



MOBILE BILL PAY
Try our convenient new way to pay your bill on the go. Access your account from any mobile device. **Page 2.**



CUSTOMER SURVEY
View the results of our recent Customer Satisfaction Survey and meet the lucky winners of our random drawing. **Page 2.**



POWER, WATER & SEWER RATES
With new rates effective March 1, Newnan Utilities' rates continue to be among the lowest in Georgia. **Page 3.**



PARK PAVILION RESERVATIONS
Spring is around the corner! Use our easy online system to reserve a pavilion at Carl Miller Park. **Page 3.**

NU NEWS



Your community connection from Newnan Utilities • First Quarter 2014

Warehouse Renovation Improves Efficiency

Newnan Utilities' warehouse and its staff maintain the supplies needed to serve our customers efficiently and effectively. The warehouse is also home to our purchasing department, electric department, meter readers, construction crew and grounds crew.

We recently completed renovation of our warehouse. The goal of the renovation was to improve processes and cost control related to maintaining the inventory of materials used by our employees and contractors to serve our customers, all while ensuring a proper stock level so as not to invest in unused or unnecessary inventory. These improved processes, coupled with our staff's work in coordinating the vendor process to ensure the best prices for materials, keep our cost of doing business lower.

The renovation met and exceeded our goals by improving:

Efficiency — We installed higher racks and a mezzanine system to maximize the use of available space and provide better lighting. Wire that was previously exposed to the elements was moved under sheds, increasing its lifespan.

Economy — By better organizing the quantity of parts to keep on hand, we've reduced our inventory by \$500,000.

Variety — Our inventory is composed of 1,500 different stock units, increasing our ability to have the right material on hand when it's needed.



Left to right: Brandon McDowell, Warehouse Helper, Tim Duncan, Purchasing and Inventory Control Manager, Timothy McKinnon, Warehouse Coordinator



The improved rack and mezzanine system makes the best use of available space in our newly-renovated warehouse.

Bill Pay. To Go.



Looking for a fast and convenient way to pay your Newnan Utilities bill? Our new Mobile Bill Pay feature helps you pay your bill on time and manage future payments from the convenience of your smartphone or tablet.

Newnan Utilities has offered Online Bill Pay for several years. Many customers take advantage of this alternative to mailing paper checks by accessing Online Bill Pay from their desktop computer. But surveys indicate more people are managing business transactions from mobile devices. A recent study by Fiserv, a leading financial services technology firm, concluded that mobile bill payment usage doubled from 8 million U.S. households in 2012 to 16 million in 2013. Responding to the trend of users migrating from desktop to mobile, Newnan Utilities created Mobile Bill Pay to accommodate our on-the-go customers.

Visit NewnanUtilities.org on any mobile device to log in to Mobile Bill Pay.

SCAN
For instant access to
Mobile Bill Pay



Customer Satisfaction Survey



Thank you to the more than 600 customers who took time to participate in our recent Customer Satisfaction Survey. Your valuable input helps us continue to improve our services.

Here are highlights from the survey:

	Very Satisfied to Somewhat Satisfied
Overall Satisfaction	97%
Reliability of Services	97%
Value of Service In Terms Of Pricing	90%
Customer Service Representatives	96%
Outside Field Crews	98%
Website Upgrade	98%
Online Bill Pay	97%
Mobile Bill Pay	98%

Three lucky customers were selected in a random drawing to receive a \$50 gift certificate. Our winners were George McNabb, Don Beatty and Scott Quick. Congratulations!

Tree Maintenance In Progress

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 or visit the Power Service/Tree Maintenance page at NewnanUtilities.org.

Pavilion Reservations At Carl Miller Park



Newnan Utilities' Carl Miller Park has four pavilions that may be reserved by our customers. Also available is the Main Pavilion, located in the center of the park, which is accessible to all visitors on a first come-first served basis. There are also many picnic tables located throughout the park, that anyone may use on a first come-first served basis.

Pavilion 1 holds up to 150 guests.

Pavilions 2 and 3 accommodate 75 guests each.

Pavilion 4 serves 50 guests.

Reservations may be made in the following blocks of time:

9:00 am - 12:30 pm

1:00 pm - 4:30 pm

5:00 pm - 8:30 pm (April through October)

5:00 pm - 7:00 pm (November through March)

To ensure pavilion availability for as many customers as possible, only one time block per day may be reserved per person.

To reserve a pavilion, visit NewnanUtilities.org/park. Your Newnan Utilities account number, located in the upper right area of your bill, is necessary for reservations.

