



# WELCOME NEW CUSTOMERS



TENNESSEE  
AMERICAN WATER

WE KEEP LIFE FLOWING®



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WELCOME TO TENNESSEE AMERICAN WATER! We look forward to serving you. Inside this booklet, you will find information on the following:

- Water service
- System investment
- Emergency notifications
- Saving water and money
- Customer service
- Payment options
- Payment assistance program

For additional information, visit our website at **[tennesseeamwater.com](http://tennesseeamwater.com)**.

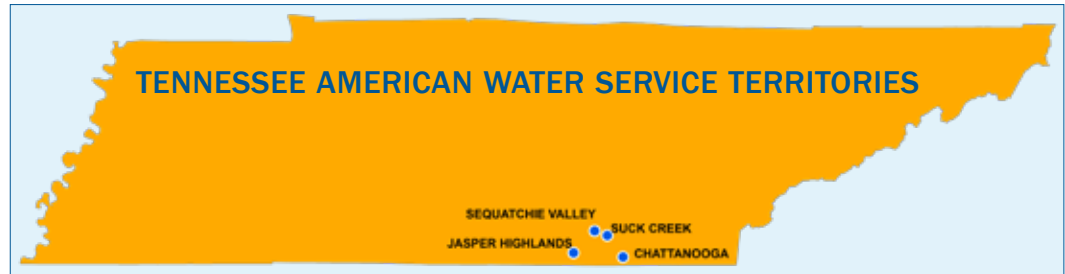
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# ABOUT

# TENNESSEE AMERICAN WATER

Our team of over 100 local water professionals deliver high-quality drinking water to around 380,000 people in the region. We're dedicated to providing our customers and communities with safe, clean, reliable water service. Our employees live, work and give back to the communities we serve, and we are here 365 days a year, 24 hours a day.

Tennessee American Water has been the water provider in the Chattanooga area since 1887. Our Chattanooga water plant also serves the municipalities of Red Bank, East Ridge and Lookout Mountain in Hamilton



County. It also provides water to Rossville and Lookout Mountain in northwest Georgia. In Marion County, we serve Whitwell, Powells Crossroads, Jasper Highlands and Suck Creek.

This guide will answer questions you may have about our company and the services we offer like customer online account information, bill payment options and much more. We hope you will review its contents and keep it for future reference. Visit our website [tennesseamwater.com](https://www.tennesseeamwater.com) to learn more about water conservation tips, Tennessee American Water's involvement in the community, and your water quality report.

A young girl with brown hair is drinking water from a chrome faucet. She is looking up at the water. The background is a bright, slightly blurred indoor setting.

# PROVIDING YOU WITH HIGH-QUALITY WATER

**Nothing is more important than the safety and quality of our water.** We work closely with the U.S. Environmental Protection Agency and the Tennessee Department of Environment and Conservation to provide water that consistently meets or surpasses federal and state standards. To do this, we closely monitor our treatment process by performing more than 100 tests daily.

**Our commitment to exceptional water quality is recognized in Tennessee and across the country.** Our parent company, American Water, has received more than 150 awards for superior water quality. We are recognized for exceeding water quality standards for our participation in the voluntary program, Partnership for Safe Water, which fewer than 1% of all water utilities take part in.





# INVESTMENT YOU CAN COUNT ON



**We continuously monitor, maintain and upgrade our facilities so they operate efficiently and meet all regulatory standards.** This requires investing in our treatment plants, tanks, pump stations, fire hydrants and metering equipment.



**Since 2011, we have invested nearly \$210 million statewide in water system improvements.**

Our ongoing commitment to investing in and updating our plants, pumps and pipelines helps provide safe, clean, and reliable service.





# WATER SERVICE & BILL

## **YOUR WATER SERVICE & WATER USAGE BILL**

Accurate meter readings are an essential part of your service and help to ensure that you are being billed correctly. Monthly meter readings are obtained through a radio-frequency device or by visually inspecting the face of the meter, depending upon the type of meter installed. Your bill is based on rates set and approved by the Tennessee Public Utility Commission. An explanation of the line items of your bill and the applicable rates can be found on your bill.

Sign up for **MyWater**, your online account, to view your bill, water use history and how your water usage compares to the neighborhood average.



# EMERGENCY INFORMATION YOU NEED

## GET NOTIFIED IN THE EVENT OF AN EMERGENCY

Tennessee American Water uses a high-speed mass notification system to keep customers informed about significant water-related emergencies or temporary outages for planned work. Make sure we can reach you by updating your email address and phone number today through **MyWater** at **[tennesseamwater.com](https://www.tennesseeamwater.com)** or by calling **866-736-6420**.



# CONVENIENT CUSTOMER SERVICE

We know you're busy, so we've made it easier than ever to manage your account online through **MyWater**:

- Turn water service on and off
- Track water use
- Sign up for emergency alerts
- Manage your account
- View and pay your bill
- Set up paperless billing

Sign up today by visiting [tennesseamwater.com](https://tennesseamwater.com).





# PAYMENT OPTIONS

Tennessee American Water offers a number of payment options to fit into your busy lifestyle.



**AUTOMATIC PAYMENTS:** Pay your bill on time, every time. Each month, payments will be automatically deducted from your checking or savings account on the due date.



**PAY ONLINE:** Pay via **MyWater**, or visit [amwater.com/billpay](https://amwater.com/billpay) to pay without registering for an account. Be sure to have your 16-digit account number handy.



**PAY BY PHONE:** Call **855-748-6066** and use your Visa or MasterCard.



**PAY BY MAIL:** Send your payment and payment stub in the envelope provided. No cash, staples or paper clips.



**PAY IN PERSON:** Visit our website to find a location near you. Locations DO NOT accept payments by mail.

A photograph of two women, an older woman with glasses and a younger woman, looking at a laptop together. The older woman is pointing at the screen. The background shows a white brick wall and a green plant.

# PAYMENT ASSISTANCE

Sometimes customers face circumstances that stretch their financial resources. Tennessee American Water is here to assist. Our customer service representatives will work with you on a plan to pay the balance of your bill over time. You may also be qualified to receive emergency assistance through our Water Help Program, which is supported by voluntary donations from our customers and the company.

For more information about payment assistance options, contact our Customer Service Center at **866-736-6420** or visit us online at **[tennesseamwater.com](https://www.tennesseamwater.com) > Customer Service & Billing > Bill Assistance Programs.**



# CONTACT US

Our customer service representatives are dedicated to handling every customer inquiry with attention and care.



**866-736-6420**

Hours: 7 a.m.–7 p.m.

For emergencies, we're available 24/7.



**infotn@amwater.com**



**tennesseeamwater.com**



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