



~ August 2008 HOA Newsletter ~
Courtesy of the Environmental/Public Works Department

Spring/Summer 2008 Outdoor Water Use Restrictions

Effective May 13 – September 30, 2008

On May 6, 2008, the EPD Director declared the Level Four Drought Response would remain in effect for 55 North Georgia counties for the summer. A level four drought response prohibits most types of residential outdoor water use. The Board of the Department of Natural Resources (DNR) adopted Rules for Outdoor Water Use, [Chapter 391-3-30](#) in May 2004. The rules apply to any entity, and its customers, permitted by EPD for water withdrawal or for the operation of a public drinking water supply system. The state's Rules for Outdoor Water Use include some exemptions for commercial water and may be found at the following website: www.gaepd.org. It should be noted that no outdoor water use is allowed, other than for activities exempted in 391-3-30-.05 of the Rules and as authorized by the Director of EPD. Local governments and water providers are authorized to implement more stringent outdoor water use schedules within their jurisdictions.

A. Landscapes

1. Each household, business or other institution/property owner will be allowed to hand water. Hand watering, defined as one person with one hose with an automatic shut off nozzle, will be allowed 25 minutes a day, on the odd/even watering schedule. Even and unnumbered addresses may water on Monday, Wednesday and Saturday and odd addresses may water on Tuesday, Thursday and Sunday between the hours of 12:00 AM (midnight) to 10:00 AM. The hand watering exemption applies to landscapes only. Irrigation systems may not be run under this exemption.
2. An exemption is provided for new landscape installations (including aeration and over seeding).
 - a. These new installations may be watered for a period of 10 weeks following installation (3 days per week) on the odd/even watering schedule as listed above.
 - b. Only newly - installed landscaping may be watered by irrigation system; all other watering must follow the hand watering exemption.
 - c. Irrigation systems may be used to water newly - installed landscaping, but only between the hours of 12:00 midnight and 10:00 AM on the Odd/ Even schedule.
 - d. In order to qualify for a new landscape exemption, the customer must enroll and successfully complete the Urban Agriculture Council's Registration Program. The program is available at www.urbanagcouncil.com or by contacting the Fulton County Extension Service at 404-612-7000.
 - e. Forms obtained from the course along with a City of Roswell New Landscape form www.roswellgov.com and a purchase receipt must be prominently displayed at the property.
 - f. Newly installed landscape refers to turf, ornamentals, annuals and containerized plants installed within the last 30 days.
3. Irrigation systems may be used to water-in pesticides and herbicides (professionally applied) on turf; however, watering must be done within 24 hours of initial application, between the hours of 12:00 midnight and 10:00 AM. A copy of the receipt is required to be displayed in a prominent location at the property.
4. Failure to comply with the exemption requirements will result in a water ban violation and possible discontinuation of an irrigation account, if applicable.

B. Pools

1. Public and private pools, previously prohibited in Drought Response Level 4, will be permitted to be filled and be topped off as necessary for maintenance.
2. City of Roswell water customers must register with the City of Roswell Pool Registry. This may be done by emailing the City of Roswell at waterregistry@roswellgov.com or calling the City of Roswell at 770 641-3715. Please provide the following information:
 - a. Name
 - b. Address
 - c. Size of pool
3. Pools should not be drained for cleaning and maintenance prior to being opened. Due to limited water resources, wherever possible, chemical treatment should be used to resolve maintenance issues.
4. Observing simple practices such as using a pool cover, repairing leaks, maintaining proper chemical levels, reducing pool and spa temperature, installing a more water efficient filtration system, eliminating boisterous play, etc. can greatly reduce swimming pool water use. Additional information about water conservation for pools may be found at www.conservewatergeorgia.net.

C. Professionally certified or licensed landscapers, golf course contractors, and sports turf landscapers

1. Each landscape company must enroll and successfully complete the Urban Agriculture Council's Registration Program in order to qualify for the "newly-installed landscape exemption". The program is available at www.urbanagcouncil.com or by contacting the Fulton County Extension Service at 404-612-7000. Certificates can be photocopied so that the installation crew can have this on their person during installation.
2. City of Roswell water customers must register with the City of Roswell's New Landscape Registry. This may be done by going to www.roswellgov.com and downloading the Landscape Registration Form and emailing to waterregistry@roswellgov.com, or faxing to 770 641-3750.

