



InfoLine

SPRING 2007



**YOU ARE HERE.
AND SO ARE WE.**

OPTILINK.

DEVELOPED HERE.

DELIVERED HERE.



OptiLink Services Expanding into Whitfield County

On the heels of expansion into the high-density residential and commercial areas along the Cleveland Highway corridor in north Whitfield County, Dalton Utilities has announced that construction will begin in early March to extend OptiLink phone, cable TV and high-speed Internet services to the high-density residential areas in the West side of Whitfield County, including Rocky Face and Tunnel Hill.

OptiLink is a world-class fiber optic network, developed and delivered locally. It is the area's first and most capable fiber optic network.

"OptiLink is a hometown achievement," noted Dalton Utilities President and CEO Don Cope. "It was built here to connect the people and businesses of our area to each other and the rest of the world."

OptiLink's revolutionary technology provides for lightning-quick and reliable voice, data and video. Dalton and its utilities provider have been recognized as a leader of a nationwide trend of public utilities offering advanced-technology telecommunications services to their residents.

According to Cope, being designed and delivered locally translates into several meaningful advantages for Dalton Utilities customers.

"We are here," Cope said. "We live here and work here, and we, too, are customers of Dalton Utilities. And because we know and understand our customers' needs best, we can be more responsive to our customers' questions and requests."

OptiLink's "local" connection is the theme for its next ad campaign as OptiLink services are expanded to new areas throughout the community. The campaign employs the headline "You Are Here. And So Are We." to remind local residents and businesses of the advantages of doing business with their hometown provider.

2006 Awards & Achievements

- OptiLink named "Best Internet Provider in Northwest Georgia" in 2006 Dalton Daily Citizen Readers' Survey
- 2006 Georgia Association of Water Professionals (GAWP) Platinum Award to all water plants (7th consecutive year)
- 2006 GAWP Drinking Water Taste Test Award - Freeman Springs Plant
- 2006 GAWP Platinum Award for LAS (7th consecutive year)
- 2006 GAWP Best Water Quality (Consumer Confidence) Report Award
- 2006 GAWP Wastewater Laboratory QA/QC Award
- 2006 GAWP Water Distribution System of the Year
- 2006 GAWP Wastewater Collection System of the Year Award
- 2006 GAWP Wastewater Plant of the Year Award - Loopers Plant
- 2006 GAWP Water Plant of the Year Award - Mill Creek Plant
- Dalton, GA named National 2006 "Smart Community" at the Digital Cities EXPO recognizing the forward-thinking associated with OptiLink's widespread broadband access

IT'S TIME TO TRIM THE FAT, OIL & GREASE...FROM OUR SEWERS!

Not only are fat and grease bad for your health and waistline, but did you know that they are also the Number #1 cause of sewer blockages? Sewer overflows and backups can cause health hazards, damage home interiors, and threaten the environment.

How does grease get into the sewer system?

Grease enters the sewer system from household drains, as well as from poorly maintained grease traps in restaurants and other businesses.

Who can prevent sewer overflows caused by grease? You!

You, our customers, are the most effective tool we have to fight sewer overflows caused by grease. Here are some simple tips to avoid grease blockages in your drains:

- Never pour grease down sink drains or into toilets. (Home garbage disposals do NOT keep grease out of plumbing systems. Products, such as detergents, that claim to dissolve grease only pass it down the line and cause problems in other areas.)
- Scrape grease and food scraps into a can, disposable container, or ziplock bag and put in the garbage.
- Remove oil and grease from kitchen utensils, equipment and food preparation areas with scrapers and/or towels. Keep grease out of wash water as much as possible.
- Insert baskets/strainers in sink drains to catch food scraps and other solids and empty them into the trash.

Other things you can do to prevent sewer blockages:

- Don't put solids down the toilet or drain. Don't flush rags or cloth or disposable diapers. These items are commonly found in sewer blockages. Think of the size of an 8-inch sewer line. This newsletter is only 8 1/2 inches wide. You can see how items like diapers or rags could quickly block the line. And disposable diapers are absorbent. Once you flush them, they grow even larger!
- A manhole is not a trashcan! Never lift a manhole cover! Dalton Utilities crews often find items like buckets, cinder blocks, limbs, construction materials and other large pieces of garbage that have been disposed of in manholes. These items can very quickly cause blockages, which can result in the sewer backing up in your home or your neighbors!!

If you see someone putting improper materials in the sewage system or manholes, call Dalton Utilities to report it at 706-278-1313. If it's someone on your street, the next sewer backup could be in YOUR home or business!

National Do Not Call Registry

Tired of telemarketing phone calls? The National Do Not Call Registry gives you a choice about whether to receive telemarketing calls at home.

If you are a residential consumer attempting to register for the no call list, you may do so online at www.donotcall.gov, or by calling toll-free, 1-888-382-1222 or TTY 1-866-290-4236, to reach the Federal Registry. You must call from the telephone number you wish to register.

