

NEWSLINE

ELECTRICITY • WATER • NATURAL GAS • WASTEWATER • TELECOMMUNICATIONS

Fort Valley

Utility Commission

Since 1891

500 Anthoine Street

Fort Valley, Georgia 31030

(478) 825-7701

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www.fvutil.com

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CALL BEFORE YOU DIG!

811 or (800) 282-7411

Elected Commissioners

Dollie Horton

Chairman

Bob Hunnicutt

Vice Chairman

Jo Ann Dankel

Linda Johnson

Mayor Barbara B. Williams

The Commission meets the second Monday of each month at 6:00 p.m. at Fort Valley City Hall.



June 2017

Editor: Martha McAfee

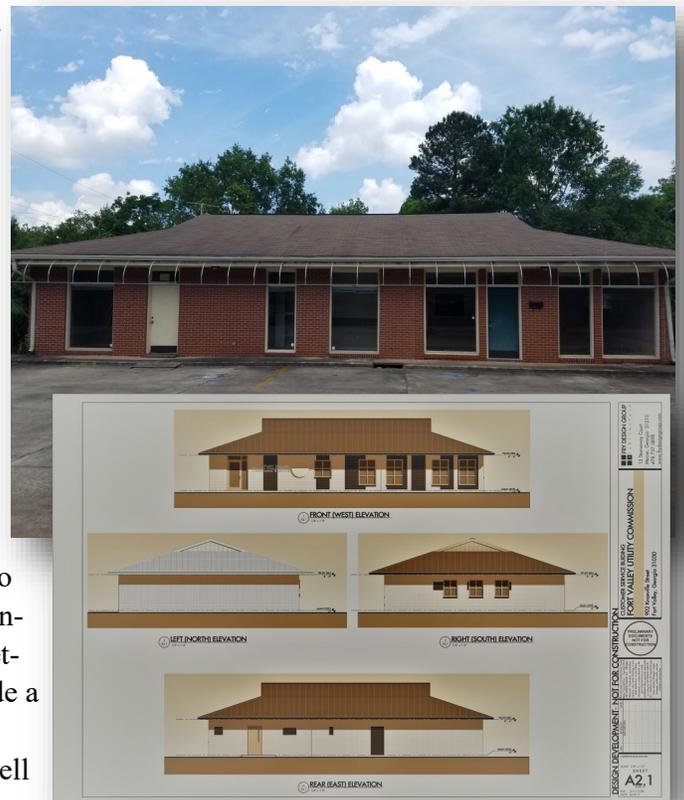
Commission Moves Forward with Plans For New Customer Engagement Center

The purchase of property located at 902 Knoxville Street has solidified plans for the Fort Valley Utility Commission to establish its new Customer Engagement Center and make improvements to the offices located at 500 Anthoine Street. “There have been various plans on the table and discussions held for at least 7 years about the need for additional space and renovations to our headquarters,” stated Craig Mims, GM/CEO. “This is one of the projects that was in the hopper when I came on board with the Commission and we are excited to see that it is reaching fruition,” further stated Mims.

The plan includes the relocation of the Customer Service and Finance Departments to the Knoxville Street location and the renovation of the existing space on Anthoine to upgrade and repair aging infrastructure. “This new set-up will enable us to provide a much better customer engagement experience as well as provide a more secure workplace setting for our employees,” said Customer Service Manager, Sue Roach.

A Facilities Committee chaired by Director of Operations Angie Luna and comprised of Commission employees has spent many hours and worked closely with engineers to design the new spaces. “We appreciate that the staff has worked diligently to make sure that the project is completed in the most economically feasible manner,” stated Cathy Johnson who serves as the Commission’s Director of Financial Services.

The Commission set aside funds for the project approximately 3 years ago and it is anticipated that the project will be completed in 12 months.



From the General Manager's Desk.....



We are excited about establishing a Key Accounts Program in our organization. The Utility Commissioners showed great vision when they decided to support the implementation of this program.

What is a Key Accounts Program?

In general, a business establishes a Key Accounts Program in order to provide dedicated service and attention to certain customers. The Key Accounts are identified using various criteria and mostly consist of those who have the greatest economic and social impact on a community or that business. This includes revenue generation, a large employment base and significant influence in the community. We realize that without a strong business presence, our entire community suffers.

As we move forward, an effective key accounts program is paramount to ensuring the stability of the Commission and the city as a whole.

