



June 15, 2009

Commissioner Robert Hunter
City of Atlanta, Department of Watershed Management
55 Trinity Avenue, SW
Atlanta, GA 30303

RE: Petition Submitted to the Department of Watershed Management (DWM)

Dear Commissioner Hunter:

The Buckhead Council of Neighborhoods ("BCN"), on behalf of the Buckhead Community and its 28 BCN member neighborhoods respectfully submits for your attention and prompt action the attached petition. The petition is the result of our residents' ongoing complaints about the DWM's billing practices and unreturned deposits. The petition has been signed by a sampling of 152 residents representing a minimum of \$105,000 in claims, who are requesting your assistance to ensure that:

- (i) the petition receives your direct attention;
- (ii) the DWM appoints a representative to spearhead resolution of the complaints, with such representative to be appointed within 30 days of receipt of this petition;
- (iii) the selected DWM representative report monthly to the BCN's representative Kristy Gillmann, (phone: 404.233.2325; cell phone: 404.281.2571) to track progress as the DWM works to resolve these issues;
- (iv) the DWM issues written confirmation within 45 days to each petitioner acknowledging that his/her account is in dispute and that water service will not be disconnected until such dispute has been resolved;
- (v) the DWM commits to work diligently with each petitioner to successfully resolve his/her billing issues with 90 days of receipt of the petition; and
- (vi) DWM will keep our council members informed.

Thank you and we look forward to quick resolutions to these many ongoing complaints. Moreover, we will direct residents with new complaints related to this important issue to your selected representative.

Sincerely,

Jim King
The Buckhead Council of Neighborhoods, Chairman
404.966.2076

cc: Hon. Clair Muller
Hon. Howard Shook
Hon. Felicia Moore
Ms. Kristy Gillmann, BCN representative

Attachments: Petition & Spreadsheet

The Buckhead Council of Neighborhoods
P.O. Box 11934, Atlanta GA 30355