



## INSTRUCTIONS ON HOW TO DISPUTE A SOLID WASTE BILL

In accordance with Atlanta City Code Chapter 130-85, the Department of Public Works has the authority to review disputes regarding the correctness of a sanitary or solid waste tax or assessment, a solid waste utility bill, or the imposition of solid waste utility rates, fees, and charges:

- Billing Errors
- Fees and Penalties

An adjustment request must be made by submitting this form. DPW will send an acknowledgment letter to the customer upon receipt of the adjustment request. Once a decision regarding the adjustment request is made, a letter will be sent that details the decision. Submission of an adjustment request **does not** relieve the Customer of the obligation to pay the disputed solid waste bill.

A customer may submit a dispute on the form provided by the city no less than seven (7) days prior to the due date of a disputed solid waste bill. A customer may not submit a dispute on behalf of a group or class of customers, property owners, persons, or entities. If a third party paid a solid waste bill for a property, the customer cannot submit a dispute without the third party joining in and executing the written dispute.

Once the dispute form is received, the department will review the request and any additional documentation provided and respond in writing via US mail, or email if elected by the customer.

### **Instructions on submitting this form:**

- Customers may dispute their solid waste bill for one of the reasons listed above by completing the **Dispute Request Form** and submitting it to the Department of Public Works in one of the following ways:
- **Email:** Complete the Solid Waste Dispute Form and email it to:  
[DPWcustomerservice@AtlantaGa.gov](mailto:DPWcustomerservice@AtlantaGa.gov).
- **Mail:** Complete the [Request to Dispute form](#) and mail it to:  
Attn: Department of Public Works  
55 Trinity Avenue, Suite 4700  
Atlanta, GA 30303
- **In-person:** Complete the [Solid Waste Dispute Form](#) and submit it in person at:  
Atlanta City Hall, 55 Trinity Avenue, Suite 4700, Atlanta, GA 30303

### **Requirements:**

1. Dispute requests must include a completed application and proof supporting the billing error. The Commissioner or designee, at his/her discretion, may request additional documentation.
2. The Customer **MUST PAY** as determined by the Commissioner, for the disputed billing period(s).
3. If any part of this Request to Dispute Form is not completed, the adjustment request will not be processed.

More information about disputes and appeals may be found in Chapters 130-85 and 130-86 of the Atlanta City Code. For assistance with this form, please call (404)330-6240.

**ALL SECTIONS OF THIS FORM MUST BE COMPLETE OR THE REQUEST WILL NOT BE PROCESSED.**

**REQUEST TO DISPUTE FORM**

Date: \_\_\_\_\_ Account Number: \_\_\_\_\_

Property Owner: \_\_\_\_\_

Property Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

I agree that by providing my email address on this form, all correspondence from the City concerning this dispute may be sent to this email address. If I do not provide an email address, all correspondence will be mailed to me via the US Postal Service.

**How do you want to receive notification of the decision:**

US Mail

Email

**Type of property (check one):**

Residential

Commercial or Industrial

Other (list type): \_\_\_\_\_

**Billing period subject to adjustment:**

Tax Year on Solid Waste Bill \_\_\_\_\_

**Issue Type (check one):**

Billing Error

Fees or Penalties

Please provide a detailed description of the issue and documentation to support the dispute request, Invoices without proof of payment will not be accepted. You may attach additional pages (e.g., Tax Assessor documentation, photos, etc.).