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Caring Customers



SouthernArcDance.org



SistersForSociety.org



NCHSrescue.org

In 2022, 865 Newnan Utilities customers joined and participated in our Caring Customers program. As a result of their generosity, more than \$20,000 was donated in 2022 to over 10 nonprofit organizations.

We invite all our customers, both residential and commercial, to join our Caring Customers program.

How it works:

Through residential and commercial monthly statements, Newnan Utilities customers have the opportunity to donate to the communities we serve through Caring Customers. Monthly levels of giving from which to choose are \$1, \$3, \$10 and \$50.

100% of the funds collected from our Caring Customers initiative are donated to local, qualifying nonprofit organizations and all donations made to the program are tax deductible.

We hope you will register to partner with us for Caring Customers. The registration is simple:



- Scan the QR code, which will take you directly to the registration
- Or indicate on your statement the amount you choose to give each month
- Or complete an online registration form at NewnanUtilities.org/enroll
- Or call Newnan Utilities customer service at 770-683-5516 to register



Helping Our Neighbors After Tornado Strikes

Newnan Utilities crews are always willing to help neighbors in their time of need. Twelve employees from several departments at Newnan Utilities went to LaGrange and Griffin in January to help with power restoration following the storms that came through Georgia. Crews helped set new poles, restored power, and helped to clear trees and debris from streets.

2023 Holiday Office Closures:

- Good Friday - April 7
- Memorial Day - May 29
- Independence Day - July 3 & 4
- Labor Day - September 4
- Thanksgiving - November 23 & 24
- Christmas - December 25 & 26



From the first water supply in Newnan from Bolton Spring in 1893, to the first flicker of electricity that lit a downtown Newnan street corner, Newnan Utilities has been committed to delivering the services that enhance the quality of life throughout Newnan. In our second century, Newnan Utilities continues to light and lead the way.



Page 2 / PAPERLESS BILLING ...
... is quick, secure, and saves time and resources



Page 2 / HELPING COMMUNITY ...
... Newnan Utilities' employees make a difference in Coweta County



Page 3 / CUSTOMER SURVEY ...
... results are in! We're proud of our excellent customer satisfaction scores



Page 4 / CARING CUSTOMERS ...
... helps nonprofit organizations right here in Coweta County

NU CURRENTS

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

2023

First Quarter



Rate Update

"Like everyone in our country, Newnan Utilities has felt the effects of recent inflation and supply chain challenges," said Jeff Phillips, General Manager for Newnan Utilities.

"We were able to absorb much of the increase during 2022, but to maintain the same level of service that our customers have come to expect, to properly maintain our systems so we can provide high-quality water and wastewater services, and continue to add environmentally-friendly generation resources to our electric portfolio, we had to make the difficult decision to increase our rates for the first time in four years. This change will go into effect beginning with the April 2023 statements," said Phillips.

A typical 1,000 kilowatt hour residential electric bill will increase by an average of \$12.23 per month. A 5,000 gallon monthly residential water bill will increase by \$2.65, and the sewer bill will increase by \$1.94.

"We did not take this decision lightly and worked to make sure that we were doing all we can to lessen the impact to our customers without sacrificing the service you have come to expect and deserve," said Phillips.

We are committed to helping you understand how to conserve water and energy through our social media channels and public outreach. We also provide free leak detection kits to help customers find hidden leaks and reduce water usage.

For electric and water conservation tips, as well as the updated rates, please visit NewnanUtilities.org.



← SCAN For Energy Efficiency Tips



← SCAN For Water Conservation Tips

Save Time, Save Resources With Paperless Billing

SIGNUP IS EASY!



Scan the QR code to log into your account, then select "Bills & Payment"

On-the-go convenience

Secure payment gateway

Reduced Carbon Footprint

Saves money on stamps & envelopes

Newnan Utilities In Our Community

Newnan Utilities is committed to serving our customers and our entire 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.



Employees participated in the Newnan Junior Service League's annual Can-A-Thon. The event was dedicated to our late employee, Jermaine Stephens. Thank you NJSL, for honoring Jermaine's legacy and commitment to the community he loved!



NU Recycles, along with Keep Newnan Beautiful, hosted a rain barrel workshop for residents



General Manager Jeff Phillips spoke at Cancer Treatment Centers of America about the importance of community involvement as an organization



Employees participated in Newnan's Christmas parade with their families



Employees purchased Christmas gifts for children off the Atkinson Elementary angel tree



Employees addressed Madras Middle School students on Career Day

2023 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
- 95%** Reliability Rating
Very Satisfied / Satisfied
- 94%** Customer Service Staff Knowledge & Courtesy
Very Satisfied / Satisfied
- 94%** Outside Field Crews Knowledge & Courtesy
Very Satisfied / Satisfied



Employee Textile Recycling Drive

Did you know that the average American throws away 82 pounds of clothes each year? Clothes can take up to 40 years to decompose in a landfill, with only 15% of textile waste being recycled.

From November to January, Newnan Utilities employees participated in a textile drive, collecting more than 1,200 pounds of textiles. These included items like clothes, shoes, sheets, comforters, blankets, even a wedding dress! We're proud of our employees for helping us keep these textiles out of landfills.



2022 Recycling Totals



770-502-0226
TrueNaturalGas.com

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

