

Privacy/Refund Policy

Privacy Policy

Visit www.cityofalcoa-tn.gov to access information about the City of Alcoa and its products and services, along with news and event updates, without telling us who you (the user) are or revealing any personal information. Within this website, the City of Alcoa may ask for certain personal information to provide or send the user requested information about city services. Information such as name, mailing address, phone number, e-mail address, type of request, and any additional information you provide, is collected by the city and is used to meet your requests.

The information you provide is used by the city to meet your request only - your information is never given or sold to any third parties. This site is SSL secure.

Refund Policy

Users of this site agree to comply with the policies and procedures promulgated by the city and its Electric and Public Works Departments. Deposits, payments, fees, taxes, or other charges of the City of Alcoa are collected based on your account. Refunds or credits are determined on a case by case basis unless otherwise addressed in the rules and regulations, charter, bylaws, or ordinances of the City of Alcoa, Alcoa Electric Department, Alcoa Public Works Department, or the State of Tennessee.