

Need Electric Service?



This Brochure is designed to help you in attaining **Electric Service**, provided by the Utilities Board of the City of Sylacauga. We hope that this step by step plan will assist in moving you thru the process easily, as well as insuring your service is provided in a timely manner. Please take the time to read this brochure carefully.

1. Establishing Electric Service

To establish an account with the Sylacauga Utilities Board for Electric Service, come by our Billing Office located at 301 North Elm Street, Sylacauga, between the hours of 7:30 A.M. and 4:30 P.M. Monday thru Friday.

- **THE PERSON RESPONSIBLE FOR THE ACCOUNT MUST BE PRESENT.**
- **SPOUSE'S NAME** (where applicable).
- You should know your **CURRENT ADDRESS**, and your **NEW ADDRESS**.
- Please bring your **PICTURE ID** such as a current **DRIVERS LICENSE**. We will also need your **DATE OF BIRTH**, and **SOCIAL SECURITY NUMBER**.
- Provide all **TELEPHONE NUMBERS** where you may be contacted.
- **EMPLOYER NAME & ADDRESS.**

The SUB Billing Office will accept Cash, Debit Cards, Visa & Master Card, and Personal Checks.

The SUB Operations Center does not accept payments of any type.

BILLING OPTIONS:

- You may wish to have your monthly utility bill drafted from your bank account (savings or checking) – **Bank Draft**.

- ✦ **Average Billing** is also available through the Sylacauga Utilities Board. For more information or to set up one of these services please ask one of our representatives.

2. New Electric Service

If you have questions about the availability of electric service to your property, call the Sylacauga Utilities Board Operations Center at 256-249-0372.

3. Cost for New and Existing Electric Service

A deposit is required at the time the account is established. An “all electric service” deposit is \$125.00, and “electric service” deposit is \$75.00. The service charge is \$25.00. Deposits for commercial and industrial customers will be two (2) months bill estimated by the SUB. Please call the SUB Billing Office at 256-249-8501 for these amounts. A permit for a new electric service is \$5.00.

4. Existing Electric Service

If electric service existed at this property in the past, it should show up on the computer at the Sylacauga Utilities Board (SUB) Billing Office by supplying the address. If there is a question about past service, or the availability of electric service to your property, please call the SUB Operations Center at 256-249-0372.

5. Wiring/Connecting a New Electric Service, Inside and Outside the City Limits of Sylacauga

If you live within the city limits of Sylacauga, you will need a licensed electrician to wire your new electric service. The licensed electrician will be required to obtain a permit from the Inspections Department at City Hall. The electrician will pick up your meter base from the SUB Operations Center. We will connect your service after receiving approval from the city inspector and deposits are on file.

If you live outside the city limits, you must obtain your permit from the SUB Billing Office. Please bring the permit with you to pick up your meter base at the SUB Operations Center at 1414 Edwards Street. We will connect your service after a visual inspection.

6. Four Steps for New Electric Service

- (1) The customer will pay a deposit and a work order for new electric service will be generated at the SUB Billing Office.
- (2) A permit must be obtained for a new electric service.
- (3) Once the permit has been acquired, the meter base may be picked up at the SUB Operations Center.

(4) After approval by the inspector, the electric service installation will be scheduled by the SUB Operations Center.

You may call the SUB Operations Center, 256-249-0372, at any time to inquire when your new service is scheduled.

7. Problem with Your Electric Service

If you have a problem with your bill, please call the SUB Billing Office at 256-249-8501 and take options “2” and “0” for the operator.

If you have a problem at your meter, please call the SUB Operations Center at 256-249-0372 and options “1”, “1”, and the appropriate problem code.

If you have any additional questions, please call the Sylacauga Utilities Board at 256-249-8501.