



DR. R. GRIFF GORDY
Councilmember At Large

STEVE BAILEY
Councilmember District 1

EDDIE N. LOWE
Mayor

VICKEY CARTER JOHNSON
Councilmember District 2

ARTHUR L. DAY, JR.
Mayor Pro Tem / District 3

WALLACE B. HUNTER, City Manager

MELONY LEE, City Clerk

STEPHEN C. SMITH, Utilities Director

MEDIA RELEASE

Phenix City Utilities Department

The City of Phenix City Utilities Department is taking steps in coordination with state and federal emergency declarations in order to provide continuity of utility operations in light of the COVID-19 Pandemic. Phenix City Utilities is moving forward with an abundance of caution and taking the following preventative measures:

Effective Monday, March 23, 2020

The Utilities lobby will be closed to the general public. This action is being taken to maximize the security of health and safety of our employees, as well as the general public. Phenix City Utility employees will continue to provide city utilities and services to its customers.

One-on-one transactions (i.e. new service, transfers, and turn-offs) may be scheduled with the appropriate staff or by email correspondence.

Utility payments will be accepted at the drive-thru window during normal business hours; Monday through Friday, 8 a.m. to 5 p.m. Eastern Time. We encourage you to enroll in our convenient online bill pay through the city's website at <https://phenixcityal.us/utilities/bill-pay/> or use the drop box located next to the drive-thru window. You may also make payments by phone during business hours by calling 334-448-2880 and speaking with a Customer Service Representative.

We appreciate the patience and understanding of our customers during this uncertain time. Please visit the city's website at <https://phenixcityal.us/COVID19> for the latest updates regarding the Utilities Department, as well as other city facilities.