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MONROE CITI311

See a pothole? Street light out? Want a way to report it without having to call into City Hall? Well, now you can. The City of Monroe is proud to introduce Monroe Citi311. Monroe Citi311 provides a means for citizens to track the progress of their requests, receive email alerts about their requests, privately submit a request without publishing any personal information, and attach images to their request. Citizens can take a picture and report the issue online or right from an app on your smart phone.

"This platform allows citizens to report non-emergency issues..."

The City of Monroe wants the community to engage as much as possible. We would like citizens to use the Monroe Citi311 as a direct means of communication between the city and its constituents. This is an app that allows everyone to have a part in correcting issues and making sure that our city is safe for everyone here.

The Monroe Citi311 app allows citizens and city officials to effectively communicate through technology. Its seamless reporting allows citizens to report the issue, city officials to acknowledge the issue, and the department then takes the issue and creates a work order for the issue to be resolved. Take part in the movement. To report a non-emergency visit www.monroega.com or <https://goo.gl/zTvIBU>.

EXTENSIONS

Understanding your utility bill and what charges you incur can help you get an overall understanding of how much energy you consume in a monthly billing cycle. Just like understanding your energy consumption can help identify areas where you can save energy, understanding billing policies and procedures can help you plan in case of emergencies.

In recent years, the City of Monroe has made strides to improve customer service by adopting policies to give customers options when facing financial hardships. Understanding policies can help customers take advantage of what options are best for their situation and can ultimately help relieve the stress of being disconnected for not meeting due dates and disconnect dates.

The City of Monroe has an extension policy that allows customers to extend their services seven (7) days past the disconnect date. In order to take advantage of this policy, customers must come in the day prior to **before** their disconnect date and apply for an extension. Customers can apply for an extension on an as-needed basis (monthly) as long as the customer

does not default (miss the payment deadline) on the extension agreement. Extensions must be obtained by the account holder at City Hall, 215 North Broad Street, Monroe, GA 30655.

Also, the City has adopted a policy that allows seniors and those receiving social security benefits whose income falls below \$23,540 (this figure is 110% percent of the federal poverty guidelines). Customers who meet these requirements can extend their payments two weeks past the disconnect date. This policy also applies to disabled individuals receiving SSI benefits as well.

The City of Monroe strives to help customers who are having difficulties meeting their disconnect dates. By allowing customers to take part in the extension program, we hope that customers can manage their accounts and maintain active statuses.

*Customers who are applying for a regular monthly extensions will still incur late fees (if bill is not paid by the due date – 5% of the amount past due with a minimum charge of \$10.00). Also, if a customer defaults on an extension, the customer will not be allowed an extension for a period of 12 months.

We Have Many Convenient Ways to Pay

Take Advantage of the Many Ways to Pay Your Utility Bill!

- Online payments at our website www.monroega.com**
 - Pay by phone at 1-866-239-6929**
- ACH bank draft where funds are automatically withdrawn from your bank account on the due date.

(No need to worry if you have paid your bill and no late fees!)
Simply see one of our Customer Service Representatives to sign up.
- Bank Issued Check: The check is processed by your bank and mailed to the office.

(Using this method could result in late payment if the bank issues the check and the city receives it after the due date.)
- By Mail: You can always mail your payment to the office.

(Please mail it with ample time to make it to the office prior to your due date.)
- Drive Thru: You can always make payments at the City Hall Drive-Thru Monday thru Friday from 7:30 a.m until 5:30 pm.

*We accept all major credit cards. (Visa, Mastercard, Discover & American Express)

**You must have your account number and last four digits of the phone number on file.



The City of Monroe's Monroe Housing Team is busy meeting the goals and objectives set earlier in the formation of the team. After a year in the partnership with the Georgia Initiative for Community Housing, the team has accomplished quite a few of these goals.

The Team has completed over 1200 housing assessments with the help of local high school students from the Walton County Youth Advocacy Board and the help of students from the University of

Georgia's Housing and Community Development Class.

The City of Monroe's Housing Team is steadily making progress and is happy to announce that renovation has begun on two CHIP grant homes in the Monroe area.

The team will also be partnering with a local non-profit, HOPE Monroe, to present a housing fair for residents of Monroe on July 8, 2017.

For more information regarding the involvement of the Monroe Housing Team and to learn more about the upcoming housing fair, contact Sadie Krawczyk at sadiek@monroega.gov. Follow the Team's success by joining the Monroe Housing Team-GICH on Facebook.

Defeating F.O.G.