D. Car Washes and Car Detailing Businesses

1. Car washing of new and used vehicles at commercial car lots is permitted, under the State's commercial exemption (other activities essential to daily business). [Chapter 391-3-30-.05 (5) (I)].
2. Washing vehicles at residential home is not permitted under the current watering restrictions. Vehicles may only be washed at a Commercial Car Wash.

E. Pressure Washing

1. Pressure washing can only be performed by a licensed professional.

F. Personal Food Gardens

1. Irrigation of personal food gardens (vegetable/ fruit) is permitted under the State Outdoor Watering Rules [Chapter 391-3-30-.05 (2)(b)]

EXEMPTIONS

In addition to the above amended exemptions, the following commercial outdoor water uses are exempt from watering restrictions:

1. Irrigation contractors: during installation and as needed for proper maintenance and adjustments of irrigation systems and equipment only
2. Sod producers
3. Ornamental growers
4. Fruit and vegetable growers
5. Retail garden centers
6. Hydro-seeding
7. Power-washing
8. Construction sites
9. Producers of food and fiber
10. Car washes
11. Other activities essential to daily business
12. Watering-in of pesticides and herbicides on turf

For a complete copy of listing of The Rules for Outdoor Water Use, [Chapter 391-3-30](#), please visit the following website: www.gaepd.org.

ENFORCEMENT

1. The City of Roswell will have enforcement staff available to provide routine patrol of the City of Roswell's water service area. Such enforcement officers have the authority to enter property for the purpose of inspection for compliance. Calls will be routed through the City of Roswell's Public Works/ Environmental Department at 770 641-3715. Callers may report violators after hours by calling PD at 770 640-4100. Code Enforcement officers and the Police Department will be enforcing the watering restrictions city wide.

Fulton County water will be enforced by Fulton County. Fulton County water customers may report violators to Fulton County by calling 770 640-3040.

2. Any person or entity failing to comply with these restrictions is subject to fines and or termination of services.
 - a. 1st Offense- \$100 fine
 - b. 2nd Offense- \$500 fine
 - c. 3rd Offense- may result in the termination of water services with additional fines and reconnection charges.

3. In order to encourage the efficient use of outdoor water and the proper maintenance of irrigation systems, customers are required to make timely repairs to broken irrigation systems (i.e., missing heads, broken pipes, etc.) and eliminate excessive runoff (i.e., water running down the driveway, street, or sidewalk).

The City of Roswell will continue to offer both residential and commercial water audit programs for high water users. Additional information can be found at www.roswellgov.com, or by calling 770 641-3715.

If a customer is using an alternate source of water (i.e. - well, pond, lake, or rain water) to water their landscape, then please post a sign in the yard.



Frequently Asked Questions



- 1) **Can I pressure Wash?** The Water customer must hire a contractor to perform this service because the State exemption only applies for commercial use. (Must be a business that pressure washes for a living)
- 2) **Will I be allowed to water under the new restrictions if I over-seed/ re-seed my yard?** Yes. The customer would be allowed to water after completing the online course at www.urbanagcouncil.com and registering with the City of Roswell. (For City of Roswell Water Customers only)
- 3) **Will Pools be allowed to operate this summer?** Yes. Existing Pools will be allowed to operate this summer. This includes filling of pools and topping off of pools. Roswell Water customers operating a pool must register with the City of Roswell to be allowed to operate. If they do not, they could be found in violation. This does not include new pools installed during the current drought period.
- 4) **Can I wash my car under the 25 minute watering exemption?** No. The 25 minute watering, one day per week is only for watering plants. The resident/ customer must use a water hose with a spray nozzle that automatically cuts off when not in use. Vehicles may only be washed at a commercial car wash business.
- 5) **Can I water my vegetable garden?** Yes. Vegetable gardens (food gardens) are exempt under the State watering restrictions and, therefore, still are allowed to be watered. We ask that food gardens be water before 10:00 AM or late in the evening (around 7:00 PM to 8:00 PM).
- 6) **Can a car lot wash vehicles?** Yes. The Georgia EPD has identified that Car lots are able to wash their cars.
- 7) **Can I water outside of the watering restrictions if I am utilizing water from an alternate water source (wells, lakes, ponds, and streams)?** Yes. Alternate water sources like wells, ponds, lakes, and streams do not fall under the outdoor watering rules and are exempt from the current watering restrictions. We do ask, however, that these water sources be used conservatively and water during the restricted hours, since they do have an affect on the water aquifer.
- 8) **Who needs to register with the City of Roswell Water Division for pools and new landscape projects?** Only City of Roswell Water customers need to register with the City of Roswell's Water Division (770/641-3715) for existing pools to be allowed to operate and for new landscape projects. Fulton County Water customers **do not** need to register with the City of Roswell's Water Division. Registration forms can be found on the City of Roswell's website www.roswellgov.com.
- 9) **Why do residents and businesses need to register with the City of Roswell's Water Division?** The purpose of the registry is to keep up with who is watering outdoors and how long they are permitted to do so for enforcement purposes and tracking purposes. ****This only applies to City of Roswell Water customers. ****
- 10) **If I am on Fulton County water, who do I contact about violators or questions about the outdoor watering restrictions?** If someone is violation of the outdoor watering restrictions and on Fulton County water, you may contact Fulton County at 770 640-3040. For questions about watering, on Fulton County's water system, you may contact Corlette Banks at 404/612-8097 or Jennifer McLaurin at 404/612-8745.

