

# Stay In The Loop • Follow Us On Social Media

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## Site Update Includes Facebook Quick-View

NewnanUtilities.org was recently updated to include Facebook windows on the home page and Carl Miller Park information page. Now you can catch up on the latest Facebook news without leaving the website.

Visit Carl Miller Park's New Facebook Page!  
[Facebook.com/CarlMillerPark](https://www.facebook.com/CarlMillerPark)



## Recent Grants Awarded

Grants awarded on Aug 25 to ELEVATE Coweta Students, Coweta Samaritan Clinic and I-58 Mission. Over \$10,000 in grant dollars donated this cycle thanks to the generosity of our customers. For more information please visit: [NewnanUtilities.org/caring](https://www.NewnanUtilities.org/caring)

## Pay The Easy Way — Pay-by-Text!

Pay-by-Text is an easy one-click payment option, helping our customers avoid overdue bills and late fees.

This summer's Pay-by-Text promotion was a huge success! Since May, over 1,000 customers have signed up for Pay-byText, this convenient payment option.

To learn how you can take advantage of Pay-by-Text visit:  
[NewnanUtilities.org/TEXT](https://www.NewnanUtilities.org/TEXT)



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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.



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# NU CURRENTS

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

2021 / Third Quarter



## Meet Our Customer Service Team

Back Row (left to right):

- Belinda Gibbs
- Susan Brittain
- Nitzie Ortiz
- Lane Pope

Middle Row (left to right):

- Kim Thompson
- Sydney Brown

Front Row (left to right):

- Liz Avila
- Altine Cook

Not Pictured:

Teresa Norton and Toni Williams

Our mission at Newnan Utilities: *We are committed to excellence in serving our community.*

We work hard to anticipate our customers' needs and to exceed expectations for quality products and services. Our employees are committed to this core value, and our Customer Service Team is on the front-line delivering their best to our customers.

"Our customer service team does outstanding work. They make us look good every day at Newnan Utilities, and we are so grateful for their hard work serving our customers," said Dennis McEntire, Newnan Utilities General Manager.

Our recent Customers Satisfaction Survey gave our Customer Service Department a rating of 92 out of 100!

Kim Thompson, Customer Service Manager, leads a team of seven representatives who are the face and voice of Newnan Utilities. The team works with customers on everything from adding new services and billing questions, to questions about streetlights and water usage. Representatives also address details about our Caring Customers program, and composting product orders and deliveries. Each week, the Customer Service Team answers over 1,200 calls and assists with over 1,100 transactions. "We love serving our customers. They are like family to us," said Lane Pope, Customer Service Representative.

Newnan Utilities is always looking for ways to make it easier for our customers to do business with us. Newnan Utilities' website ([NewnanUtilities.org](https://www.NewnanUtilities.org)) offers online billing and payment options, most recently, a Pay-by-Text option. Thousands of our customers have already taken advantage of our convenient Pay-by-Text option.

Our Customer Service team is also available to help when customers face financial challenges with bill payment. It is important to us that customers know we are here to help. We partner with a number of local non-profit organizations that assist us in helping our customers. Thank you to: Community Action for Improvement, the Salvation Army, One Roof Outreach, and the Society of Saint Vincent de Paul. Many of our customers were impacted earlier this year with the devastating tornado that struck our community. These partnerships have been invaluable in helping our customers and our community recover from the impact of the storm.

We are so grateful to our Customer Service Team and their commitment to serving our customers. To learn more about our Customer Service Department, check out the NU YouTube Chanel and watch the video titled: *NU Up Close/Customer Service*.



## Check Out Our New NU RECYCLES Bins



Newnan Utilities recently distributed recycle bins throughout all our facilities, including Carl Miller Park, in our company-wide effort to increase our recycling efforts. At Newnan Utilities, we are committed to protecting our environment and natural resources. Recycling is one of the ways we can make a difference.

"We have noticed a significant increase in recycling of paper, aluminum, and plastic company-wide. We are grateful to our employees and visitors of Carl Miller Park for making recycling a priority," stated Dennis McEntire, Newnan Utilities General Manager.

