

Important Message about Natural Gas Safety

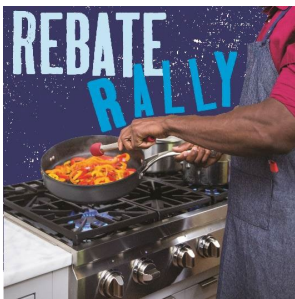


Natural gas, America's most popular home heating fuel, is increasingly popular for use by homeowners, schools, businesses, factories and electric power-generation plants because it is efficient, clean, reliable and a relative bargain compared to alternative energy sources. In our community, City of Social Circle provides natural gas to more than 1100 customers through a network of underground distribution lines. Main gas lines, typically 2-inch in diameter, branch into household service lines which are typically half-inch to three-quarter-inch in diameter and buried 12- to 18-inches below the surface.

To protect you and others in the community; federal and state government, along with your utility provider have made your safety a high priority. Any time you dig or move earth in any way, you are required to "Call Before You Dig" 48 hours before beginning any digging. When you call 811, they will contact utility owners who will locate all buried utility lines on your property, so you can safely dig and prevent a potentially hazardous condition. Failure to use the 811 system is a known cause of pipeline accidents. Calling before you dig can prevent a costly or even deadly mistake. For more information, see www.Georgia811.com, socialcirclega.gov or call City Hall at 770-464-2380.

Natural gas is a colorless, odorless gas. A chemical that smells like rotten eggs is added to help detect a possible leak. Some of the signs of a gas leak include seeing bubbling water, hearing a hissing or blowing sound from a pipeline or appliance, dead or discolored vegetation in an otherwise green area, dirt or dust blowing from the ground, or the smell of rotten eggs. If you smell gas, or just think you might be smelling gas, leave the area immediately and call your local gas provider at 770-464-2380 or 911 from a neighboring home or business. Never turn on or off switches or use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas, causing an explosion. Do your part to familiarize yourself and your family with these natural gas safety tips and continue to enjoy the value, comfort and benefits of America's cleanest, most efficient energy source!

This message is brought to you by City of Social Circle as a public service. To learn more about our natural gas service and the benefits of natural gas, call 770-464-2380.



Rebates for Old Appliances

Round up your old appliances in exchange for new natural gas appliances! The Rebate Rally is a special natural gas appliance event held by natural gas providers across the state of Georgia each year. Social Circle is participating in the 2019 Rebate Rally Campaign. Promotions include rebates on new gas appliances. The City of Social Circle offers 0% interest financing on the purchase and installation cost.

Contact Robbie Groves at 770-464-6908 SocialCircleGA.gov and RebateRally.com.

Utility Billing Notifications

Receive bill notifications, past due balance notifications, and cut off notifications via text or automated phone call. You can also receive your bill by email each month, a few days before the paper version arrives in the mail. Please update your contact information in our system, including email address and cell phone number, by calling City Hall (770) 464-2380 or adding the information on the statement with your payment.

We'd love to hear suggestions on how to improve the courtesy reminders to better serve you.

Round-Up Your Utility Bill to Help Two City Programs Year Around

Don't forget to round up your utility bill to support two City programs: Secret Santa and Back to School Bash. The Secret Santa program is organized by the City's dedicated public safety departments. Gifts are purchased and donated for families in need during the Christmas Holiday. The Back to School Bash is a City Main Street event that helps to provide necessary supplies to students prior to the beginning of each school year. This Keep the Change program will give you the option to donate to these events throughout the year! All proceeds will go towards the purchase of Secret Santa gifts, and Back to School Bash School Supplies, equally.



PUBLIC NATURAL GAS WEEK

OCTOBER 6-12, 2019

Why Public Natural Gas Matters to our Community

This year, October 6-12 is Public Natural Gas Week, a time when communities such as ours give recognition to one of their most valuable community assets—their publicly owned natural gas utility. We are dedicating this week to educating our community about the benefits of having a public natural gas utility in addition to promoting the overall benefits of natural gas for your fueling and heating needs. There are approximately 1,000 public natural gas utilities in the United States. Most are small and comprised of a few hundred to a few thousand customers. Despite their size, they have a huge impact on the communities they serve by providing an irreplaceable function of offering clean, affordable and efficient natural gas.

Our customers recognize the need to access reliable energy and having a local public natural gas utility is the best way to do that. There are many other benefits of having a public natural gas utility, for example:

1. Public natural gas utilities are directly accountable to the citizens they serve, and decisions regarding your energy needs are made locally through citizen participation instead of being made outside of the community.
2. Public natural gas utilities are locally controlled operations, which ensures that rates remain competitive and affordable. This is especially reassuring as energy and fuel prices continue to rise and affect your family's bottom line.
3. Lastly, public natural gas can play a valuable role in helping broaden our tax base and helps local dollars stay at home. We also work with local financial institutions and make purchases from local businesses. This, in turn, improves the local economy and creates jobs.

We're here for our community and invite you to join us this week at the variety of events we will host. If you have any questions regarding your public natural gas utility or your upcoming energy needs, please feel free to reach out: 770-464-2380.

Important Dates for Upcoming Utility Payments

October Utility Dates	November Utility Dates	December Utility Dates
Oct 25 – Drive-thru open 8:30 am - noon, 1 - 4 pm	Nov 15 – Drive-thru Open 8:30 am - noon, 1 - 4 pm	Dec 13 - Drive-thru Open 8:30 am - noon, 1 - 4 pm
Oct 28 – Last day to pay to avoid cut-off*	Nov 21 - Last day to pay to avoid cut-off*	Dec 18 - Last day to pay to avoid cut-off*
Oct 29 – Cut-off	Nov 22 - Cut-off	Dec 19 - Cut-off
Oct 30 – Current payment due date	Nov 26 - Current payment due date	Dec 26 - Current payment due date
Oct 31 – Late fees applied	Nov 27 - Late fees applied	Dec 27 - Late fees applied

*After 4:30 pm on the last day to pay to avoid cut-off, a \$20 admin fee for water service and \$20 fee for gas service will be added to the account. We check the drop box at 4:30 pm so if the payment is dropped in after 4:30 pm, you will have to pay the admin fee. If paying by credit card online or paying by phone, you need to include the admin fees.