



Piedmont Natural Gas Lamp Fact Sheet

Piedmont provides free replacement mantle services. Residential Homeowner must place a service call by calling 1-800-752-7504.

Press 2 for Residential

Press 0 to speak to a Customer Service Representative

Tell the Representative that you wish to place a Service Call to send a Technician to replace non-working, or burned-out mantles AND to make sure that the mantles stay lit once completed. Ask for the technician to clean the glass as well.

IF the Piedmont Technician states that they cannot replace mantles and keep them lit, you will have to call Piedmont again and request Repair Service. Repair Service may be either free of charge or charged hourly.

IF Repair Service states that Piedmont cannot repair the gas lamp to a working condition, you MUST tell the Technicians to turn OFF the gas at the lamp AND at the meter.

There are several options that you can take to achieve a compliant lamp. Ranging from expensive, to maintain natural gas use, to inexpensive by switching to Electric, Battery, or Solar. Alternative options listed below are not mandatory but only suggestions that are currently operating in our community.

- 1) Contact an HVAC company to diagnose and possibly dig and repair the gas line.
 - a) HVAC companies are licensed/insured for gas line clog blow-outs and repairs in Tennessee
 - b) Piedmont no longer has recommendations for companies to use per their website
- 2) Replace existing lamp with Electric powered lamp
Electric self-installation option - \$100
www.gaslightconversions.com/kits.html
- 3) Replace existing lamp with Battery powered lamp
Battery Powered Lutec 12513LE-SL-head LED: \$150
www.lutec-lighting.com
- 4) Replace existing lamp with Solar powered lamp
Solar Powered from Amazon: \$50 for Two-Pack
SEARCH for: Derynome Fence Post Solar Light, Waterproof Solar Power Outdoor Light for 4x4

For Battery or Solar Installation Assistance please reach out to Bradley Dubowsky
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