.3. – Fraudulent representation for use of water.\*\*\***