

FRIENDSVILLE UTILITIES

AFTER HOURS WATER EMERGENCY INFO:

Technician on call between 4:00 PM and 8:00 AM

After Hour Number: 865-985-9084

Please Note: On-call Technicians are available for emergency response only and cannot assist with account-related inquiries. For account related concerns, don't hesitate to contact the utility office during business hours.

Billing Schedule	Payment & Service Information
Meter Reading: 28th of each month	Bills Mailed: A third-party billing company mails bills approximately 25 hours after receiving the bill file.
E-Billing: E-bills are emailed the day statements are posted.	Due Date: 18th of each month
Penalty: Payments not received by 4:30 PM on the 18th will have a 10% penalty added.	Restore Service: Meters are restored between 8:00 AM–4:00 PM, Monday–Friday.
Bank E-Bill Payments: Bank bill-pay services may send payment by check. The utility is not responsible for payments received after the due date, regardless of when the bank withdraws the funds.	Meter Lockout: Accounts with a balance on the 25th will be charged a \$75 disconnect fee that morning, and the meter will be locked until payment is made in full.
Paperless Billing: Register for online payments or paperless billing at www.friendsvilletn.gov	

New phone number or email address? Let us know!

Keep your contact information current so you don't miss important billing notices, service updates, or other utility communications.

Customers are responsible for ensuring their phone number, email address, and other contact information are accurate and up to date. The utility is not responsible for missed notices or communications resulting from outdated or incorrect contact information.

EVEN A SMALL LEAK CAN HAVE A BIG IMPACT. A leak doesn't have to look dramatic to waste a lot of water.

Estimated Water Loss

Leak Type / Size	Estimated Gallons Lost Per Month
Slow Faucet Drip	450 gallons
Running Toilet – Average	7,500 gallons
1/32" Pinhole Leak	7,920 gallons
1/16" Supply Line Leak	28,290 gallons
1/8" Broken Joint / Crack	114,180 gallons
1/4" Main Line Break	456,780 gallons

Water-loss amounts are estimates. Actual water loss may vary depending on water pressure, the type and location of the leak, and how long the leak continues.

PAYMENT OPTIONS

Mail	Payment Box	24 Hour Pay	Automatic Payment	Internet Payments
Make check payable to City of Friendsville Include both your check and payment stub in the envelope provided. Address: PO Box 85 Friendsville, TN 37737	Payment Drop Box Located in front of: City Hall 213 W. College Ave Friendsville, TN	Pay your bill 24 hours a day, 7 days a week. 1-855-816-5751	From your checking account on the due date of your utility bill. Automatic Payment Applications are available in the Billing office at 213 West College Avenue or on Friendsville website at: www.friendsvilletn.gov	Make payments online at: friendsville.authoritypay.com You will need your account number and customer number from your utility bill.