Roswell's Stormwater Management Program and the Proposed Stormwater Utility

Important Information:

The Stormwater Utility remains under consideration by the City.

For additional information citizens can go to the City website at www.roswellgov.com or call 770-641-3715.

August 5, 2008 there will be a Committee Meeting which is open to the general public for those who want to hear more about the Stormwater Utility.

August 18, 2008 at the regular Mayor and Council Meeting, Stormwater Utility is proposed to be the 1st reading of the new ordinance; the second reading is planned for October 6, 2008. (All meetings begin at 7:30 pm.)

Protecting our Quality of Life

The City of Roswell is facing an increasing and complex set of challenges as our stormwater drainage and control system ages and the City continues to expand and prosper. Stormwater runoff and the effects it is having on our aging infrastructure are a growing concern for the City. Maintaining and improving this system is imperative if we are to prevent flooding, guard against property damage and protect the economic development and quality of life of our citizens.

What is Stormwater Runoff?

Stormwater runoff is the water that flows from rooftops, sidewalks, parking lots, streets, driveways, yards and other surfaces into our creeks and streams. Most people don't think about stormwater unless they are driving through flooded streets or experiencing flooding in their yards. Stormwater runoff also contributes to other problems that are less obvious than flooded streets. Stormwater becomes a problem when it runs off "impervious" or hardened surfaces and picks up pollutants such as fertilizers from yards, pet waste, oils, and pesticides and carries them to the nearest stream or lake, degrading the water quality.

The Clean Water Act of 1972 requires local governments to implement stormwater management programs in order to prevent harmful pollutants from degrading our waterways. These regulations, combined with State stormwater regulations, an aging infrastructure and the deferral of needed capital projects, has resulted in local governments like Roswell developing and implementing comprehensive stormwater management programs.

Roswell's Stormwater Management Program

The City of Roswell is improving water quality, addressing water quantity and managing the drainage infrastructure through the Stormwater Management Program. Specific measures the City must manage and address include:

- Public education and involvement;
- Illicit discharge detection and elimination;
- Construction site runoff control and post-construction runoff control;
- Litter control,
- Floodplain management;
- Watershed planning;
- Water quality monitoring;
- Drainage systems operation and maintenance;
- Capital improvement program planning.

The goals of the City's Stormwater Management Program include:

- Complying with State and Federal regulations;
- Keeping major roadways passable in heavy storm events and avoiding flooding of homes and businesses;
- Keeping streams healthy for human consumption and wildlife;
- Replacing aging infrastructure; and
- Performing necessary routine maintenance of infrastructure.

Many of the City's stormwater pipes are 20 to 30 years old or older and near the end of their useful life. Replacing the older pipes proactively is important before they fail. Preventative maintenance of these pipes, like preventative maintenance on a car, is less expensive for the City in the long run. Replacing these older pipes now will also prevent the possible collapse of roads and sidewalks which are costly to repair and pose a threat to safety of drivers and pedestrians.

The regulations, numerous required components and goals of the Stormwater Management Program require the City to hire additional staff, purchase equipment, and improve our current program. This will require additional funding. The City's current annual funding for the stormwater program is \$1.7 million. An additional \$1.5 million or an estimated program total of more than \$3 million per year is required to be in full compliance and implement a comprehensive program. With our current funding, the City is behind approximately nine months for scheduled maintenance and an estimated 12 years for capital improvement projects.

Funding the Stormwater Management Program

What is a Stormwater Utility?

