



A monthly newsletter
from the city
government of
Washington, Georgia.

Empowering our
citizens through
public information.
August 2015.



CITY GETS NEW AFTER-HOURS ANSWERING SERVICE FOR UTILITY OUTAGES AND MORE

Washington's City Hall has a new after-hours phone service to handle calls to report power outages, fallen trees in the road, water leaks and more. In the past the City used the 911 call center to report problems. However, citizens should *not* call 911 anymore. Instead they should call City Hall at (706) 678-3277 or dial IUC's toll free number at (844) 860-1248. You will be connected to a live person that can help you.

After hours calls to City Hall are now forwarded to live operators at IUC from 5 p.m. to 8 a.m. daily, and also on weekends and holidays. For urgent problems – like outages, leaks or trees in roads – the operators will dispatch appropriate city employees to handle the issue. Interactive Utility Communication's founder and CEO is Gregory L. Steele (above) The company (top left) is located in Marietta, Ga.



Steele

The benefits of using IUC are shorter hold times, happier customers and less expense than if the city had its own after-hour's operator. Steele called Washington's utility departments "progressive" and said helping them is a privilege.

"IUC has over 15 years of experience working with utility companies to support customer interactions," said Washington City Administrator Sherri Bailey. "They are driven to reduce costs, and to improve service results."

Later this year, the city will introduce an app that can be downloaded to your mobile device. "We want to make it easier for citizens to report a problem as they see them. Citizens will even be able to upload pictures." Bailey said. The app will tie into a new system the City uses for work orders called Hiperweb. It will cut the City's response time to calls and alleviate a lot of paperwork. Every call or report will be kept electronically, which will give the City historical data to use when applying for grants and will be a helpful management tool for operations. More information will be released once the app goes live.

ENERGY-SAVING TIP

Microwave ovens use two-thirds less energy than your stove, says California's Consumer Energy Center.



PLEASE ADOPT THIS MONTH'S PET

Pierre is a 12-week-old tabby cat. He's at the Washington-Wilkes Animal Shelter, being cared for by volunteers like Katy Hamlin (above, with Pierre), but Pierre needs a home like yours. So, please add Pierre to your family by calling (706) 678-2287.

COMMUNITY CALENDAR

The City Council Monday, August 10, at the Pope Center, at 48 Lexington Ave. Work session at 5:00 and regular meeting at 6:00.

Local public schools start Friday, August 7.

PLEASE WRITE COMMENTS OR QUESTIONS FOR CITY OFFICIALS ON BACK OF YOUR UTILITY PAYMENT STUB. THANKS!

CITY COUNCIL: Mayor Ames Barnett, Robert S. Armour, Travis Armour, Nathaniel Cullars Sr., Kimberly J. Rainey, Mike Scarborough and Marion Tutt Jr. Please visit www.cityofwashingtonga.gov.