

**To Our Valued Customer:** These terms and conditions are provided for your benefit to communicate Newnan Utilities' policies regarding our billing procedures, payment terms, and related fees. By acquiring our services, you agree to all of the conditions listed in this document.

**New Service:** A \$20.00 Service Establishment Fee will be charged on the customer's first statement. Newnan Utilities requires a credit history review on all new customers.

**Deposits:** Newnan Utilities requires a deposit on accounts contingent with a customer's credit history, and you must provide a valid Social Security number. Below is a standard deposit schedule for residential service.

Service(s)	Minimum Deposit	Maximum Deposit
Water Only	\$50.00	\$100.00
Water & Electric	\$200.00	\$400.00

**Please note:** Additional deposits may be required for commercial service and for customers with a late payment or disconnection history with Newnan Utilities. When services have been terminated, the deposit on the account will be applied toward any outstanding balances. If there is no balance due, a refund check will be mailed within 7 days to the forwarding address provided by the customer.

To establish a new account, you will need to provide the following information:

- **Proof of Residency:** Lease or sales agreement that includes the applicant's name and address.
- **Personal Information:** Name, mailing address, Social Security number, phone number, and valid state or federal identification.

**Senior Citizen Discount:** For customers 65 years of age or older and whose annual income is below \$11,770 for a 1-person household or \$15,930 for a 2-person household, we extend a monthly discount of \$11.00 per month for customers with power, water and sewer or a \$5.00 per month discount for customers with water and sewer service. Proof of income will be required.

**Billing Cycle:** Newnan Utilities bills for its services on a monthly basis. The billing date is determined by your location within our service area. Due dates are not adjustable.

**Payment Terms:** Payments are due within 16 days of the statement date. Failure to receive a statement does not excuse your obligation to pay.

**Billing Disputes:** Customers have the right to dispute charges on the statement. All disputes should be submitted within 60 days of the statement date.

**Late Payment Penalty:** Accounts not paid in full by the due date will be assessed a late payment penalty of 5% of the amount past due with a minimum of \$5.00, and no maximum penalty.

**Payment Options:**

- Online at [www.NewnanUtilities.org](http://www.NewnanUtilities.org)
- Preauthorized payment from checking account or credit card
- Phone payment by credit card with the automated phone system
- Mailed to the address listed on your monthly statement
- Night drop box
- Made at our office during regular business hours
- When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction.

**Privacy Policy:** Newnan Utilities cooperates with inter-governmental agencies and law enforcement inquiries and other third parties to enforce laws, intellectual property and other rights. Local and international law enforcement agents can request and may receive your personally identifiable information. We also reserve the right to disclose the customer's personal information when Newnan Utilities has determined that property of Newnan Utilities or personal safety of its employees or customers may be at risk.

*Terms & Conditions Subject to Change*

**Main Office**  
70 Sewell Road | Newnan, GA 30263

**Regular Business Hours**  
Monday-Friday | 8 AM-5 PM

Phone 770-683-5516 | Fax 770-683-3884 | Email [info@newnanutilities.org](mailto:info@newnanutilities.org) | Web [www.NewnanUtilities.org](http://www.NewnanUtilities.org)

**Wahoo Customer Service Center**  
315 Millard Farmer Industrial Boulevard | Newnan, GA 30263

**Night Drop Only**