

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) 220-7209

EMAIL: customercare@ohiowastewater.com

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 Public Utilities Commission of Ohio (PUCO). They can be reached by phone at (800) 686-7826.

Sewer service is billed monthly. The rates for residential service are set by the PUCO and the current fixed monthly charge is \$58.

If there is a problem with your service, contact the Ohio 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.