

Utilities – New Services, Transfers, Disconnects

Business Hours: Monday – Friday 7:30 am – 4:00 pm

Work Orders to add/change/terminate Utility Services are scheduled for the next business day.

To Establish New Services/Transfers

The following documents are required:

- Proof of Ownership/Lease Agreement
 - Lease must include the Tenant’s Name and Service Address
 - Must be an original document
 - Handwritten/altered documents will not be accepted
- Two (2) forms of State/Government issued ID (one must include a photo)

To Disconnect Services

- Email “Disconnect Utility Services” Name, Account Number, property address and forwarding address to utilities@alexandercityal.gov
- Fax “Disconnect Utility Services” Name, Account Number, property address and forwarding address to [256-329-6711](tel:256-329-6711).
- In person at City Hall Utilities, present picture ID and forwarding address.

If you have any questions, you may contact our office by email at utilities@alexandercityal.gov or by calling 256.329.6700 option 1.