

## ***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) 453-3268

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

**EMAIL:** [customercare@alabamawastewater.com](mailto:customercare@alabamawastewater.com)

**PAYMENT ADDRESS:** PO Box 967  
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 Certified Wastewater Management Entity, we are regulated by the Alabama Public Service Commission (APSC). They can be reached by phone at (334) 242-5218.

Sewer service is billed monthly. The rates are set by the APSC and are a fixed amount.

If there is a problem with your service, contact the Alabama Wastewater Maintenance Hotline at the number above 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 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.