Although it is great to spend time and energy recruiting new businesses and industries, studies show that **60-80% of economic growth** in a community comes from the **expansion of existing businesses**. We have one customer alone whose gas consumption equals almost 20% of our total load. Three other customers account for an additional 19%. While it is necessary that some focus is placed on attracting new industries, these statistics alone are indicative of how important it is to give added attention to our customers with the larger collection and consumption usages.

We also must be ready, willing, and able to help facilitate and encourage existing business growth. It is prudent that we put some emphasis on helping to make sure that these large use businesses are successful.

'Building trust, forming positive relationships, and being proactive and not reactive to needs, are imperative.' - *Craig Mims*

Many businesses who are contemplating locating in an area will reach out to existing businesses to gauge how they are treated in a community. This includes determining the type relationships that exist between corporate and government. Our key accounts program will help to ensure that our existing customers will give potential customers a favorable report when they inquire about our relationship with businesses. Building trust, forming positive relationships, and being proactive and not reactive to needs, are imperative.

Finally, let me take this opportunity to thank each of you for your business. We appreciate all of our customers and are committed to providing each of you quality service at the best possible rates.

Fort Valley Host Site for 23rd Annual Georgia Lineman's Rodeo



Fort Valley, for the 4th consecutive year, was chosen as the host site for the annual Georgia Lineman's Rodeo. The competition, in its 23rd year, was held on May 5th and 6th at Camp John Hope.

Sponsored by the Georgia Lineman's Rodeo Association, the event is popular because it gives linemen an opportunity to showcase the skills that they use to restore power in a competitive and family friendly environment.

The association is composed of members from two electric utility entities within the State of Georgia. These entities include the Georgia Electric Membership Corporation and the Electric Cities of Georgia. The association was organized not only to support and conduct an annual Lineman's Rodeo, but to also maintain a focus on safety, training, and safe work practices in the electric utility industry as well as to promote relationships among the electric utility companies in Georgia



Craig Mims, FVUC GM/CEO with ECG Board Chairman Tim Houston and ECG Staff members Michelle Weekly-Cooper and Rita Hillhouse



CUSTOMER SERVICE

O Coming Soon....Main Street On Bill Program

R Having your furnace or another major home appliance go out can be a very stressful situation. To help with that potential burden, the Commission has taken the first step towards implementing a new program called **Main Street On-Bill Financing**.

N This program, sponsored by the Municipal Gas Authority of Georgia (MGAG), allows **interest free** loans up to \$5,000 that can be used to cover the cost of gas appliances, including installation. Similar loans from other sources could cost the consumer 19 –24% in interest. “We are thankful that MGAG is committed to investing in local communities with this program and we are ready to dedicate staff time to implement the program for our customers,” said Customer Service Manager Sue Roach.

E The loans are completely backed by MGAG and the monthly payment on the loan, which will include a minimal monthly fee, will be added to the customer’s bill. Natural tank or tankless water heaters, natural gas furnaces, combo heating and water heating systems, stoves, and dryers are examples of items that are eligible to be purchased under the program.

R It is anticipated that the program will be made available later this year and is sure to be popular. Stay tuned for details.....



Our littlest customers!



Coloring Contest Winner
Daniela Garcia



See a street light out?
Call us! 825-7701 option 3.
Help us keep our streets
safe!

