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NEWS RELEASE

City debuts new water bill format

September 15, 2006 – In coming weeks, the Department of Watershed Management will give its customers a look at the new water/sewer bill format that will be formally introduced later this month. Along with the bills, the Department will be mailing out a sample bill with a detailed explanation of the new features.

The new bills show customers' water consumption in graph form, allowing them to visualize their water consumption on a month-to-month basis. The graphs will include information for the past year.

“The customer's consumption is actually graphed on the bill as opposed to just saying ‘your consumption was X last year,’” says Melinda Langston, Director of Customer Service for the Department. “The new system will allow us to more easily flag anomalies, like severe fluctuations in usage, and will help our customer service representatives be more efficient and effective when addressing customer complaints.”

In addition, the new bills are 8½ x 11 or letter-size, and will be printed and mailed in Atlanta rather than in Troy, Mich., where the previous bills have been originating.

All customers – including wholesale water users – will receive the new bill. For more information, call 404-658-6500. A pdf of the new bill format is attached.

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