A stormwater utility is a method of generating the required funds to cover the expense of operating the City of Roswell's Stormwater Management program.

The fee paid is based on the amount of impervious surface area on each developed property in the City. Impervious surfaces are those areas that prevent rainfall from infiltrating into the ground. Examples of typical impervious surfaces found on most properties include rooftops, driveways, sidewalks, patios, parking lots, storage sheds, etc. Those properties with less impervious surface will pay less than properties with larger impervious areas

Since the mid 1980's, communities across the country have found that the most equitable option available to fund stormwater programs is through the establishment of a stormwater utility rather than a tax-based program. If you look at the City of Roswell's tax base, 71 percent of the revenue collected in the general fund is from residential properties and 29 percent is from commercial properties. However if you look at the impervious areas (those that generate stormwater runoff) around the city, only 45 percent of them are associated with residential properties and the other 65 percent are from commercial properties. With a stormwater utility fee, those property owners who have more impervious surface will pay more than those with less impervious surface.

How can I find out more?

Please go to www.roswellgov.com to view a Stormwater Video or download a brochure to find out more details.



TOILET REBATE PROGRAM

The City of Roswell in partnership with the Metropolitan North Georgia Water Planning District, is now participating in the Toilet Rebate Program. The program will allow Roswell residential water customers the opportunity to apply for a rebate if they have installed a new, low flow toilet in their residence. Toilet rebates are limited and will be issued on a first come, first serve basis.

To qualify for the rebate, Roswell residential water customers should meet the following criteria:

- Have an individual residential account with the City of Roswell and be up to date on your billing payments.

- Own or rent a single-family residential home built in 1993 or earlier (this will be verified.)
- Purchase an approved toilet after September 28, 2007 to replace an older toilet using greater than 1.6 gallons per flush.
- Agree to an installation verification visit to ensure your efficient toilets have been installed.
- Agree to complete a program participation survey.

Who is not eligible for the program?

- Customers who have already received a rebate from a District water utility.
- Customers of utilities who are not participating in the program.
- Customers who own or rent a single-family home built after 1993.
- Customers who purchased a toilet before September 28, 2007.
- Customers who currently have a 1.6 gallons per flush or less toilet.
- Customers living in a multi-family residence or non-residential customers.

For more information on how to apply for the rebate, visit www.northgeorgiawater.org/toiletrebate and download the application form. Customers may also call 404.463.8645.



Adopt-A-Stream Workshop

The [City of Roswell Environmental Department](#) in conjunction with [Keep Roswell Beautiful](#), and the [Willow Springs Homeowners Association](#) will hold an [Adopt-A-Stream](#) workshop in Willow Springs Park on Tuesday August 19 from 6:00-7:30PM. This free workshop is open to citizens of Roswell who are interested water quality in their community. Any individual, family, business or other organization may monitor the quality of stream water and the City of Roswell will provide the training and equipment. This workshop will be fun and informative. Some of the topics of discussion will include biological testing, chemical testing and visual evaluation. Watershed identification, mapping and delineation will also be covered.



This is a great opportunity for young people who are looking for a fun and rewarding way to earn community service hours. Former participants have used their volunteer hours for community service credits, science school projects, AP Environmental Studies, scholarship awards and as a way to meet others interested in the outdoors.

The Willow Springs Park is the private park of the Willow Springs Homeowners Association and it located at 10678 Roxburgh Lane, Roswell, GA 30076.

For more information contact **Laura Aikens**, Environmental Education Specialist, City of Roswell via e-mail at laikens@roswellgov.com or via phone at: 770-641-3742

Green Readers Book Club



Tuesday, August 26
6pm – 7:30pm

Are you looking for a book club that examines the issues that matter to you and your family? Do you want to engage in conversations that allow you to 'green' your life, and more importantly understand why we should be 'green'? Join Harry's Farmers Market and Keep Roswell Beautiful as we hold the first meeting of the Green Readers Book Club! This month we will be discussing *Animal, Vegetable, Miracle: A Year of Food Miracle*, by Barbara Kingsolver. Part memoir, part journalistic investigation, readers will be swept along on the Kingsolvers' journey away from the industrial-food pipeline to a rural life in which they vow to buy only food raised and grown locally. Even if you haven't finished the book come share ideas and thoughts and get to know us, as well as find out what we'll be reading next month.

To register, email Jennifer.smeth@wholefoods.com or call 770-664-6300. Refreshments will be provided.