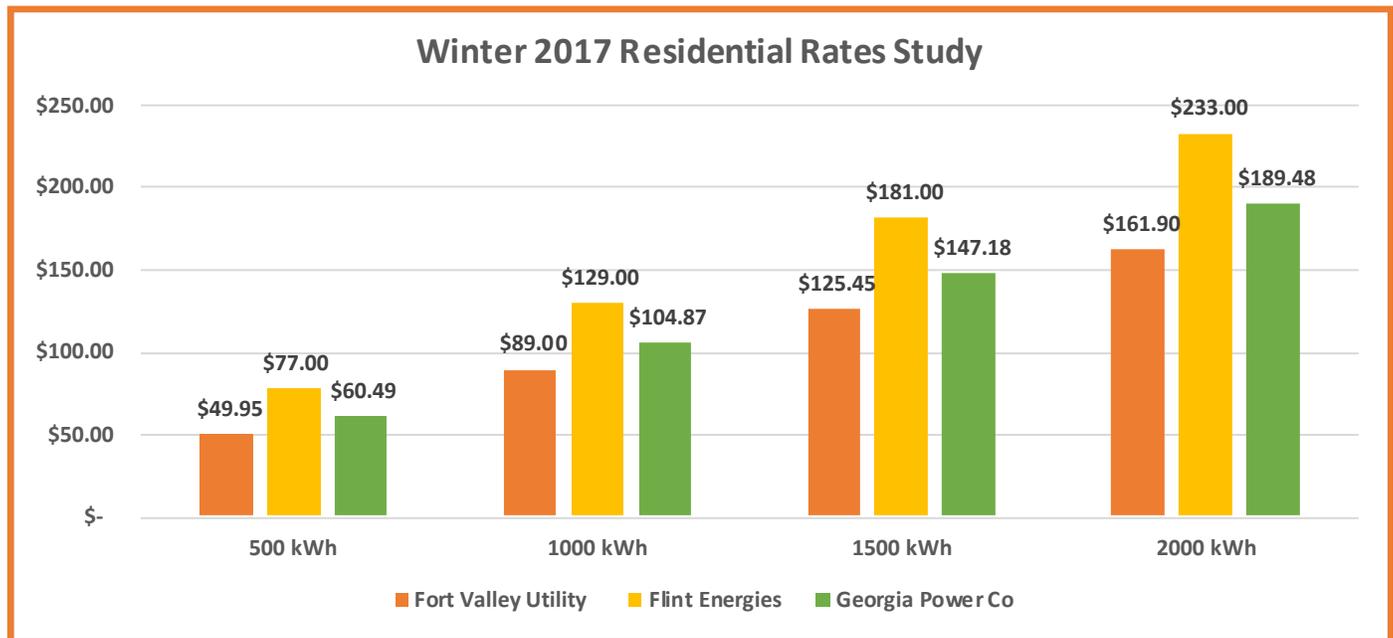


Business Matters....

Fort Valley Utility Commission Announces Lowest Electric Rates in the State

The Fort Valley Utility Commission electric rates continue to be among the lowest in the state. “We are pleased that we are able to provide a quality service to our customers at a rate that is far below the state average,” said Fort Valley Utility Commission General Manager/CEO, Craig Mims.

The Georgia Public Service Commission publishes Residential Rate Surveys two times a year. The Winter rates were recently released and are based on the rates charged during the month of January. The Summer rates will be released later this year. The survey ranked the 94 electric service providers by rates based on total electric usage for 500, 1000, 1500 and 2000 kilowatt hours. The average overall 2017 Winter rate for all kilowatt users for all utilities was \$142.53 per kWh. Fort Valley Utility Commission’s average rate was \$106.58, Georgia Power’s average was \$125.51 and Flint EMC’s was \$155.



Fort Valley Utility Commission’s winter rate for 1000 kWh users was the **lowest of all service providers in the State**. It ranked the 2nd lowest for the 500 and 1500 kWh users and was the 3rd lowest for 2000 kWh users. Georgia Power’s average rate ranked 15th lowest in the 500, 1000 and 2000 kw categories and 17th in the 1500 kWh category. Flint EMC ranked 86th in the 500 kWh category, 78th in 1000 kWh, 69th in 1500 kWh and 68th in 2000 kWh category.

“We will continue to look for ways to be even more efficient in our delivery of this service and seek ways to grow our customer base,” further stated Mims.

EMPLOYEE SPOTLIGHT

Our mission is to provide quality utility service to all users in the Fort Valley customer service area at the best possible rates, provide long range planning for upgrades and modernization of utility facilities, infrastructure, and equipment, and to take advantage of the latest usable and practical technology. In order to fulfill this mission, we rely on our employees. With a combined total of **675 years of experience**, our employees work daily to provide quality service to our users. We are proud to have a workforce that is dedicated to the mission. Help us welcome these new employees to our team.



Arguavious Searcy, Groundsman



Dillon Bowman, Lineman Apprentice

Come MOVE with us!

Every **WEDNESDAY**
Beginning March 1st
6-7 p.m.

Fort Valley
Utility Commission Office
500 Anthoine Street

FREE!
Open to the Public!
All ages
Welcome!
Move at your own
pace!
Call Martha @ 825-7701
ext. 238 for details

Fort Valley Utility Commission
Beach
CUSTOMER APPRECIATION Day

Fort Valley Festival Park
Tuesday, July 18th
4 p.m. - 7p.m.

