CUSTOMER FAQ

I want to check my balance online and make a payment with my credit card. Can I do that?

Yes! The Customer Care Online Portal is now available so you can view your account history, print out your latest statement, request service, or even make a payment whenever you would like. The Portal gives you 24/7 access to your account.

Why do I pay the same amount for sewer if my water usage varies?

Except for Southridge customers, the monthly residential sewer fee is a fixed amount which is set by the Tennessee Public Utilities Commission.

Do I have to pay to get my tank pumped out?

Tennessee Wastewater will handle ordinary tank pumping, which is typically once every 5 to 7 years. However, if tank pumping is required due to abuse of the system or violations of the Customer Guidelines, then the customer will be responsible for the cost of the tank pumping.

Is it okay to install a water softener system in my home?

No. Water softener systems affect your tank's ability to properly treat the wastewater. This may result in excess tank pumpings for which the customer is responsible for paying.

Is it okay to have a garbage disposal in my kitchen sink?

It is okay to have a garbage disposal in the kitchen sink. However, the list of Customer Guidelines should be observed in determining what items can put down the garbage disposal.

Do I need to put additives in the system?

No. Additives are not needed.

If I want to install a swimming pool in my yard, who will locate the sewer lines?

Tennessee Wastewater will locate the sewer lines on your property. Whenever excavation is planned, it is always best to notify Tennessee One-Call. (1-800-351-1111, tennessee811.com) They will notify all utilities to mark their lines.

Is it okay to run my lawn mower over the green lid?

The top of the lid should be even with the ground level. If that is the case it is safe to mow over the lid with typical residential mowing equipment. Heavy tractors with wheel load over 1000 pounds should not mow over the lid. Any damage to lids or any other component of the system not caused by the Utility on the customer's property shall be paid for by the customer.

The riser and green lid are too high to mow over with my lawn mower. What do I do?

If the green lid in the yard is too high to mow over safely, please mow around it. You may add dirt up around the tank lid, creating a small grade around the tank lids. This prevents ground water from entering the tank and prevents the loss of the seal of the tank. Cutting the seal/lip off the riser can cause sewer odors to escape. Any damage to lids or any other component of the system not caused by the Utility on the customer's property shall be paid for by the customer.

I have a gray box on the side of my house that has a red lens cover on the front what does it do?

The grey box is the electrical control unit for the pump within your tank. The red lens cover on the front covers the alarm light. If that light is on it indicates a problem in the tank. Call the utility for maintenance if that occurs at (877) 669-0786.

My toilet seems to be flushing slowly, is it a plumbing problem in my house or is something wrong with the sewer system?

Plumbing codes require that a clean out access be provided where the sewer line leaves your home toward the tank. Remove the plug at the top of the clean out access (white plastic pipe plug). If no water comes out of the pipe the problem is with the plumbing in your house. You should get a plumber to correct the problem. If water comes out, the problem is with the tank and utility maintenance should be called.

I did not get a bill this month, what do I do?

Most of our utility customers receive a bill that is fixed each month. If you are a fixed monthly fee customer, it is safe to pay the same amount as you normally pay. However, it is important to notify the utility that a bill was not received. We encourage customers to enroll in e-billing where you can access your billing statements 24/7 with the most up-to-date account information.

What do I do if the alarm sounds on my panel box on the house?

Call us at (877) 669-0786 to set up a maintenance call.

Is there an odor associated with the tank in my yard?

The sewer system is sealed. Under normal conditions there should not be an odor from any of the sewer system components on the lot. The sewer piping leading out of the home to the interceptor tank vent any system gases through the vent pipes that go through the roof of the home. However, if you do smell an odor, please contact utility maintenance at (877) 669-0786.

When I signed up for service, I received a list of Customer Guidelines instructing me what is safe to flush and what is not. Why is that important?

Your tank has special equipment in it that handles waste in a totally different way than traditional sewer. The filters and pipes included in the collection portion of an Adenus system cannot function properly if certain materials clog or otherwise obstruct outflow from your tank.

Wait, I still have questions! Who do I contact?

You can email us at customercare@tennesseewastewater.com or call us at (888) 323-3687.