Roswell Recycling Center Receives Away From Home Recycling Trailer

The Roswell Recycling Center is home to the new Away From Home Recycling Trailer. The trailer, a grant from the Georgia Department of Community Affairs, contains collapsible recycling containers that are perfect for outdoor events. The trailer is wrapped in a cute design of a Father and Baby reminding everyone to recycle.

The trailer will make its official debut at the July 4th Celebration at Roswell High School. For more information on the trailer, please contact Janet Liberman at 770.641.3715 or jliberman@roswellgov.com



Conex Recycling Presents the Play the Green to Save the Green Golf Marathon

Conex Recycling is pleased to be the title sponsor the Play the Green to Save the Green Golf Marathon benefiting Keep Roswell Beautiful. The event will be held on Monday, August 25 at the Country Club of Roswell starting at 8:00 a.m. A marathon is a great way to get in a full day of golf without having to worry about scoring. You simply play as many holes as you would like or have time to play in about 7 hours. Tee gifts will be given to each golfer, lunch and beverages provided, raffle drawings each hour and a fun after party at TJ Sports Bar at 5:00 p.m. Heritage Golf will be providing wonderful silent auction items from the sports and movie arena. Mayor Jere Wood will be up in a fire truck for the annual ball drop – winner receives a \$100 cash prize and Secretary of State Karen Handel will deliver the first tee shot.

Golfers can play all day for only \$350! To register: www.miraclegolfconcepts.com or www.keeptoswellbeautiful.org or call 770.641.3715. Not a golfer? Volunteers are needed to assist with registration and the silent auction. Call 770.641.3715 for information.



Great Annual Duck Race is coming in September

For the 4th year, the Great Annual Duck Race is coming to Rivers Alive! At 12:44 on Saturday, September 27 on Big Creek at Oxbo Road, hundreds of pink, yellow and blue ducks will race about ½ mile in what is always a fun event. Created by Keep Roswell Beautiful Board member Frank Hasty, the Great Annual Duck Race reinforces the importance of keeping our rivers and streams healthy for us to enjoy and wildlife and plant life continue to flourish. Ducks may be rented at the Alive After 5:00 events in July, August and September, the Rivers Alive Event on September 27 and by contacting Janet Liberman at 770.641.3715. Ducks are \$3.00 each or 2 for \$5.00. Rent at least two and receive a special duck necklace. On race day, kids will receive a special duck whistle and will be the official race starters. Cash prizes are awarded to the first and second place winners - \$100 first place and \$50 second place. KiRBy, the KRB mascot, will be on hand at the Alive After Events, Rivers Alive and the race.



Telephone Book Recycling

New telephone books are delivered now and we would like to remind you that you can recycle your old phone books in one of two very easy ways:

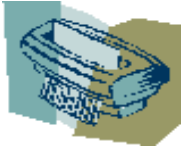
1. Place old phone books in your recycling bin and CWS will pick them up with the rest of your recycling.
2. The Roswell Recycling Center accepts phone books. They are open 7 days a week for your convenience. They are located at 11570 Maxwell Road and their phone number is 770.442.8822.

RECYCLING & DISPOSAL RESOURCES

The following list of resources was compiled by City of Roswell Recycling Center based on frequently asked recycling questions:

- Where to recycle **compact fluorescent bulbs (CFLs)** – any Home Depot
- Where to find out places to recycle **other items** – www.earth911.org
- Where to **give away items** that charities won't take – www.freecycle.org
- How to dispose of **paint** that is too old to reuse– see video on www.roswellgov.com (Go to *Departments* then *Recycling & Solid Waste*. Video will be on that page.)
- Where to donate **paint** that is still usable – Habitat for Humanity ReStore, <http://www.atlantahabitat.org/restore.asp> or local community theater group
- How to recycle **alkaline batteries** – www.thinkgreenfromhome.com

- Where to recycle **polystyrene (Styrofoam)** packaging from electronics, etc. – www.polymerciences.com (directions to their drop off location)
NOTE: Publix Supermarkets will take Styrofoam meat trays and egg cartons. Most mailing places (i.e. The UPS Store, Pak Mail, etc.) will take packing peanuts for reuse.
- Where to recycle **porcelain or wood** – Patterson Services, 5800 Riverview Rd., Mabelton, GA 30126. Drop off hours: 7-5 Mon.-Fri., 7-3 Sat. **Call 404-505-1449 for more information and fees.**
- Where to find out about how to dispose of **chemicals** – www.p2ad.org



Next Shredding Event Scheduled!

