

GENERAL INFORMATION

OFFICE HOURS: 7:30AM – 4:30PM CST Monday – Friday, except Holidays

CUSTOMER CARE: (888) 323-3687

PAY BY PHONE: (888) 267-9923

**MAINTENANCE
HOTLINE:** (877) 669-0786

FAX: (615) 220-7207

EMAIL: customercare@tennesseewastewater.com

PAYMENT ADDRESS: PO Box 997
Franklin, TN 37065-0097

OFFICE ADDRESS: 851 Aviation Parkway
Smyrna, TN 37167

**CUSTOMER WEB
PORTAL:** <https://adenus.authoritypay.com>

Please address any sewer service, monthly statement, or payment concerns with Customer Care at the number or email listed above. Sewer service and bill payment may also be set up through our website.

As a public Utility company, we are regulated by the Tennessee Public Utilities Commission. They can be reached by phone at (800) 342-8359.

Sewer service is billed monthly. The rates are set by the Tennessee Public Utility Commission and in most cases are a fixed amount. Rates for metered locations will vary based on water usage.

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

For general questions regarding your sewer service, browse the FAQs in the customer care area of our website. If you still have questions, please contact Customer Care.