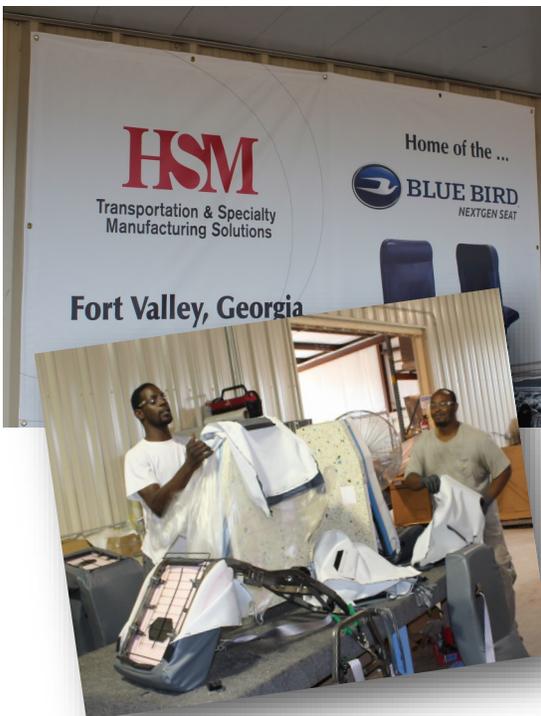
Food, Sandbox, Water Slide, Bouncy House

Family Fun!!

Customer Highlight

HSM Transportation Solutions, a division of HSM, announced a major multiphase, multiyear expansion of the C.E. White facilities in Fort Valley, GA. Headquartered in Hickory, NC, HSM is a global manufacturer of integrated solutions and highly engineered product components for furniture, bedding and transportation industries. C.E. White has been a major supply partner to Blue Bird Corporation of Fort Valley, GA for over 30 years. "Blue Bird is a fantastic organization to be associated with," said Tony Everett, President of HSM Transportation and Specialty Manufacturing. "This is a great example of two companies working together for continuous improvement."

HSM Board Member Steve Underdown stated, "This multimillion dollar expansion will result in significant job growth for the region over the next few years. It is truly an exciting project for HSM, Blue Bird and the Fort Valley community."



Just For Fun

Natural Gas

U E K B S L R C N V W P F Q C G R N R E
 N X T X R E I O O P C R Y O G E N O M A
 Y O K A P I I Q L M K C M H E K T I I O
 F S I M R S N C U C P P G R S C E S G D
 W U A T U B A E L E R R E I Y K W O R T
 P D R F I P I Y N E F R E T E M O R A B
 A I F N A N B L S O C I C S A B T R T M
 C I J C A T G S A T I O E C S N C O I E
 D K I V N C I I E C A T I D E O S C O T
 L T W G O B E V E L V D U M V E R O N H
 Y T G N I L P U O C I N N B L T G N M A
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 C U O J L A A B S O R P T I O N C A I K
 S O T G I C A F L A M M A B L E F T C D
 R Y E B F R O T I N O M T G U C C E X B
 V X C Z N I S N L I W Y C D J U M S A T
 O S A E I X E L B I T S U B M O C N O N

- Abandonment
- Absorption
- Acetone
- Acidizing
- Baffles
- Barometer
- Bevel
- Brine
- BTU
- Calibrate
- Capacity
- Carbon
- Casing
- Coal
- Compressibility
- Compressor
- Condensate
- Corrosion
- Coupling
- Cryogen
- Damper
- Diffusion
- Distribution
- Flammable
- Furnace
- HVAC
- Ignition
- Infiltration
- Liquefied
- MCF
- Meter
- Methane
- Migration
- Monitor
- Noncombustible

FILL IN THE BLANKS

SPOT ME



Identify where in Peach County is this located.

- Ga Public Service Commission publishes residential rates _____ times per year. The Commission's winter rate for 1000 kw users was the _____ of all service providers in the _____.
- The Commission is establishing a _____ program to provide dedicated service to certain customers.
- Main Street on Bill Program is sponsored by _____ and loans can be obtained up to an amount of _____.

