

PIPELINE



From Customer Service to The Cattle Farm

David Clayton has worked for DeKalb-Cherokee Counties Gas for 24 years. These days you'll find David working in customer service, appliance sales and also as a crew chief.

David is accustomed to wearing many hats in his work and home life. Born and raised in Collinsville, when he isn't helping customers at DC Gas, he is working the cattle on the family farm where he lives. David is a cattle farmer with "50 mama cows and calves."

He and his wife of 34 years, Becky, have

two beautiful granddaughters and are members of the Liberty Hill Missionary Baptist Church.

David said in their downtime, he and his family enjoy visiting the beach as well as national parks, adding their favorite trips have been to the Grand Canyon in 2015, and Yellowstone National Park, Grand Teton National Park and Jackson Hole, Wyoming in 2019.

Stop by the office and say hello to David. He will be happy to assist you with questions about your gas appliances, as well as purchases.



David Clayton
Customer Service



Water Heater Facts

1. If you've had the same-old tank water heater 10 years or longer—the standard life span—it's smart to consider replacing it before it starts leaking or quits heating and leaves you without hot water.
2. Many tank water heaters only have a six-year warranty.
3. Older water heaters are less efficient than newer models.
4. Natural gas water heaters heat quicker and cost less to operate than

many electric models.

5. Natural gas tankless water heaters can be up to 35% more energy efficient than many tank water heaters.
6. Natural gas tankless models can last up to 20 years or longer.
7. All water heaters need regular service and maintenance to ensure safe operation.
8. Now is a good time to make the switch to a new natural gas water heater.

Committed to our Community

At DC Gas, the only thing greater than our commitment to customer service is our commitment to the safety and well-being of our customers, our community, and our employees. As the country continues to fight the COVID-19 pandemic, we are responsibly putting policies in place to aid in our response.

We are maintaining office hours of Monday-Friday 8:00am – 4:30pm, but will operate by telephone and drive-through window only, as long as needed. As always, our telephone lines are attended 24 hours per day and 7 days per week should you need us outside of normal business hours. If you need us we are only a phone call away.

Additionally, before employees are dispatched to a customer's home for a service call, we will ask the customer a series of questions to determine the risk of exposure. If our team believes that risk of exposure exists, the service call will be rescheduled if possible. If the service call is an emergency, precautions will be taken by our employees. Our employees will utilize judgment before scheduling a service call and after arriving at a customer's home, in order to determine the best approach for protecting all parties. Again, our commitment to customer service remains, and our ability to meet your needs regarding essential services continues.

We encourage our customers to make payments in the following ways:

On our website at dcdgas.org

By phone at: 1-844-608-6679

By mail with bill stub to:
DC Gas
P.O. Box 680376
Fort Payne, AL 35968

Drive-through & night drop locations:
Fort Payne Business Office
1405 Gault Ave S
Fort Payne, AL 35967

Centre Business Office
1111 W. Main St.
Centre, AL 35960



Did You Know?

- ✓ DC Gas provides our customers \$300 toward the purchase of a new natural gas water heater.
- ✓ We keep Rinnai tankless water heaters, A.O. Smith and Rheem tank water heaters in stock in our warehouses, ready for your plumber or our crews to install.
- ✓ DC Gas can finance the cost of a new water heater and installation for our customers.
- ✓ Our personnel are trained and certified to install and service your water heater.



The Rinnai tankless water heaters, which DC Gas stocks, come in several models and sizes that are WiFi-ready. Many also come with a warranty for parts and labor.



Rinnai High Efficiency Tankless Water Heater

Model#: RL75
\$530*



Rinnai SENSEI Tankless Water Heater

Model#: RUR1991N
\$1312*

* Listed price includes \$300 rebate offered to DC Gas customers for installing a natural gas water heater. This rebate is for DC Gas customers only.

TOP Tips for Grill Maintenance

Broil King suggests performing annual maintenance on all its models to ensure optimal performance, safety and efficiency.

Burners and venturi tubes can be removed and cleaned to eliminate any blockages. The interior of the cook box can be scraped clean. Then, we recommend vacuuming away the debris. The exterior of the cook box can be cleaned with a mild soap and water solution. Use stainless steel cleaner for exterior stainless cook boxes.

As always, call DC Gas if you need assistance.

- **BONUS TIP:**
- **In the summer months, when you purchase a new grill from DC Gas, we will deliver it and haul away your old grill.**

Gear Up for Summer with a NEW Grill from DC Gas

DC Gas now stocks Broil King natural gas grills. Current models in stock include our bestseller, the Baron Stainless Steel 440 grill, and the Monarch 320. Broil King is manufactured in North America and offers a limited lifetime warranty on its cast aluminum cook box components and up to 10 years on its tube burners.



Broil King Baron S440 Grill

Model#: 922567 BARON
\$629



Broil King Monarch 320 Grill

Model#: 834257 MONARCH
\$399

View a full list of grills available at dcbgas.org/appliances/grills.