



SHADING AT KIDS' CASTLE
Additional shading at Kids' Castle Playground in Carl Miller Park makes the area more comfortable. [Page 2](#)



ACCOUNT ACCESS ON THE GO
More customers are using mobile devices for day-to-day business transactions. Our Mobile Bill Pay feature is a time saver. [Page 2](#)



SPLASH FOUNTAIN
The kids agree, it's "awesome" and "cool." Visit the newly-installed splash fountain at Carl Miller Park. [Page 3](#)



MEET OUR ELECTRIC DEPARTMENT
They're the team behind the scenes when you flip the switch. Get to know Newnan Utilities' electric department employees. [Back](#)

NU NEWS



Your community connection from Newnan Utilities • Third Quarter 2014

Water Tower Displays Community Pride



The new paint scheme on Newnan Utilities' iconic Bullsboro Drive water tank makes it clear that the "City of Homes" is also Newnan High School "Cougar Country." Newnan Utilities General Manager Dennis McEntire said he was thankful for the chance to level the

local water tank playing field. The Newnan Water, Sewerage and Light Commissioners approved the painting project at their most recent board meeting.

"Newnan High was the only Coweta County high school not to have its school logo and colors on a water tank," McEntire said. "They are our down-the-street neighbors, and we are excited about this opportunity to give the students, staff and administrators at Newnan High this well-deserved recognition. We have always been huge supporters of our local schools, and this is just another way to show it."

The Bullsboro Drive tank, located at the corner of Bullsboro Drive and Farmer Street, is repainted every eight years. The Newnan Utilities logo is being replaced by a large

letter "N" painted in navy blue and outlined in gold, Newnan High's colors.

Dr. Steve Barker, Superintendent of the Coweta County School System, said, "This water tower, painted with the Newnan High School logo, will stand as a prominent marker within our community, reflecting the pride and the traditions of excellence that have been represented by Newnan Utilities and by Newnan High School for many years."

Barker said having the school colors displayed in such a prominent location represented more than just a new paint job.

"Newnan Utilities has a longstanding relationship with the Coweta County School System as a partner and a friend," Barker said. "The Newnan Cougar family appreciates this meaningful investment by Newnan Utilities."

McEntire said the paint job reflected Newnan Utilities' commitment to its community as well as its customers.

"Our people work hard every day to provide top quality power and water services to Newnan Utilities customers," he said, "but we never stop looking for ways to make life better for everyone in the community we serve. We are thankful for this opportunity."

Forecast: Shady

Since the day it opened in 1998, Kids' Castle Playground has been a favorite destination for youngsters and parents seeking a safe, child-friendly place to spend some time and have some fun.

This summer, Kids' Castle also became the "coolest" playground in Coweta County, thanks to the installation of heavy-duty shades that cover 70 percent of the play area.

The 32,000-square-foot playground, located in Newnan Utilities' Carl Miller Park, is packed with slides, swings, bridges, picnic tables, playhouses and even a tunnel or two for the more adventurous.

Visitors with a need for speed can climb behind the wheel of a stationary car, boat or airplane and music lovers can enjoy picking out a tune on wooden xylophones and drums.

The biggest drawback for any outdoor recreation area is sun exposure, which limits play time and requires extra care to make sure fun-lovers have adequate sun protection. Now that high-strength, weather-resistant shades have been installed, the Kids' Castle experience is better than ever.

"We knew people loved the playground," said Newnan Utilities General Manager Dennis McEntire, "but anybody who spent time there on a bright, sunny day knew it could get hot, just like any other exposed area. We found a way to fix that."

The custom shades range in size from conventional covers large enough to shade a picnic table to massive sails sheltering a whole row of swings. Manufacturer product information says the shades block up to 97 percent of harmful UV rays and provide protection from sun, rain and hail.

Newnan Utilities officials hoped the shades would encourage guests to visit more often and stay longer. They do.

"As soon as the shades went up, people let us know what a welcome addition they were," McEntire said. "Those shades made a great experience even better. We couldn't be happier."

Neither could Rachel French, a regular visitor who celebrated her



fourth and fifth birthdays at Kids' Castle Playground. "I really love it here," she said. "Now it's even better."