Name: _____

Address: _____

Phone No: _____

Mail or drop your entry by the Utility Commission office by August 25, 2017, to be eligible to win a \$25 gift certificate to a local business. **Utility Commission employees and family members are not eligible to participate**

Community Engagement

Fort Valley Utility Commission Raises Funds for Cancer

The Fort Valley Utility Commission held a dance event to raise funds for the American Cancer Society. The event dubbed “White Out Cancer” was held in downtown Fort Valley at the Austin Theater. In honor of those battling cancer and in memory of those who have succumbed to the disease, attendees wore white attire with a hint of color representing the various forms of cancer. Candles were also placed on the tables.

“We were sorry to learn that the American Cancer Society would not be organizing a Relay for Life event in Peach County this year so our employees decided to conduct fundraisers anyway to support the organization. So many of us have been touched personally by this dreaded disease,” stated General Manager/CEO Craig Mims.

Fourteen individuals and businesses sponsored tables for the event. Another five supporters gave generous donations. “The event could not have been a success without generous donations from our table sponsors and others who gave contributions and purchased tickets,” stated Martha McAfee. McAfee, HR/Key Accounts Manager at the Commission, serves as chairperson of the employees’ Community Engagement Committee. The sponsors were acknowledged at the event and on a monitor located in the Commission Office lobby.

The Commission employees raised almost \$5,000 via several fundraisers including a raffle for an Apple Watch and a Fitbit and other general donations.



Thank you!

*Our sponsors
American Cancer Society Fundraiser!*



Craig Mims
GM/CEO



Ronald Pride/W&R
Properties



Pam Banks



Martha McAfee



Commission Chairman
Martin Moseley



Jason & Cathy Johnson



Jeffery & Cheryl McClain



FVUC Commissioner
Dr. Linda Johnson



Alfred Hall, Jr.
EARS Financial Services



Marchaz McAfee
Davette Taylor



Frankie & Gloria
McAfee



Gary Moncrief



Gaillard Church



**2016 Annual Water Quality Report
Fort Valley Utility Commission Water Quality Excels**

*Prepared June 2017
Water System ID#2250001*

The Fort Valley Utility Commission is committed to providing customers with safe, healthy, and reliable supply of high quality drinking water. Water tests conducted over the past year using sophisticated equipment and advanced procedures show that Fort Valley's water continually meets or surpasses state and federal standards for drinking water. This annual water quality report details where our water comes from, what it contains, and other information.

**Important Information About the Safety of Your Drinking Water
(A Message from Craig Mims, General Manager/CEO)**

We are pleased to report to you that the drinking water supplied by the Fort Valley Utility Commission is safe. Drinking water in Fort Valley consistently exceeds safe drinking water health standards. As health scientists learn more about our environment and the effect of substances in the environment on human health, new standards will continue to be set for drinking water. Fort Valley continues to add new technology in order to be able to meet further standards. All drinking water, including bottled water, may reasonably be expected to contain at least small amounts of some substances. All water sources pass over the surface of the land or through the ground. The water dissolves naturally occurring minerals and materials and can pick up substances relating to the presence of animals or from human activity. Substances that may be present in source water:

- Biological - may come from human, agriculture, or wildlife sources
- Inorganic - can be natural, from storm run-off, or from industrial or domestic wastewater discharges.
- Pesticides and herbicides - may come from agriculture, storm run-off or residential use.
- Organic chemicals - may come from industrial or domestic processes, storm run-off, and septic systems.
- Radioactive materials - can be naturally occurring or the result of mining or other human activities.

To ensure tap water is safe to drink, the US Environmental Protection Agency (EPA) prescribes regulations that limit the amount of certain substances in water provided by public water systems.

Where does our water come from?

The Fort Valley Utility Commission gets its water from the Tuscaloosa aquifer, which is approximately 500 feet below the surface. This aquifer has, so far, provided the City with a safe and dependable supply of water even in the driest years. For information on the Well-Head Protection Plan, contact the Utility Commission's Water Plant at (478) 825-5482.

Treatment Process:

The water is disinfected with chlorine to make it biologically safe. The pH is adjusted by adding sodium hydroxide. Fluoride is added to help prevent dental cavities. Phosphate is added to enhance corrosion control.

What is in our water?

More than 7,500 tests are conducted annually at the Fort Valley Utility Commission's Drinking Water Lab. These tests monitor tap water for micro-organisms, minerals, and organic substances that could cause disease or other adverse health effects. Testing is done for contaminants, including coliform bacteria, metals, nitrates, and pesticides.

The water in the distribution system is tested on a regular basis. Five water system samples are collected each week. A total of twenty samples are tested each month as required by the EPD to ensure that the drinking water is safe for consumption.

