



BILLING REFERENCE

OFFICE HOURS

8:00 AM TO 4:30 PM

MONDAY THRU FRIDAY

CLOSED MOST MAJOR HOLIDAYS

Bills are mailed by the 1st day of the month and are due by the 12th to pay the net bill. After the 12th, the higher, gross bill amount will be due. If the balance is not paid in full by the 22nd of the month, water will be disconnected without further notice and a \$50 re-connect fee will be applied to the account balance. Billing for new taps will begin upon water/sewer tap(s) completion.

All customers are automatically enrolled in our ServLine Leak Protection program for the current added monthly service charge. To remove your account from the program, call (865) 484-4200. This program is the only method to have an adjustment made for any excess water/sewer bill. There is a 30 day waiting period for customers who wish to re-enroll on a later date. All requests for billing adjustments must be made through our ServLine Program by calling the separate customer support at (865) 484-4200. Adjustments cannot be made at the DWMF office.

Town sanitation charge is listed on the bill as SAN charge. This is for garbage service from the Public Works. For questions regarding this fee or service, call (865) 397-5101.

WE OFFER SEVERAL PAYMENT METHODS:

1. Sign-up to have your bill processed automatically on the due date through your checking account by completing the ACH Authorization form.
2. Call our automated system at (833) 560-2860. CitiSen Portal, a third-party payment processor, charges a 2.5% plus \$.30 convenience fee and accepts Visa, MasterCard, or Discover credit. Please have your 12 digit utility account number and credit card information readily available before calling.
3. Pay online by going to [Dandridge Water.com](http://DandridgeWater.com) and click on pay my bill. Set up account, sign in or pay as guest on CitiSen Portal, which charges a 2.5% fee.
4. Pay your bill at one of the participating banks located in Dandridge (CNB, First Bank, and First Peoples) until the 12th. All payments made after the 12th must be paid at our office, located at 1114 Wastewater Road.
5. Drop your payment at one of the two night depository boxes located at the front entrances of the following locations:
 - o DWMF Office, 1114 Wastewater Road.
 - o Dandridge Town Hall, 131 E Meeting StreetIn order to ensure proper credit, please pay by check or money order only. We are not liable for any cash lost.
6. Mail check or money order payment to DWMF, PO Box 68, Dandridge, TN 37725.

For more information, visit www.dandridgewater.com or call (865) 397-3696.