Rachel's mom, Laura French, loves to visit Kids' Castle with her daughter, but admits she sometimes stayed away because of the heat. "Now we can come anytime," she said. "It's a big improvement."

Ben and Audrey Floyd and their young son, Wesley, are also frequent guests. "We've come out before when the sun was really beating down, and Wesley got too hot to enjoy it," Audrey said. "Now we can stay longer. That makes it better."

Summertime is here. There's no better place to have some fun and beat the heat than Kids' Castle Playground. Drop by soon. And don't worry if you forget your shades or sunscreen. Kids' Castle Playground has you covered.

Newnan Utilities' Carl Miller Park • 74 Sewell Road • Newnan, GA 30263

April - October: Open daily 8:00 am to 9:00 pm

November - March: Open daily 8:00 am to 7:00 pm

Splash Fountain Opens

First-time visitors to Splash Fountain at Newnan Utilities' Carl Miller Park won't need signs to find the new water feature. They can just follow the squeals. And once the water jets start dancing, the squeals don't stop.

Children love any excuse to get wet and Splash Fountain takes getting wet to the next level. Water moves in almost as many directions as the happy kids who race through the sparkling jets of water that soar skyward and arc from side to side.

Besides being the next best thing to a pop-up rain shower, Splash Fountain is ideal for younger children who aren't quite ready for the swimming pool.

A smaller splash pad closer to the park's entrance has been a favorite attraction for years. But while the water jets lowered temperatures, they never really raised excitement levels.

Excitement is no longer in short supply. In fact, visitors are running out of words to describe the Splash Fountain experience. Breanna Lester soaked at the original splash pad for years. She always enjoyed it. But "enjoy" isn't a term she used to describe Splash Fountain's 2,400 square feet of fun.

"It's awesome!" Breanna said. "No wait, it's more than that. It's cool. Exciting. It's off the chain. It's everything. It can't get better."

Newnan Utilities General Manager Dennis McEntire said he and his staff are happy that Splash Fountain has been so well received.

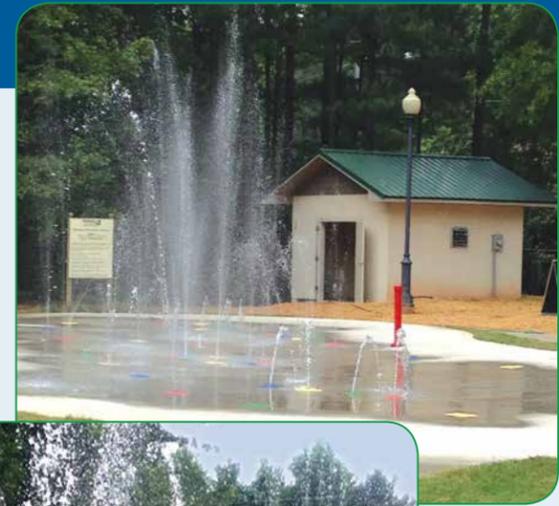
"We are proud of our special role in this community," McEntire said. "We're not just the power and water company. We're neighbors and friends. We always look for ways to support the community, and improving the facilities at our park is a great way to do that. Our customers do a lot for us, and we are always looking for opportunities to show our appreciation."

Customers are certainly pleased with the latest effort.

Breanna Lester is especially fond of one Splash Fountain feature.

The water jets are set to cycle off after a set time, but users can start the waters dancing again by tapping the top of a bright red pole set among the water jets.

"It's really neat," Breanna said. "You can do it over and over. It's like you're in control. And you know what else? The water is a lot colder. And there's water everywhere and you get in there and it feels really great."



Unscheduled rains can ruin your day. But anyone who enjoys a cool, refreshing soak in a safe, attractive setting should make Splash Fountain at Carl Miller Park their next stop.

Splash Fountain is open from 10 am to 8 pm April through September.

Convenient E-Bill & Mobile Bill Pay

Save time, save resources and simplify your life with Newnan Utilities' E-Bill service. Set-up is fast and easy. Log in to enter your payment information. After a one-time registration, your monthly statements will arrive via e-mail, eliminating the need for the paper, postage and the hassles of traditional bill payment.

