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... in Georgia communities impacted  
by recent storms



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... employees donate their time and  
talents to local causes



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... awarded to local charities benefit  
our community



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... at Newnan Utilities, safety is always  
our top priority

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# NU CURRENTS

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

2024

Fourth Quarter

## Protecting Our Customers From Scams And Staying Cyber-Secure

At Newnan Utilities, keeping you informed and secure is a top priority. We've been alerted to scam activity in our service area, and we want to ensure you know what to expect—and what to avoid—when it comes to communication from us.

### What to Expect from Newnan Utilities:

1. **Text Messages About Your Bill:** We may send secure text messages with convenient links to view and safely pay your bill. These links are designed for your security and ease of use.
2. **Service Alerts:** We may also reach out via text to provide important updates about water leaks, power outages, or service restorations, intended to keep you informed in a timely manner.

### What You Should Not Expect:

- **Door-to-Door Solicitations for Water Samples or Payments:** Newnan Utilities staff will never go door-to-door requesting water samples or collecting payments. If anyone claiming to represent us appears at your door for these reasons, it is a scam.
- **Phone Calls Requesting Payment:** We do not call to demand payment or personal information. Payments can be made securely online, by mail, at our office, or via secure text links.
- **Access to Property:** During a boil water advisory, we use hydrants or outdoor spigots to collect water samples.

### Tips for Keeping Your Information Secure:

- **Be Cautious with Personal Information:** Never share your account details, social security number, or bank information with anyone who contacts you unexpectedly.
- **Verify Before Acting:** If you're ever unsure about a message or a person claiming to be from Newnan Utilities, call us directly at our official number to confirm.
- **Stay Alert:** Scammers may use high-pressure tactics to trick you into providing sensitive information. Trust your instincts and contact us if something doesn't feel right.

By staying informed and alert, we can work together to prevent scams and keep our community safe. If you have any questions or concerns, please reach out to us at 770-683-5516. We're here to help ensure your security.

## Mutual Aid

Newnan Utilities linemen have recently been on the front lines, providing critical support to communities impacted by recent storms. After assisting with recovery efforts following Hurricane Debby and Francine, our crews were deployed again to respond to the destruction caused by Hurricane Helene.

Our linemen traveled to Douglas and Sandersville, GA, where they worked long hours alongside local crews to repair storm-damaged infrastructure and restore power. Their efforts played a vital role in helping these communities get back on their feet after the devastation caused by Helene.

We're incredibly proud of their dedication, hard work, and willingness to help communities in need during these challenging times.



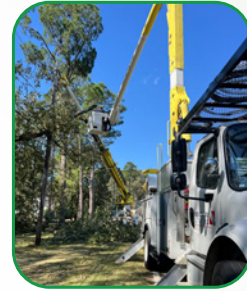
*Hurricane Debby*



*Hurricane Francine*



*Hurricane Helene  
Douglas, GA*



*Hurricane Helene  
Sandersville, GA*

## Serving Our Community



*Forward Coweta Summit*



*Arbor Springs Career Day*



*Newnan Crossing Water Plant Tour*



*Canongate Career Day*



*Western Career Day*



*Newnan Citizen Academy Tour*



*Newnan Youth Council Tour*



*Coweta Water Education  
Team Tour*



*Newnan-Coweta Habitat for  
Humanity Golf Tournament*

# Caring Customers Grant Update: More Music Foundation, Inc.



In 2023, a Caring Customers grant supported the More Music Foundation's Christmas in Coweta program, which funded:

- 12 keyboards and 8 acoustic guitars to local students
- 6 group lessons held at Ruth Hill Elementary School

This grant brought the joy of music to Coweta's youth, sparking creativity and inspiration. Thank you to our customers for making this positive impact possible!

## Recent Caring Customers Grants

### More Music Foundation

Project: More Music For Christmas

Purpose: A \$2,500 grant will enable the More Music Foundation to provide 20 new instruments to Coweta County students in need, in partnership with Christmas in Coweta (Bridging the Gap).

[moremusicfoundation.org](http://moremusicfoundation.org)



### Coweta Community Foundation

Project: Coweta Community Service Team Program

Purpose: A \$1,000 grant will help the Coweta CST empower local high school students through service on nonprofit boards and local projects, fostering leadership and civic responsibility.

[CowetaFoundation.org](http://CowetaFoundation.org)

### Chattahoochee Riverkeeper

Project: West Point Lake Floating Classroom

Purpose: A \$2,500 grant will fund scholarships for 83 underserved Coweta students to explore the Chattahoochee River and study water conservation aboard Miss Sally.

[chattahoochee.org](http://chattahoochee.org)



## Meet Our Two Newest Caring Customers Board Members



Volita Almon



Sandee Crain



Have you updated your phone number since starting service with us? Keep your contact info current to get alerts about **power outages** or **possible water leaks**. Contact one of our Customer Service Representatives today to update your info and stay in the loop!

770-683-5516 • [info@NewnanUtilities.org](mailto:info@NewnanUtilities.org)

# Committed To Safety



## CPR Training For Lifesaving Readiness

Our employees recently completed hands-on CPR training, renewing their certifications every two years. This commitment ensures our team is ready to respond confidently in any emergency.

Thank you to **Coweta County Emergency Management** and the **Coweta County Fire Department** for collaborating with us to prioritize community safety and education.

## 911 Safety Luncheon



- **Detailed 911 Calls Matter:** Provide specific information, such as gas line size or injury status, when calling 911.
- **Guiding Responders:** In remote locations, meet emergency responders at landmarks to lead them to the scene.
- **Texting 911:** In situations where speaking isn't possible, 911 can be reached via text.

Safety Manager Wright Arnall pictured with Michael Terrell and Stephanie Shorter from Coweta County Emergency Management

## Home Fire Safety Luncheon

- **Electrical Safety:** Avoid using extension cords for permanent wiring to reduce fire risk.
- **Smoke Detectors Save Lives:** Ensure they are functional for early fire warnings.
- **Rapid Response:** Crews equipped with 1,000-gallon tanks can respond quickly within a 5-mile radius.



**Park Hours Update & Holiday Closing**  
 8:00 am - 6:00 pm  
 Thanksgiving: Closed November 28  
 Christmas: Closed December 24 and 25  
 New Year's Eve: Closes 4:00 pm  
 New Year's Day: Closed January 1

**Holiday Office Hours**  
 Thanksgiving: Closed November 28 & 29  
 Christmas: Closed December 23, 24, and 25  
 New Year's Day: Closed January 1  
 Power & Water Support: Available 24/7 • Call 770-683-5516

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- Outstanding Customer Service
- True Rewards Program

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

