

FAQ

[What day is my garbage collected?](#)

[When are bulky waste / brush collected?](#)

[My sewer is backed up - can you send someone to check it?](#)

[How do I report a water leak?](#)

[I need to check on my water bill.](#)

[I need to sign up for new service, change name, etc.](#)

[Why is my electricity out?](#)

[Where do I pay my bill?](#)

[What do I do if I see chemical dumping at a storm drain?](#)

[How can I save on my water bill?](#)

[What are the requirements for starting, stopping or transferring service?](#)

[Where are your offices located?](#)

[What payment options are available to pay my bill?](#)

[What telephone number do I call in case of an electric outage?](#)

[What areas does Alcoa Electric serve?](#)

[How much is the deposit?](#)

[Can I sign up for service over the phone?](#)

[Does Alcoa Utilities offer budget billing?](#)

[What do I do if my electric bill is high?](#)

[How can I save energy in my home?](#)

[Does Alcoa Electric offer a surge protection program?](#)

What day is my garbage collected?

See the schedule below:

[Back to Top](#)

When is bulky waste / brush collected?

See the schedule below:

[Back to Top](#)

My sewer is backed up, can you send someone to check it?

During normal business, contact the Public Works & Engineering Offices at 865-380-4800; after hours, holidays, and weekends call the after-hours emergency number: 865-983-3911. A Water & Wastewater crew will be dispatched to determine the probable cause of the problem. If the problem is determined to be a blockage in the City's sewer main, the crew will clear the blockage then verify with the customer that their backup has stopped. If the main is clear or the customer's backup continues after clearing the main, the customer will be advised to contact a plumber for repairs.

[Back to Top](#)

I need to report a water leak.

During normal business, contact the Public Works & Engineering Offices at 865-380-4800; after hours, holidays, and weekend call the after-hours emergency number: 865-983-3911.

[Back to Top](#)

I need to check on my water bill.

Please call the [Alcoa Utilities Business Office](#) at 865-380-4700 and ask to speak with a customer service representative or clerk.

[Back to Top](#)

What are the requirements for starting, stopping or transferring service?

Call 865-380-4700 and ask to speak to a New Service Representative if you have questions regarding your new, disconnected, or transferred service.

To start or transfer service, please come to the [Alcoa Utilities Business Office](#) at 223 Associates Blvd. in the Springbrook Corporate Center.

To apply for service, applicants should bring a legal photo ID or two forms of identification and the address of new location. If you are renting, a rent receipt or lease agreement is required. To obtain service, the applicant will pay a service fee and a deposit. For residential customers, the deposit can be credited to your account if you pay your monthly utility bill on time consecutively for 12 months. Deposits may be waived for residential customers if they supply a letter of credit showing no late payments from their previous utility provider.

If you are a commercial customer, please call the [Commercial Account Representative](#) during regular business hours at 865-380-4717. You are strongly encouraged to make an appointment in order to receive prompt and accurate service.

[Back to Top](#)

Why is my electricity out?

Check your main electrical panel to make certain that circuit breakers are on or that fuses are good.

If the problem is not yours, or if others are involved, call Alcoa Electric Department at 865-380-4890.

[Back to Top](#)

Where do I pay my bill?

You may pay by mail or in person at the [City of Alcoa Municipal Building](#) during regular business hours, Monday through Friday 8:00 a.m. to 4:30 p.m. Night depositories are located at 1) the corner of Hall Road and Davies Street and 2) the City of Alcoa Municipal Building for your convenience. Also, your electric bill can be paid by [bank draft](#) or at the following Blount County banks:

- Citizens Bank of Blount County
- Regions Bank
- SunTrust Bank
- B B & T Bank
- First Tennessee Bank
- Capital Bank

For questions about your utility bill, call (865) 380-4700.

[Back to Top](#)

What do I do if I see chemical dumping at a storm drain?

Call the Alcoa Stormwater Hotline at 865-380-4820. You can call 24 hours a day, 7 days a week and remain anonymous.

[Back to Top](#)

How can I save on my water bill?

Click here to visit the [Water Saving Tips](#) page.

[Back to Top](#)

What are the requirements for changing the name on my bill, mailing address, or contact information?

If you have a name change request for the name on your utility account, please bring in signed proof of the reason for changing the name (i.e. death certificate if the person's name on the account is deceased or divorce certificate if divorced).

If you have a change of mailing address or change of phone number for your account, please call 865-380-4700 and ask to speak to a clerk and follow their instructions. You will need to sign a Change of Address Form in order to change your mailing address as of August 2006.

[Back to Top](#)

Where are your offices located?

Our main office is located at the [City of Alcoa Municipal Building](#) located at 223 Associates Blvd., Alcoa, TN 37701. The office is across from the Blount Memorial Wellness Center in the Springbrook Corporate Center.

[Back to Top](#)

What payment options are available to pay my bill?

You can pay your utility bill by cash, check, money order or cashier's check.

[Back to Top](#)

What telephone number do I call in case of an electric outage?

Please call our Operations Offices at (865) 380-4890 to report an electric outage.

[Back to Top](#)

What areas does Alcoa Electric serve?

Bear Hollow, Topside Road, Alcoa Highway, Mentor, Alnwick, Louisville, Wal-Mart, Airport, West Hunt, Overlook, Filter Plant, McArthur Road, Louisville Road, Airport, Springbrook, Payne Avenue, Lakemont, Heritage, Walland/Laurel Valley, Cold Springs, Ellejoy, 411 Highway, Yankee Hill, Wildwood, Hubbard, Forrest Hill, Old Piney, Blockhouse, and Chilhowee areas. If you have any further questions regarding your service location, please call (865) 380-4700.

[Back to Top](#)

How much is the deposit?

The deposit is \$85.00 but can be waived with an excellent letter of credit from your previous utility provider. Also, you must pay a \$15.00 service fee along with your deposit. Please call our main office at (865) 380-4700 and ask to speak to a New Service Representative for details.

[Back to Top](#)

Can I sign up for service over the phone?

No. In order to provide accurate and adequate service, you must come to our offices to sign up for services with a New Service Representative. Alcoa Electric must have proof of identification from customers who sign up for service.

[Back to Top](#)

Does Alcoa Electric offer budget billing?

No, at the present time the budget billing program has been suspended. For more information, [click here](#).

[Back to Top](#)

What do I do if my electric bill is high?

There are several reasons that your bill could be too high. The weather, faulty equipment, or lifestyle changes are the three main causes of high bills. For more information, visit the [Energy Saving Tips](#) page or [Request a High Bill Inquiry](#)

[Back to Top](#)

How can I save energy in my home?

There are many ways you can save energy in your home that can help you lower your electric bill and help the environment. Please visit the [Energy Saving Tips](#) section or visit TVA's *energy right* website at www.energyright.com.

[Back to Top](#)

Does Alcoa Electric offer a surge protection program?

Yes, AED offers several package options for its surge protection program. For option details of the program, [click here](#).

[Back to Top](#)