



MyWater: SELF-SERVICE MADE SIMPLE

At Tennessee American Water, we offer a self-service website called **MyWater**. The site is available any time, day or night, and allows you to do the following from the comfort of your home:

MANAGE YOUR ACCOUNT

- View and pay your bill
- Turn water service on and off
- Stop or restart your irrigation meter

MANAGE WATER EMERGENCIES

- Sign up for emergency alerts
- Report water emergencies
- Review active alerts in your area

Signing up for **MyWater** is free and simple. Visit **tennesseeamwater.com** and click on “Sign Up” in the Login to MyWater box in the top right corner. Make sure you have your account number handy.

Once you sign up, you can manage your water account and more. You can sign up for the following:



PAPERLESS BILLING: Get your bill emailed to you for review before your due date, eliminating the need for a hard copy.



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.



EMERGENCY NOTIFICATIONS: Sign up for phone, text or email notifications from our high-speed, mass notification system to stay informed about water-related emergencies and projects that impact service. Provide us with your current contact information so we can reach you during an emergency.

Visit **tennesseeamwater.com** and simply click the “Login” button at the top right to sign up or log in to MyWater.

WE'RE HERE FOR YOU

We can be reached at our
Customer Service Center:
1-866-736-6420

Hours: 7 a.m.–7 p.m.

For emergencies,
we're available 24/7.



If you or someone you know is in need of financial assistance, we offer a variety of programs to help customers pay their water bills. Learn more about them when signing up for MyWater or on our website:

tennesseeamwater.com > Customer Service & Billing > Bill Assistance Programs