Our next shredding event is scheduled for Saturday, August 16th from 8:00 AM until noon or until the truck fills up. There is a limit of 5 boxes or 200 pounds per vehicle. The event is held at the Roswell Recycling Center, 11570 Maxwell Road, phone number 770/442-8822.

***VOLUNTEER AND COMMUNITY SERVICE OPPORTUNITIES
@ ROSWELL'S RECYCLING CENTER***

The city's Recycling Center is open 7-days a week so there is a lot of flexibility to fit in with busy summertime schedules. The minimum age to do community service or volunteer hours is 16. Hours must be scheduled in advance and must be scheduled a minimum of 4-hrs in one day.

Please contact Trevor Williams at twilliams01@roswellgov.com or Bill Howell at whowell@roswellgov.com, or call 770/442-8822 to schedule hours. People under the age of 18 will need a parent to come in to sign a waiver before they can start working at the Center. Weekends particularly are in demand so schedule early!

**** Community Waste Services *
Yard Waste and Curbside Recycling Collections***

Starting immediately, Community Waste Services (CWS) is accepting **plastics #1 – 7** for curbside recycling collection! For more information, please contact CWS at 678-240-9136.

~~~ Did you know ~~~



that **Community Waste Services (CWS)** is contracted by the City of Roswell for curbside recycling and yard waste collections? For questions or additional information, please call the Community Waste Services customer service line @ **678/240-9136**, email info@cwsofga.com, or visit their website @ www.cwsofga.com.





The City's Sanitation Division requests that you *please* have your household garbage containers out by **8:00 AM** on your scheduled day of collection. Garbage bags **MUST** be in garbage cans and **not** on the ground.

To view the City Ordinance, go to the City's website at www.roswellgov.com. On the left of the page click on "Government", then City Code On-Line - Chapter 24 Utilities & Services, Article 24.1 Garbage & Solid Waste Disposal. Then click on Section 24.1.5. OR, you may call the Sanitation Division at **770/641-3807** or **770/641-3961** to have a copy of this ordinance mailed to you.

The City's Sanitation Division provides ***standard service*** - collection of (3) containers for a total of 100-gallons per week, or ***premium service*** - collection of (6) containers for a total of 200-gallons per week. If you are interested in upgrading to premium service, please contact the city's Financial Services Department at **770/641-3759**. Any extra garbage may be picked up for an extra charge by calling the Sanitation Help Line at **770/641-3961**.

On a quick note, Garbage containers shall not exceed **50-gallon** in size. Standard Service Customers are allowed 2-50 gallon containers or 3 smaller containers with a combined 100 gallon total and Premium Service Customers are allowed 4-50 gallon containers, or 6 smaller containers with a combined 200 gallon total, but **no** garbage can shall exceed 50-gallon in size.

For questions about your City water and/or sanitation bill, please call 770/641-3759.

For Sanitation or Holiday Schedule information: Please call the Sanitation Help Line at **770/641-3961**, the Sanitation Division at **770/641-3807**, visit the City's website at www.roswellgov.com (click on Publications and then the 2007 Holiday Sanitation Schedule), check your local newspapers prior to all holidays, and/or watch RCTV, Charter Cable Channel 23 and Comcast Channel 22 for a 24 hour a day-7 days a week update. The 2008 Holiday Sanitation Schedule brochures are included with your first utility bill of the year. Please keep this brochure as a quick reference during the year.



Important Phone Numbers



- **City of Roswell Waterline Customers:** To report leaks, call **770/641-3715**.
- **Fulton County Waterline Customers:** To report leaks, call **770/640-3040**. To report water violations, call **770/641-3040**. To ask questions about current water restrictions, call **404/612-8097** or **404/612-8745**.
- **Billing Questions or to Start or Stop Service:** Call the Financial Services Department @ **770/641-3759**.
- **Tax Notice Questions:** Call the Financial Services Department @ **770/641-3759**.
- **Sanitation Help Line/Sanitation Customer Service:** **770/641-3961**.
- **Sanitation Questions or Missed Pickups for Household Garbage:** **770/641-3807** or **770/641-3961**.
- **Community Waste Services (CWS) for Yard Waste and Curbside Recycling Questions or to request a Recycling Bin:** **678/240-9137**.
- **Roswell Recycling Center:** **770/442-8822**.