

## ***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:

**(615) 741-2904.**

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

**849 Aviation Parkway  
Smyrna, TN 37167**

**Phone: (615) 220-7202**

**Fax: (615) 220-7209**

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

**Email: [CustomerCare@TennesseeWastewater.com](mailto: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.