

# Need Gas Service?



This Brochure is designed to help you in attaining **Gas Service**, provided by the Utilities Board City of Sylacauga. We hope that the step by step plan as outlined below will assist you in making your valuable time count, as well as insuring your service is provided in a timely manner. Please take the time to read this brochure carefully.

**1. Where should I go to apply for gas service, and what documents do I need to bring with me?**

To establish an account with the Utilities Board for Gas Service, come by our Billing Office located at 301 North Elm Street Sylacauga between the hours of 7:30 AM until 4:30 PM Monday thru Friday.

The person establishing the account will need to be present. You should know your current address and the new address of the property to be served. Please have a picture ID such as a current drivers license. You will also need telephone numbers where you may be contacted.

**2. Need a new gas service? Is natural gas available in my area?**

If you are unsure as to the availability of Natural Gas Service in your area, please call the (SUB) Operations Center at 256-249-0372, and choose options 4, 2, 2, and 1. We will be happy to assist you.

**3. My property has had natural gas service in the past.**

If there has been service provided to this property in the past (existing service), it will show up on the computer at the Sylacauga Utilities Board (SUB) office by supplying the address. If there is a question about past service, please call the Gas Department at 256-249-0372 about availability of gas service to your property.

#### **4. How much will I have to pay to get Natural Gas Service?**

New Residential customers will be required to pay a \$550.00 connection fee, \$100.00 Deposit, and a \$25.00 Service Charge. **Total = \$675.00**

**NOTE:** The deposit for a customer with gas service only will be \$100.00

***An incentive program for waivers on the connection fee is outlined in Question 7.***

These fees will need to be paid, before a permit is issued to the Gas Fitter.

NOTE: The Connection Fees and Deposit for **Commercial/Industrial** customers may be obtained by calling the SUB Operations Center at 256-249-0372.

#### **5. Will I need a licensed gas fitter to install my natural gas piping system?**

The customer is responsible for hiring a **State of Alabama Licensed and Bonded Master Gas Fitter**, to install the gas line from the meter to and throughout the house or building.

The Master Gas Fitter is responsible for obtaining the appropriate permits for you, prior to any work being done.

**If you live within the City Limits of Sylacauga**, the Gas Fitter will need to obtain a permit from the Inspections Department at City Hall in Sylacauga.

**If you live outside the City Limits of Sylacauga**, the Gas Fitter will need to obtain a permit from The Utilities Board Billing Office, located at 301 North Elm Street, Sylacauga AL.

If you need a current list of the Local Licensed and Bonded Master Gas Fitters, please call the (SUB) 256-249-0372.

## **6. Where will my meter be located?**

In most all cases, the meter will be installed at the house or building by the Board. The connection fee (\$550.00) will cover the cost of installing the service line from the main to the meter, up to 150 feet in length.

For a service line in excess of 150 feet, the customer will be charged an additional \$1.50 per foot on their utility bill. Inquires about the length of service lines should be made to the Gas Department at (256) 249-0372.

## **7. Are any incentive programs available through the Utilities Board?**

The Utilities Board is offering waivers on the connection fee for the installation of water heaters, furnaces, ranges, and dryers. Maximum waiver is \$550.00.

**The Waivers are as follows:**

**Installation of a natural gas water heater: \$300.00**

**Installation of any one of the following natural gas appliances (Furnace/Primary Heat, Range, or Dryer): \$250.00**

**Option 1.** To apply for a complete **Waiver of the Connection Fee** in the amount of (**\$550.00**), you must have a **Natural Gas Water Heater and at least one other of the above listed appliances** installed by a licensed gas fitter. Once the water heater and additional appliance is installed, you should promptly schedule an appointment by the Gas Department to verify the installation. Upon approval, the Board shall approve the waiver. **Total Waiver = \$550.00.**

**OR**

**Option 2.** To apply for a partial **Waiver of the Connection Fee** in the amount of (**\$300.00**), you must have a **Natural Gas Water Heater** installed by a licensed gas fitter. Once the water heater is installed, you should promptly schedule an appointment by the Gas Department to verify the installation. Upon approval, the Board shall approve the waiver. **Total Waiver = \$300.00.**

**OR**

**Option 3.** To apply for a partial **Waiver of the Connection Fee** in the amount of (**\$250.00**), you must have either a **Natural Gas Furnace/Primary Heat, Range, or Dryer** installed by a licensed gas

fitter. Once the appliance is installed, you should promptly schedule an appointment by the Gas Department to verify the installation. Upon approval, the Board shall approve the waiver. **Total Waiver = \$250.00.**

In addition, upon request, the Utilities Board will provide you with a **\$300.00 rebate** for choosing to use a natural gas water heater.

**NO WAIVERS** will be approved without verification of the options listed above by The Utilities Board personnel. Failure to obtain waiver approval will result in the waiver being added to the utility bill. Please call 256-249-0372, to request and schedule the verification.

### **8. Who should I contact if I have a problem or question regarding my Gas Service?**

If you have a problem with your Monthly Utility Statement, please call the (SUB) Billing Office at 256-249-8501 and take options “2” and “0”.

If you have a problem at your meter, or if you smell gas at your home, please call the SUB Operations Center at 256-249-0372 and take options “1” and “2”.

After hours, please call 256-245-6402 and take options “1” and “2”.. The Utilities Board operates between the hours of 7:30 AM until 4:30 PM Monday thru Friday.

If you have any additional questions,  
please do not hesitate to call  
the Utilities Board City of Sylacauga  
256-249-8501 or 256-249-0372.

## **Gas Leak?**

**Call Us First!  
256-249-0372**

**After Hours, Weekends, Holidays  
256-245-6402**

