

General Information about Tennessee Wastewater Systems, Inc.

Tennessee Wastewater Systems, Inc. is a public Utility Company with service territories in counties across the state. Tennessee Wastewater is a member of the Adenus Utilities Group, a band of decentralized wastewater utility companies established across the southeastern United States.

As a public Utility Company, we are regulated by the State of Tennessee. The agency that regulates us is the Tennessee Regulatory Authority. They can be reached by phone at:

(800) 342-8359.

The address of the office of Tennessee Wastewater Systems, Inc. is:

**851 Aviation Parkway
Smyrna, TN 37167**

Phone: **(615) 220-7200**

Fax: **(615) 220-7207**

Web: **<http://www.TennesseeWastewater.com/>**

Email: **CustomerCare@TennesseeWastewater.com**

Please send all correspondence regarding sewer service and payments to the above address. Our normal business hours are 8:00 AM to 4:30 PM, Monday through Friday.

Our customers receive a monthly bill for sewer service from Tennessee Wastewater Systems. Bill rates are set by the Tennessee Regulatory Authority and are a fixed amount. Sewer bills range anywhere from around \$30-\$55, depending on the subdivision.

If there is a problem with your service, contact the Adenus Maintenance Hotline at **877-669-0786** to schedule a maintenance call. In the event of an after hours emergency, leave a message and on-call maintenance personnel will be notified.

For questions on your monthly statement, contact the Adenus Customer Care Hotline at **888-3-ADENUS**.

For general questions regarding your sewer service, browse the **FAQs** in the **customer care** area of our website. If you still have questions, you can contact us at the above office number.