Customers using E-Bill can also take advantage of Mobile Bill Pay. Surveys indicate more people are managing business transactions from mobile devices. 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 access Mobile Bill Pay.



SCAN
For instant access to
Mobile Bill Pay

Park Pavilion Reservations

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.

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 - October)

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



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

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

Work In Progress

A link to Construction Alerts is prominently featured on the home pages of Newnan Utilities' desktop and mobile websites.



The Construction Alerts page contains current status reports on street closures and projects involving Newnan Utilities' repair and construction crews. A quick click on Construction Alerts makes it easy for customers to keep up to date on power and water issues affecting their home or business.

The Power Team

Over 200,000 Georgians lost power when a massive winter storm struck the state on February 12, 2014. For the next three days, utility providers worked day and night and to restore power to businesses and individuals whose lives had been turned upside down.

A total of 3,094 Newnan Utilities customers lost power. Figures compiled after the storm show that on average, Newnan Utilities electric crews responded to reported outages within 28 minutes and service was restored to customers in 59 minutes.

That kind of response doesn't happen by accident, according to Randy Gilbert, Electric Systems Manager for Newnan Utilities.

"You can't tell exactly where these storms will hit, but we are prepared to deal with storm events year round," said Gilbert. "We were fortunate the storm didn't impact us like it did neighboring areas."

Utility providers have mutual aid agreements to assist each other in restoring power after catastrophic events. A total of 47 workers from Newnan Utilities and cooperating providers worked to restore service to Newnan Utilities customers. Newnan Utilities crews then assisted neighboring providers with power restoration.

"You never know where a storm is going to create the most damage," Gilbert said. "And we are always ready to help each other out."

The power restoration effort went smoothly and some Newnan Utilities customers were so appreciative they sent "Thank You" notes.

One note said, "As a Newnan Utilities customer of just over 10 years I wanted to take this opportunity to thank you for your dedication and hard work in keeping the electricity flowing during this latest winter storm."



Front, l to r: Kenny Gilbert, Matt Anderson, Randy Gilbert, Jeff Phillips, Randy Griffith, Danny Smith, William Poythress, Rex Dunson
Back, l to r: Forrest Copeland, Lance East, Gene Campbell, Chris Cook, Ryan Mitchell, Jonathan Roberts, Darrell Brown

Newnan Utilities General Manager Dennis McEntire said, "We hire the best people and give them the best equipment and training and you can't go wrong doing that. And all our employees realize they are helping neighbors who appreciate and support their efforts. That makes a big difference."

Newnan Utilities' power line maintenance program is vital to keeping the lights burning. From November through February, limbs and trees near power lines are cut to reduce the possibility of outages during ice storms and high winds. All power poles are inspected within a ten-year cycle and replaced as needed.

"It's one of our top priorities," Gilbert said. "Good power line maintenance helps us avoid outages and keep service interruptions to a minimum."

Strong storms and power outages are a fact of life for power providers. But experiences like the February storm response continue to assure Newnan Utilities customers that when the lights go out in their part of Georgia, they won't be out for long.

One customer echoed the feelings of many when he wrote, "I know sometimes you only hear from people with complaints but I wanted to be sure to send a compliment! Thanks again!"

Wahoo Customer Service Center

- Pay Your Bill
- Start New Service
- Transfer Service

Drive thru and drop box
for after hours transactions



315 Millard Farmer Industrial Blvd. (Hwy. 34 Bypass)
Monday-Friday 8:00 am to 5:00 pm
Closed for lunch 1:00 to 2:00 pm

Fire Hydrant Flushing

Residents may observe Newnan Utilities crews working at fire hydrants allowing water to run into the street. The process of periodically "flushing" fire hydrants is an important preventative maintenance activity to insure the integrity of the water system and deliver the highest quality water to our customers. Hydrant flushing serves several purposes:

- Flushes sediments from mainline pipes, enhancing water quality
- Verifies the proper operation of fire hydrants and valves
- Aids in determining weaknesses in the water system
- Identifies closed valves and weak flows in the water main
- Verifies ample water flow for fire fighting



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.

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