



FIRST QUARTER 2013

nuNews

YOUR COMMUNITY CONNECTION FROM NEWNAN UTILITIES

CUSTOMER SATISFACTION

Survey results show high approval rating



Newnan Utilities recently reached out to our customers for feedback on our services and support. The January, 2013 online Customer Satisfaction Survey

compiled responses from over 900 customers on a variety of topics.

Here are survey highlights:

Very Satisfied to Somewhat Satisfied

Overall Satisfaction	96%
Service Reliability	98%
Outside Field Crews	99%
Carl Miller Park Attendants.....	98%
Online Park Pavilion Reservations	95%

Thanks to all who participated in our survey. All participants were entered in a random drawing. Five lucky winners received \$100 gift certificates. We always appreciate customer feedback, positive or negative. To share your comments or concerns, please email us at info@NewnanUtilities.org or call 770-683-5516.

GOING MOBILE

NewnanUtilities.org is now smartphone-friendly

Site visitors using mobile devices now have an easier way to contact us and access important information. NewnanUtilities.org automatically detects the type of device you're using, then displays the appropriate desktop or mobile version.

The mobile site features the materials customers access most frequently:

- **Construction Alerts** displays real-time status reports on street closures and projects involving our construction and repair crews.
- **Street/Security Light** repairs can be requested via a mobile form.
- **Contacts** are available in convenient touch-to-call and touch-to-email formats.
- **Maps** with driving directions are provided for all facilities, offices and Carl Miller Park.
- **View Full Site** link directs users to the complete desktop website



Instantly access our mobile site with your smartphone barcode reader application.



MOBILE BILL PAY!

2 DEPARTMENT SPOTLIGHT

Meet our Customer Service team, the people our customers depend on for fast, friendly help

3 SMART HOME INNOVATIONS FROM CES

This year's Consumer Electronic Show unveiled a wealth of new technology for the home

4 NEW DAY, NEW WAY

The City of Newnan's sanitation initiative expands service without increasing rates

Department Spotlight: Customer Service



Left to right: Sydney Brown, Lane Pope, Englysha Clements – Customer Service Manager, Teresa Norton, Lisa Maddox, Toni Williams, Erin Jeffs, Not pictured: Misty Smith

Customers visiting or calling our office can depend on quick, courteous help from our Customer Service Representatives. Our team is highly skilled in all areas of service and support, including:

- Providing outstanding service to all customers, vendors and Newnan Utilities employees
- Assisting customers with billing inquiries
- Cashiering
- Setting up new accounts
- Processing incoming and outgoing calls and correspondence
- Helping customers with delinquencies and payment issues



Quarterly E-Newsletter Filled With Energy Efficiency Tips

Green Street News is a non-promotional communication tool designed for our residential customers. It focuses on ways homeowners can improve energy efficiency and save money.

Here's a sampling of what you'll find in your quarterly issues of *Green Street News*:

- Access to an easy-to-search *Energy E-Library*, filled with valuable resources
- Ways to lower your energy consumption
- Suggestions to help your family reduce your carbon footprint
- Tips to consider when purchasing new electrical appliances
- Ways to live a greener lifestyle and better manage power and water resources
- Updates on leading-edge energy technology

To sign up for *Green Street News*, please visit the "Power Service" tab at NewnanUtilities.org. The e-newsletter is free, and you may cancel your subscription at any time.



The Consumer Electronics Show, held annually in Las Vegas, is the country's largest technology-related trade show. With 140,000 industry insiders in attendance, CES is a showcase for new product introductions by the world's most innovative companies. Although headlines are grabbed by futuristic gadgetry like liquid HD goggles and self-driving cars, the show also introduces products of interest to us all. Many leading-edge technologies unveiled at CES will soon find their way into our daily lives. This year's show featured some interesting ways to make our homes smarter, safer and more energy efficient.

Innovative Home Technologies Debut At 2013 Consumer Electronics Show

"Enhanced appliances" were on display at this year's CES. How smart can an appliance be? Here are a few examples of products already on the market:

- New refrigerator technology keeps track of your food inventory, creates a shopping list and alerts you when foods reach their expiration dates.
- Home automation systems include water leak sensors. These wireless devices are placed in areas where leaks commonly occur, alerting the homeowner by smartphone if water is detected.
- High efficiency washing machines use a tumbling action instead of traditional agitation motion. Energy savings can be up to 60% over traditional washing machines. Much of the savings are a result of the significant reduction in hot water the high efficiency machines require.

Smartphones. Smart cars. Smart...light bulbs? For many products, the benefits of connectivity are obvious. But as networking technology spreads to more mundane items, the appeal isn't as apparent. For instance, why put a communications chip in a light bulb? Companies worldwide, including Philips and GE, are answering that question with products featured at CES. Imagine controlling the lighting throughout your house, including light color and intensity, from your smartphone or tablet. You might program your bedroom lights to gradually brighten over time, to wake you naturally. When on vacation, homeowners could remotely cycle lights, creating the impression of an occupied home. A tap on a smartphone on the way home would mean never coming back to a dark house. The light bulb, universal symbol for new thought and invention, will soon be part of a revolution of wireless control over our environment, recently dubbed "the Internet of things."