## Keep Newnan Beautiful Events



October 23 – Paint Recycling

December 4 – Paper Shredding

Events are held behind Newnan City Hall, 25 Lagrange Street, 8am - Noon  
[KeepNewnanBeautiful.org](http://KeepNewnanBeautiful.org) • 678-673-5505 • [knb@CityOfNewnan.org](mailto:knb@CityOfNewnan.org)



## Don't Forget Your Refillable Bottle



One of our favorite park visitors, Ryan Williams

Instead of using disposable water bottles, please consider bringing a refillable container when visiting Carl Miller Park. As part of our recycling initiative, we have installed water refill stations throughout the park.

Each day, Americans throw away more than 60 million plastic water bottles, most of which end up in landfills or as litter. Newnan Utilities is helping to reduce this waste.

## Pitching In For Stream Cleanup



L to R: Mark Carnes and Travis Legg, Newnan Utilities Facilities and Grounds Maintenance Workers. Mark and Travis joined 16 other volunteers at the spring cleanup event. Participants included Newnan High School Ambassadors, Boy Scout troops, and other environmentally-conscious citizens.

## Tree Maintenance Starts In November

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 program.

Our contractor, Gunnison Tree, will begin trimming in November and finish in March 2022, weather permitting. We will be trimming all circuits out of the East Broad substation/east side of downtown Newnan.

## Carl Miller Park Wins Best Of Coweta Award



The Newnan Times Herald Best of Coweta Readers' Choice contest awarded Newnan Utilities Carl Miller Park Best Kids' Playground & Park for 2021. Readers voted in March and April for their favorite products and services in Coweta County, and we are so honored our community enjoys Carl Miller Park and Kids Castle. The 14-acre park features Pavilions for groups of up to 150 people, walking and jogging trails; the newly renovated Kids Castle playground, a splash pad for families to enjoy in the summer months, picnic tables and grills. Come visit Carl Miller Park this fall!

Carl Miller Park has a new Facebook page! Visit us: [Facebook.com/CarlMillerPark](https://www.facebook.com/CarlMillerPark)

## Newnan Utilities COVID Update

Due to the recent increase in COVID cases in our community, Newnan Utilities is asking all unvaccinated vendors, customers and others visiting our buildings to wear a mask while inside Newnan Utilities facilities, in vehicles with Newnan Utilities employees, or in cases where you can't distance 6' apart. We want to do our part to keep everyone safe.

## A Message From Mike Robertson, CEO Of Piedmont Newnan Hospital

Article provided 8/31/21



Across the entire Piedmont health system, we continue to adapt to the ever-changing landscape of COVID-19, especially as the country experiences this fourth surge.

At Piedmont, our mission is to make a positive difference in every life we touch. Currently, that means pausing elective surgeries so that we can better serve patients in our community and conserve necessary resources to care for them, while also protecting our team. This is in direct response to the Delta variant's impact as it rivals past surges, locally and nationally. At Piedmont Newnan, our volumes have surpassed the previous peaks, with 26% more critically-ill patients requiring a higher level of care and total ventilated patients up 76% this fourth wave. We are also seeing younger demographics, between ages 18-39, being hospitalized and dying as a result of COVID-19. The average age of all COVID patients at Piedmont is 53 years of age.

When we experience these high volumes, currently averaging 128% over bed capacity, it puts a strain on our staff, equipment and resources, physically and emotionally. The ICU and Emergency Department continue to remain full and at bed capacity, creating longer wait times and a large number of patient holds in the ED.

Please remain vigilant, encourage others to do so as well, and, if you haven't already done so, please get vaccinated – it is our best chance of fighting this virus. Although we hear of rare cases of vaccinated individuals getting COVID-19, they are usually asymptomatic and do not require hospitalization, unlike those who are unvaccinated. Over 96% of our hospitalized COVID positive patients are unvaccinated. Everyone employed by Piedmont is required to be fully vaccinated by October 1 to protect our teammates, patients and community.

Lastly, I'd like to remind everyone to continue to practice the 3 W's; wash your hands, wear a mask, and watch your distance.

