

City of Pikeville
25 Municipal Drive
P.O. Box 225
Pikeville, TN 37367



Utility Customer Service
Phone: 423-447-2919
Fax: 423-447-2028
PikevilleUtility@Bledsoe.net

YOUR UTILITIES & BILLING

Payment Options

- **Bank Draft:** FREE! Never have a late fee or penalty again!
- **Online:** FREE! Pay online at <https://PikevilleTN.com/pay-my-bill/>.
- **Pay by Phone:** FREE! Call 423-447-2919 to pay by phone.
- **Mail:** Mail your payment to P.O. Box 225, Pikeville, TN 37367.
- **Drop Box:** Our drive-up box is located on the exterior wall to the left side of the front entrance, closest to the parking lot, of the Pikeville City Hall Building, 25 Municipal Drive. Use the drop box for cash, checks, money orders or cashier's checks. Drop box is checked once a day at 8am.
- **Pay in Person:** We are open Monday-Friday (except holidays) from 8am – 4pm. We accept cash, check, money orders, cashier's checks, and credit/debit cards.

Due Date, Penalties & Non-payment Collection

- Your due date is on or before 15th of each month.
- A 10% late payment penalty is added to your bill by the close of business day on the 15th of the month.
- If your bill remains unpaid five (5) days after the 15th, all services will be disconnected without any further notice.
- A \$25 reconnect fee must be paid if the service is disconnected for non-payment. Service will not be restored until the reconnection fee, along with the total amount due on the account is paid in full.

If You Cannot Pay Your Bill

We understand that financial emergencies can arise unexpectedly. If this happens to you, contact a customer service representative at (423) 447-2919, as soon as possible to discuss a payment arrangement.