74 Sewell Road • Newnan, GA 30263

Hours: April - October: Open daily 8:00 am to 9:00 pm • November - March: Open daily 8:00 am to 7:00 pm

Newnan Utilities Rates Among Lowest In State



Our Commissioners work to keep Newnan Utilities' power rates among the lowest in Georgia. The Georgia Public Service Commission publishes biannual

ranking reports of the 94 utility companies serving the state. Year after year, Newnan Utilities' cost per 1,000 kWh (typical monthly usage for most homes) is in the lowest 1/3 of the list.

Comparing Newnan Utilities' average monthly water and sewer bill to other providers in our area, we're pleased to report that our customers experience lower costs than surrounding communities:

33% lower than Union City

20% lower than Peachtree City

19% lower than Clayton County Water Authority

For the average customer using all our services, there will be a modest 3% rate increase per year over the next 6 years. The increase will allow Newnan Utilities to keep pace with necessary infrastructure upgrades and the increased costs associated with state-mandated clean energy standards.

Our ongoing commitment to rate stability includes investing in efficient power generation technologies and cost-effective management of personnel, facilities and resources.

Please visit NewnanUtilities.org for more information on residential and commercial rates effective March 1, 2014.

Small changes add up to big savings on power bills

1

Compact Fluorescent bulbs last about 10 times longer and use about 25% as much energy as traditional incandescent bulbs.

2

LED bulbs are even more efficient than Compact Fluorescents. They last up to 25 times longer than traditional incandescents and use about 20% as much energy.

3

Save on heating and cooling by resetting your thermostat when you're asleep or away from home. Install a programmable thermostat to automatically adjust your home's temperature.

4

Close off rooms that you do not use regularly to limit heating costs. If you have forced air heating, close the vents to unused rooms and keep their doors shut.

5

Turn off all household appliances (like TVs and computers) when not being used. Unplug power chargers after charging is complete.

6

Turn off the dish drying function of your dishwasher cycle and boost your savings by letting your dishes dry naturally.

Wahoo Customer Service Center Now Open

To better serve our customers, Newnan Utilities opened the Wahoo Customer Service Center in June, 2013. The new center is located at 315 Millard Farmer Industrial Boulevard (Highway 34 Bypass).

Now, customers have two locations to set up new accounts, transfer service, pay bills and conduct other business transactions. Like the main Customer Service Office at 70 Sewell Road, the new Wahoo location also features a drive through and payment drop box. Hours of operation are Monday through Friday, 8:00 am to 5:00 pm; however, Wahoo is closed for lunch from 1:00 to 2:00 pm.

Dennis McEntire, Newnan Utilities General Manager, explained the decision to open the Wahoo Customer Service Center. "Several years ago, in an annual survey, we asked our customers if an office on

the Highway 34 Bypass would be a convenience," said McEntire. "This survey was during the early design phases of remodeling the current facility. The response was overwhelmingly positive, so we added it to the design. Since 2010, we have been operating our Engineering, Utilities Services and Construction departments out of this facility. We chose to wait until the Highway 34 Bypass construction was completed before opening the Customer Service Center."



VISIT THE WAHOO CUSTOMER SERVICE CENTER TO:

Pay Your Bill

Start New Service

Transfer Service

Drive thru and drop box for after hours transactions

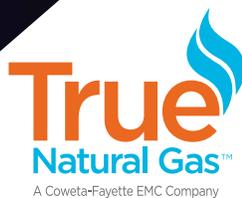
Monday-Friday
8:00 am to 5:00 pm

Closed for lunch
1:00 to 2:00 pm

Your Local Energy Team

Newnan Utilities' marketing partnership with True Natural Gas is a great opportunity for our customers to receive natural gas at competitive rates from a trusted local provider.

Be sure to mention you are a Newnan Utilities customer when you sign up for service from True Natural Gas.



TrueNaturalGas.com • 770-502-0226

Heads Up On Repairs And Construction



Newnan Utilities Construction Alerts are up-to-the-minute online status reports on street closures, detours and projects involving our construction, maintenance and repair crews.

The Construction Alerts page, accessible from the home page of both our desktop and mobile site, is a useful resource for our customers to keep track of construction activity that may affect service at their home or business.

ALWAYS CALL BEFORE YOU DIG



SAFE DIGGING IS NO ACCIDENT! ALWAYS CALL 811

Make one free, easy call 48 hours before you dig to have your utility lines marked and help protect you from injury and expense. Visit www.gaupc.com for more information.

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.

NEWNAN UTILITIES
Committed To Excellence