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May 31, 2019

Dear Customer,

We apologize for any inconveniences you are experiencing due to low water pressure in your area. Fixing this longstanding problem is a top priority for DeKalb County Government.

DeKalb's Department of Watershed Management is working diligently to assess the low pressure issues in the Briarcliff/North Decatur area which are directly related to 60- to 100-year-old infrastructure.

Crews are checking area water mains for leaks and proper operation as well as monitoring the pressure throughout the system.

DeKalb County Fire Rescue is deploying extra resources to all fire calls in your area.

Additionally, a water main replacement project estimated at \$20 million will begin in July 2019. The project will include replacing seven miles of water mains, including more than one mile of high-capacity, 12-inch diameter water main along Briarcliff Road.

If you continue to experience water service issues, please contact the Department of Watershed Management at dekalbwaterops@dekalbcountyga.gov.

Sincerely,

Michael L. Thurmond