

Marietta



Power

Water



May 2012

Connected

Marietta Power and Water's Proactive Customer Service Approach Ensures Minimal Service Interruptions

If you rarely think about your utility service, we take that as a compliment at Marietta Power and Water. We're happy being in the background of your life and we work hard to make sure you have as few service interruptions as possible. Should you have trouble with any of the services we provide, you can feel assured that we'll have the problem resolved as quickly as possible.

Our proactive customer service approach consists of a number of routine preventative measures on our end as well as educational resources for our customers on a wide range of topics including paying your bill, conserving energy and water, and reporting a problem with your service. Additionally, each of our service areas features a dedicated phone number for resolving service issues.

You've Got the Power

For power outages, check your electrical panel to be sure you don't have a blown fuse or tripped circuit breaker. Multiple occupancy buildings have a main panel with fuses or breakers located outside, near the meter.

If the panel is not the cause of the problem, report your emergency outage by calling (770) 794-5160.



To find out if there are power outages in your area, visit the Marietta Power and Water website and click on Power on the homepage and then select Current Outages in the drop-down menu.

Scan to visit the
power outages page.

Once you're there, you'll be able to stay up-to-date through the Outage Status box featuring a color-coded legend reflecting the options of "Created, Acknowledged or Crew Assigned," "Crew at Site," and "Restored."

Water, Water Everywhere

Marietta Power and Water operates and maintains more than 230 miles of water pipe. With two water storage tanks and three water pump stations, we service 18,000 water meters that are replaced or tested and repaired at set intervals. Water mains are routinely flushed to maintain water quality.

Through our wastewater pump station, we also operate and maintain more than 275 miles of wastewater collection pipe. In addition to repairs to water main leaks and breaks and other work orders, we perform numerous tasks to maintain service and water quality. All water valves are exercised on a planned basis to ensure operation when needed in an emergency, and all tanks and pump stations are routinely inspected with maintenance performed as needed.

To report water and sanitary sewer-related emergencies call (770) 794-5230.

We're here for you all of the time — not just in emergencies. Give us a call any time at (770) 794-5150 to learn more about the services we provide. We look forward to hearing from you! 💧

Reduce Your Downtime from Emergency Power Outages by Verifying Your Phone Number

Providing dependable service is always our top priority at Marietta Power and Water. While we take preventive measures every day to keep your electricity operating smoothly, sometimes there are circumstances beyond our control that can cause power failures. Fortunately, with your help, we can respond quickly to your emergency outage through our interactive voice response system, or IVR.

Our IVR system lets us get to work right away restoring your power as long as we have your current phone number which also reflects your address. If the information is not current, there will be a delay in restoring your power and you will not receive an optional follow-up call letting you know your power has been restored.

Verifying that we have your correct phone number on file is quick and easy. If you're already a subscriber to Marietta Power and Water's online services, simply log on to your account and click "Customer Service", then "Pay Your Bill," then "Online." If you're new to our online services, sign up at www.mariettapowerandwater.com. Once you're on the Home page, click "Customer Service," then "Pay Your Bill," then "Online", then "Create Password."

You'll need your account ID number and your cycle and route number from your statement to complete the simple process. If your information needs updating, click the Email Us link to notify us of any changes.

To report power outages call (770) 794-5160. 💧

Learn more about our Toilet Rebates at www.mariettapowerandwater.com

Receive a \$100 rebate check for converting to a 1.28-gallon per flush toilet. See toilet rebate information section on our website for more details. 💧



<http://www.mariettaga.gov/city/mpw-home/water/rebate>

CALENDAR

Friday, June 15

Juneteenth Concert

Glover Park in Marietta Square
7 to 10:30 p.m.

For more information,
please call (770) 425-5757.

Saturday, June 16

Juneteenth Celebration

Glover Park in Marietta Square
10 a.m. to 8 p.m.

For more information,
please call (770) 425-5757.

Friday, June 29

Glover Park Concert Series

Glover Park in Marietta Square
8 to 10:30 p.m.

China Grove/
Doobie Brothers Tribute Band
(770) 794-5601

Wednesday, July 4

Fourth in the Park

Glover Park in Marietta Square
10 a.m. to 10 p.m.

10 a.m. Marietta Freedom Parade
Noon Concert

2 p.m. National Bell Ringing
2:15 p.m. Parade Awards Ceremony

8 p.m. Concert
Dark Fireworks

For more information visit
www.jrmmanagement.com or
call (770) 794-5601.



For a complete list of City of Marietta events, please visit www.mariettaga.gov and click on Calendar of Events.

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