



## **ALEXANDER CITY GAS DEPARTMENT**

Post Office Box 552 – Alexander City, Al 35011

Telephone (256) 409-2070 – Fax (256) 409-2071

### City Utility Customers:

The City of Alexander City Gas Department operates under the authority of the Pipeline and Hazardous Materials Safety Administration. We provide utility services to the residents, businesses and industries of the greater Alexander City area. Since the City provides multiple utilities as a service; the City takes no responsibility for these utilities beyond the meter. The Pipeline and Hazardous Materials Administration regulations require that we “make safe” any unsafe condition. If you smell gas inside or outside, at any time, please call the Alexander City Gas Department or 911.

When a request for natural gas service is made, the City’s policy will be to turn the utilities on at the City side of the meter and off at the customer valve on the right side of the meter. If there is no cutoff valve on the customer side, a clock test may be performed on the meter and the gas left on. **We recommend the customer have all gas equipment inspected, serviced and started up by a qualified licensed professional (plumber/heating or air conditioning professional).** You can find HVAC professionals in the yellow pages of your phone book. If you need additional help locating a qualified professional call the Alexander City Gas Department.

**If at any time you smell gas or have any other gas related problems, please call the Alexander City Gas Department.** The Gas Department will correct any gas related problems on city equipment and assist the customer in identifying any problems on the customer side of the meter at no charge.

The Alexander City Gas Department will make every effort to cooperate with plumbers and service personnel. We must however, consider the City’s liability and operate our system according to the federal code and in a safe and efficient manner.