

Customer Services Center

If you wish to pay your water bill in person, Bell Buckle Town Hall is located at 8 Railroad Square. Office hours are from 8 AM till 12 Noon. There is a night deposit box located on the front door of the Town Hall for after hour payments. You also have the option of paying by mail at Post Office Box 276, Bell Buckle, TN 37020. Please bring your bill with you, or enclose the stub when paying by mail. If you have any questions regarding your bill, please call our office at 931-389-9513.

Meter Reading

Bell Buckle Water System reads all meters monthly. Our system requires that water meters be accessible at all times. This ensures accurate monthly meter readings and allows the meter reader to examine the meter box for damage or leaks. Any damage to meter or meter box other than normal wear and tear will be billed to customer. Please have all pets secured.

Payment Policy

Your water bill is mailed monthly on the last working day of the month. In order to avoid a late payment charge, payment must be received by us no later than the 10th of the month. Accounts overdue by the 1st of the following month are subject to be disconnected. Failure to receive bill does not relieve customer of payment and penalty. A fee will be charged on all returned checks.

Service Calls

A fee will be charged on any service call when the problem is determined to be the customer's responsibility.

Reconnection Policy

If your water connection is discontinued due to non payment, a reconnection fee is required before service can be restored. When payments are

received after 12 Noon, service may not be restored until the next business day.

Water Leaks and Adjustments

If it is determined that you have a water leak when we read your meter, we will contact you as soon as possible. If you discover that you have a leak, please contact us **after** the leak is repaired. Each customer is entitled to a leak adjustment one time per calendar year.