Fats, oils, and grease can be a serious combination. It may sound like the recipe for a bad cocktail, but F.O.G. can have serious implications on your pipes. Sure, it sounds like a good idea to pour off the excess fat, oil, or grease down the sink as long as the water is running, but F.O.G. has other plans. F.O.G. likes to create sewage back-ups by restricting water flow in your sewer pipes leaving homeowners with a major problem.

Wastewater in the pipes is called raw sewage, and it is made up of all kinds of unpleasant things. When a back-up occurs in your home, this raw sewage backs up in your tubs and toilets and can spill out onto the floor in your home. As bad as that is, when spills occur outside the home, it can be worse. This raw sewage can effect surface water points such as streams, creeks, and ponds and cause considerable environmental damage.

There are ways to defeat the F.O.G. and here is how you do it.

- Scrape off all food residues from plates, utensils, pots, and pans before you wash them.
- Instead of pouring used liquid fats and oils from cooking down the drain, pour the fats into a glass jar or coffee can. After it has cooled, throw the fat in the trash.
- If you deep fry foods, pour the used oil back into its container and throw away.
- If you have a septic system, service it every few years.

Mandatory Water Restrictions

A Level 1 Drought Response is currently in place for Walton County, Georgia.

A Level 1 Drought Response requires permitted public water systems to conduct a public information campaign to explain drought conditions and the need to conserve water. Below are some tips to help conserve water during this Level 1 Drought Response:

- Verify that your home is leak free. Read your water meter before and after a two-hour period when no water is being used. If the meter does not read exactly the same, there is a hidden leak.
- Repair dripping faucets by replacing washers. If your faucet is dripping at the rate of one drop per second, you can expect to waste 2,700 gallons per year.
- Retrofit all wasteful household faucets by installing aerators with flow restricted ones.
- Insulate your water pipes. You'll get hot water faster and avoid wasting water.
- Do not hose down your driveway or sidewalk; use a broom instead, saving hundreds of gallons of water.
- Check all hoses, connectors, and spigots regularly. Replace or add a washer if you find leaks.
- If you have a pool, consider a new water-saving pool filter. A single back flushing with a traditional filter uses from 180 to 260 gallons of water.

For more tips visit the following websites:

www.dca.state.ga.us/water_conservation.com

www.wateruseitwisely.com

www.gaepd.org/Documents/outdoorwater.html

New Fire Marshal

The City of Monroe is proud to announce our new Fire Marshal, R.J. Lott, who will be working with our Fire and Code Departments. Mr. Lott has been employed with the City of Monroe Fire Department since 2005. Mr. Lott will combine his passion for safety and fire prevention in order to fulfill his role as Fire Marshal.

The Fire Marshal Office's focus is Community Risk Reduction, responsible for fire code compliance, public safety education and fire cause and origin. This division also investigates citizen complaints regarding fire code violations, property maintenance violations and fire hazards.

Risk Reduction Programs:

- Stove Fire Simulator- A tool that allows us to demonstrate with live fire the deadly effect water has on grease fires.
- Fire Extinguisher Training- A Class comprised of PowerPoint presentation and hands on skills to properly teach when/how to use a fire extinguisher.
- Juvenile Firesetter Program (JFS's)- This program educates/mentors youth caught or interested in fire play.

For information on these programs or to make a request, please email:

Fire Marshal R.J. Lott
rlott@monroega.gov
404-488-0145



Damage Prevention Prior to Excavating & How to Recognize a Natural Gas Leak

There are thousands of digging damage incidents in the United States every year. Striking an underground pipeline may lead to expensive fines, serious injury or death. Gas pipelines are built with safety and reliability as top priorities, following state and federal guidelines, regulations, and specifications. However, a natural gas leak may result in fire, explosion, and/or asphyxiation.

Here are five easy steps to damage prevention:

1. **Survey and Mark** – Survey the proposed excavation area and mark the dig sites in white paint.
2. **Call Before You Dig** - 48 hours prior to digging, call 811 and get free staking of underground utility lines which helps reduce the chance of injury and unneeded expense.
3. **Wait!** Wait the required time to allow utility owners to locate and mark the lines.
4. **Respect the Marks!** Maintain visibility of the marks and safely follow them when digging.
5. **Dig** – Dig with care. Hand excavate within 24-inches of each side of the lines. If you plan to dig anywhere near a marked area – especially when using power equipment – use a shovel and carefully hand dig to expose the lines.

If your equipment contacts a gas line:

- **Leave equipment;** jumping clear and shuffling away, without turning off engines or generators.
- **Warn others and leave** the area quickly.
- **Do not operate** any gas pipeline valves or stop the flow of gas.
- Leave the **excavation open**.
- In a natural gas emergency, **call 911**, then the City of Monroe.

