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## **BUCKHEAD COUNCIL OF NEIGHBORHOODS PETITION: RESOLVE COMPLAINTS TO DEPARTMENT OF WATERSHED MANAGEMENT NOW!**

### **SUMMARY OF THE PROBLEM:**

A large majority of Buckhead residents with incorrect billings and unreturned deposits are not getting timely resolution to calls, emails, or letters of complaint to the City of Atlanta Department of Watershed Management (DWM). In many cases, residents' communications are either unacknowledged by the DWM or the resident is being told that no workable solution is possible. For a large number of residents, attempts at appropriate resolution have been ongoing for up to 8+ months with no end in sight. Many Buckhead residents have experienced pressure tactics from the City to pay bills regardless of their accuracy—or run the risk of a disconnection of water services. In some cases, disconnection has occurred even after payment of incorrect bills.

With DWM officials publically recognizing that there have been issues with billing processes, meter equipment, and estimated meter readings, the treatment of our residents is appalling. Furthermore, with the recent completion of the KPMG performance review of DWM, it is apparent that the DWM is experiencing extensive problems with billing procedures and resolution practices that are inconsistent across residents' complaints.

### **BY SIGNING THIS PETITION ON BEHALF OF YOUR NEIGHBORHOOD, YOU SUPPORT:**

- Requesting DWM to assign a departmental representative to spearhead resolution of the complaints from the residents included in this petition; with such representative to be named within 30 days of receipt of this petition;
- Requesting that the DWM representative report monthly on previous month's activities and resolved/closed cases to Kristy Gillmann, BCN representative;
- Asking for DWM to issue written confirmation to each account holder in the petition that the DWM recognizes the account is in official "dispute" status and verifies that the resident is not at risk of having his/her water services disconnected during the dispute period. Written confirmation should be mailed to residents within 45 days of receipt of this petition;
- Commitment by DWM that the representative assigned will work diligently to resolve billing/deposit disputes of BCN residents within 90 days of receipt of this petition;

**15 May 2009**

**Questions to Kristy Gillmann. Email: PHCA\_Kristy@hotmail.com; fax: 404-816-0592; mail: The Buckhead Council of Neighborhoods | P.O. Box 11934 | Atlanta | GA | 30355**

- Asking our elected city council representatives to join in this petition and facilitate resolution with the DWM
- Encouraging letters of support for this petition from fellow neighbors, civic and business leaders.

The Buckhead Council of Neighborhoods hereby goes on record that a solution to each resident's complaint with the DWM MUST be reached within 90 days. Please join with us in signing this petition as soon as possible.

This petition is respectfully submitted by members of the The Buckhead Council of Neighborhoods (BCN) and supporters of the Buckhead Community. I want to publicly go on record that the City of Atlanta Department of Watershed Management must address residents' complaints now.

(NOTE: By completing the form [http://www.peachtreehills.org/eform\\_list.asp](http://www.peachtreehills.org/eform_list.asp) by May 30, 2009, I willingly and knowingly attach my name and support to BCN's petition to the DWM.)

**15 May 2009**

**Questions to Kristy Gillmann. Email: [PHCA\\_Kristy@hotmail.com](mailto:PHCA_Kristy@hotmail.com); fax: 404-816-0592; mail: The Buckhead Council of Neighborhoods | P.O. Box 11934 | Atlanta | GA | 30355**