Recycling Reminder From The City of Newnan

Paper	Junk mail
Newspaper	Cardboard (flattened)
Office Paper	Cereal Boxes
Magazines	Shoe Boxes
Catalogs	Tissue Boxes
File Folders	Paper Towel Cores
Colored Copy Paper	Tissue Paper Cores
Plain Envelopes	Soda and Beer Boxes
Window Envelopes	Paper Grocery Bags
Index Cards	Paper Shopping/Lunch Bags

These items need to be cleaned and rinsed:

- Plastics #1-#7 (soda/detergent bottles, milk jugs, etc.)
- Aluminum and Steel Cans
- Glass (brown, green and clear bottles/jars)

Not Acceptable For Recycling

- Styrofoam
- Plastic Bags
- Packing Peanuts
- Plastic Bubble Wrap
- Plate Glass
- Mirrors
- Food Waste

Coweta-Fayette EMC has changed its name to **True Natural Gas**.



The name is new, but the quality of service and commitment to customer satisfaction remains the same. Newnan Utilities is pleased to continue our marketing partnership with True Natural Gas. This is a great opportunity for Newnan Utilities' customers to receive natural gas from a trusted local provider.

Call Or Click For A Quote

770-502-0226 • TrueNaturalGas.com

Be sure to mention you're a Newnan Utilities customer when you sign up for True service.



Paperless billing benefits the environment by reducing paper consumption and cutting down on waste. If every U.S. household switched to e-bills, our country would reduce solid waste by 1.6 billion pounds and reduce toxic air pollutants by 3.9 billion pounds yearly.

Setting up e-billing is fast and easy. Visit NewnanUtilities.org and click on the "Bill Pay" tab to enter your payment information.

Tree Maintenance

Each year, Newnan Utilities and hired contractors work to trim and remove trees and limbs that pose a threat to electric lines. This work, lasting several months, helps ensure safe and reliable electric service. Clearing limbs and trees helps prevent blinking lights in windy weather and outages during rain and ice storms. Newnan Utilities often attributes our low incidence of outages during storms to the tree trimming programming.

To request tree maintenance, please call 770-683-5516.

Our offices will be closed on March 29th in observance of Good Friday.

Power and Water Support Is Available
24 hours A Day, 365 Days A Year • 770-683-5516

Street And Security Light Repairs

It's easy to report street lights or security lighting in need of repair. Our new mobile site features a repair request form you may send from your smartphone. On the desktop site, the "Power Services" tab includes a link to a repair request form.

When reporting a street/security light outage, you may enter a specific address or identify the nearest cross streets, if address details are not available. Our customer service department monitors repair requests daily, and repair crews are dispatched as quickly as possible.

107

Years of
Service
To Our
Community



- POWER
- WATER
- WASTEWATER
- CARL MILLER PARK
- COMMUNITY CARE
- ENVIRONMENTAL CARE

CITY OF NEWNAN LAUNCHES “NEW DAY, NEW WAY” Yard debris and bulk waste service for Newnan residents begins March 4th

Newnan residents can now dispose of yard debris and bulk waste with their regularly scheduled garbage and recycling pick-up. In a new initiative called *New Day, New Way*, the City of Newnan’s refuse service, Waste Industries, offers same-day collection for items previously considered too bulky for regular pick-up. The service is available to all Newnan residents, at no increase in monthly rates.

- Prohibited items:
- Tires
 - Batteries
 - *Paint or Paint Cans (Excluding empty paint cans or cans filled with absorbents to dry out the paint)*
 - Paint Thinner
 - Motor Oil
 - Gasoline
 - Bulky Waste Containing Chlorofluorocarbon or Freon

- Placement guidelines:
- Don’t block sidewalks or the street when setting out yard debris and bulk waste items
 - Take care when setting out yard debris so that it does not block drains or wash into storm drains

For more information about *New Day, New Way*: www.wasteindustries.com
www.ci.newnan.ga.us
770-253-0327

FROM 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 COWETA COUNTY. AS WE ENTER OUR SECOND CENTURY, NEWNAN UTILITIES CONTINUES TO LIGHT AND LEAD THE WAY IN MORE WAYS THAN MOST LOCAL UTILITY PROVIDERS.



ALWAYS CALL BEFORE YOU DIG

Make one free, easy call **48 hours before you dig** to have your utility lines marked AND to help protect you from injury and expense.

**Safe Digging Is No Accident:
Always Call 811**

It will keep you safe and legal in Georgia.

Visit www.gaupc.com for more information.