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 think you may smell gas:

- **Leave** the area immediately
- **Call** your local gas provider at 770-267-3429 or 911 **from a neighboring home or business**.
- **Never** turn on or off switches, use a flashlight or phone in the presence of the gas smell, because an electric spark could ignite the gas & cause an explosion.
- **Stay** in a safe location until the emergency responder arrives & gives you clearance to return to the area.

Over the past 20 years, risk exposure has been rising through increased populations, energy consumption and pipeline miles. At the same time, the number of serious pipeline incidents involving death or injury has declined by 50%.



To learn more about our natural gas service and the benefits of natural gas, call the City of Monroe at 770-267-3429 or visit our website at www.monroega.com

Let's Talk Trash

Do you need a littervention? Are you part of Monroe's litter problem? Are you prepared for a little trash talk...then **Let's Talk Trash!**



Fast food wrappers, cigarette butts, plastic bottles, and aluminum cans are the most common types of litter found along road ways.

Litter is not an individual problem. Everyone is responsible for the beautification of the community, including litter prevention and education.

Littering can carry a fine upwards of \$1000.

Litter impacts wildlife, water sources, and other natural resources. This ultimately impacts the quality of life of humans as well.

For more resources on litter, please visit:
www.monroega.com
www.keepwaltonbeautiful.com
www.keepgeorgiabeautiful.com

North Broad Street LCI Project

The City of Monroe is scheduled to begin the long awaited LCI (Living Centers Initiative) Sidewalk Enhancement project for the North Broad Street corridor in 2017. This project will be very similar to the sidewalk enhancement project that was completed on South Broad in 2015. The LCI project will include the installation of sidewalks and lighting on North Broad Street from Marable Street to Mayfield Drive and Hwy 78.

The City of Monroe will make provisions for pedestrian-oriented facilities such as sidewalks and multi-purpose paths. The improvements include but are not limited to: sidewalks, bicycle trails, and street lighting along the North

Broad Street Corridor. The enhancements will make it easier for pedestrians traveling to the City Center by way of foot-traffic or bicycle. It will provide a safe alternative to driving for enjoying all of the many attractions Downtown Monroe has to offer.



The following businesses received new licenses from the City of Monroe since July.

• **Anything Septic**
113 B Vine Street

• **Atlanta's Skin Rejuvenation Center**
125 South Broad Street

• **Blackwell's Cash for Junk**
809 North Broad Street Suite C

• **Broad Street Boots**
131 North Broad Street

• **Burbage Enterprises**
415 Mayfield Drive

• **Clearview Infectious Disease**
2151B West Spring Street Suite 210

• **Clearview Primary Care at Monroe**
2151B West Spring Street Suite 220

• **Bojangles**
1104 North Broad Street

• **Kaity's Downtown**
118 North Wayne Street

• **Nationwide Tax Service**
230B North Hammond Drive

• **Nextstar Communications**
1958 West Spring Street Suite A4

• **Southern Empire Athletics**
212 Bryant Road

• **Trackside Antiques & Architectural**
516 South Madison Avenue

*****ECRWSEDDM****

Postal Customer
Monroe, GA 30655

UPCOMING EVENTS

official newsletter of Monroe, Georgia

M March

- 7 City Council Meeting 6:00 p.m.
- 14 City Council Meeting 6:00 p.m.
- 18 Memories in Monroe Classic Car Show 9:00 a.m.

M May

- 2 City Council Meeting 6:00 p.m.
- 5 First Friday Concert 7:00 p.m.
- 9 City Council Meeting 6:00 p.m.
- 13 Farmer's Market Opening Day 8:30 a.m.
- 14 Mother's Day
- 29 Holiday: Closed

A April

- 4 City Council Meeting 6:00 p.m.
- 6 Alive After Five 5:00 p.m.
- 11 City Council Meeting 6:00 p.m.
- 14 Holiday: Closed
- 16 Easter Sunday
- 21 Food Truck Friday 11:00 p.m.
- 29 Taste of the Market 6:00 p.m.



Unless otherwise noted, City of Monroe meetings are at City Hall, 215 N. Broad Street. Dates subject to change; check monroega.com for updates.

City of Monroe Georgia

Mayor Greg Thompson
Vice-Mayor Wayne Adcock-District 6
City Council Lee Malcom-District 1
Myoshia Crawford-District 2
Nathan Purvis-District 3
Larry Bradley-District 4
Norman Garrett-District 5
Nathan Little-District 7
Jimmy Richardson-District 8

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Director of Planning & Development
Director of Water, Sewer, & Gas
Director of Finance
Director of Solid Waste
Director of Streets & Transportation
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