

HUB Collection Policy – If the gross amount is not paid within 5 calendar days after the “Due Date”, you will receive an automated phone call reminder as your final notice. Services will be disconnected 7 calendars days after this final notice if payment is not received and no other arrangements have been made with the Credit Department.

HUB Payment Options – Please include your bar-coded bill stub when paying bill.

- Automatic Bank Drafts – You may sign up for this option after having services for at least one year with no more than one late fee, no returned checks, and no disconnections for nonpayment. All drafts will be for the entire amount due each month and will be drafted on the due date.
- Credit Card or Debit Card Payments – Make a onetime payment through the Automated telephone system or set up Automatic recurring payment online or in the HUB office.
- Night Deposit Box – Located in back of main office building
- In Person – At 200 N. Roane Street in Harriman. Convenient drive thru lanes available!
- Telephone Payments – Available through the Automated telephone system. You must have your account number before using this system. Unfortunately, HUB employees can no longer handle credit payments over the phone.
- Online Internet Payments – www.hub-tn.com will allow you to sign up for viewing and paying your bill online.
- Internet/Phone payments must be made before 9:00 p.m. to receive credit for same day. Include penalty with payment made after 9:00 p.m.

Call before you dig – Please always call 1-800-351-1111 or 811 before digging. They will contact local utilities to mark service lines. Failure to call and have lines located will result in paying for repairs if you dig into a service line.

Gas customers – If you smell the odor of natural gas, immediately leave the premises and call HUB as soon as possible.

HUB Programs

Budget Billing – This spreads out your utility payments evenly throughout the year, so you will know what to expect each month. Open enrollment is in April of each year. To apply, you must have service with us for one year in order for us to get a 12-month average. Your payment will be based on that average. You must pay your bill in full to sign up on the program. Please come in person to apply for the program in April.

Warming the Hearts – Assistance program administered by Mid-East Community Action Agency through \$1 monthly donations by HUB customers as well as through charitable contributions by HUB employees. If at any time you wish to be exempted from the paying the monthly \$1 donation, please contact our customer service department and we will gladly remove the charge from your bill.

Green Switch – TVA is actively pursuing environmentally friendly energy and reducing the use of fossil fuels. One 200-kilowatt hour block of Green Switch is \$2.00. Purchased blocks are added to your monthly bill. For more info on this you may go to <https://www.tva.com/energy/valley-renewable-energy/green-switch>

eScore – Whatever the weather brings, you'll be ready. Make your home the best it can be. Sign up for Heat Pump Loans and Water Heater Rebates as well as get your eScore at www.2eScore.com or call 1-855-2eScore (1-855-237-2673) to find out how energy efficient your home is and what you can do to improve it.

Termination of Service. After services have been terminated you will receive only one final bill. If final bill is unpaid after 30 days the account will be turned over to collections.

MAILING ADDRESS: Harriman Utility Board
PO Box 434
Harriman, TN 37748

UTILITY ADDRESS: Harriman Utility Board
200 North Roane Street
Harriman, TN 37748

PHONE: 865-882-3242