



June 24, 2020

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Newnan Utilities Announces August 3, 2020, Return to Late Fees, Non-Pay Service Fees and Service Disconnections for Past Due Balances.

We remain committed to providing our customers with continued high-quality, safe, and reliable service, keeping our customers' lights on and water flowing. Our commitment is taken to an even higher level during challenging times like those we currently face. The COVID-19 pandemic has brought about new challenges for all as we have travelled uncharted territory. We certainly hope you have felt our support, reassurance, and a sense of togetherness during this time.

During the COVID-19 pandemic, we have waived late fees and have temporarily suspended disconnections for nonpayment. For qualifying residential customers, we have provided financial support for utility bills through the Utility Assistance Grant Program and special payment arrangements. For commercial customers, we have customized payment arrangements to help ease the financial strain currently facing many. On August 3, 2020, we will resume charging late fees, non-pay service fees, and service disconnections.

As we move toward returning normal business operations, we ask customers to make us aware of financial hardships they are facing that may prevent paying utility bills on time. Please contact our customer service department to discuss payment arrangement options at 770-683-5516.

We have many options for making payments, including online at NewnanUtilities.org and by phone at 770-683-5516. We are happy to report that the reopening of our lobby at 70 Sewell Rd., is running smoothly and precautionary measures are being followed by customers and staff to limit exposure to COVID-19. Our Wahoo Creek location at 315 Millard Farmer Industrial Boulevard remains closed currently. We will continue to maintain compliance with CDC and State of Georgia regulations to take every precaution to keep you and our staff safe in our lobby.

"We are here to help. Please let us know what we can do to continue supporting you during this time."
Dennis McEntire, General Manager, Newnan Utilities.

A reminder: Carl Miller Park reopening date is July 6, 2020. We are looking forward to hearing the laughter of children and seeing visitors enjoying park amenities once again. Please visit our website at NewnanUtilities.org to learn about what you need to know before you visit the park.