

First Utility District Response to COVID-19

First Utility District of Knox County (FUD) is closely monitoring the Novel Coronavirus in the state of Tennessee as we continue to provide safe, clean drinking water for our customers. We have very capable and qualified certified operators who are highly skilled and will continue to operate our water and wastewater systems. In addition to this, we are actively monitoring guidance and data from both the World Health Organization (WHO) and the Centers for Disease Control and Prevention (CDC). One of our top priorities is to provide a safe environment for all of our employees while maintaining normal business operations in all areas of our Water, Wastewater, Collection and Distribution departments. We are taking appropriate actions and precautions regarding sanitization, travel restrictions and advisories, limiting access to our facilities, and actively encouraging any sick employees to stay at home.

If someone should have more specific questions about the coronavirus or our operations, please provide your contact information and one of our water quality experts will contact you with more in-depth information.

Respectfully

Bruce Giles

General Manager

First Utility District of Knox County



Where community comes first.

Responding to the Coronavirus (COVID-19) Outbreak

We at First Utility District prioritize your safety and the safety of our staff. As cases of the novel coronavirus (COVID-19) increase and spread throughout the country and the world, we are taking precautionary measures to protect the well-being of customers and employees. We are actively monitoring the virus and following guidance from state and federal agencies including the [Centers for Disease Control](#).

Managing Your Account Remotely

If you or someone you have been in contact with is suspected of having the coronavirus (COVID-19), we ask that you protect yourself and others by using these remote services:

- **Fudknox.org**
Access and manage your accounts safely and securely online, anytime, anywhere.
 - Bill pay
 - Sign up for new service
 - Cancel service
 - Set up draft/autopay
- **Mail Payments**
Payments addressed to First Utility District of Knox County can be sent to any of the following addresses:
 - P.O. Box 22580, Knoxville, TN 37933
 - 122 Durwood Road, Knoxville, TN 37922
 - Department 1340, P.O. Box 2153, Birmingham, AL 35287
- **Other payment options**
Additional payment options include:
 - Our night deposit box located at 122 Durwood Road
 - Payments are accepted 24/7 via phone at (865) 777-1071

If you have questions regarding any of these options, our customer service representatives are happy to assist you. We can be reached at (865) 966-9741. We know that the uncertainty of COVID-19 is concerning, and we will continue to monitor the impact of the situation in our region. We will provide further updates as they become available on our website and social media.