The data presented in this report is from the most recent testing done in accordance with State and Federal regulations. **The table on the next page lists only the regulated substances that were found. Our test results are below the levels allowed by EPA in public drinking water.**

Terms and Abbreviations:

- **Maximum Contaminant Level Goal (MCLG):** The level of a contaminant in drinking water below which there is no known or expected risk to health. MCLGs allow for a margin of safety.
- **Maximum Contaminant Level (MCL):** The highest level of a contaminant that is allowed in drinking water. MCLs are set as close to the MCLG as feasible using the best available treatment technology.
- **Maximum Residual Disinfectant Level (MRDL):** The highest level of a disinfectant allowed in drinking water. There is convincing evidence that addition of a disinfectant is necessary for control of microbiological contaminants.
- **Maximum Residual Disinfectant Level Goal (MRDLG):** The level of a drinking water disinfectant below which there is no known or expected risk to health. MRDLGs do not reflect the benefits of the use of disinfectants to control microbial contaminants.
- **Action Level (AL):** The concentration of a contaminant that, if exceeded, triggers treatment or other requirement that a water system must follow.
- **N/A:** not applicable
- **PPM:** parts per million or milligrams per liter (mg/l) – one part per million corresponds to one minute in two years or a single penny in \$10,000.
- **PPB:** Parts per billion, or micrograms per liter – one part per billion corresponds to one minute in 2,000 years or a single penny in \$10,000,000
- **(dw):** Drinking water.
- **(a):** Fluoride is added in treatment to bring the natural level to the EPA optimum of 1 part per million (see definition of PPM).
- **(b):** Water from the treatment plant does not contain lead or copper. However under EPA test protocol, water is tested at the tap. Tap tests show that where a customer may have lead pipes or lead-soldered copper lines, the water is not corrosive. This means the amount of lead or copper absorbed by the water is limited to safe levels.

Drinking Water Analysis

Substances Tested and Detected	Unit	Goal MCLG	Maximum Allowed MCL	Amount Detected	Is it safe? (Does it meet standards?)	Probable Source
Fluoride (a)	PPM	4	4	0.93	Yes	Water additive that promotes strong teeth
Copper (b)	PPB	1,300	AL = 1,300	97	Yes	Corrosion of household plumbing systems
Lead (b)	PPB	0	AL = 15	1.4	Yes	Corrosion of household plumbing systems

Substance Tested & Detected	Unit	MRDL	MRDLG	Amount Detected	Range of Detection (Report Year)	Is it safe? (Does it meet standards?)	Source
Chlorine	PPM	4	4	0.78	0.47 – 1.31	Yes	Water additive used to disinfect drinking water

Additional Lead Information

If present, elevated levels of lead can cause serious health problems, especially for pregnant women and young children. Lead in drinking water is primarily from materials and components associated with service lines and home plumbing. The Fort Valley Utility Commission is responsible for providing high quality drinking water, but cannot control the variety of materials used in plumbing components. When your water has been sitting for several hours, you can minimize the potential for lead exposure by flushing your tap for 30 seconds to 2 minutes before using water for drinking or cooking. If you are concerned about lead in your water, you may wish to have your water tested. Information on lead in drinking water, testing methods, and steps you can take to minimize exposure is available from the Safe Drinking Water Hotline (800) 426-4791 or at www.epa.gov/safewater/lead.

Cryptosporidium

Cryptosporidium is a protozoan parasite that is common in source water. Cryptosporidium can cause symptoms including diarrhea, nausea, and/or stomach cramps. Cryptosporidium has never been found in the drinking water that goes to your tap.

Notice to Immuno-compromised People

Some people may be more vulnerable to contaminants in drinking water than the general population. Immuno-compromised people (such as those with cancer undergoing chemotherapy, people who have undergone organ transplants, people with HIV/AIDS or other immune disorders, some older adults and infants) can be particularly at risk from infections. These people should seek advice about the drinking water from their healthcare providers.

EPA and the Centers for Disease Control guidelines on appropriate means to lessen the risk of infection by Cryptosporidium and other microbiological contaminants are available from the Safe Drinking Water Hotline (800) 426-4791 or www.epa.gov/drink.