Most telemarketers should not call your number once it has been on the registry for 31 days. If they do, you can file a complaint at www.donotcall.gov. You can register your home or mobile phone for free. Your registration will be effective for five years.

The process for registering to the Georgia Do Not Call List has changed. By registering with the "Free" Federal No Call Registry, your telephone number will automatically be included on the Georgia Do Not Call List and will be included in the list of telephone numbers telemarketers are required to download prior to telemarketing in Georgia.

Dalton Utilities in State Pilot Study on Water Conservation

waterSmart: Building a Water Conservation Ethic in Georgia



Soon after his appointment, Department of Natural Resources (DNR) Commissioner Noel Holcomb met with environmental education providers to establish a conservation ethic among all Georgians. These organizations form the Education Roundtable. The goal of the Education Roundtable is to deliver a coordinated message to Georgians, one that educates the public on important environmental issues and offers simple behaviors to adopt that will make positive changes.

The issue of water and how it is used for agriculture, economic development, human consumption, outdoor recreation and other applications will remain a hot topic for years to come in our state. For that reason, the Education Roundtable selected outdoor water use and conservation as the first environmental issue to be addressed. A timely choice, because it allows the group to: 1) work in conjunction with the legislatively mandated State-wide Water Management Plan; 2) meet the needs identified in a survey of public attitudes on water; and 3) address the pressing realities of climatic conditions and peaks in water demand.

The Education Roundtable has teamed up with waterSmart, an ongoing water conservation program, to offer simple, state-of-science tips for maintaining healthy lawns while using less water. Instead of appealing to emotions to generate water-saving habits, waterSmart was developed to appeal to people's wallets and time – by providing practical tips that are easy to implement at any budget level and under a variety of climate conditions. The tips will be localized as appropriate to meet regional needs.

Before launching a larger initiative, the Education Roundtable will implement and evaluate the program in six targeted metropolitan areas: **Albany, Augusta, Cobb County, Columbus, Dalton, and Macon.** Each pilot community will participate in a Communications Campaign to educate the public on the conservation program, an Outreach Program for Homeowners on Outdoor Water Conservation, Teaching Posters and CDs of Student Activities for 6th Grade Earth Science Teachers and Training Seminars and Campus Water Audits for Plant Operations Managers at State Universities.

More on this exciting program later!!

Congratulations Bright School on Challenge 20/20 Award

Recently, students from The Bright School in Chattanooga toured Dalton Utilities water and wastewater operations and Spring Creek Wetlands as part of their Challenge 20/20 project for grades K-5. The problem the Bright School and their partner school, Colegio Cristobal Colon in Lomas Verdes, Naucalpan de Juarez, Mexico focused on was worldwide water deficits.

"We found out on Friday, March 16 that Bright School and our partner in Mexico City are the sole award winners (out of 350 international teams) in the Challenge 20/20 Project for grades K-5. The role Dalton Utilities played in helping our students was HUGE. Thank you, again, for your significant contributions to the success of this project for our students," said Kim Brown, director of Marketing, Communications and Community Relations for The Bright School.



Building or Excavating? Always call the UPC One-Call center BEFORE starting construction! Why? First of all, it's the law. Secondly, it could save money...and possibly your life! If you damage any utility lines and haven't called the Utilities Protection Center to have services located, YOU are liable for any damages incurred and the cost of the repair, which can become very costly.

Damaged utility lines can result in costly repairs, property damage, potential environmental incidents and, in the case of electricity and natural gas, serious injuries or loss of life.

Before beginning construction, make sure all utility locations have been marked. Look for meters, valves, markers, vent pipes or any other indication a gas line may be present. Never dig when there is any indication a gas line is present even if there are locate marks. If you see anyone digging in an area that is within a natural gas pipeline easement or in the vicinity of a gas line and you do not see any utility service location marks, please notify Dalton Utilities immediately at 706-278-1313.

Dig Safely.
1-800-282-7411

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Whooo Goes There?

In late February, Steve Thompson, a Dalton Utilities employee, was entering our Mill Creek water treatment plant on Chattanooga Avenue and happened across a barred owl (or at least that's our best guess) who was resting in the grass. Enterprising Steve grabbed his camera and took several great shots of the beautiful bird.

Barred owls, also known as hoot owls, eight hooters, rain owls, wood owls or striped owls, are found throughout North America, ranging from southern Canada south throughout much of the Midwest and eastern United States and into the mountains of Mexico and Central America. They live primarily in swamps, river bottoms, and moist woodlands. This one was spotted on the banks of Mill Creek, so he was behaving true to form.



Si usted quisiera leer la información contenida en este boletín de noticias del cliente de Dalton Utilities en español, vaya por favor a nuestro Web site a <http://www.dutil.com/home.html> para leer esta información en línea o pase a nuestras oficinas en 1200 V.D Parrott Jr. Parkway y solicite una versión traducida de este boletín de noticias