

**A NEW SERVICE PROVIDED BY**  
**THE**  
**UTILITIES BOARD CITY OF**  
**SYLACAUGA**

**A** new service will make responding to outage calls more efficient than ever before. The new system will use IVR (Interactive Voice Response) technology to answer outage calls from customers, giving on-duty personnel the ability to concentrate on dispatching crews and restoring service quickly. Customers will have the convenience of a dedicated number available when reporting an outage.

**YOUR ADDRESS, ACCOUNT,  
AND PHONE  
NUMBERS ARE VERY  
IMPORTANT**

The phone numbers in our records for your account is what links you to the outage reporting system, so please make sure that they are correct. If the phone numbers are incorrect, or if we don't have them listed, it may take longer to restore your service.

Should your telephone numbers change, please inform the Utilities Board of the current number.

***Thank you for your business!***

*Because your TELEPHONE NUMBERS are so important to the new dispatch system, it's critical that we maintain current phone numbers for your account. Please list your home number and cell numbers with the Sylacauga Utilities Board. **YES, IT IS EASY!***

**On a touch-tone phone call 256-249-0372**  
**(choose option 3 - and option 3 again)**

Or email your info. to: [sub@sylacauga.net](mailto:sub@sylacauga.net)

Or mail coupon to: Sylacauga Utilities Board

P.O. Box 207

Sylacauga, AL. 35150



Name on Account:

\_\_\_\_\_

Actual Building Address:

( No P.O. Box Please )

\_\_\_\_\_

Customer's Account Number:

\_\_\_\_\_

Home or Business Phone:

\_\_\_\_\_

Customer's Cell Number:

\_\_\_\_\_

Additional Telephone:

\_\_\_\_\_

Please check the box if your home telephone is a rotary dial type phone



**Please print, complete, and return this coupon  
to the Utilities Board  
P.O. Box 207 Sylacauga, AL 35150**