Additional Testing and Research

The EPA has required the Utility Commission and hundreds of U.S. water systems to participate in a major testing program Information Collection Rule (ICR). The ICR is intended to provide EPA information about the occurrence of chemical by-products used in disinfecting, plus information about disease-causing pathogens (microorganisms). The data on how public water supply systems control the chemical by-products and pathogens will be used to revise drinking water standards

Additional Information Sources:

Web sites with information about water quality: www.epa.gov/ow www.awwa.org www.gaepd.org www.amwa.net

Please join us in making our decisions.

We encourage and invite public interest and participation in the decision-making that affects drinking water. The Fort Valley Utility Commission holds regularly scheduled meetings at 6:00 p.m. on the second Monday of every month. The meetings are open to the public and are held at City Hall in downtown Fort Valley located at 204 West Church Street. The Fort Valley Utility Commission business office is open daily except for weekends and holidays. Lobby hours are from 8 a.m. to 5 p.m. The Customer Service telephone number is (478) 825-7701, option 3. The Drinking Water Quality Lab, and emergency after hours, telephone number is (478) 825-5482.

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Fort Valley GA 31030

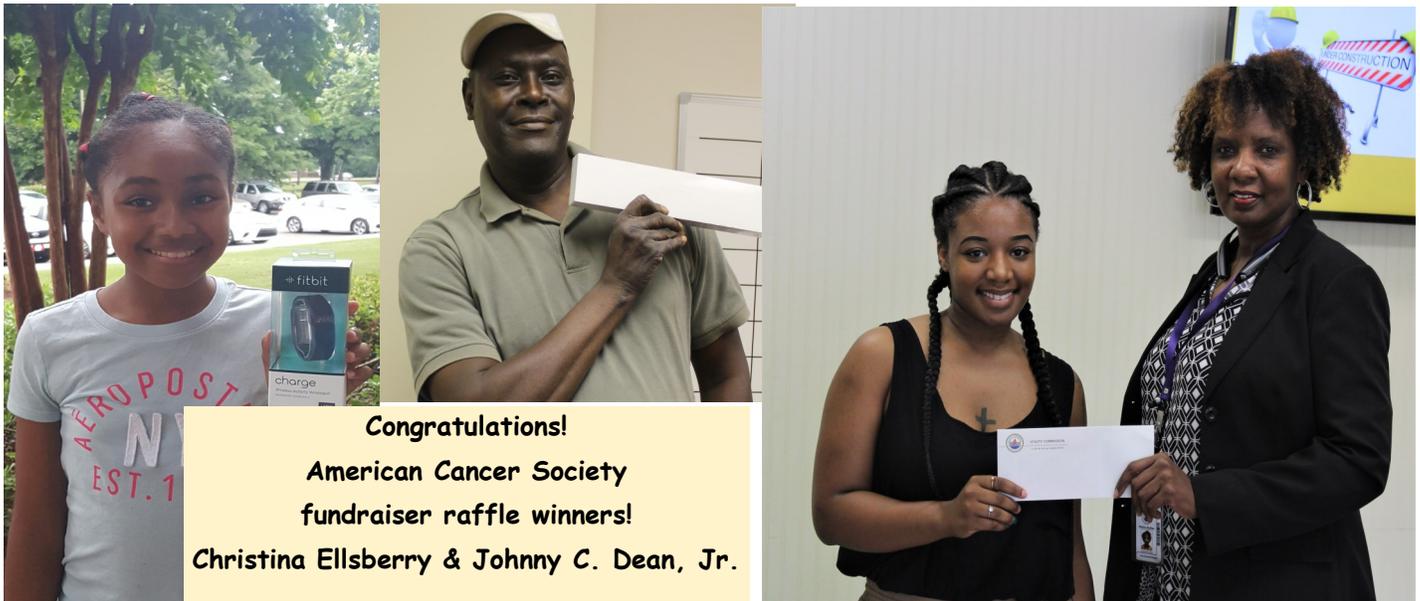
Emergency Service

Nights and Weekends
478-825-5482

Office Hours

8:00 am - 5:00 pm
Monday - Friday
(6:00 pm on Payment Due Dates ONLY)

Contest Winners



Congratulations!
American Cancer Society
fundraiser raffle winners!
Christina Ellsberry & Johnny C. Dean, Jr.

Congratulations to our last edition's Contest Winners! Quimyre Rolland (pictured above right) with Martha McAfee, HR/Key Accounts Manager and James Strickland (picture not available) Check out page 7 for your chances to win. Who knows..YOUR face could be right here!