

Newnan Utilities Employees Honored For Years Of Service

Newnan Utilities recently honored 17 employees who celebrated milestones for their years of service and dedication. Congratulations to these fine employees, honored for a combined 245 years of service!

"It is an honor to work alongside such dedicated folks," said Jeff Phillips, General Manager. "It is rare these days to find a place that has employees who have worked there twenty, thirty, even forty years. There's something special about the commitment our employees have to, not only our organization, but more so to our customers and our community."

5 Years

- Liz Avila
- Clay Brown
- Justin Bruce
- Brian Kilby
- Travis Legg
- Adam Pannell
- Mark Taylor

10 Years

- Donald Barber
- Betsy Burnette
- Thomas Mewborn

20 Years

- Rex Dunson
- Lisa Maddox
- Jeff Phillips

25 Years

- Forrest Copeland
- George Lee

30 Years

- Chris Benning

40 Years

- Tony Lane



Carl Miller Park Hours

Seasonal park hours starting on Sunday, March 10th:

- Open Daily 8:00am to 8:00pm
- Splash pad opens Monday, April 1st 10:00am to 7:00pm Daily

Pavilion reservations at Carl Miller Park are available to customers free of charge.

Scan below to reserve a pavilion:



770-502-0226
TrueNaturalGas.com

- Great Low Rates
- Outstanding Customer Service
- True Rewards Program



70 Sewell Road • Newnan, GA 30263 • 770-683-5516 • NewnanUtilities.org

To sign up for the City of Newnan's community e-newsletter, scan the QR code.



Page 2 / Customer Survey...
... we're proud of our high ratings for customer satisfaction



Page 2 / Caring Customers...
... spotlight on local nonprofits and recent grants



Page 3 / Community Outreach...
... our employees offer time and talents to local events



Page 4 / Employees Celebrated...
... for service milestones from five to forty years

NU CURRENTS

Keeping our valued customers current on all things water, power, and resource conservation.

2024

First Quarter

The Importance Of Calling Before You Dig

Calling 811 before digging in your yard is crucial because it allows you to request a utility locate service, also known as "811 Call Before You Dig." This service helps prevent accidental damage to underground utility lines. Here is why it's crucial to call 811:

- Safety:** There are various underground utilities such as gas, water, electricity, and telecommunications cables. Accidentally hitting these lines while digging can pose serious safety risks, including the potential for electrical shocks or water contamination.
- Legal Requirements:** In Georgia, state law requires contacting 811 before any digging activities. Failure to do so may result in fines and legal consequences.
- Prevent Service Disruptions:** Hitting underground utility lines can disrupt essential services for your property, neighbors, and the community. It can lead to service outages and increased repair costs.
- Cost Savings:** Accidental damage to utility lines can result in significant repair costs. By calling 811 and having the utility lines marked, you can avoid these expenses and potential liability for damages.
- Efficiency:** The 811 process helps in the efficient planning and execution of construction or digging projects. Knowing the location of underground utilities in advance allows you to adjust your plans to avoid potential conflicts and delays.
- Environmental Protection:** Damage to underground utility lines can lead to environmental hazards, such as soil contamination or the release of harmful substances. Calling 811 helps prevent such incidents and protects the environment.

I'm planning to dig.
How does 811 work?



1. Call 811 or go to Georgia811.com a few days before digging to request that buried utilities in your yard be marked.
2. Wait a few days for all utilities to respond to your request.
3. Confirm that all utilities have responded.
4. Respect the utility marks or flags.
5. Dig carefully around buried utilities.



Calling 811 is a simple yet essential step to ensure safety, comply with legal requirements, prevent disruptions, save costs, and contribute to your community's overall efficiency and well-being when undertaking digging or excavation activities.

2024 Customer Satisfaction Survey

Thanks to all who took the time to participate in our annual survey. We're proud of our customer satisfaction and reliability ratings!

93% Overall Satisfaction Rating
Very Satisfied / Satisfied

96% Reliability Rating
Very Satisfied / Satisfied

92% Customer Service Staff Knowledge & Courtesy
Very Satisfied / Satisfied

95% Outside Field Crews Knowledge & Courtesy
Very Satisfied / Satisfied

“ I've been a customer for 12 years . . . service has always been excellent. ”

“ All field employees have been so helpful! ”

“ Always very helpful, understanding, and knowledgeable. ”

Caring Customers is a program of The Newnan Utilities Foundation. The Foundation is a 501(c)(3) nonprofit organization committed to supporting charitable causes that improve the quality of life for the citizens within the communities we serve.



Caring Customers Spotlight: Chattahoochee Riverkeeper



Chattahoochee Riverkeeper's mission is to advocate and secure the protection and stewardship of the Chattahoochee River, its lakes, tributaries, and watershed, to restore and preserve the ecological health for the people and wildlife that depend on the river system.

With a recent grant from Caring Customers, they gave essential scholarships to 100 students from Ruth Hill Elementary and Arnall Middle School to experience the West Point Lake Floating Classroom program.

Cathrine Nolan, a teacher at Arnall Middle, shared, "Hands down, the students loved the boat and the hands-on activities on the lake. I also thought it was terrific! I would love to bring my students again next year!".

chattahoochee.org

Recent Caring Customers Grants

Hope Global Initiative | Project: Project Unity
Funding will cover a portion of the cost to complete a state-of-the-art court in the most under-served community in Newnan, "Chalk Level," to provide a 24/7 safe location for kids and teen boys to get off the street.
hopeglobalnewnan.com

Angel's House | Project: Multipurpose Recreation Area
Funding will cover a portion of the cost to provide a recreation area with pickleball and basketball to improve foster children's physical, mental, and social well-being.
theangelshouse.org

Newnan Utilities In Our Community

Newnan Utilities is committed to serving our customers and to our entire Newnan community. From sponsoring the beautiful flower baskets in downtown Newnan, supporting nonprofits through our Caring Customers program, to volunteering at events and supporting local schools, Newnan Utilities loves to be out and about serving our community.



Arnco-Sargent Water Plant Tour



Madras Career Day

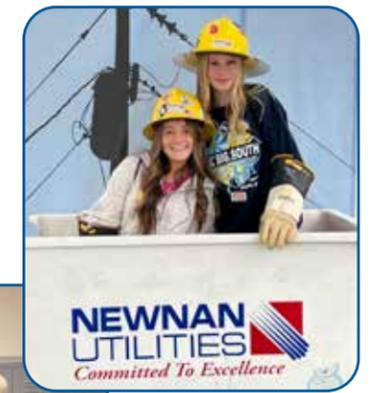


Coweta CASA Foster Family Holiday Party



The goal of Coweta Works is to introduce students to high-demand occupations within our county and help them identify the educational and vocational resources available to achieve their goals.

Crews from the Electric, Facilities & Grounds, and Collection & Distribution crews participated in the event at the Central Education Center. They educated over 2,200 local 8th grade students about their careers and the education/training needed to obtain those careers.



2024 Holiday Office Closures

Good Friday - March 29
Memorial Day - May 27

Independence Day - July 4
Labor Day - September 2

Thanksgiving - November 28 & 29
Christmas - December 24 & 25

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